



Executive Briefing Memo

Date: June 12, 2008

Department/Division/Project: Department of Community Development - Code Enforcement

Division Overview:

The division is responsible for enforcing the Virginia Property Maintenance Code and certain City Ordinances relating to environmental conditions. Through this enforcement process the division strives to ensure all buildings and the land they sit on meet minimum safety requirements for both the occupants and the general public.

Current Operations:

The division is staffed by 42 positions, of which 2 are vacant.

Managers Responsible for Data Reported:

n/a

Presentation by Department of Community Development (DCD) Staff

The DCD Director and Building Commissioner will discuss issues regarding their code enforcement tracking system. If time allows, information on permitting activity compared to other localities will be discussed. (Permitting data is included in the attached appendix.)

Issues for Discussion:

The Division of Permits and Inspections has a permitting application called Cornerstone that is 18 years old and has a history of intermittent problems.

In addition, the Code Enforcement Division has a separate application that is 8 years old. In recent weeks, the performance of the Code Enforcement application has deteriorated, with as many as 50% of all users sometimes unable to log into the system to record work performed and enter data. Although the Department of Information Technology and Code Enforcement have been working to correct the problems, the source of the problems has not been identified. At this point in time, there is a possibility that the application will irreparably fail.

There are also problems with the Code Enforcement application's interface with the CRS system. To date, Information Technology has been unable to pinpoint the cause of these problems and no potential solutions have been identified. Issues include:

- Not all CRS tickets are making it to the Code Enforcement application.
- Not all completed work entered in the Code Enforcement application is being recorded by CRS.

Because the possibility exists that the Code Enforcement application may irreparably fail, Code Enforcement and Information Technology will discuss contingency plans in that event.

Finally, DCD staff will discuss the business case and possible funding strategies for a new system that addresses the deficiencies of both the Cornerstone application and the Code Enforcement application.

Questions/Follow-up Issues