



Executive Briefing Memo – Code Enforcement, September 6, 2007

Date: September 4, 2007

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 38 positions, which include:

- 1 Operations Manager
- 1 Engineer II
- 5 Property Maintenance Inspector III's
- 6 CAPS Inspectors
- 17 Property Maintenance Inspector II's
- 4 Property Maintenance Inspector I's
- 1 Administrative Project Analyst
- 2 Senior Customer Service Representatives
- 1 Office Specialist

Managers Responsible for Data Reported:

- Dyett Ellis – Code Enforcement data
- Mark Bridgman – CAPS data

Overview of Code Enforcement (presentation by Code Enforcement)

Questions and discussion as needed.

Issues for Discussion:

Data Reporting

DIT staff reports that all code enforcement performance data currently collected is accessible in the data warehouse. Some measures such as the number of building condemnations and the number of overdue cases still need to be deployed. Code Enforcement and DIT have worked together to develop new reports from the data warehouse.

Code Enforcement staff uses GIS technology on a fairly regular basis (this is the first department in RichmondWorks to demonstrate an internal GIS capability.)

Quality of Data

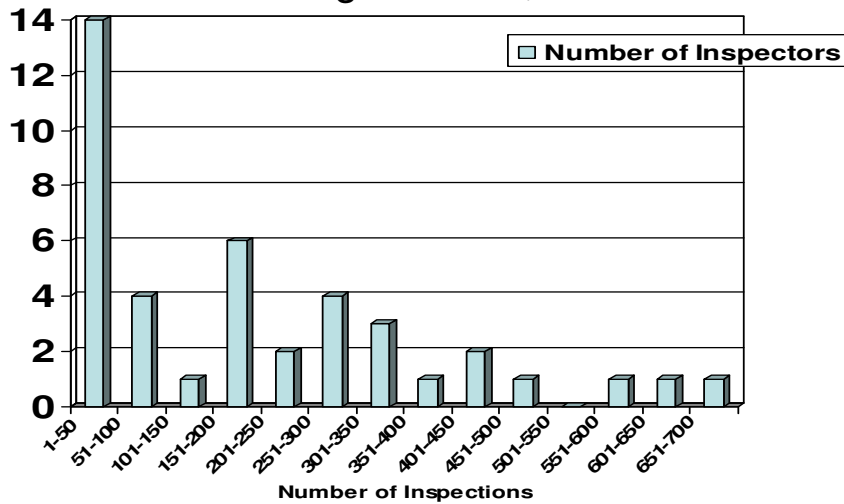
Initial reviews of the new data reports provided as of August 30 indicate that quality control problems exist.

For example, data was presented for the period August 1 – August 27, 2007 detailing the number of inspections conducted by each inspector, along with the number of violations noted. (See chart below.)

Quality control issues with this data include:

- The number of inspections reported performed in August ranged from one to 667.
- The total number of “inspectors” listed is 41. However, Code Enforcement’s budgeted allocation of inspectors is 25.
- The data presented includes the names of at least two employees that are retired – one for at least 3 years.
- The data presented includes the names of police officers that work for CAPS as well as Public Health employees and employees that perform occasional inspections as needed. Although inspections performed by these individuals should be tracked, they should be tracked and reported separately from Code Enforcement Inspectors whose primary duties are inspections.

Number of Inspections Performed per Inspector August 1- 27, 2007



These issues have been discussed with Code Enforcement. The following actions will be taken:

- The especially high values will be audited and corrected. At this point, these data appear to be caused by the report capturing transactions that are not actually inspections.
- It was determined that some of the inspections attributed to employees no longer employed by the City are associated with Code Enforcement procedures for dealing with open cases assigned to staff at the time they leave City service. These procedures will be revised.
- Other inspections attributed to employees no longer with the city will be reviewed to ensure that no cases are open and employee names will be purged from the database as appropriate.

Certain other data is presumably accurate but is presented in a manner that is incomplete, unclear and confusing. An example of the data as provided appears below.

Code Enforcement Inspection August 2007

8/27/2007

Districts	Inspections	Initial	No Viol	Viol	Follow Up
1	2,699	456	49	378	1,199
2	1,083	256	43	194	376
3	976	318	108	189	278
4	2,894	474	87	342	720
Sum:	7,652	1,504	287	1,103	2,573

The report above displays the total number of inspections in August 2007 by district along with the number of initial inspections, the number of follow-up inspections and two disposition categories (violation, no violation.) However, one or more dispositions or inspection categories are not accounted for, as the sum of the dispositions displayed does not equal the sum of total reported inspections. (For example, in District 1, initial violations plus follow up inspections plus dispositions total 2,082 vs. the 2,699 total inspections reported.)

Code Enforcement is reviewing this issue and will report back to Richmond Works staff as necessary.

Code Enforcement Violations August 2007

District	Violations received	Violation Received Caps	Violations Closed
1	463	22	468
2	253		319
3	257	2	352
4	439	21	551
Sum:	1,412	45	1,690

The report above presents the number of code enforcement violations by district for August 2007. This data is confusing for two reasons. First, for each district, the number of violations closed is greater than the number of violations received. This can probably be attributed to violations carried over from previous months. If so, a category should be established to track that data. Secondly, the “violations closed” category does not distinguish between CAPS violations and other types of violations. If the number of CAPS violations received is important enough to be tracked, logic dictates that the number of CAPS violations closed should be tracked as well. RichmondWorks staff, DIT and Code Enforcement will work to refine this report and others as needed.

Other Areas of Concern and Questions Regarding Data Quality

1. Discussions with Code Enforcement and DIT staff indicated that inspector practices in the field are not uniform. For instance, some inspectors may record multiple initial inspections while unsuccessfully attempting to gain access, while others may record a single initial inspection and multiple follow up inspections. What steps are being taken to address this issue?
2. Code Enforcement staff reports that 69 possible actions may be entered into the automated tracking system. Has an analysis of the utilization of the 69 possible actions been conducted? Are all of them necessary?
3. How is data quality maintained? Who is responsible and how frequently are reviews conducted?

4. What SOP's are in place regarding inspection procedures and data entry? Who is responsible for their maintenance? When were they last reviewed and updated?

Code Enforcement and the 311 Call Center

Are there any issues or concerns regarding the implementation of the 311 Call Center and its relationship to Code Enforcement Operations?

Questions/Follow-up Issues