

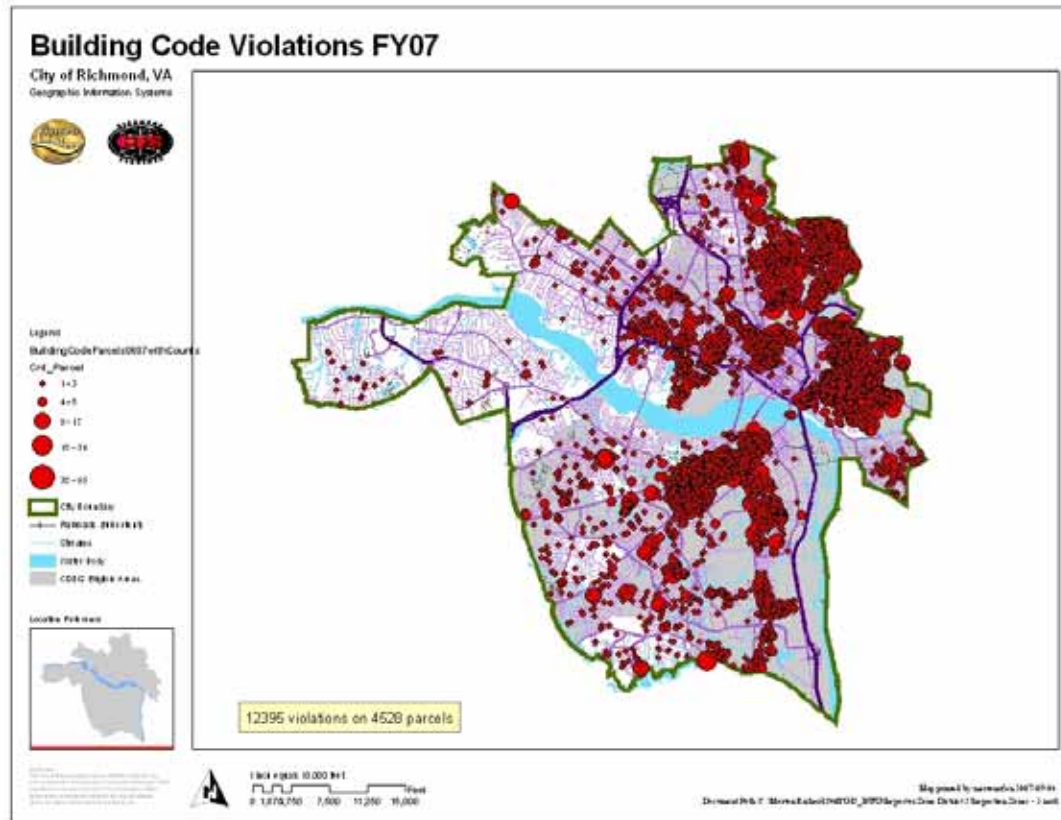
# Mission Statement

Through the enforcement of the Property Maintenance code and Environmental ordinances ensure all buildings and premises are safe for both occupants and the general public. Eradicate blight in the City of Richmond.

# Major Programs

- Enforce the Property Maintenance Code

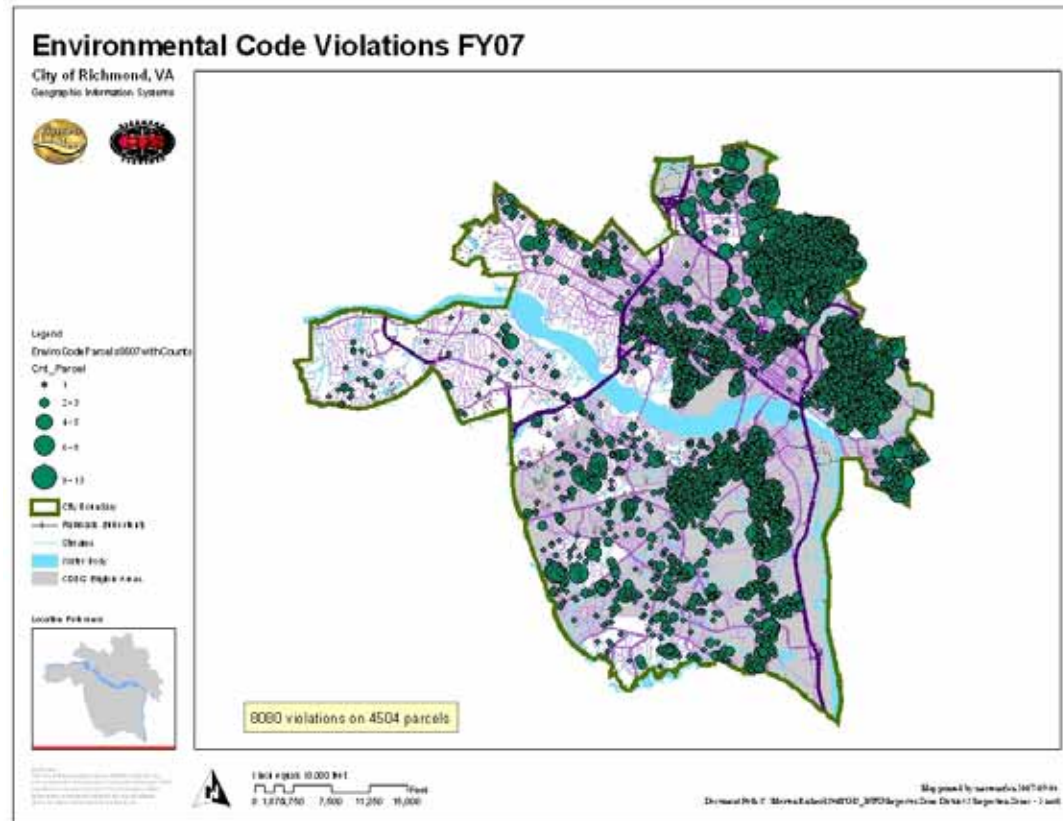
# Property Maintenance Violations Map



# Major Programs

- Enforce Property Maintenance Code
- Enforce “Environmental “ Ordinances
  - Tall Grass and Weeds
  - Inoperative Vehicles
  - Trash/Dumping

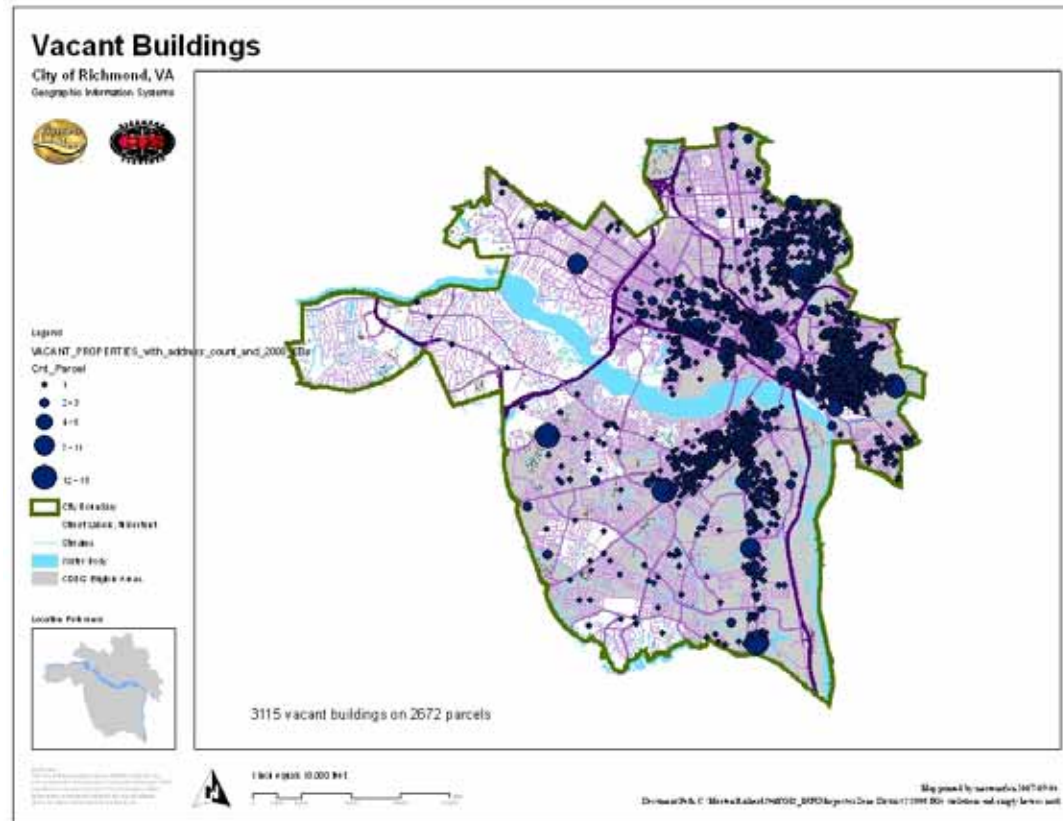
# Environmental Violation Map



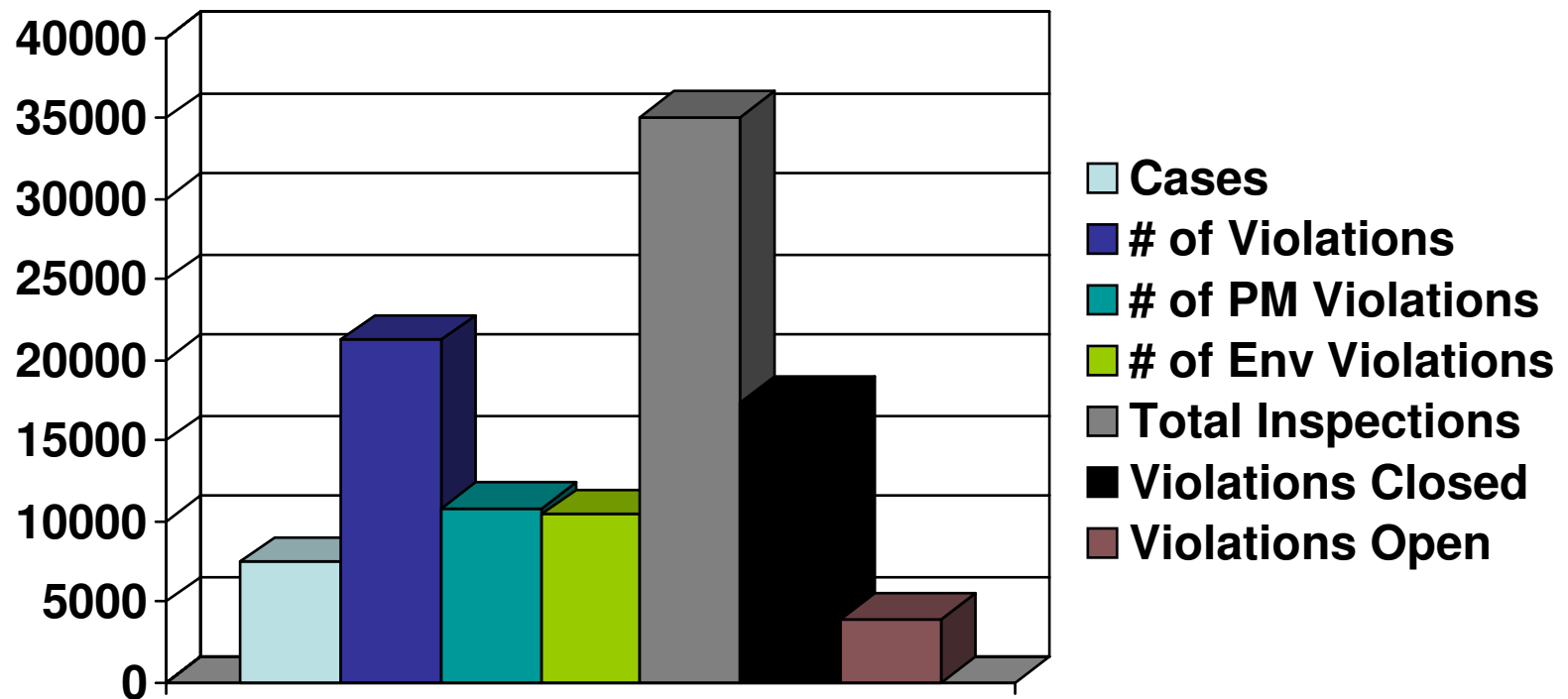
# Major Programs

- Enforce Property Maintenance Code
- Enforce “Environmental “ Ordinances
  - Tall Grass and Weeds
  - Inoperative Vehicles
  - Trash/Dumping
- Demolition/Boarding Program
- Spot Blight Program
- CAPS Program
- Vacant Building Registration and Inspection Program

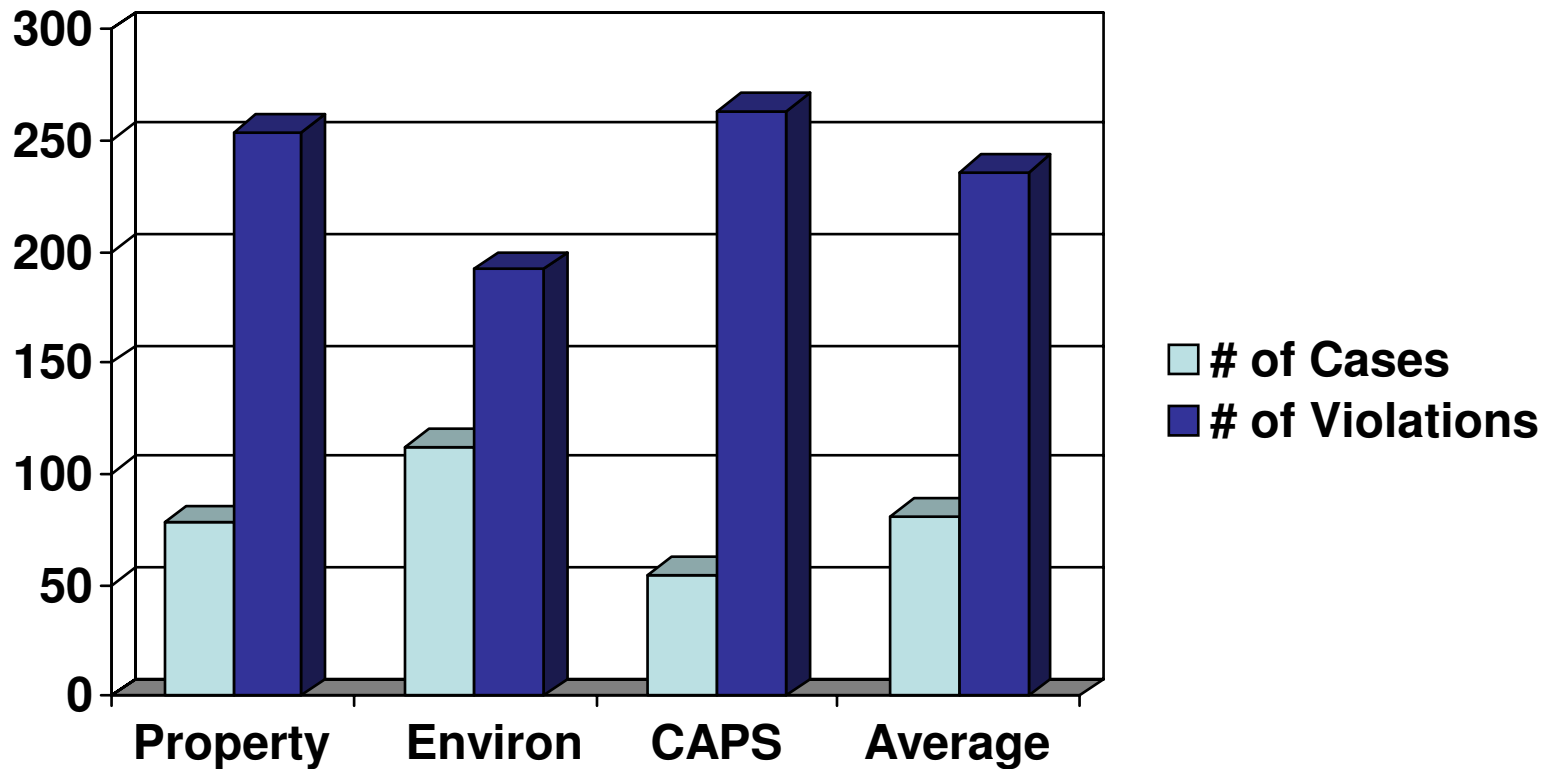
# Vacant Building Map



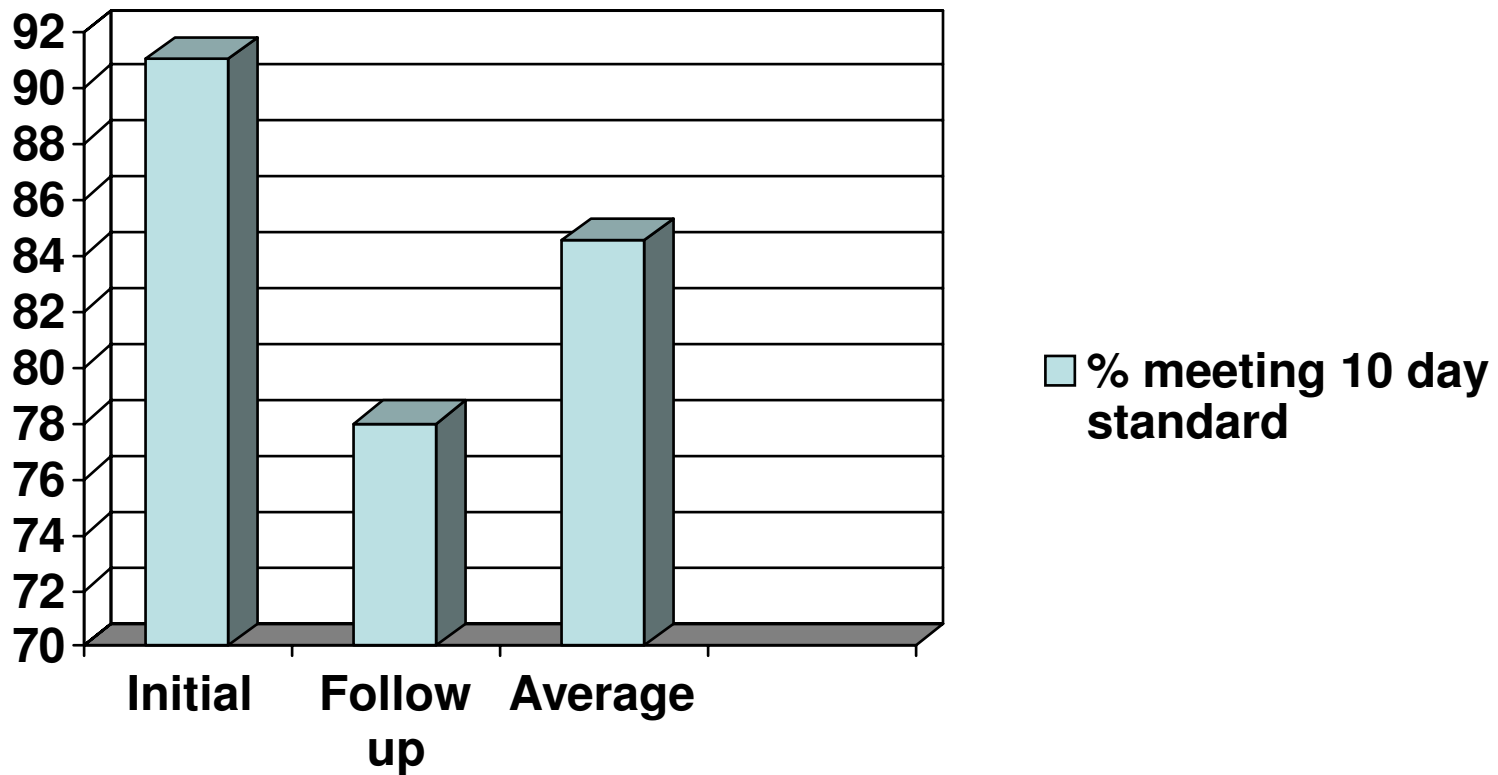
# Workload Indicators - FY2007



# Average # of Cases and Violations Carried by Staff

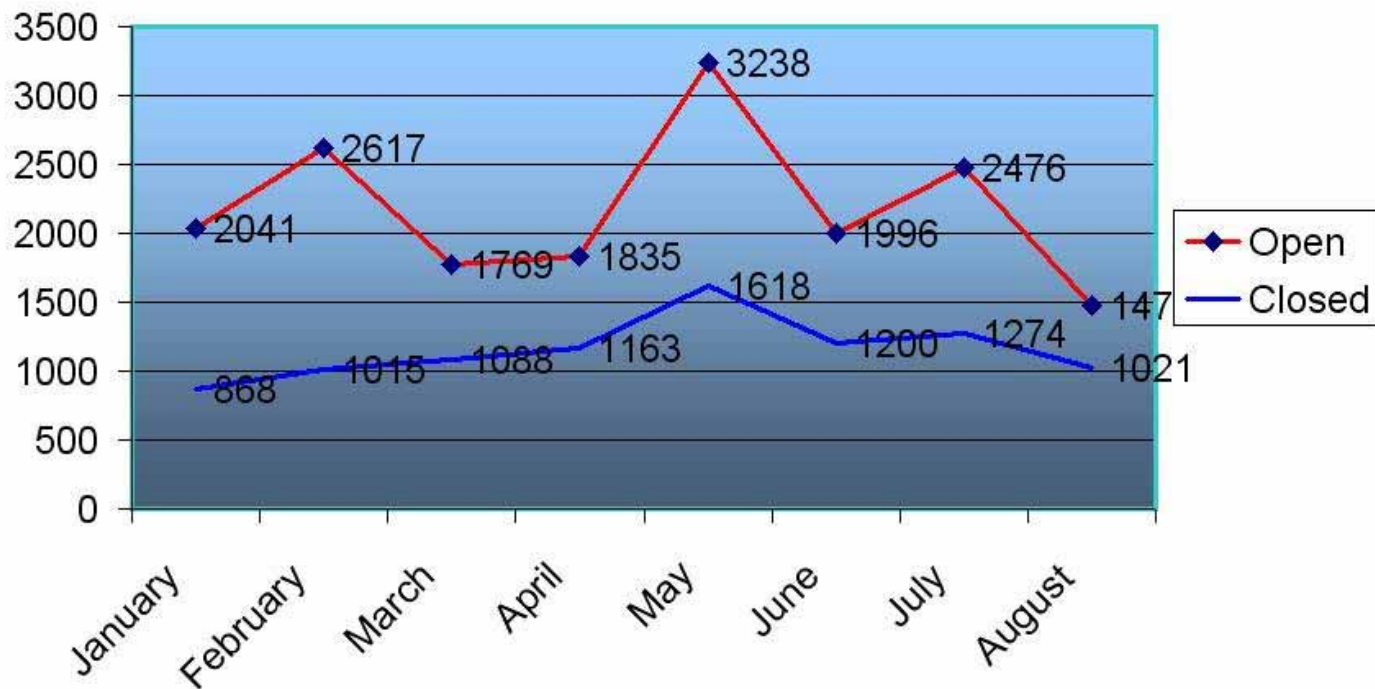


# Response Times for Initial and Follow-up Inspections

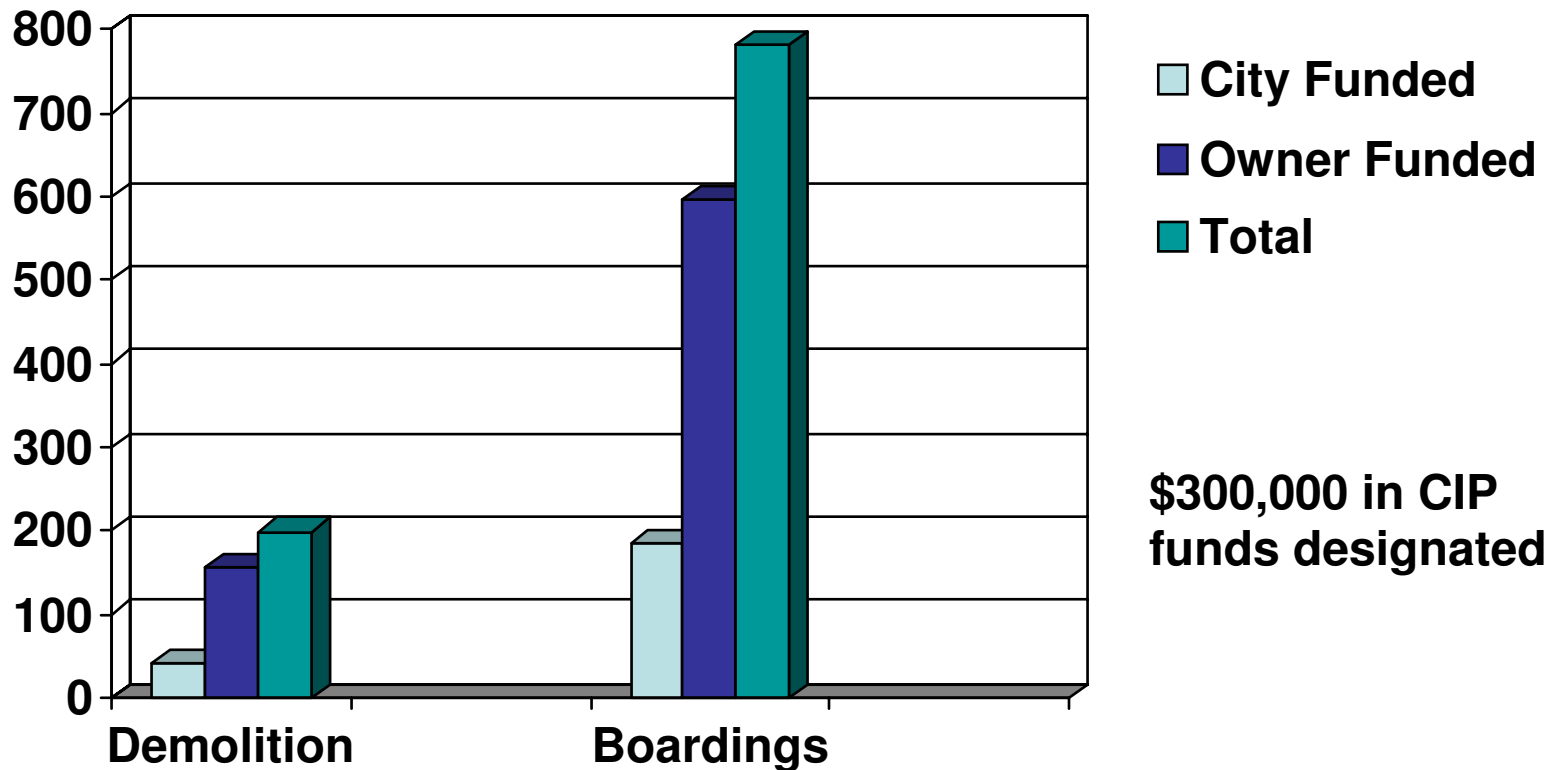


# Monthly Trends

## Code Enforcement Cases by Month 2007



# Demolished and Boarded-up Buildings in FY 2007



# Data Received From Data Warehouse

- # of inspections performed
- # of cases closed out with violations
- # of follow-up inspections performed
- # of cases carried over
- # of cases received
- # of cases closed

# Future Plans for Data Displayed Through the Data Warehouse

- # of condemnations
- # of demolitions and board-ups by inspection district
- Inspection productivity
- Inspector performance analysis (cases in, out, overdue, ect.)

# Current Principles

- System is primarily complaint based
- Proactive efforts limited to
  - Neighborhoods in Bloom
  - Vacant buildings
  - Multi-agency efforts

# Issues

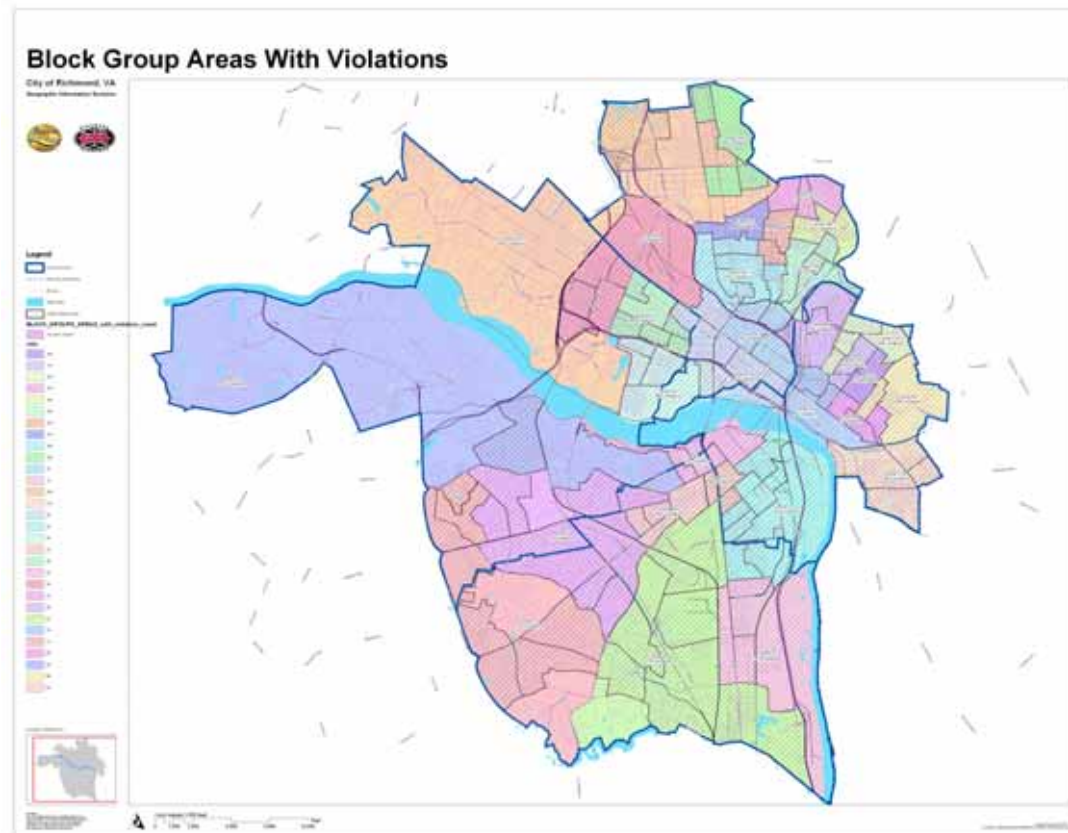
- Principles that we operate under are in conflict with our mission of blight eradication
- We are moving blight around- not eliminating it
- Organization is not efficient as it could be

# Actions Being Taken

- Hired Operations Manager with 30 years experience
- Top to bottom process evaluation being done
- Aggressive training program begun
- Resources such as cell phones and wireless laptops being ordered
- Reorganizing so CAPS and Code Enforcement are under common supervision and in 4 districts to match Police precincts
- Mapping out territorial assignments so that each inspector has area in which they are accountable to respond to complaints and perform proactive inspections



# Inspection District Map





# Neighborhood Conditions



# Impediments

- Only 80% of cases resolved through “voluntary” compliance
- Difficulty in finding owners of vacant buildings
- Difficultly in serving summons on owners who live outside City
- Cannot compel owners to court who reside outside of Virginia

# Impediments

- Challenges in inspection productivity without assigned vehicles
- To roll out proactive system will require 5 more inspectors
- Code Enforcement inspector turnover in the past year is 37%