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# RichmondWorks

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Department of Community  
Development  
June 12, 2008





# Presentation Agenda

1. Challenges and Impediments to Success of Department
2. Potential Solutions to Challenges and Impediments

# Challenges & Impediments

- ◆ Code enforcement tracking system (CE) is experiencing intermittent access failures over the past 8-10 weeks.
  - DCD and DIT have been working in concert to resolve the issue
  - Source of the problem is unknown
  - Failure is occurring in both the wired and wireless mode
  - Prevents access to the system for significant periods of time
  - Concerned that we might be faced with full system failure in the future

# Challenges and Impediments

- When in failure mode we cannot:
  - Access information on incoming complaints
  - Enter results of inspections
  - Create notices of violation
  - Know when inspections are overdue

# Challenges and Impediments

## Potential Solutions

- ◆ Short term contingency plan is in place in case of a system crash
  - Will use paper based system in place for emergencies such as hurricanes.
  - Will utilize CR for incoming complaint information.
  - Inspectors will manually track inspection due dates with a 30 day tickler file.
  - Notices will be fill in the blank forms.

# Challenges and Impediments

## Potential Solutions

- ◆ Intermediate term contingency system will be in place by the end of the month
  - This will allow the tracking of inspection due dates
  - It will utilize the CR system for complaint information
  - An access data base is being built to track inspection due dates and provide some management reports
  - Additional clerical support may be needed if the full system failure occurs for an extended period of time

# Challenges and Impediments

## Potential Solutions

- ◆ Background information has been collected for a replacement system
  - Would be a component of an overall land management system
  - Would be an city-wide solution

# Challenges and Impediments

## Potential Solutions

- Components that could be part of such a system
  - Land use tracking
  - Permit processing
  - Inspection tracking
  - Code enforcement
  - Asset tracking
  - GIS integration
  - 311 Integration
  - Online processes
  - Wireless operations

# Challenges and Impediments

## Potential Solutions

- Cost is roughly estimated at \$1.5 million
- Post contract implementation is 9-12 months
- Lease purchase options available
  - Can be spread over 5 years
  - Annual cost during that period is \$300,000

# Challenges and Impediments

## Potential Solutions

### ■ Revenue Sources

- Costs for system and anticipated annual hardware could be covered with a 5% permit fee increase and a redirection of 5% of existing permit fees to a dedicated fund.
- Net cost to City would be \$250,000 per year for 5 years
- Allows partnering with development community
- Recommend a lock box approach