

Department of Code Compliance

Mission

The mission of the Department of Code Compliance is to promote, protect, and maintain a healthy and desirable living environment in Fairfax County. This is accomplished through education and outreach, community partnerships, voluntary compliance, and enforcement of the Zoning Ordinance, the Property Maintenance Code, the Building Code, and other applicable safety codes.

Connection to the Countywide Strategic Plan

The Fairfax County Board of Supervisors adopted the first-ever Countywide Strategic Plan on October 5, 2021. The Countywide Strategic Plan serves as a road map to help guide future work, focusing on the 10 Community Outcome Areas that represent the issues of greatest importance to the community. The Department of Management and Budget continues to integrate the Countywide Strategic Plan into budget documents. For information on how the agency's program performance contributes to these goals, please see the Performance Measurement Results by Community Outcome Area. For more information on the Countywide Strategic Plan, please see www.fairfaxcounty.gov/strategicplan/. The Department of Code Compliance primarily supports the following Community Outcome Area:



Community Outcome Area	Vision Statement
Effective and Efficient Government	<i>All people trust that their government responsibly manages resources, is responsible to their needs, provides exceptional services and equitably represents them.</i>

Focus

The Department of Code Compliance (DCC) is a multi-code enforcement agency created in 2010 by combining the functions of the following:

- The former Code Enforcement Strike Team
- A majority of the Zoning Enforcement function in the former Department of Planning and Zoning
- Components of the former Code Enforcement Branch of the Department of Public Works and Environmental Services
- The Blight Abatement Program from the Department of Housing and Community Development
- Public Safety staff from the Sheriff's Office and Police Department

The staff of DCC is proficient in all aspects of code enforcement related to violations of the Zoning Ordinance, Virginia Maintenance Code, Building Code, Noise Ordinance, Fire Code, Blight Abatement Program, and Grass Ordinance, with the administration of compliance programs pertaining to these codes centralized in DCC. This centralized approach to code enforcement creates a collaborative multi-functional environment that can successfully investigate and resolve complaints and violations in residential and commercial communities. The DCC centralized customer service intake better supports customers by creating an integrated one-call center that has

greatly enhanced customer service and support by reducing calls that may have been incorrectly transferred to other agencies.

DCC continuously gauges community trends and new service needs through extensive customer outreach and education efforts. Through meetings with civic and homeowners associations and participation in public events, staff educates residents about the DCC mission and processes, encourages face to face contact between staff and residents, and creates opportunities for feedback about trends and issues in the community.

DCC partners with other agencies to serve on committees that deal with community issues, such as the Hoarding Committee and the DCC Equity Committee. DCC maintains a protocol for scheduled, combined inspection efforts related to complaints involving uses in commercial businesses that are illegal, or not approved or allowed, based on the Non-Residential Use Permit (Non-RUP) that has been issued for that business. This work with Police and Fire may include restaurants with dance halls, local bars, karaoke bars, massage establishments, hookah bars, and other commercial enterprises.

The agency utilizes the DCC Strategic Plan to implement measures that best serve the community; to identify issues and trends; to deploy services; and to provide educated, experienced staff along with the systems necessary to address community issues in a timely manner. The agency's vision for FY 2024 and beyond is to be the leader in the preservation and protection of healthy and desirable neighborhoods through education, community partnerships, voluntary compliance, and enforcement.

Administrative Services staff provide clear direction, leadership, and strategic management for the agency by promoting continuous learning, providing employee development opportunities, succession planning, and continually evaluating staffing needs to recruit and retain employees who possess the competencies necessary to achieve its mission. The Code Administration Section enhances the agency's ability to provide a multi-code response in collaboration with the appropriate County agency and code authority. Field Operations refer a high volume of cases to the Code Administrative Section for actions, such as appeals, requests for legal action to obtain code compliance, requests for guidance, and technical assistance relevant to the investigative process.

DCC expects a continued increase in demand for responses to community concerns which affect core business areas: Administrative Services, Code Administration, Operations, and Public Safety and Support Staff. These increased demands are the result of expanded authorities granted to DCC, such as the authority to abate public menaces, modifications to the County's Blight Abatement Program, enforcement responsibility for the Grass Ordinance, and enforcement and fine collections related to the Illegal Signs in the Right of Way Program.

The Illegal Signs in the Right of Way Program concluded its sixth full year in operation during FY 2022. This program is authorized through an agreement with the Virginia Department of Transportation (VDOT) and originally operated through a partnership with the Office of the Sheriff, with the Sheriff's Community Labor Force (CLF) collecting and disposing of signs from roadways, and DCC taking enforcement action in egregious cases. In FY 2023, the CLF discontinued its support of the program and is no longer collecting the signage. Other arrangements will be made such as the use of contractors or county staff to continue its program. In FY 2022, over 9,413 signs were collected by the CLF from 99 allotted roadways, and although sign collection numbers have decreased, all indications point to an increase in illegal signage posted on roadways which are not part of the program.

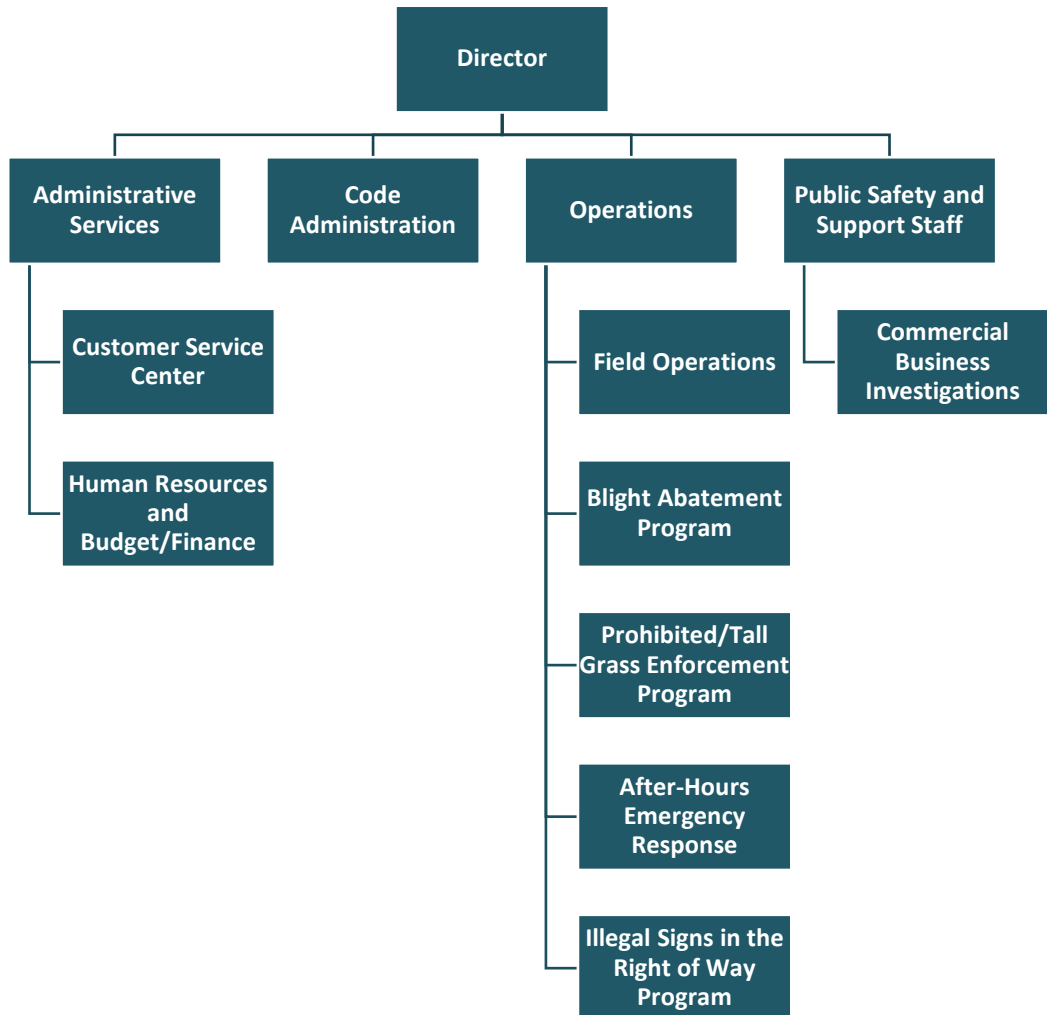
Increased demands related to code amendment changes and new code enforcement challenges such as the noise ordinance and the new bamboo ordinance, require analysis, training, and the

development of new investigation protocols. These recent and other new amendments require DCC to provide ongoing public outreach and education, to monitor the new investigation protocols, and to coordinate with other affected departments. DCC expects there to be an increase in workload over the next several years due to code changes anticipated as a part of the Zoning Ordinance Modernization Project. This major initiative to modernize the County's ordinance has resulted in the development of new investigative protocols associated with the new code, training needs, and extensive research to carry out enforcement efforts.

DCC is involved in the design and implementation of the new Planning and Land Use System (PLUS) application, which replaces the legacy Fairfax Inspection Database Online (FIDO) to improve data collection and analysis. PLUS will improve efficiency within DCC and its sister agencies to help carry out the agency's strategic plan. The PLUS system went live in October 2022 as part of Release 4, which is the largest portion of the project to date.

DCC considers and promotes equity in its decision-making processes and in the delivery of future policies, programs, and services, as defined in the One Fairfax Policy. An agency action plan has been implemented as a living document that will continue to undergo review and updates to ensure sustained progress on the initiative.

Organizational Chart



Budget and Staff Resources

Category	FY 2022 Actual	FY 2023 Adopted	FY 2023 Revised	FY 2024 Advertised
FUNDING				
Expenditures:				
Personnel Services	\$4,180,753	\$4,536,525	\$4,536,525	\$4,766,232
Operating Expenses	399,542	546,017	547,288	549,152
Total Expenditures	\$4,580,295	\$5,082,542	\$5,083,813	\$5,315,384
Income:				
Illegal Signs Fines	\$33,745	\$17,350	\$33,745	\$33,745
Miscellaneous Revenue	0	8,810	8,810	0
Total Income	\$33,745	\$26,160	\$42,555	\$33,745
NET COST TO THE COUNTY	\$4,546,550	\$5,056,382	\$5,041,258	\$5,281,639
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	48 / 48	48 / 48	48 / 48	48 / 48

FY 2024 Funding Adjustments

The following funding adjustments from the FY 2023 Adopted Budget Plan are necessary to support the FY 2024 program:

Employee Compensation \$229,707

An increase of \$229,707 in Personnel Services includes \$90,731 for a 2.00 percent market rate adjustment (MRA) for all employees and \$72,364 for performance-based and longevity increases for non-uniformed merit employees, both effective July 2023. The remaining increase of \$66,612 is included to support employee retention and recruitment efforts that will reduce pay compression and align the County's pay structures with the market based on benchmark data.

Department of Vehicle Services Charges \$3,135

An increase of \$3,135 in Department of Vehicle Services Charges is based on anticipated billings for maintenance and operating-related charges.

Changes to FY 2023 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2023 Revised Budget Plan since passage of the FY 2023 Adopted Budget Plan. Included are all adjustments made as part of the FY 2022 Carryover Review and all other approved changes through December 31, 2022:

Carryover Adjustments \$1,271

As part of the FY 2022 Carryover Review, the Board of Supervisors approved encumbered funding of \$1,271 in Operating Expenses.

Cost Centers **Code Administration and Administrative Services**

Code Administration includes the designated DCC Code Authority who serves as the Fairfax County Property Maintenance Code Official and Senior Deputy Zoning Administrator. This position collaborates closely with the Fairfax County Zoning Administrator, the DCC Deputy Director, the Office of the County Attorney, and other stakeholders relevant to code administration, policy interpretation, and legal action. Additionally, the DCC Code Administration Manager oversees one staff member, who is responsible for code analysis, code research, code amendment processing, legislative analysis, and litigation documents.

DCC Administrative Services responsibilities include financial and human resources functions, training and employee development, strategic analysis, performance measurement, workforce planning, succession planning, organizational development, and other functions necessary to ensure services and resources are aligned with the agency’s mission.

The Central Intake and Customer Services Section is responsible for managing the DCC complaint intake and customer service center. This section provides all the administrative support to DCC Operations for case processing and case documentation, responds to Freedom of Information Act (FOIA) requests, and coordinates with the Department of Information Technology on systems replacements, web page content updates, and technology needs. The Central Intake and Customer Services Center maintains a high level of administrative expertise and provides assistance to citizens from case intake through the entire case management process.

Category	FY 2022 Actual	FY 2023 Adopted	FY 2023 Revised	FY 2024 Advertised
EXPENDITURES				
Total Expenditures	\$1,324,781	\$1,496,582	\$1,497,853	\$1,534,071
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	11 / 11	11 / 11	11 / 11	11 / 11

Field Operations

The Field Operations section focuses on the assignment and resolution of complaints within five field divisions based on the geographic location of the complaint in Fairfax County. Service requests are obtained from customer calls, website intake, emails, referrals from staff and other agencies, letters and correspondence, and a variety of other means. Operations staff respond to these service requests utilizing a review process which involves research, investigation, documentation, issuance of formal notices of violation, follow-up inspections to ensure compliance, and referral to court processes. Both DCC cost centers work closely together throughout the process, from intake, investigation, compliance, and prosecution, if necessary, to case resolution and closure. DCC Leadership collaboratively work together on strategic planning, community education, inter-agency coordination, and policy development.

Category	FY 2022 Actual	FY 2023 Adopted	FY 2023 Revised	FY 2024 Advertised
EXPENDITURES				
Total Expenditures	\$3,255,514	\$3,585,960	\$3,585,960	\$3,781,313
AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)				
Regular	37 / 37	37 / 37	37 / 37	37 / 37

Position Detail

The FY 2024 Advertised Budget Plan includes the following positions:

CODE ADMINISTRATION AND ADMINISTRATIVE SERVICES – 11 Positions			
1	Director, Code Compliance	1	Management Analyst II
1	Code Authority Manager	1	Management Analyst I
1	Code Specialist III	1	Administrative Assistant V
1	Management Analyst III	4	Administrative Assistants IV
FIELD OPERATIONS – 37 Positions			
1	Deputy Director of Code Compliance Dept	17	Code Compliance Investigators II
5	Code Compliance Supervisors	2	Code Specialists I
12	Code Compliance Investigators III		

Performance Measurement Results by Community Outcome Area

Effective and Efficient Government

The Director’s Office, Code Administration, and Administrative Services focus on customer contact, service request intake, and overall support to Field Operations. All service requests are processed within two business days to ensure an effective intake process and expedient service request processing and case file setup for referral to Field Operations. DCC Customer Services staff received approximately 9,283 calls and more than 4,041 web complaints in FY 2022. This section processed 98 percent of service requests within two business days, thereby meeting the established target. DCC’s outstanding service model has ensured the ability to continue to effectively process most service requests within one business day.

The primary goal of Field Operations is to provide the efficient and effective resolution of all alleged code violations. Two objectives are considered critical to achieving this goal: conducting a first inspection within 14 business days and resolving non-litigated service requests within 120 days. During FY 2022, over 5,600 first inspections were conducted, with 96 percent conducted within 14 business days, meeting the target. Additionally, 83 percent of non-litigated service requests were resolved within 120 days in FY 2022, exceeding the 82 percent target.

Community Outcome Area	FY 2020 Actual	FY 2021 Actual	FY 2022 Estimate	FY 2022 Actual	FY 2023 Estimate	FY 2024 Estimate
Effective and Efficient Government						
Customer Satisfaction with County Services						
Percent of service requests processed within two business days	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Percent of first inspections conducted within 14 business days	96.0%	98.0%	97.0%	96.0%	97.0%	98.0%
Percent of non-litigated service requests resolved within 120 days	74.0%	78.0%	82.0%	83.0%	83.0%	85.0%

A complete list of performance measures can be viewed at <https://www.fairfaxcounty.gov/budget/fy-2024-advertised-performance-measures-pm>