

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 codes to ensure the safety and wellbeing of those living, working, or visiting Fairfax County.

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, and uses the County's One Fairfax equity policy to invest in people and places that have limited access to opportunity. On February 18, 2025, the third Annual Report on the work of the strategic plan was released to the public. The report contains point-in-time progress highlights for each of the community outcome areas, plus a number of additional initiatives to embed the elements of the plan within department-level work. The report also includes a Year Three Implementation Model, including five data dashboards and data stories that are being replicated across all of the outcome areas, which will engage hundreds of County subject-matter experts to identify and champion the specific strategies that will move forward to implementation under the direction of the County Executive's Steering Committee. For more information on the Countywide Strategic Plan, please visit 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 responsive to their needs, provides exceptional services and equitably represents them.</i> |

Focus

The Department of Code Compliance (DCC) is a centralized enforcement agency created in 2010 which is responsible for several types of enforcement, including violations of the Zoning Ordinance, Virginia Maintenance Code, Building Code related to unpermitted work, the Grass and Vegetations Ordinance, Noise Ordinance, and the Blight Abatement and Illegal Signs in the Right of Way Programs. This approach creates a collaborative multi-functional environment that can successfully investigate and resolve complaints and violations in residential and commercial communities.

The DCC centralized intake better supports the public by creating an integrated one-call center that has enhanced customer service experience while assisting other agencies by reducing the number of misdirected calls and reports.

DCC continuously assesses community trends and new service needs by conducting research and participation in customer outreach and education efforts. Through meetings with civic and homeowners' associations and participation in public events, staff educate stakeholders about the DCC mission and processes, encourages deeper engagement with the public, and creates opportunities for feedback about challenges facing the community.

DCC partners with other agencies by serving on committees that deal with community issues, such as the Hoarding Committee and the DCC Equity Team. DCC maintains a protocol for scheduled, combined inspection efforts related to complaints involving illegal commercial enterprises that pose potential risk to public safety. This work with the Police and Fire Departments may include restaurants with public entertainment, dance halls, bars, massage establishments, and other entities operating without authorization.

The agency utilizes the DCC Strategic Plan and Equity Impact Plan to guide activities and implement programs which serve the community; to be responsive to data; and to reflect the vision and goals of the agency and the County. The agency's vision for FY 2026 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 necessary competencies to achieve the agency's mission. The Code Administration Section enhances the Department's capabilities by providing consultative guidance, training, and technical subject matter assistance in collaboration with partner agencies. Field Operations works in concert with the Code Administrative Section to pursue legal action, to advise on the investigative process, and to support the overall strategic objectives of DCC.

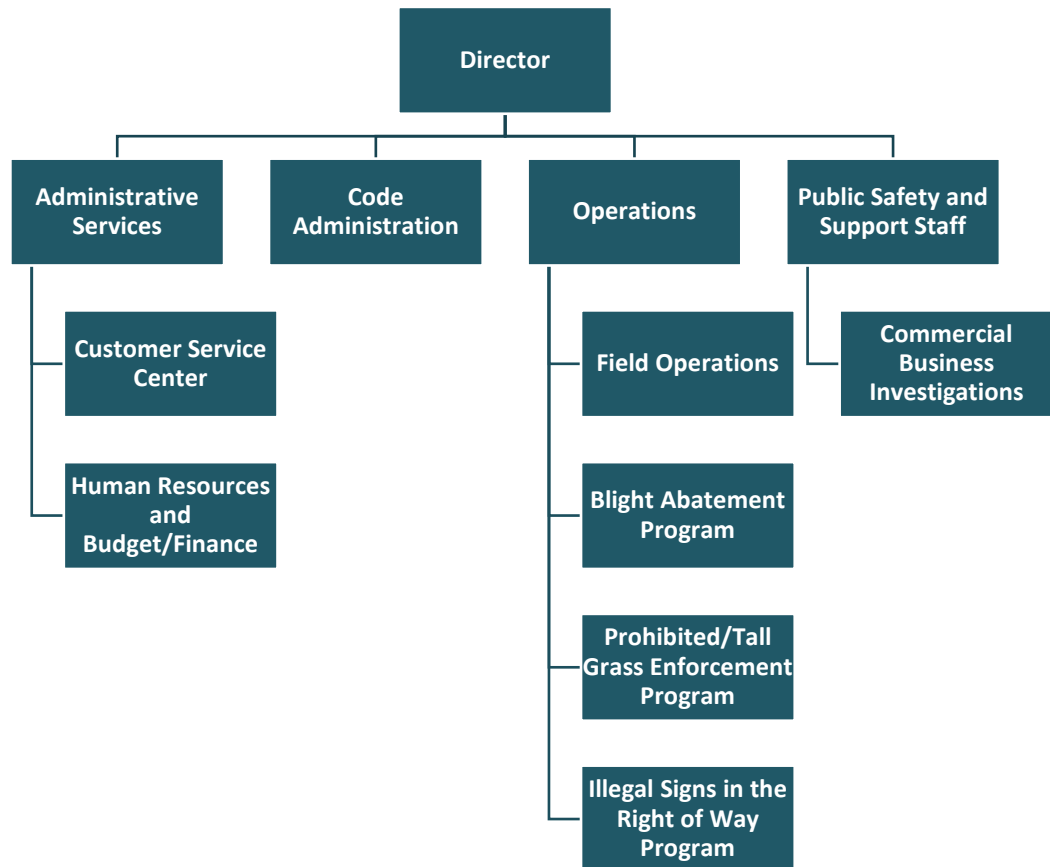
DCC expects a continued increase in demand for service which affects core business areas: Administrative Services, Code Administration, Operations, and Public Safety and Support Staff. This demand is the result of expanded authorities granted to DCC, such as the authority to abate public menaces, modifications to the County's Blight Abatement Program, enforcement responsibility for the Grass Ordinance that now includes bamboo, 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 eighth full year in operation during FY 2024. 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 2024, the agency procured the services of a contractor to continue the program as the CLF no longer staffs the program.

Additional workload resulting from code amendment changes and enforcement challenges such as the noise ordinance and the new bamboo ordinance, require analysis, training, and the development of new investigation protocols. Policies call for DCC to provide ongoing public outreach and education, to monitor and evaluate new procedures, and to coordinate with other affected departments. DCC anticipates an increased workload over the next several years due to Zoning Ordinance Amendments as part of the now approved Zoning Ordinance Modernization Project. This major initiative to modernize the County's ordinance has resulted in the development of new processes and procedures, training needs, and extensive research to carry out investigative efforts.

DCC considers and promotes equity in its decision-making processes and in the delivery of its current and 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. The DCC Equity team has been established and is charged with ongoing implementation and updating the DCC Equity Impact Plan.

Organizational Chart



Budget and Staff Resources

| Category | FY 2024 Actual | FY 2025 Adopted | FY 2025 Revised | FY 2026 Advertised |
|--|--------------------|--------------------|--------------------|--------------------|
| FUNDING | | | | |
| Expenditures: | | | | |
| Personnel Services | \$4,581,510 | \$4,928,761 | \$4,928,761 | \$4,765,313 |
| Operating Expenses | 360,104 | 613,370 | 613,370 | 612,657 |
| Total Expenditures | \$4,941,614 | \$5,542,131 | \$5,542,131 | \$5,377,970 |
| Income: | | | | |
| Illegal Signs Fines | \$25,396 | \$45,995 | \$45,995 | \$45,995 |
| Total Income | \$25,396 | \$45,995 | \$45,995 | \$45,995 |
| NET COST TO THE COUNTY | \$4,916,218 | \$5,496,136 | \$5,496,136 | \$5,331,975 |
| AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE) | | | | |
| Regular | 48 / 48 | 48 / 48 | 48 / 48 | 45 / 45 |

FY 2026 Funding Adjustments

The following funding adjustments from the FY 2025 Adopted Budget Plan are necessary to support the FY 2026 program:

Employee Compensation **\$179,948**

An increase of \$179,948 in Personnel Services includes \$98,575 for a 2.00 percent cost of living adjustment (COLA) for all employees and \$78,505 for performance-based and longevity increases for non-uniformed merit employees, both effective the first full pay period in July 2025. The remaining increase of \$2,868 is included for employee pay increases for specific job classes identified in the County's benchmark class survey of comparator jurisdictions.

Planning and Land Use System (PLUS) Licenses **\$20,680**

An increase of \$20,680 for PLUS licenses is based on anticipated billings for licensing costs associated with the utilization of the PLUS system. PLUS is a multi-agency platform for Fairfax County customers to complete their zoning, building, permitting or other land development processes online. Through PLUS, customers can conduct online transactions such as creating and submitting building permit applications online, pay fees, track application status, receive electronic notifications and conduct searches.

Department of Vehicle Services Charges **\$9,652**

An increase of \$9,652 in Department of Vehicle Services charges is included. These expenses are associated with the purchase of replacement vehicles, regular maintenance of fleet assets, fueling, and use of the motor pool.

Department of Code Compliance

Reductions

(\$374,441)

A decrease of \$374,441 and 3/3.0 FTE positions reflects reductions utilized to balance the FY 2026 budget. The following table provides details on the specific reductions:

| Title | Impact | Positions | FTE | Reduction |
|---|--|-----------|-----|-----------|
| Eliminate Code Authority Manager Position | This reduction of \$136,897 eliminates a Code Authority Manager position. This position is associated with reviewing requests for legal action and provides guidance and technical support to departmental investigative staff on matters of code administration, application, and interpretation. The work responsibilities of this position can be absorbed by current staff due to office efficiencies. | 1 | 1.0 | \$136,897 |
| Eliminate Code Specialist I Positions | This reduction of \$157,499 eliminates two Code Specialist I positions. These positions are associated with the Illegal Signs in the Right of Way program. The work responsibilities of this position will be absorbed by a contractor which the agency currently utilizes. | 2 | 2.0 | \$157,499 |
| Reduce Overtime Spending | This reduction of \$60,000 is associated with a reduction in the department's overtime spending utilized for staff to conduct flexible after-hours investigations. Based on flexible schedules and monitoring of overtime usage, the department has significantly reduced overtime spending. | 0 | 0.0 | \$60,000 |
| Reduction to Operating Budget due to Continued Cost Savings | This reduction will lower Operating Expenses by \$20,045. Due to efficiencies gained, it is not expected that this reduction will have a negative impact on agency operations. | 0 | 0.0 | \$20,045 |

Changes to FY 2025 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2025 Revised Budget Plan since passage of the FY 2025 Adopted Budget Plan. Included are all adjustments made as part of the FY 2024 Carryover Review and all other approved changes through December 31, 2024.

There have been no adjustments to this agency since approval of the FY 2025 Adopted Budget Plan.

Cost Centers

Code Administration and Administrative Services

Code Administration section closely collaborates 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. Additional duties include code analysis, research, amendment processing, legislative analysis, litigation review, and the agency's internal training program.

DCC Administrative Services responsibilities include financial and human resources functions, training, employee development, and strategic analysis in addition to 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. Additionally, the team responds to Freedom of Information Act (FOIA) requests, coordinates with the Department of Information Technology regarding systems replacements, web page content updates, and other technology needs. The Central Intake and Customer Services Center maintains a high level of administrative expertise and provides assistance to citizens throughout the entire case management process.

| Category | FY 2024 Actual | FY 2025 Adopted | FY 2025 Revised | FY 2026 Advertised |
|--|-------------------|--------------------|--------------------|-----------------------|
| EXPENDITURES | | | | |
| Total Expenditures | \$1,343,902 | \$1,671,260 | \$1,671,260 | \$1,623,681 |
| AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE) | | | | |
| Regular | 11 / 11 | 11 / 11 | 11 / 11 | 10 / 10 |

Field Operations

The Field Operations section focuses on the assignment and resolution of complaints within five field divisions based on geographic location within 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 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 works together regarding strategic planning, community education, inter-agency coordination, and policy development.

| Category | FY 2024 Actual | FY 2025 Adopted | FY 2025 Revised | FY 2026 Advertised |
|--|-------------------|--------------------|--------------------|-----------------------|
| EXPENDITURES | | | | |
| Total Expenditures | \$3,597,712 | \$3,870,871 | \$3,870,871 | \$3,754,289 |
| AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE) | | | | |
| Regular | 37 / 37 | 37 / 37 | 37 / 37 | 35 / 35 |

Position Detail

The FY 2026 Advertised Budget Plan includes the following positions:

| CODE ADMINISTRATION AND ADMINISTRATIVE SERVICES – 10 Positions | | | |
|---|--|----|----------------------------------|
| 1 | Director, Code Compliance | 1 | Management Analyst II |
| 0 | Code Authority Managers [-1] | 1 | Management Analyst I |
| 1 | Code Specialist III | 1 | Administrative Assistant V |
| 1 | Management Analyst III | 4 | Administrative Assistants IV |
| FIELD OPERATIONS – 35 Positions | | | |
| 1 | Deputy Director of Code Compliance Dept | 18 | Code Compliance Investigators II |
| 5 | Code Compliance Supervisors | 0 | Code Specialists I [-2] |
| 11 | Code Compliance Investigators III | | |
| - | Denotes Abolished Position(s) due to Budget Reductions | | |

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 of receipt 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 9,811 calls and more than 5,523 web complaints in FY 2024. 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 in achieving this goal: conducting a first inspection within 14 business days of the initial complaint and resolving non-litigated service requests within 120 days. During FY 2024, over 4,599 first inspections were conducted, with 89 percent conducted within 14 business days. Additionally, 78 percent of non-litigated service requests were resolved within 120 days in FY 2024.

| Community Outcome Area | FY 2022 Actual | FY 2023 Actual | FY 2024 Estimate | FY 2024 Actual | FY 2025 Estimate | FY 2026 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% | 75.0% | 90.0% | 89.0% | 90.0% | 91.0% |
| Percent of non-litigated service requests resolved within 120 days | 83.0% | 68.0% | 75.0% | 78.0% | 75.0% | 75.0% |

A complete list of performance measures can be viewed at
<https://www.fairfaxcounty.gov/budget/fy-2026-advertised-performance-measures-pm>