

Fairfax County, Virginia



LINES OF BUSINESS *January 2016*

Department of Code Compliance

County Lines of Business (LOBs)
Presentation to the Board of Supervisors



www.fairfaxcounty.gov/budget/2016-lines-of-business.htm



OUTLINE OF TODAY'S PRESENTATION

1. Department Overview
2. High level view of Lines of Business (LOBS)
3. How LOBs relate to the County Vision Elements
4. Metrics
5. Trends and Challenges
6. Looking Forward
7. Discussion

Note: See www.fairfaxcounty.gov/budget/2016-lines-of-business.htm to access all LOBs documents and presentations.



DEPARTMENT OVERVIEW

- **In response to community trends and leveraging three years of experience from the Code Enforcement Strike Team,**
- **The Department of Code Compliance (DCC) was created on July 1, 2010 as a unified, multi-code enforcement organization in order to:**
 - Respond to and address community concerns pertaining to violations of zoning, building, maintenance, fire, grass, blight and other code concerns,
 - Create a consolidated, central customer intake center better enabling the community to communicate via phone, walk-in, web or email,
 - Partner closely with Public Safety on matters of mutual concern and jointly respond, and
 - Provide transparency to the extent practical throughout the complaint investigation and administration process.



DCC THREEFOLD MISSION

Through administration of multiple State and local codes and ordinances in a unified and collaborative organization, DCC and its partners serve the residents and community by:

(1) Protecting their Health and Life-Safety,





DCC THREEFOLD MISSION

(2) Helping to preserving the character, quality of life and harmony of residential and commercial areas,





DCC THREEFOLD MISSION

(3) Providing outreach opportunities to educate, distribute information, discuss trends and challenges, and network within the community.




GRASS HEIGHT
Fairfax County Regulations


Do you know about Fairfax County's rules on grass height?

- Grass may not be taller than 12 inches on developed residential properties that are a half acre or less. This rule does not apply to properties that are larger than a half acre, and other rules apply to undeveloped and commercial properties.
- Based on complaints, Fairfax County may have the tall grass at a home cut at the homeowner's expense. It takes up to 30 days or more before the grass can be cut.
- The Virginia Department of Transportation is responsible for cutting tall grass along roads or its medians. To report tall grass along roads or medians, call 1-800-967-5825, TTY 711.

Get questions or complaints?
For questions or complaints about tall grass or other quality of life problems in your neighborhood, contact:

Fairfax County Department of Code Compliance
Phone: 703-514-1300, TTY 711
E-mail: codecompliance@fairfaxcounty.gov
Web: www.fairfaxcounty.gov/cdc

To request this information in an alternate format, call the Department of Code Compliance, July 2019



PARKING ON THE GRASS
Fairfax County Regulations

Do you know about Fairfax County's rules about parking cars on the lawn?

- Cars, trailers and other vehicles may not be parked on the front yard, but they may be parked on the rear or side yard.

Get questions or complaints?
For questions or complaints about cars parked on the grass or other quality of life problems in your neighborhood, contact:

Fairfax County Department of Code Compliance
Phone: 703-514-1300, TTY 711
E-mail: codecompliance@fairfaxcounty.gov
Web: www.fairfaxcounty.gov/cdc

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PUTTING TRASH ON THE CURB
Fairfax County Regulations

Do you know about Fairfax County's rules for how long trash may stay on the curb?

- Trash cans and recycling bins only may be put out at the curb 24 hours before they are picked up, and trash bags only may be put out 12 hours before pick up. However, many homeowners associations have stricter rules about when trash may be put out at the curb.
- Trash companies normally do not pick up bulky items like mattresses, furniture or fabric items. You can ask your company to pick up these kinds of items for an extra fee.
- If trash is left at the curb for more than 10 days, call the Health Department to complain at 703-246-2386, TTY 711. After an investigation, the county may collect the trash and charge the property owner for the cost.

Get questions?
For questions about other quality of life problems in your neighborhood, contact:

Fairfax County Department of Code Compliance
Phone: 703-514-1300, TTY 711
E-mail: codecompliance@fairfaxcounty.gov
Web: www.fairfaxcounty.gov/cdc

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DEPARTMENT RESOURCES

Category	FY 2014 Actual	FY 2015 Actual	FY 2016 Adopted
FUNDING			
<u>Expenditures:</u>			
Compensation	\$3,516,205	\$3,527,299	\$3,662,961
Operating Expenses	517,364	415,846	562,380
Total Expenditures	\$4,033,569	\$3,943,145	\$4,225,341
General Fund Revenue	\$0	\$0	\$0
Net Cost/(Savings) to General Fund	\$4,033,569	\$3,943,145	\$4,225,341
POSITIONS			
Authorized Positions/Full-Time Equivalents (FTEs)			
<u>Positions:</u>			
Regular	44 / 44	45 / 45	45 / 45
Total Positions	44 / 44	45 / 45	45 / 45



LINES OF BUSINESS SUMMARY

- **Departmental Leadership and Administrative Services (LOB #247)**
Support and leadership for the three Code Compliance agency lines of service. Maintain close collaborations with Public Safety, County agency and community partners to ensure seamless and effective services.
- **Central Intake Customer Service (LOB #248)**
Centralized customer call center providing information, customer support and case intake for numerous codes and ordinances to enhance the customer experience. Provides administrative support services for operations.





LINES OF BUSINESS SUMMARY

- **Code Compliance Operations (LOB #249)**
Conducts investigations and interviews, educates residents about code violations, placards properties with unsafe violations, and conducts follow up inspections to ensure compliance. Engages the community through outreach efforts to educate residents on compliance issues and requirements.

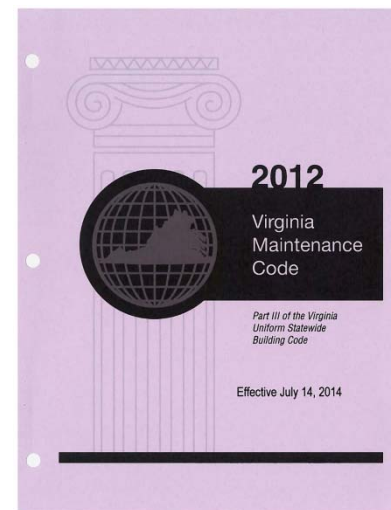
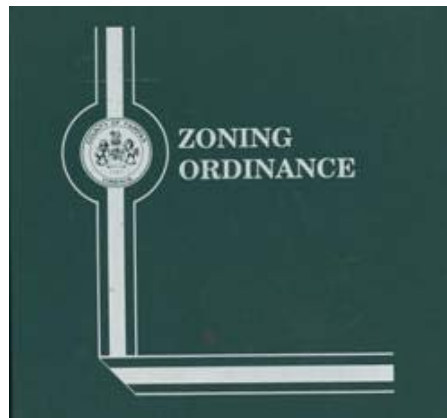




LINES OF BUSINESS SUMMARY

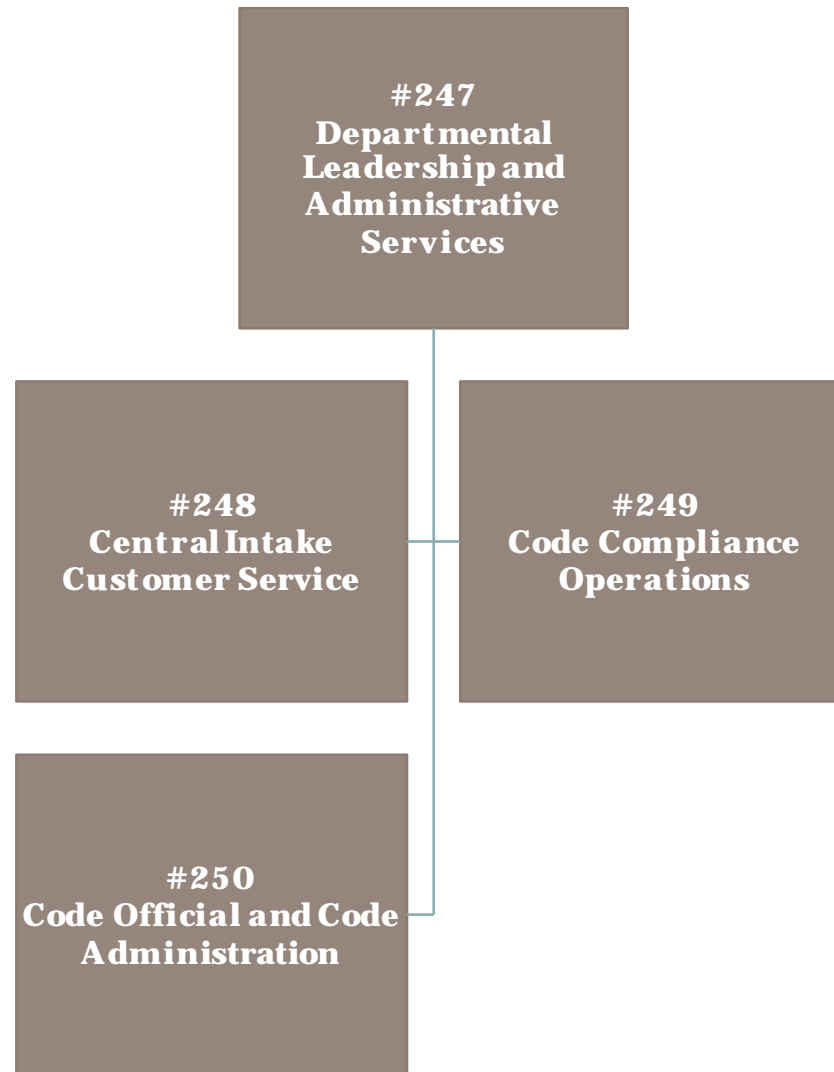
- **Code Official and Code Administration (LOB #250)**

Administers the Virginia Maintenance Code, and works collaboratively with the Zoning Administrator, Building Official, Fire Code Official, and Health Code Official. Oversees agency legal processes in partnership with the County Attorney. Administers Code and Legislative amendments.





LOBS AT A GLANCE





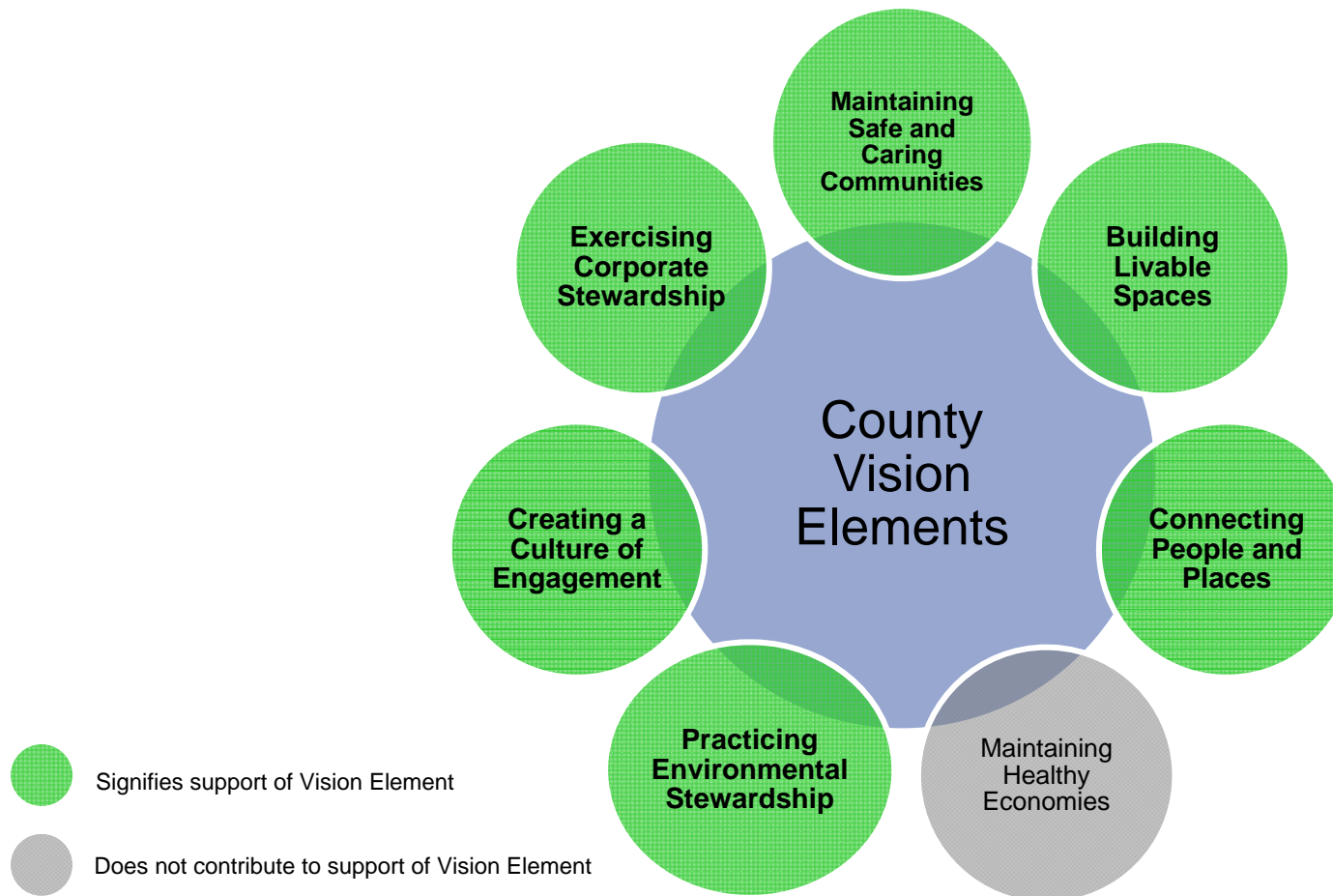
LOBS SUMMARY TABLE

LOB #	LOB Title	FY 2016 Adopted	
		Disbursements	Positions
247	Departmental Leadership and Administrative Services	\$355,000	3
248	Central Intake Customer Service	340,000	5
249	Code Compliance Operations	3,327,341	35
250	Code Official and Code Administration	203,000	2
Total		<u>\$4,225,341</u>	<u>45</u>



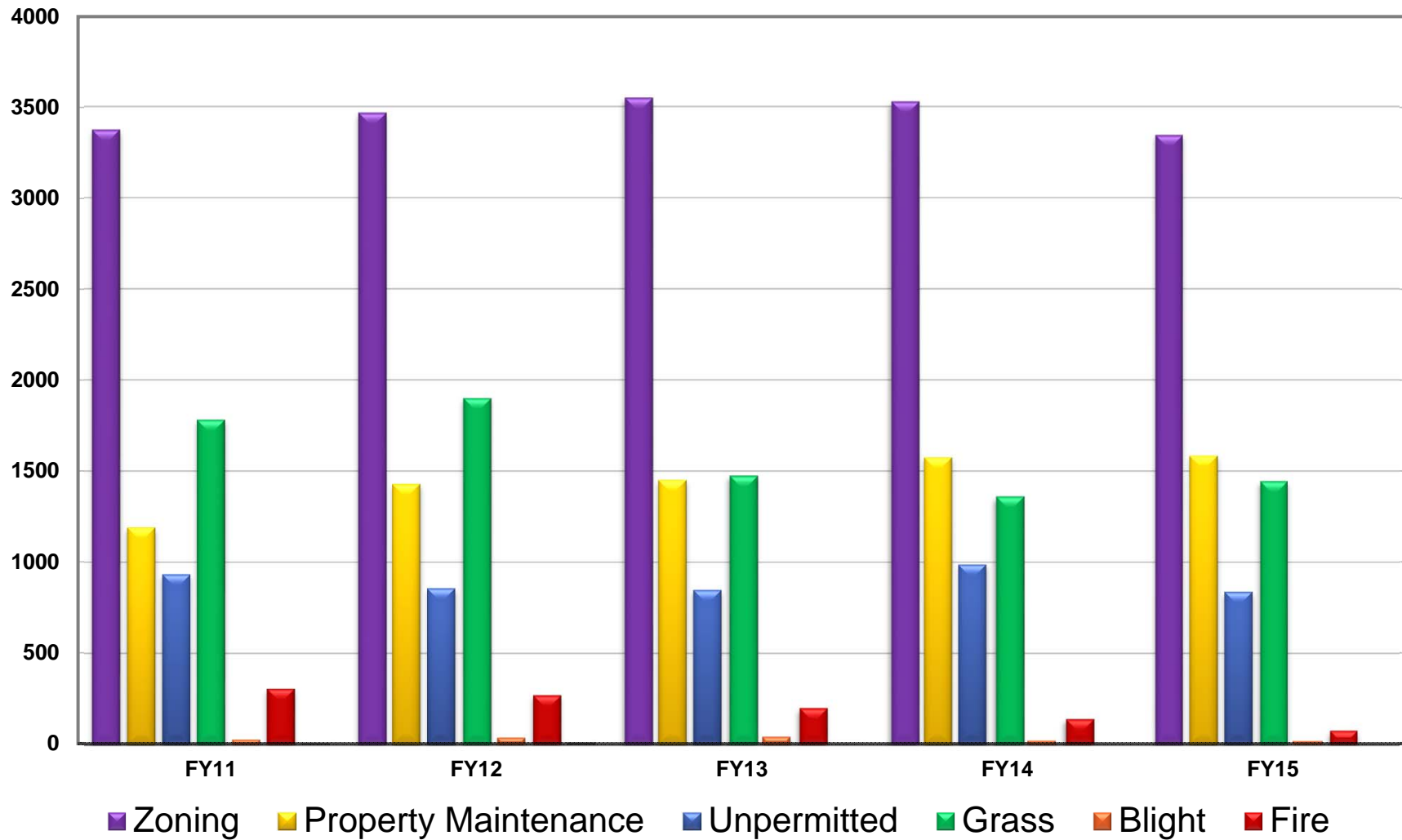
COUNTY VISION ELEMENTS

- The purpose of the LOBs process and the validation process performed by staff and management is to array the relevance of all LOBs according to the County's Vision Elements. Code Compliance's LOBs support:





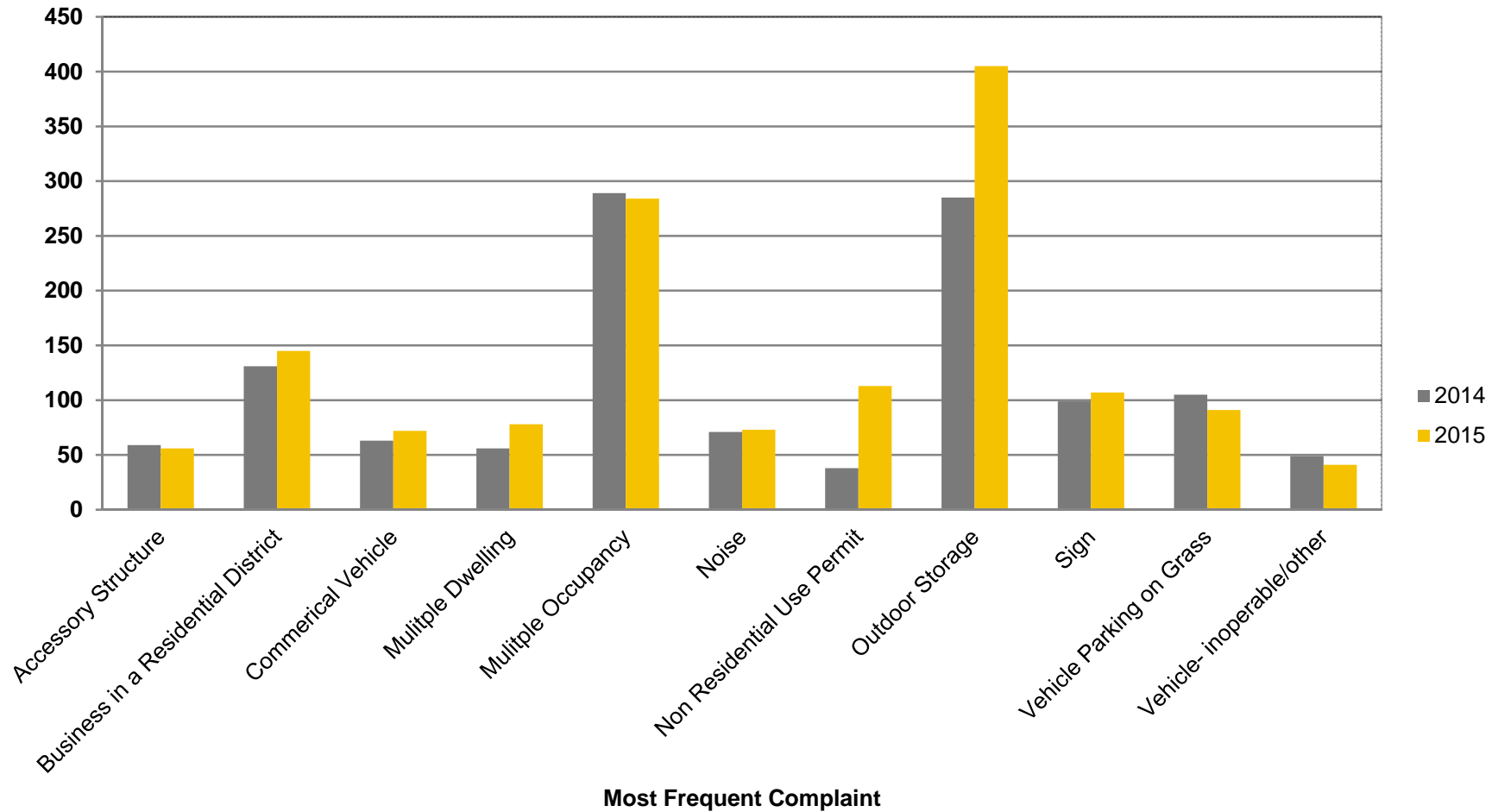
SERVICE REQUEST TYPES





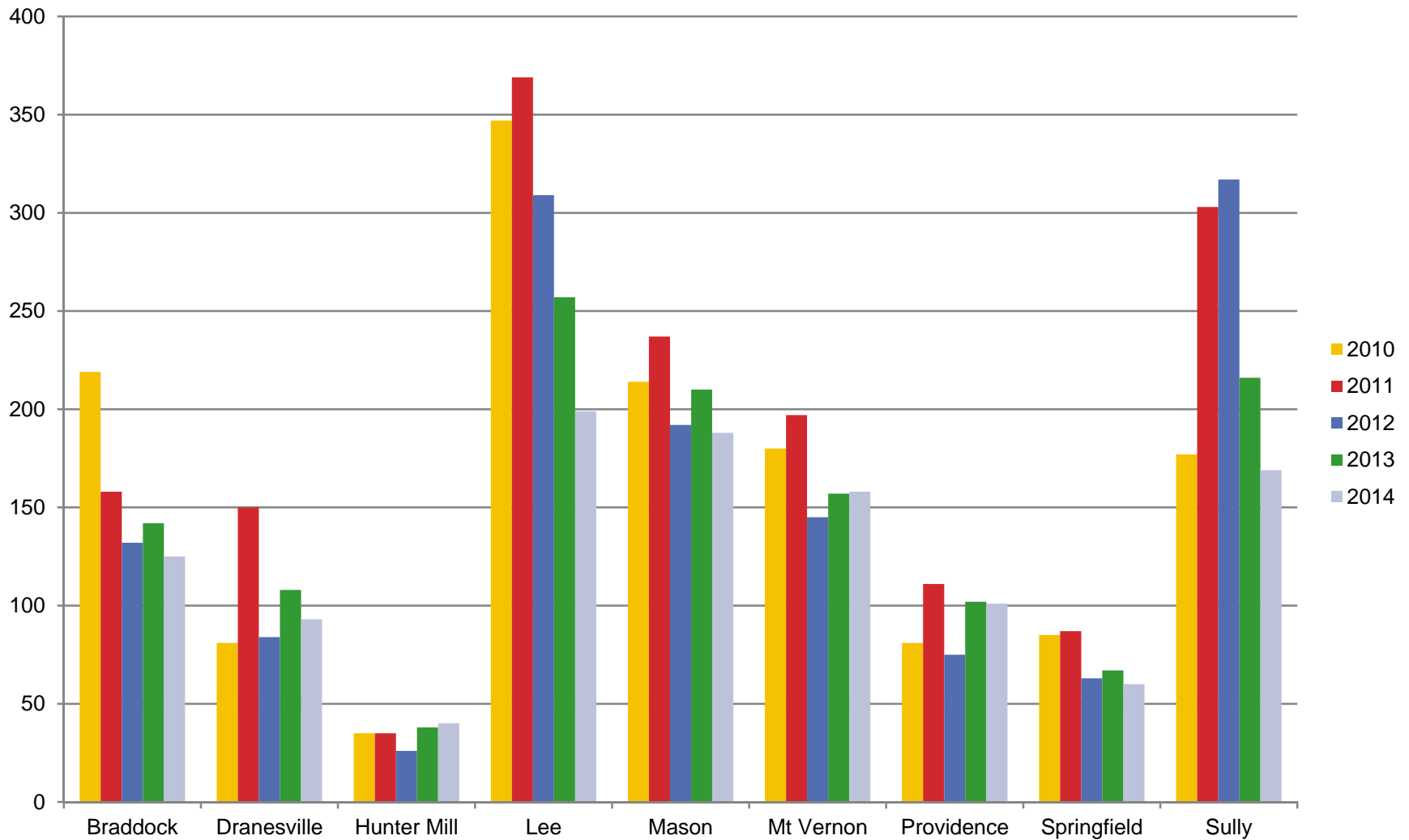
ZONING

Zoning



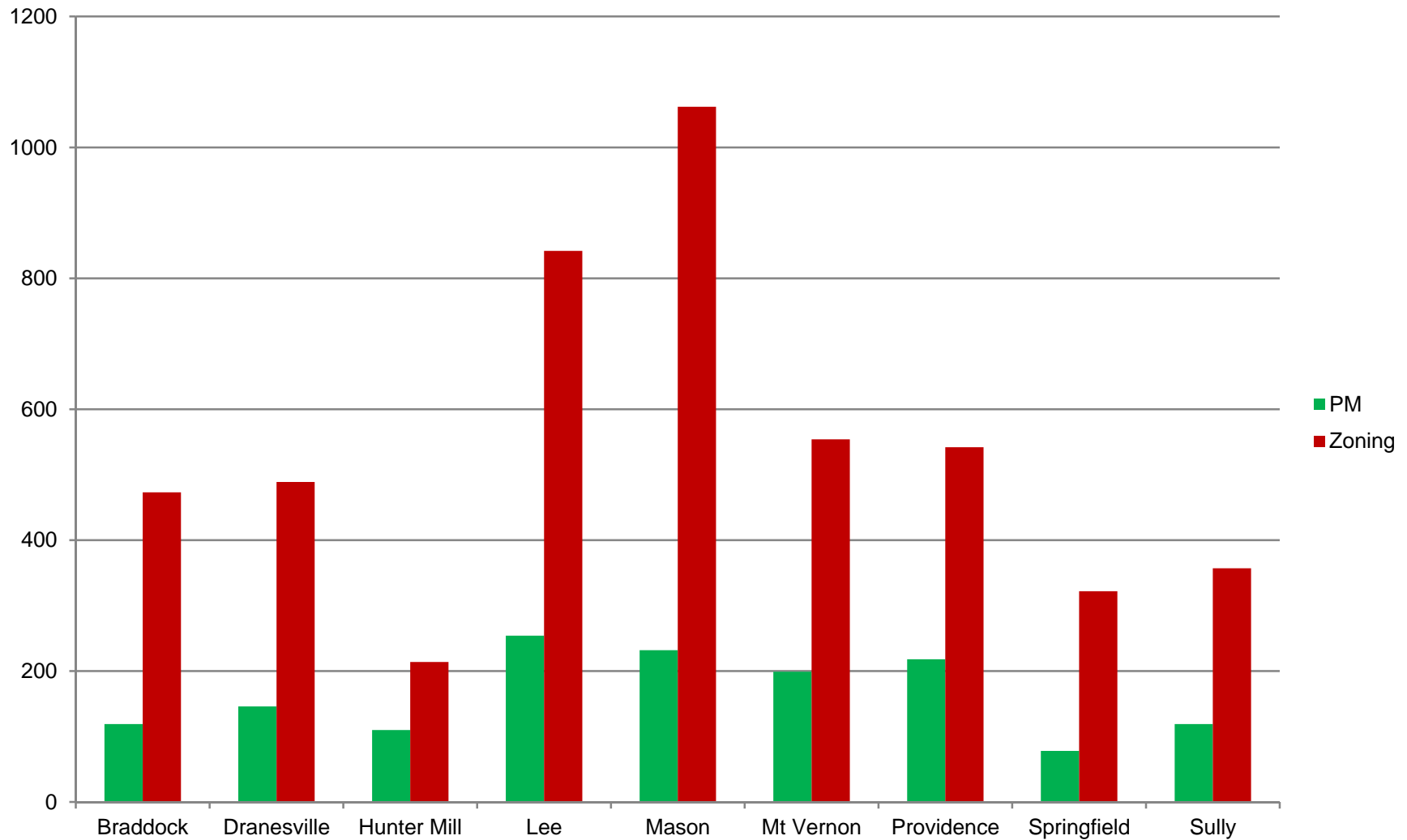


GRASS COMPLAINTS BY DISTRICT





2015 ZONING AND PROPERTY MAINTENANCE (PM) CASES BY DISTRICT





DCC COMMUNITY OUTREACH

<u>Year</u>	<u>Events</u>	<u>Attendees</u>	<u>Type</u>
2016*	2	70	HOA/CA/District
		200	Conference (March 5 th)
2015	11	345	HOA/CA/District
		200	Conference, Multiagency
2014	14	510	HOA/CA/District
2013	12	420	HOA/CA/District
2012	13	545	HOA/CA/District

*Year to date, conference scheduled

HOA – Home Owners Association

CA – Civic Association



METRICS

- Central Intake processing of service requests to ensure an effective and expedient intake process, as well as to enable Operations to address life-safety matters as expediently as possible.
- Field Operations first inspections in order to quickly determine if there are life safety issues and to be responsive to community concerns.
- Field Operations goal to achieve compliance in order to promote community satisfaction, ensure timely resolution of life-safety and quality of life matters, and avoid lengthy legal processes.

Business Days

2 days

20 days

120 days



METRICS

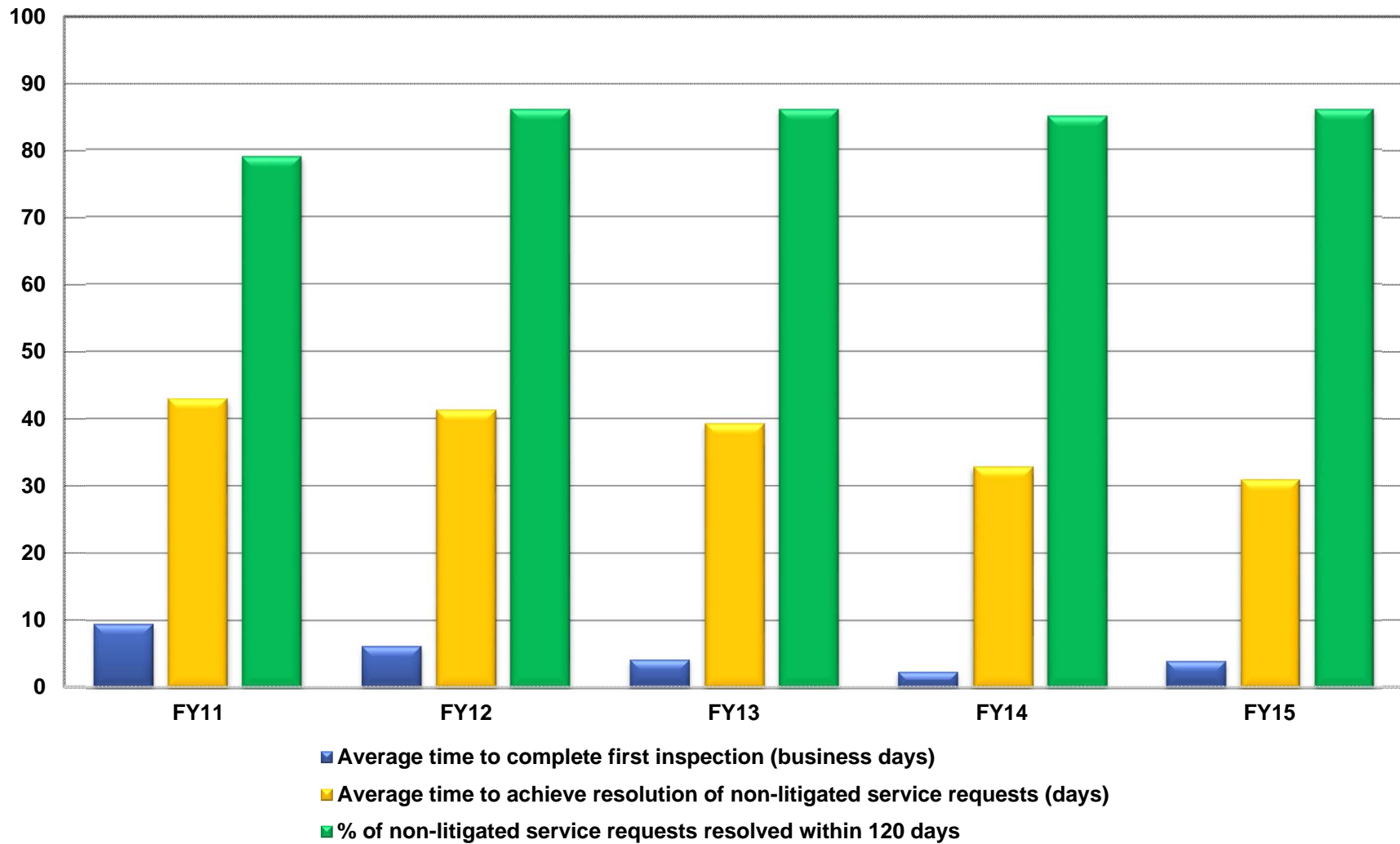
- Compliance by voluntary action, avoiding complicated legal processes (percent of cases). DCC staff strive to work with the property owners and/or tenants in order to bring their violations into compliance.

95%





OPERATIONS RESPONSE (NON-LITIGATION)





TRENDS AND CHALLENGES

- **Growing community and resident expectations often require a highly technical, integrated, and collaborative approach to resolving issues, often with many agency representatives to resolve complicated community concerns, particularly in densely developed areas.**
- **Residents are increasingly concerned about the aesthetics and quality of life in their communities. Trends seem to mirror financial stability (lower stability, lower maintenance, more creative homeowner approaches to generate rental income, more aggressive marketing).**
- **DCC has continued to respond to growing demands to address illegal signage proliferation, banners, fluttering and electronic signs, as well as noise concerns, drop boxes, and other issues.**



TRENDS AND CHALLENGES

- **Increasing code and ordinance amendment complexities (necessary to address community trends) have and will continue to challenge the ability for DCC to address community expectations in a timely and effective manner.**
- **DCC has increasingly become more involved in code amendments to provide input and guidance to assure that adopted provisions can be enforced (if needed) in order to meet community expectations.**
- **30% of DCC staff are in a second career or are eligible to retire this year. Additional 5% of staff are eligible to retire within 3 years.**



LOOKING FORWARD

- **Prioritization of life-safety concerns will continue to help DCC address mission responsibilities in light of new programs needed to support the community.**
- **DCC will continue to gauge community trends and its ability to respond to resident expectations in a timely manner as programs expand and diversify.**
- **A comprehensive compliance program is expected to require further enhancement of community information and education, leveraging the use of social media and other e-tools.**
- **DCC must continue to stay abreast of changes in technology for uses in addressing challenges (noise, signs, etc.)**
- **E-commerce trends will create new enforcement challenges (e.g. AirBnB, etc.)**

Note: AirBnB allows hosts and travelers to list and book, respectively, spaces for temporary residency, similar to commercial hotels.



DCC takes pride in helping to achieve compliance and protecting residents and community.





And, make some unusual friends along the way!





DISCUSSION





Corrosion jeopardizes structures and occupants



County of Fairfax, VA – 2016 Lines of Business Presentation



Blight and Tall Grass Diminish Neighborhood Quality of Life





BASEMENT BUNKER





BLIGHT





We take pride in helping to achieve compliance and make it safe.



County of Fairfax, VA – 2016 Lines of Business Presentation



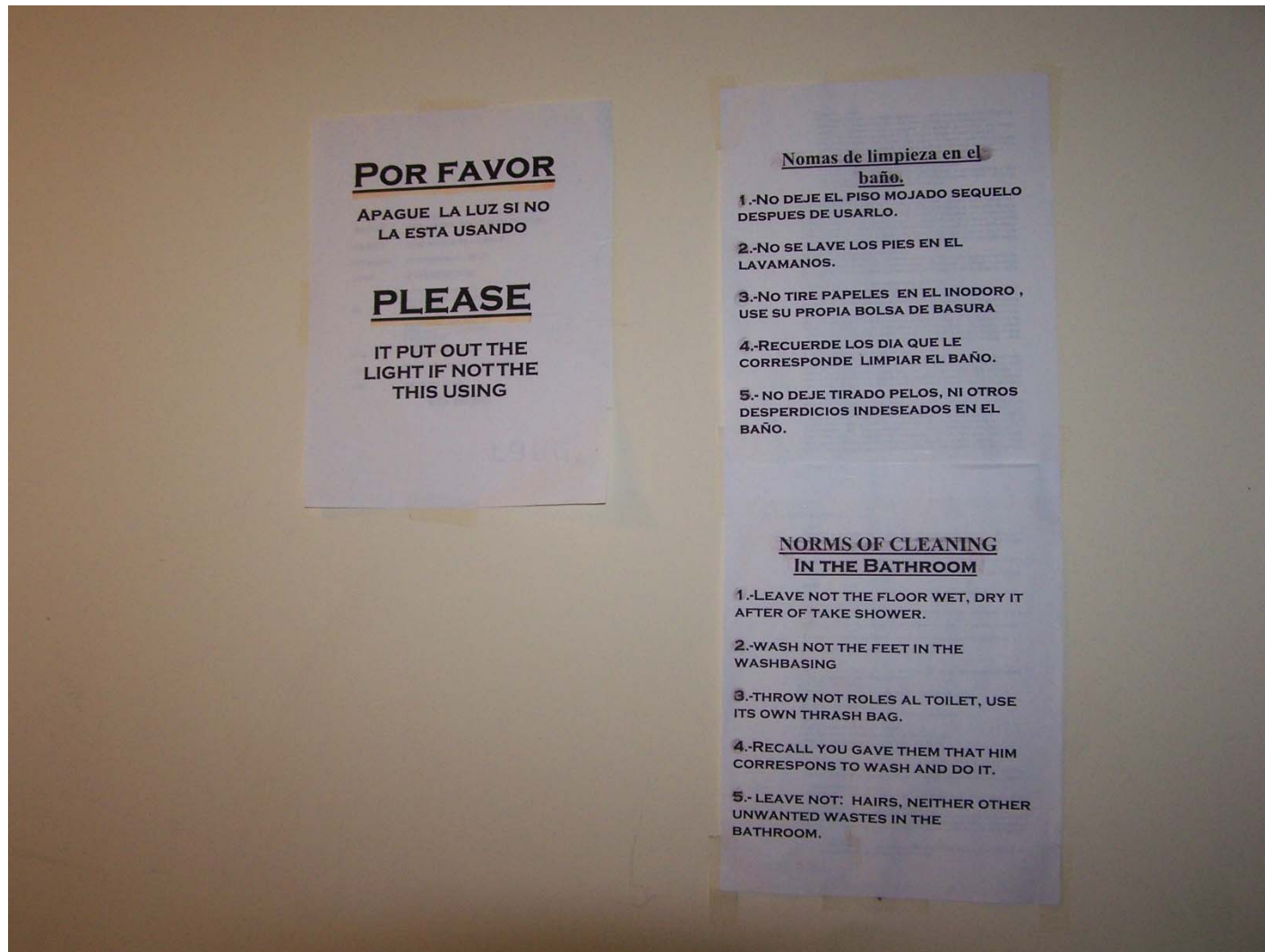


SIGNS OF A BOARDING HOUSE





SIGNS IN A BOARDING HOUSE





INTERESTING RESIDENCES





BEDROOM IN CLOSET UNDER STAIRS







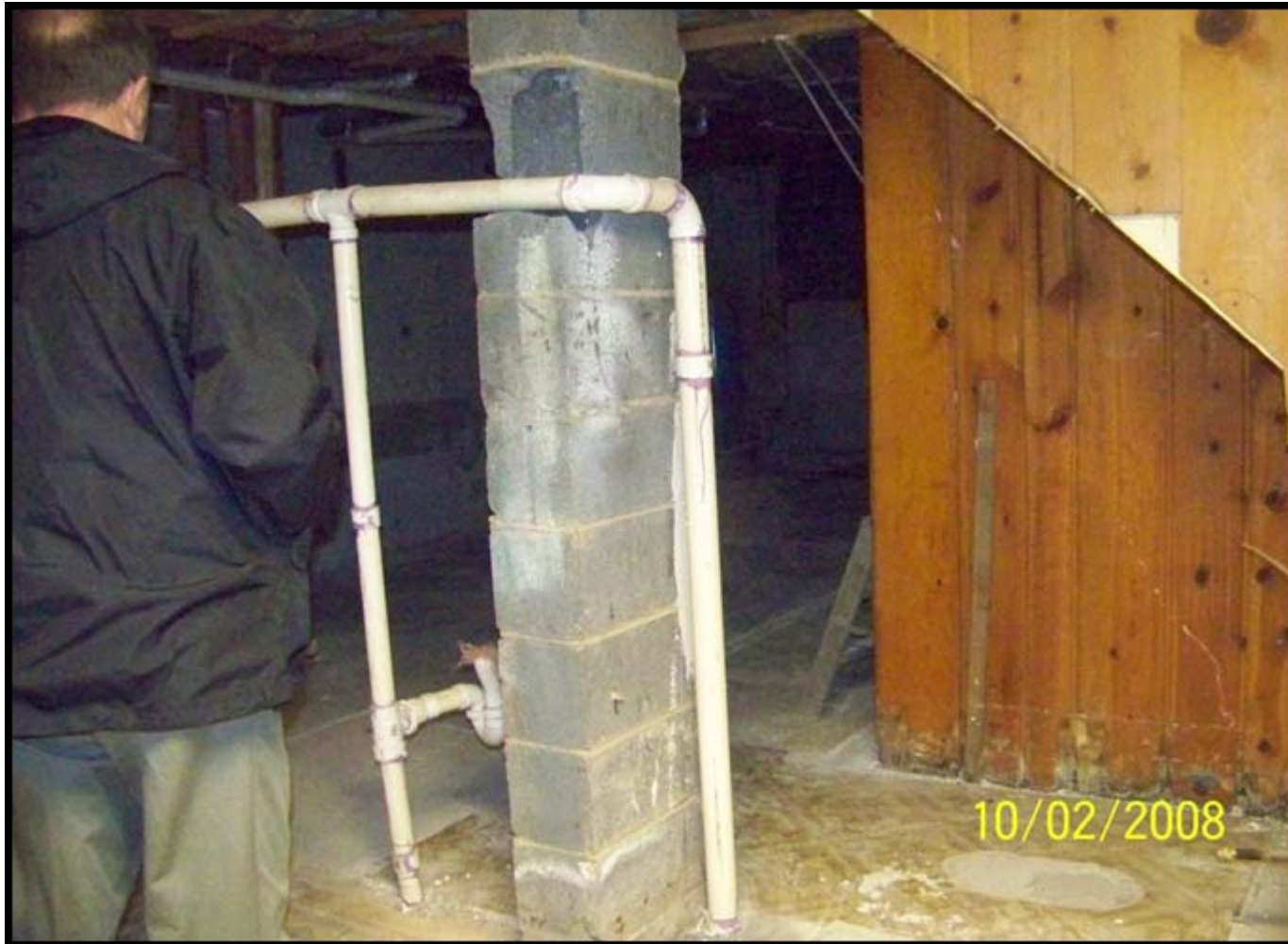
UNPERMITTED DECK INSPECTION







UNPERMITTED PLUMBING





UNPERMITTED KITCHEN





ADEQUATE EGRESS? NOT 44 INCHES HIGH





EGRESS ISSUE LIVING IN BASEMENT





USE FIRE CODE TO RESOLVE THESE...

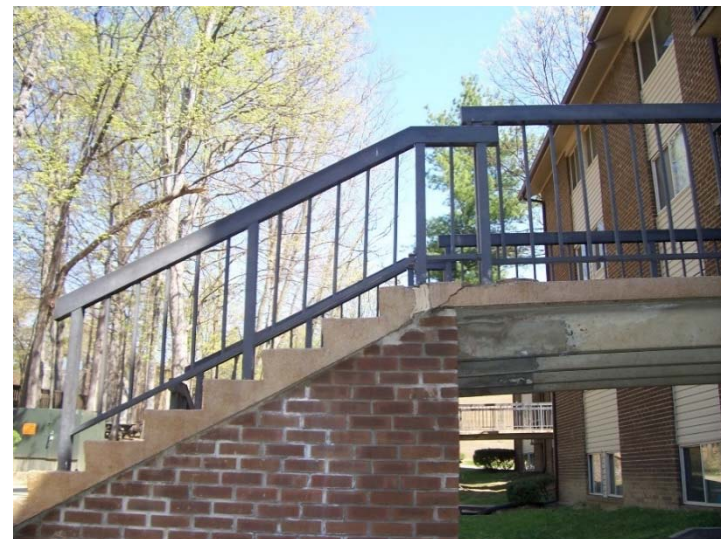


Smoke detector installed- then put in a room divider, so smoke detector is now in two different rooms in between the wall.



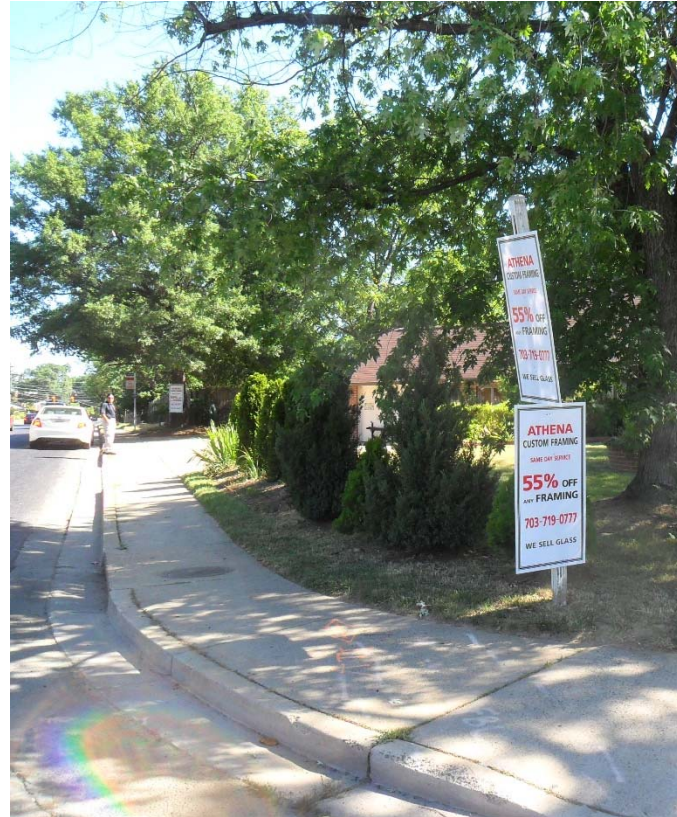


STAIRS TO APARTMENT COMPLEX





SIGNS



Winter 2016



SITE DISTANCE BEFORE AND AFTER





TENANTS LIVING IN UNSAFE HOUSE





ACCESSORY STRUCTURE IN FRONT YARD





ABANDONED POOL





HOMELESS CAMPS





APARTMENT FIRES





PARKING AND TRASH





PROHIBITED VEHICLES





FOOD TRUCKS





WOOD BURNING!







FENCE HEIGHT BLOCKING NEIGHBOR VIEW

