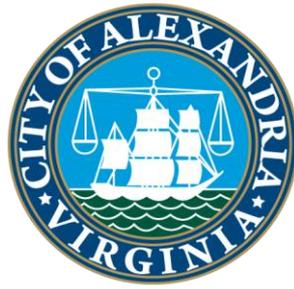


Alexandria City Academy

Session 7

October 22, 2015



Code Administration

Gregg Fields, Acting Director



Code Administration's Part in Alexandria's Strategic Planning Goals

Goal 1:

Alexandria has quality development and redevelopment, support for local businesses and a strong, diverse and growing local economy.

Goal 5:

Alexandria is financially sustainable, efficient, community oriented and values its employees.

Goal 6:

The City protects the safety and security of its residents, businesses, employees and visitors.

4 *Guiding* PRINCIPLES



Code Compliance Through Education and Enforcement

One Team, One City - Our City

Continuous Improvement

Main Objectives

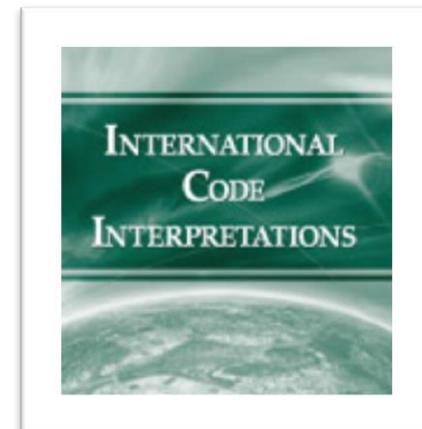
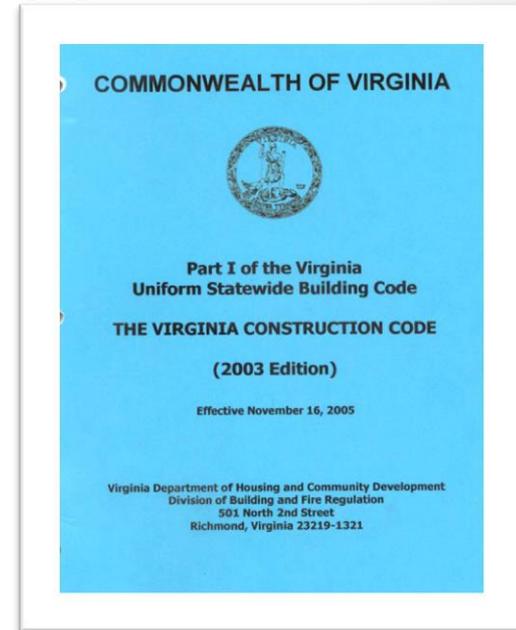
Structures are in compliance:

Uniform Statewide Building Code

- Virginia Construction Code
- Virginia Rehabilitation Code
- Virginia Maintenance Code

Fiscal Stewardship

Customer Service – Permit Center



New Construction Inspection Services

Inspect new construction and renovations

State Mandated

- Building
- Electrical
- Plumbing
- Mechanical
- Fire protection
- Accessibility



Plan Review Services

Review Plans Submitted for Permit for Code Compliance

- One Stop Program
 - Scheduled plan review
 - All appropriate agencies
 - Review completed in one hour
- Small Business and Residential Project Facilitation Office
 - Assisting Businesses & Homeowners





Maintenance Code Division

Virginia Maintenance Code is a state regulation promulgated by the Virginia Board of Housing and Community Development, a Governor-appointed board, for the purpose of establishing **minimum regulations to govern the maintenance of buildings and structures.**

- First Preventers
- City Ordinances
- Call, Click, Connect responders
- Proactive Inspections
- Hoarding Task Force
- Vacant Buildings
- Nuisance code inspections
- Inoperable vehicles
- Trash
- Rodents
- Damage Assessment



How To File a Complaint

- Normal Business Day
 - 703.746.4200
 - www.alexandriava.gov
 - Email a complaint
- Nuisance Abatement Hotline – 24/7
 - 703-836-0041
 - Answered during normal business hours by Citizen's Assistance
 - After hours, Weekends and Holidays answered by Emergency Communications

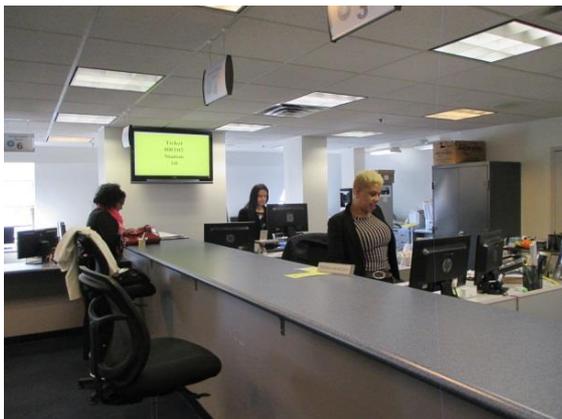


Call·Click·Cōnnect

703.746.HELP (703.746.4357)

Permit Center

- Web Based Permitting
- Customer Relations/Call Center
- Full Service Permit Center
 - Walk Thru Service
 - All agencies represented
 - Business license processed



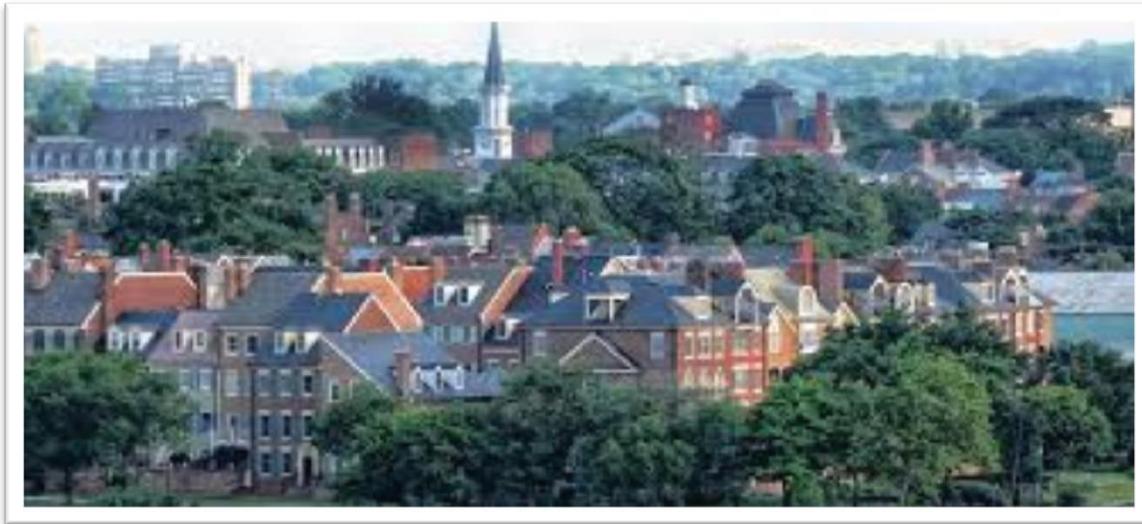
Fiscal Stewardship

- Self Supported
- Special Revenue- 2010
- Manage Levy Accounts
 - Training and Education
 - Information Technology



Upcoming Projects/Initiatives/Challenges

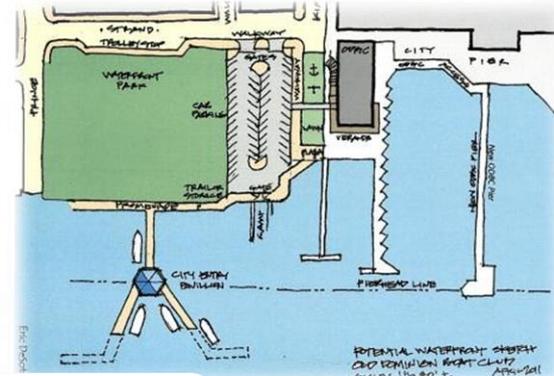
- Enhance Services-Comprehensive Permit Center
 - Process improvements
 - Electronic access (Records, Reports, etc.)
- New Permit and Land Use Management System
- Electronic Plan Review



Collaboration

Stakeholders

- Planning and Zoning
- Transportation & Environmental
- Business License/Finance
- Office of Historic Alexandria



Other Departments

- Virginia Department of Health
- Economic Development
- Information Technology Services
- Fire
- Police
- Communications
- Performance and Accountability
- Management and Budget



Citizen Enaggement

- We want you involved!
- What can you do to assist us?
- What would you like to see us do for you?



<http://sgiz.mobi/s3/Permit-Center-Survey>

Information



- Code Administration Main Page
<http://www.alexandriava.gov/Code>
- Permit Center 703.746.4200
<http://www.alexandriava.gov/PermitCenter>
- Online Permit Applications
<http://www.alexandriava.gov/code/info/default.aspx?id=14720>
- Daily Inspection Viewer
<http://apps.alexandriava.gov/codeinspection/>
- VA Dept of Professional & Occupational Regulations (DPOR); <http://www.dpor.virginia.gov/>
- Contractor look-up
<http://www.dpor.virginia.gov/LicenseLookup/>
- Permit and Inspection Tracker
<http://www.alexandriava.gov/code/info/default.aspx?id=5298>

Questions?



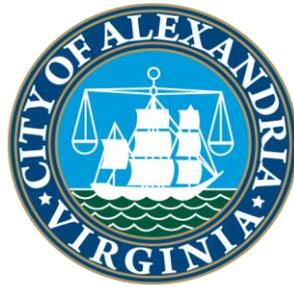
Code Administration

301 King Street, Room 4200

Alexandria, Virginia 22314

703.746.4200

www.alexandriava.gov/Code



Transportation & Environmental Services

**Yon Lambert, AICP
Director**

**Ramond Robinson
Division Chief, Transit Services**

Transportation & Environmental Services (T&ES)



Mission Statement:

The Department of Transportation & Environmental Services (T&ES) is a community partner in shaping a livable, green, and prospering Alexandria. We plan, build, operate, and maintain transportation systems and infrastructure that improve mobility and provide people and businesses with core public services. The work we do keeps Alexandrians moving, growing sustainability, and thriving.



Transportation & Environmental Services (T&ES)

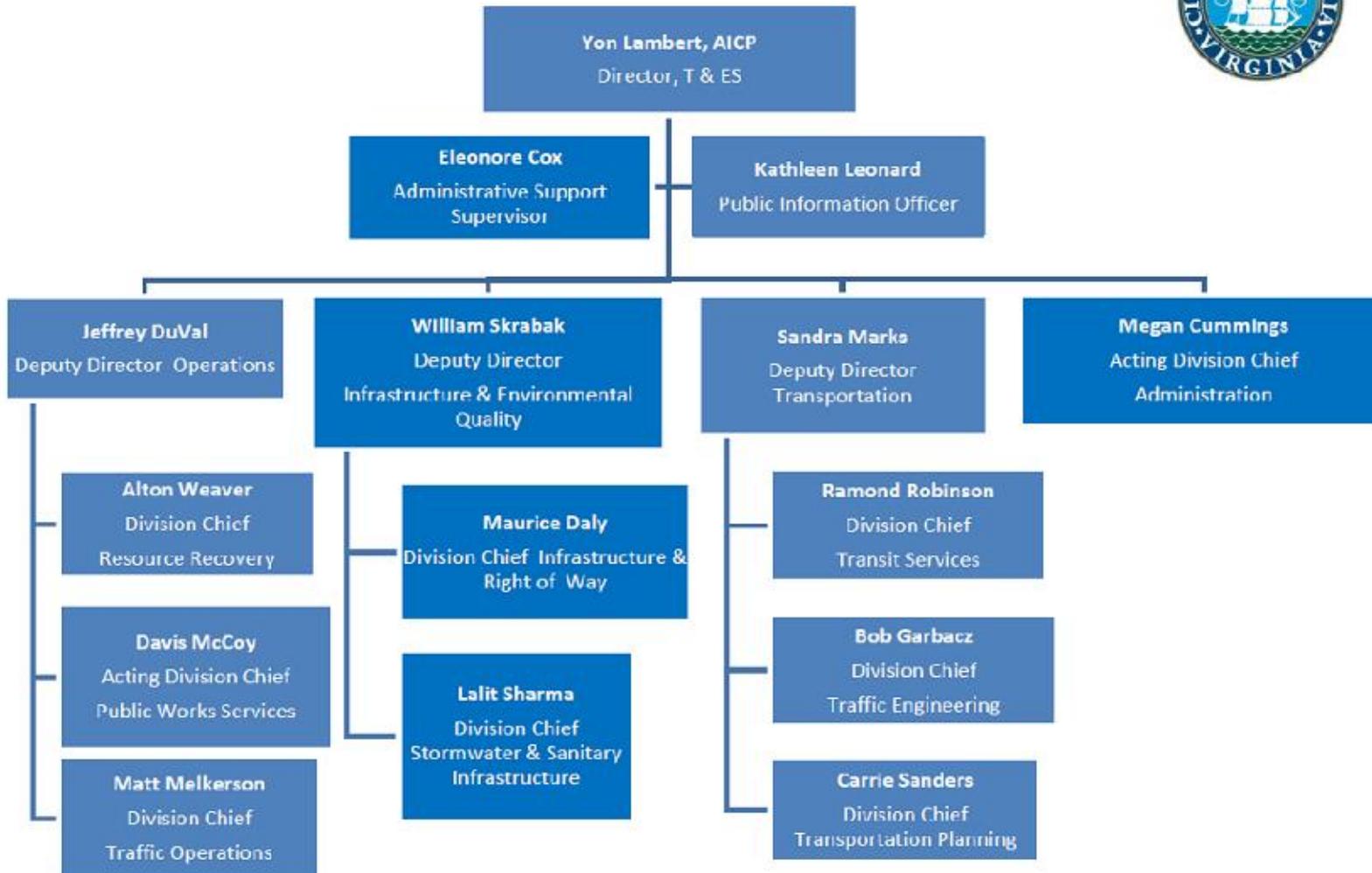
Goals:

T&ES focuses on superior customer service, environmental and transportation projects that promote economic development, strategic management, employee relations and environmental sustainability





Department of Transportation & Environmental Services





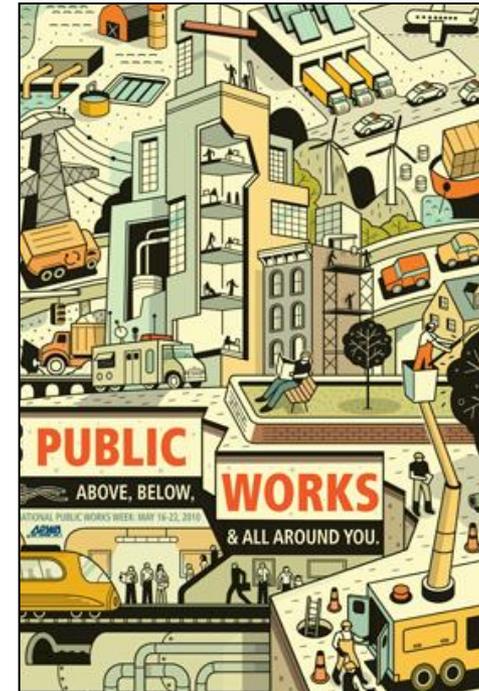
Transportation & Environmental Services (T&ES)

- Resource Recovery
- Public Works Services
- Traffic Operations & Engineering
- Transportation Planning
- Transit Services
- Infrastructure/Environmental Quality

Transportation & Environmental Services (T&ES)

Important T&ES functions:

- Provide Services
 - Trash & Recycling
 - Snow Removal
 - Leaf collection
- Transportation Planning
 - Transit
 - Traffic
 - Bicycle & Pedestrian Safety
- Plan, Replace & Maintain City Infrastructure
 - Permits
 - Paving
 - Sewers

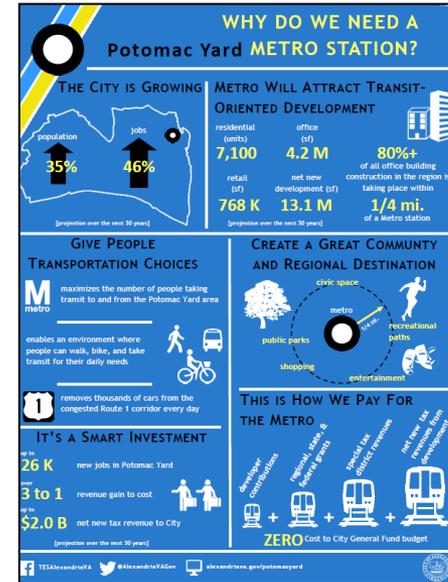


Transportation & Environmental Services (T&ES)

Upcoming Projects & Initiatives:

Potomac Yard Metrorail

- Overview/Update
- Process
- Schedule

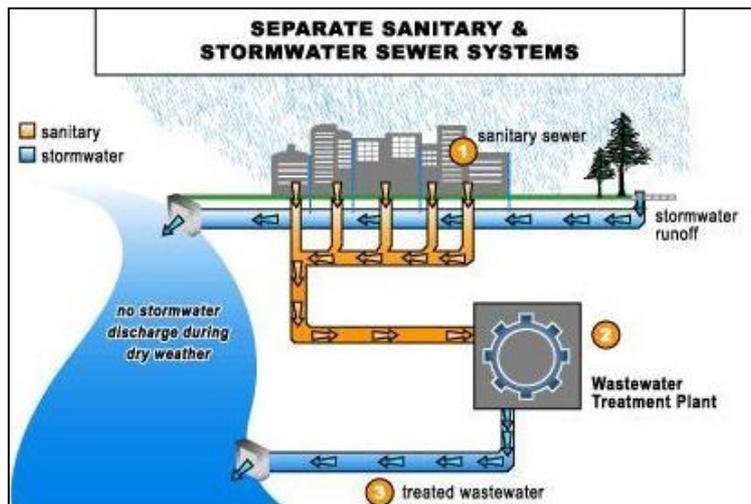
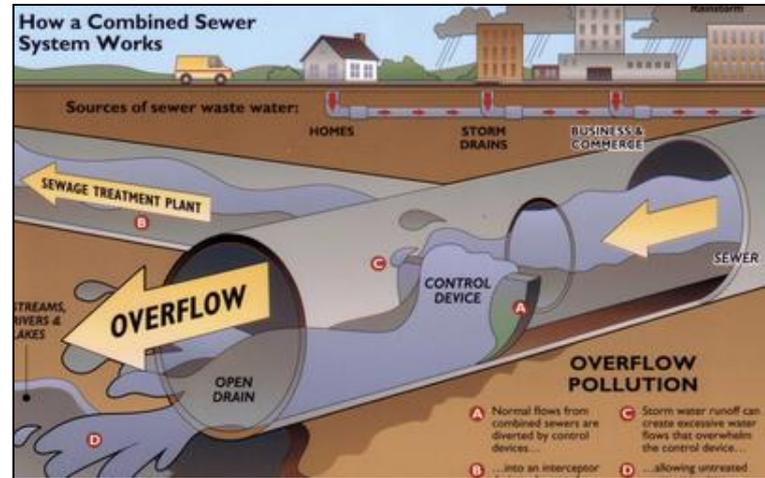


Transportation & Environmental Services (T&ES)

Upcoming Projects & Initiatives:

Sewers

- Overview/Update
- Process
- Schedule



Transportation & Environmental Services (T&ES)

Street Paving & Maintenance

- Program Overview
- Community Outreach
- Schedule





Transportation & Environmental Services (T&ES)

Call.Click.Connect.

- Allows customers to submit service requests, report problems, search for information, or find the right contact to call for various issues and topics of interests.
- Having trouble finding what you need? Call us at **703.746.HELP** (703.746.4357) or visit: www.alexandriava.gov/CallClickConnect .

A screenshot of the Call.Click.Connect website interface. The header features three gear icons and the text "Call·Click·Cōnnect". Below the header, there is a light blue banner with the text "Fire, Police, or Medical Emergency? Call 9-1-1 now!" and "Staff usually respond to requests within 5 business days. For faster response, please call 703.746.4357". The main content area has a navigation bar with tabs for "Search", "Categories", "Departments", "A-Z", "Check Status", and "Current Tid". Below the navigation bar, there is a welcome message: "Welcome to **Call.Click.Connect.** — the City's new online customer service system." followed by a description: "**Call.Click.Connect.** allows customers to submit service requests, report problems, s topics of interests." and a search instruction: "Find available information and service request types by keyword." There is a search input field with the text "Search by keyword", a "GO" button, and a checkbox labeled "Group by category". At the bottom, there is a footer message: "Having trouble finding what you need? Call us at **703.746.HELP** (703.746.4357)".



Contact Us:

Transportation & Environmental Services

301 King St., Room 4100

Alexandria, VA 22314

703.746.4025

www.alexandriava.gov/TES

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Follow us on Twitter: alexandriava.gov/Twitter