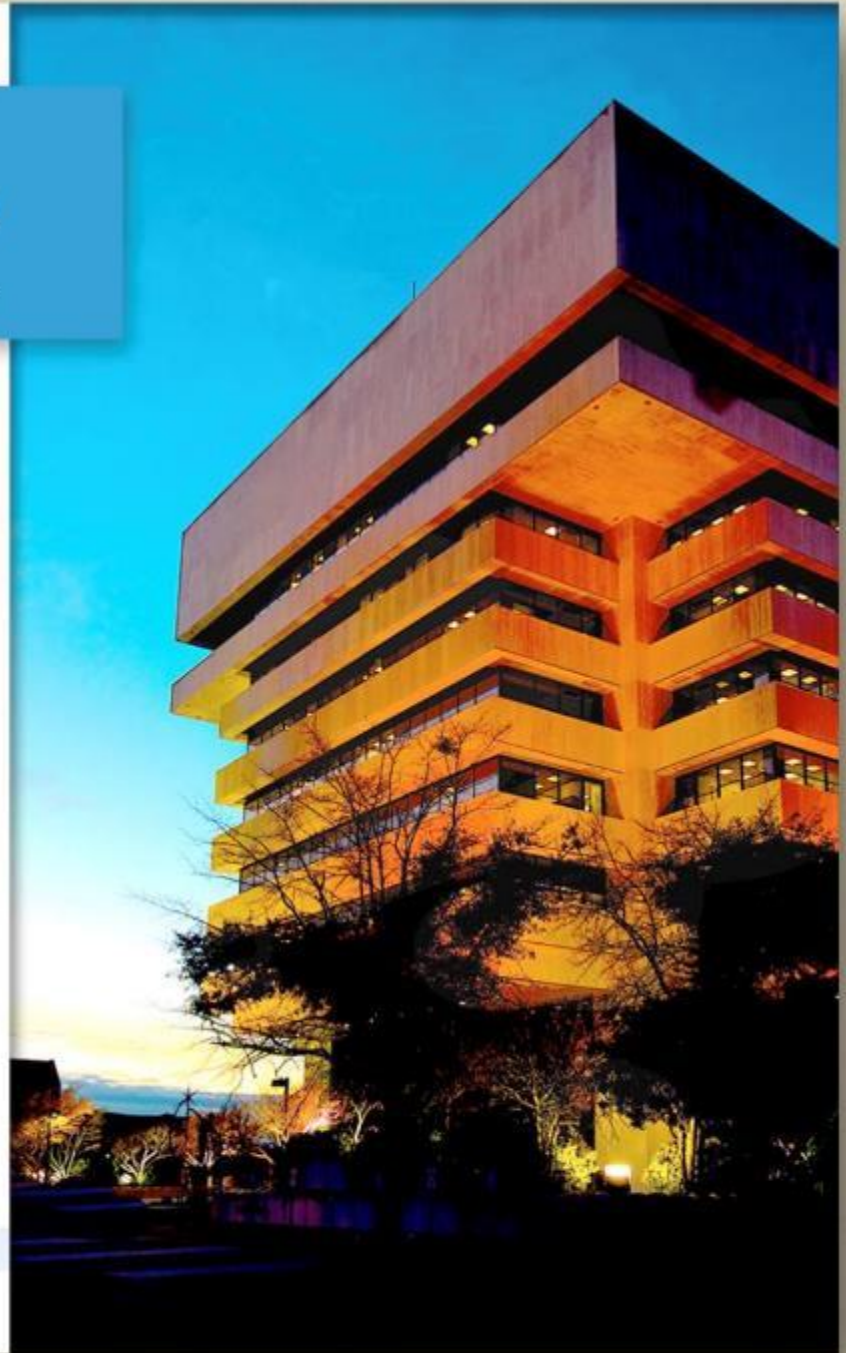


HAMPTON VA

**Volunteer Codes
Inspector Pilot
Program**

December 2018

City Council Briefing



Volunteer Program Goals

- **Improve citizen understanding** of PMZ enforcement limits and processes
- **Increase the capacity of residents** to address and report concerns in an appropriate, efficient, and effective manner
- **Foster stronger relationships** between enforcement personnel and residents
- **Increase the city staff capacity** to address minor violations more efficiently

Volunteer Enforcement Models

- **Community Education Approach (Existing)**
 - Educate citizens on reporting violations
 - Submit violations through 311 App, 311 Call Center
 - 95% of all violations are reviewed within 3-days
 - Inspector builds relationships with neighborhood groups
- **State-Enabled Process (Proposed)**
 - Volunteer Inspectors able to issue violation notices
 - Volunteers have limited enforcement power
 - Inspections will be reviewed by supervisor before issued
 - Greater city liability as “agents of the government”
 - Requires specific training & access to City resources

Enabling Legislation

On July 1, 2018, an amendment to Virginia Code § 15.2-1132 that related to volunteer property maintenance and zoning inspectors was enacted by the Virginia General Assembly.

This amendment gave the City of Hampton the ability to utilize supervised, trained, and qualified volunteer inspectors to enforce specific sections of the City Ordinance.

Limited Enforcement Scope

- Weed & Debris
- Graffiti
- Zoning Enforcement
(Commercial Vehicles)
- Inoperable Vehicles

VIOLATION EXAMPLES



VIOLATION EXAMPLES



Pilot Program Overview

- **“Codes Academy”**
- **Volunteer Application & Interviews**
- **Volunteer Orientation**
- **Level I Inspector**
 - Shadowing, Training, & Ride-a-long
- **Level II Inspector**
 - Independent, supervised

“Codes Academy”

- **Open to the public (30-40 attendees)**
- **To be offered annually**
- **Up to 15 hours of training**
- **Draft Curriculum Areas for January 2019**
 - Legal Guidelines
 - Property Maintenance Enforcement
 - Zoning, Use permits
 - City Code
 - Development to Maintenance
 - Good Neighbors & Community Resources
- **Additional workshops throughout year**

Pilot Program Details

- Limited to 10 Volunteer Inspectors total at one time
- Training & Supervised by a Certified Inspector
- Assigned to areas outside of their own neighborhood
- Primarily located in older, high violation areas
- Identified through vest & badges
- Volunteer & train for ≥ 120 hrs/year (or 10 hrs/month)

- Two-tiered program (Level I & Level II)
- Minimum 2hr volunteer slots
 - Level I – Mon thru Fri 7:30a-3:30p
 - Level II – Mon thru Fri 7:30a-7:00p / Weekends
- Equipment costs for 10 Level II Inspectors:
 - \$17,100 (*Fleet, Shared iPads, BasicGov accounts*)

Pilot Program Tiers

- **Level I Inspectors** (up to 9 months)
 - Focused on training & experience
 - Extra “eyes” on the street
 - Able to report through 311 App (Identified as Inspector)
 - Training in defensive driving, enforcement, processes
- **Level II Inspectors** (Annually reviewed)
 - Independent inspections, supervisor support
 - Entrusted with City equipment/vehicles
 - Value-added support (signage)
 - Off-hours/weekends
 - Community ambassadors & advisors

Pilot Program Schedule

- **“Codes Academy”** *(Jan-Feb '19)*
- **Applications & Interview** *(Feb-Mar '19)*
- **Volunteer Orientation** *(March '19)*
- **Level I Inspector** *(Mar-Dec '19)*
 - *Shadowing, Training, & Ride-a-long*
- **Inspector Review & Promotion** *(Jan '20)*
- **Level II** *(Jan – Dec '20)*
 - *Independent, supervised*
- **Pilot Program Review** *(Dec 20 – Jan 21)*