

# 2016

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## Achievement Awards

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Recognizing the best in county government programs



# 2016 Achievement Awards

## ROANOKE COUNTY



### Neighborhood Concerns Zoning Code Enforcement Application | [Read Submission](#)

In October 2014 the County of Roanoke embarked on an effort to modernize its Zoning Code Enforcement Program through a comprehensive management system that prioritized citizen transparency and staff accountability, while maximizing efficiency. The requirements for the new system fell into four major categories: citizen engagement and ease of use, enforcement inspections, workflow automation, and reporting. Citizens desired an online application to submit their concerns that was both easy to use and provided status updates on submitted complaints. The new system was built in-house by leveraging GIS application technology currently in use by the County, and uses a map-based interface and street address integration to help citizens easily and accurately report concerns. The new system allows inspectors to take photographs, enter notes and update complaint status in near real time with iPads. The back end system accepts online submissions from citizens, handles inspector scheduling and prints violation notices due including a priority destination and citizen follow-up information. Having this information readily through and automated process that runs each night. This process also generates daily reports of inspections available increases the overall transparency for Roanoke County citizens, and increases staff efficiency to inspect, process, and resolve zoning code complaints.

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