

Resort Management Community Information Initiative

Resort Area Code and Zoning Enforcement and Homeless Outreach

Atlantic Avenue Association March 15, 2021 Briefing

Today's Agenda

- 1. Introductions
- 2. Resort Management initiative
- 3. Code Enforcement
- 4. Zoning Enforcement
- 5. Homeless Outreach
- 6. Your Questions and Comments



Resort Management Initiative

1. The City Council hereby re-establishes a Resort Management Office physically located in the Resort Area with a manager and appropriate staffing

2. The City Manager shall complete the Mobility Plan called for in the Resort Area Strategic Action Plan within the next six months, so that the appropriate budget allocation can be made in the 2021 fiscal budget

3. The City Manager shall re-initiate Friendship Patrols in conjunction with local churches and increase Atlantic Avenue entertainment programing to maintain a safe and friendly atmosphere for all visitors and residents

4. The City Manager shall implement a customer- friendly parking plan with guidelines and hours of operation with public and private lots that put public safety as a top priority

5. The City Manager shall cause the Resort Management Office to implement immediate and continuing maintenance actions that can address the growing list of areas in need of immediate assistance

6. The City Manager shall provide adequate resources to increase the police presence on Atlantic Avenue – April 2021

7. The City Council will work with the Resort Advisory Commission to develop a Revitalization Program for Atlantic Avenue infrastructure improvements that reflect the art, history and culture of Virginia Beach that would be funded in Budget Years 2021-2025





Resort Ambassador Program

Hospitality & Cleaning Services

SERVICE DESCRIPTION

MANUAL CLEANING PATROL

Ambassadors circulate through assigned areas with appropriate tools to remove litter, cigarette butts, and graffiti, while also wiping fixtures, removing sidewalk stains and tending to any necessary detail within the public right of way. Additionally, Ambassadors will 'top off' trash cans found to be in overflowing situations

Use of a large litter vacuums that is deployed to make a quick pass of

sidewalks and curb lines, particularly when there is less pedestrian or vehicle traffic out, such as in the early morning time.

MECHANICAL LITTER COLLECTION

WEED REMOVAL

Removal of weeds and other unwanted growth in building lines, curb lines and alleyways through either spraying and/or cutting.

GRAFFITI REMOVAL

Removal of tags (stickers, painted markings, etc.) from public infrastructure and first-floor businesses, usually within 24-hours of identification.

POWER WASHING-FULL SIDEWALK We are proposing weekly scheduled power washing of sidewalk and alley spills and stains.

POWER WASHING-SPOT CLEANING

The most highly visible valuable washing services come in the ability to quickly respond to and eliminate spills and stains from sidewalks from everything from spilled sodas, to urine and feces.

SPECIAL PROJECTS

Capacity is envisioned to carry out highly visible projects in the public right of way, which as examples could include painting street fixtures, deploying assets for place making or weeding and mulching tree wells.









kl system

Statistics Management - Ambassador Reporting & Tracking



SERVICE DESCRIPTION

WALKING PATROL





Ambassadors circulate on bikes to be more visible and efficient. They frequently lock the bike and circulate on foot to enhance engagement and business contacts. Bikes are not utilized after dark or during inclement weather

INFO KIOSK DEPLOYMENT

Ambassadors will deploy and staff a well branded info kiosk at times and locations to be seen by and maximize interactions with the public.



BUSINESS CONTACTS

Ambassadors stop in at various merchants each day to spend between three to five minutes interacting with the merchant and sharing information. Details of each are documented in the SMART system.

ENGAGEMENT OF THE STREET POPULATION All Ambassadors are trained to safety engage members of the 62 street population in order to build relationships and connect them with services, when possible.



REPORTING AND INFORMATION SHARING





City of Virginia Beach Resort Management Office

Special Event and Film Permitting, Programming and Franchises: 2101 Parks Avenue, Suite 302, Virginia Beach, VA 23451 Phone: 757-385-4800, office hours 8 a.m. – 5 p.m. Monday – Friday

Field office address: 401 Virginia Beach Boulevard, Virginia Beach, VA 23451 (coming 4/1/21)

Call 311 for any other non-emergency comment or concern in other hours 311 email: VB311@vbgov.com

Webpage and direct staff contacts: www.vbgov.com/Resort

Code Enforcement Inspections

CODE ENFORCEMENT DIVISION

What we do

How we do it

Protect the health, safety and welfare of VB residents	Inspectors conduct patrol inspections and investigate complaints on all privately- owned, existing structures and properties throughout the city	
Maintain the safety of the city's		
existing structures and properties	Numerous codes are in places to	
Prevent blight and deterioration	address maintenance violations on private property	
	Enforce the City's Property	
Goal – to obtain compliance	Maintenance Codes dealing with the maintenance of the exterior property and premises	
	Enforce the state building code regarding the maintenance of the interior and exterior of buildings	

STATE AND LOCAL LAW

State of Virginia

Virginia is a "Dillon Rule" state

to local cities and counties

City of Virginia Beach

We can only enact ordinances the state authorizes us to enact

CVB has enacted most of the property and building maintenance codes available

Codes are not enacted to address appearance issues

Authorizes us to enact ordinances pertaining to building and property maintenance

The state gives legislative authority

COMMON CODE VIOLATIONS

Building Maintenance	Property Maintenance	
Siding/exterior walls in disrepair	Overgrown grass/weeds	
Peeling paint	Accumulation of trash/junk	
Rotted wood	Waste management	
Fencing in disrepair	Illegal dumping	
Unsafe structures	Inoperable vehicles	
	Commercial and Recreational Vehicle Parking	
	Graffiti	





GRAFFITI ABATEMENT PROGRAM





Free service for our residents who are victims of vandalism 7 days must be given for compliance

PROPERTY MAINTENANCE DEADLINES FOR COMPLIANCE

Removal of overgrown grass, trash and graffiti: 7 days

A city contractor can be utilized to abate these violations on vacant property (the property owner is responsible for the cost of abatement)

Inoperable vehicles: 7 days (some vehicles can be towed from the property)

Waste management violations: 24 to 48 hours

BUILDING MAINTENANCE DEADLINES FOR COMPLIANCE

Life-safety concerns – 24 to 48 hours

Minor interior and exterior code violations – 30 days

We are always willing to work with property owners and grant extensions of time when necessary

ENFORCEMENT PROCESS

Inspector receives a complaint or conducts an investigation during a routine patrol of the area

A notice of violation is posted on the property for most violations and an official notice of violation is mailed to the property owner and/or tenant

Deadlines for compliance are as follows:

- 1. Life-safety concerns 24 to 48 hours
- 2. Minor interior and exterior code violations 30 days
- 3. Property maintenance violations 7 days

For non-life safety building maintenance violations, property owners may request extensions to complete the necessary work

ENHANCED RESPONSE

Resort area inspector will be able to expedite obtaining release forms to abate graffiti promptly

Coordination with the Block-by-Block ambassadors abate graffiti promptly

Private waste collection will be closely monitored, and violations promptly addressed

Building conditions will be assessed, and code violations cited

COURT AND ABATEMENT ACTION

Inspectors issue court summonses through the magistrate for code violations that are not brought into compliance within the specified time

Most code violations are criminal misdemeanors, and a judge hears from the city and the defendant prior to issuing a judgement or a fine

Court action takes a minimum of 45 days and judges often choose to grant continuances for first time offenders

With vacant properties and structures, the city can contract to have overgrown grass cut, trash removed, open structures boarded up, hazardous trees removed and if necessary, hazardous structures demolished

CONTACT ISSUING COMPLAINTS

Anonymous complaint system	Weekday Phone: 385-4421 Weekend Phone: 897-5637	Fax: 385-5694
Email: <u>housenp@vbgov.com</u>	Web: <u>vbgov.com/codeenforcement</u> <u>("Register a Complaint"</u> <u>Online Form)</u>	VBWorks Android or iOS App

Zoning Enforcement Inspections

Zoning Division Overview of Responsibility

- Zoning Ordinance determines what types of business and where those business may be located in the Oceanfront Resort (OR) District.
- Additionally, the City Manager (in the 1990's), at the request of RAC and the Police Department, assigned the Zoning Division with enforcing several City Codes not in the Zoning Ordinance (Detailed on next slide.)
 - Purpose of this is to assist the police with minor issues that involved illegal businesses and business operating from City Property.



Atlantic Avenue, Summer 2017



Atlantic Avenue, Summer early 1980's

- <u>Zoning Ordinance</u> Appendix A and Form-Based Code
- Section 3-3 Signs and other advertising devices in public right-of-way
- <u>Section 3-6</u> Motor Vehicle Signs



Commercial Parking Lot Sign



Mobile Advertising

- <u>Section 23-58</u> Commercial parking lots
- <u>Section 26-3</u> Peddling or selling on or in public parks, public buildings, or on public property in the RT-1, RT-2, RT-3, RT-4 Resort Tourist District and the OR District
- <u>Section 26-3.1</u> Peddling or selling on public property in the resort area during the prime resort season



Atlantic Avenue



Virginia Beach Boardwalk, 1980's

- <u>Section 33-3</u> Streets and sidewalks: Obstructions generally.
- Section 33-6 Sales conducted on or adjacent to the public right-of-way
- No construction in right-of-way between May 15th and October 1st





Atlantic Avenue, 2018

Atlantic Avenue, 2016



Atlantic Avenue, 1980's

Notifying Zoning with concerns

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I can be contacted at (757) 385-5067 or Email me a <u>khershbe@vbgov.com</u> if you have any concerns.



Homeless Outreach

What is Street Outreach?

An intentional, strategic and action-focused approach to ending homelessness

Intentional:

- Housing focused
- Building and cultivating trusting relationships

Strategic:

- "70-20-10" approach
 - 70% time/effort directed towards individuals who are actively engaged
 - 20% towards individuals who are persistently resistant to assistance
 - $_{\circ}$ 10% towards finding new people
- Prioritize assistance for most vulnerable individuals

Action-Focused:

- Initial and ongoing engagement
- Follow-thru (from engagement to housed)

Street Outreach is Not About...

- Controlling individuals' behaviors
- Being quasi-enforcement
- Infringing on individuals' rights
- Restricting movement

Understanding the Street Homeless Population: 3 Types

One and Done

- Transient, not interested in permanence
- Mostly here to spend summer near the beach and then move on
- Typically younger
- Don't really have a need or interest in housing solutions

Episodic

- Harder to track
- High-functioning
- Travel within community
- More likely to stay in shelter episodically and use day services

Chronic

- "Anchors": find a good spot and stay
- Hard to track during the day
- Multiple chronic issues: substance abuse, health, mental health
- Need to be reacclimated to housing

What Does Outreach Do?

Conduct assessments in field

Make direct referrals to shelter

Connect individuals to resources





How Do We Currently Conduct Outreach?

Team of 4 Homeless Outreach Staff

- Travel throughout entire city to find and engage with people experiencing homelessness
- 2 staff primarily focused on resort area

Roles and Hours

- Finding new people and initial engagement: 6 a.m. – 3 p.m. and 1 – 10 p.m.
- *Focused approach: 7:30 a.m. 4:30 p.m.

- * Focused Approach
- Assistance with collecting ID documents
- Help with housing applications
- Connecting individuals to community-based housing and resources

Enhanced Response

Additional 2 Homeless Outreach staff focused on resort area Consistent visibility of Outreach

Roles and Hours

- Identifying and making contact, providing and connecting to basic survival needs
- Normal shift:
 - MON, TUES, THURS, 7:30 a.m. 4:30 p.m.
- Non-traditional hours:
 - FRI, 6 a.m. 3 p.m.
 - WED, 1 p.m. 10 p.m.
 - Every other SUN, 12 p.m. 3 p.m.

Our Service System in VB is...

Streamlined

- Main access point: Regional Housing Crisis Hotline (757) 227-5932
- Housing Resource Center and Homeless Outreach Team are additional entry points

Standardized

- Standard set of questions to assess needs and determine vulnerability and prioritization
- Common set of performance measures to define success

Coordinated

- Service providers report shelter and housing vacancies daily
- Referrals can be made to next on prioritization list as soon as space becomes available
- Large coalition of providers which can provide multiple services to meet needs consistent with their missions

Integrated

 All service providers participate in this streamlined and coordinated process and use same database to track services

How Does Outreach Fit Into Our System?

Pathways Out of Homelessness

Provides additional entry point into our coordinated service system for people living on the street

Mobile unit of system



From Street to Housing: Avg. 90 – 120 days

Contacting Homeless Outreach

Crystal Rivera, Team Lead (757) 477-8562

- Will send resort area
 Outreach staff to investigate area of concern
- Make sure individual is identified and has opportunity to connect with resources that will end their homelessness



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Thank you for your time. Questions?

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