



## SMALL CITY; BIG IMPACT; EXCITING FUTURE

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In the first quarter of 2022, VRNE contracted with the City of Norman to run a four week long pilot of Vision. The City of Norman has a Code Compliance Department with a budget of \$623,000 which serves more than 120,000 citizens spread across 189 square miles. It is responsible for identifying and resolving thousands of customer code enforcement complaints each year.

### Small staff, large land area (Problem Statement)

In Norman, each code enforcement officer is assigned a section of the city to proactively monitor. With the large land area, the officers spend four to five hours driving in the field each day to follow up on reported code violations. If an issue is proactively identified, a violation takes ten minutes to enter into the current application. This culminates in over 60 man hours being spent in the field doing due diligence and performing data entry every week.

### Limited and siloed data (Problem Statement cont.)

Per Kelvin Winters, Norman's Code Enforcement Manager, they currently have a case management system, but it is really just a tool for the code enforcement officers. Customers don't have access to the data. In addition, there isn't a comprehensive way to track the history of each property or to provide historic photo data to the customers.

### Significant Improvements (Solution)

VRNE's technology package, including a custom application designed for the Norman Code Compliance department, was implemented in the field by two code enforcement officers for four weeks. At the conclusion of the trial, they reported that 63% of the complaints would not need to be visited in the field after review through the application.

Based on the data compiled at the conclusion of the trial period, the use of VRNE's solution would not only reduce Norman's Code Compliance man-hour time in the field by 50%, but lead to a reduction in CO2 emissions, gas usage, and reduce the need to maintain vehicle assets.

With the implementation of a wrap around solution in conjunction with the application, **an estimated savings of hundreds of thousands of dollars is possible.**

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## CASE DETAILS

### VRNE's Benefits

- Code enforcement officers reported that 63% of the customer complaints could be reviewed through the VRNE application instead of in the field.
- 42% of customer complaints will never need to be visited in the field.
- Estimated 50% reduction in overall field visits.
- Simplified access to historic data.
- Improves code violation and case review time by 20-40x by reducing the number of visits needed.

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*"I saw a car on grass last week in snow while working proactively but was holding off on enforcement until snow was gone. I haven't been able to see a car on grass this week but your app photo made it helpful to pursue contacting the tenant about the violation."*

*- Janita Hatley, Code Compliance Inspector*