



**Code Compliance
Services**

CODE COMPLIANCE

Annual Report

FY2023-24

Highlighting the
Department of Code
Compliance's
accomplishments



City of Dallas

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About Code Compliance

The City of Dallas Code Compliance Department consists of three divisions: Neighborhood Code, Nuisance Abatement, and Consumer Health. Code Compliance ensures city codes and ordinances are maintained, so Dallas continues to be a clean and safe city. Code Compliance does this by working with neighborhoods by providing education and building partnerships with non-profits, neighborhood associations, and other City of Dallas departments. Our mission is to safeguard and support a strong and healthy community.



A Message From Our Director

“As we reflect on this past year, I am filled with immense pride and gratitude for the remarkable achievements of the Dallas Code Compliance Department. This year, we were honored with prestigious national and international recognitions, including the Code Compliance Department of the Year, the Innovative Program and Creative Marketing Award, the International Jill Robinson Award for officer safety, and the coveted 3-Star Accreditation from the American Association of Code Enforcement.

These accolades highlight our commitment to excellence, innovation, and leadership in the field, setting Dallas apart on a national and international stage.

Beyond awards, we have made significant strides in enhancing public safety, improving neighborhood quality of life, and strengthening our engagement with residents. From implementing cutting-edge technologies like the HealthSpace software for consumer health to launching impactful community programs like the Code Cares initiative and the Community Tool Shed, our focus has remained on service, innovation, and collaboration.

As we look ahead to the coming year, we remain committed to building on these successes. Our goals include expanding community partnerships, advancing officer safety initiatives, and continuing to provide exceptional service to all who live, work, and visit our great city. Together, we will tackle challenges and embrace opportunities to ensure Dallas remains a model of excellence in code compliance.

Thank you to our dedicated team, city leadership, and the community for your unwavering support. I am excited for what we will achieve together in the year ahead.”

Sincerely,
Chris Christian, Director City of Dallas

Director of Code Compliance

Chris began serving as an airfield maintenance technician, at Dallas Love Field airport, in January of 2013. Mr. Christian joined the Code Compliance management team in June of 2021, as the Code Administrator over the Nuisance Abatement workgroup.

During his tenure, Mr. Christian quickly won the trust and confidence of his team. He has effectively managed his work group and improved customer service deliverables, and abatement turnaround times, engaged with the community, and has become a credible leader in the department. He is responsive, ethical, innovative, and dependable with a visible commitment to public service.

He previously worked in the Department of Aviation as a Manager and led the team responsible for grounds maintenance, and contracts for Love Field Airport. In addition, he was employed by the Public Works Department as a Manager and worked with the training, budget, and street repair divisions. He brings 10 years of municipal public service experience and a mindset that promotes the City's Core Values. Prior to the City of Dallas, he worked managing and operating a clothing retail business as an entrepreneur and manager. Chris was born and raised in the City of Dallas and prides himself on making a lasting impact in the communities he serves.

EDUCATION

Masters Business Administration Columbia Southern University (Jan 26')

Bachelor of Arts and Sciences University of North Texas

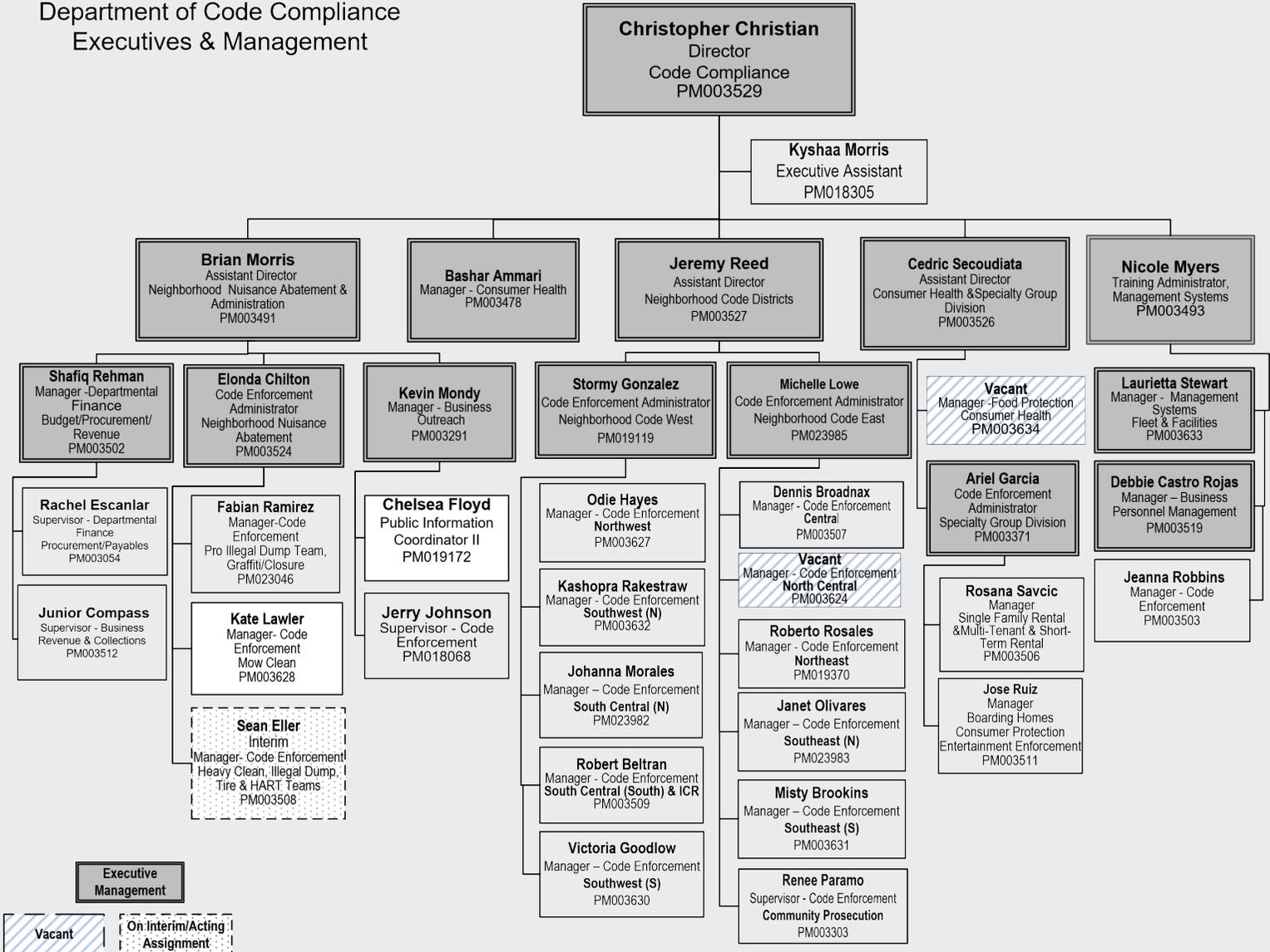
Texas Professional Membership & Awards, Certified Mediator, International Code Council,

NFBPA, ICMA, AACE



Organizational Chart

Department of Code Compliance Executives & Management



Meet the Leadership Team



Meet the Team



Central Code District



Northeast Code District



South Central Code District



Northwest Code District

Meet the Team



**North Central Code
District**



**Southeast Code
District**



**Southwest Code
District**

Neighborhood Code Numbers & Statistics



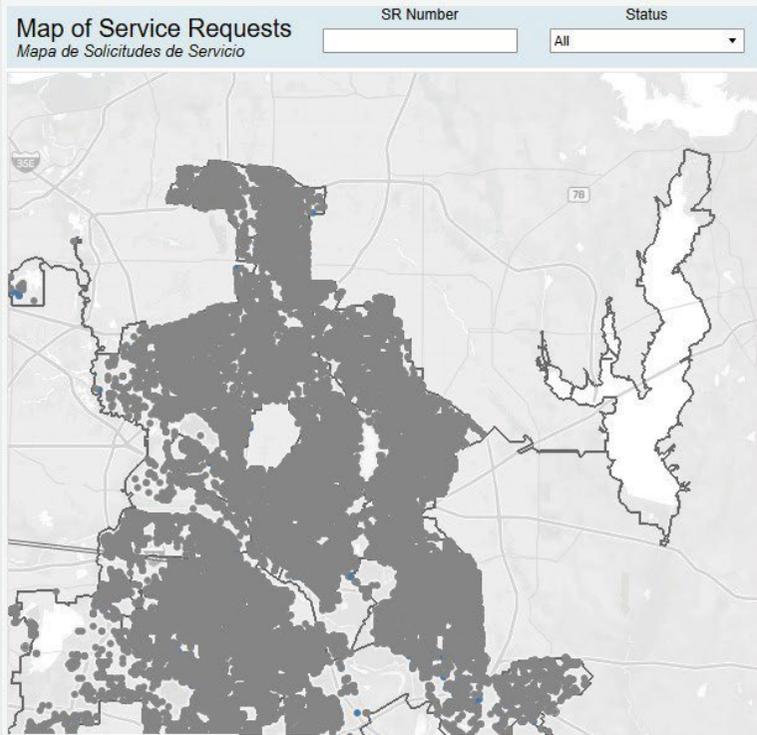
Dallas Code Compliance Performance Dashboard Service Requests (SR) and Violations

Panel de Rendimiento Mensual de Cumplimiento del Código de Dallas
Solicitudes de Servicio e Infracciones

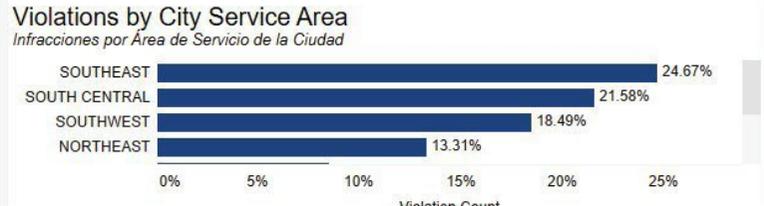
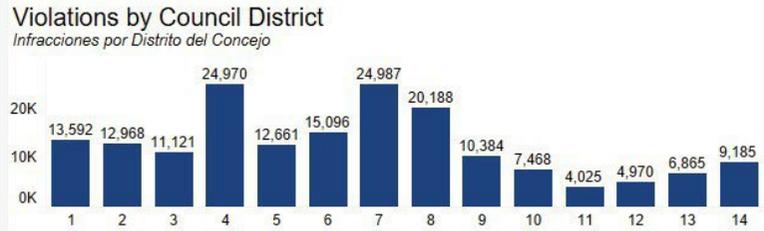


To submit a request, [click here](#).

Year:
 Month:
 City Service Area:
 Service Request Division:



Please click on the visualizations below to further filter the dashboard and map:



Neighborhood Code's Impact

Michelle Lowe

Neighborhood Code Administrator - East

"As we reflect on the past year, our Code Compliance team has exemplified the core values of our city through our daily work, captured in the photos featured in this year's review. Whether connecting with the community, ensuring fairness, or upholding high standards, every image tells a story of dedication and service.

Our officers demonstrate empathy by engaging with residents and businesses with understanding and compassion, ensuring clear communication and support. We uphold ethics by consistently applying codes with transparency and integrity, fostering trust in every interaction. Our commitment to excellence shines through in our proactive approach to compliance and our pursuit of high standards in every task.

We prioritize equity by ensuring all community members have access to the resources they need, regardless of their background or circumstances. Through engagement, our officers build strong relationships with the community, actively listening, educating, and collaborating to find solutions that benefit everyone.

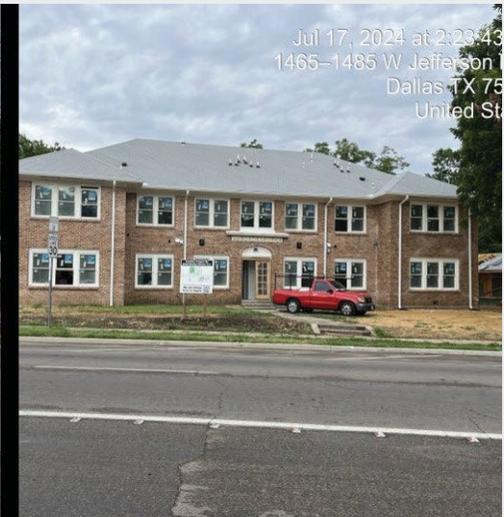
Together, we work to create a safer, more orderly city for all to enjoy. These photos are a testament to the hard work, values, and impact of our Code Compliance team, and we look forward to continuing this."



Neighborhood Code Before and After Example

WINDOMERE

A vacant building that has been rehabilitated.



Neighborhood Code Before and After Example

FIREWOOD

The exposed wood on the structure was a violation but has now been resolved.



Neighborhood Code Before and After Example

DORRIS

A neglected, dilapidated vacant structure that has been demolished.



COMMUNITY PROSECUTION

Community Prosecution Inspectors work alongside city attorneys, police detectives, and fire inspectors to address escalated problem properties that threaten public safety and quality of life. Our 13 Senior Code Inspectors work throughout the city, collaborating to hold property owners accountable for violations. Through proactive enforcement and strategic legal action, our inspectors work to resolve issues like vacant, abandoned, and poorly maintained properties that contribute to crime and economic decline. While we strive for voluntary compliance, we escalate enforcement when necessary, including civil litigation and court intervention. By working directly in neighborhoods, our team remains accessible, responsive and committed to improving safety, stability, and livability for all Dallas communities.

Meet the Team



INTENSIVE CASE RESOLUTION

The ICR team is made up of experienced Inspector III's focused on improving the quality of life in Dallas through economic development, crime reduction, and public welfare advocacy. Their goals include addressing complex code violations, enhancing the Neighborhood Code Division's response to non-compliance and collaborating with the City Attorney's Office, the Dallas Police Department, and Dallas Fire Rescue. They also participate in initiatives such as Place Network Investigations and interdepartmental work groups, while engaging in special projects and educational training.

Meet the Team



VACANT PROPERTY INSPECTION

The team officially started on January 25, 2023, and currently consists of three inspectors. These inspectors are responsible for addressing egregious commercial vacant properties, monitoring active cases and performing thorough investigations. Additionally, the team tackles complex quality-of-life issues through strategic code enforcement, collaborating with various departments and organizations and conducting comprehensive inspections and research.

NUISANCE ABATEMENT

Combats community blight and nuisances by bringing private properties with code violations into compliance after all enforcement options have been exhausted. To efficiently foster a clean and healthy environment, abatement crews remove high weeds, grass, litter, obstructions, graffiti, tires and debris resulting from illegal dumping.



Meet the Team



Nuisance Abatement



Heavy Clean



**Illegal
Dumping**

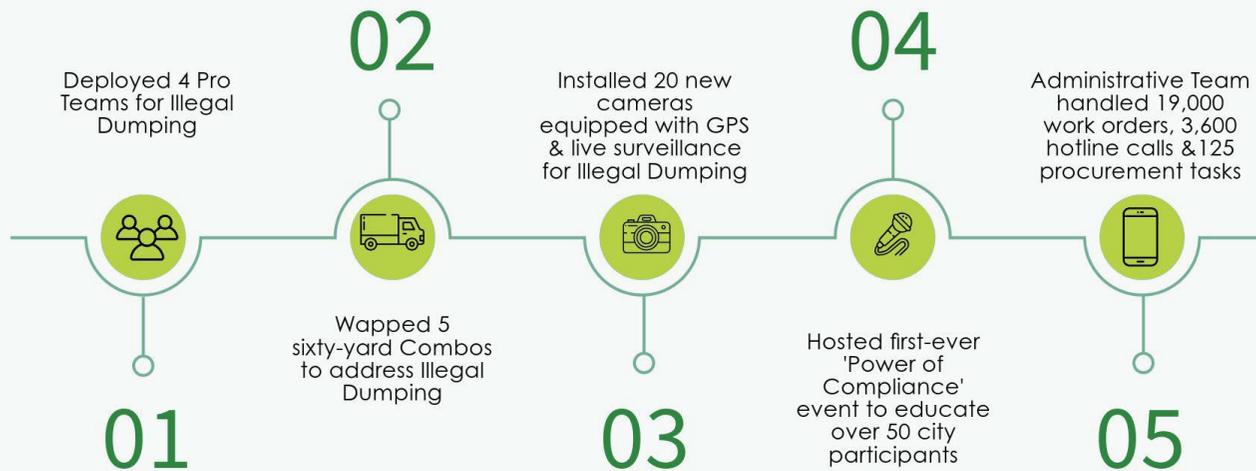


Mow Clean

Nuisance Abatement Measures



Nuisance Abatement Accomplishments



NuisanceAbatement

CONSUMER HEALTH

The Consumer Health Division ensures public health and safety through food protection, education, and mosquito control. Inspectors regulate over 7,000 food establishments, and temporary event vendors to uphold food safety standards. The division also educates businesses and the public on proper food handling and sanitation practices. Additionally, the Mosquito Control Program monitors and reduces mosquito populations to prevent the spread of diseases like West Nile and Zika. Through these efforts, the division safeguards the safety, health, and well-being of Dallas residents and visitors.

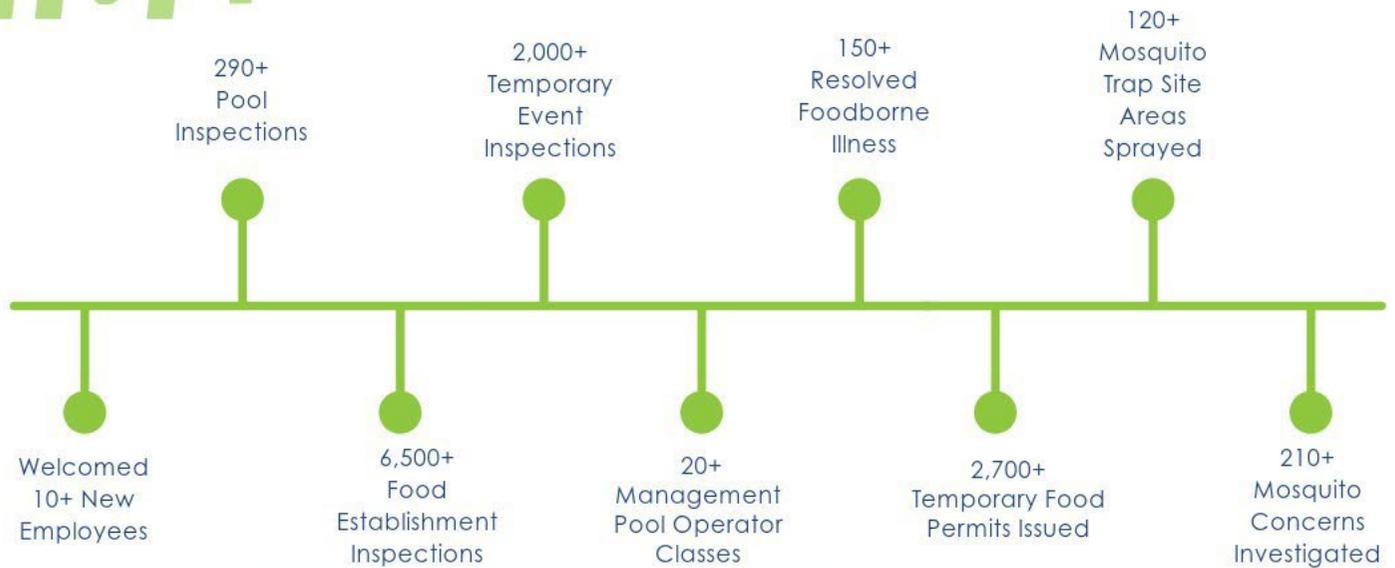
Meet the Team



Consumer Health Accomplishments

2M+

Total Revenue Generated



Consumer Health Accomplishments

MULTITENANT AND RENTAL REGISTRATION UNITS

The Multi-Tenant and Rental Registration Units are committed to enhancing the quality of life for tenants in Dallas.

Mandatory rental registration and inspections give tenants a voice, establish clear expectations for standard living conditions and provide reassurance that property owners are committed to being responsible landlords by maintaining compliance. We are dedicated to supporting tenants by responding to service requests and conducting regular, proactive, and comprehensive inspections.

Meet the Team



Night Entertainment Team

The Night Entertainment Team, established in FY 2023-2024, is committed to proactively enforcing city regulations related to clubs, pubs and bars. This team works after hours to address nuisance noise, unregulated activities and safety concerns at nightlife venues that may be susceptible to violent crime.

BOARDING HOME FACILITIES

The Dallas City Council believes it is in the interest of public health, safety, and welfare to regulate and license boarding home facilities. As a result, significant accomplishments have been made in improving oversight. Collaboration with county partners led to the conviction of a boarding home operator. Additionally, the total number of licensed and inspected locations in the city has increased by 50%.

Meet the Team



CONSUMER PROTECTION

- Convenience Store License
- Credit Access Business License
- Unattended Dropbox License
- Electronic Repair License
- Home Repair License
- Mobile Tire Repair License
- Motor Vehicle Repair License
- Scrap Tire and Scrap Tire Transporter Licenses
- Wood Vending License
- City-sponsored Contract Demolition

The Consumer Protection and Contract Demolition Unit investigates claims of fraudulent business practices across various service-related industries through the issuance and regulation of licenses.

This team responds to service calls and conducts proactive spot-check inspections.

The services and licenses regulated by this unit include the following.

Meet the Team



PERSONNEL MANAGEMENT

This teams' efforts significantly enhanced our department's operations, employee engagement, and recruitment initiatives.

A

Career Development & Employee Retention:

Collaborated with Human Resources and Compensation to create a career series that fosters internal opportunities, promotes career advancement, and enhances employee retention.

B

Improved Communication & Onboarding:

Implemented a streamlined employee notification program to improve communication between new hires, hiring managers, and cross-functional teams like Training, IT Support, and Finance.

C

Expanded Talent Pipeline:

The team has established strategic partnerships with universities and non-profit organizations. These relationships have bolstered our talent pipeline, increased our visibility, and provided access to a diverse pool of candidates.

Meet the Team



Personnel Management

KEY FIGURES

25

Training Sessions

100%

Processed Requisitions

0.03%

Payroll Error Rate

17

Outreach Events

The PMT held outreach events and training sessions to enhance recruitment and community involvement. They improved the time-to-hire rate, kept the error rate below 1%, and established diverse interview panels to promote inclusivity.

MANAGEMENT SYSTEMS TEAM

Administration provides administrative support to the Department of Code Compliance by maintaining the department's fleet and equipment inventory, purchasing goods and services, training employees, and maintaining the Department's ISO 9001, 14001 and 45001 certificates.

Meet the Team



FINANCE

The Finance team is responsible for managing and developing the department's budget. They post and reconcile all collected revenues and accurately process lien work orders and invoices. The team manages lien filings and disputes, determining the validity of the liens based on their findings.

Additionally, they meet the department's procurement needs and ensure that invoices are paid on time.

Meet the Team



Finance Metrics

FY24 Finance Team accomplishments			
Description	Task performed by	Quantity	Amount
Liens Processed in SAP System	Revenue & Collection Team	8,275	\$3,497,077
Garage Sale Permits	Revenue & Collection Team	7,470	\$26,150
Single Family Registrations Processed	Revenue & Collection Team	9,020	\$554,715
Cash Receipt Processed	Revenue & Collection Team	1,836	\$5,692,342
Multi-Family Registration Processed	Revenue & Collection Team	2,237	\$1,273,214
Pool Permits Issued	Revenue & Collection Team	1,246	\$25,330
Lien Dispute Processed	Revenue & Collection Team	1,305	\$464,455
Manager of Pool Operation Certificates	Revenue & Collection Team	579	\$29,720
Procurement Requisitions Processed	Procurement & Payables Team	1,154	\$4,077,169
Invoices & GAX Processed	Procurement & Payables Team	3,613	\$2,793,864
Total		36,735	\$18,434,036

MARKETING AND OUTREACH

This is My Why:

“Making a difference often creates lasting memories and impacts. The difference we make doesn't just disappear, it usually stays with people, organizations, and communities long after the event. Our actions can shape the future, creating a legacy of positive influence in our communities. This is what drives my passion for what we do.”

Jerry Johnson, Supervisor
Administration



Meet the Team



Keep Dallas Beautiful

Keep Dallas Beautiful focuses on the three main pillars of our affiliates, Keep Texas Beautiful and Keep America Beautiful: litter prevention, recycling, and beautification. Through our initiatives and renewed focus under Code Compliance Services, KDB aims to educate and engage residents in Dallas about the importance of a clean and healthy city.



Marketing and Outreach

Adopt-A-Spot allows residents the choice to work with Code and Keep Dallas Beautiful to maintain selected areas in Dallas for up to one year.

Alpha Kappa Alpha Sorority
Alpha Xi Omega Chapter



At least once a month, Code hosts a **free city-wide cleanup** allowing residents to discard bulk trash, tires, hazardous waste, and documents. The cleanups have resulted in **thousands of pounds** of debris being removed across Dallas.

Love Your Block

Promotes a mindset for Dallas residents to take ownership of their neighborhoods.



Whether it is planting flowers, mowing a neighbor's lawn, or picking up litter, there is no limit to how you can **Love Your Block**.

Code Compliance Awards

- 2024 Code Compliance Department of the Year
- International Jill Robinson Award
- Innovative Program and Creative Marketing Award
- Love Your Block grant of 100k
- Gold Star Keep Texas Beautiful Designation
- AACE 3 Star Accreditation



FY2025 Goals & Objectives

As we move into FY2025, Dallas Code Compliance remains committed to enhancing public service, operational efficiency, and community impact. This year, we will implement a Certification Pay Program to invest in staff development and expertise, strengthening our workforce. Additionally, we will launch an improved Vacant Property Registration initiative to better track and address abandoned structures, reducing blight and safety concerns. Upgrading our illegal dumping camera system will enhance enforcement efforts, helping to keep neighborhoods clean and deter environmental violations. Lastly, we will pursue IAS Accreditation, further solidifying our commitment to industry excellence and best practices. Through these initiatives, we continue to innovate and elevate the quality of life in Dallas.

Contact Us

CODE COMPLIANCE

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Visit our website at:

dallascityhall.com/departments/codecompliance

Follow us on social media:

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**Code Compliance
Services**



City of Dallas

CODE COMPLIANCE

Safeguarding and
Supporting a
Strong Healthy
Community