

Department of Code Compliance

Dallas City Council Retreat
January 15, 2015



Purpose

- Provide an overview of the Department of Code Compliance
- Take a look at ideas for investigation
- Discuss directions

Code Compliance Quick Facts

How many Service Requests did Code Compliance receive/create last year?

- Nearly 300,000...
 - Approximately 1,000 per work day....
 - Roughly 125 every work hour

Code Compliance Quick Facts

How many animals did Dallas Animal Services take in last year?

- Over 28,000...
 - Approximately 80 every day

DALLAS ANIMAL SERVICES

Code Compliance Quick Facts

How many illegally dumped tires did Code Compliance collect last year?



Nearly
22,000



About 86
every work
day

Code Compliance Quick Facts

How many lots did Code Compliance mow and clean last year?

- Over **34,000** lots...
 - Roughly **133** per work day

Code Compliance Quick Facts

How many food establishment inspections were done by Code Compliance last year?

- Nearly 15,000 inspections...
 - Approximately 60 every work day

Role of the Department

- Our mission is to foster clean, healthy, safe communities while preventing physical blight in Dallas neighborhoods
- Code Compliance enforces over 900 City ordinances across 27 chapters of the Dallas City Code

Role of Department

Volume I

•Chapter 7

Animal Control

•Chapter 7A

Anti-Litter Regulations

•Chapter 8A

Boarding Home Facilities

•Chapter 9C

Carryout Bags

•Chapter 10

Buses and Shuttles

•Chapter 10A

Limousines

•Chapter 10B

Non-motorized passenger vehicles

•Chapter 12A

Code of Ethics

•Chapter 15A

Temporary Political Campaign Signs

•Chapter 15D

Emergency Vehicles

•Chapter 16

Life Hazard – Gas Leaks

•Chapter 17

Food Establishments

•Chapter 18

High Weeds

Junk Motor Vehicles

•Chapter 19

Unwholesome Premises (Sewage)

Scrap Tire Enforcement Program

Mosquito-Breeding

•Chapter 27

Minimum Urban Rehabilitation & Multi-Family

•Chapter 28

Parking Oversized Vehicles in Residential Areas

Volume II

•Chapter 31

Graffiti Abatement

Lock, Take, Hide

Life Hazard - Refrigerator

•Chapter 40

Vector Control

•Chapter 43A

Swimming Pools

Building Number

•Chapter 45

Taxicabs

•Chapter 47

Trailers, Trailer Parks, Tourist Camps

•Chapter 48A

Vehicle Tow Services

•Chapter 48C

Vehicle Immobilization

•Chapter 48B

CBD Vacant Buildings

•Chapter 49

Water Conservation

•Chapter 50

Consumer Affairs

Volume III

•Chapter 51A

Signs

Zoning/Usage Regulations

Yard Lot & Space Issues

Fences/Screening

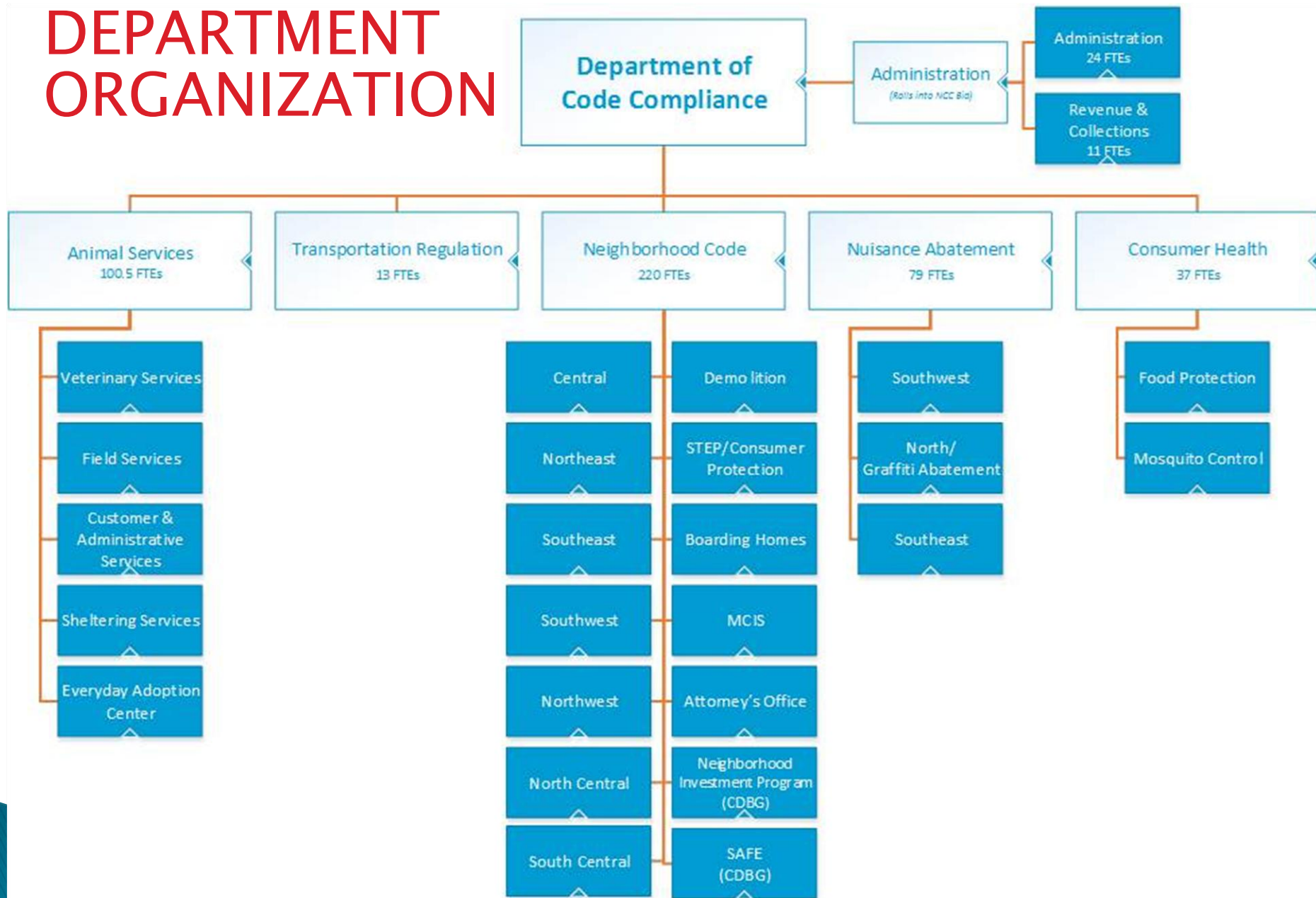
Visibility Obstructions

Role of Department

Results of the 2014 City of Dallas Community Survey

- Code Compliance identified as an "opportunity for improvement"
 - Survey respondents rated code enforcement as having "high importance" and "low satisfaction"
- Survey consultant recommended greater outreach and education for improvement

DEPARTMENT ORGANIZATION



Code Compliance Budget Summary

Division	FY14-15 Expenditure Budget	% of Budget
Neighborhood Code	\$17,234,362	49%
Animal Services	\$8,874,329	25%
Nuisance Abatement	\$5,583,399	16%
Consumer Health	\$2,874,654	8%
Transportation Regulation	\$815,861	2%
Total	\$35,382,605	100%

Code Compliance Resources

- Compared to six years ago, Code Compliance has fewer code inspectors

	FY08-09		FY14-15	
	Budget	Filled	Budget	Filled
Inspectors	204	168	140	132

- But new ordinances to enforce and support
 - Boarding Home Facilities
 - Carryout Bags
 - Garage Sale Permits
 - CBD Vacant Buildings
 - Payday Lending
 - Non-Owner Occupied Rental Registration

Service Requests

- The Department of Code Compliance addresses approximately 300,000 service requests annually
 - Includes calls received by 3-1-1, proactive service requests, and referrals from other departments/divisions
- Approximately 150 different service request types

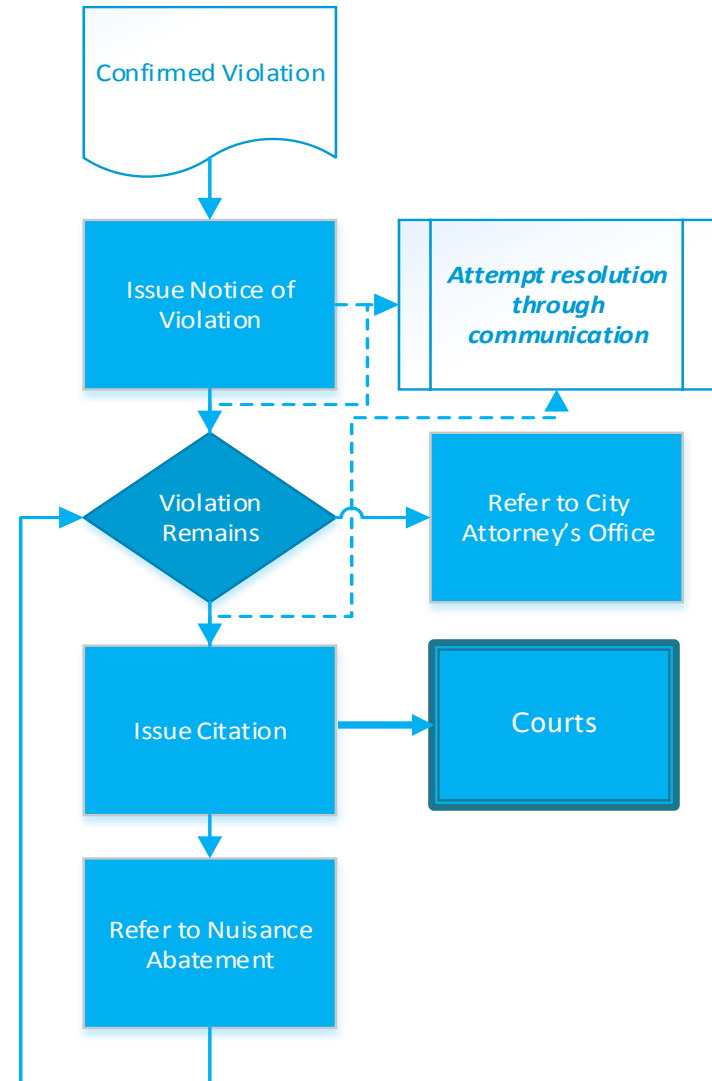
Top Service Requests in FY13-14

Service Request Type	Number	% of Total
High Weeds	34,609	12%
Litter	24,693	9%
Loose Animal	25,760	9%
Obstruction -- Alley/Sidewalk/Street	12,352	4%
Signs In Public Right-of-Way	10,194	4%
Bulky Trash Violation	10,162	3%
Confined Animal	7,350	3%
Substandard Structure	9,899	3%
Junk Motor Vehicle	5,455	2%
Sick/Injured Animal	4,760	2%
Other	145,234	50%
TOTAL	295,827	100%

What Happens When a Violation Occurs?

Community Code – typical steps to obtain compliance:

- Issue Notice of Violation (NOV) in person or by mail
- Issue Citation
- Refer to Nuisance Abatement
- Refer to City Attorney's Office for further criminal or civil action



Common Misconceptions

Myth ■ Code is only reactive

Fact ➤ Actually, 60% of all service requests are proactively created by Code Inspectors

Myth ■ Code Compliance exists to write citations

Fact ➤ Objective is compliance, and there are several ways to get there

➤ A notice of violation (NOV) is usually the first step, with time given to come into compliance

➤ Educating violators through the NOV process, as well as attendance at neighborhood association meetings, crime watch meetings, and other events

Common Misconceptions

Myth ■ If a citation is issued, the problem is resolved

Fact

- If re-inspection shows the violation still exists, a citation may be issued
- Referrals to Nuisance Abatement may be made to get property into compliance and place a lien on the property
- Chronically troublesome cases may be referred to the City Attorney's Office to seek legal remedies

Common Misconceptions

Myth ■ Finding code violations is a challenge

Fact

- Various input methods exist (3-1-1, City Council, Online, App, Twitter, Proactive, etc.)
- Other City departments report violations to Code
- Greatest amount of effort is spent on documenting and working to bring a case into compliance, not simply identifying the issue
- Looking to focus on types of issues that make the biggest impact on communities (may differ by Council district)

Approach

- Historically, the solution to improve Code Compliance has been to add more inspectors to increase enforcement of regulations
- The new direction is to focus on prevention as well as enforcement

Ideas for Investigation

Ideas for Investigation

- Vacant lot database (City of Chicago)
 - Inventory vacant lots and share data with citizens, HOA, etc. (online, etc.)
 - Block Watch concept to monitor and report illegal dumping
- Next Door Lot Community Outreach Program (City of Detroit)
 - Homeowners are given the opportunity to purchase vacant lots owned by the City next to their home for \$100

Ideas for Investigation

- PIO for Code Compliance (City of Austin)
- Extensive Outreach Programs
 - Facebook & Twitter outreach (City of Austin)
 - Neighborhood & Crime Watch meetings
 - Community Crawls
 - Pet ownership support
- “Code Violation Stoppers”
(City of Austin & City of Los Angeles)
 - Reward program for citizens that aid in the conviction of illegal dumping

Ideas for Investigation

- Transportation-for-Hire Enforcement provided 24/7
 - Houston, San Antonio and Austin
- Transportation-for-Hire Enforcement provided by Police Department
 - Enhanced visibility
 - Houston, San Antonio and Ft. Worth

Directions

- Enhance community education, outreach, and neighborhood involvement
 - Community Survey noted that increased outreach has increased satisfaction ratings in other cities
- Enhance technology utilized
 - Mobile devices
 - Case management system
 - Data (internal and external)
- New methods to attain compliance
 - Civil vs. Criminal citations
 - Targeted initiatives
 - Resource allocation

Directions

- Updates to City Codes
 - Update Minimum Housing Standards
 - Update Urban Nuisances
 - Simplify Multi-Tenant Registration
 - Enhance Boarding Home & Swimming Pool language to ensure adequate enforcement

Opportunities to Refocus Code

Maximize Code impact by reducing the scope of regulation

- Examples
 - Garage Sales – permitting vs. free registration
 - Home Repair, Electronic Repair & Wood Vendor
 - Downtown Vacant Buildings
 - Food Inspections (annually & risk based - less frequency for high scores)
 - Enhanced Privatization
 - Mowing, Litter & Illegal Dumping
 - Transportation Permitting
 - Mosquito Abatement

Department of Code Compliance

Quality of Life & Environment
Committee

January 12, 2015



Purpose

- Provide an overview of the Department of Code Compliance
- Detail specific programs and functions of each division within the department which will be evaluated during sunset review process for FY14-15
- Review key service requests received during FY13-14 and recent trends
- Discuss current challenges and next steps

Role of the Department

- Our mission is to foster clean, healthy, safe communities while preventing physical blight in Dallas neighborhoods
- Code Compliance enforces over 900 City ordinances across 27 chapters of the Dallas City Code

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Signs

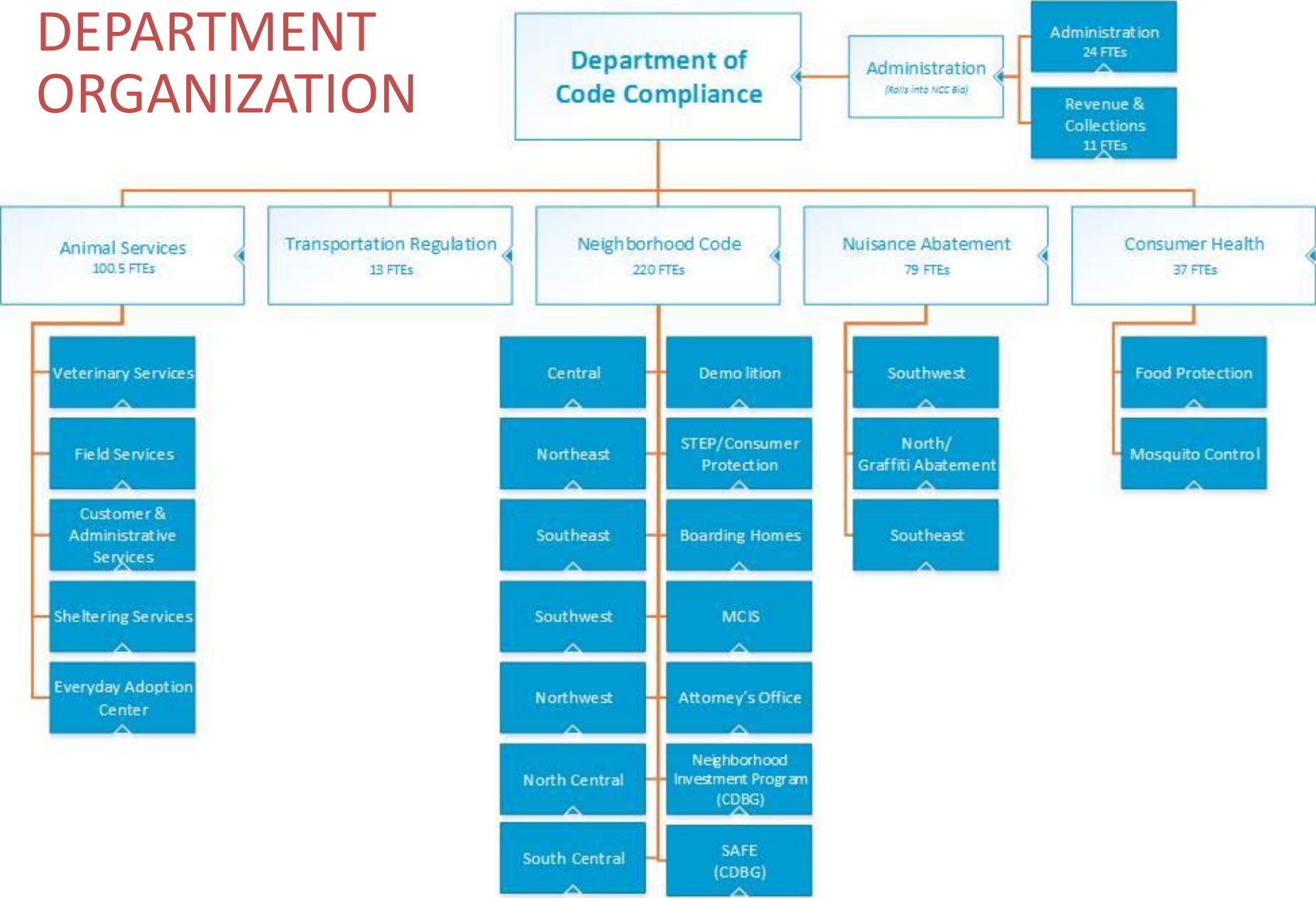
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Code Compliance Revenue

Division	FY14-15 Revenue
Neighborhood Code • Major revenue items: Multi-tenant registration, consumer protection and swimming pools.	\$4,312,604
Animal Services • Major revenue items: Registration of dogs and cats, administration of animal control fees such as adoptions, impoundments and intact animal permits.	\$980,900
Nuisance Abatement • Major revenue items: Payments of liens for mowing, heavy clean, secure closures and demolition.	\$775,500
Consumer Health • Major revenue items: Permit fixed food establishments, temporary and mobiles.	\$3,132,415
Transportation Regulation • Major revenue items: Taxicabs, Limousines, Ambulance and non-motorized.	\$1,362,380

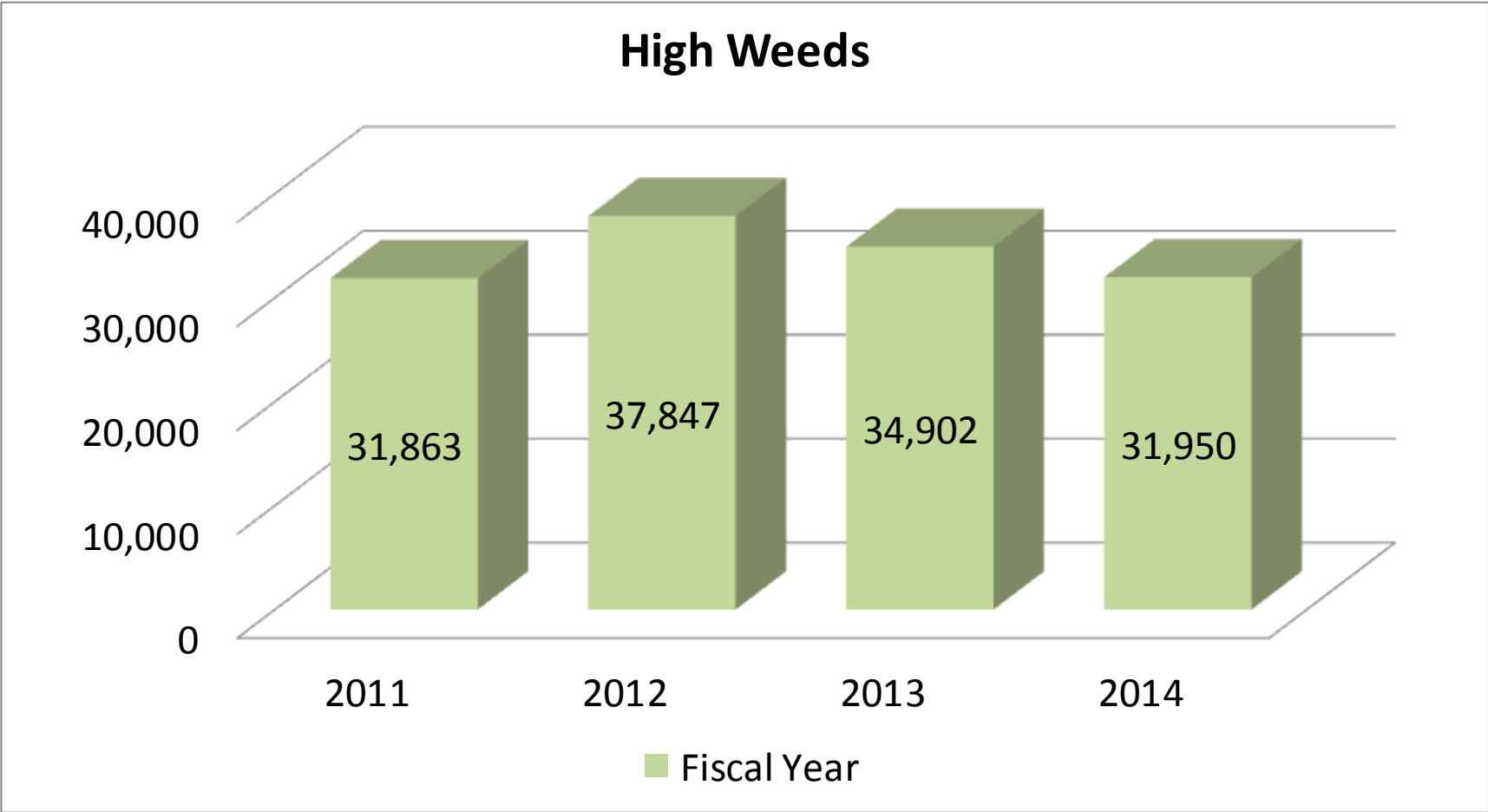
Service Requests

- The Department of Code Compliance addresses approximately 300,000 service requests annually
- Common service requests:
 - High Weeds
 - Litter
 - Loose Animals
 - Open/Vacant Structures
 - Bulky Trash
 - Junk Motor Vehicles
 - Vector Control
 - Restaurant Complaints
 - Graffiti
 - Substandard Structure
 - Illegal Signs
 - Taxi Complaints
 - Obstructions
 - Illegal Land Use (Zoning)

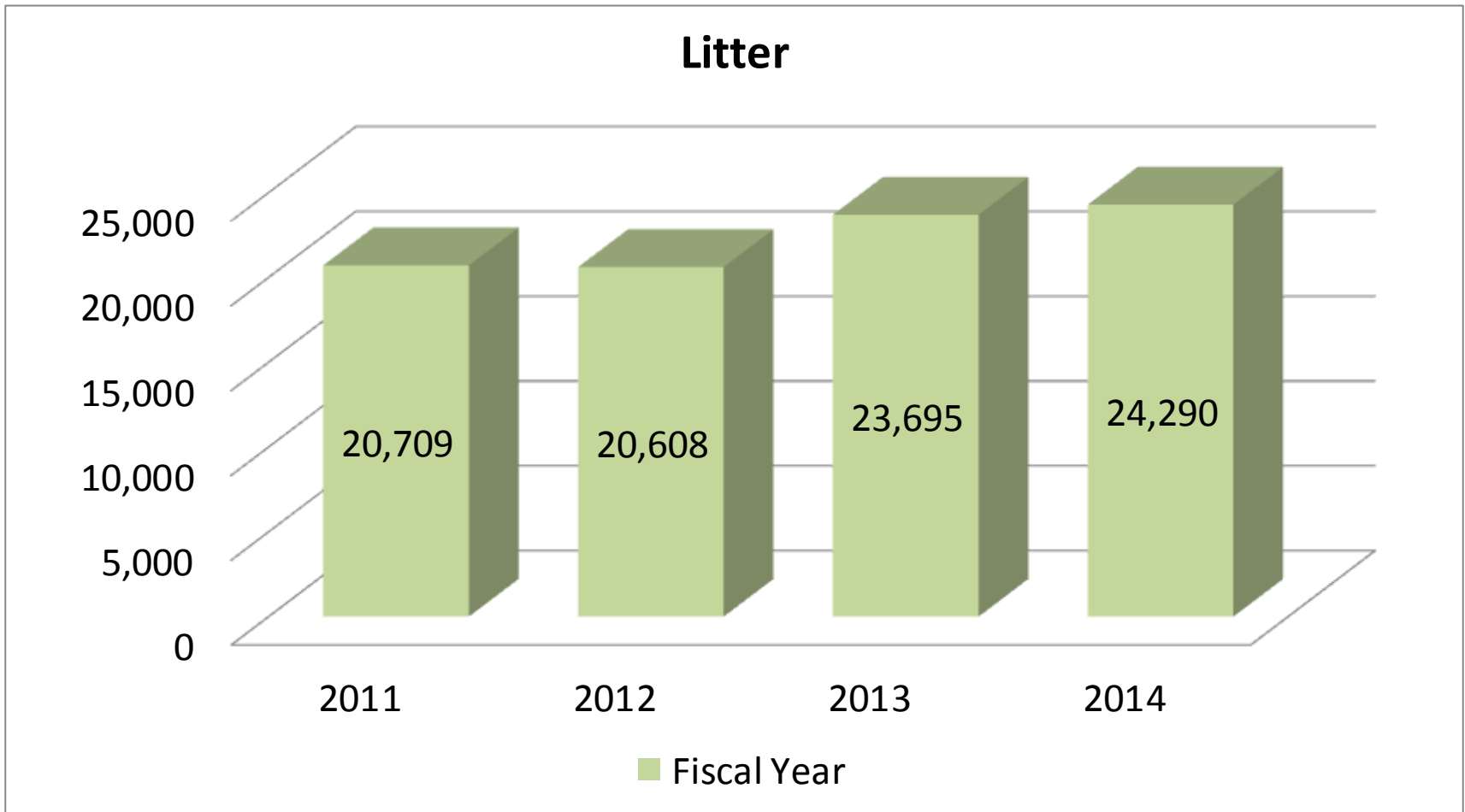
Code – FY13-14 Top Service Requests

Service Request Type	Number
High Weeds	31,950
Litter	24,290
Loose Animal	12,709
Obstruction -- Alley/Sidewalk/Street	11,892
Signs In Public Right-of-Way	10,161
Bulky Trash Violation	10,090
Confined Animal	7,249
Substandard Structure	6,817
Junk Motor Vehicle	5,349
Sick/Injured Animal	4,760

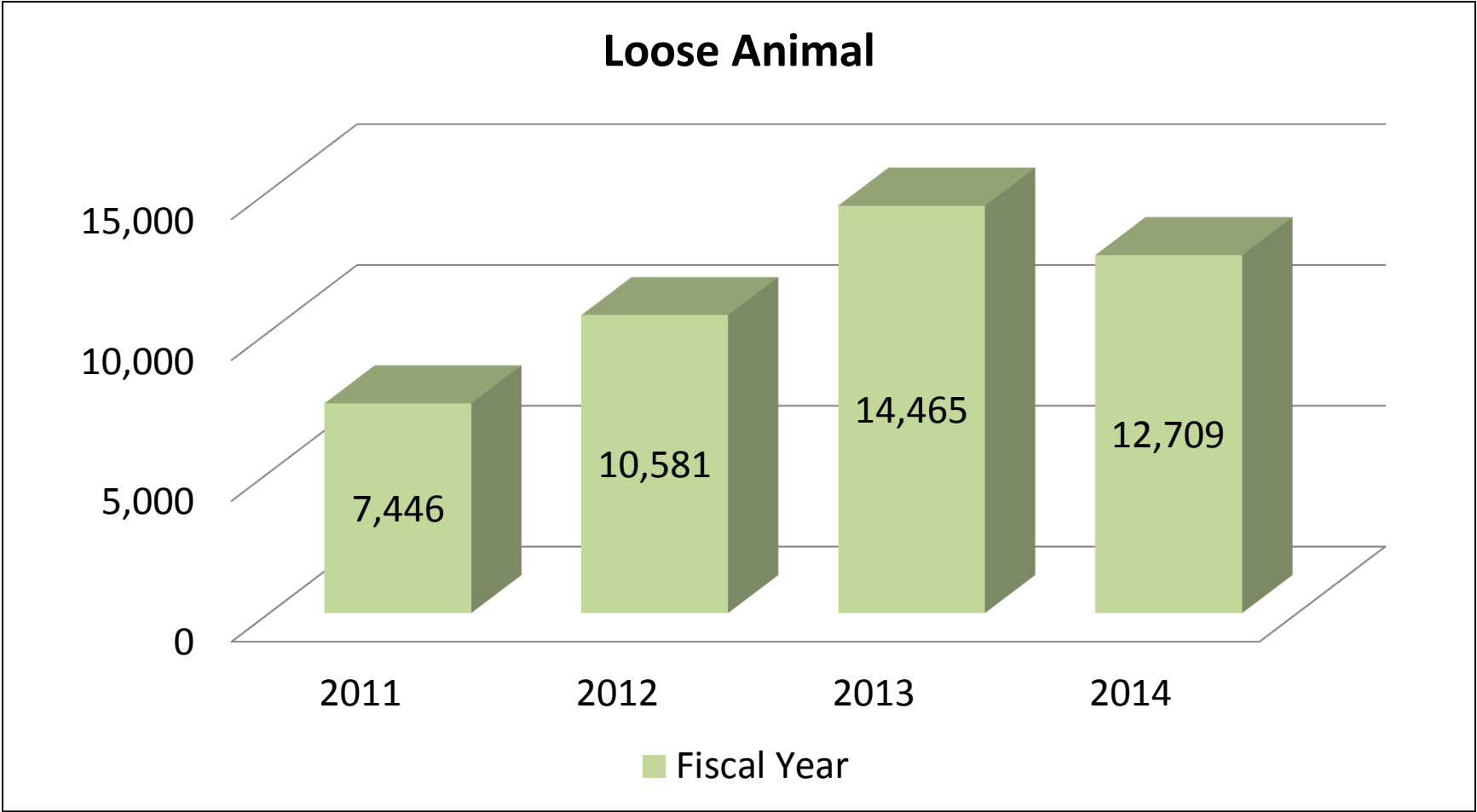
Code - Top Service Requests Trends



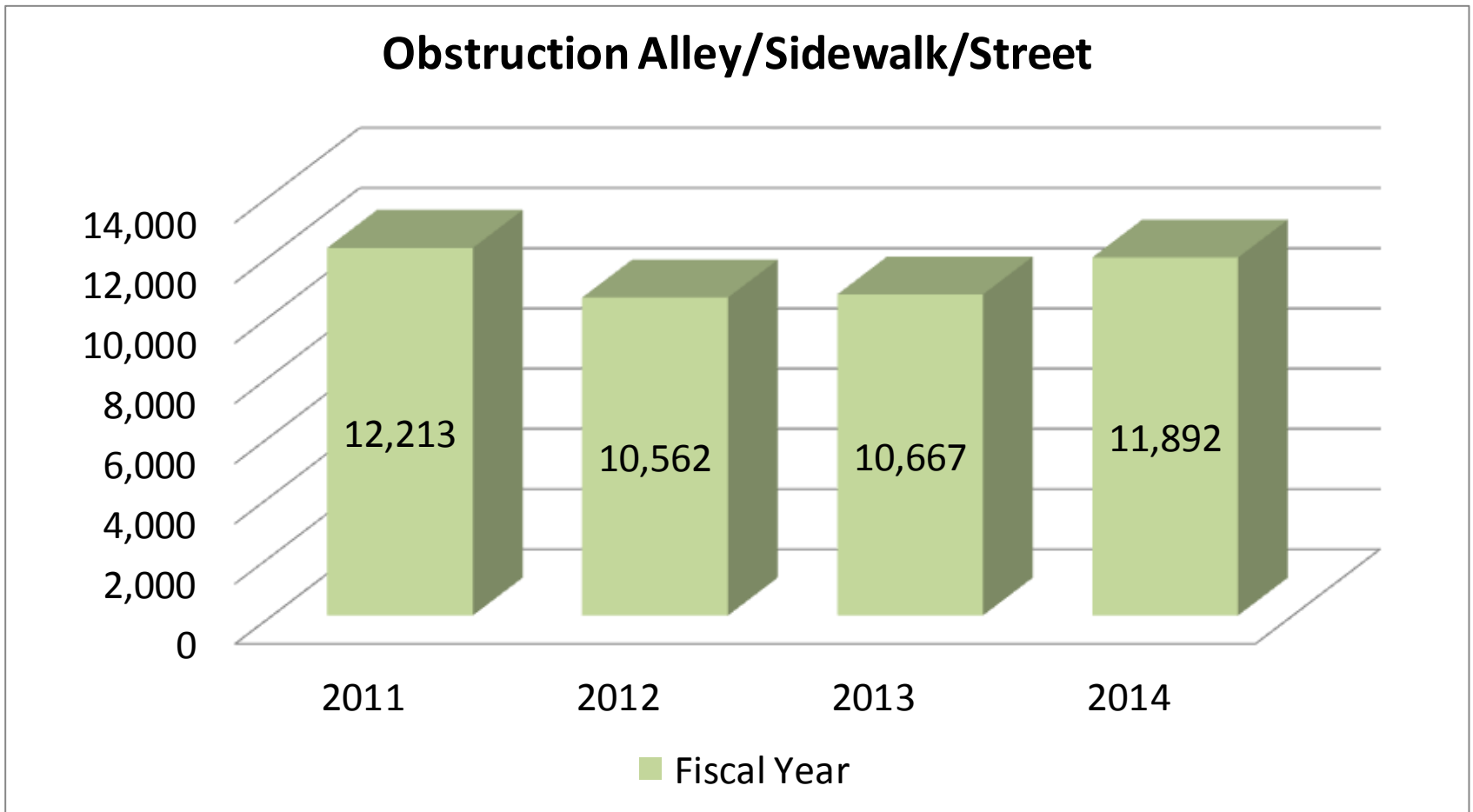
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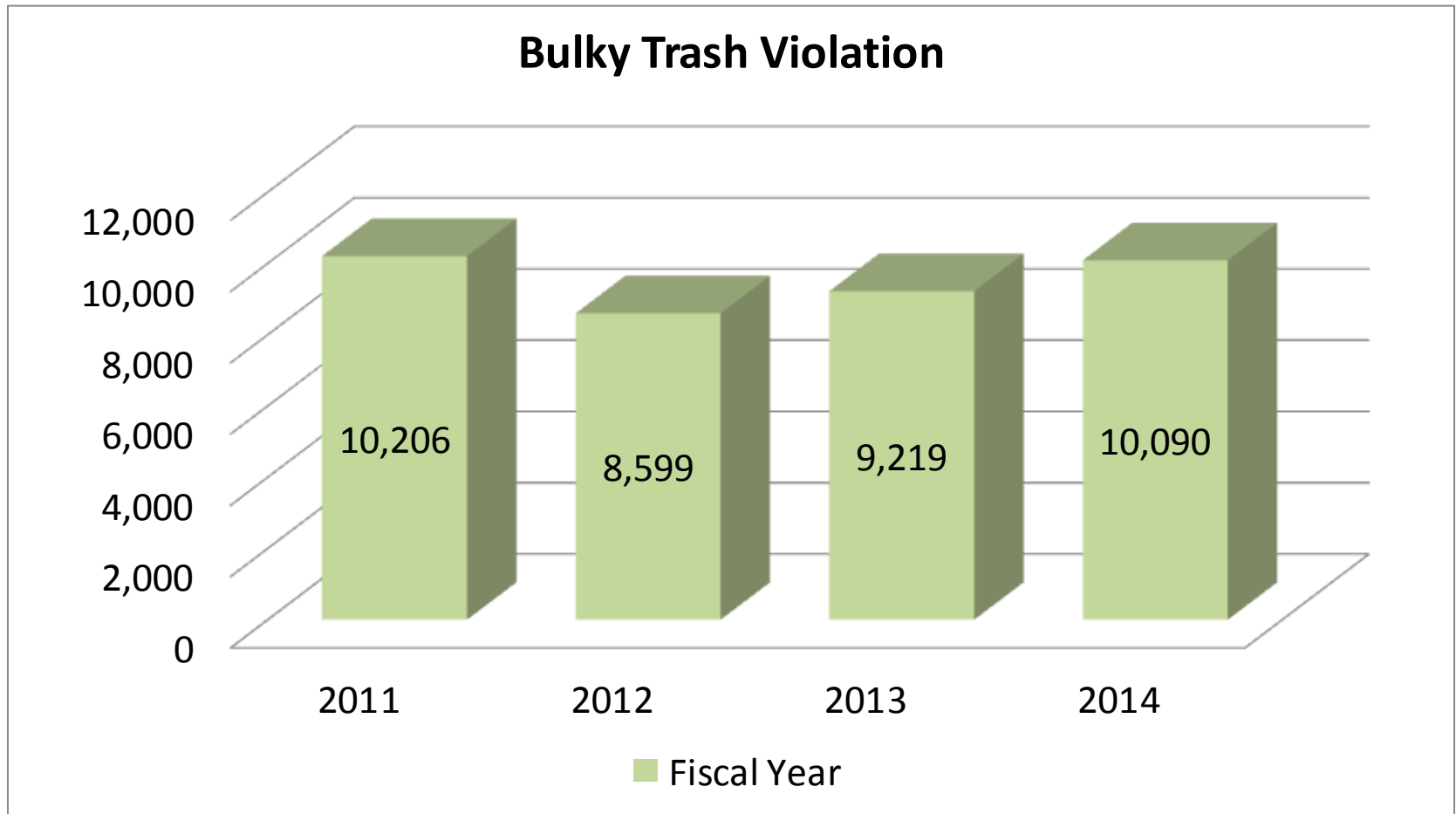
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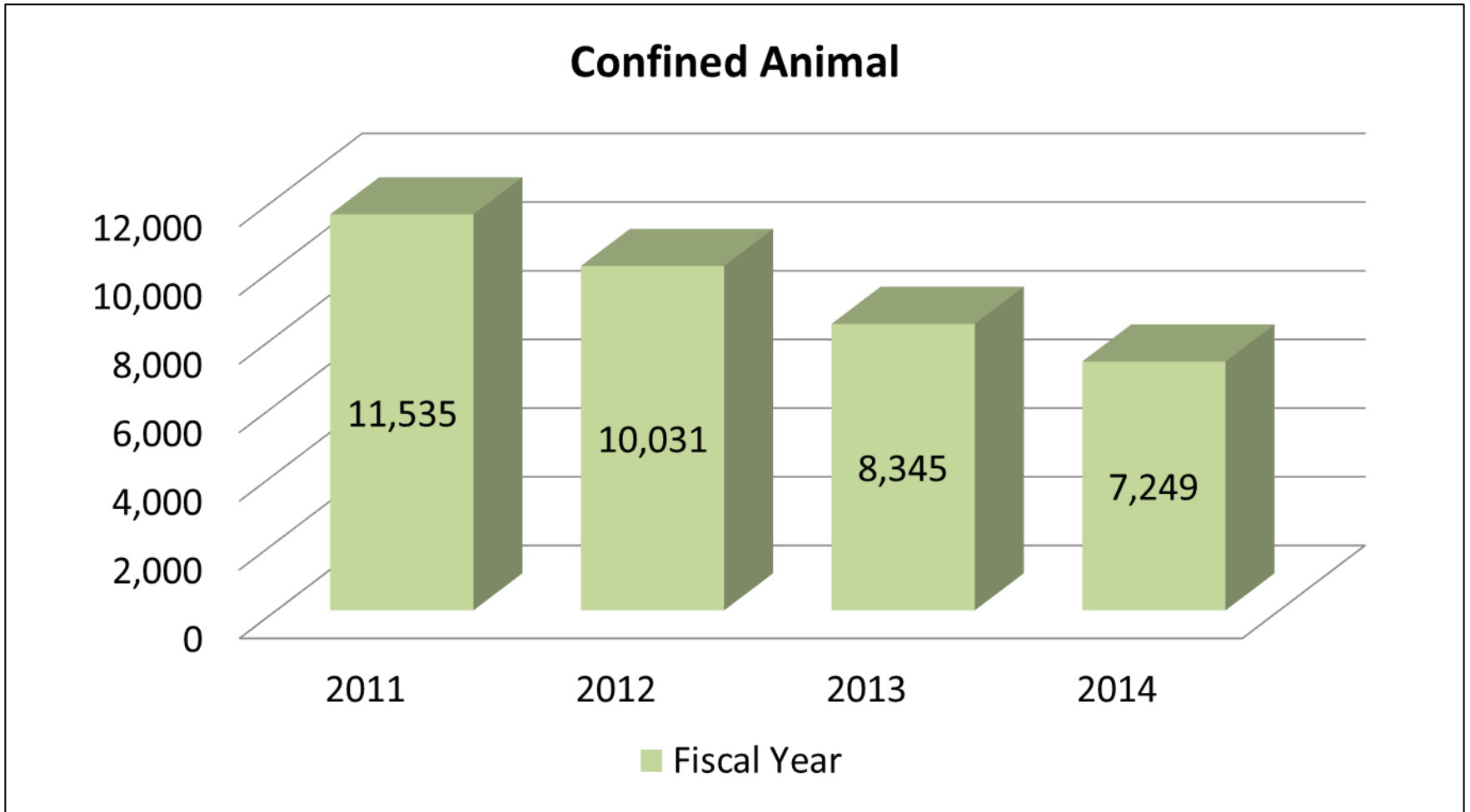
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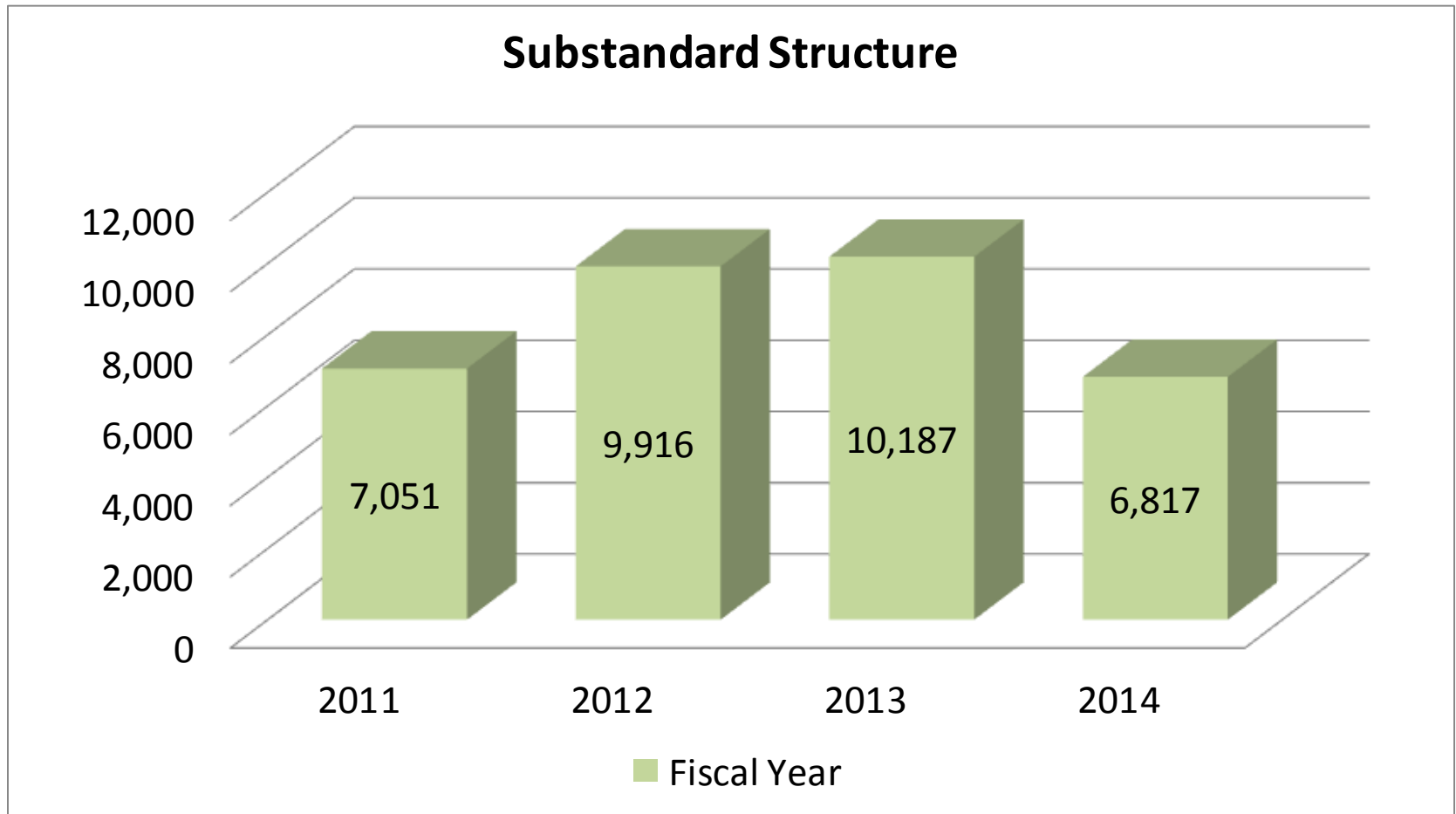
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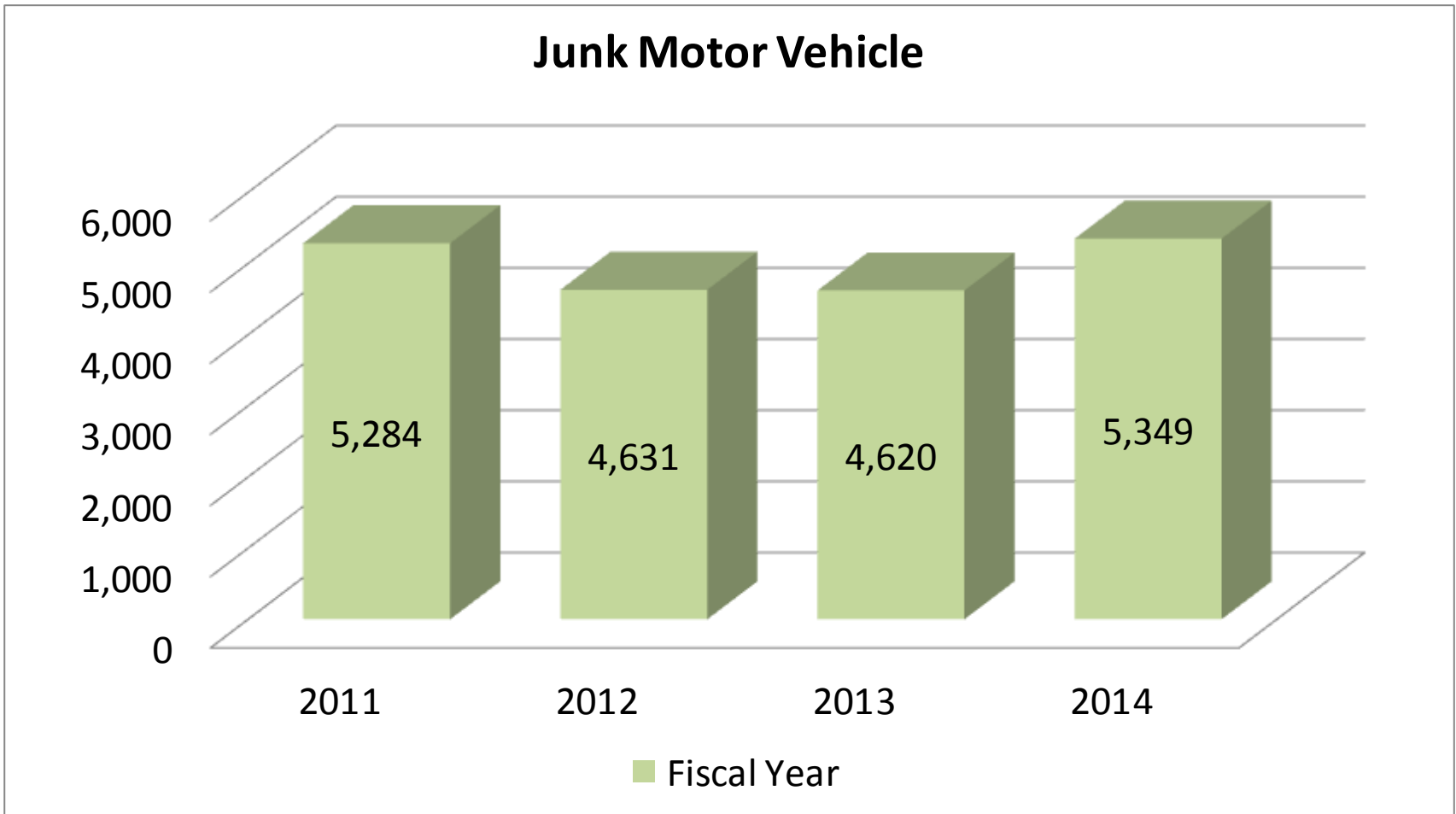
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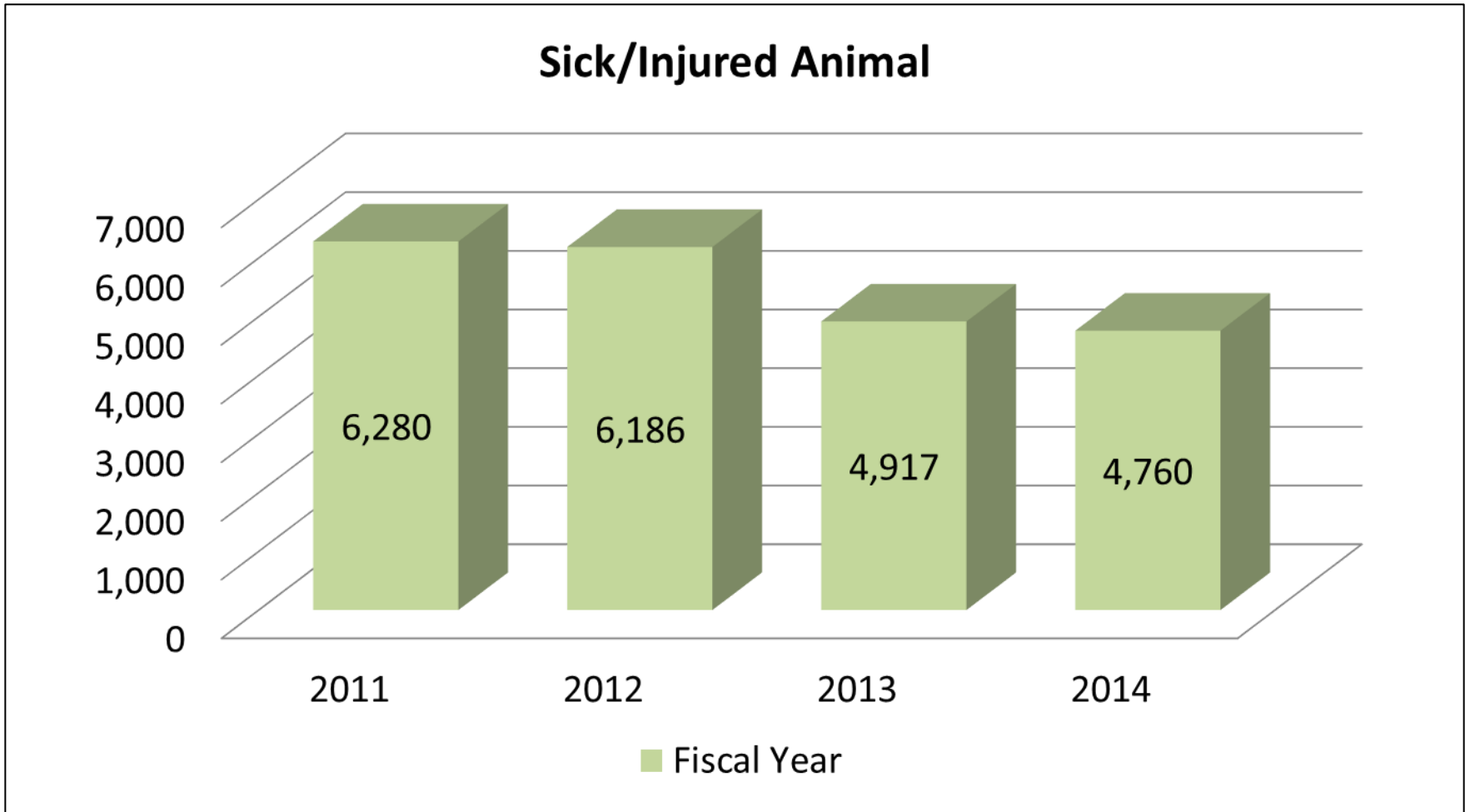
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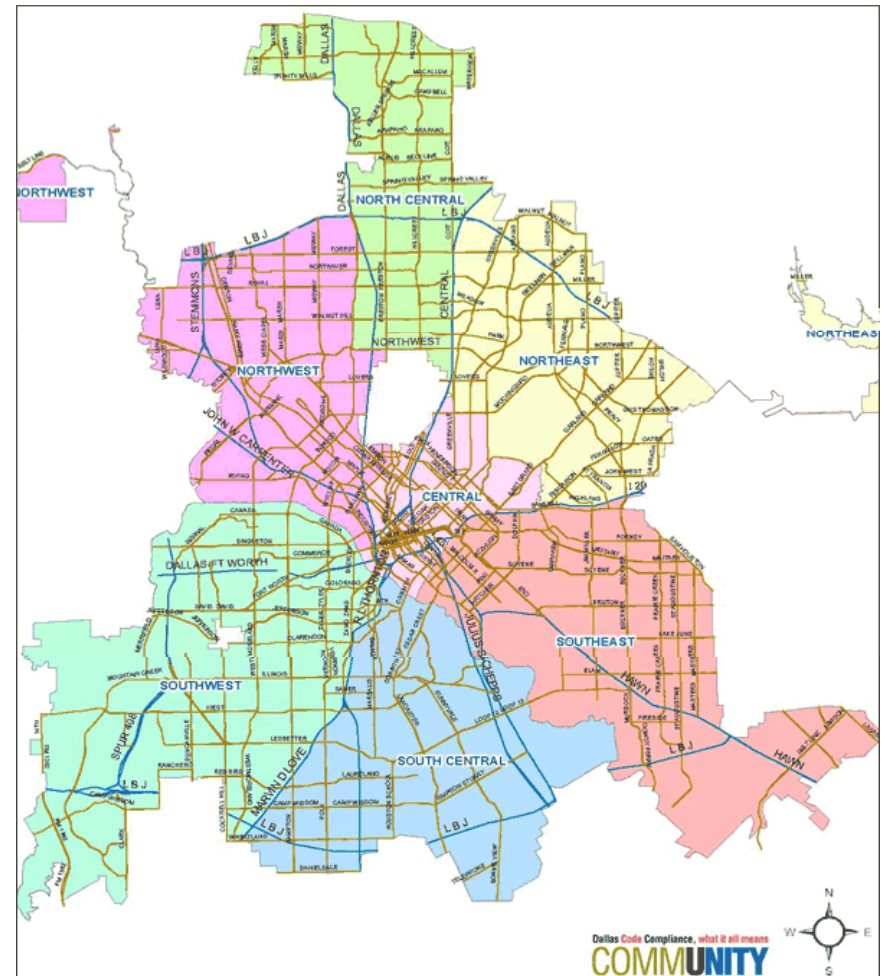
Code - Top Service Requests Trends



Neighborhood Code

Neighborhood Code

- The Neighborhood Code Division consists of Community Code Districts and Specialized Units
 - Community Code Districts
 - 7 Districts
 - Ensure compliance with property standards and neighborhood integrity
 - Aligned with City service areas and police patrol divisions



Neighborhood Code

- 8 Specialized Units
 - Boarding Home Facilities
 - Demolition
 - Multi-Tenant Community Integrity Specialist (MCIS)
 - Community Prosecution/Litigation support for City Attorney's Office
 - Neighborhood Investment Program (NIP) (*CDBG Grant Funded*)
 - Support Abatement Forfeiture and Enforcement (SAFE) (*CDBG Grant Funded*)
 - Consumer Protection/Scrap Tire Enforcement
 - Revenue & Collections

Neighborhood Code

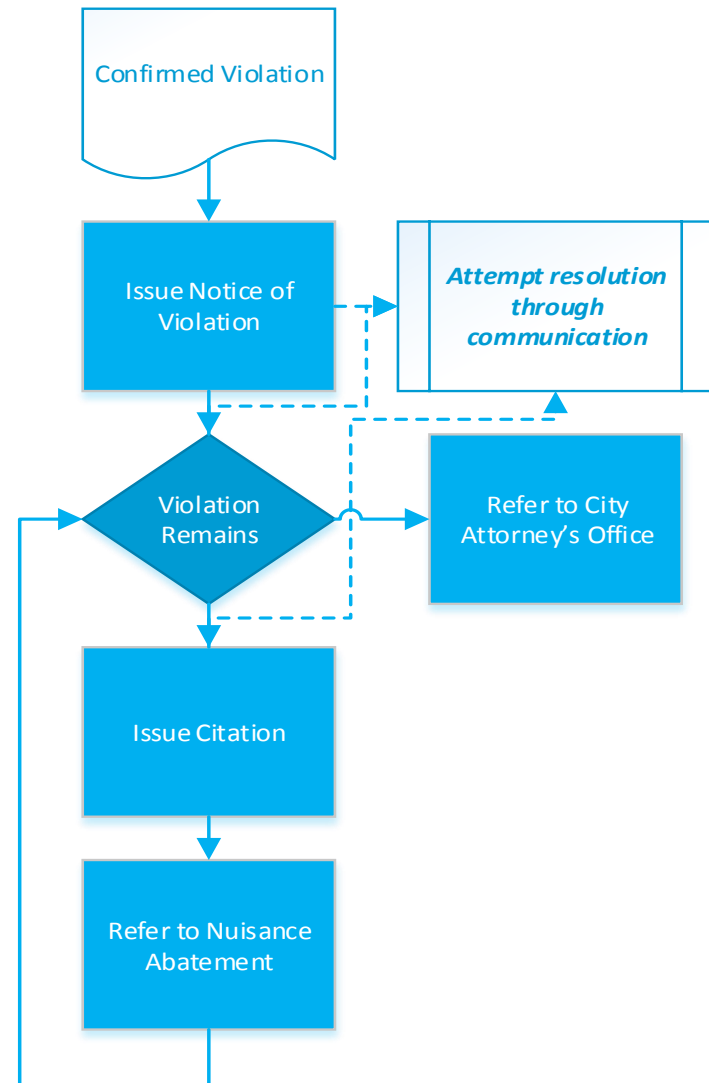
- Community Code Districts
 - 220 FTE
 - Cadets undergo a 5-week training academy
 - Apprentice in Districts
 - State Examination – Texas Department of State Health Services
 - Training – 4 to 6 months from start date

Neighborhood Code

- Community Code Districts
 - Top 10 Common Code Violations:
 - High Weeds & Grass
 - Street/Alley/Sidewalk Obstructions
 - Bulky Trash
 - Junk Motor Vehicles
 - Illegal Outside Storage
 - Litter
 - Signs on Public Right of Way
 - Substandard Structures
 - Illegal Dumping
 - Graffiti

Neighborhood Code

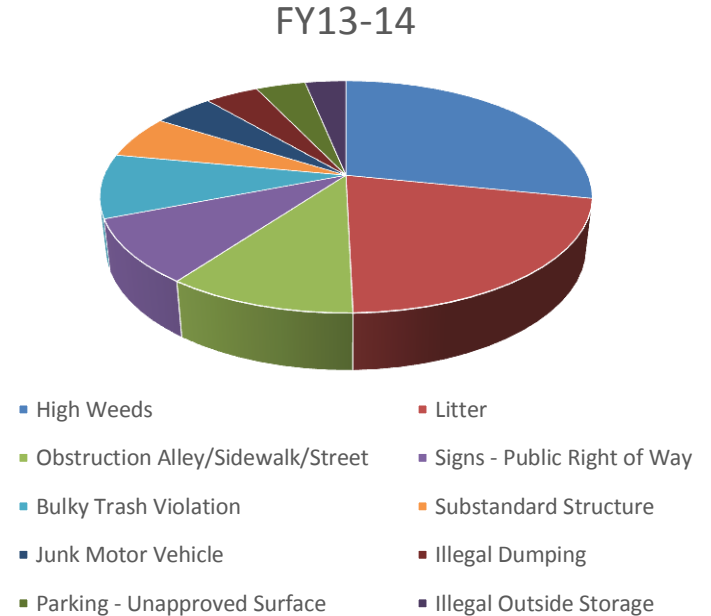
- Community Code - typical steps to obtain compliance:
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Neighborhood Code

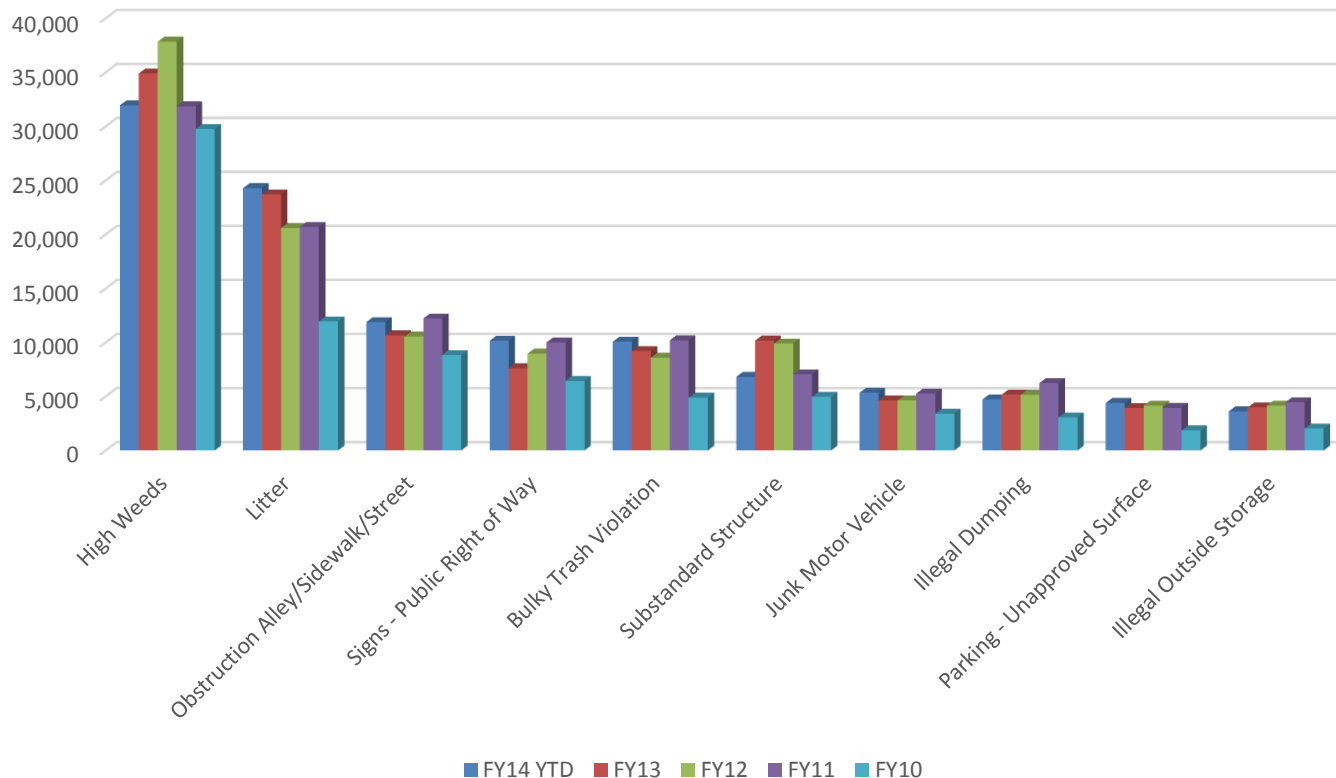
- Community Code Top Service Requests for FY13-14

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Signs - Public Right of Way	10,161
Bulky Trash Violation	10,090
Substandard Structure	6,817
Junk Motor Vehicle	5,349
Illegal Dumping	4,745
Parking - Unapproved Surface	4,412
Illegal Outside Storage	3,633



Neighborhood Code

- Community Code – Five Year Trend



Neighborhood Code

- Frequent concerns by area
 - Illegal dumping in the Southern sector
 - Bandit signs in the Pleasant Grove area
 - Illegal vending in the Bachman Lake area
 - Weekend garage sales -Citywide
 - Water conservation in Northeast/North Central Dallas

Neighborhood Code

- Targeted Approaches
 - Illegal dumping enforcement being enhanced by the purchase of four (4) portable cameras to be installed in 1st quarter 2015
 - Burner phones purchased to combat bandit signs
 - Illegal vending task force set up
 - Weekend garage sales addressed daily but specifically by Code's Saturday work crew
 - Water conservation night/early morning crew during August and September 2014 resulted in over 1,000 notices of violations issued

Neighborhood Code

- Next Steps:
 - Ordinance Amendments
 - Align regulation of urban nuisances with state law
 - Revise administrative adjudication procedures
 - Simplify registration procedures for multi-tenant and Non-Owner Occupied Rental Properties
 - Targeted enforcement

Boarding Home Facilities

- Ordinance adopted by City Council on June 27, 2012 to ensure that:
 - Residents live in safe, sanitary and decent housing
 - Residents are not abused, neglected or exploited
 - Adequate fire-rescue and police personnel and vehicles are available to service residents
 - The City can identify and facilitate appropriate responses to residents who may require special assistance during an emergency or at any other time
- Created Chapter 8A Boarding Home Facilities and amended Chapter 33 Personal Care Facilities

Boarding Home Facilities

- Definition:
 - Furnish lodging to 3 or more persons unrelated
 - Provide assistance with daily living activities
 - Does not provide personal care services
 - Handicap facilities may have up to 8 persons
 - Exemptions for entities licensed by the State

Boarding Home Facilities

- Key requirements:
 - Annual registration \$500
 - Annual interior/exterior inspections conducted
 - 850 per year
 - Applicants must provide documentation that all ad valorem taxes, fees, fines and penalties owed to the City are current and paid in full
 - Owners must adhere to all City Code regulations

Boarding Home Facilities

- 7 FTE
- Staffed with specially trained Caseworkers and Code Inspectors
- Program Results:
 - 120 Boarding Home Facilities identified
 - 1,705 inspections and re-inspections conducted since implementation
 - 587 service requests
 - 42 citations have been issued

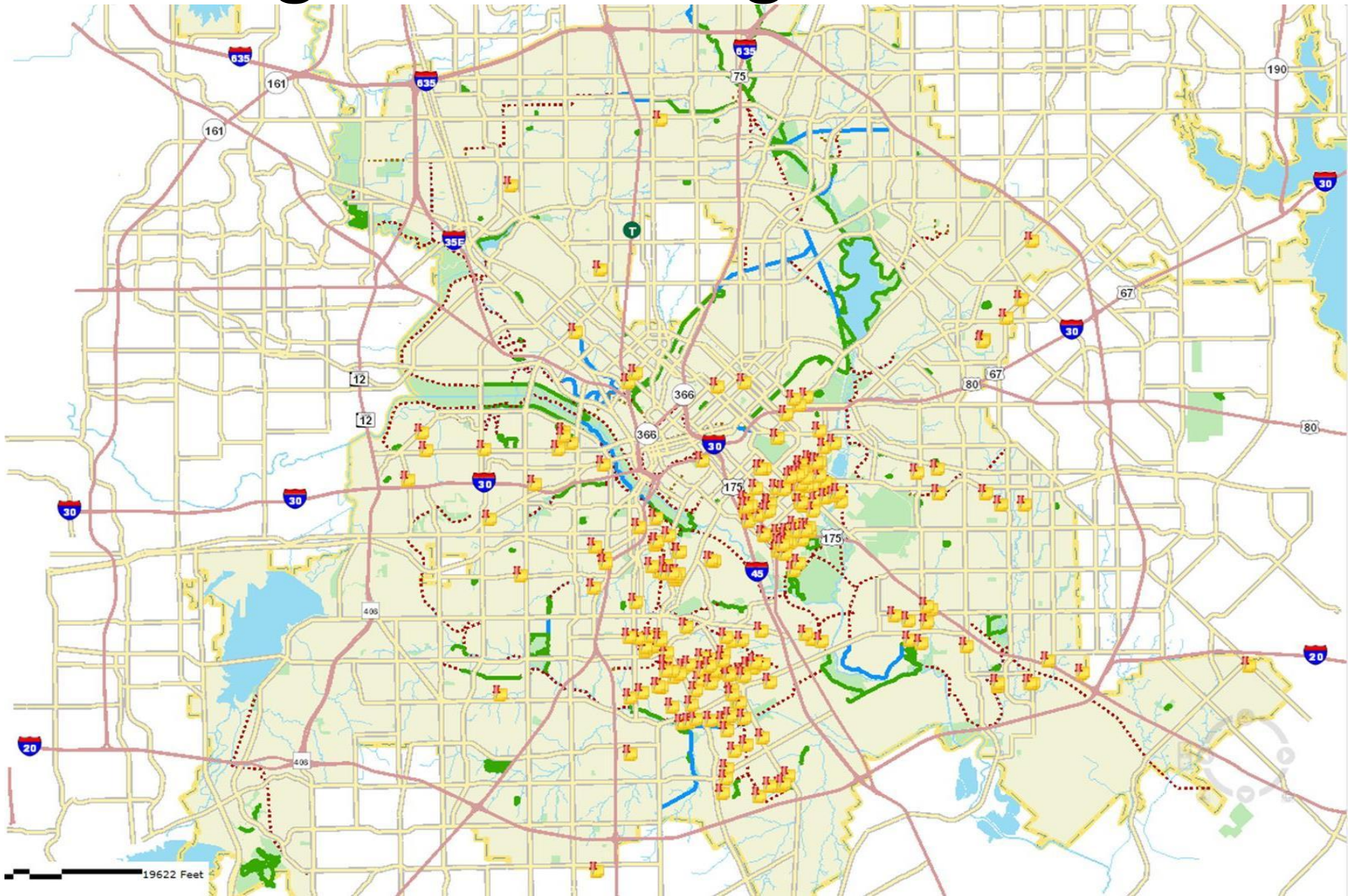
Boarding Home Facilities

- Next Step
 - Update and proposed ordinance amendments to Housing Committee in January 2015
 - Fee study

Blighted Housing Demolition

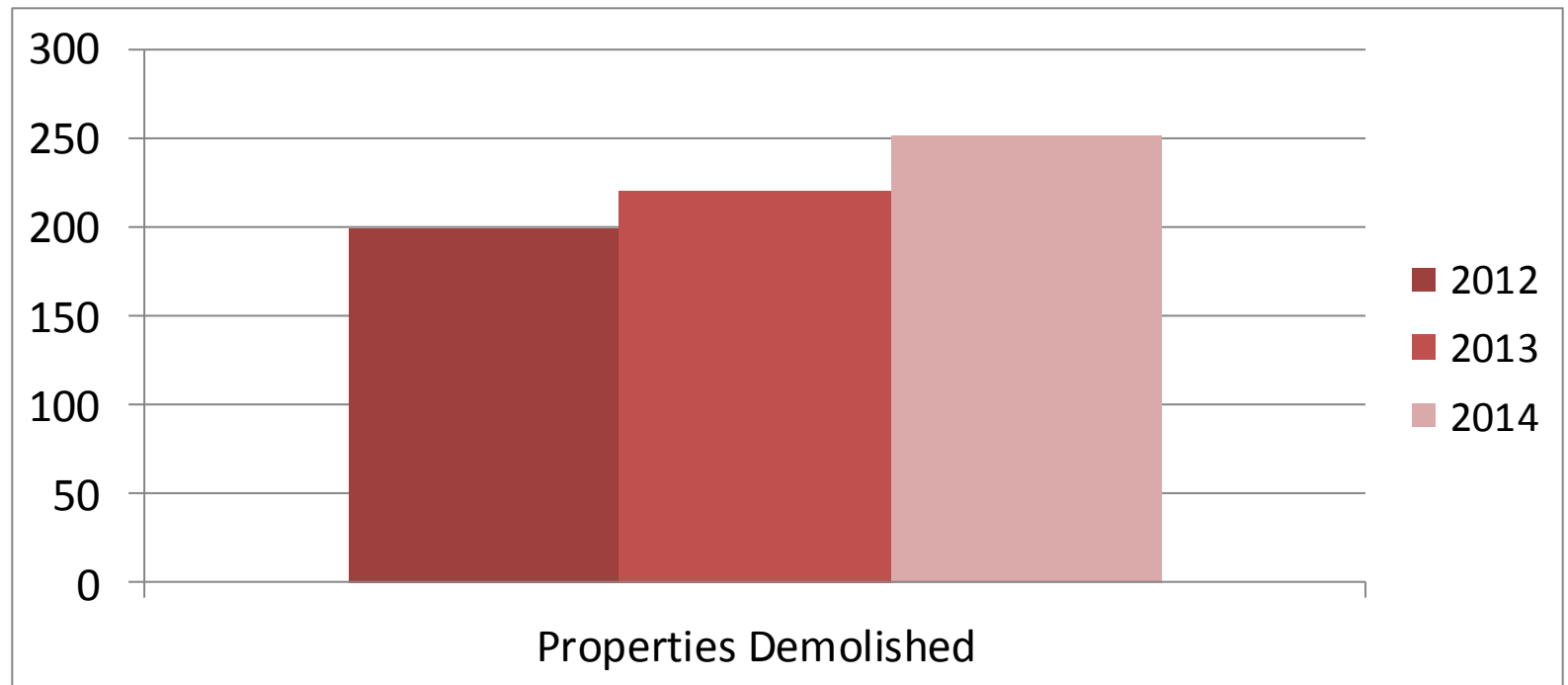
- 4 FTE
- Identify blighted, vacant structures and partner with the City Attorney's Office to obtain court-ordered demolitions
- Authority
 - Chapters 16, 27 and 52 of the Dallas City Code
 - Chapter 214 of the Texas Local Government Code
 - Chapter 54 of the Texas Local Government Code
- 252 structures demolished in FY13-14
- Lien property
- \$2.14 million allocated in FY14-15

Blighted Housing Demolition



Blighted Housing Demolition

Historical

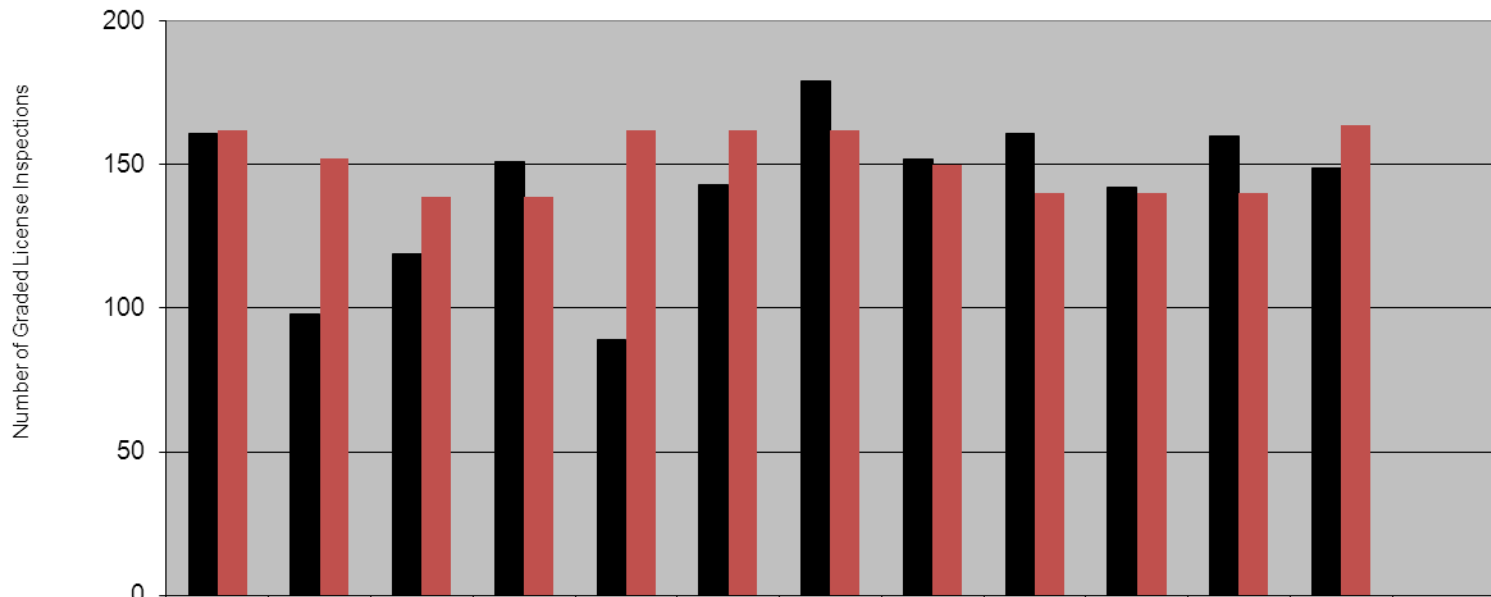


Multi-Tenant Community Integrity Specialist (MCIS)

- 21 FTE
- Enforce Chapter 27
 - Responsible for graded license inspections for over 2,700 apartments and approximately 350 condo communities city wide
 - Over 1,700 graded license inspections conducted in FY13-14
 - All graded license inspections are current (excludes CAO and SAFE properties)

Multi-Tenant Community Integrity Specialist (MCIS)

Number of graded license inspections per month



	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Yearly Total
# of Graded License Inspections	161	98	119	151	89	143	179	152	161	142	160	149	1,704
Goal	162	152	139	139	162	162	162	150	140	140	140	164	1,812

Multi-Tenant Community Integrity Specialist (MCIS)

- Fees
 - Registration
 - \$10 times the number of units on the property for occupied properties
 - No fee for an unoccupied property with an annual Exemption form filed
 - Inspection
 - Graded license inspection – no fee
 - 1st re-inspection – no fee
 - After 1st re-inspection and non-compliance
 - Administrative failure - \$20 times the number of units
 - Inspection failure - \$30 times the number of units
 - After 2nd re-inspection and subsequent re-inspection(s)
 - Dwelling units - \$50 times the number of units inspected
 - Exterior - \$50 times each violation re-inspected

Multi-Tenant Community Integrity Specialist (MCIS)

- Ensures compliance with the following requirements:
 - Certificate of Occupancy
 - Multi-Tenant Registration
 - Swimming Pool/Spa Permit (if applicable)
 - Crime Watch Prevention Lease Addendum
 - Crime Watch Meeting Attendance
 - Emergency Response Form
 - Lock, Take Hide Signs
 - Master Meter Notice

Multi-Tenant Community Integrity Specialist (MCIS)

- Authority to enforce remediation of the following violations:

Interior	Exterior
<p>Holes in walls, ceilings or floors Insect/rodent infestation (including bed bugs) Weather/water tight (weather stripping) Hot water (minimum temperature of 120°F) Peep hole/keyless deadbolt lock Missing electrical switches or cover plates Exposed wiring Inoperable A/C (April 1st—November 1st if no window screens are provided) Inoperable Heating (November 16th—March 15th) Plumbing Fixtures/Faucets, Water tight sink, water closed, tub or shower (missing tile, etc.) Water Leaks/Pipes/Holes around Smoke Alarms Overcrowding Subflooring/Floors/Trip hazards</p>	<p>High weeds Litter Graffiti Junk Motor Vehicles Pot holes in parking lot Required fencing Overflowing dumpster Broken windows/doors Decayed/exposed wood Unsound stairs, rails or balconies Trip hazards Holes or cracks in walls Inadequate security lighting Pool safety Improper sewage discharge Outside Storage on Patios</p>

Multi-Tenant Community Integrity Specialist (MCIS)

- Types of inspections
 - Graded License Inspection
 - Non-graded Inspection
 - Supplemental Inspection
 - Assisted Inspections
 - City Attorney's Office (CAO)
 - Support Abatement Forfeiture and Enforcement (SAFE)
 - Re-inspections

Multi-Tenant Community Integrity Specialist (MCIS)

- Next Steps:
 - Proposed ordinance amendments to Housing Committee in Spring 2015 to strengthen Chapter 27 in order to improve public safety and neighborhood quality of life
 - Definitions
 - Tenant Responsibility
 - Minimum Urban Housing Standards
 - Hearing Officer
 - Registration Expiration Date Change
 - Inspection Fees
 - Non-Owner Occupied Registration
 - Pools
 - Seek input from industry stakeholders on proposed changes in December 2014 / January 2015
 - Online Registration Portal
 - Fee study

Community Prosecution and Code Litigation Support

- Code Compliance staff assigned to two sections of the City Attorney's Office involved in Code Enforcement:
 - Community Prosecution
 - 10 Code Staff
 - 15 Attorneys
 - 2 Fire Prevention Officers
 - Code Litigation
 - 4 Code Staff
 - 6 Attorneys

Community Prosecution (CP)

- Assistant City Attorneys, Code Inspectors and Fire Prevention work together as a team to improve quality of life and increase public safety by:
 - Improving neighborhood quality of life through prosecuting impact offenders and utilizing civil code enforcement tools to improve substandard properties
 - Focusing problem-solving efforts in a geographically identifiable area
 - Engaging, educating, empowering private citizens as well as City staff

Code Litigation

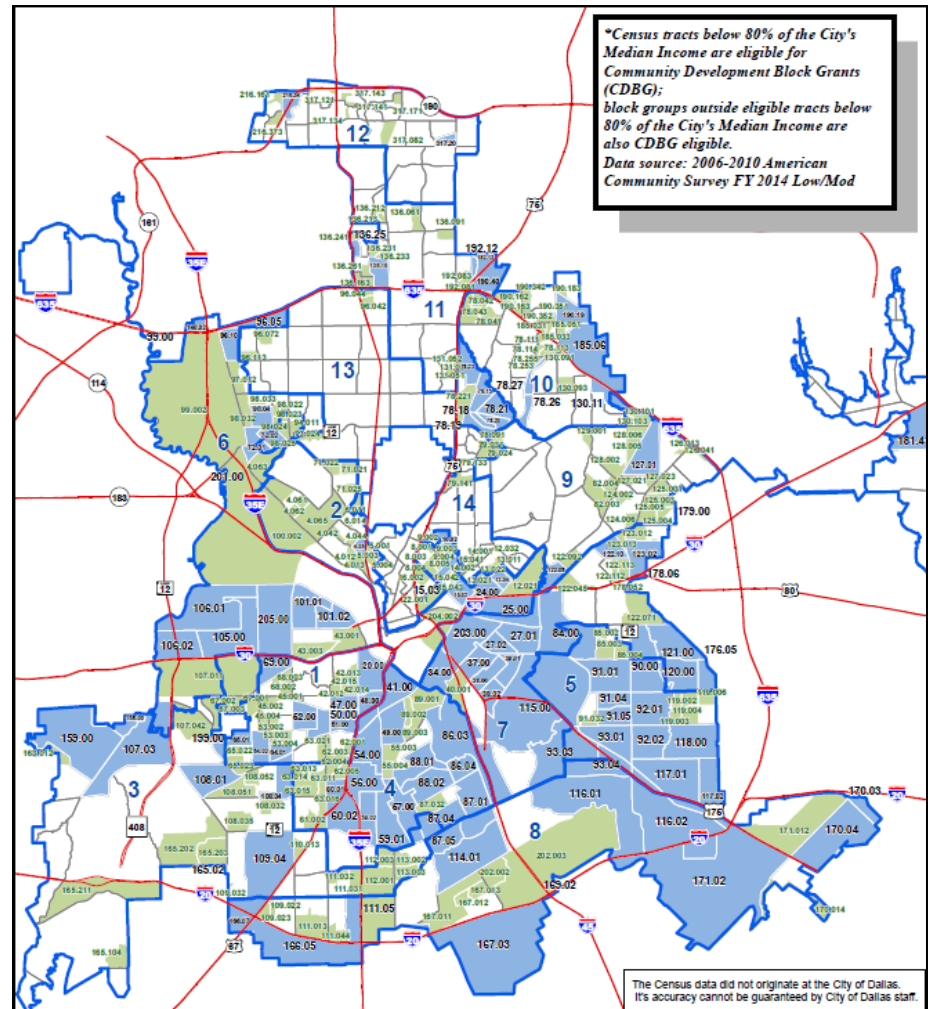
- Code Litigation:
 - Utility disconnection at Master Metered Apartment complexes
 - Chapter 54 and Chapter 211 lawsuits regarding zoning, code or environmental issues
 - Lawsuits in Municipal Courts on vacant, dilapidated, demolition-worthy single family structures
 - Work with Dallas Police Department on criminal nuisances and sexually oriented businesses
 - Fair Housing

Neighborhood Investment Program (NIP)

- 8 FTE
- Provide enhanced code enforcement activities within the NIP designated target areas:
 - CDBG funded (\$507,575)
 - Intensified neighborhood Inspections
 - Code inspectors determine the presence of violations, issue notices to comply and issue citations

Neighborhood Investment Program (NIP)

- NIP Target Areas:
 - West Dallas
 - South Dallas- Jubilee/Owenwood/ Dolphin Heights/Frazier Courts
 - South Dallas- Ideal/Rochester Park
 - North Oak Cliff-Marsalis
 - Lancaster Corridor/Alameda Heights



Support Abatement Forfeiture and Enforcement (SAFE)

- 2 FTE
- Provide enhanced code enforcement by collaborating with DPD
 - CDBG funded (\$96,000)
 - Focus on substandard properties where criminal activity exist
 - Target areas based on high level of criminal activity and high number of code violations
 - Halt further neighborhood decline/deterioration

Consumer Protection

- 2 FTE shared with Scrap Tire Enforcement
- Investigate claims of fraudulent business dealings and issue annual permits & licenses:
 - Home Repair
 - Electronic Repair
 - Single-Use Bag
 - Scrap Tire Enforcement
 - Motor Vehicle Repair Shop
 - Motor Vehicle Tow
 - Scrap Tire
 - Vacant Buildings
 - Wood Vendor
 - Credit Access Business

Consumer Protection

- Home Repair
 - License required to perform home repairs for compensation
 - \$100 annual fee
- Electronic Repair
 - License required to engage in electronic repair business
 - \$175 annual fee
- Wood Vendor
 - License to sell wood
 - \$75 annual fee

Consumer Protection

- Vacant Buildings
 - Chapter 48B
 - Buildings located in the City's central business district, regardless of structural condition, required to register
 - Registration / Inspection
 - \$75 certificate fee
 - $\$185.64 + (\$0.009282 \times \text{total square feet of business area})$ inspection fee
 - 18 buildings registered / inspected

Consumer Protection

- Credit Access Business – “Pay Day Lender”
 - Enforcement handled by Code Administration and Community Prosecution Team
 - Business must obtain a state license
 - Location must comply with Dallas Development Code
 - Business must maintain records
 - Restrictions on access to credit
 - Citation up to \$500 per day
 - \$50 annual fee
 - 117 businesses with active registration in FY13-14

Consumer Protection

- Single-Use Carryout Bag
 - Ordinance passed March 26, 2014 and effective January 1, 2015
 - Enforcement handled by Community Code Districts
 - Businesses required to register if they issue single-use bags
 - Annual registration free
 - Businesses required to collect \$0.05 environmental fee (per bag)
 - Businesses required to remit 90% of environmental fee to the City

Scrap Tire Enforcement

- Definition:
 - Enforce Chapters 18 and 19 of Dallas City Code
 - Issue annual permits & licenses for tire-related businesses in the City
 - Code Inspectors perform routine and complaint driven inspections:
 - Issue citations
 - 532 facilities licensed for tire business
 - 208 licensed as mobile tire repair/transporter
 - 205 Notices of Violation(NOV) and 20 citations issued in FY13-14

Scrap Tire Enforcement

- 2 FTE shared with Consumer Protection
- Tire Businesses
 - Businesses where used tires are collected, repaired, processed, recycled, scrapped, sold, bought or stored must be permitted
 - \$315 annual license fee
- Mobile Tire Repair Unit
 - Business that repairs tires at any temporary location such as a roadway, alley, parking lot or residence
 - \$30 annual license fee

Scrap Tire Enforcement

- Tire Business and Mobile Tire Repair Unit



Scrap Tire Enforcement

- Tire Transporters
 - Vehicles used for the transport of scrap tires in the City must display a valid scrap tire transporter decal
 - Separate application for each vehicle used
 - \$20 annual fee



Transport Vehicle



Transport Vehicle and Trailer

Scrap Tire Enforcement

- Manifest
 - Tracking record / history of disposal
- Accumulation of Tires
 - One or more new or used tires must be stored under a roofed structure



Consumer Protection / Scrap Tire Enforcement

- Next Steps
 - Fee Study
 - Online registration/payment portal
 - Cross train Consumer/Demo/Single-Use Bag groups to minimize coverage areas and increase enforcement
 - Continual education in Scrap Tire Enforcement as well as cross talks with other major cities to research best practices

Revenue & Collections

- 11 FTE
- Division formed in 2010
- Consolidate all revenue collection for Code Compliance into a centralized team
- Staff reassigned from field offices to the new unit
- Primary contact for Code District Managers/Inspectors

Revenue & Collections

- Process all permit/certificates for Code Compliance

Permits / Certificates Issued in FY13-14	
Electrical Repair	54
Home Repair	1,965
Mobile Tire/Transporter	255
Motor Vehicle Repair	1,294
Multi-tenant Registration	2,088
Scrap Tire License	510
Swimming Pool Permit	841
Vacant Buildings	18
Credit Access Business	117
Wood Vendor	8

Revenue & Collections

- Process work orders from Nuisance Abatement
 - 7,492 liens filed in FY13-14
 - Weed Liens 6,593
 - Secure Closure Liens 780
 - Demolition Liens 119
 - File liens with Dallas County
 - Process disputes
 - Hold dispute hearings

Revenue & Collections

Revenue & Collections Managed Revenue

	FY11-12	FY12-13	FY13-14*
Pet Registration	\$345,458	\$377,145	\$338,792
Wood Vendor	\$1,425	\$838	\$975
Motor Vehicle Tire Service/Repair	\$285,641	\$254,895	\$266,604
Scrap Tire License Fee	\$158,055	\$130,425	\$176,205
Electronic Repair	\$11,025	\$9,804	\$10,325
Home Repair	\$290,246	\$197,928	\$202,604
Vacant Building Registration	\$14,056	\$14,257	\$17,110
Credit Access Business	\$10,450	\$7,706	\$5,700
NOORP	\$26,350	\$14,375	\$21,875
Garage Sale Permit	\$232,183	\$226,953	\$42,297
Multi-Tenant (Registration/Inspections)	\$2,820,485	\$2,747,490	\$2,425,206

* FY13-14 Preliminary Close

Revenue & Collections

- Next Steps
 - Online payment portal for all certificate/permit types
 - Propose three year pet registration process
 - New garage sale tracking
 - Collections
 - Fee study

Animal Services

Animal Services

- Achieve a healthy and safe community for people and animals through outreach, education and enforcement
 - Reduce roaming dogs through enforcement and outreach
 - Increase resources for people and animals through civil citations and public/private partnerships
 - Achieve a 90% Live Release Rate



Animal Services

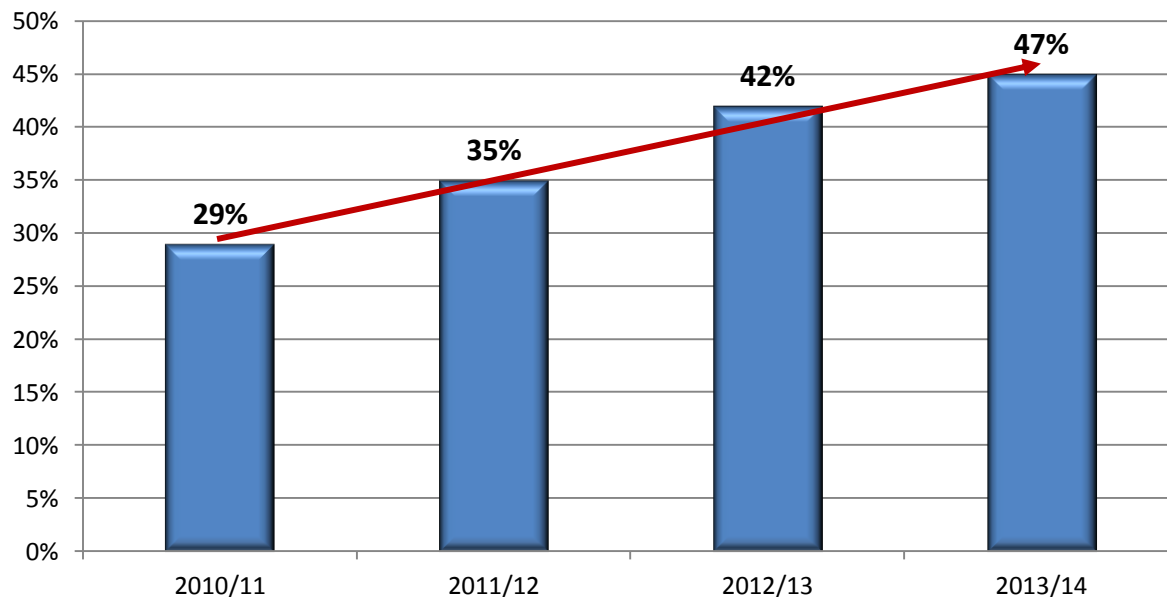
- 100.5 FTE + contracted services
- 4 Specialized Units
 - Sheltering Services
 - Field Services
 - Veterinary Services
 - Administration and Customer Services



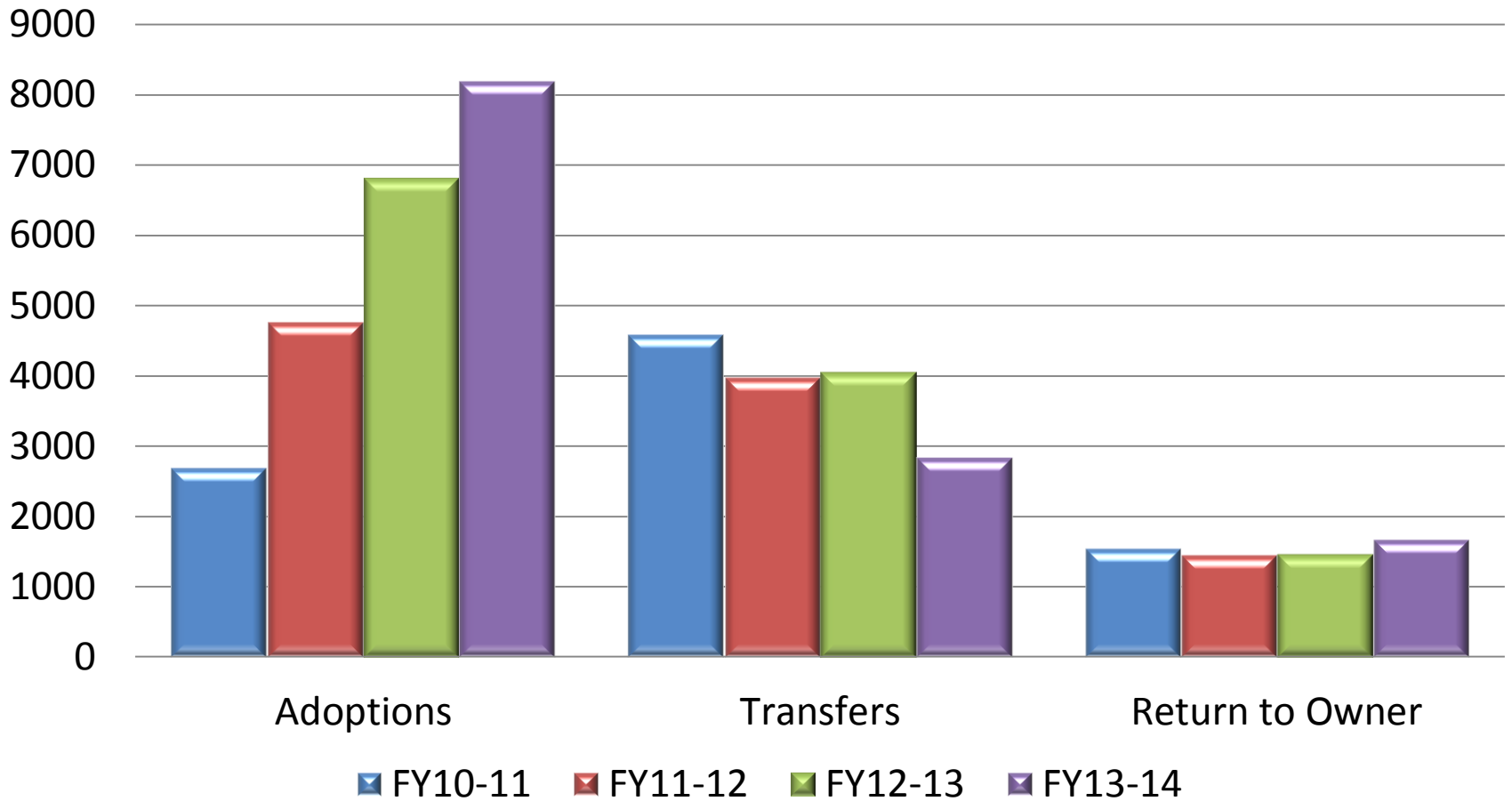
Live Release Rate

- 1,686 pets reunited with owners
- 11,043 animals placed
- Over 50,000 people served

Live Release Rate All Animals

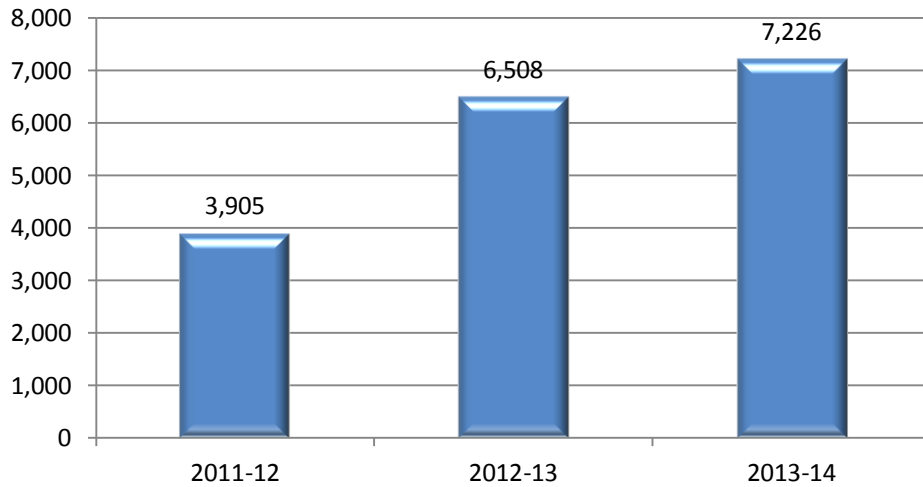


Shelter Outcomes

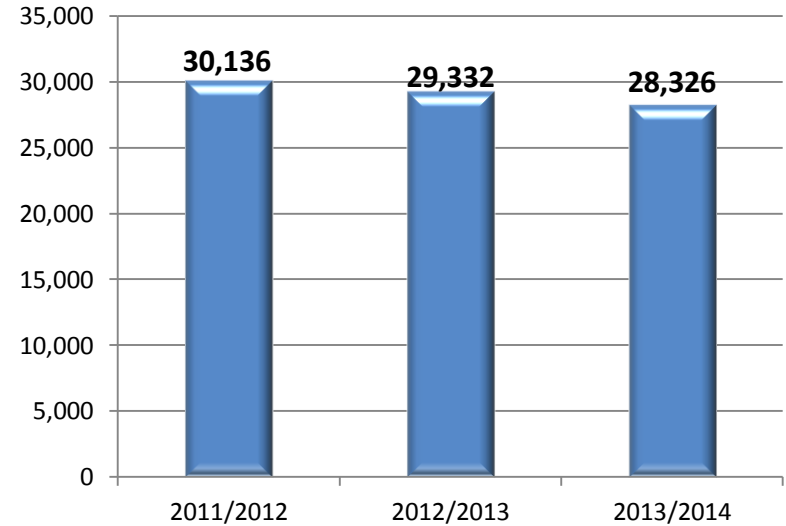


Medical Program

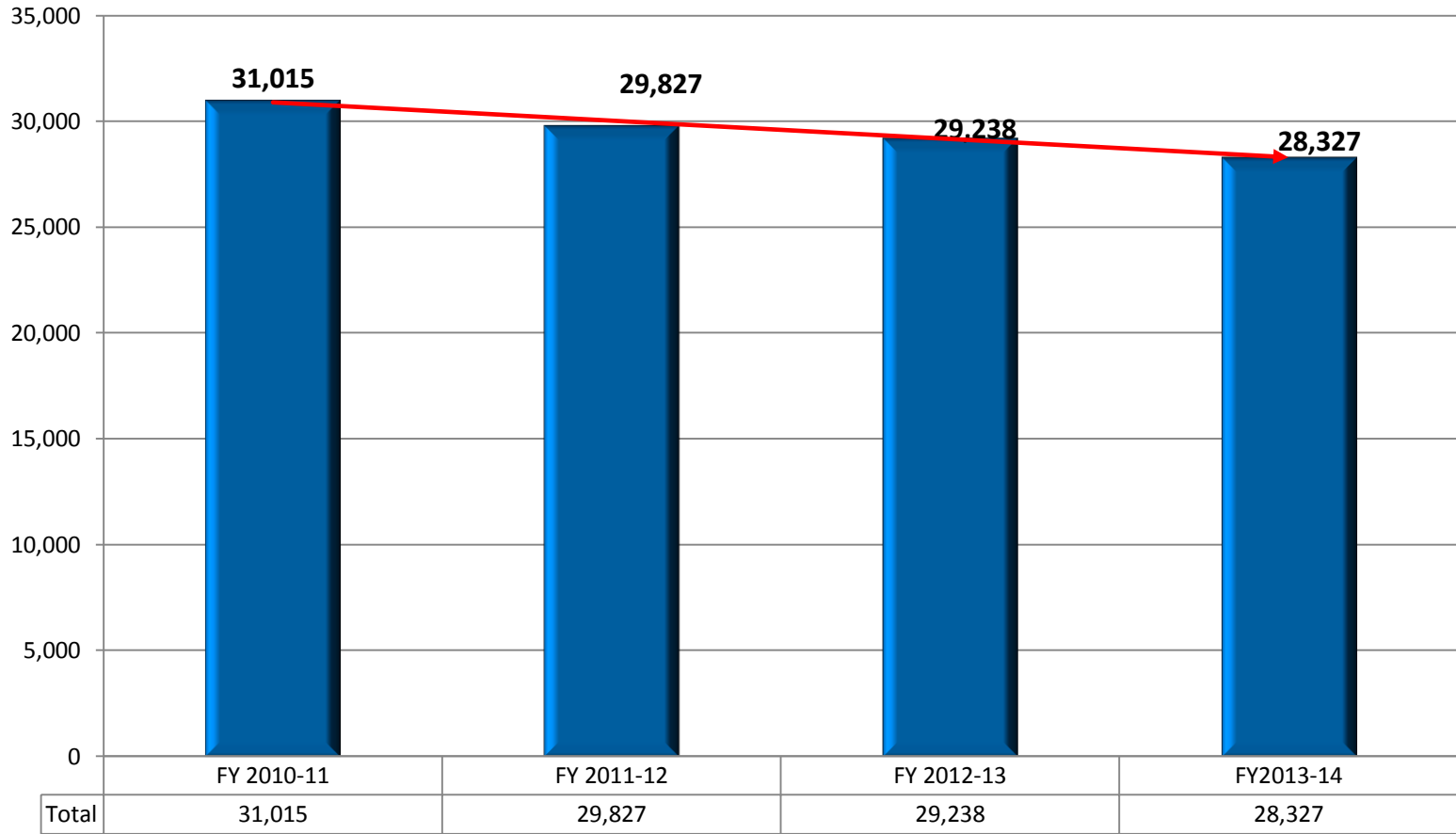
Number of Animals Spayed/Neutered



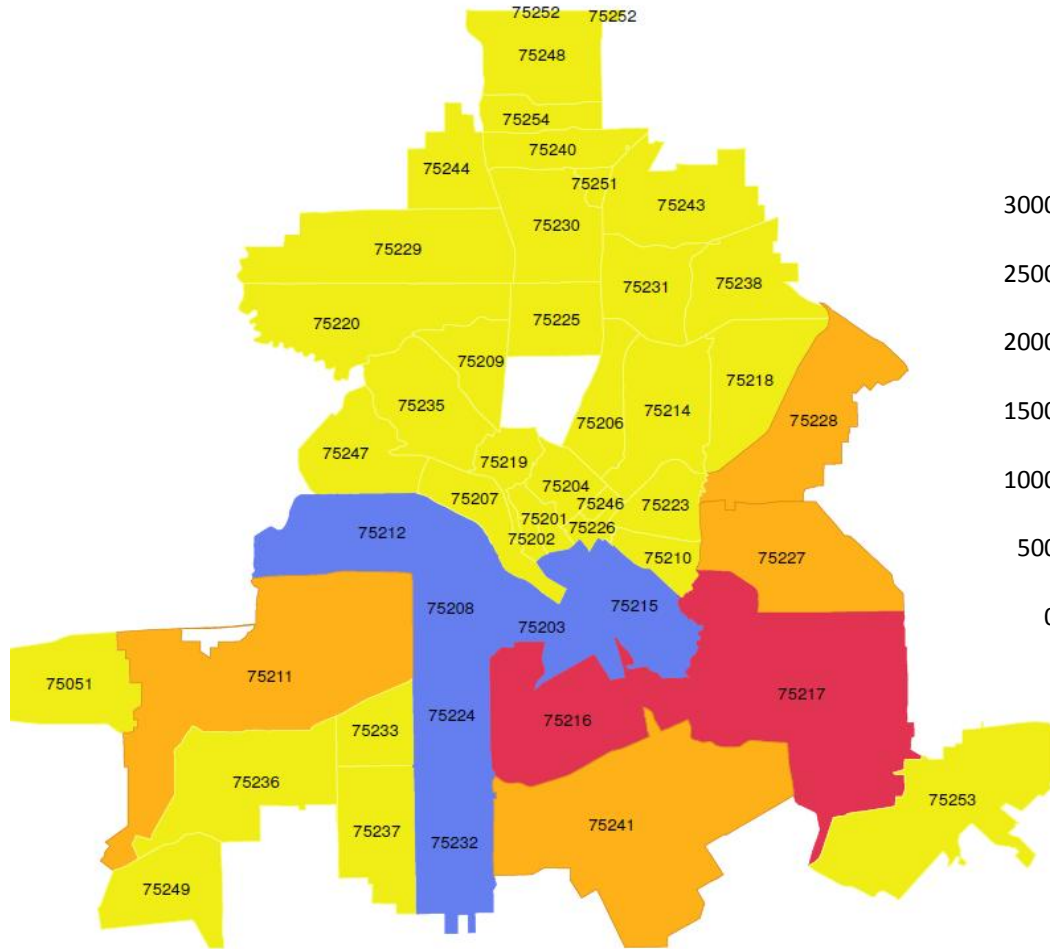
Intake Exams



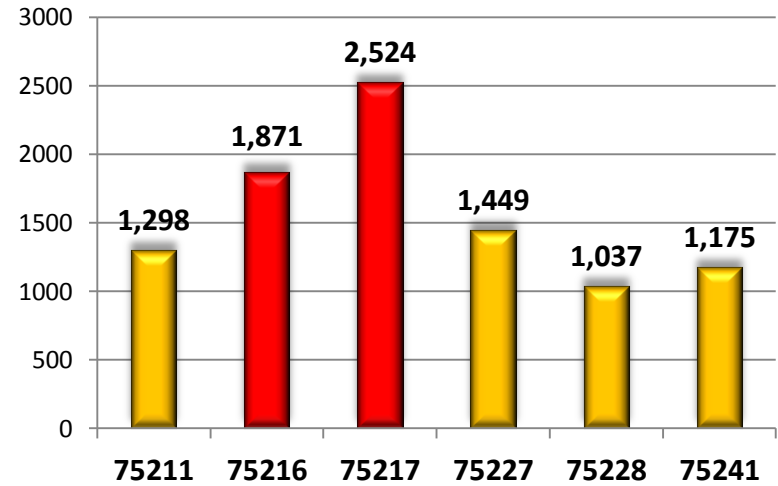
Animal Intake



FY13-14 Loose Dog Calls



FY13-14 Loose Dog Calls



Compliance Strategy: “SMART SWEEPS” Project

- Program Results
 - Program launch event April 2014
 - Five (5) sweeps since April 2014
 - Officers touched 1,219 households since launch
 - New call designations & priorities
 - Loose owned call type
 - Revised call priority listing
 - Revised field coverage hours



Compliance Strategy: “SMART SWEEPS” Project (Pilot Project Area)

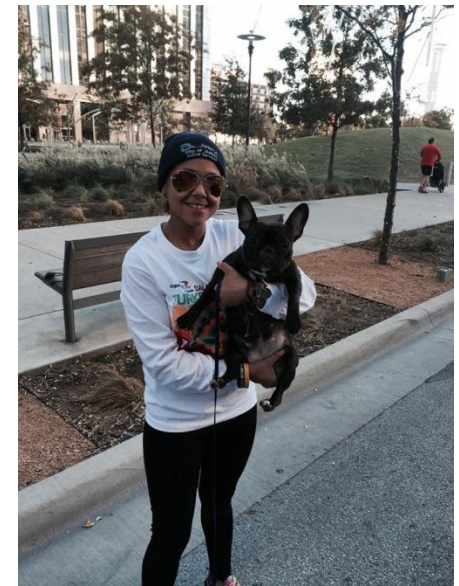
- Loose Dog Calls Comparison For 75216

Oct 2013 – July 2014	Loose	Loose-Owned	Total
October 2013	261	n/a	261
November 2013	222	n/a	222
December 2013	171	n/a	171
January 2014	226	n/a	226
February 2014	181	n/a	181
March 2014	204	1	205
April 2014	237	17	254
May 2014	196	21	217
June 2014	171	23	194
July 2014	202	25	227
August 2014	106	87	193
Sept. 2014	93	33	126

Oct 2012 – July 2013	Loose	Loose-Owned
October 2012	273	n/a
November 2012	204	n/a
December 2012	180	n/a
January 2013	250	n/a
February 2013	244	n/a
March 2013	225	n/a
April 2013	230	n/a
May 2013	262	n/a
June 2013	218	n/a
July 2013	197	n/a
August 2013	258	n/a
Sept. 2013	198	n/a

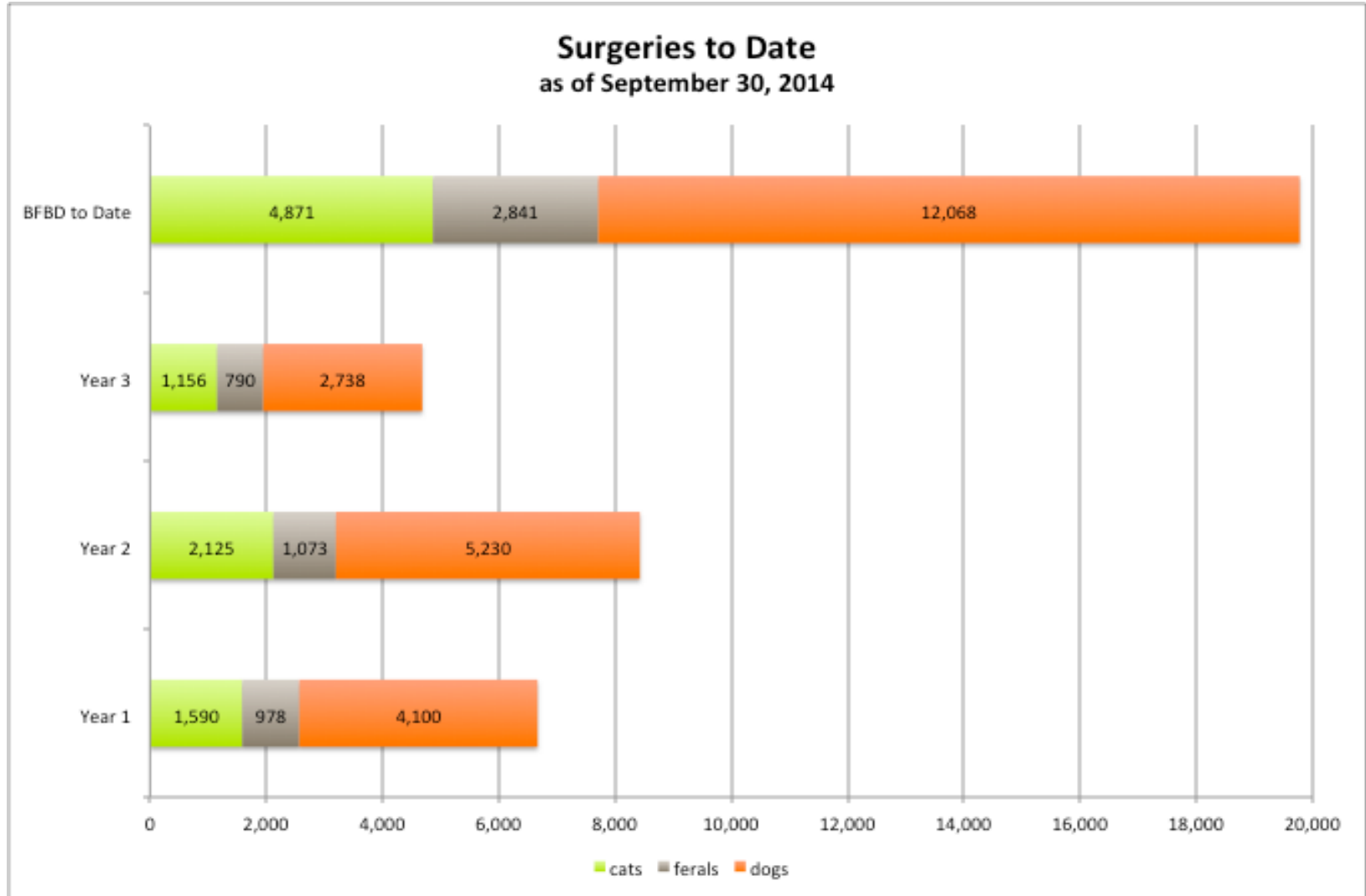
Partner Programs

- Pets for Life (75216)
 - 1,336 signed up for the Pets for Life program
 - Over 1,096 services provided to residents in 75216
 - 875 Pounds of pet food distributed
 - 419 Surgeries provided
 - 283 Pets Vaccinated
 - 394 Pets Microchipped
 - 419 Pets licensed
 - 1,198 volunteer hours



Partner Programs

Big Fix for Big D



Program Updates

- Big Fix Big D
 - Exceeded 20,000 spay/neuter surgeries
- Grow South Dallas
 - Attended/provided education at 17 events from April – October 2014
 - Attended/provided education at 24 Crime watch/neighborhood association meetings from April – November 2014
- Serve West Dallas
 - Facilitated Free Vaccination Clinic November 8, 2014

Animal Services

- Next steps
 - Implementation of Civil Citations process
 - State General Assembly & Changes to local ordinances
 - Fee study
 - Grant programs implementation

Nuisance Abatement

Nuisance Abatement

- 79 FTE
- Division consists of six (6) units/programs:
 - Nuisance Abatement “Mow & Clean” Operation
 - City-Wide Mowing Contract Services
 - Fleet Services
 - Environmental, Health & Safety
 - Community Hand Tool Program
 - Graffiti Abatement & Prevention Program

Nuisance Abatement

- Nuisance Abatement operations resolve property standard violations city-wide when owners fail to respond
 - Remove litter, illegally dumped tires, graffiti removal, etc.
 - Cut grass/high weeds and vegetation
 - Perform heavy cleans
 - Secure open and vacant structures
 - Maintenance of City tax foreclosed structures

Nuisance Abatement

- FY13-14
 - Mowed and cleaned 34,178 lots
 - Collected and disposed of 21,818 illegally dumped tires
 - Abated 5,654 graffiti violations
 - Secured 1,000 vacant structures

Nuisance Abatement

- High Weed Removal



Nuisance Abatement

- Vegetation Removal



Nuisance Abatement

- Litter Removal



Nuisance Abatement

- Heavy Clean Removal



Nuisance Abatement

- Heavy Clean Removal



Nuisance Abatement

- Graffiti Removal



Nuisance Abatement

- Closure & Boarding (Vacant Structures)



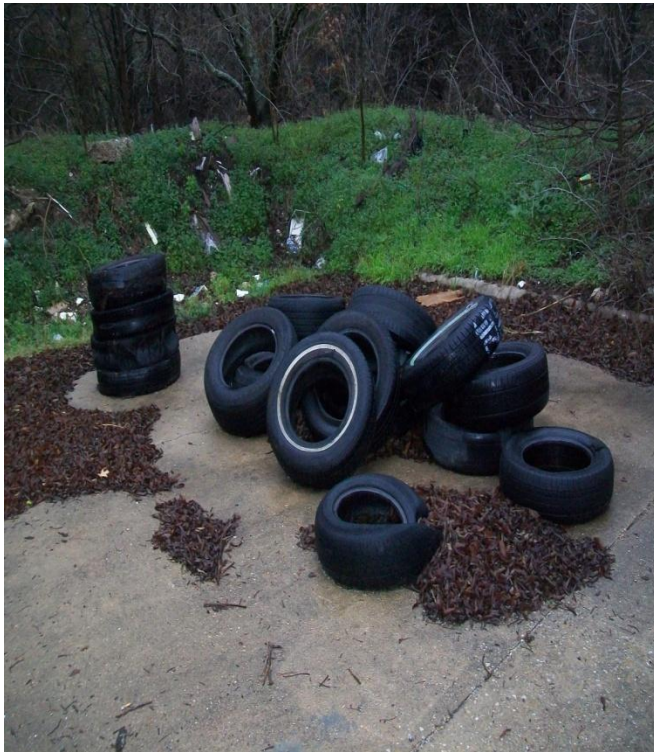
Nuisance Abatement

- Tire Abatement
 - Outside exposure is a fire & mosquito hazard



Nuisance Abatement

- Tire Abatement
 - Illegal Dumping – outside exposure is a fire & mosquito hazard



Nuisance Abatement

- Illegal Dumping

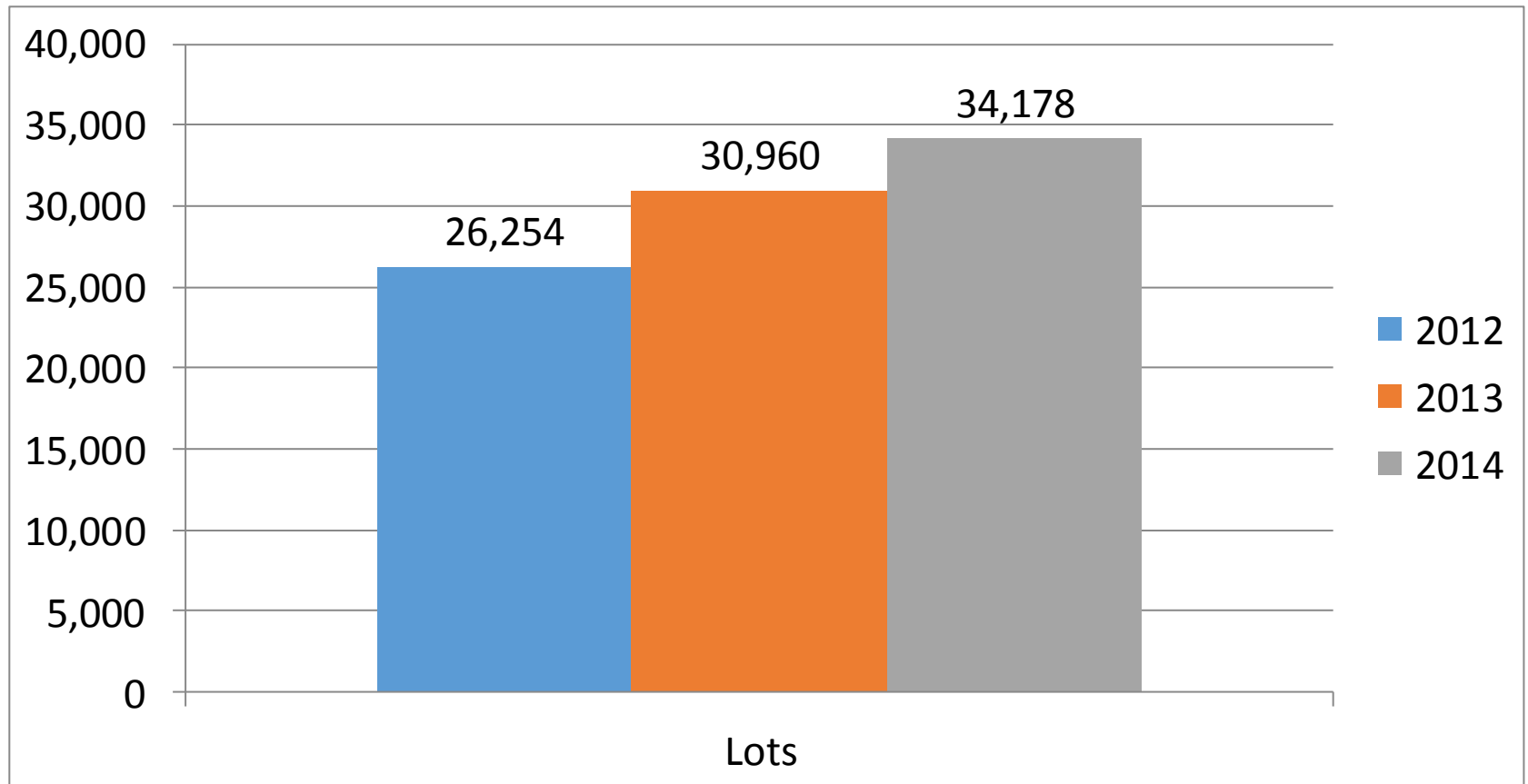


Nuisance Abatement

- City-wide Mowing Contract
 - Nuisance Abatement manages and monitors mowing contract services of City-owned properties (high weeds, litter, and vegetation removal)
 - Properties are referred by the Real Estate Division of Sustainable Development & Construction
 - Average 800-1,000 lots per mowing cycle

Nuisance Abatement

Number of Lots Mowed and Cleaned



Nuisance Abatement

- Fleet Services
 - Manage 360 vehicles and heavy equipment
 - Ensure inventory available to support department functions
 - Coordinate with EBS on annual vehicle replacement
 - Upgrade equipment with safety features
- Environmental, Health & Safety
 - Conduct required annual safety training for 300 Employees
 - Provide Defensive Driving and CDL Training Classes
 - Update policies and procedures
 - Monitor and track accident records
 - Focus on reduction of preventable accidents
 - Address environmental spills
 - Perform environmental and safety audits

Nuisance Abatement

- Community Hand Tool Program
 - Provides loaner mowing equipment and hand tools to community groups, neighborhood associations, and non-profit agencies
 - Emphasizes community involvement
- Graffiti Abatement Program
 - Build partnerships with community-based organizations
 - Community volunteers reduce vandalism, tagging, and gang graffiti

Nuisance Abatement

Next Steps – Partnering with City & Community

- Continue to build upon partnerships with City Marshal's Office, DPD, CAO, church groups and the community at large
- Work with the Community Code Districts to improve notice and referral processes
- Ensure follow-up on 311 calls to ensure quality customer service

Consumer Health

Consumer Health

- 37 FTE
- Committed to enhancing the health and safety of the citizens of Dallas
- Two Specialized Units:
 - Food Protection & Education
 - Mosquito Abatement

Consumer Health

- City Codes Enforced:
 - Chapter 17 – Food Establishment
 - Chapter 19 – General Health and Safety
 - Chapter 41A – Smoking
 - Chapter 42A – Special Events
 - Chapter 50 – Street Vending
 - Chapter 51A – Zoning

Food Protection & Education

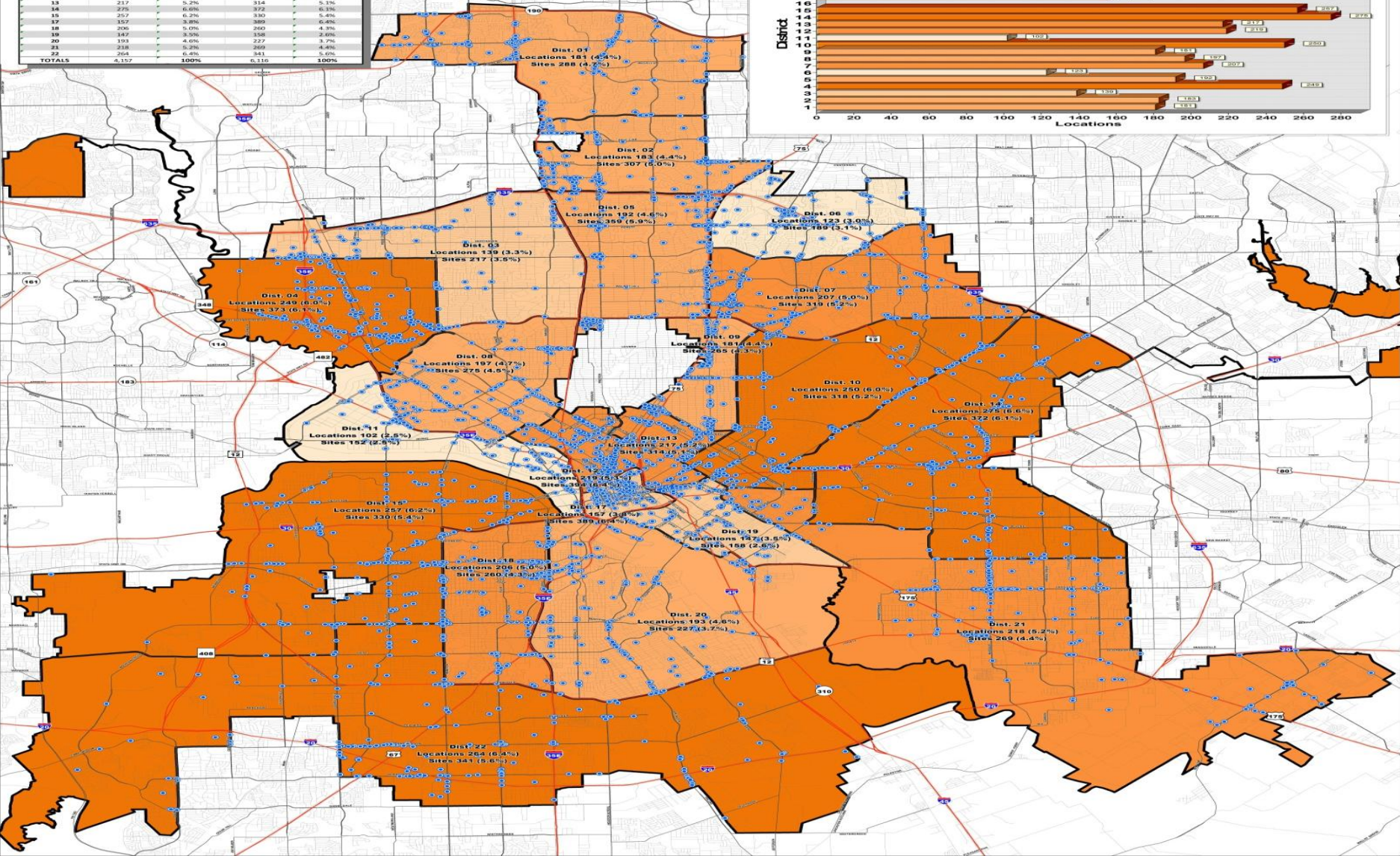
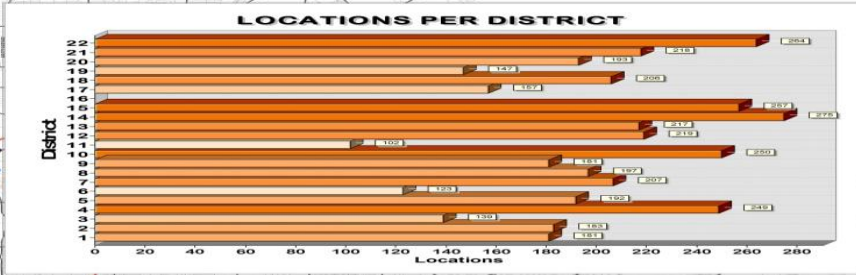
- Conduct fixed food inspections
 - 22 Restaurant Districts
 - Over 6,000 food establishments
- Inspect Temporary Events
 - State Fair of Texas
 - Taste of Dallas
 - Farmer's Markets
 - Summer Feeding Programs
 - Special Events
- Mobile Food Units
- Respond to complaints
- Issue permits for all food establishments

Food Protection & Education

- FY13-14 Revenue*

Service Type	Revenue
Annual Food Inspection Permit	\$2,489,252
Mobile/Temporary	\$400,480
Education & Training	\$282,194
Misc.	\$7,004
Total	\$3,178,930

DISTRICT	LOCATIONS	LOCATION %	INSPECTION SITES	SITE %
01	101	4.2%	250	3.7%
02	183	4.4%	307	5.0%
03	139	3.3%	217	3.5%
04	249	6.0%	373	6.3%
05	192	4.8%	350	5.6%
06	123	3.0%	189	3.3%
07	207	5.0%	310	5.2%
08	197	4.7%	275	4.5%
09	181	4.4%	265	4.3%
10	290	6.0%	318	5.2%
11	100	2.5%	152	2.5%
12	219	5.3%	354	4.4%
13	217	5.2%	314	5.1%
14	176	4.4%	372	6.3%
15	257	6.2%	330	5.4%
16	187	4.6%	389	6.4%
18	206	5.0%	260	4.3%
19	147	3.6%	158	2.6%
20	193	4.8%	227	3.7%
21	218	5.2%	260	4.4%
22	264	6.4%	341	5.0%
TOTALS	4,157	100%	6,316	100%



Data Source:
 Roads - City of Dallas GIS Services
 Districts - Dallas Code Compliance
 Locations - Dallas Code Compliance

City of Dallas GIS Map Disclaimer:
 The accuracy of this data within this map is not to be taken / used as data provided by a Registered Professional Land Surveyor for the State of Texas. This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries. The City of Dallas makes no representation of any kind, including, but not limited to, warranties of merchantability or fitness for a particular purpose or use, nor are any such warranties to be implied with respect to the accuracy of information/data presented on this map. Transfer, copies and/or use of information in this map without the permission of the City of Dallas is prohibited.
 City of Dallas GIS - State of Texas - H.B. 1147 (W. Smith) - 09/27/2011 - Effective on 09/27/2011

2014 Food Districts

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 Prepared By: Kevin S. Burns
 Prepared by City of Dallas GIS Services
 For illustrative purposes only.



Legend

- Minor Roads
- Major Roads
- Freeways
- Locations

Food Districts Locations Volumes

- 102 - 130
- 131 - 170
- 171 - 200
- 201 - 240
- 241 - 275

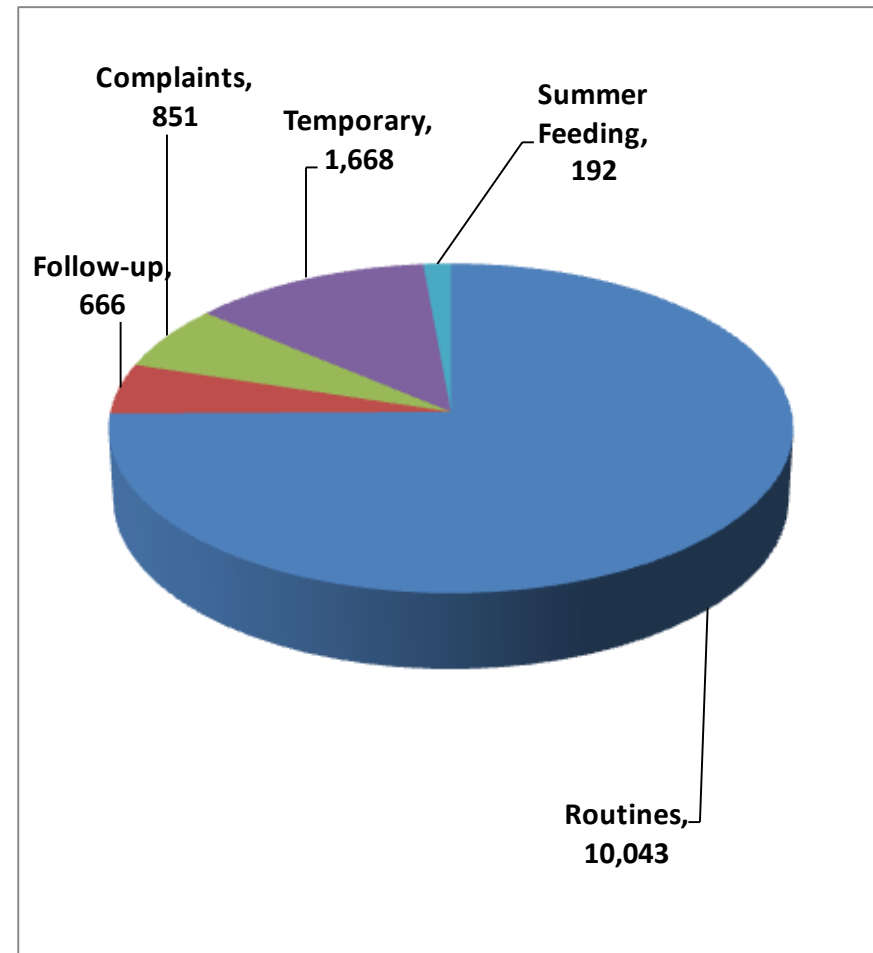
Food Protection & Education

- Types of Inspections:
 - Routine Inspections
 - Conducted every six months
 - Follow-up Inspections
 - Poor sanitation issues
 - Low food scores
 - Complaint Inspections
 - General sanitation/hygienic practices
 - Illness Investigations
 - Smoking, other, etc.

Food Protection & Education

FY13-14 Total Inspections

- Routines – 10,043
- Follow-up – 666
- Complaints – 851
- Temporary – 1,668
- Summer Feeding – 192



Food Protection & Education

- Scoring:
 - All establishments start with a score of 100
 - Points deducted from 100
- Follow-up:
 - 80 + / Conducted every six months
 - Score of 70-79 / Re-inspect 30 days
 - Score of 60-69 / Re-inspect 10 days
 - Score of < 59 Closure and/or other enforcement action
- Complaint:
 - Conducted within 2 working days after complaint
 - Foodborne 24 hours



Food Protection & Education

- Conduct Commercial Pool inspections:
 - FY13-14 Revenue \$242,180
 - Once per year
 - Over 300 pools
- Education:
 - Conduct Manager of Pool Operation training classes (monthly in English and Spanish)
 - Food Service Manager Certification Program – (monthly in English and Spanish)

Food Protection & Education

- Next Steps
 - Ordinance Amendments
 - Incorporate the Texas Department of State Health Services and Texas Administrative Code standards into Chapter 43A of Dallas City Code (swimming pools)
 - Realign Food Districts due to growth

Mosquito Abatement

- Work to prevent the spread of mosquito-transmitted diseases to the public
- Contract with Dallas County to act as Health Authority
- Sanitarians and Neighborhood Code Inspectors serve as Mosquito Trap Team members (May – Oct.)
- 1,937 total collections in 2014

Mosquito Abatement

- Deploy traps and collect samples for testing
- Treat standing water with larvicide when it cannot be drained
- Issue a Notice of Violation (NOV) to correct standing water
- Conduct ground-based spraying on positive test results
- Educate citizens on preventive measures

Mosquito Abatement

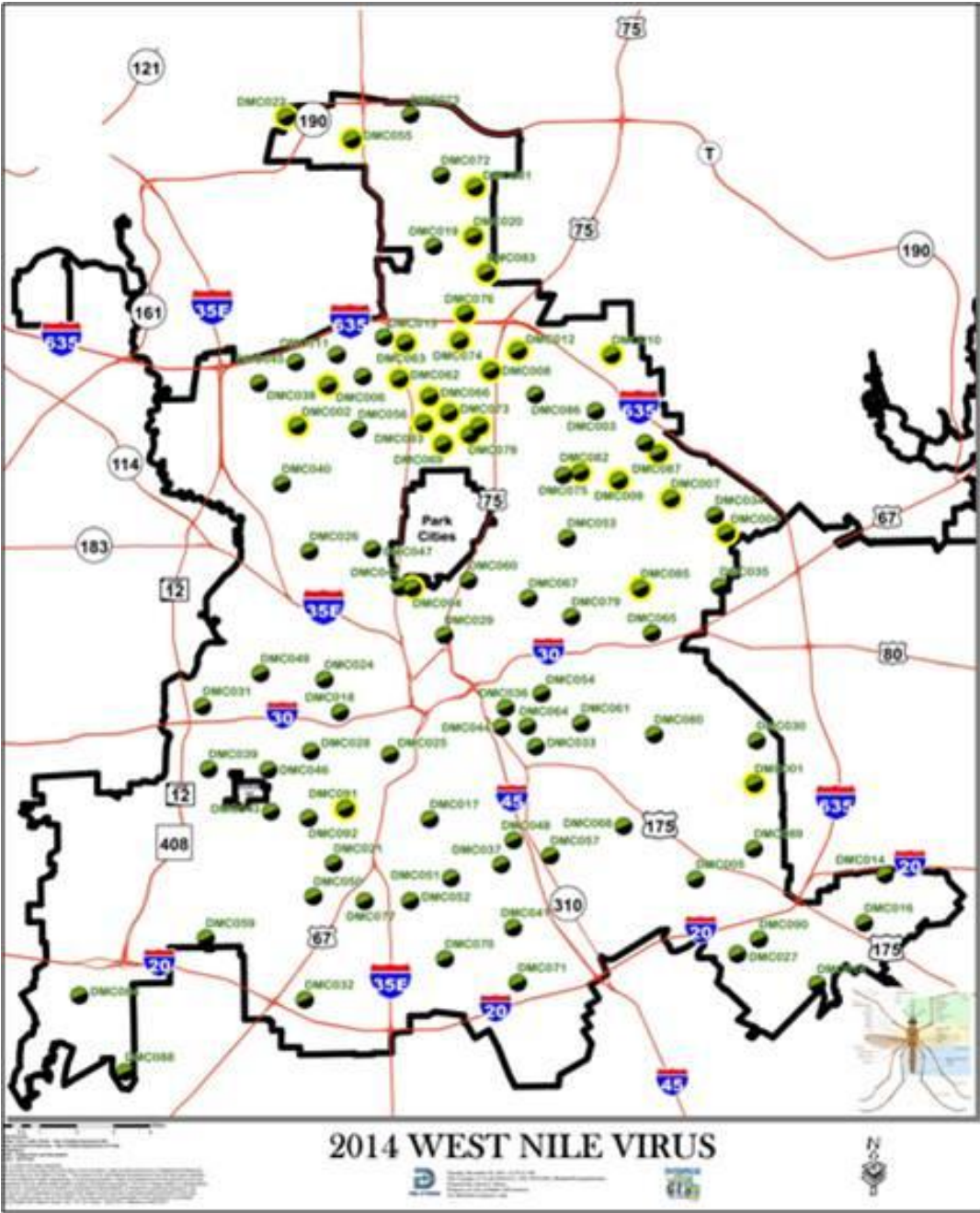
- Media & Prevention
 - Over 1,100 radio spots
 - News releases
 - Emphasize the “4-Ds” of prevention
- Surveillance
 - 90 traps during mosquito season (May – Oct)
 - 30 traps during off season

Mosquito Abatement

- Response
 - Spray within 5 – 7 hours of positive notification
 - Double treatment – 2 consecutive days
 - Sprayed over 65 locations in 2014
- Public Outreach
 - Free mosquito dunks to City of Dallas residents
 - Neighborhood Association meetings/newsletters
 - 2014 Mosquito FAQ
 - Special Traps

2014 WNV Season

- 90 fixed traps
- 6 special traps
- 52 positives from City of Dallas traps



Mosquito Abatement

WNV Human Cases, Dallas County & City of Dallas

WNV Deaths	2012	2013	2014
Dallas County	21	2	0
City of Dallas	9	1	0

WNV Cases	2012	2013	2014
Dallas County	398	16	10
City of Dallas	211	7	8

Mosquito Abatement

- Next Steps
 - Develop spray guidelines for 2015
 - Review treatment methods for 2015
 - Review water conservation efforts and impact on 2015 mosquito activity

Transportation Regulation

Transportation Regulation

- Permit and regulate ground transportation-for-hire services in Dallas:
 - Chapter 45 – Taxicabs
 - Chapter 10A – Limousines
 - Chapter 10 – Shuttles
 - Chapter 10B – Non-Motorized
 - Chapter 15D – Transfer Ambulances & Emergency Wreckers
 - Chapter 48A – Motor Vehicle Tow
 - Chapter 48C – Vehicle Immobilization

Transportation Regulation

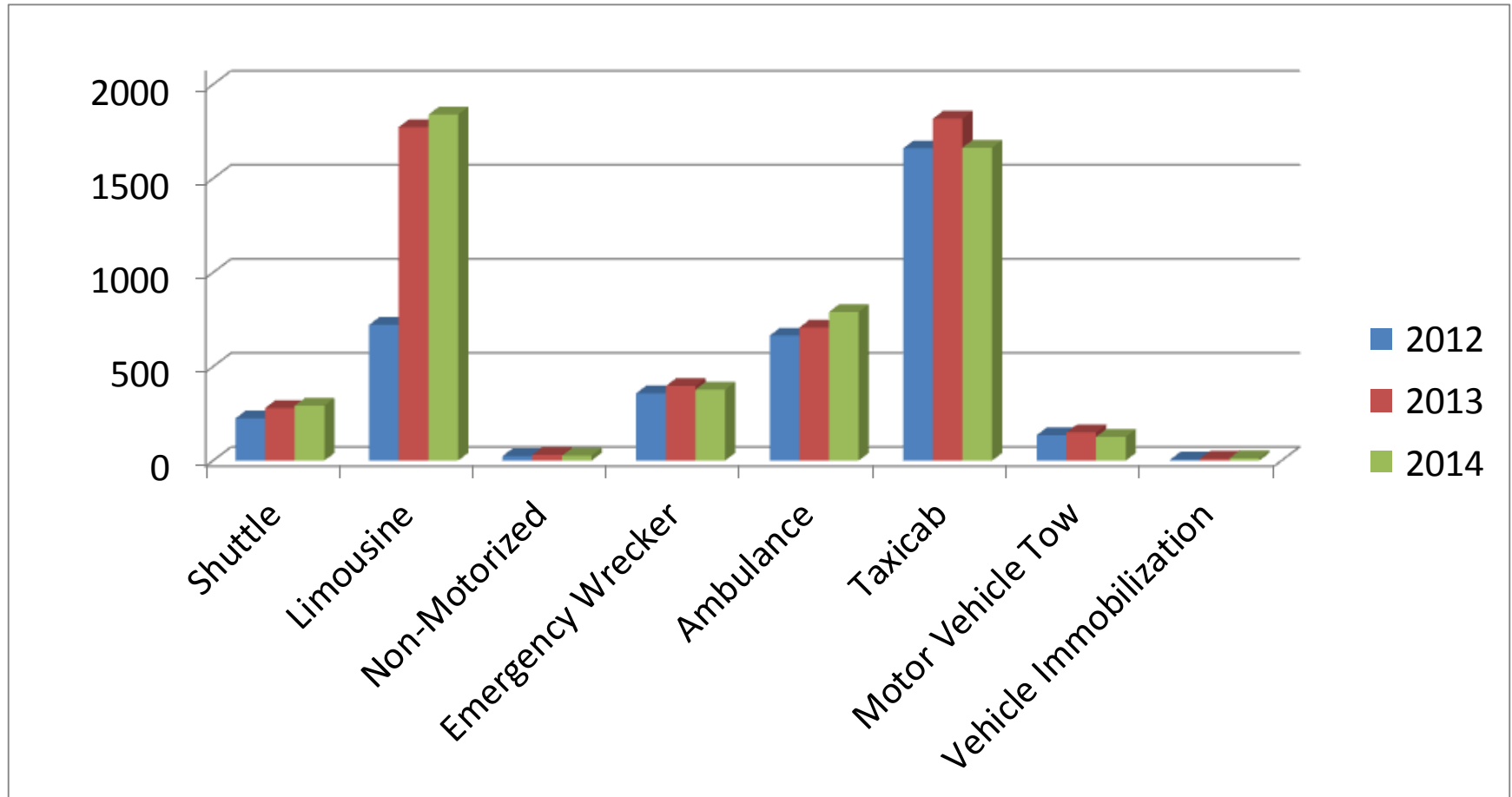
- 13 FTE
- Division provides:
 - Criminal history checks for company owners and drivers
 - Driver Examination (taxicab drivers must pass exam every 2 years)
 - Vehicle inspections
 - Verification of insurance coverage
 - Field inspections

Transportation Regulation

Operating Authority	Companies	Drivers	Vehicles
Taxi	13	1,591	2,022
Limousines	313	3,182	2,964
Shuttle	21	490	437
Emergency Wrecker	37	180	278
Motor Vehicle Tow	15	59	78
Ambulance	17	654	221
Non-Motorized	8	40	30
Booting	2	9	N/A
Total	426	6,205	6,030

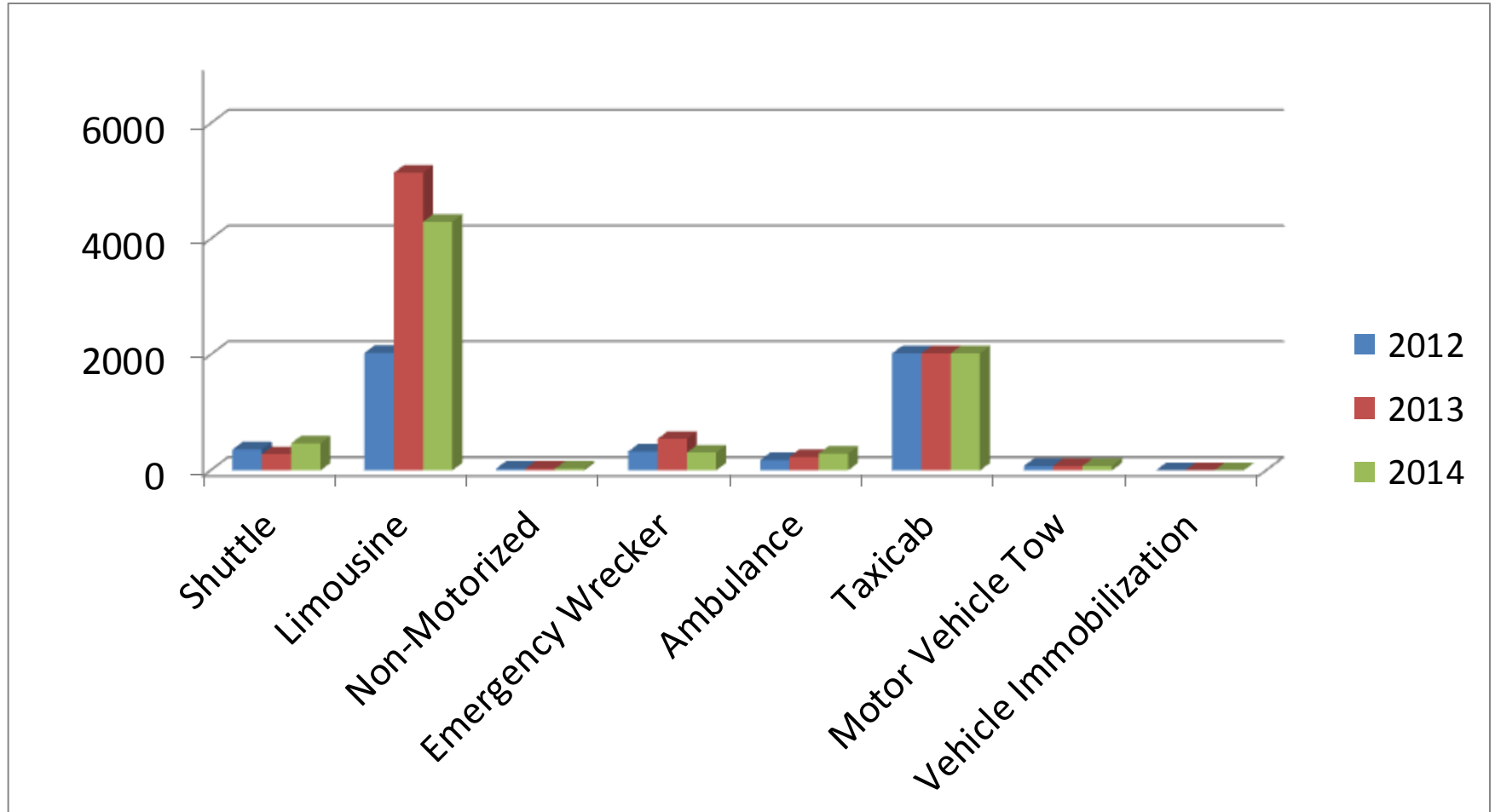
Transportation Regulation

Driver Permit Summary



Transportation Regulation

Vehicle Permit Summary



Transportation Regulation

- FY13-14 Revenue*

Service Type	Revenue
Special Service Permit	\$429,730
Limousine	\$102,877
Taxicab	\$811,061
Emergency Wrecker	\$106,348
Ambulance	\$52,308
Misc	\$21,826
Total	\$1,524,149

Transportation Regulation

- Next Steps:
 - Council consideration of revised transportation-for-hire ordinance
 - New ordinance will consolidate taxicabs, limousines, buses, shuttles and non-motorized vehicles into one transportation-for-hire ordinance
 - Allow different modes of transportation-for-hire to compete directly against each other
 - Create a level playing field that is fair for all companies
 - Ensure public safety

Summary of Projects

- Sunset Review
- Carryout Bag Ordinance
- Transportation-for-Hire Ordinance
- ISO Recertification Audit
- Boarding Homes Briefing to Housing Committee
- Chapter 27 Revisions Briefing & Stakeholder Meetings
- Swimming Pools Ordinance Change
- Noise Disturbances by Animals Ordinance Change
- Code Case Management System
- New Mobile Devices for field staff
- Mayor's Initiative on Blight
- Dallas Animal Services Programs
- Department-wide Fee Study
- Pet Registration Briefing
- Audit by City Auditor's Office

Department of Code Compliance

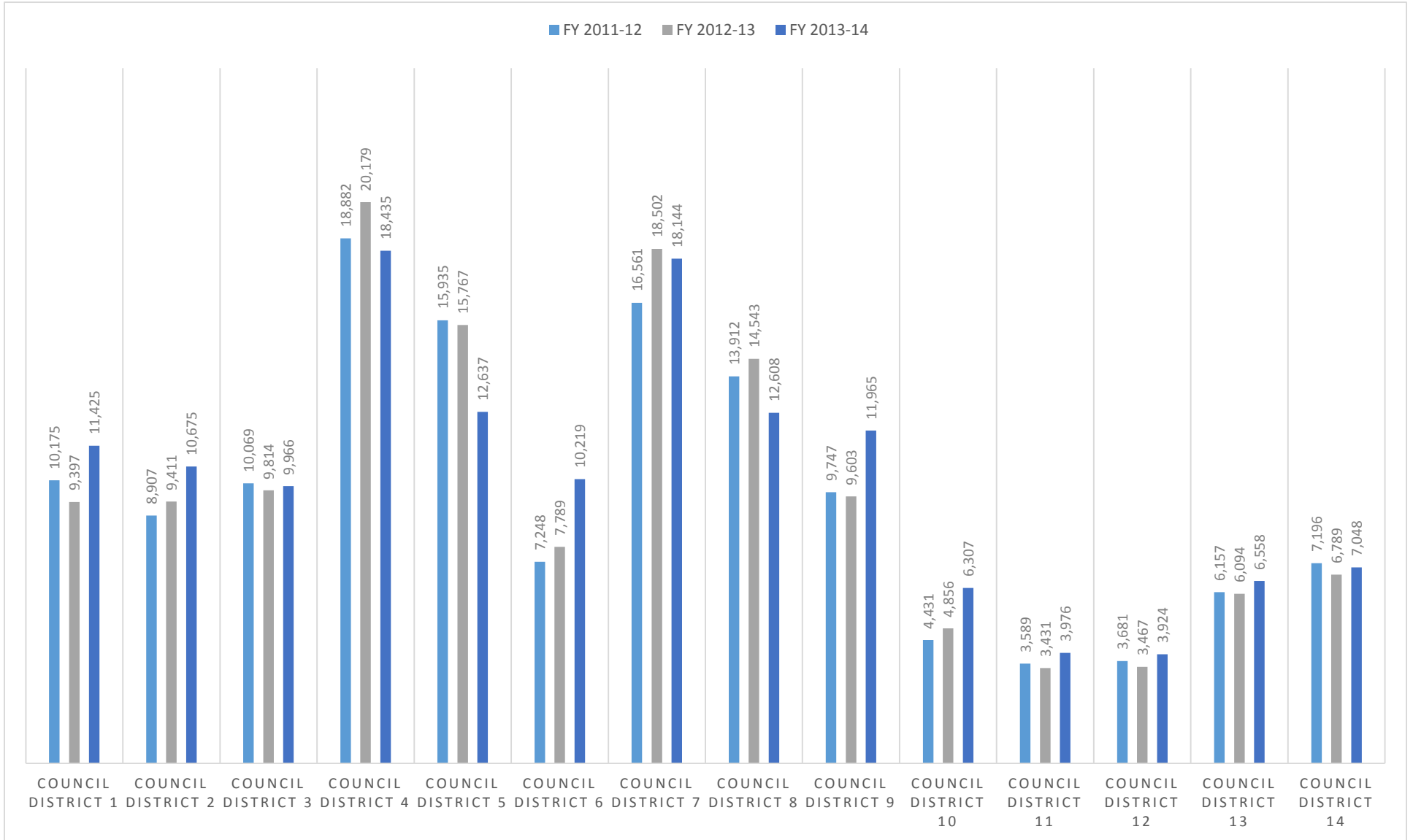
Quality of Life & Environment
Committee

January 12, 2015

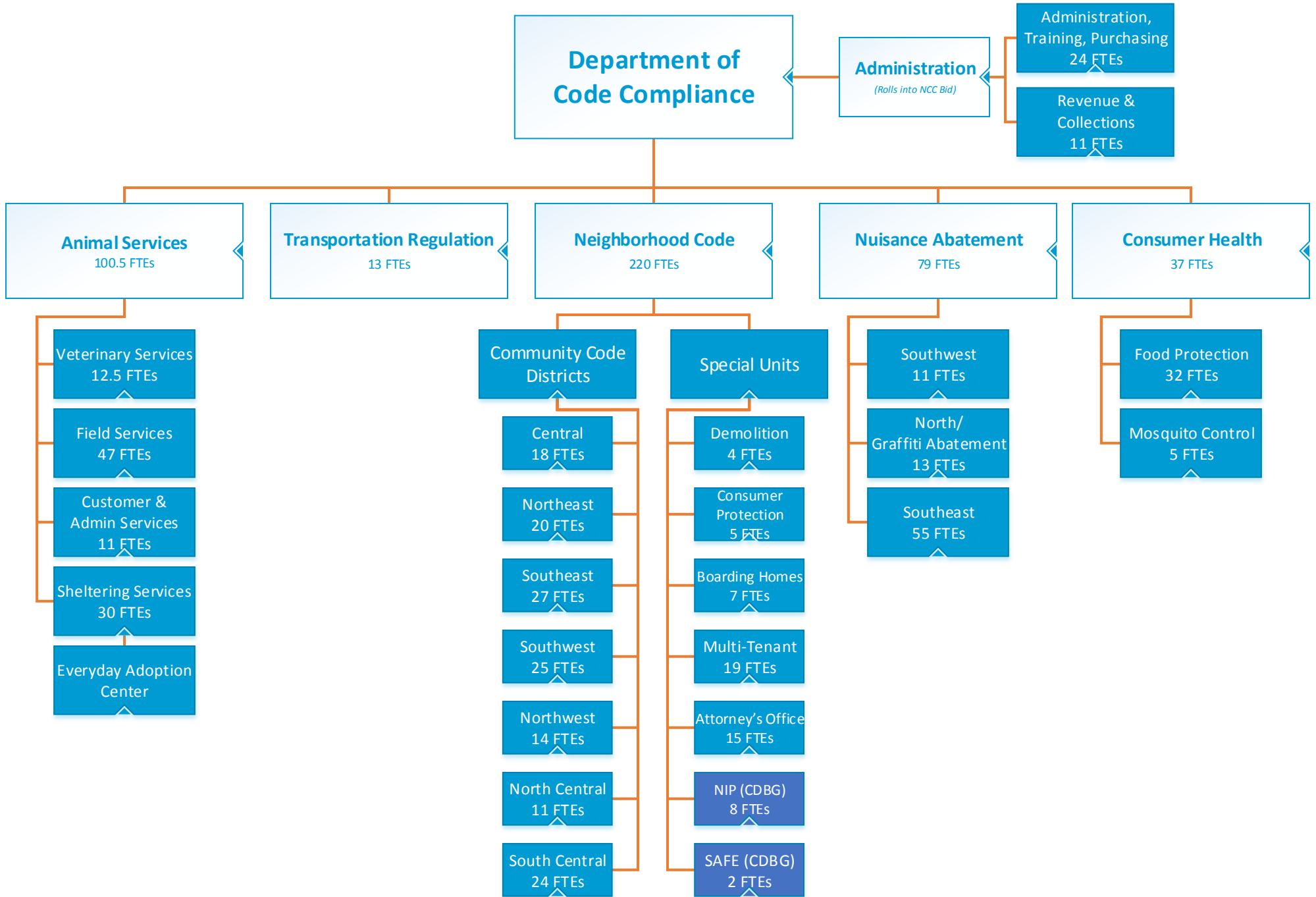


Customer-Initiated Service Requests Department of Code Compliance

Fiscal Years 2011-12 thru 2013-14



Customer-initiated service requests include all complaints received from the public related to code enforcement (e.g. high weeds, litter, etc.), animal care and control, transportation regulation, food protection, mosquito control, and other matters within the jurisdiction of the Dept. of Code Compliance. Methods by which these customer-initiated SRs are received include: calls to 3-1-1, Mayor and Council Office, City Manager’s Office, Code Compliance administration and district offices; electronic requests from: DallasCityHall.com, mobile 3-1-1 app, email, and fax; office walk-in requests and flag-downs.



NOTE: Resource allocation analysis is done regularly and based in large part on service request volumes.