

# Memorandum



CITY OF DALLAS

DATE January 11, 2013

Honorable Members of the Quality of Life & Government Services Committee:

TO Angela Hunt (Chair), Sandy Greyson (Vice Chair), Mónica R. Alonzo, Dwaine Caraway,  
Carolyn R. Davis

SUBJECT Code Compliance 2012 Review

On Monday, January 14, 2013 the committee will be presented with the Code Compliance 2012 Review. Briefing materials are attached for your review.

If you have any questions, or require additional information, please do not hesitate to contact me.

A handwritten signature in blue ink, appearing to read 'Joey Zapata'.

Joey Zapata

Assistant City Manager

cc: Honorable Mayor and Members of the City Council  
Mary K. Suhm, City Manager  
Thomas P. Perkins, Jr., City Attorney  
Craig D. Kinton, City Auditor  
Rosa A. Rios, City Secretary  
Daniel Solis, Administrative Judge

A.C. Gonzalez, First Assistant City Manager  
Ryan S. Evans, Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
Forest E. Turner, Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Stephanie Cooper, Assistant to the City Manager

# Code Compliance 2012 Review

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Briefing to the  
Quality of Life & Government  
Services Committee  
January 14, 2013

# Purpose of Briefing

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- Provide an overview of Code Compliance structure and functions
- Review key service requests received through the 311 Call Center during 2012 and recent trends

# Code Compliance Services Overview

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- The Department of Code Compliance is a General Fund Department with a FY 2012-13 budget of \$30.3 million and 476 FTEs

Fiscal Year	Budget	FTEs
2013	\$30.3 Million	476
2012	\$27.3 Million	462
2011	\$26.8 Million	485
2010	\$28.4 Million	495

# Code Compliance Services Overview

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- Major divisions are:
  - Neighborhood Code Compliance Services
  - Neighborhood Nuisance Abatement
  - Animal Services
  - Revenue & Collections

# Dallas City Code

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- Code Compliance Services is responsible for enforcing elements in 25 Chapters of the Dallas City Code
- There are over 900 ordinances that govern the activities for these 25 Chapters

# Dallas City Code

## Code Compliance Services

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### **Volume I**

#### •Chapter 7

Animal Control

#### •Chapter 7A

Anti-Litter Regulations

#### •Chapter 8A

Boarding Home Facilities

#### •Chapter 10

Buses and Shuttles

#### •Chapter 10A

Limousines

#### •Chapter 10B

Non-motorized passenger vehicles

#### •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

# Functions

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- ❑ Code Compliance Services addresses over 295,000 service requests annually
- ❑ Common service requests received through 311 include:
  - High Weeds
  - Litter
  - Loose Animals
  - Open/Vacant Structures
  - Bulky Trash
  - Junk Motor Vehicles
  - Vector Control
  - Restaurant Complaints
  - Graffiti
  - Substandard Structures
  - Illegal Signs
  - Taxi complaints
  - Obstructions Alley/Streets
  - Illegal Land Use (Zoning)



# Neighborhood Code Compliance

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- Inspectors operate from seven code district offices
  - Northwest, North Central, Northeast, Southeast, South Central, Southwest and Central, aligned with DPD divisions
- Licensed Code Inspectors provide enforcement of City Codes
- Neighborhood code representatives (NCR) are assigned to work directly with community groups

# Action Steps

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- ❑ Issue notices of violation and, as needed, citations
- ❑ Refer weeds, litter, graffiti and closures to Nuisance Abatement
- ❑ Seek assistance from City Attorneys for violations that require additional enforcement

# Service Requests

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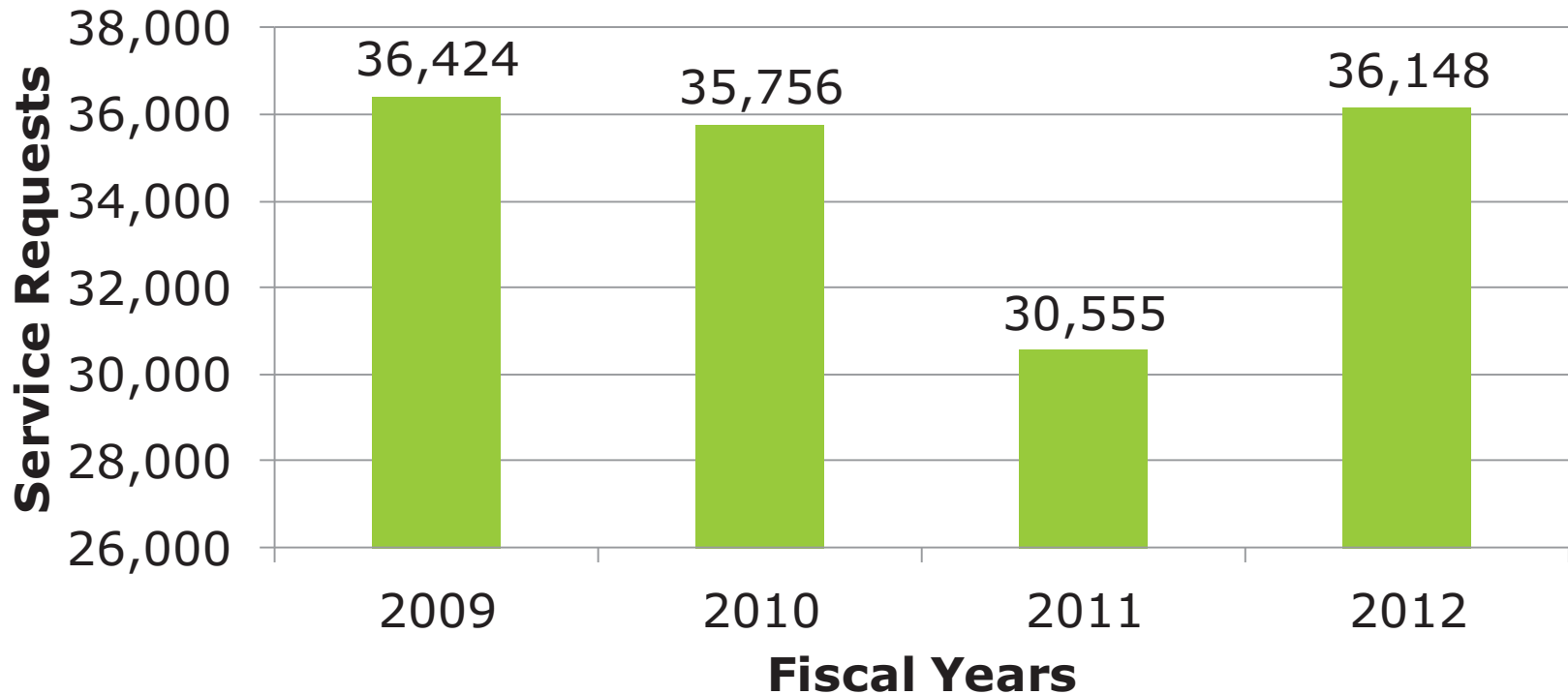
- Top Service Requests Types for 2012
  - The following slides denote the trends for these request types

Service Request Type	Number
High Weeds	36,148
Litter	20,201
Obstruction Alley/Sidewalks/Streets	10,374
Substandard Structure	8,970
Signs – Public Right of Way	8,940
Bulky Trash	7,882

# Top Service Requests Trends

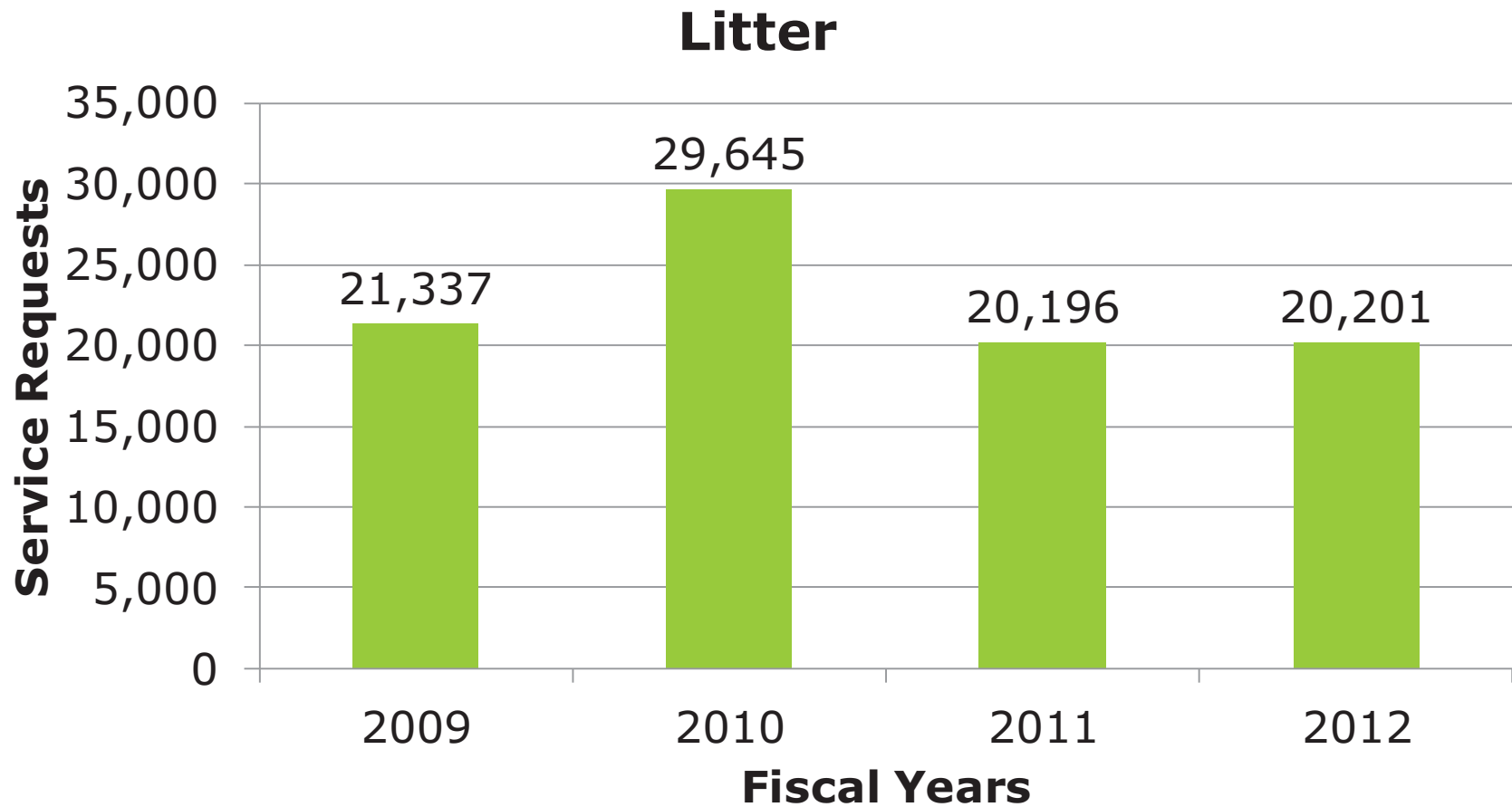
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## High Weeds



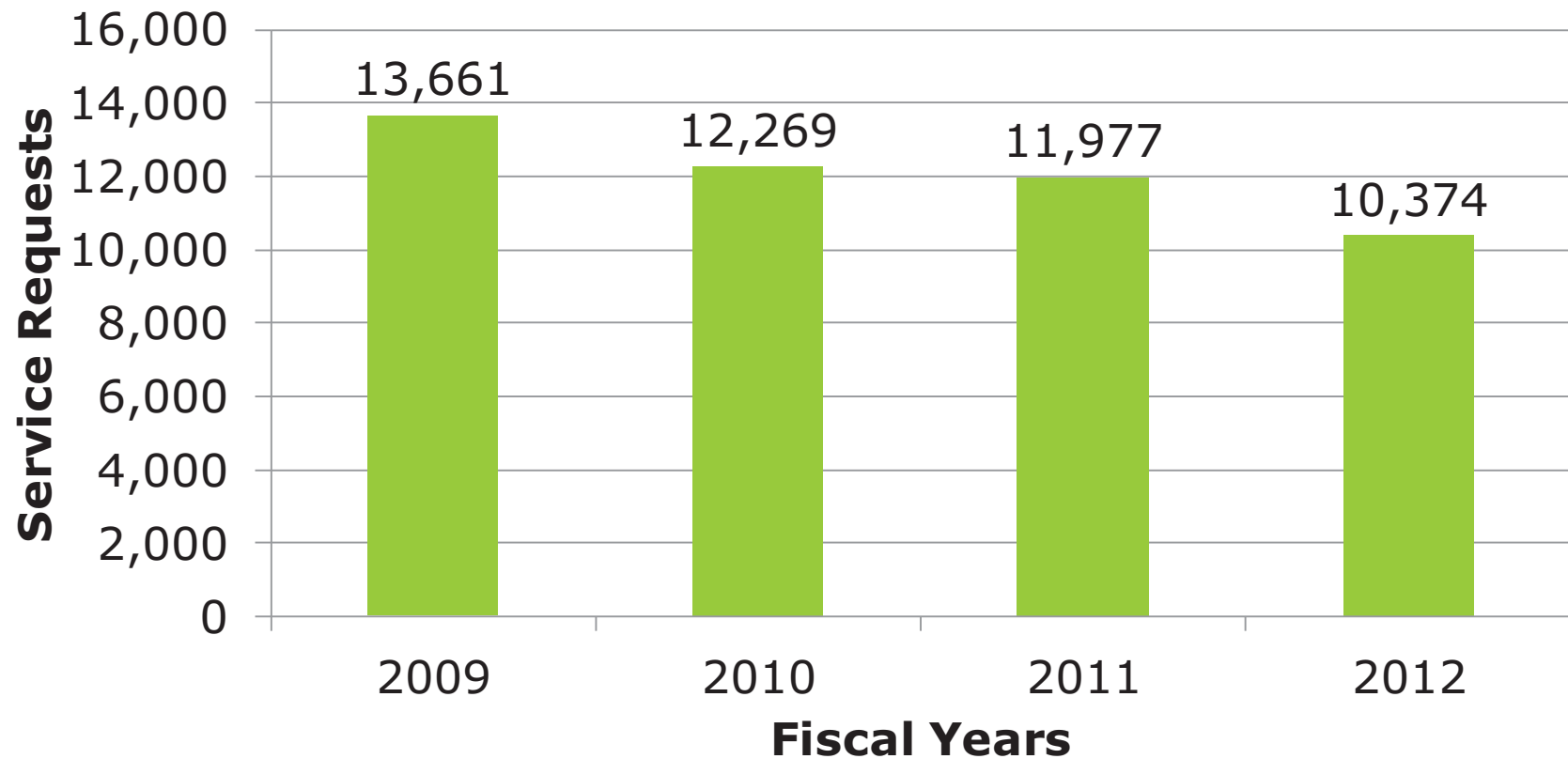
# Top Service Requests Trends

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# Top Service Request Trends

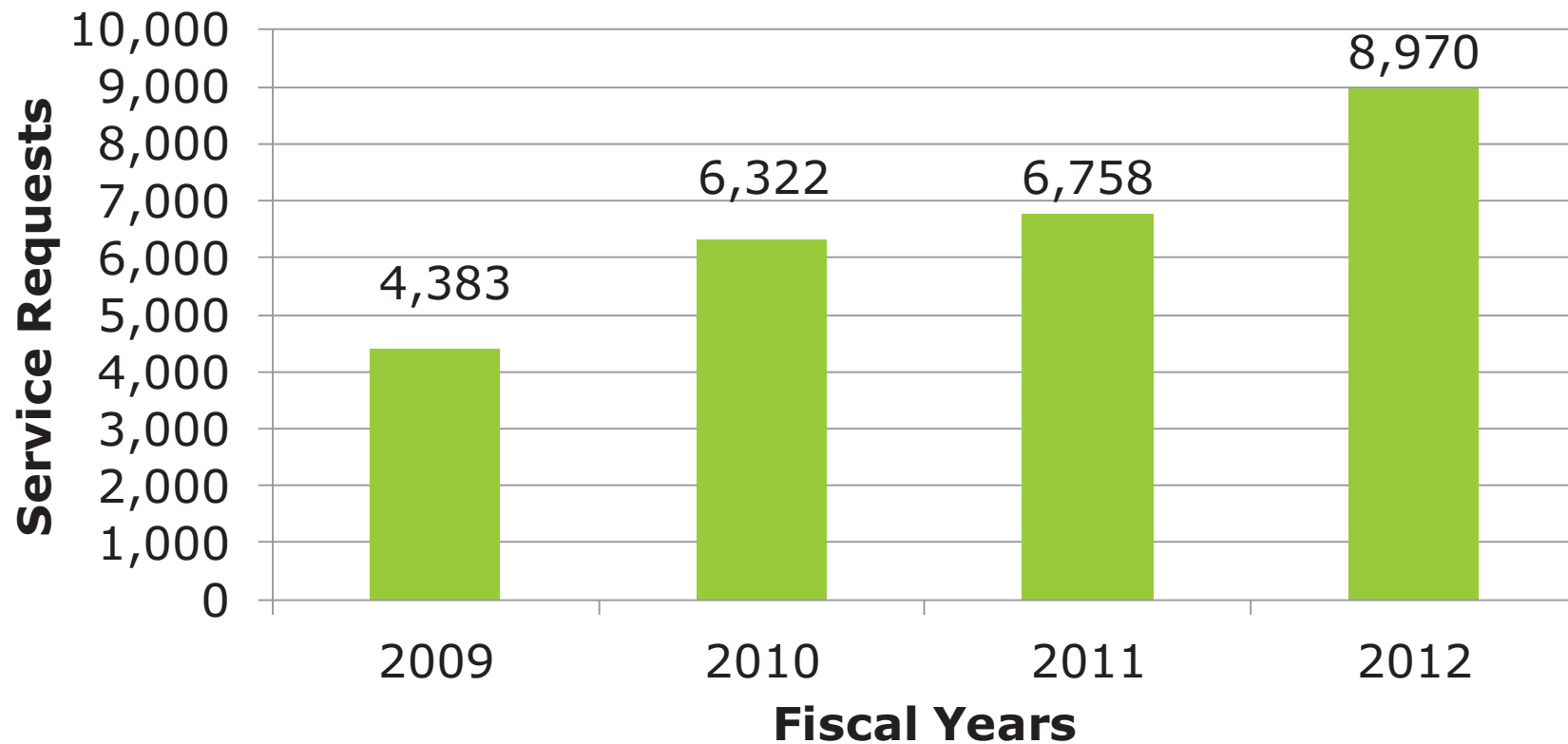
## Obstruction Alley/Streets/Sidewalks



# Top Service Requests Trends

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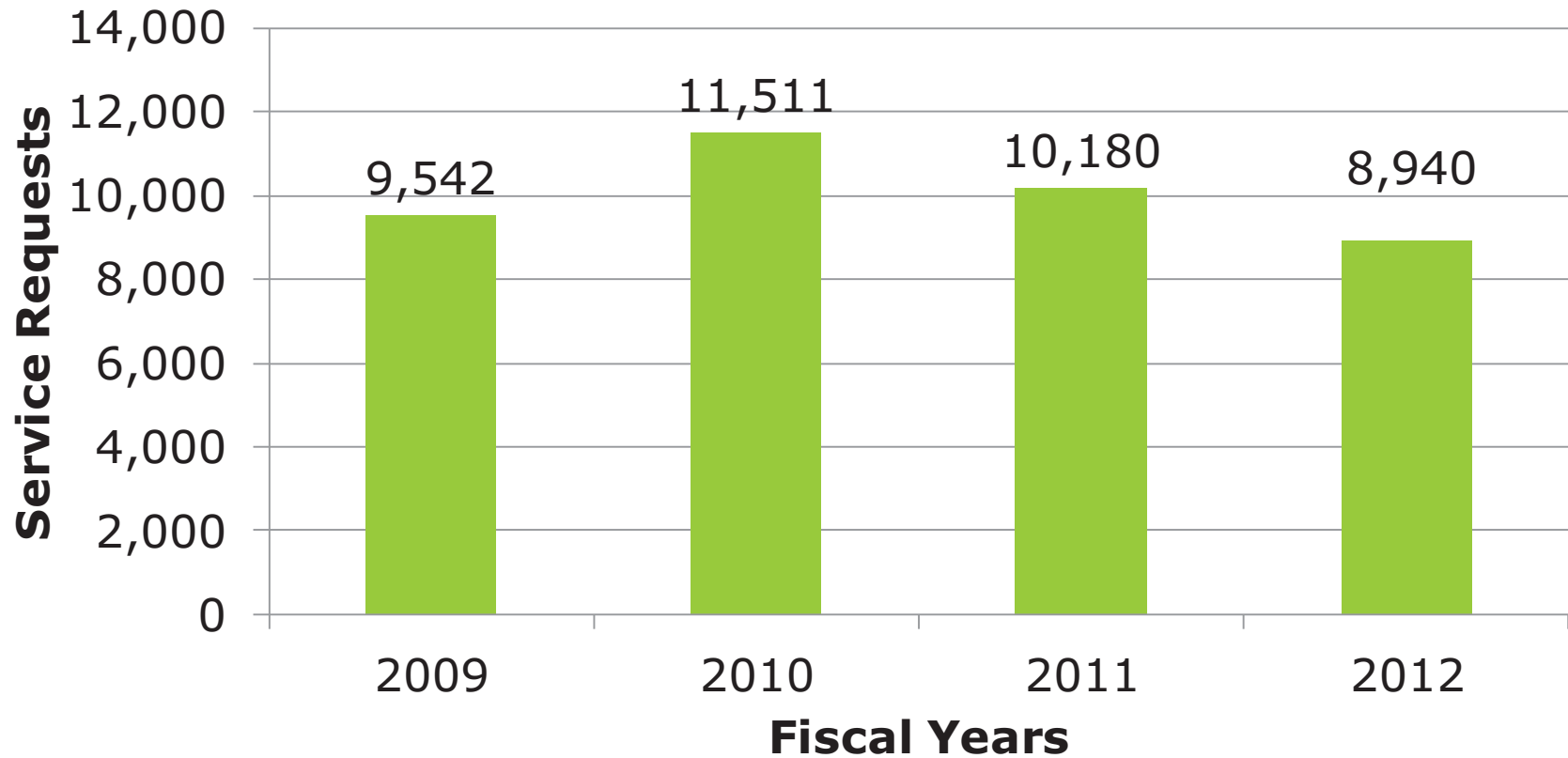
## Substandard Structures



# Top Service Requests Trends

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## Signs - Public Right of Way

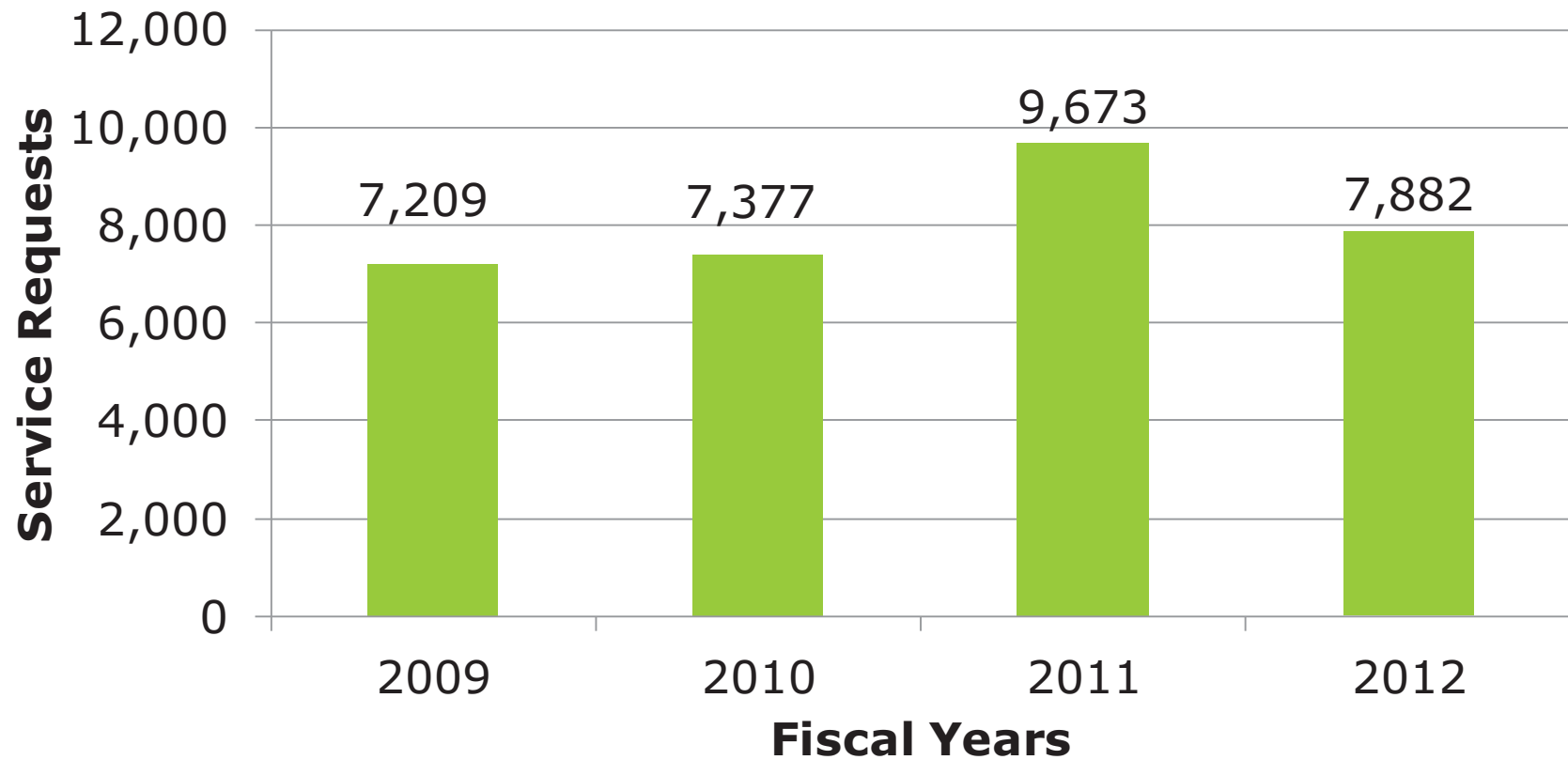




# Top Service Requests Trends

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## Bulky Trash



# Accountability

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- Code staff use service request data to determine where to focus efforts and the level of accountability in completing work
  - Initiate targeted sweeps in areas where service request spikes occur to abate items immediately (illegal signs)
  - Increase inspections in target areas to proactively identify and address violations
  - Educate citizens on how to gain code compliance
    - Bulk trash, high weeds, substandard structures issues

# Next Steps

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- Provide next quarterly update and new initiatives on neighborhood code activity to Quality of Life in April 2013