

Code Compliance District Realignment

Presented to: Quality of Life Committee
February 27, 2006

Mission

- Provide better Customer Service by:
 - Developing a process to integrate structural and field inspection districts
 - Realign Code Districts from 7 numbered districts to 9 directional districts
 - Align census tracts into areas within each district to enhance the CRMS auto-assignment process.
- Establish a strategy for implementation by April 2006.

Customer Service Efficiency/Effectiveness Improvement Goals

- Equitable distribution of workload to inspectors
 - Balance workload across inspection staff to provide quicker response/better customer service
 - Reduce number of census tracts per inspector
 - Insure census tracts are contiguous for assigned inspector to reduce drive time
- Combine Field and Structural Units to enable 1 inspector to enforce both premise/zoning and structural ordinances
 - “1 stop” enforcement activities
 - Better customer service – 1 inspector per parcel

Assessment Conducted

- Feedback solicited from inspectors, managers, colleagues, executives, citizens, and DPD
- Multiple reports were used to study, scrutinize, and debate district jurisdiction
 - CRMS Reports
 - Crystal Reports
- Performed in depth census tract analysis
 - Utilized data from CRMS Reports
 - 3 year average was used as median for each district
- Maps were utilized to study jurisdictions, trends, and service request activity
- Council district alignment to code districts was also considered

Observations

- More dense caseloads were found in the center and southern regions of Dallas
- Service request types were found to differ between the northern and southern regions of Dallas
- The majority of structural cases fall in the southern sector of the city.
- Junk Motor Vehicle Pinwheel and the Premise Abatement Teams are City-Wide programs that should not be affected by this process.

Integration

- Research indicated that the target for each code district was a caseload between 8,000 and 9,000 cases
- Census tracts were grouped to obtain the target number, which generated the geographical areas (new code district).
- Within each district, census tracts were grouped to form inspector areas to create an average caseload of 700-800 cases

Code Identity

CURRENT CODE & COUNCIL

- District 1 (9, 10, 11,12,13)
- District 2 (2, 3, 6, 14)
- District 4 (2, 7, 9, 14)
- District 5A (1, 3, 4, 6, 7)
- District 5B (1, 3, 4, 5, 6, 8)
- District 6A (2, 4, 5, 7, 8)
- District 6B (4, 5, 7, 8)
- Structural East (1, 2, 3, 6, 11, 12, 13, 14)
- Structural West (4, 5, 7, 8, 9, 10)

PROPOSED CODE & COUNCIL

- North (6,10,11,12,13)
- East (2,4,5,7,9,13,14)
- Northeast (7,9,10,11,13,14)
- West (1,2,3,6,14)
- Central (2,6,13,14)
- South (5,8,4)
- South Central (1,2,3,4,7,14)
- Southeast (4,5,7,8)
- Southwest (1,3,4,5,6,8)

Proposed Resource Allocation

Average Case Load

- North - 8267
- East - 9212
- Northeast - 8295
- West - 8528
- Central - 8361
- South - 9412
- South Central - 9461
- Southeast - 8864
- Southwest - 8628

#'s presented are three year average by census tract

Inspector Allotment

- North - 12
- East - 10
- Northeast - 12
- West - 10
- Central - 13
- South - 13
- South Central - 13
- Southeast - 10
- Southwest – 11

6 JMV Pinwheel/9 PAT/3 NIP

Additional Plans

- This process will be reviewed annually to ensure:
 - continued appropriate alignment with volume of service requests/workload
 - Case type data disparities are identified and appropriate adjustments are made
- NIP Inspectors will be assigned to the district in which their assigned census tracts reside
- Historical/Conservation Districts will be addressed by the inspector assigned to the census tract
- Additional training will be provided for inspectors newly assigned to areas with historical or conservation districts

Proposed Realignment Accomplishments

- Expanded field operations within the department by adding two new districts
- Reduced geographical coverage areas of districts
- Decreased the number of census tracts overseen by individual district managers and inspectors
- Reallocated district caseloads more evenly
- Eliminated the district numerical sequence
- Established new identity renaming the districts

Remaining Tasks

- Quality Assurance group to coordinate with GIS/CIS to have the new district alignment uploaded into CRMS.
- Quality Assurance group to coordinate with GIS/CIS to have new GEO layer created to house Inspector areas.
- Determine staffing transfers. Minimize moves, wherever possible.
 - A skill-set assessment survey for inspectors was created to obtain input and assist in resource allocation

Committee Members

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