

# Code Compliance Summit 2005

Presented to: Quality of Life Committee  
March 27, 2006

## “A Journey to Success”



City of Dallas



# We listened. We heard:

We talked to Neighborhood Reps across the City to obtain feedback about our Dept. They told us:

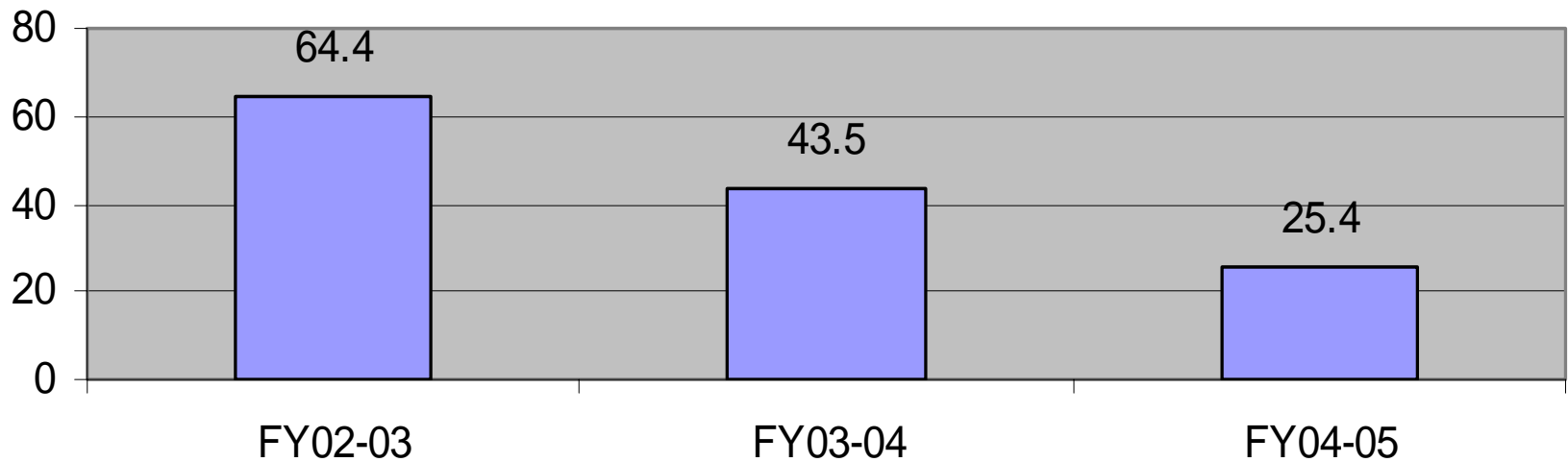
- Poor Customer Service:
  - Too Slow to Respond to Complaints
  - Failure to Follow through on Complaints
- “We want visible results, cleaner neighborhoods.”





# Customer Service Improvements

## Code Compliance Average Response Time\* from Complaint to Closure (in days)

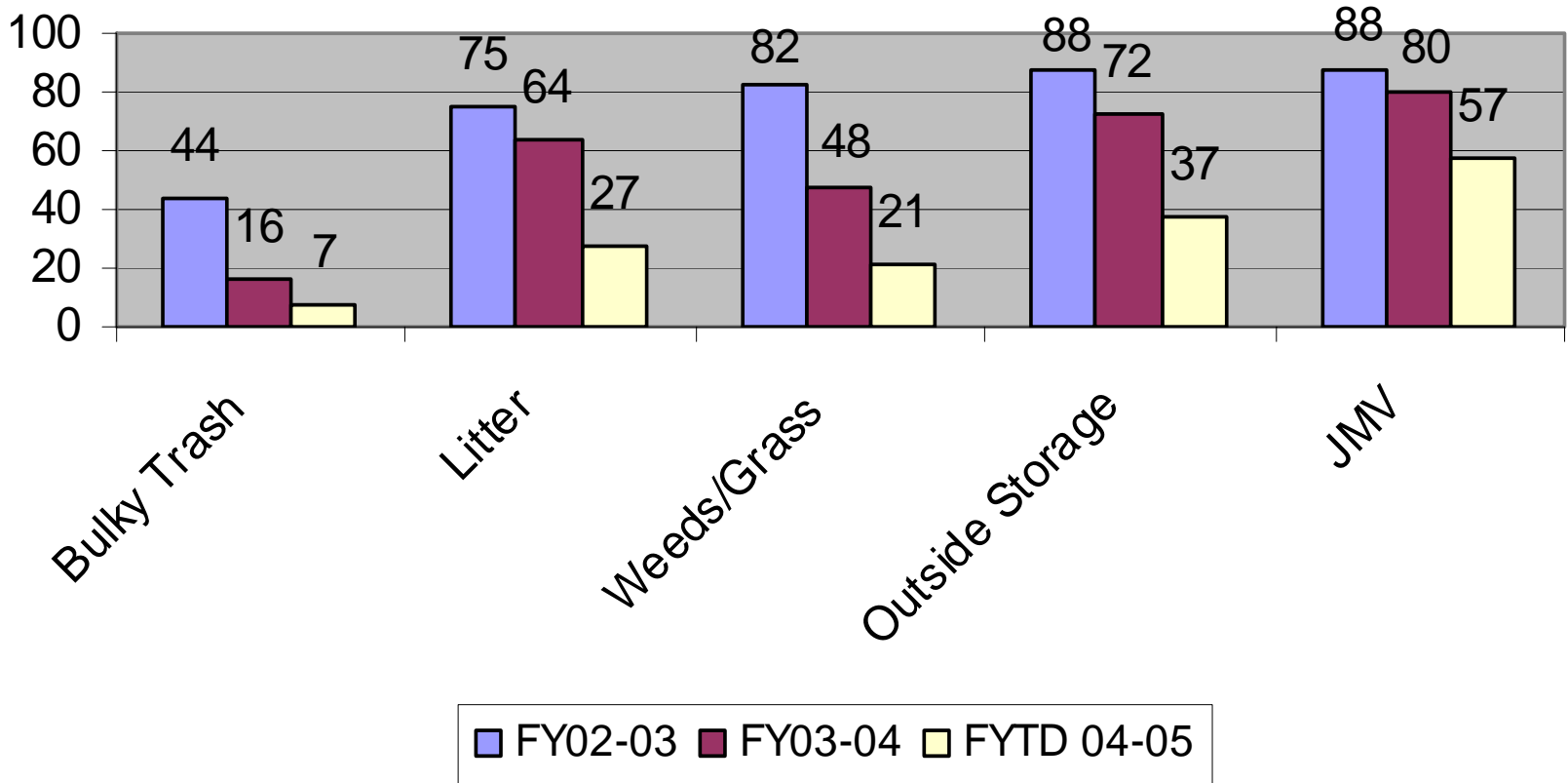


\*Includes Premise, Zoning and Substandard Structure Violations



# Customer Service Improvements

## Code Compliance Average Response Times from Complaint to Closure (in days)





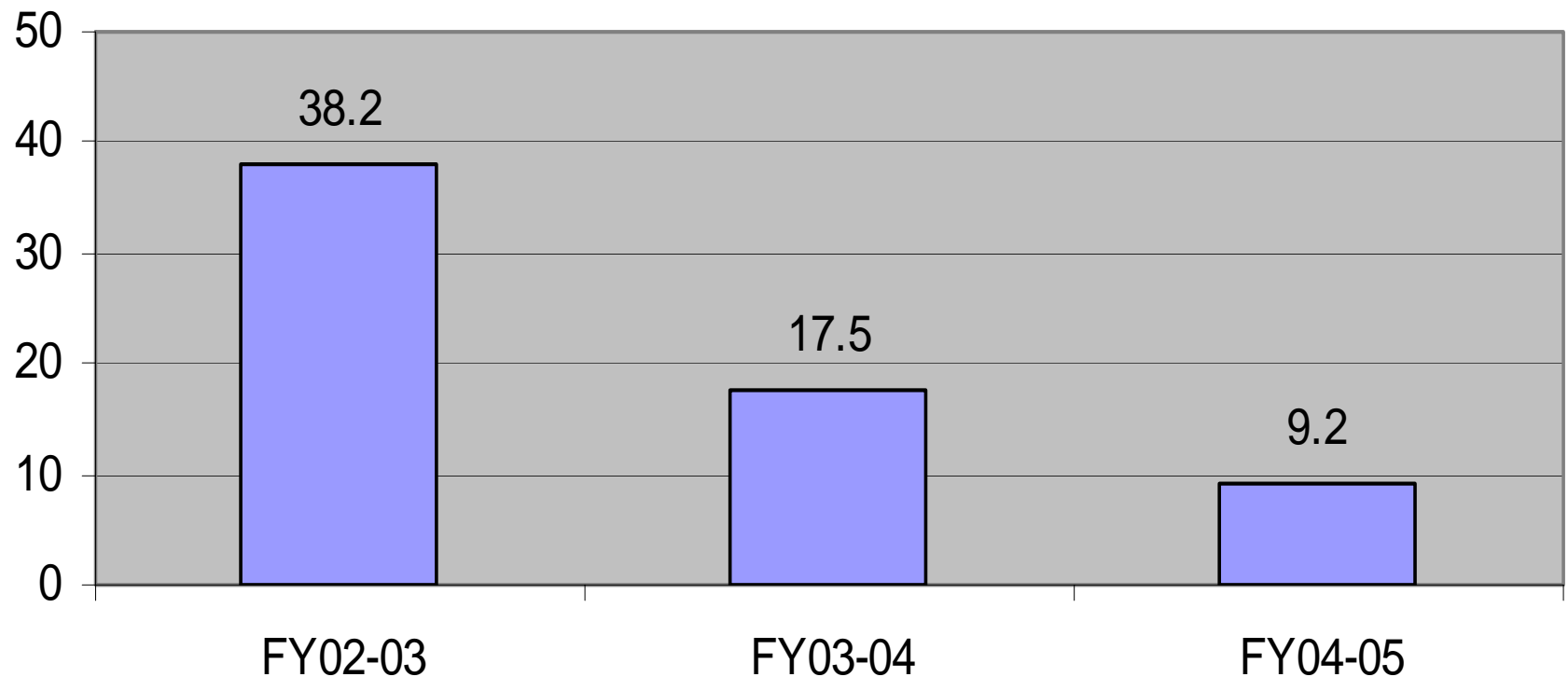
# Service Request Volume

- FY 04-05:
- Code: 173,750 or approx. 3,300 service requests per week
- Animal Services: 57,923 or approx. 1,100 service requests per week
- TOTAL: 4,400 service requests per week



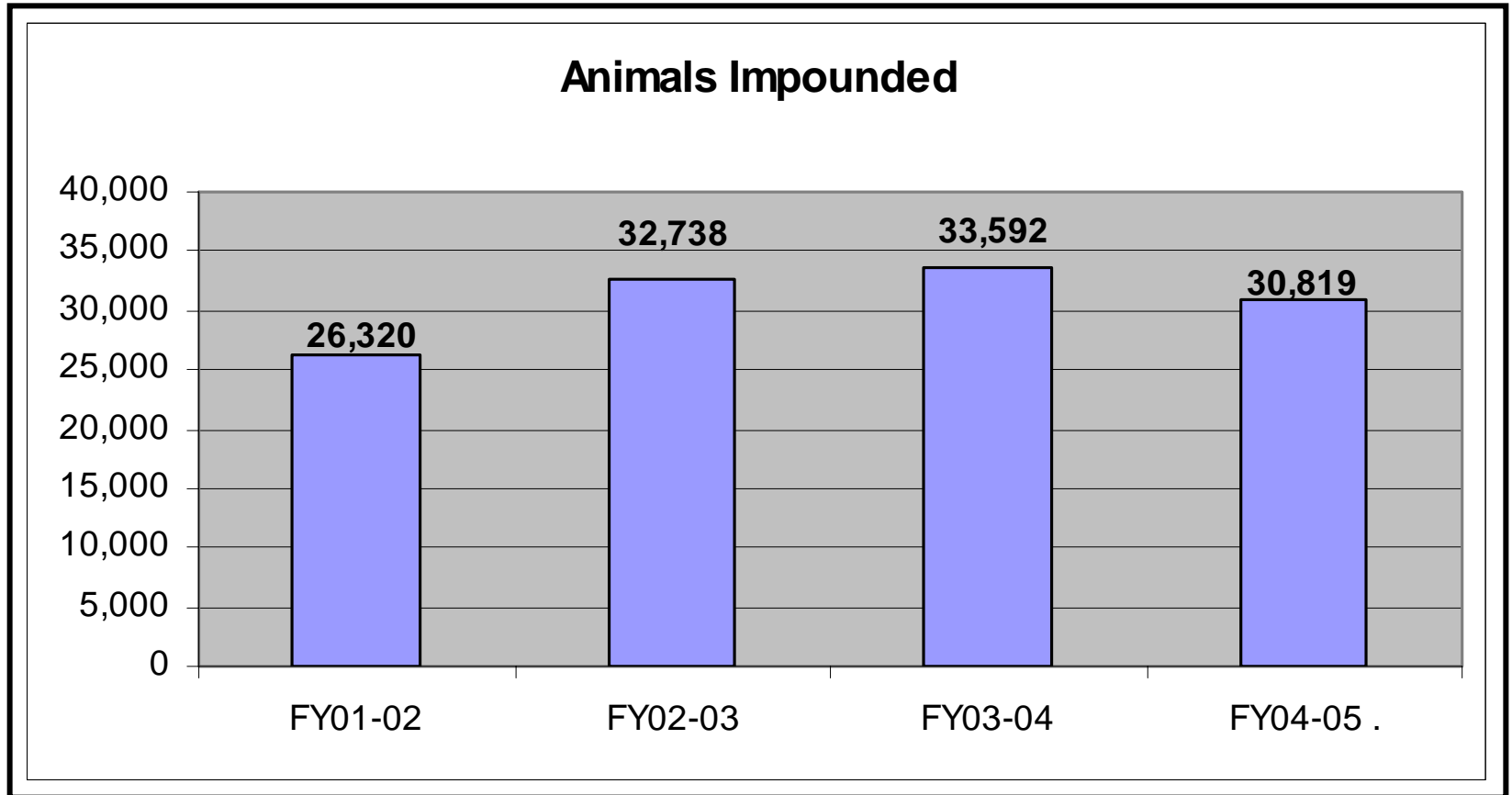
# Customer Service Improvements

## Animal Services Average Response Time Complaint to Closure (in days)





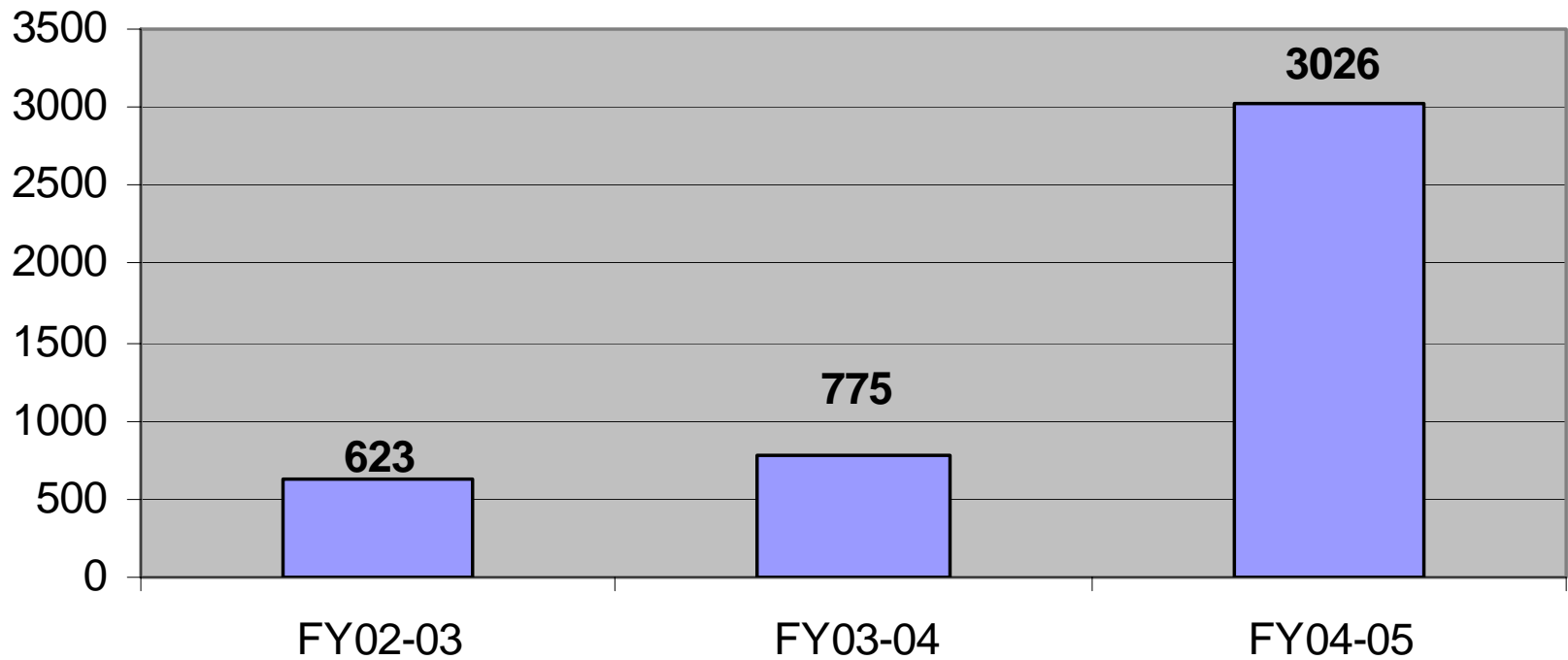
# Animal Services





# Animal Services

## Animal Services Citations Issued

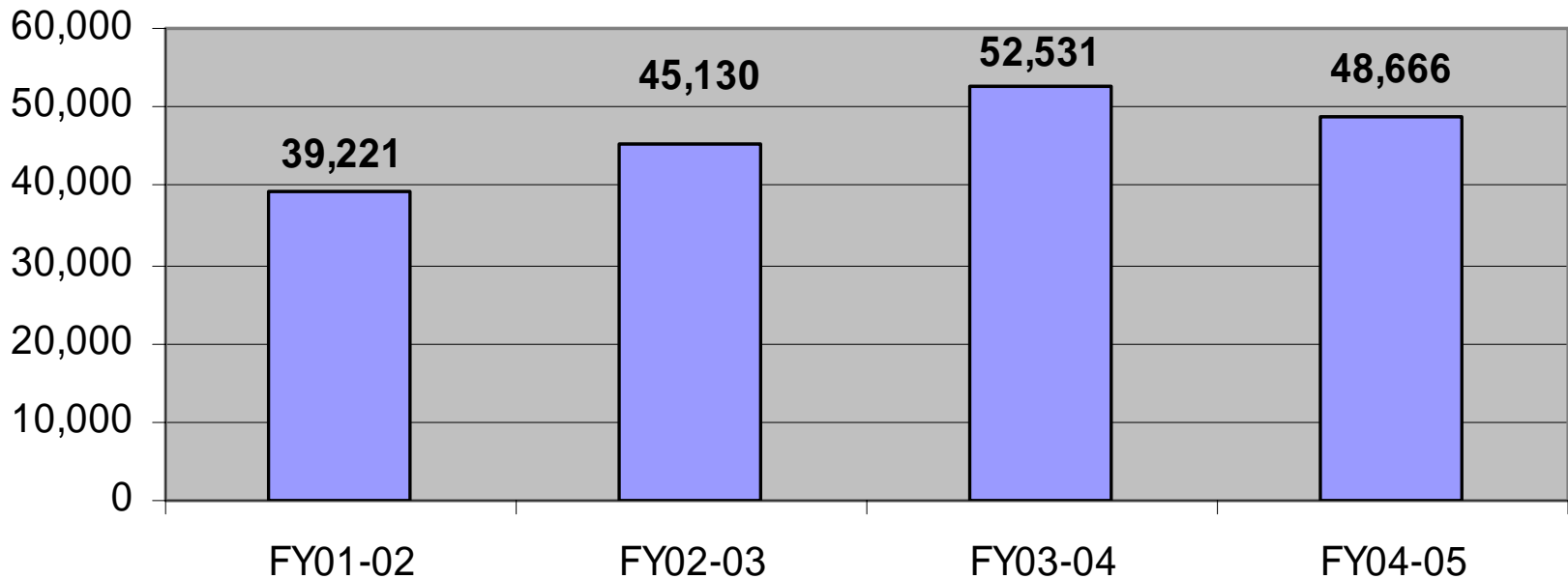






# Mow/Clean Division

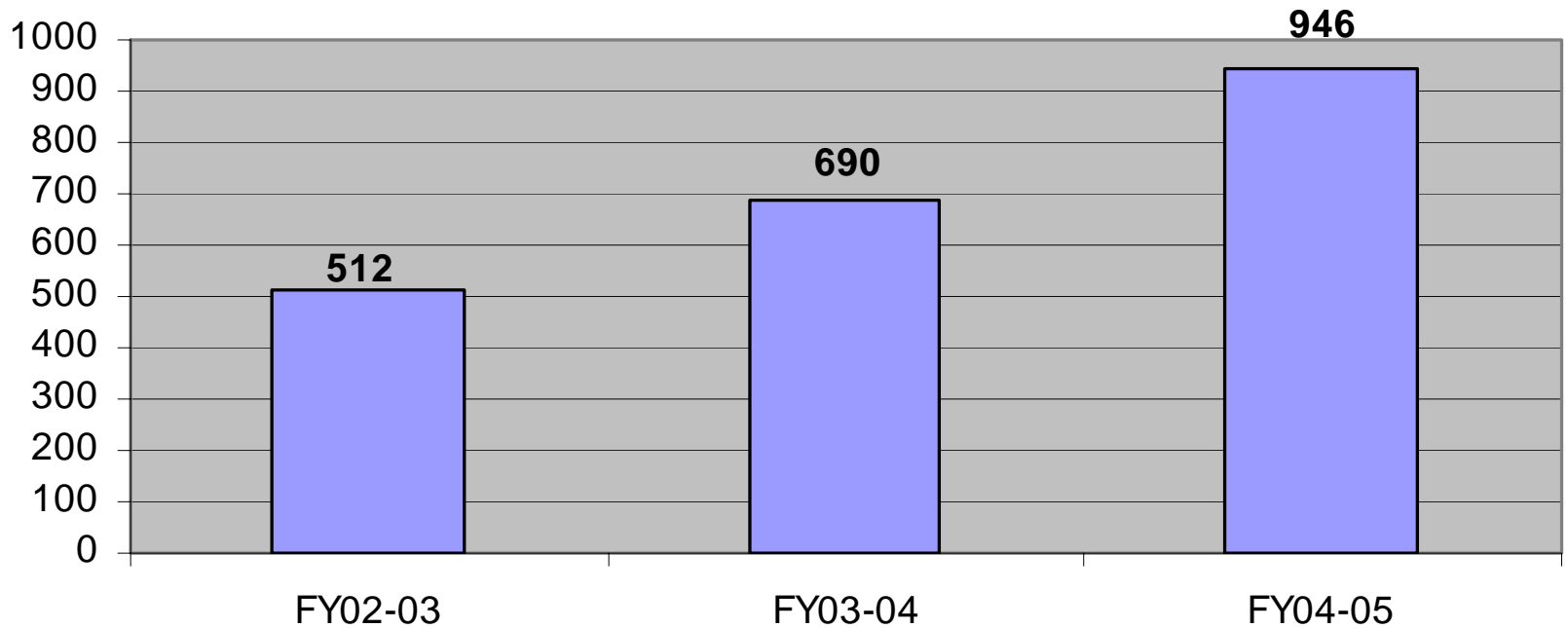
**Mow/Clean Jobs Completed**  
Includes mowing, cleaning and securing





# Field Services

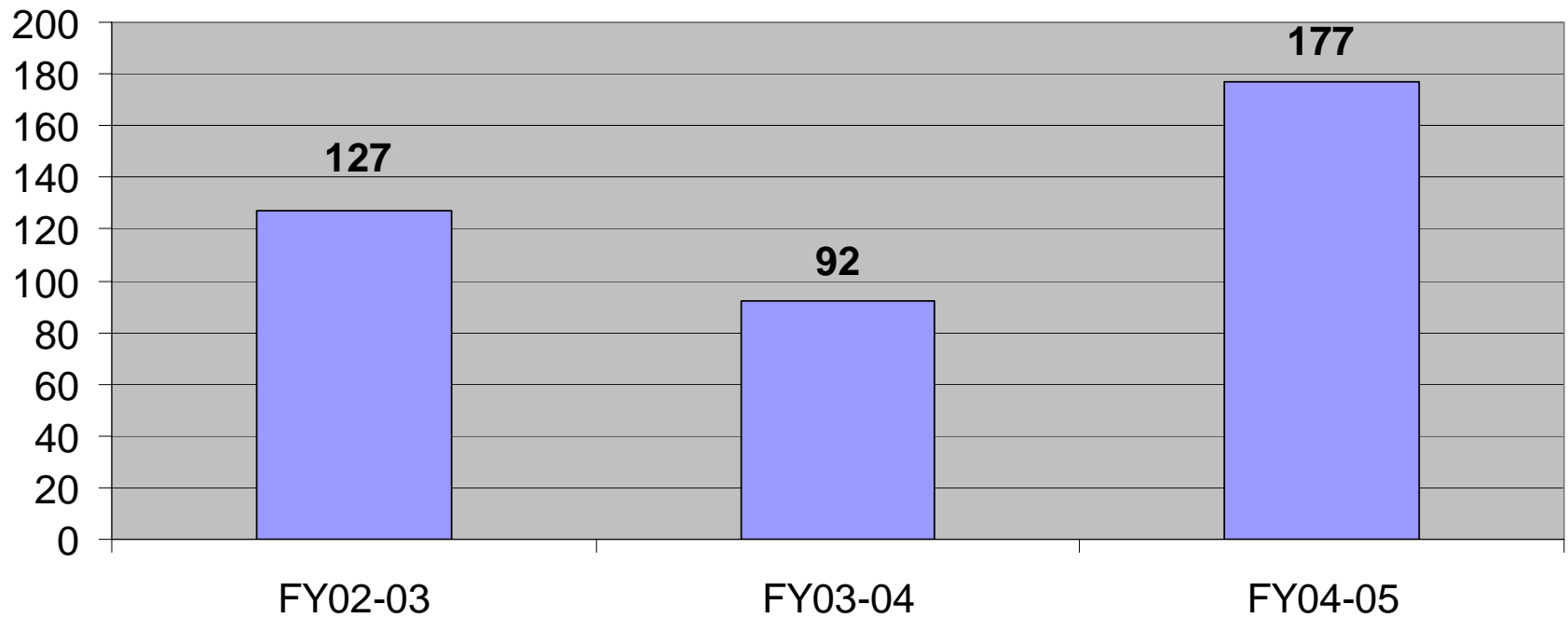
## Junk Motor Vehicles Towed





# Structural Division

## SUBSTANDARD STRUCTURE DEMOLITIONS

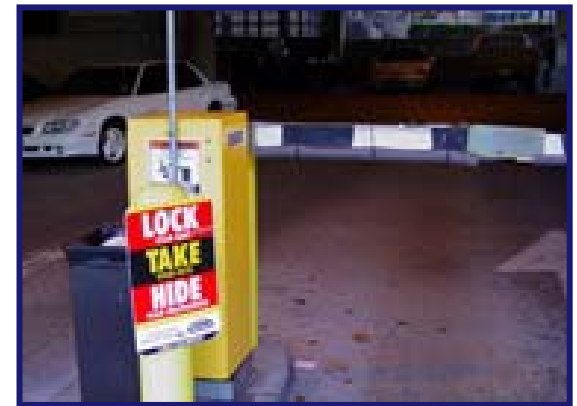




# Other Accomplishments

## Ordinances Amended

- **Multi-Tenant**
  - ✓ Safe Complex Symposium
  - ✓ Lock, Take and Hide Enforcement
  - ✓ Web site for Inspection Scores
- **Animal Services**
- **Fence Maintenance Standards**



Working on Alley Obstructions, Pools at Apartment Complexes, House numbers, JMV and Commercial Handbills

# New Programs Implemented



- Changed Bulk Trash Enforcement Process
- Developed and implemented Scrap Tire Ordinance-collaborative effort to curtail illegal dumping of tires
- Created Structural Team to expedite substandard housing cases
- Implementing Civil Adjudication Process
  - ✓ Less time in Court-More time in the Field
- Created Junk Vehicle Pinwheel Program to expedite removal of inoperable vehicles



# Training

- Code Academy
- Historic and Conservation District Training
- Texas Dept. of Health Code Officer registration
- Computer Competency Training
  - ✓ Computer Entry Standards Implemented
- Audit Procedures revised for accountability, competency and common error issues





# What's Next?

- **Customer Service Focus**
  - Customer Service Training for all staff
  - Increased Quantity - Proactively pursuing problems
  - Increased Quality - Quick response with thorough investigation and follow-up
  
- **Education**
  - ✓ Internal and external
  
- **Doing “the right thing”**

