

Memorandum



CITY OF DALLAS

DATE October 10, 2008

TO Honorable Members of the Quality of Life Committee: Pauline Medrano, Chair; Vonciel Jones Hill, Vice Chair; Carolyn R. Davis, Angela Hunt, Sheffie Kadane, David A. Neumann, Steve Salazar

SUBJECT Code Compliance Department Operations Update

On Monday, October 13, 2008, you will be provided an operations update on the Department of Code Compliance. Attached is the briefing material for your review prior to Monday's discussion.

If you have questions or need additional information, please let me know.

A handwritten signature in cursive script, appearing to read 'D.O. Brown'.

David O. Brown
Interim Assistant City Manager

Attachment

c: Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Deborah A. Watkins, City Secretary
Thomas P. Perkins, Jr., City Attorney
Craig D. Kinton, City Auditor
Judge C. Victor Lander
Ryan S. Evans, First Assistant City Manager
Ramon F. Miguez, P.E., Assistant City Manager
A.C. Gonzalez, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
David K. Cook, Chief Financial Officer
Forest E. Turner, Director, Code Compliance Department

Code Compliance Department Operations Update

Presented to the Quality of Life & Government
Services Committee

October 13, 2008



Recap

- Decentralization
- Reorganization
- Ordinance Amendments
 - Multi-tenant
 - Sign
 - Animal
- Additional Resources
 - Equipment/supplies to support decentralization
 - Enhanced community outreach
 - Improving staffing levels
- Focus on the Dallas Code Compliance, what it all means
COMMUNITY

Overview

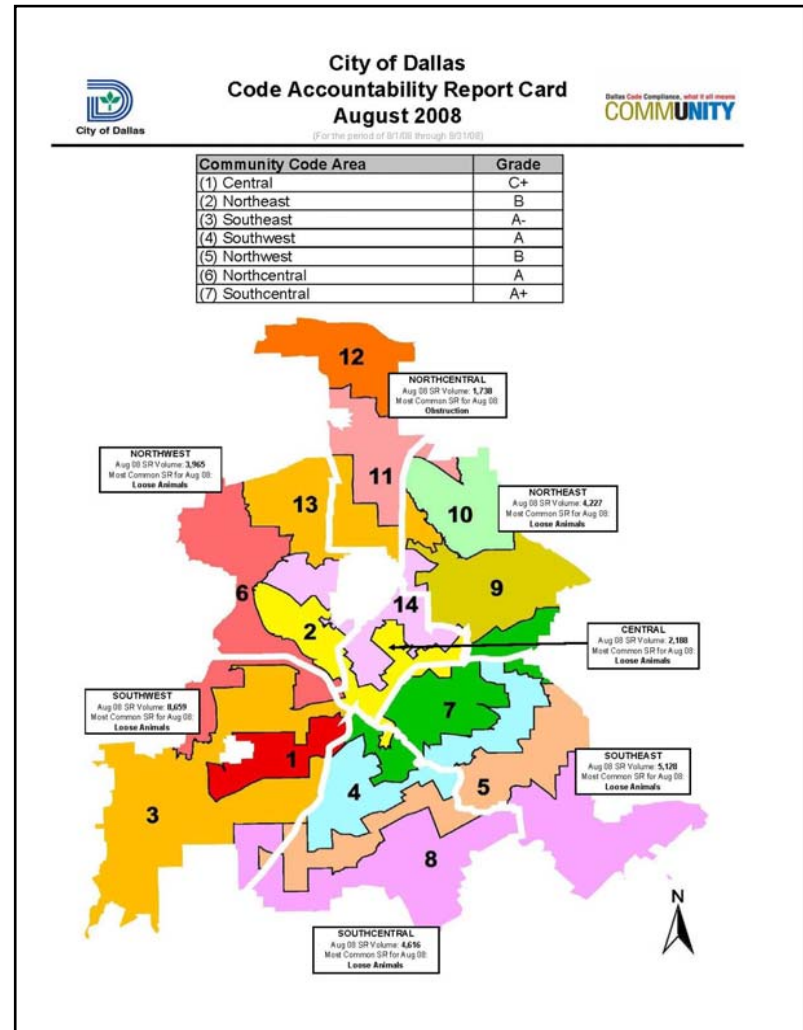
- FY08-09 Budget Summary
- Accountability Report Card
- Organizational Structure & Operations
- Promoting Clean, Healthy Neighborhoods
- Staffing
- Area Profiles by Managers
- Next Steps

FY08-09 Budget Summary

Business Unit	
Community Code	\$13,711,103
Nuisance Abatement	\$4,997,657
Animal Services	\$7,314,843
Reimbursements and Additional Resources (e.g. Stormwater reimbursement and CDBG funds)	\$2,088,173
TOTAL FY08-09	\$28,111,776

Accountability Report Card

- Tracks trends in key customer requests in seven service areas
- Positive scores don't imply that more improvements actions and aren't needed, but indicate that progress is being made and the bar should be raised
- Issued monthly to Council
 - October 2008 report to be issued November 7, 2008



Organizational Structure & Operations

■ Community Code

□ Scope of services

- Where are we now? FY07-08 results include:
 - Neighborhood-based operations, completed in September 2008
 - Neighborhood Code Representatives are assigned and working directly with community groups, individuals and police
 - Significant reductions in key customer requests from FY06-07 to FY07-08 through community-focused approach
 - 34% reduction for high weeds cases
 - 27% reduction in litter cases
- Responds to over 235,000 customer requests annually
 - Most frequently requested include high weeds, litter
 - Annual average of 40% of cases addressed proactively

Organizational Structure & Operations

- Community Code
 - Coming improvements and initiatives
 - Transitioned to 7 community code district operations
 - Increased contact and communication through new educational materials
 - Door hangers
 - Introductory brochure

City of Dallas Dallas-Together we do it better

Hey!

We're going to clean up your neighborhood today, but we need you to help keep it clean.

- Grass in your neighborhood can not be taller than this ruler. If it is, report it to the City using 311, or better, you clean it up. If the property in violation belongs to someone physically unable to do the work please consider offering them help to get it done.
- Junk Motor Vehicles really make neighborhoods look bad. If you see inoperable vehicles parked for extended periods of time in your neighborhood tell us by calling **311**.
- Know your bulk trash pick-up day. Your neighborhoods bulk trash pickup day is:

Place it out no earlier than 7:00a.m, the Thursday before your pickup week

Finally. Realize that how your neighborhood looks affects the value of your home. If there are violations within your neighborhood report them to 311 or work with your neighbors to correct the problems. Your neighborhood is in this together!

Dallas Code Compliance, what it all means
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www.dallascityhall.com
Code Problem? Call: **311**

Questions??? Your Code Compliance contact person is:

City of Dallas Dallas-Together we do it better

Code Compliance wants you to know the top 5 Code violations:

- 1.) High Weeds
Grass and weeds over 12" tall is considered a violation.
- 2.) Litter
If you have trash or litter on your property, clean it up.
- 3.) Junk Motor Vehicles
Motor vehicles that are inoperative and/or partially dismantled and have expired license tags or safety stickers are considered "junk motor vehicles".
- 4.) Obstruction
Blocking sidewalks, alleys, or service areas with trash, weeds/brush, or other objects is a violation of City Code.
- 5.) Bulky Trash
Once a month, the city collects large objects such as shrubs, bagged leaves, large tree limbs, appliances, and furniture. The material may be placed out on your front curb no earlier than 7:00 a.m. on the Thursday prior to collection week.

Dallas Code Compliance, what it all means
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Our goal is to work with you!
Citations and fines for these offenses are expensive. If you are given a notice of violation for an offense, you need to comply by the date given on the notice. If you are unable to comply due to physical disabilities or financial constraints please communicate this information to us.

www.dallascityhall.com
Code Problem? Call: **311**

Your Neighborhood Code Representative is:

City of Dallas Dallas-Together we do it better

Stray Dogs

Let's do something about it!

Call: 311
To report individual strays

Or
(214) 670-FAST
for areas with multiple stray animals

The Truth

- In 7 years time one stray female can produce a family tree that comprises of over 4,372 dogs.
- There are over 4.5 million dog bites in the U.S. each year. Most occur from loose animals.
- If we don't fix the overpopulation of loose animals today, the cycle will never end. As of today, there are 6 dogs in the United States to every 1 human.

What You Can Do:

- Register your pet. See details below
- Spay or neuter your pet. See details below
- Don't let your pet wander the streets
- Report stray animals quickly by calling 311.

Dallas Animal Services
-Adopt-
-Register your pet-
-Spay or neuter your animal-
-Look for your lost dog-

214-670-6800
1818 N. Westmoreland

Dallas Code Compliance, what it all means
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(Spanish on reverse side)

Organizational Structure & Operations

- Community Code

- Coming improvements and initiatives

- Code Academy

- Provides the required training for new employees
 - Offers continuing education for current employees
 - Cross-training with other departments

- Continue the holistic, multi-departmental approach

- DPD will provide training, including safety considerations and enforcement issues at the Code Academy
 - Code will present code-focused instruction at the Police Academy
 - With the 7 districts, Code aligns with several other departments

- DPD Pilot Quality of Life Initiative

- Code Compliance is working closely with DPD on this initiative to ensure that any code-related issues are addressed

Organizational Structure & Operations

■ Animal Services

□ Scope of services

- Care and control of animals and pets through enforcement of Chapter 7 of the Dallas City Code and Texas Rabies Control Act
- Operation of the Dallas Animal Shelter

□ Where are we now? FY07-08 results include:

- Amendments to strengthen animal control ordinances in June 2008
- Significant reduction in key customer requests from FY06-07 to FY07-08
 - 7.9% reduction for loose and aggressive animal cases

Organizational Structure & Operations

■ Animal Services

- Coming improvements and initiatives
 - Recruiting, training for 20 new positions funded in FY08-09
 - Continued implementation of June 2008 amendments to the animal control ordinances
 - Revisions to public information materials and web site
 - Coordinate public education and compliance through outreach by animal services officers and code inspectors
 - Animal Shelter Commission planning retreat scheduled for October 31, 2008
 - Long-term goals for public awareness campaign
 - Review of Dallas City Code Chapter 12A – Code of Ethics and Chapter 8 – Boards & Commissions

Organizational Structure & Operations

■ Nuisance Abatement

□ Scope of services

□ Mow/Clean

- Upon noncompliance by property owner to a notice of violation, Mow/Clean crews take action to bring property into compliance and placing liens for costs of service

- Mowing or heavy cleaning, litter removal
- Securing vacant, open structures (closure)
- Graffiti removal

□ Rapid, Intensified Inspection Program (RIIP)

- Citywide focus with sweeps focusing all resources in specific areas for immediate impact on the community
- Evening and weekend coverage for customer requests more prevalent outside of regular office hours

□ Nuisance Abatement Unit

- Code inspectors solely dedicated to support of the City Attorney's Office, including the Community Prosecution program

Organizational Structure & Operations

■ Nuisance Abatement

□ Coming improvements and initiatives

■ Additional funding for FY08-09 includes:

- 30 new code inspectors

- Additional funding for mow/clean equipment and staffing resources to support increased need due to foreclosures

- Expansion of Nuisance Abatement Unit to support the City Attorney's Office and Community Prosecution

- Community hand-tool program implementation by Spring 2009

- Contracted service for closure of open and vacant structures that are difficult to maintain as secured

- Supporting Community Housing Development Organizations through contracted mow/clean services

Promoting Clean, Healthy Neighborhoods

- Minimum Housing Standards
 - Initiating process improvement project to better coordinate enforcement of substandard housing cases between departments
 - Department of Code Compliance
 - Dallas Police Department
 - City Attorney's Office
 - Judiciary
 - Public Works & Transportation

Promoting Clean, Healthy Neighborhoods

- Minimum Housing Standards
 - Provide monthly case progress reports to Council
 - Expand reporting to include cases on the horizon
 - Consolidation and expansion of inspectors to support the City Attorney's Office initiated October 1, 2008
 - Status report due by December 5, 2008

Staffing

Business Unit	Authorized Positions FY07-08	Open Positions as of 09/30/08	New Positions FY08-09	Total Open Positions
Community Code	215	7	-	7
Nuisance Abatement	57	8	40	48
Animal Services	123	26	20	46
Total	395	41	60	101

- Currently reviewing applications for positions advertised
- Anticipate filling all open positions by December 31st

Next Steps

- Coming updates and briefings to Quality of Life Committee
 - Consolidation of inspectors from City Attorney's Office to Code Compliance
 - Implementation and results update on amendments to multi-tenant, sign and animal ordinances
 - Community Code area profiles and Code Accountability Report Card results