

# Memorandum



CITY OF DALLAS

DATE August 23, 2013

TO Honorable Mayor and Members of the City Council

SUBJECT Department of Code Compliance Services FY 2013-14 Proposed Budget

On Tuesday August 27, 2013, the City Council will be briefed on the Department of Code Compliance Services FY 2013-14 Proposed Budget. The briefing materials are attached for your review.

Please let me know if you have questions or need additional information.

A handwritten signature in blue ink, reading "Charles M. Cato".

Charles M. Cato  
Interim Assistant City Manager

Attachment

cc: A.C. Gonzalez, Interim City Manager  
Thomas P. Perkins, City Attorney  
Judge Daniel F. Solis, Administrative Judge  
Rosa A. Rios, City Secretary  
Craig D. Kinton, City Auditor  
Ryan S. Evans, Interim First Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
Forest E. Turner, Assistant City Manager  
Joey Zapata, Assistant City Manager  
Theresa O'Donnell, Interim Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Frank Libro, Public Information Officer  
Elsa Cantu, Assistant to the City Manager - Mayor and Council

# Department of Code Compliance Services

## FY 2013-14 Proposed Budget

Briefing to the Dallas City  
Council

August 27, 2013



# Briefing Purpose and Overview

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## □ Purpose

- Review the FY13-14 Proposed Budget for Code Compliance Services

## □ Overview

### ■ Scope of Services

- Neighborhood Code Compliance Services
- Neighborhood Nuisance Abatement
- Animal Services

## □ Achievements

## □ New initiative for FY13-14

# Overview

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- Mission Statement: To enhance the quality of life for Dallas residents by fostering clean, code compliant neighborhoods
- Code Compliance is a General Fund supported department with a proposed FY13-14 budget of \$33.5M and 441 employees

	FY 2011-12	FY 2012-13	Proposed FY 2013-14
Budget	\$27,316,455	\$30,286,941	\$33,520,277

# Overview

<b>Neighborhood Code Compliance Services Divisions</b>	<b>Neighborhood Nuisance Abatement Divisions</b>	<b>Animal Services Divisions</b>
• Code Districts (7)	• Mow/Clean Services	• Shelter Operations
• Multi-tenant Inspection Program	• Secure Closure	• Medical Operations
• Food Establishment Inspections	• Transportation Regulation	• Field Operations
• Mosquito Control		
• Demolition		
• Boarding House Facilities		
• Community Prosecution and Code Litigation		

# Overview

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- ❑ The Dallas City Code consists of 3 volumes, 73 chapters, and more than 1,300 pages
- ❑ The Department of Code Compliance is responsible for enforcing issues in 25 of those 73 chapters
- ❑ There are over 900 ordinances that govern the activities for these 25 chapters

# Dallas City Code – Code Compliance

## 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

Municipal Solid Waste

### •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

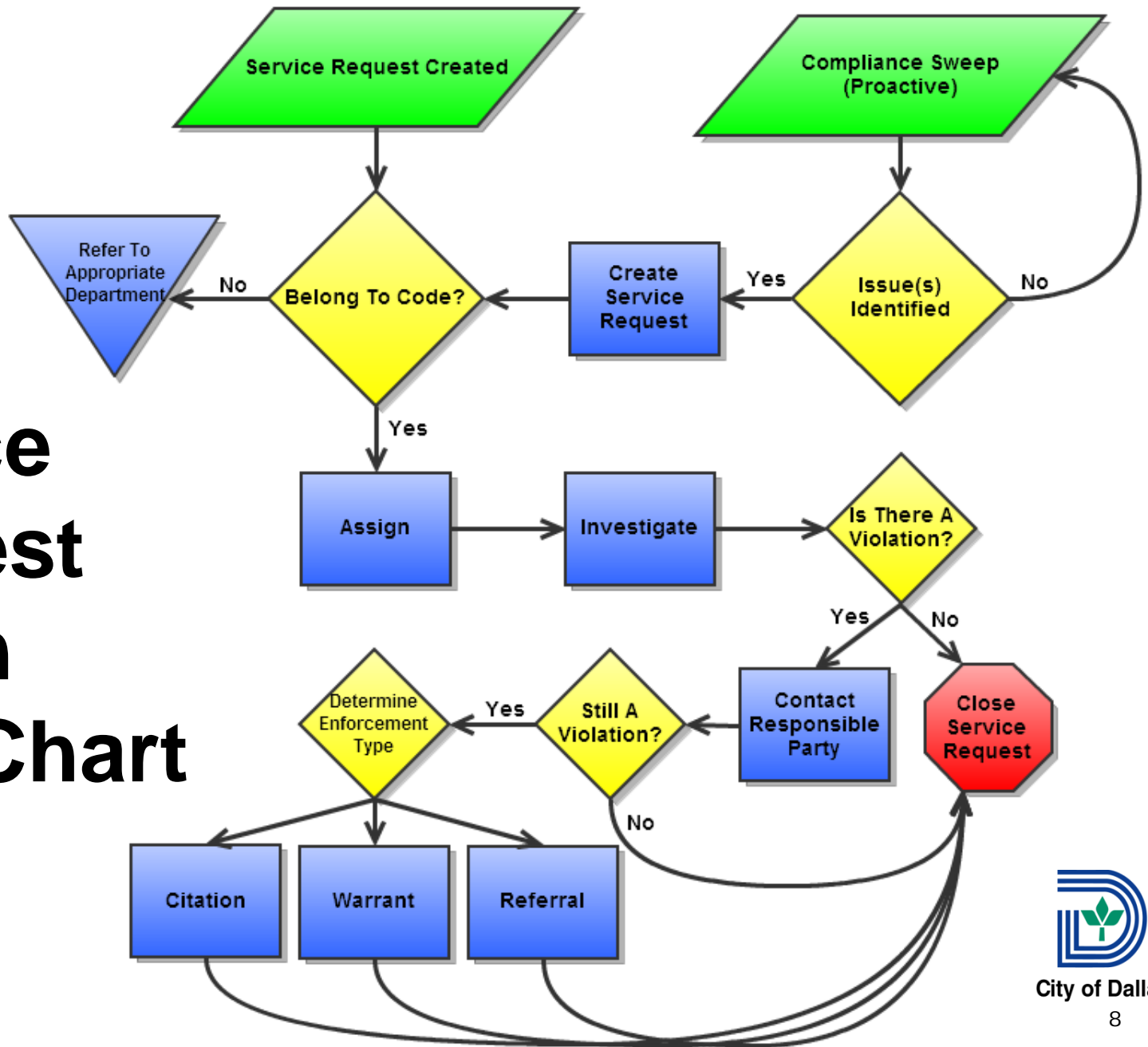
# Overview

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- ❑ On average, Code Compliance responds to 295,000 service requests annually
  - Inspectors in the field create over half of these service requests proactively
  - Code Compliance addresses 170 different types of service requests with the following top five in FY11-12
    - ❑ High Weeds – 38,075
    - ❑ Litter – 20,608
    - ❑ Loose Aggressive Animal – 14,373
    - ❑ Obstruction Alley/Sidewalk – 10,562
    - ❑ Substandard Structure – 9,913



# Service Request Action Flow Chart



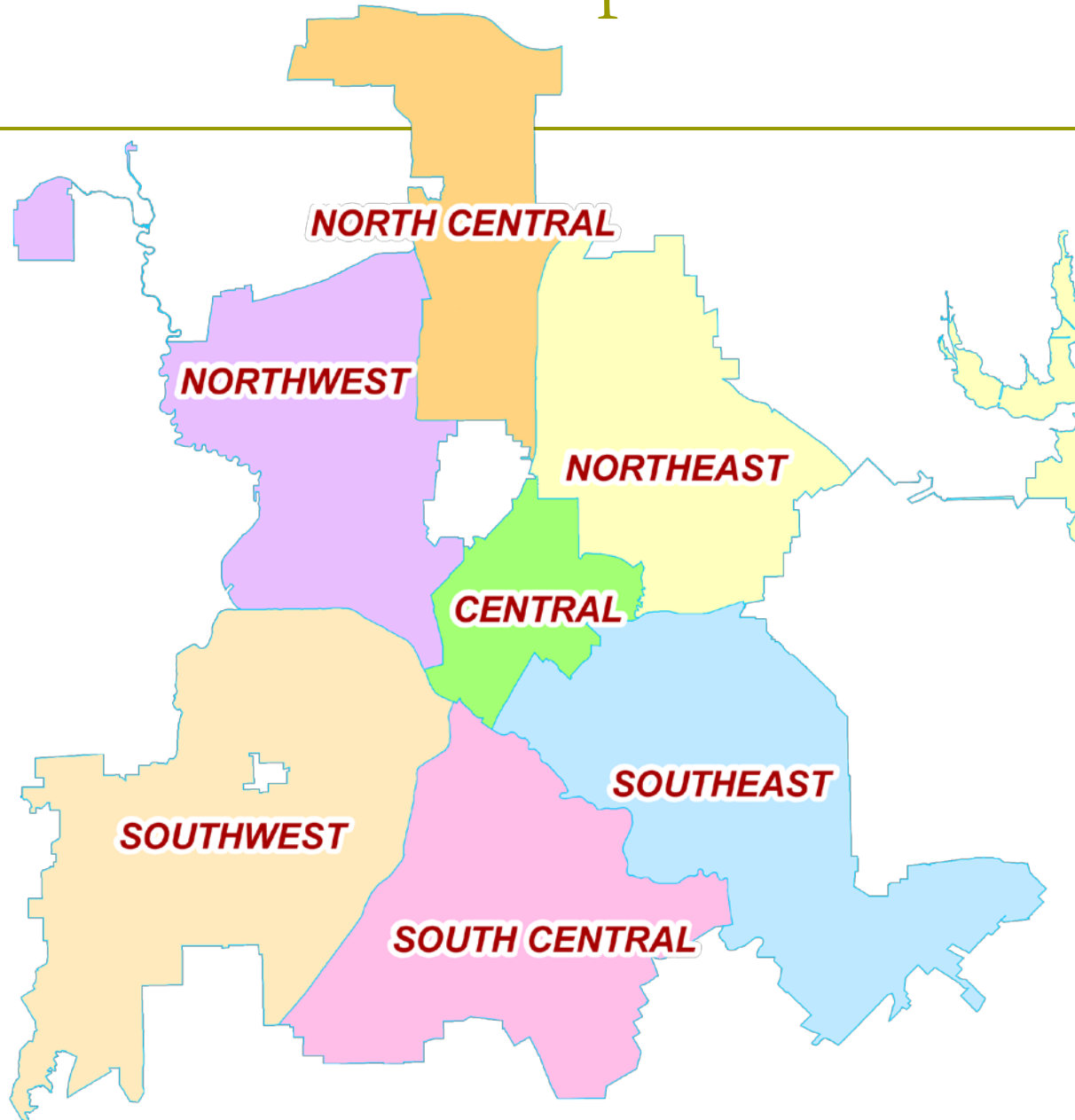
# Neighborhood Code Compliance Services

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- ❑ Operations conducted out of 7 Community Code Districts that are aligned with the Police Divisions
  - ❑ Northwest, North Central, Northeast, Southeast, South Central, Southwest and Central
  - ❑ Neighborhood Code Representatives in each district work directly with community groups and individuals to resolve issues
  - ❑ Approximately 148,100 inspections are scheduled and tracked for resolution
    - Average daily intake of 406

# Neighborhood Code Compliance Services

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# Neighborhood Code Compliance Services

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- Multi-tenant Inspection Program
  - Annual registration and scheduled, graded license inspections at over 2,300 multi-tenant properties
- Food Establishment Inspections
  - Conduct scored inspections at fixed, temporary and mobile food establishments
    - Fixed food establishment inspections are required and being completed every six months
    - Proposed Budget for FY13-14 adds 2 sanitarians to total of 22

# Neighborhood Code Compliance Services

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## □ Mosquito Control

- Provide education, surveillance and environmental mitigation to reduce exposure to mosquito borne diseases
- Proposed FY13-14 Budget adds one position to total 5 staff

# Neighborhood Code Compliance Services

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- Demolition of substandard properties
  - Identify blighted, vacant structures and partner with City Attorney's Office to obtain court-ordered demolitions for 250 structures annually
  - Proposed FY13-14 Budget adds \$250K for demolitions to a total of \$1.95M

# Neighborhood Code Compliance Services

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## □ Boarding Home Facilities

- Ordinance adopted by City Council in June 2012 and took effect on October 1, 2012
- Goal is to register and inspect boarding home facilities for compliance with certain model housing and health standards
- Staff has performed and continues educational, registration, inspection and enforcement actions
  - 117 applications received and undergoing registration
  - 642 inspections performed and 32 citations issued to date
  - 8 facilities voluntarily closed
- Update briefing scheduled for Housing Committee in September 2013

# Neighborhood Code Compliance Services

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- Community Prosecution and Code Litigation
  - Code Inspectors assigned to the City Attorney's Office to support Community Prosecution program and Code Litigation Section for enforcement of minimum housing standards
    - Includes inspectors assigned to DPD S.A.F.E. Program



# Neighborhood Nuisance Abatement

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## □ Mow/Clean Services

### ■ Mowing and Cleaning

- Conducts approximately 22,600 mowing operations annually using city crews and contractor
- Proposed FY13-14 Budget adds \$282K

### ■ Secure Closure

- Approximately 1,500 open and vacant structures are secured annually (boarded up) when the owner fails to comply with posted notices

### ■ Graffiti abatement

- Identify, issue notice, and obtain owner consent to abate about 4,100 instances of graffiti on private property annually

# Neighborhood Nuisance Abatement

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## □ Transportation Regulation

- Permit and regulate for-hire, ground transportation services, including:

- Approximately 340 companies, 4,000 vehicles and 4,900 drivers

# Dallas Animal Services

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- Care and control of Dallas' animal population
- Key units within Animal Services
  - Shelter operations
  - Medical operations
  - Field operations

# Dallas Animal Services

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## □ Shelter Operations

- Cares for and houses over 600 animals daily
- Daily intake averages 75-100 animals
- Serves approximately 100,000 customers annually at the shelter facility
- Provides lost & found services
- Provides pet adoptions
- Transfers animals to welfare partners

# Dallas Animal Services

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## □ Medical Operations

- Provides in-house medical care & neutering surgeries to pets released from shelter
  - Staff veterinarians examine and treat sick and injured animals, provides surgical procedures to in-house animals
  - Veterinary technicians provide treatments, observation/exams and medications to animals within the shelter to maintain animal health
- Implemented vaccination and exam on intake to improve overall shelter animal health

# Dallas Animal Services

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## □ Field Operations

- Provides for care and control of animals in the City through enforcement of Chapter 7 of the Dallas City and State Codes
- Responds to over 50,000 service calls annually for assistance with animal issues
- Provides services on a 24/7 basis with a focus on public safety and injured animals

# Achievements

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- Code Compliance developed, implemented and certified its quality management system based on ISO 9001 standard in December 2009
  - Successfully re-certified in subsequent years
- Department established Employee Advisory Council (EAC) to seek innovative solutions to department issues

# Achievements

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- Expanded demolition of blighted structures to 250 beginning in FY11-12
  - Added review of tax foreclosed properties for demolition as necessary
- Successfully completed training and implementation of upgraded CRMS for improved tracking and management of customer service requests



# Achievements

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## □ Animal Services

- Improved live release rate to approximately 40% from 28% a year ago, including a 76% increase in adoptions
- Facilitated the spay/neuter of over 6,000 animals, an increase of 74% from the previous year
- Received designation in 2013 as Best Adoption Center in Dallas from Dallas Voice Magazine

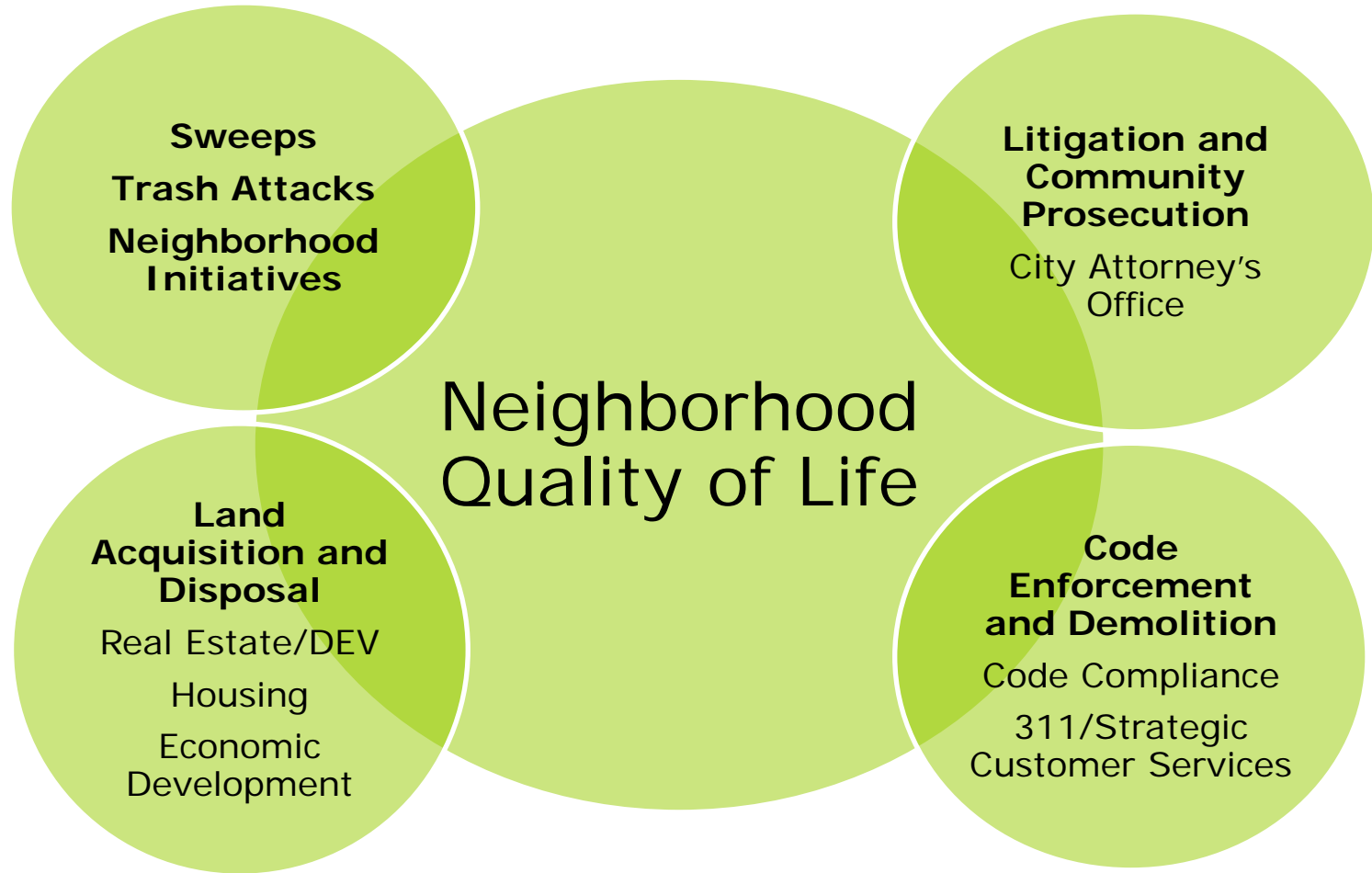
# Achievements

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- Following a record season for West Nile Virus (WNV) infections in 2012, adapted mosquito control activities to
  - Enhanced awareness: Increased outreach and media
  - Expanded surveillance: Tripled traps to 90
  - Expedited response: Increased testing capacity and doubled treatments to 2 consecutive days

# New Initiative for FY13-14

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# New Initiative for FY13-14

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- Develop a multi-jurisdictional action group to create a holistic approach to reduce impediments to neighborhood quality of life
  - Cross-functional, integrated actions
  - Forward looking
  - Incorporate best practices from around the country
  - Reporting quarterly through Quality of Life Committee

# New Initiative for FY13-14

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Action Group Partners include the following and may be expanded in the future

Code Compliance	Housing & Community Services
Community Prosecution/City Attorney's Office	Mayor's Office
Dallas Municipal Court	Non-profit representatives
Dallas Fire Rescue	Real Estate/Sustainable Development
Dallas Police Department	Zoning/Sustainable Development
Economic Development	Other governmental jurisdictions <ul style="list-style-type: none"><li>• School districts</li><li>• County</li></ul>

# New Initiative for FY13-14

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- Goal is to reduce code violations and promote self-reliance to strengthen each neighborhood's ability to sustain a clean and healthy environment
- Targets
  - TAAGS
  - EPIC
  - Feeder school patterns
  - Special opportunities