

# Memorandum



DATE May 6, 2010

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 Nuisance Abatement Update Briefing

On Monday, May 10, 2010, you will be updated on Nuisance Abatement by Assistant Director, James Childers in the Code Compliance Department. The briefing material is attached for your review.

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



Forest E. Turner  
Assistant City Manager

cc: 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  
C. Victor Lander, Administrative Judge  
Ryan S. Evans, First Assistant City Manager  
A.C. Gonzalez, Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Frank Libro, Public Information Office  
Helena Stevens-Thompson, Assistant to the City Manager

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# Code Compliance Nuisance Abatement Update

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Presented to the Quality of Life &  
Government Services Committee  
May 10, 2010



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# Purpose

- To provide details related to the efforts in the Nuisance Abatement Division of Code Compliance that will increase efficient and effective service delivery to customers

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# Nuisance Abatement Background

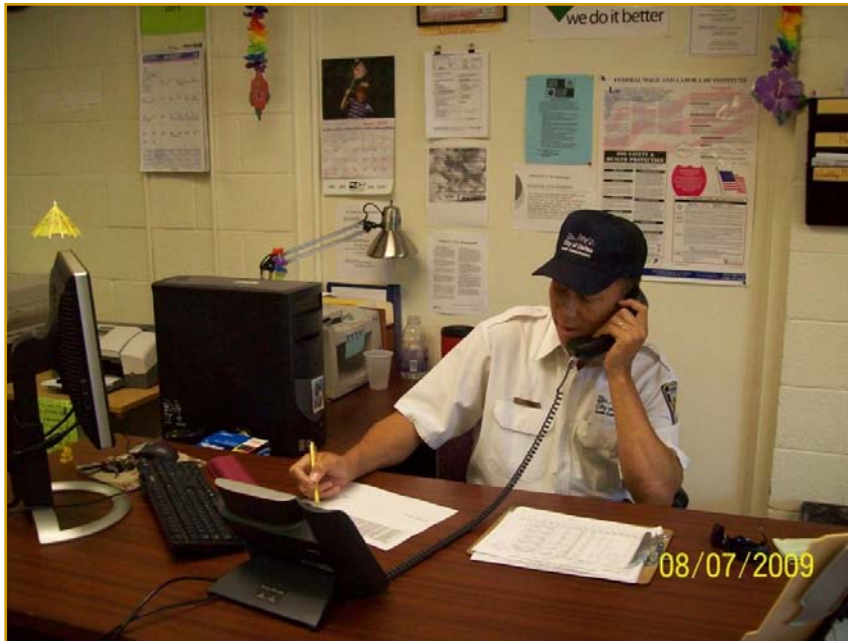
- The Nuisance Abatement Division was created during the departmental reorganization that took place in the Spring of 2008 and included:
  - Mow/Clean
  - Rapid Intensified Inspection Program (RIIP)
- In October 2008, the Code Inspectors assigned to the City Attorney's Office were added to the Division

# Mow/Clean

- This group is responsible for bringing non-compliant lots into compliance by mowing, cleaning, removing graffiti, or securing the property
- Work orders created by staff are used to bill and lien non-compliant properties where work is performed



# Rapid Intensified Inspection Program



- The Rapid Intensified Inspection Program (R.I.I.P.) is responsible for:
  - ❑ Specialized sweeps
  - ❑ Providing weekend inspections
  - ❑ Special projects

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# City Attorney Office Inspectors

- The City Attorney's Office Inspectors support the Code Litigation and Community Prosecution sections of the City Attorney's Office by facilitating the repair or demolition of substandard structures and addressing code violations that detract from quality of life in target neighborhoods
  - The Code Litigation group inspects for cases city-wide
  - The Community Prosecution group inspects for cases in specific geographic target areas

# Our Daily Challenge



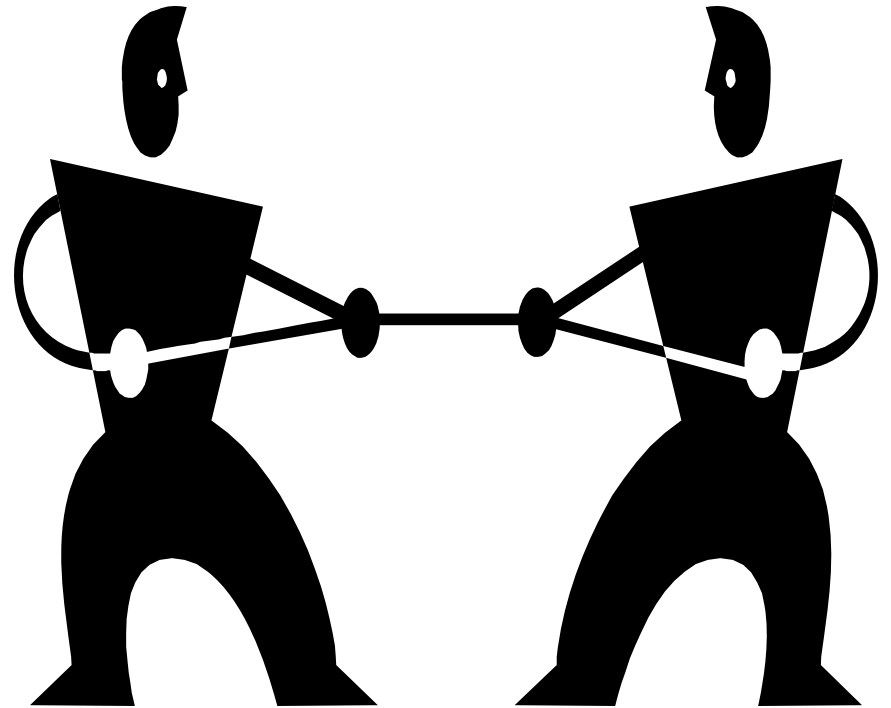
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# The Challenge

- During the typical year, our crews:
  - ❑ Mow and/or clean 23,572 lots
  - ❑ Secure 1,874 open and vacant structures
  - ❑ Perform 1,049 Heavy Clean Operations
  - ❑ Abate 5,250 graffiti cases
- High volume of vacant lots and vacant homes
  - ❑ Estimated 19,000 vacant lots in the City of Dallas
- Staffing Levels
  - ❑ There are approximately 1,100 cases per Nuisance Abatement Crew

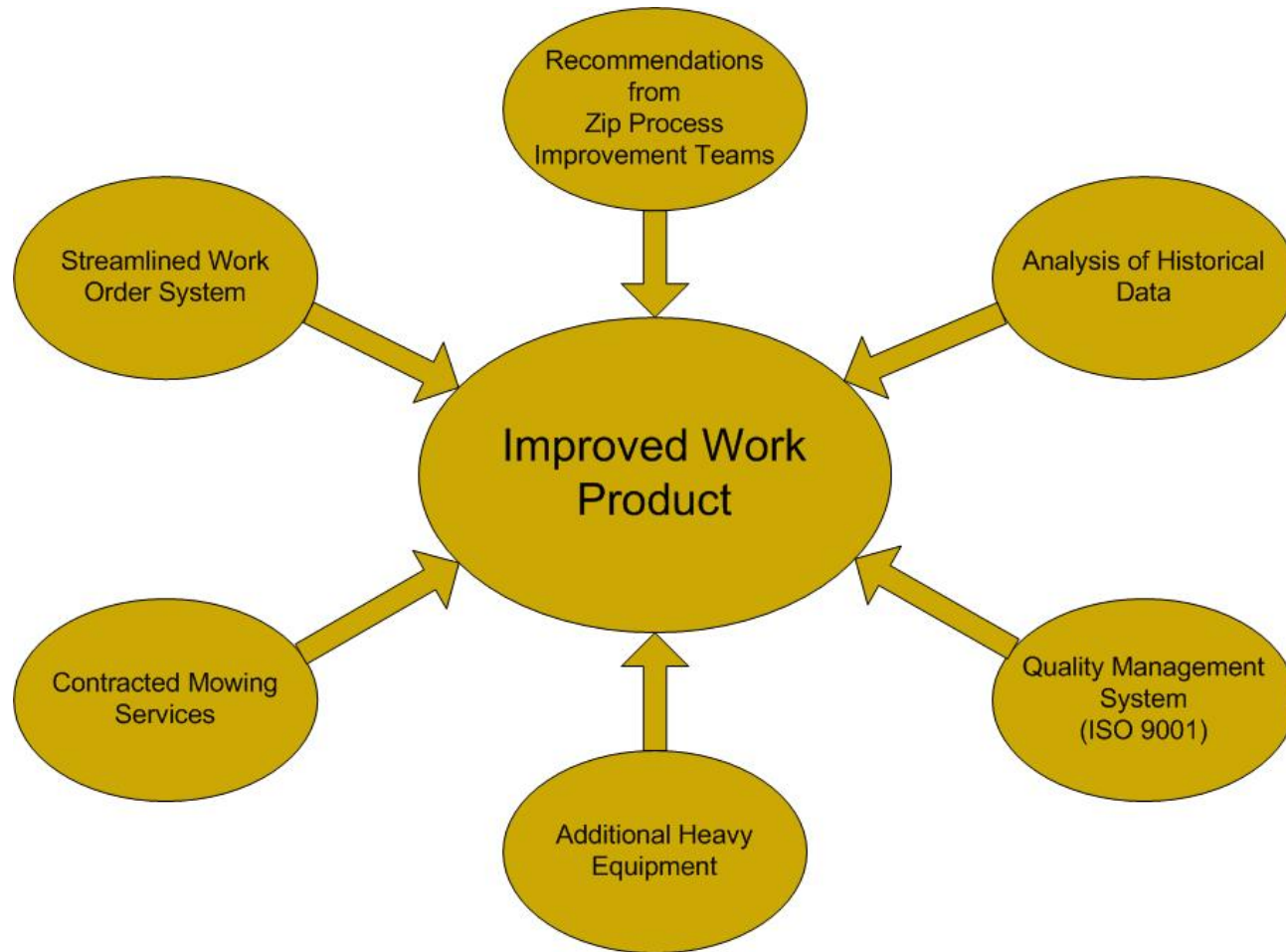
# The Challenge

- There are areas of the City that have higher concentrations of nuisance issues than others
- These same areas also have more complex nuisance issues (i.e. a single location that has high weeds, litter, open and vacant structure, homeless camps, crime, etc.)
- This makes it difficult to stay on a consistent and organized schedule when you have multiple areas competing for resources



To address these challenges, a major effort began in 2009 to make the appropriate changes necessary to properly respond

# Working Towards the Solution



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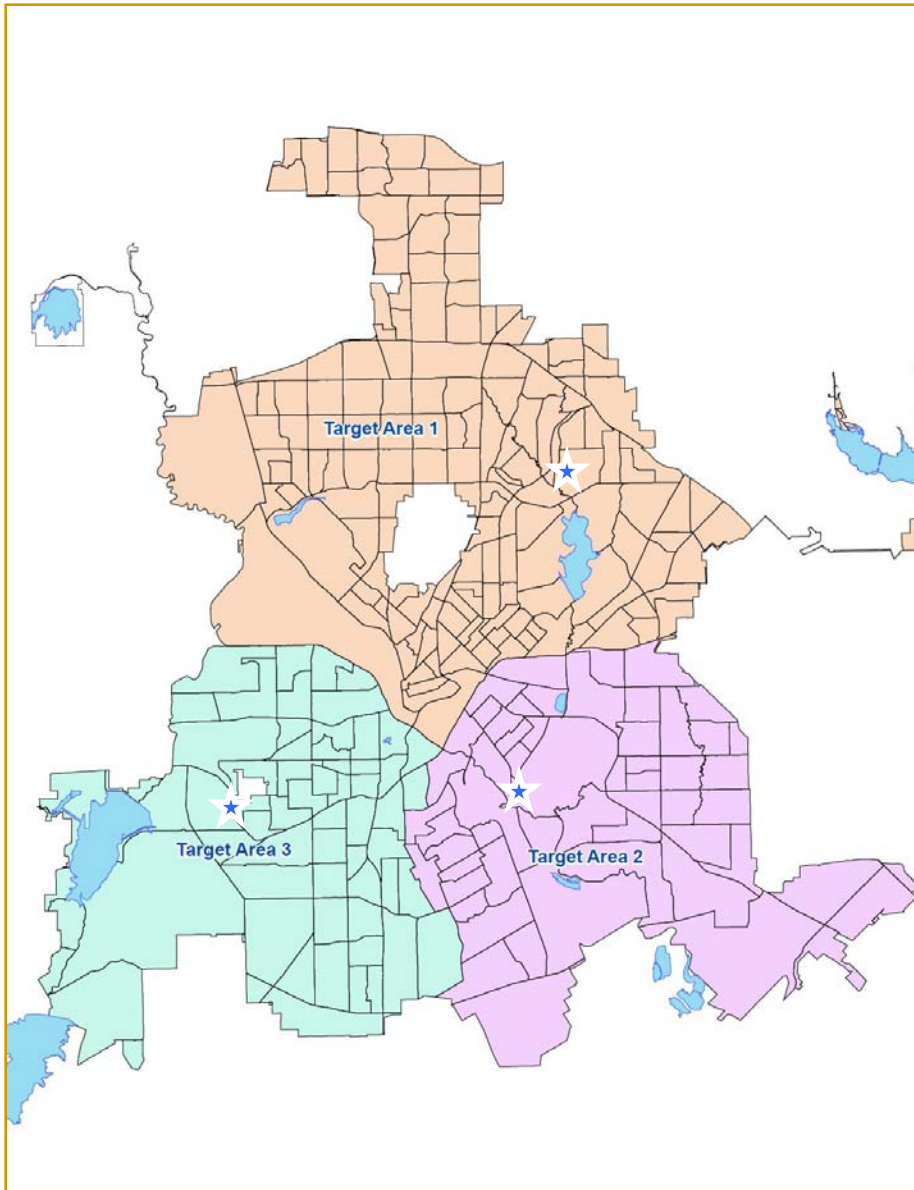
# Working Towards the Solution

- Reinventing “Mow/Clean”
  - Mowing and Litter removal is the principal service that the group provides
- The Division provides other services, such as:
  - Graffiti Abatement
  - Heavy Clean
  - Closure
  - Inspection Services

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# New Abatement Strategy

- The strategy going forward is to enhance Nuisance Abatement Division service delivery by making best use of available staff and resources
- This will be achieved by:
  - Consolidating the RIIP and Mow/Clean workgroups to maximize management staff and administrative resources
  - Creating distinctive Nuisance Abatement Target Areas with dedicated staff and equipment

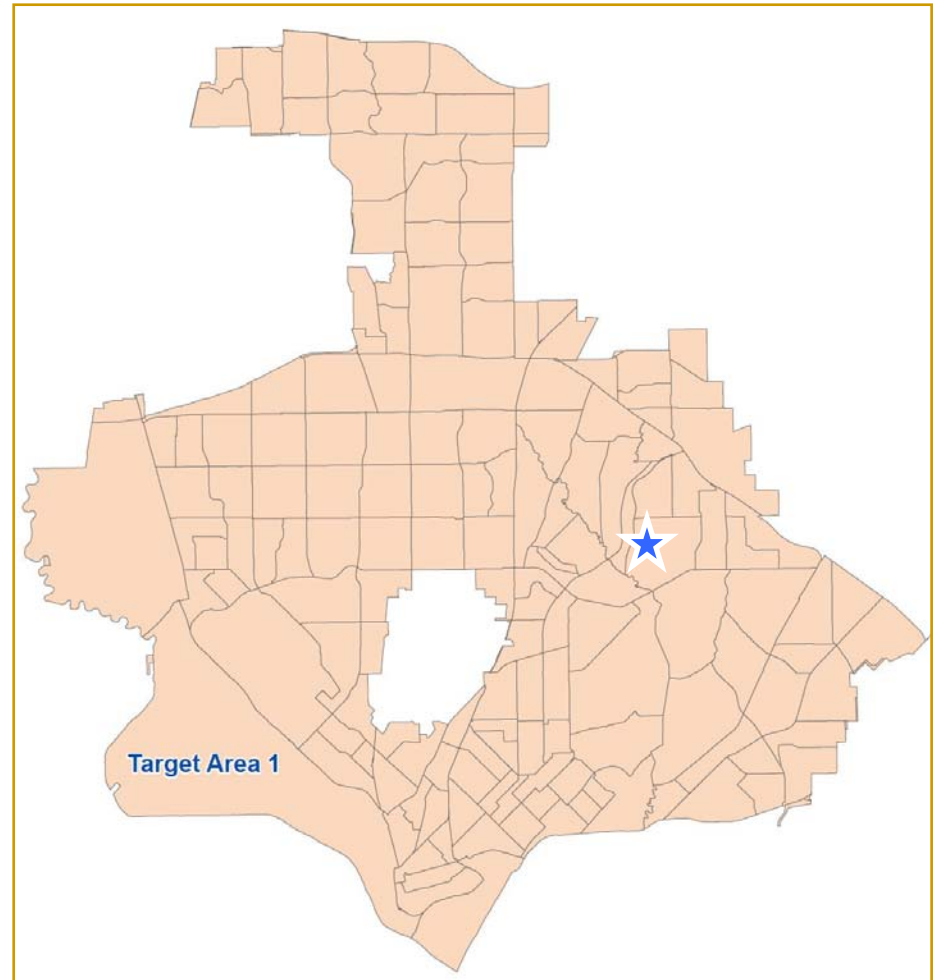


- The Boundaries for the new Target areas were determined by the volume of nuisance cases (i.e. High Weeds, Litter, Obstruction, Open & Vacant, etc.) that were received via 311 and the number of abatement requests that were worked by Mow/Clean staff
- All three Target Areas will have a full compliment of abatement crews and inspectors

# Nuisance Abatement Target Area 1

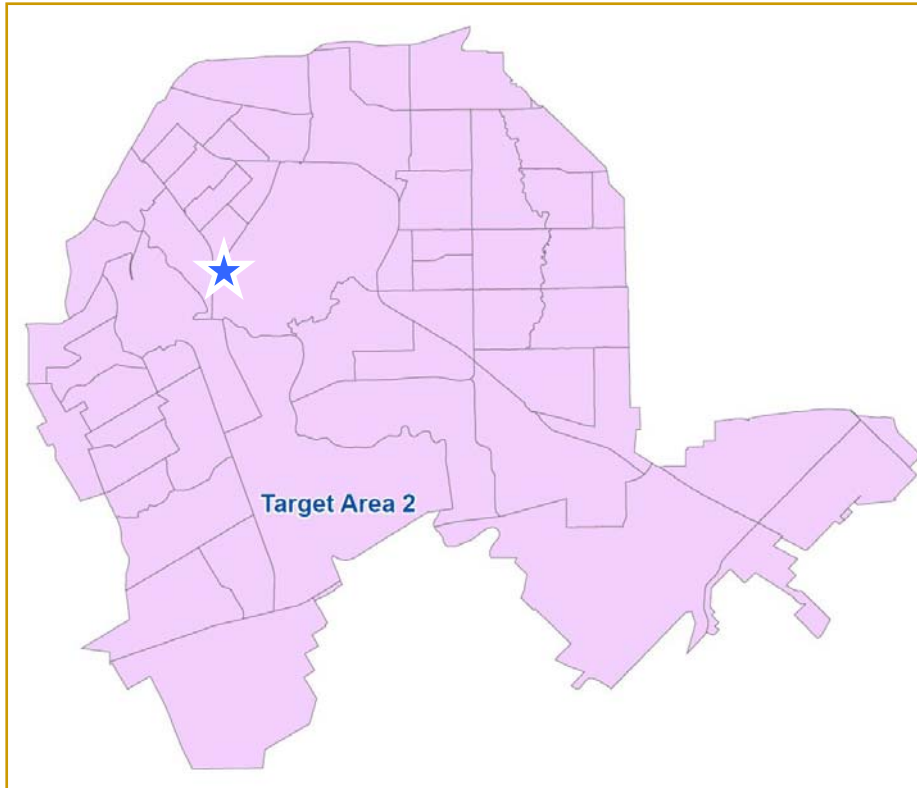
## “North”

- Office located at 7901 Goforth Rd
- Serves area North of I-30
  - Michael Oluborode – Manager
  - Alfred Beecham – Interim Assistant Manager
- Six (6) Inspectors
- Five (5) Abatement Crews



# Nuisance Abatement Target Area 2

## “Southeast”

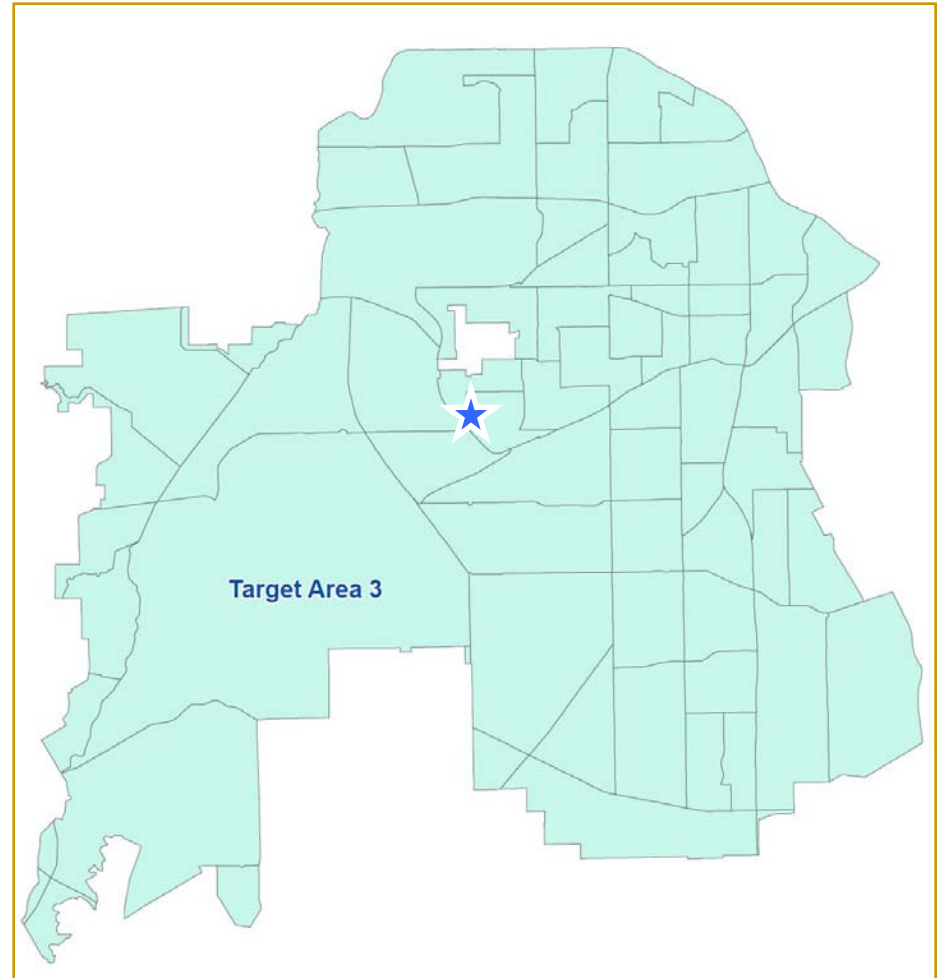


- Office located at 2721 Municipal
- Serves area South of I-30, East of Lancaster Rd.
  - Juan Pedraza – Interim Manager
  - Brent Johnson – Assistant Manager
- Nine (9) Inspectors
- Nine (9) Abatement Crews

# Nuisance Abatement Target Area 3

## “Southwest”

- Office located at 4020 W. Illinois
- Serves area south of the Trinity and west of Lancaster Rd.
  - LaSonnuia Sloan – Manager
  - Kashopra Rakestraw – Assistant Manager
- Seven (7) Inspectors
- Eight (8) Abatement Crews

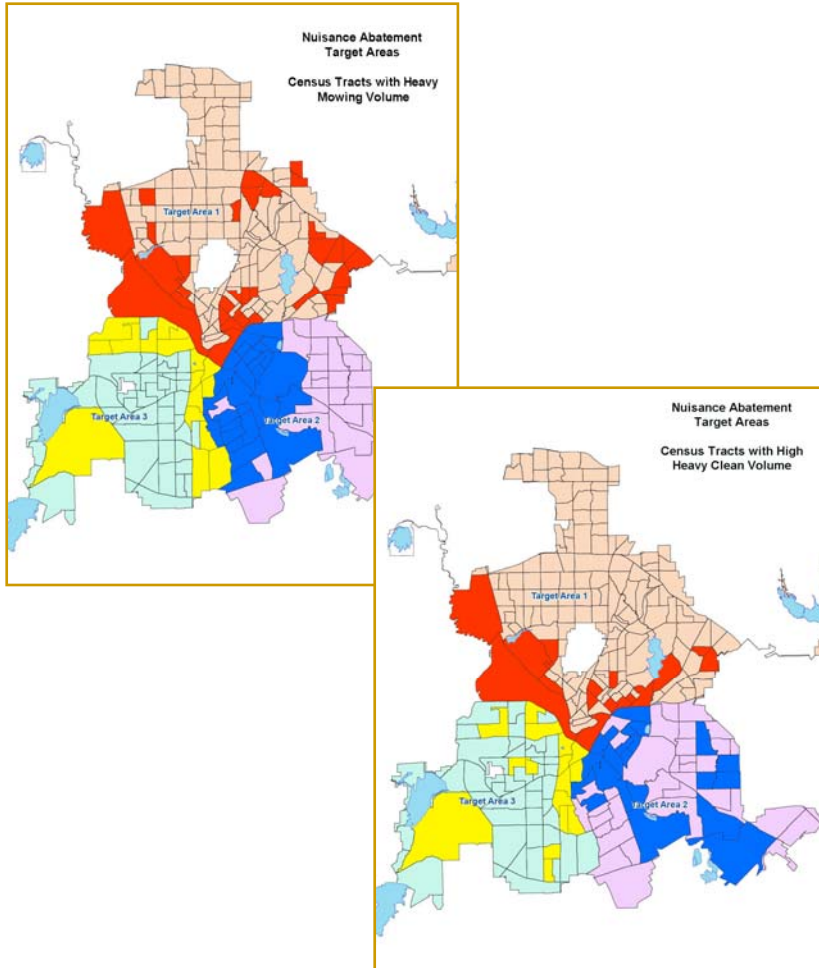


# Benefits to this Structure



- Abatement Crews can address nuisance issues quickly
- The neighborhoods that we serve will be cleaner and code compliant

# New Abatement Strategy



- A majority of the Nuisance Abatement workload is located in tight, concentrated areas
- The plan for the 2010 growing season is to keep the City's mowing resources consistently working in these areas (Examples)
  - **South Dallas**
  - **Cadillac Heights**
  - **West Dallas**
- Requests in other areas will be addressed by contractors and direct response crews

# Trash Attack!



Peabody Ave

- Trash Attack Routes
  - These routes are being set up to monitor and abate habitual illegal dumpsites
  - The strategy is to have a consistent presence at these locations to limit the amount of time the materials are left out in the open
- Coordination with the City Marshal's Office is a critical component of this concept to help achieve sustained compliance at these locations

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# New Inspection Strategy

- The RIIP inspectors will continue to provide inspection services on the weekends and some evenings that focus on the following violations:
  - Illegal Vending
  - Garage Sales
- Staff will also be available to address calls for inspections that are received on the weekend

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# New Inspection Strategy

- RIIP will coordinate with abatement crews when inspections are needed (seasonal sweeps, high volume areas, chronic locations, etc.)
- RIIP will focus on providing services that support and enhance the efforts of Community Code, but **not duplicate** them
- Unique and specialized functions for RIIP will be piloted in Spring '10
  - Vacant Lot Inventory
  - Illegal Dumping Investigation
  - Properties with chronic code violations

Nuisance Abatement staff  
cannot make a substantial  
impact alone...

Involvement from the  
community is key for  
sustained success.

# Community Partnership is Key



- Owner Compliance and community involvement is a critical component for sustainable improvement in problematic areas
- The Community Hand Tool Program encourages more community involvement by providing landscaping equipment to program participants
- Since the program was introduced in the Summer of 2009, this equipment has been used in nine (9) clean up events and resulted in approximately 175 lots being mowed and cleaned by neighborhood groups

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# Community Partnership is Key

- Nuisance Abatement is committed to improving the quality of life of all residents by keeping lots targeted by CHDOs development ready
  - This is accomplished by providing inspection and abatement services to the CHDOs
- Benefits
  - Building houses in the Southern Sector will reduce the number of vacant lots, thus:
    - The number of complaints of high weeds and litter on vacant lots are reduced
    - Code Compliance staff can focus its resources towards other areas of need in the community

# Education and Outreach

- In Spring of 2010 several graffiti outreach components were introduced to increase public education and outreach:
- [www.dallasgraffitiwipeout.com](http://www.dallasgraffitiwipeout.com)
- Graffiti Tip Line:
  - (214) 670-TIPS (8477)
- Participated in events
  - District 1 sponsored Graffiti Wipeout Conference
  - Boy Scout sponsored abatement project on Ferguson Rd

The screenshot shows the Dallas Graffiti Wipeout website. At the top, there is a navigation bar with links for Home, General Information, Projects, Abatement, Volunteers, Forms, Contact Us, and Graffiti for KIDS. Below the navigation bar, the main content area features the Dallas Code Compliance logo and the Dallas Graffiti Wipeout title. There are several sections with orange backgrounds and white text, including 'Report An Incident', 'TIPS AND OTHER BRIGHT IDEAS', 'FREE Graffiti Abatement', and 'Graffiti Videos'. On the right side, there is a section titled 'Give Graffiti the Brush!' with a list of services and icons for State Laws & City Codes, Contact Us, Murals & Public Projects, Abatement Clean Up, for Kids, for Parents, for Teachers, and Join the Team. The footer contains the City of Dallas Department of Code Compliance logo and the text 'City of Dallas | Department of Code Compliance | Graffiti Home'.

# Education and Outreach



- The Community Reach Conference, held on April 16-17, 2010, brought together code compliance professionals from around the region and key community stakeholders from Southern Dallas to discuss best practices and new strategies to keep blighted areas code compliant

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# Questions?