

Code Compliance

Quality of Life, Arts & Culture
May 20, 2024

The logo of the City of Dallas, featuring a stylized white 'D' with a three-leaf plant inside, set against a dark blue background with a fine white grid pattern.

City of Dallas

Chris Christian, Director
Brian Morris, Assistant Director
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Department of Code Compliance



Department Overview

Neighborhood Nuisance Abatement: The Neighborhood Nuisance Abatement Division is responsible for the timely abatement of blight and public nuisances located on private property. The division abates approximately 23,133 of workorders and removes 18 million pounds of litter and illegal dumping debris annually, abates graffiti violations within the Department Service Level agreement 90% of the time, abates high weeds and litter within the established Department Service Level agreement 90% of the time, removes 21,000 illegally dumped tires, and secures open and vacant structures within 48 hours 90% of the time.

Neighborhood Code Compliance Services: Neighborhood Code Compliance (NCC) fosters safe, healthy, and clean neighborhoods through public education, community outreach programs, and enforcement of City Code. The division is divided into two service centers, Neighborhood Code Districts West and Neighborhood Code Districts East, and Specialty Groups. The Neighborhood Code Districts West has five Code Districts and Neighborhood Code Districts East has six Code Districts with the City. NCC responds to over approximately 125,000 Code Concern 311 Service Requests and attends over 1,200 community meetings each year. Additionally, the Specialty Groups are responsible for overseeing the Demolition, Multi-Tenant Inspection, Single-family Rental Inspection, Consumer Protection, Short-Term Rental, Night Entertainment Team, and Boarding Home Inspection Programs. These teams perform or respond to over 20,000 service requests annually, demolish substandard structures, and proactively inspect 23,886 multi-family dwelling units, and 8,000 single family rental properties annually.

Consumer Health: Consumer Health is committed to enhancing the health and safety of the residents of Dallas. The Consumer Health Division contains two specialized programs that work to ensure all residents and visitors have access to food that is safe through the efforts of the Food Protection/Education Unit and protection from mosquito-borne diseases through the efforts of the Mosquito Abatement Unit. The Consumer Health Division inspects approximately 7,085 fixed food establishments and 564 mobile units according to the risk assessment. The Division also responds to approximately 11,280 general food complaints and 30,000 mosquito control activities in conjunction with Neighborhood Code.

Department Support: These teams provide a wide range of support functions department wide such as administrative, financial, training, talent acquisition, quality management system, community engagement, and marketing & outreach services.



Role of the Department / Fact Sheet

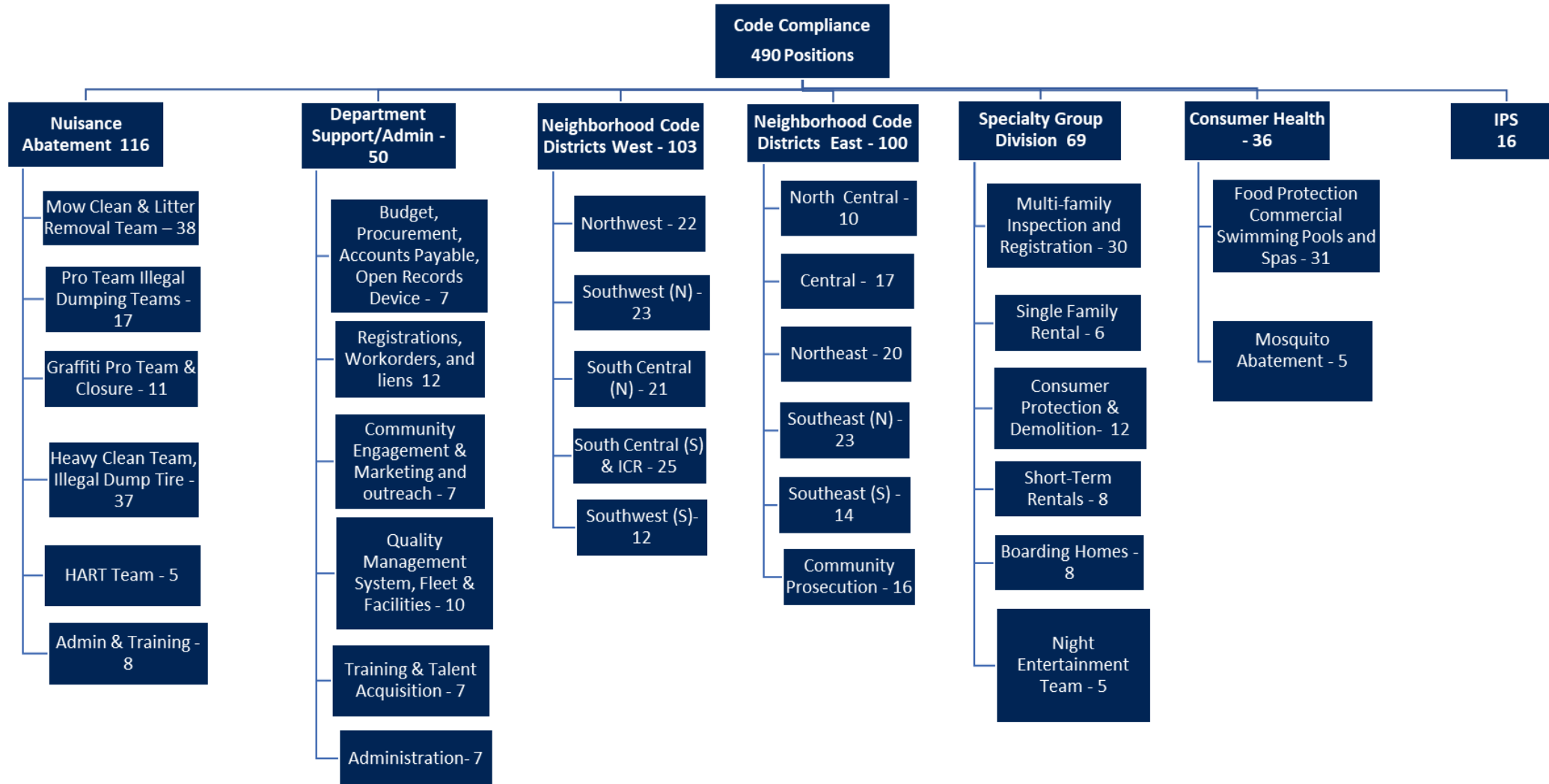


The mission of the Code Compliance Services (CCS) Department is safeguarding and supporting a strong, healthy community.

- Inspect for quality of life, health, and safety code violations, proactively and in response to 311 concerns, at residential, commercial, industrial, vacant, and lodging properties.
- Protect public health by conducting restaurant, pool, and mosquito inspections.
- Enhance quality of life by proactively patrolling areas to abate illegal dumping violations.
- Engage with the community by offering education, volunteer opportunities, and Community Trash-off events to discard bulk trash, oils, paints, and antifreeze.
- Partner with departments within the HART team to combat blight related to the unsheltered population.
- Provide excellent customer service by responding promptly to all resident requests and abate violations within designated SLA.
- Engage with stakeholders and foster community partnerships and volunteerism through Keep Dallas Beautiful.



Service Organizational Chart



Total Budget – All Funds



Service	FY 2023-24 Budget	FY 2024-25 Planned
General Fund	\$45,562,455	\$47,593,260
Total	\$45,562,455	\$47,593,260

- The increase of \$2 M from FY2023-24 adopted to FY 2024-25 Planned budget is due to addition of \$1M in funding enhancements which Code will receive for Proactive Graffiti Abatement Team \$537K and Night Entertainment Team \$515K.
- The remaining \$1M is due to costs adjustments such as employee health benefits, merit pay, fleet maintenance, fuel, workers compensation, liability, property insurance, information technology, and adjustment to one time funding for vehicles and IT software.



Position Overview



Positions	FY 2023-24 Budget	FY 2024-25 Planned	Change
General Fund	490	501	11

- The addition of 11 position to Code FY 2024-25 planned budget is due to following two funding enhancements. Graffiti Abatement team will get 6 positions and Night Entertainment Team will receive 5 positions.



Budget Summary by Service



Service	FY 2022-23 Actual	FY 2023-24 Adopted Budget	FY 2023-24 Forecast*	FY 2024-25 Planned Budget
Neighborhood Code Compliance Services	\$27,644,695	\$31,898,020	\$31,074,151	\$32,568,635
Neighborhood Nuisance Abatement	\$10,141,117	\$10,050,431	\$10,681,161	\$11,130,032
Consumer Health	\$2,865,525	\$3,614,004	\$3,526,132	\$3,894,594
Expense Total	\$40,651,337	\$45,562,455	\$45,281,443	\$47,593,260

*January 2024 Forecast



Operating Expense and Revenue



Service/Division	FY 2022-23 Actual	FY 2023-24 Adopted Budget	FY 2023-24 Forecast*	FY 2024-25 Planned Budget
Personnel Services	\$30,151,783	\$35,348,942	\$35,046,367	\$37,565,568
Supplies - Materials	\$2,030,820	\$1,891,089	\$1,893,404	\$2,000,702
Contractual – Other Services	\$8,289,420	\$9,709,428	\$9,728,678	\$9,619,224
Capital Outlay	\$2,098,640	\$801,010	\$801,010	\$595,780
Reimbursements	-\$1,919,326	-\$2,188,014	-\$2,188,014	-\$2,188,014
Department Expense Total	\$40,651,337	\$45,562,455	\$45,281,445	\$47,593,260
Department Revenue Total	\$11,702,356	\$14,614,784	\$14,302,624	\$14,684,317

*January 2024 Forecast



Revenue Overview



Service	FY 2022-23 Actual	FY 2023-24 Adopted Budget	FY 2023-24 Forecast*	FY 2024-25 Planned Budget
Neighborhood Code <ul style="list-style-type: none"> Major revenue Items: Multi-tenant registration, Single Family Rental Registration, Demolition liens, CO- CCS inspections, Consumer Protection permits, vacant lots registration and Boarding Homes 	\$3,582,268	\$6,817,347	\$6,296,704	\$6,886,880
Nuisance Abatement <ul style="list-style-type: none"> Major revenue Items: Payments of liens for mowing, heavy clean, and secure closures 	\$4,179,410	\$3,124,825	\$3,576,474	\$3,124,825
Consumer Health <ul style="list-style-type: none"> Major revenue Items: Annual food inspection permit fee for fixed, temporary and mobiles food establishments 	\$3,940,678	\$4,672,612	\$4,429,445	\$4,672,612
Department Revenue Total	\$11,702,356	\$14,614,784	\$14,302,623	\$14,684,317

- A fee study for Code Compliance was conducted in July 2023 and as a result most fees charged in Neighborhood Code division were increased to recover 100% of the cost.
- The FY 2023-24 Consumer Health budget had some changes due to implementation of state Legislative HB 2878 & SB 577. Under SB 577 we lost revenue from Food Service Manager Registration Fee and HB 2878 effected revenue from Mobile Food unit permit fees.



Performance Measures



Measure	FY 2022-23 Actual	FY 2023-24 Target	FY 2023-24 Forecast*	FY 2024-25 Target
• Percentage of food establishments inspected timely	84%	95%	78%	95%
• Percentage of mosquito activities completed within 48 hours	93%	95%	100%	95%
• Number of food establishment inspections conducted per FTE	858	575	575	575
• Average number of days to demolish a substandard structure after receiving a court order	65	60	60	60
• Percentage of 311 service requests completed within estimated response time	96%	96%	99%	96%
• Percentage of service requests brought into compliance within 180 days by the Intensive Case Resolution Team	63%	85%	79%	85%
• Percentage of litter and high weeds service requests closed within SLA	88%	85%	94%	85%
• Percentage of graffiti violations abated within 2 days	95%	90%	97%	90%
• Percentage of illegal dumping sites abated within 2 days	98%	90%	97%	90%
• Percentage of open and vacant structures abated within 48 hours	85%	90%	98%	90%

*FY 2023-24 – 1Qtr Report





Summary of Services, Programs and Activities

Neighborhood Code Compliance Services



The Division is divided into two service centers: Neighborhood Code Districts West and Neighborhood Code Districts East. The Neighborhood Code Districts West have five Code Districts, a budget of \$9.5M, and 103 positions. The Neighborhood Code Districts East has six Code Districts, a budget of \$9.8M, and 100 positions. Following provides an overview of violations registered and addressed under Code Districts.

Neighborhood Code Districts West

- *Northwest* has four (4) critical redeployment areas that require 1:1 engagement and services three (3) council areas and addressed 12,176 code violations.
- *Southwest (S & N)* has nine (9) critical redeployment areas that require 1:1 engagement and services five (5) council areas and addressed 31,004 code violations.
- *South Central (S & N)* has six (6) critical redeployment areas that require 1:1 engagement and services four (4) council areas and addressed 43,172 code violations.
- *Intensive Case Resolution Team (ICR)* is designed to assist with Neighborhood Code cases where compliance efforts have hit a roadblock, and all enforcement efforts have been exhausted. This team exists to address complex violations needing additional time or resources in all districts of Dallas.

Neighborhood Code Districts East

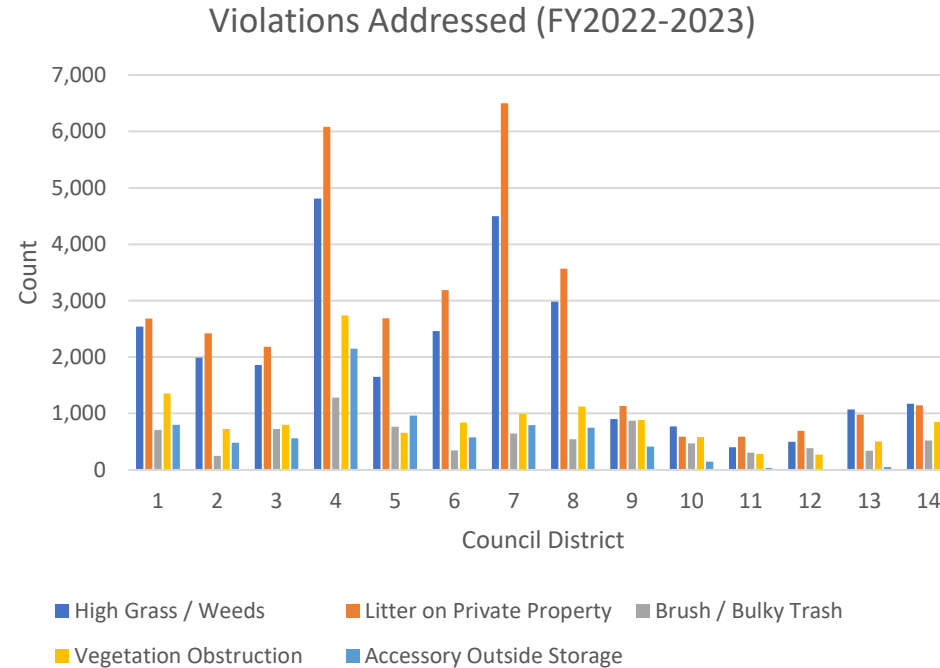
- *North Central* services 3 council areas and addressed 8,211 code violations.
- *Central* has one (1) critical redeployment areas that requires 1:1 engagement and services five (5) council areas and addressed 15,004 code violations.
- *Northeast* has 2 critical redeployment areas that require 1:1 engagement and services 5 council areas and addressed 17,051 code violations.
- *Southeast (S & N)* has 9 critical redeployment areas that require 1:1 engagement and services 4 council areas and addressed 33,924 code violations.
- *Community Prosecution (CP)* team is a highly specialized team that works closely with Dallas Fire, Dallas Police, and the City Attorney's Office for building cases against egregious properties that includes and present safety hazards and concerns to the public. The CP team addresses cases citywide.



Neighborhood Code Compliance Services



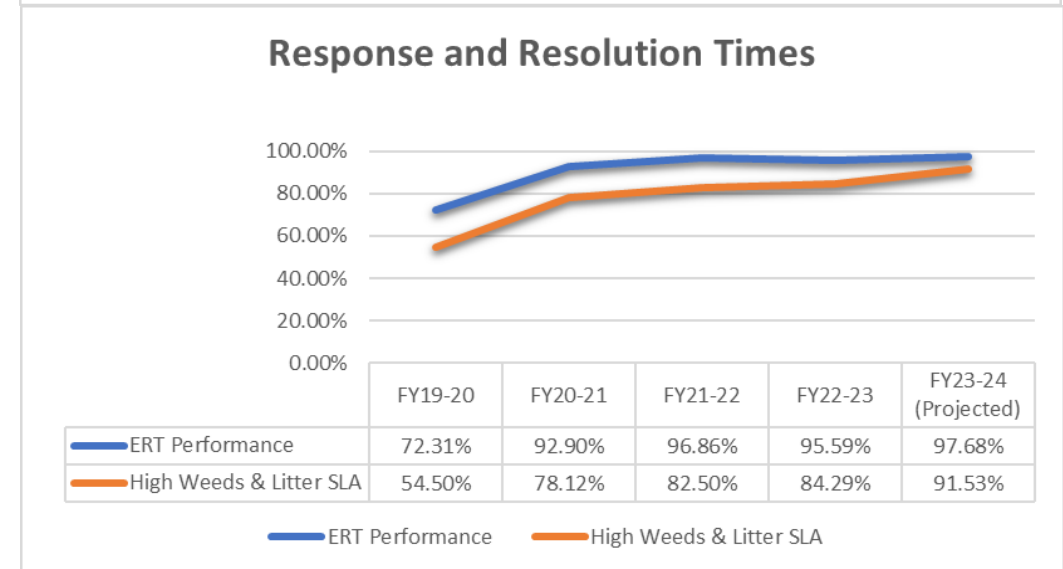
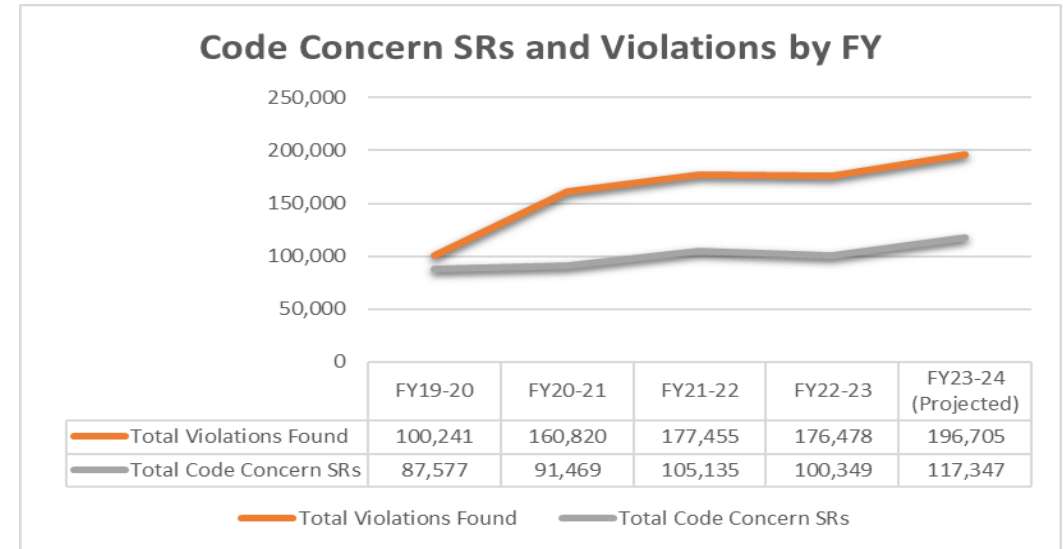
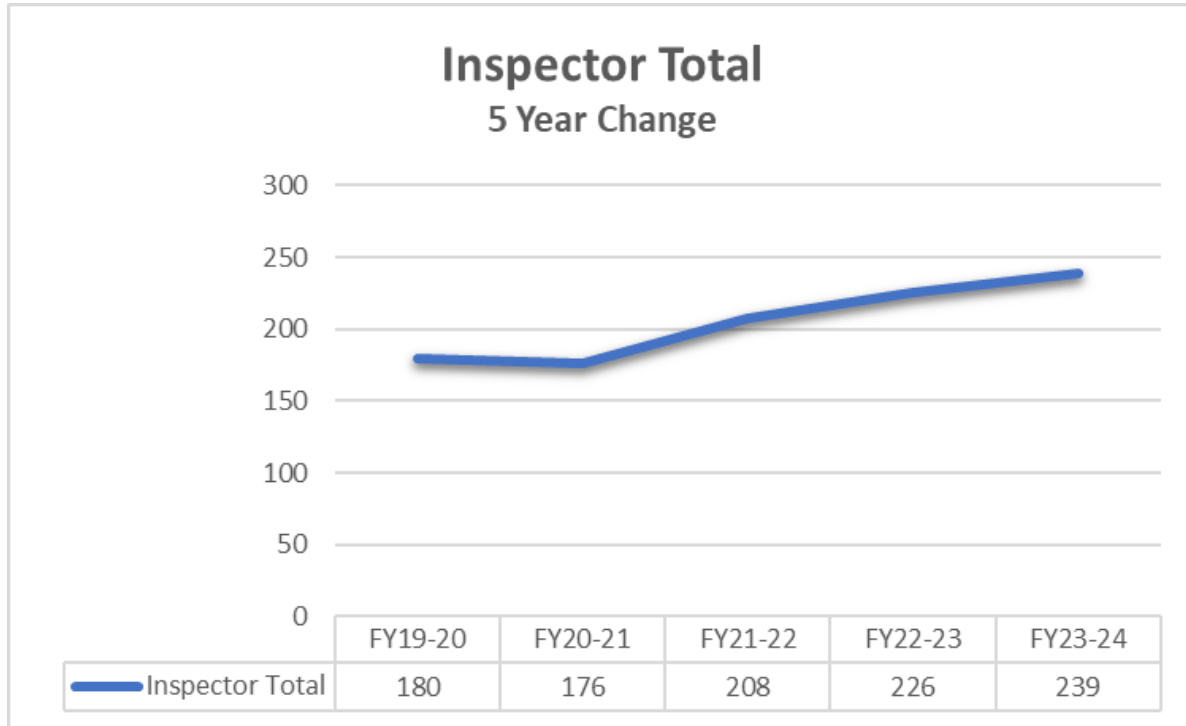
Performance Metrics	FY2022-23 Actuals	YTD (4/1/24)
Respond to 96 Percent of 311 service requests within the stated ERT	96%	98.48%
Address 85 Percent of litter and high weeds service requests within the SLA	87%	93.66%
Address 85 percent of service requests within the SLA (Not including litter and high weeds)	82%	90%



Violations Addressed (FY2022-2023)						
Council District	High Grass / Weeds	Litter on Private Property	Brush / Bulky Trash	Vegetation Obstruction	Accessory Outside Storage	Total (All Violations)
1	2,538	2,682	707	1,354	797	12,611
2	1,992	2,422	246	723	478	10,631
3	1,861	2,181	723	795	562	9,245
4	4,810	6,083	1,282	2,738	2,146	25,940
5	1,651	2,686	766	657	961	11,638
6	2,462	3,189	346	836	578	12,250
7	4,499	6,503	645	990	791	19,282
8	2,981	3,568	542	1,119	744	15,843
9	899	1,134	872	881	409	6,618
10	767	588	470	581	147	4,189
11	402	589	305	279	33	2,785
12	499	688	384	271	17	2,837
13	1,069	977	336	500	47	5,568
14	1,172	1,142	518	851	81	7,157
Total	27,859	34,601	8,187	12,686	7,815	147,622



Neighborhood Code Compliance Services



Specialty Groups



The division is responsible for overseeing the Demolition, Multi-Tenant Inspection, Single-family Rental Inspection, Consumer Protection, Short Term Rentals, Night Entertainment Team, and Boarding Home Inspection Programs. It has a budget of \$6.7M and have 69 positions. Major Services provided under this division are as follows:

Multi-family Inspection and Registration

- This unit responds to calls for service and provides graded comprehensive inspections of structures with three (3) or more dwelling units in all districts of Dallas. The division addressed 14,610 calls for service and completed 1,421 comprehensive graded inspections.

Single Family Rental

- This unit responds to calls for service and provides comprehensive inspections of structures with two (2) or fewer rental dwelling units in all districts of Dallas. The division addressed 5,916 calls for service and completed 5,871 proactive comprehensive inspections.

Night Entertainment

- The purpose of the Night Entertainment Team is to work closely with our Entertainment businesses within the City of Dallas to provide a better environment for our citizens. It is common knowledge that night activities bring noise pollution, light pollution, and illegal vending. We aim to reduce or eliminate these violations to improve the quality of life for our citizens and tourists.

Consumer Protection

- The Consumer Protection Division of Code Compliance exists to monitor registration, structural conditions, and ethical practices of convenience stores, scrap-tire disposal/storage, electronic repair businesses/ workers, home repair businesses/ workers, motor vehicle repair businesses/ workers, and other miscellaneous practices. This division serves to protect customers, communities, ethical businesses, and other stake holders by monitoring registrations and conducting inspections.

Demolition

- Demolition is a wing of the Consumer Protection Division of Code Compliance. This team receives and executes court orders for demolition of residential and commercial structures by way of contracted service in all districts of Dallas.

Boarding Home Facilities

- This team responds to complaints of illegal boarding home operations by conducting inspections, performing investigations, and compiling evidence for the Dallas Police Boarding Home Team. There are approximately 174 licensed boarding home facilities in the City of Dallas.

Short-term Rentals

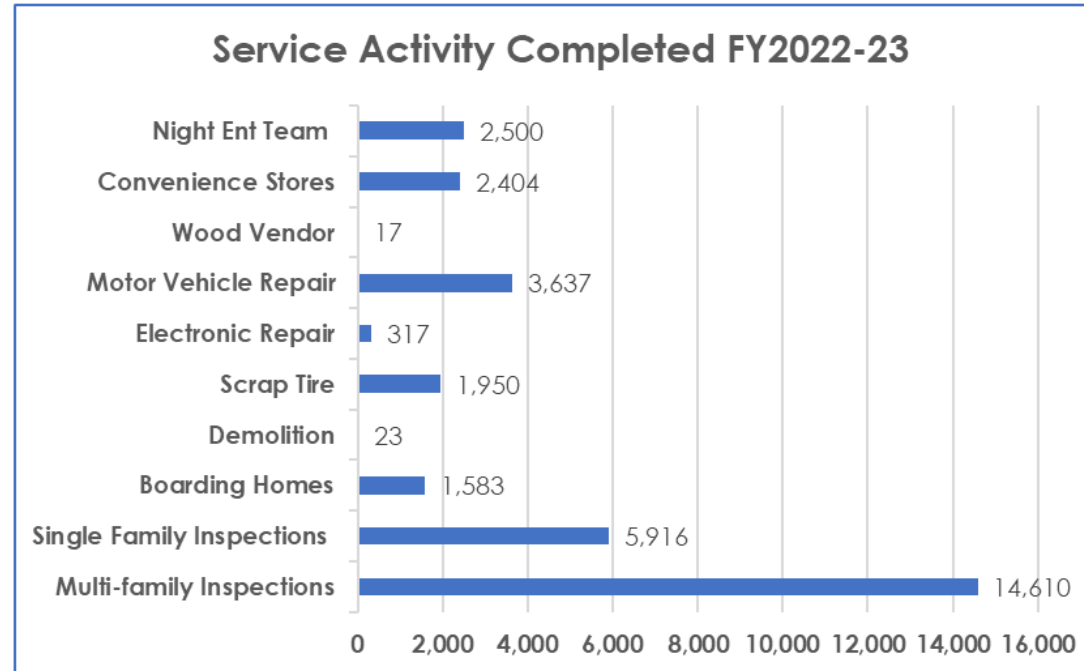
- Short-term rentals (STR) division will be responsible for inspection and registrations of all short-term rental properties (30 days or less) in the city as well as addressing illegal land use of STRs in unapproved zoning areas. Currently, there are close to 5,000k short-term rental properties operating in the city. Currently this program is on hold due to pending litigation



Specialty Groups



Performance Metrics	FY2022-23 Actuals	YTD
Respond 96 percentage of 311 boarding home service requests to within the stated ERT (Homes)	97%	96%
Deliver 90 percent of Consumer Protection licenses (Motor Vehicle, STEP, Electronic, Credit Access Business, CBD Vacant Building) within 30 calendar days from the date of receipt.	98%	98%
Inspect 6,000 single-family rental properties annually	5,875	2,815
Conduct 1,500 graded inspections of multi family rental properties	1,421	722



Service Type	Service Activity Completed
Multi-family Inspections	14,610
Single Family Inspections	4,276
Boarding Homes	1,583
Demolition	23
Scrap Tire	1,950
Electronic Repair	317
Motor Vehicle Repair	3,637
Wood Vendor	17
Convenience Stores	2,404
Night Ent Team	2,500



Neighborhood Nuisance Abatement



The Neighborhood Nuisance Abatement Division is responsible for the timely abatement of blight and public nuisances located on private property. It has a budget of \$10M and has 106 positions. Major Services provided under this division are as follows.

Mow & Clean Team

- Team mows private property not complied by owner during voluntary compliance time frame, following the issuance of a notice of violation. They abate light litter, via hand team, from private property not complied by owner, during voluntary compliance time frame, following the issuance of a notice of violation.

Heavy Clean Team

- Team removes debris from private property not complied by owner, via heavy equipment, following voluntary compliance time frame, and after the issuance of a notice of violation. Both property owner and community benefits from this activity, as the possible safety hazard that may have presented itself would be mitigated.

Illegal Dumping Team

- Concerns generated for illegal dumping are addressed via the Illegal Dumping Team. Heavy equipment may be utilized during abatement, depending on the items dumped. Community benefits from the abatement by reduction of visible blight and health/safety concerns associated with dumping..

Pro Illegal Dumping Team

- Proactive illegal dumping teams operate in four distinct city quadrants. These teams actively locate and remove illegally dumped bulk trash items. Their efforts primarily target infield vacant lots where such dumping is prevalent, but they also assist with curbside abatements in public rights-of-way as needed.

Graffiti, Tire & Closure Teams

- Graffiti Team is responsible for addressing concerns received for graffiti placed on surfaces, following the receipt of a consent form, if located on private property. They proactively abate graffiti on public property and advise TXDOT of graffiti concerns. Closure Team secures properties/structures from unauthorized entry by covering openings with plywood and/or chain link fencing. The closure team also uses steel board up option as necessary and when funding permits. The Tire Team is responsible for removing dumped tires on the public right of way and/or private property, throughout the city of Dallas.

HART Team

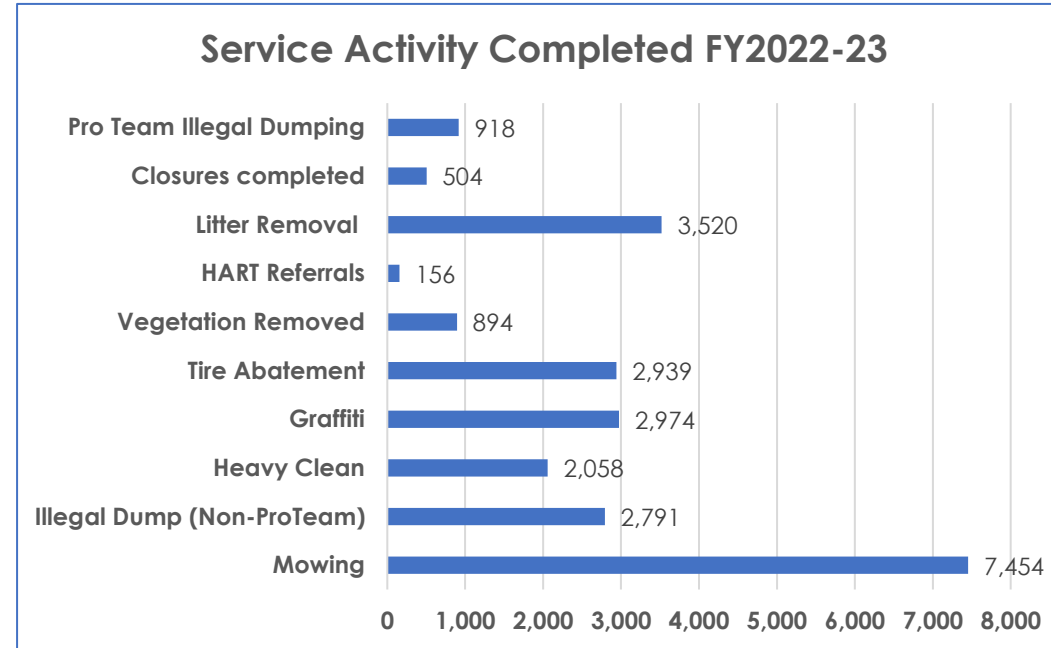
- The Nuisance Abatement Division has strategically deployed the Homeless Action Response Team (HART) to address the pervasive issue of litter and debris, often stemming from homelessness and referrals from OHS' HART team, on both private and public properties throughout the city. HART focuses on the abatement of such debris, recognizing its impact on community aesthetics and safety.



Neighborhood Nuisance Abatement



Performance Metrics	FY2022-23 Actuals	YTD
Perform mow clean abatements within 20 calendar days 90% of the time	95%	94%
Abate illegal dumping sites within 5 calendar days 90% of the time	98%	98%
Abate graffiti violations within 5 calendar days 90% of the time	95%	99%
Abate dumped tire violations within 7 calendar days	94%	100%



Service Type	Service Activity Completed
Mowing	7,454
Illegal Dump (Non-ProTeam)	2,791
Heavy Clean	2,058
Graffiti	2,974
Tire Abatement	2,939
Vegetation Removed	894
HART Referrals	156
Litter Removal	3,520
Closures completed	504
Pro Team Illegal Dumping	918

Abated total of 9,171 tons (18,342,000 lbs.) and removed 16,074 tires



Consumer Health



The Consumer Health Division operates two specialized programs designed to ensure that all residents and visitors have access to safe food through the Food Protection/Education Unit, and protection from mosquito-borne diseases via the Mosquito Abatement Unit. The division operates with a budget of \$6M and has 36 positions. Key services provided by this division are as follows.

Food Protection/Education, Commercial Swimming Pools and Spas

- Consumer Health inspects and permits fixed food establishments, temporary food events, commercial swimming pools and spas, and mobile units. Furthermore, unsheltered feeding site inspections, and responds to general food and foodborne illness complaints. Consumer Health also conducts annual billing and manages approximately 7,000 customer accounts.

Mosquito Abatement

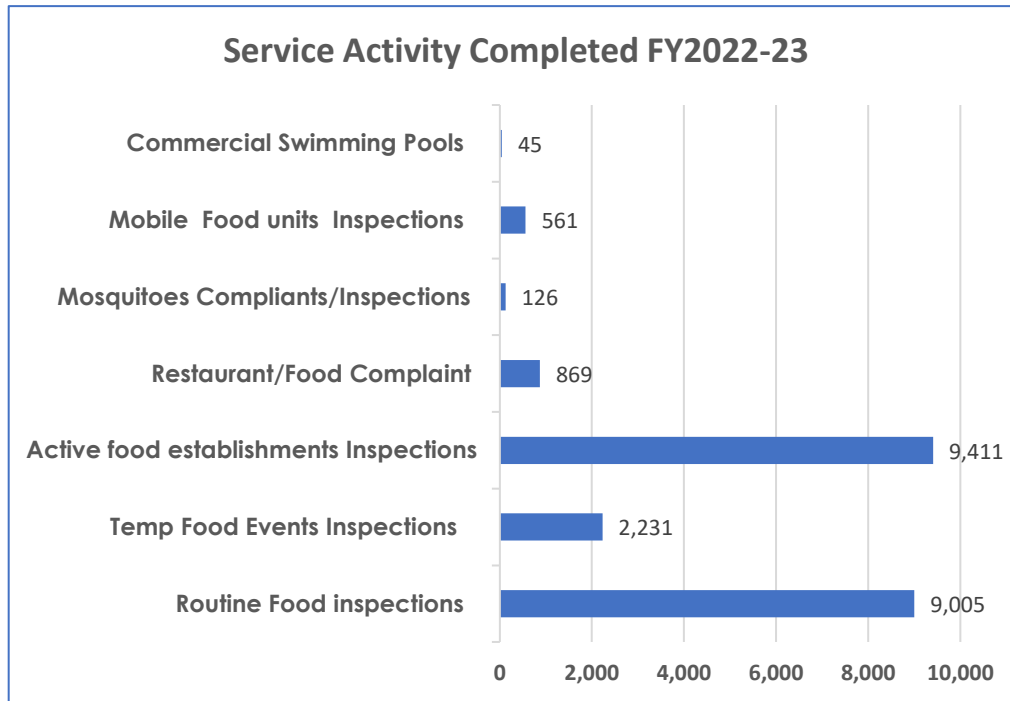
- Conducts mosquito control activities which includes surveillance, investigations, responding to citizen service request, and spraying for adult mosquitos with West Nile Virus (WNV) in the population. Staff monitors 75+ sites weekly through mosquito trapping and collection activities to detect (WNV) and other mosquito borne diseases in the mosquito populations. Staff conducts proactive surveillance activities at over 150 sites through-out the year to prevent mosquito breeding sites from developing in the off season (Nov- April). Staff attends and conducts educational sessions for the public on preventing mosquito breeding and staying safe from mosquito borne diseases.



Consumer Health



Performance Metrics	FY2022-23 Actuals	YTD
Complete 95 percent of mosquito activities within 48 hours of notification	93%	100%
Inspect 95 percent of food establishments timely	84%	88%
Conduct 575 Food Establishments inspection per FTE annually	858	427



Service Type	Service Activity Completed
Routine Food inspections	9,005
Temp Food Events Inspections	2,231
Active food establishments Inspections	9,411
Restaurant/Food Complaint	869
Mosquitoes Compliants/Inspections	126
Mobile Food units Inspections	561
Commercial Swimming Pools	45



Department Support

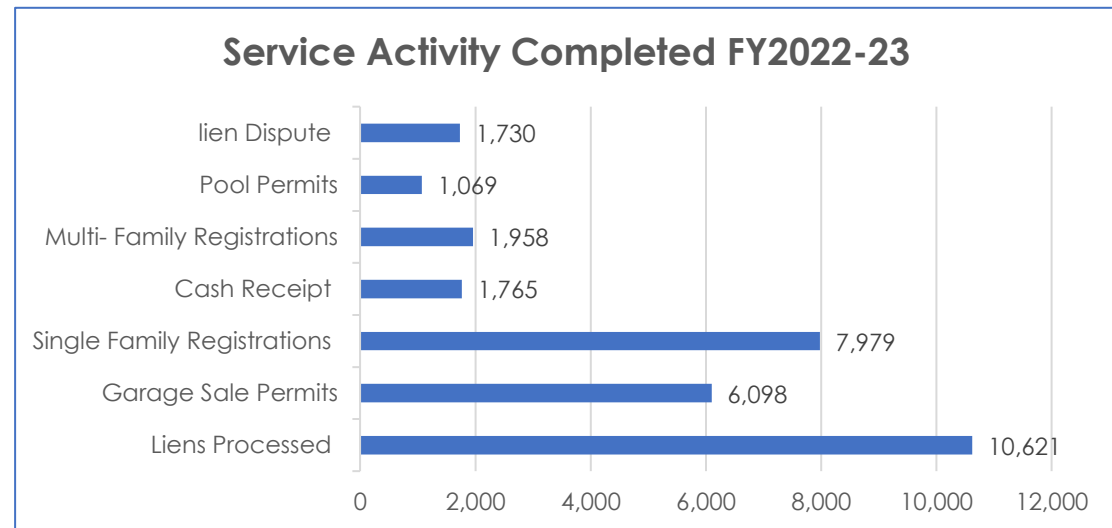


This division provides a wide range of support functions department wide such as administrative, financial, training, talent acquisition, quality management system (ISO 9001:2015), environmental management system (ISO 14001:2015), occupational health and safety management system (ISO 45001:2018), community engagement, and marketing & outreach services. It has a budget of \$4.3M and has 50 positions. Major Services provided under this division are as follows.

Financial Management

- Develop & manage department expenditure (\$45.5M) and revenue (\$14.6M) budgets, complete monthly FTA, create requisitions and pay invoices in a timely manner. Issue, support, and manage 723 electronic devices. Manage open records/record retention request and create agenda items. Process and approve registrations, permits, and liens.

Service Type FY22-23	Service Activity Completed
Liens Processed	10,621
Garage Sale Permits	6,098
Single Family Registrations	7,979
Cash Receipt	1,765
Multi- Family Registrations	1,958
Pool Permits	1,069
Lien Dispute	1,730



Department Support



Training & Talent Acquisition

- Ensure total number of CEU trainings and Code Academy courses are completed for Code Officers. Provide public education via community outreach programs, workshops/trainings. Certified Code Enforcement Officers are required to complete 24 CEUs per renewal period. Additionally, the training team hosts Resident Code Academies to educate the community on code-related topics. These educational sessions are designed to empower residents to participate in beautifying their neighborhoods. The Resident Academy is an outreach effort designed to bridge the gap between Code and the Community.
- Implement employee retention programs/training and participate in Community Events and Job Fairs to expand Code Compliance visibility as an employer. Additionally, the team offers supervisor training and Informational sessions for continuous learning, mentorship, and communication, fostering a supportive work environment that enhances employee satisfaction and loyalty.

Environmental, Health & Safety, Quality Management System, Fleet & Facilities

- Is responsible for the leadership and oversight of the Quality Management System (ISO 9001:2015), Occupational Health and Safety (ISO 45001:2018), and Environmental Management Systems (ISO 14001:2015). This team maintains eleven Code facilities, and purchases/tracks uniforms and equipment.
- The Fleet Management division is responsible for managing 424 vehicles assigned to the department. They ensure preventative maintenance and state inspections are conducted timely and each vehicle is equipped with the required safety equipment (fire extinguishers, spill kit, first aid kit and car detail kit). They oversee the assignment of vehicles to new and existing code employees.



Department Support

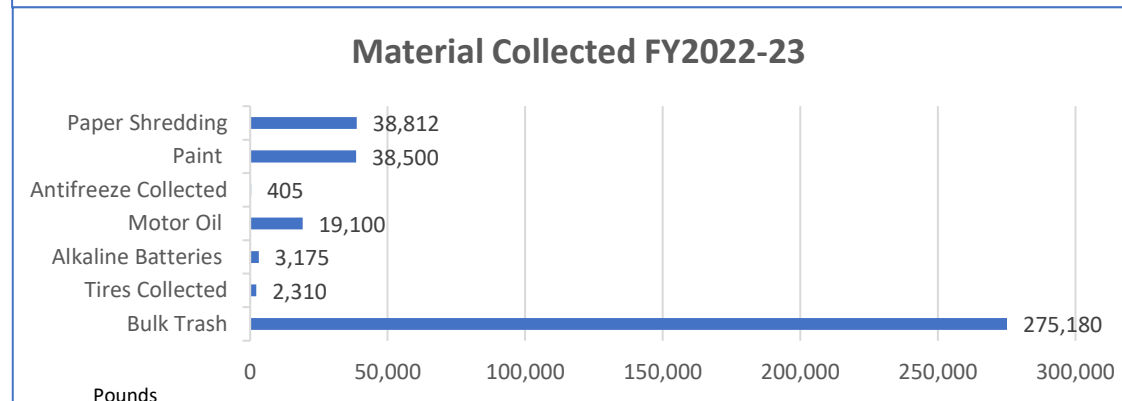
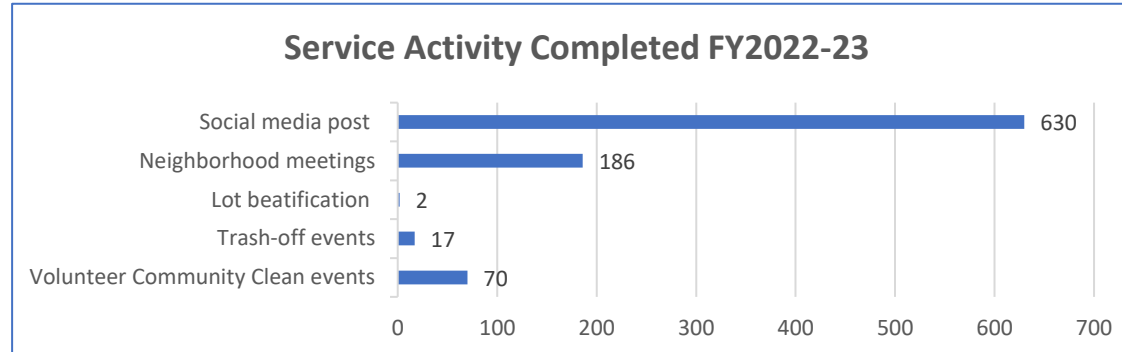


Community Engagement & Marketing and Outreach

- Organize and conduct Volunteer Community Clean and Trash-off events. Develop and deliver educational materials (printed guides, online resources, workshops) to raise awareness about relevant codes and regulations. Participate in community events, neighborhood meetings, and other forums to answer questions and connect with residents. Manage media inquiries and develop press releases to keep the public informed about the Department's activities. Utilize social media platforms to share information, updates, and resources with the community. Maintain Adopt a Spot, Love your Block, and Gold Star status with Keep Dallas Beautiful program by developing/managing relationships with stakeholders such as FC Dallas, Bloomberg Foundation, & UNT Dallas.

Service Type	Service Activity Completed
Volunteer Community Clean events	70
Trash-off events	17
Lot beatification	2
Neighborhood meetings	186
Social media post	630

Service Type	Material Collected In Pounds
Bulk Trash	275,180
Tires Collected	2,310
Alkaline Batteries	3,175
Motor Oil	19,100
Antifreeze Collected	405
Paint	38,500
Paper Shredding	38,812





Update on Budget Initiatives

Update on Budget Initiatives



BIT - Initiative Description	Status	Department Update
<p>Initiative 1</p> <ul style="list-style-type: none"> • Create a short-term rental registration program and inspection team to ensure compliance and oversight of rental properties. 	At Risk	<ul style="list-style-type: none"> • A court injunction continues to halt CCS enforcement and registration for the Short-term Rental program. Court hearings are anticipated to begin in June 2024. All positions have been filled and the staff members are conducting Inspector/administrative work temporarily within other divisions of the Department. The Department and staff are prepared for immediate action in the event the injunction is lifted.
<p>Initiative 2</p> <ul style="list-style-type: none"> • Continue investments to remove dangerous properties and improve the quality of life in neighborhoods. In FY 2023-24, CCS will demolish 19 properties with increased investment of \$250,000. 	On Track	<ul style="list-style-type: none"> • As of April 12, 2024, 11 demolitions have occurred for the current fiscal year. There are currently 11 properties in queue with more court orders to be received in the coming weeks/ months.
<p>Initiative 3</p> <ul style="list-style-type: none"> • Continue investments to reduce blight and foster clean, healthy, and safe communities. In FY 2023-24, CCS will add three positions to expand Keep Dallas Beautiful Program to perform 75 Community Clean ups, two vacant lot beautification, and perform three decorative board-up projects on blighted properties. 	On Track	<ul style="list-style-type: none"> • As of March 08, 2024, Keep Dallas Beautiful program has filled two out of the three positions. The remaining position has been posted. • Completed 55 clean and projected to do 20 more in FY24 under Volunteer Community Clean Up which provides hand tools and supplies to neighborhoods and volunteers to help perform cleanup. Additionally, under Trash-Off program (allows citizens to dispose of unwanted items such as tires, shredded documents, and BOPA) completed 9 trash-off events and anticipate to do 7 more. Gold Star Status achieved through KDB. \$100,000 grant received from Bloomberg Foundation.
<p>Initiative 4</p> <ul style="list-style-type: none"> • Address nuisances created by after-hours entertainment venues. In FY 2023-24, CCS will hire staff (5 positions) and ensure entertainment venues are operating within their approved scope and ensure better adherence with promoters and vending ordinances. 	On Track	<ul style="list-style-type: none"> • A total of 3/5 allotted positions have been filled with the remaining positions actively being advertised with interviews planned for late April 2024. The CCS Department will continue to use volunteer staff serving overtime to supplement onboarded staff until all positions are filled.





City of Dallas

Code Compliance

Quality of Life, Arts & Culture
May 20, 2024

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Brian Morris, Assistant Director
Jeremy Reed, Assistant Director
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Department of Code Compliance

Appendix A



[Community Engagament and Special Programs.pptx](#)

Appendix B



METRICS			FY2022				FY2023												
Division	Goal	FY2022	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
Neighborhood Code																			
Percent of 311 service requests responded to within the stated Estimated Response Time (Department Rollup)	96%	97%	97%	81%	98%	92%	97%	99%	98%	98%	97%	97%	95%	96%	96%	97%	98%	97%	96%
Percentage of litter and high weed service requests closed within Service Level Agreement (Department Rollup)	85%	85%	85%	86%	88%	86%	86%	86%	88%	87%	90%	87%	86%	88%	88%	92%	91%	90%	88%
Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	100%	75%	99%	91%	98%	100%	100%	99%	98%	98%	96%	97%	98%	99%	99%	99%	97%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	92%	95%	92%	98%	95%	93%	89%	96%	93%	94%	96%	97%	96%	94%	97%	99%	97%	95%
North Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	96%	98%	61%	99%	86%	93%	99%	99%	97%	99%	100%	96%	98%	95%	98%	94%	96%	94%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	85%	82%	87%	90%	86%	87%	93%	89%	90%	90%	89%	73%	84%	76%	94%	95%	88%	87%
North East																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	98%	85%	98%	94%	94%	98%	98%	97%	99%	95%	92%	95%	95%	93%	99%	96%	95%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	80%	86%	88%	84%	86%	82%	82%	82%	82%	88%	90%	77%	85%	79%	79%	79%	79%	83%
North West																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	97%	97%	99%	99%	98%	96%	100%	98%	98%	98%	99%	99%	99%	99%	97%	98%	98%	98%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	90%	95%	89%	98%	94%	92%	95%	99%	95%	98%	97%	97%	97%	98%	97%	98%	98%	96%
South Central																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	94%	94%	71%	97%	87%	95%	96%	95%	95%	91%	96%	94%	94%	92%	90%	95%	92%	92%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	74%	82%	79%	83%	81%	80%	71%	79%	77%	79%	77%	81%	79%	80%	91%	81%	84%	80%
South East																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	97%	93%	73%	98%	88%	98%	100%	98%	99%	96%	95%	91%	94%	96%	99%	99%	98%	95%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	83%	71%	84%	81%	79%	82%	89%	80%	84%	85%	77%	83%	82%	91%	91%	89%	90%	84%

Appendix B



METRICS			FY2022					FY2023											
Division	Goal	FY2022	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
South West																			
Percent of 311 service requests responded to within the stated Estimated Response Time	96%	99%	100%	98%	100%	99%	98%	100%	100%	99%	100%	99%	98%	99%	99%	100%	100%	100%	99%
Percentage of litter and high weed service requests closed within Service Level Agreement	85%	96%	100%	99%	99%	99%	98%	97%	99%	98%	99%	99%	98%	99%	97%	98%	99%	98%	99%
Multi-Tenant																			
Number of graded inspections conducted	1,500	1,274	93	79	94	266	87	107	122	316	129	126	136	391	150	142	156	448	1421
Percent of Graded Inspections within compliance (once every three years)	97%	81%	85%	92%	93%	90%	92%	95%	99%	95%	100%	100%	100%	100%	100%	100%	100%	100%	96%
Percent of 311 Service Request responded to within the stated Estimated Response Time	90%	95%	96%	69%	100%	88%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	97%
Single Family Rental																			
Number of single-family rental properties inspected	7,000	7,326	311	236	255	802	371	366	742	1479	602	548	709	1859	534	728	473	1735	5875
Percent of 311 service requests responded to within the stated Estimated Response Time	90%	91%	89%	92%	96%	92%	97%	97%	98%	97%	94%	99%	100%	98%	100%	96%	100%	99%	97%
Consumer Protection																			
90% of Tire Business license inspection complete within 30 calendar days from date of receipt	90%	100%	98%	96%	96%	97%	96%	97%	96%	96%	100%	100%	100%	100%	96%	97%	99%	97%	98%
Perform a minimum of 1,500 proactive inspections yearly (Tire/Auto)	1,500	1,469	76	101	8	185	2	1	8	11	4	1	1	6	5	4	33	42	244
Percent of Consumer Protection Complaints responded to within 5 days	90%	100%	100%	100%	97%	99%	99%	84%	100%	94%	99%	100%	98%	99%	100%	100%	100%	100%	98%
Boarding Home Facilities																			
Number of approved licenses	72	73	11	10	13	34	12	5	8	25	6	5	9	20	6	8	10	24	103
Percent of 311 Boaring Homes requests responded to within the stated Estimated Response Time	95%	96%	100%	100%	100%	100%	77%	100%	100%	92%	93%	100%	97%	97%	100%	98%	100%	99%	97%
Nuisance Abatement																			
Perform mow clean abatements within 20 calendar days	90%	92%	99%	97%	95%	97%	99%	98%	98%	98%	97%	92%	95%	95%	92%	84%	97%	91%	95%
Abate illegal dumping sites within 10 calendars days 90% of the time	90%	99%	98%	97%	99%	98%	98%	85%	98%	94%	100%	100%	99%	100%	100%	100%	100%	100%	98%
Abate open and vacant structures within 48 hours 90% of the time	90%	99%	72%	49%	61%	61%	88%	96%	94%	93%	100%	80%	98%	93%	99%	94%	84%	92%	85%

Appendix B



METRICS			FY2022					FY2023											
Division	Goal	FY2022	Oct	Nov	Dec	1Q	Jan	Feb	Mar	2Q	Apr	May	June	3Q	July	Aug	Sept	4Q	FY Total
<i>Nuisance Abatement</i>																			
Abate graffiti violations within 10 calendar days 90% of the time	90%	95%	99%	97%	99%	98%	100%	100%	100%	100%	99%	100%	91%	97%	96%	68%	87%	84%	95%
Abate dumped tire violations within 7 calendar days	95%	90%	99%	94%	95%	96%	99%	77%	94%	90%	100%	75%	99%	91%	100%	100%	100%	100%	94%
Proactively perform 7,500 vacant properties monitoring assessments	7,500	7,308	994	618	314	1926	840	779	925	2544	710	673	659	2042	794	1487	1283	3564	10076
<i>Consumer Health</i>																			
Number of Food Establishments inspected per Full Time Equivalent	575	671	109	61	63	233	61	74	84	219	63	63	59	185	66	57	98	221	858
Percent of food establishments inspected on time	95%	73%	52%	71%	92%	72%	95%	93%	99%	96%	88%	94%	69%	84%	86%	88%	75%	83%	84%
Percent of foodborne illness complaints investigated within 10 days	90%	91%	90%	94%	100%	95%	100%	100%	100%	100%	94%	100%	100%	98%	86%	92%	92%	90%	96%
<i>Mosquito Control</i>																			
Complete Mosquito control activities within 48 hours of notification	95%	95%	100%	100%	100%	100%	100%	100%	56%	85%	75%	100%	90%	88%	100%	100%	100%	100%	93%
<i>Quality Management</i>																			
Percent of citizens that rate Code Compliance customer service as fair or better	85%	76%	85%	83%	75%	81%	70%	91%	71%	77%	77%	77%	86%	80%	75%	73%	97%	82%	80%
<i>Community Outreach</i>																			
Conduct 12 community clean initiatives in FY 22-23 and track the amount of recyclable and non hazardous materials collected	12	14	3	2	2	7	1	0	1	2	2	1	3	6	0	1	1	2	17
Bulk Trash/Litter Collected			40,940	26,600	26,800	94340	9,880	0	18,280	28160	18,160	28,820	61,000	107980	0	23,740	17,960	41700	272180
Tires Collected			472	80	251	803	17	0	194	211	106	43	902	1051	0	152	93	245	2310

Appendix C



Service	FY 2019-20 Budget	FY 2020-21 Budget	FY 2021-22 Budget	FY 2022-23 Budget	FY 2023-24 Budget
Total	\$30,476,546	\$33,858,725	\$35,314,022	\$41,545,021	\$45,562,455

- FY20-21
 - Added 3 mow/clean teams \$500K, illegal dumping \$920K, and environmental cleanup funding \$250K.
- FY21-22
 - Added 31 Inspector and 3 Supervisor positions \$2M.
- FY22-23
 - Added 10 Integrated Public Safety Inspector positions \$866K, Proactive Illegal Dumping Team \$1.5M, HART Abatement Team \$721K, body camera funding \$440K, Consumer Protection Online Registration \$451K.
- FY23-24
 - Keep Dallas Beautiful \$400K, Short-term Rental Program \$1.3M, Night-time Entertainment Team \$515K, E-Citation System \$300K.



Appendix C



Service	FY 2019-20 Positions	FY 2020-21 Positions	FY 2021-22 Positions	FY 2022-23 Positions	FY 2023-24 Positions
Total	389	394	427	471	490

- FY20-21
 - Added 3 Crew Leaders, 3 Equipment Operators, and 3 Laborers for 3 mow/clean teams.
- FY21-22
 - Added 31 Inspectors, 2 Supervisors, 1 Senior Sanitarian.
- FY22-23
 - Added 10 Integrated Public Safety Inspectors, 4 Multi-Family Inspectors, 16 Proactive Illegal Dumping Team staff, 8 HART staff, 1 Senior Sanitarian, and 4 Administrative Specialists.
- FY23-24
 - Added 5 Night-time Entertainment Team staff, 9 Short-term Rental staff, 3 Keep Dallas Beautiful staff, 2 District Managers, 1 Code Administrator, and 2 Multi-family Inspectors.

