City of Dallas

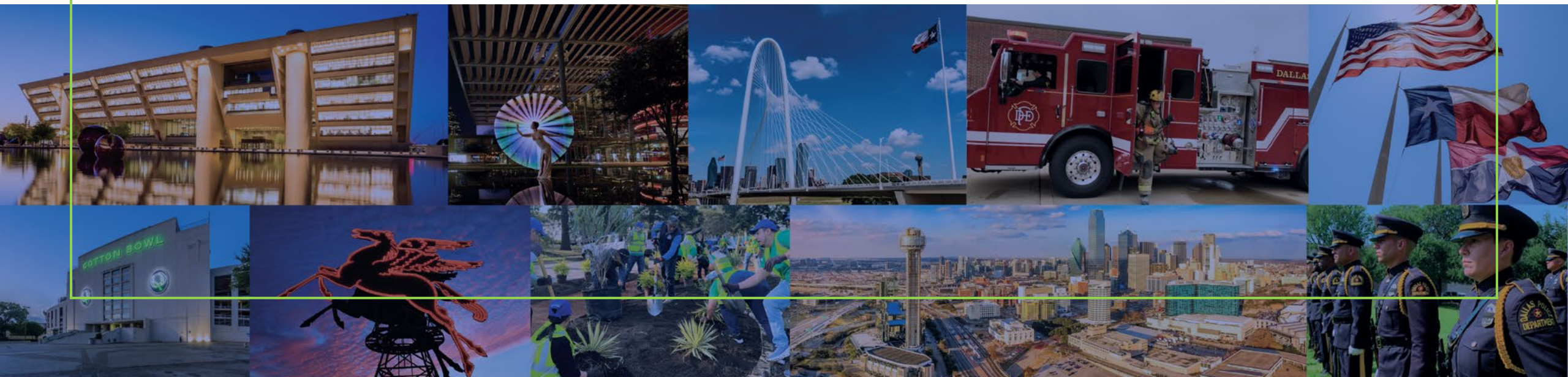
SERVICE FIRST, NOW!

Christylla Miles
Assistant Director
Code Compliance Services

Nuisance Abatement Division Overview

Neighborhood Code • Nuisance Abatement • Consumer Health

October 5, 2026



Safeguarding Clean, Safe & Revitalized Neighborhoods

01

Enforce Ordinances

Address unresolved code violations through consistent enforcement.

02

Eliminate Nuisances

Coordinate abatement actions on private property when compliance is not achieved.

03

Improve Quality of Life

Support cleaner, safer and more vibrant Dallas neighborhoods.

Illegal Dumping Strategy

SW6

PREVENT • RESPOND • PARTNER

A coordinated approach to education, rapid abatement, community engagement and long-term prevention.

EDUCATE

Public awareness campaign on how to report illegal dumping and what the City is doing to counteract it.

RESPOND

Same-day response through the Illegal Dumping Abatement Team and the Illegal Dumping Hotline.

ENGAGE

Community Trash-Off events and continued support of the Keep Dallas Beautiful affiliation.

PREVENT

Continued implementation of the Strategic Illegal Dumping Plan.

Illegal Dumping Hotline

How it works

- Call 311 to receive a service request number.
- Use the hotline for questions or concerns about possible illegal dumping.
- Direct access helps issues get addressed faster and strengthens community relationships.

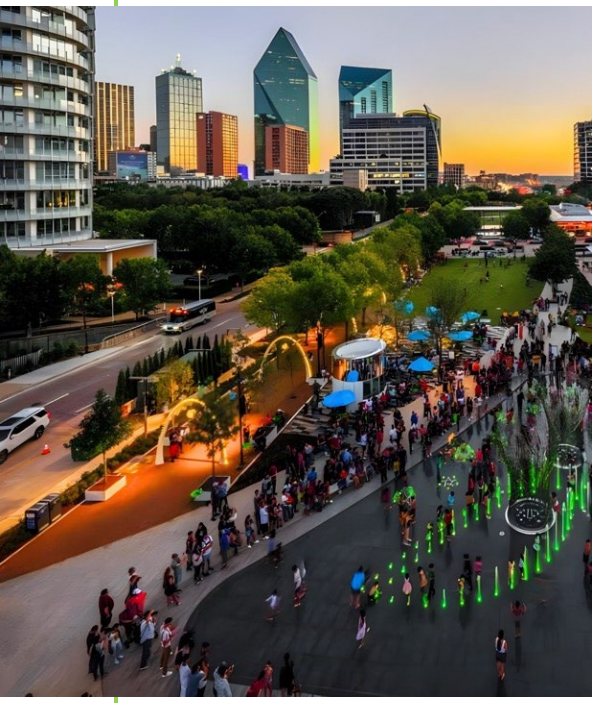
214-671-CODE

MONDAY–FRIDAY • 8:00 AM–5:00 PM

Residents can speak directly with a Code employee about possible illegal dumping in their neighborhood.

Complaints may be anonymous.

PRO Teams / Illegal Dumping



- **PROACTIVE INSPECTIONS**
- **COLLABORATIVE EFFORTS WITH DALLAS POLICE, FIRE, MARSHAL, AND EMERGENCY MANAGEMENT & CRISIS RESPONSE**

Field protocol: once a violation is confirmed and no trace evidence is found, staff verify Salesforce for an active notice.

Graffiti Abatement / Secure Vacant Structures

GRAFFITI ABATEMENT

- Graffiti removal
- Waiver / Consent

SECURE VACANT STRUCTURES

- Secure vacant structures
- Board windows, doors and fencing

Operational note

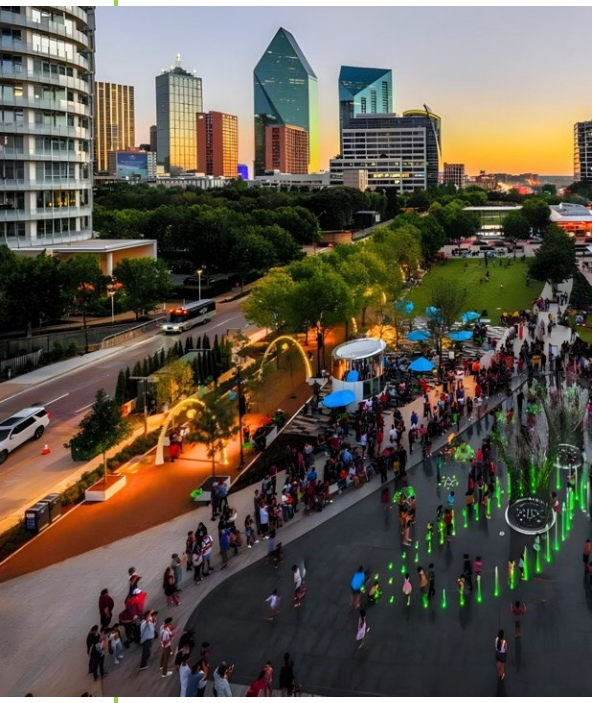
Crews board broken windows. Graffiti on traffic signs, telephone poles or utility boxes is routed to the appropriate department. Staff do not work in unsafe conditions.

Heavy Clean

- Assist with relocation of homeless encampments
- Remove brush and debris
- Remove large items such as discarded furniture
- Use heavy equipment such as Bobcat and combo boom with a two-person crew

40-YARD COMBO ROTO-BOOM

Mow & Clean Operations / Litter



- CITY CREWS MOW PROPERTIES AND REMOVE SMALL AMOUNTS OF DEBRIS.
- HAND CREWS ADDRESS ITEMS THAT CAN BE RAKED OR REMOVED WITH A TRASH TRUCK.

ZERO-TURN MOWER

Tire Abatement Unit

- Remove illegally dumped tires
- Collect tires at Trash-Off events
- Keep it 100

Resident disposal option

With an active water account, residents may dispose of up to 6 tires per year free at McCommas Bluff Landfill or Bachman Transfer Station.

Community Partnerships

Code Compliance works hand-in-hand with residents, businesses and neighborhood organizations to create cleaner, greener and more vibrant communities.

SUPPORT

Clean-Up Projects

Resources, guidance, beautification projects and tool loans.

- Keep Dallas Beautiful
- Community Tools on the Go
- Community Hand Tool Program
- Beautification Projects / Vacant Lots

PARTNER

Proactively

Work with neighborhoods, businesses and stakeholders to identify problem areas and develop solutions.

- Community Clean Trash-Off Program
- Volunteer Community Clean-Ups
- Love Your Block
- Adopt-A-Spot

EDUCATE

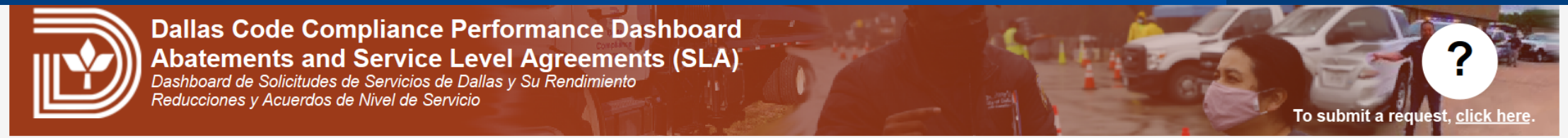
Beyond Enforcement

Workshops and resources help residents understand local codes and comply.

- Code Cares

Dallas Code Compliance Performance Dashboard
Abatements and Service Level Agreements (SLA)

Dashboard de Solicitudes de Servicios de Dallas y Su Rendimiento
Reducciones y Acuerdos de Nivel de Servicio



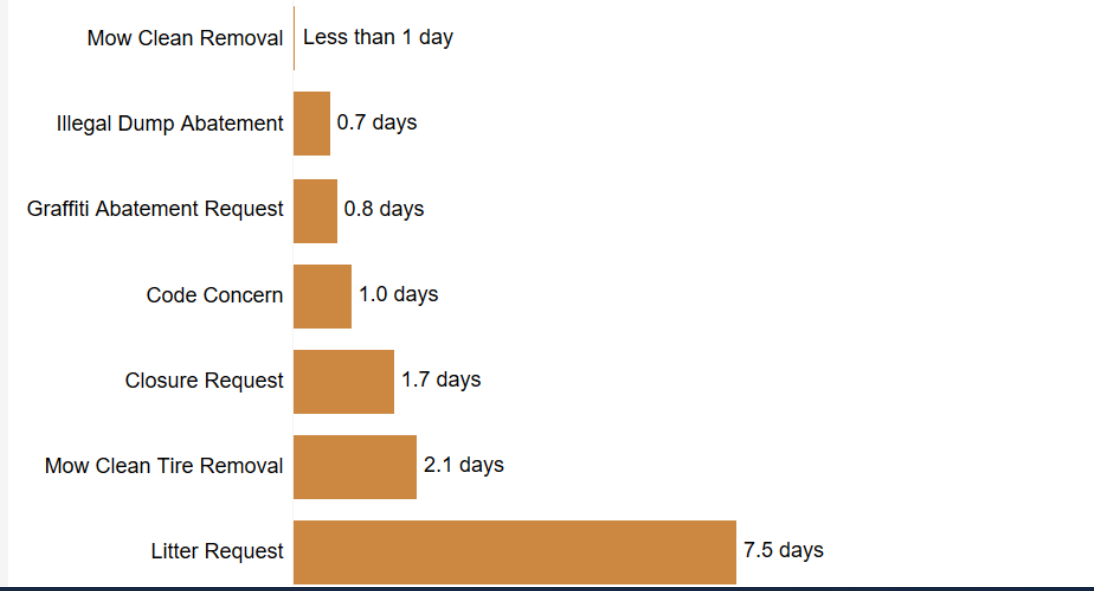
To submit a request, click here.

Year
2026

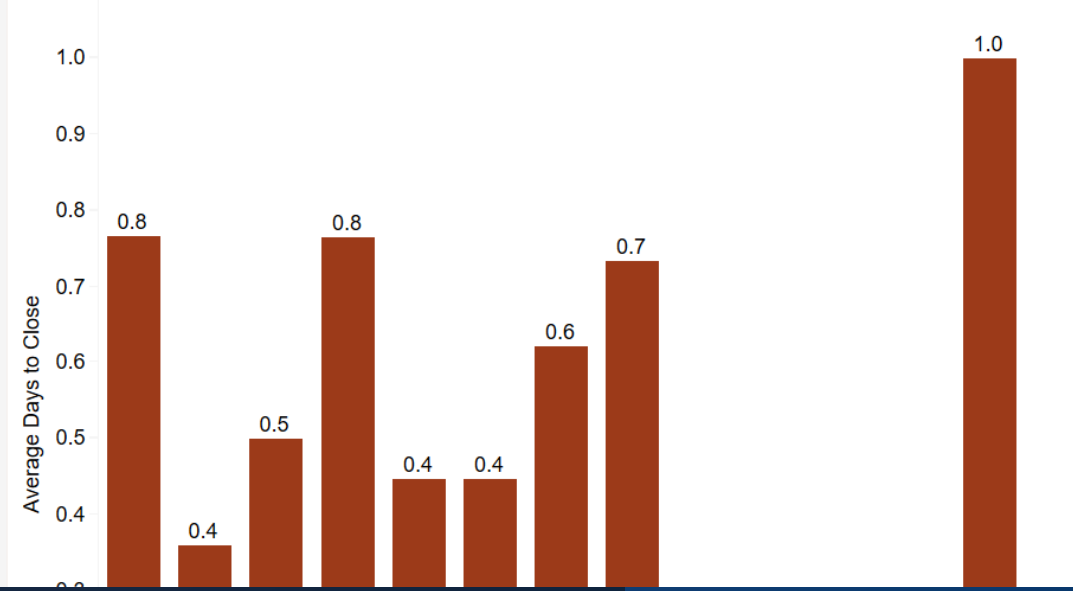
Month
All

22,120	4.5	3,674	0.6
Total NA Requests	Average Days to Close - NA	Total IDA Requests	Average Days to Close - IDA
Solicitudes de Reducción Total de Molestias	*Promedio de Días Para Cerrar*	*Solicitudes de Reducción Total de Molestias*	*Promedio de Días Para Cerrar*

Nuisance Abatement:
Average Days to Close by Service Request Type
Promedio de Días Para Cerrar por Tipo de Solicitud de Servicio



Illegal Dump Abatement:
Average Days to Close Per Council District
Promedio de Días de Cierre por Distrito Municipal



Outcomes & Benefits

CLEANER

Cleaner neighborhoods with reduced blight and environmental hazards.

SAFER

Lower crime rates through coordinated abatement.

STRONGER

Increased resident safety and improved property values.

TRUST

Better public trust in local governance.

Clean neighborhoods are a shared investment in safety, property values and public confidence.

How You Can Help

REPORT	Report nuisances promptly.
COOPERATE	Cooperate with inspectors and officers.
MAINTAIN	Mow grass, remove graffiti and dispose of waste properly.
PARTICIPATE	Join local cleanup initiatives.

Together, we can help keep Dallas clean, safe and revitalized.

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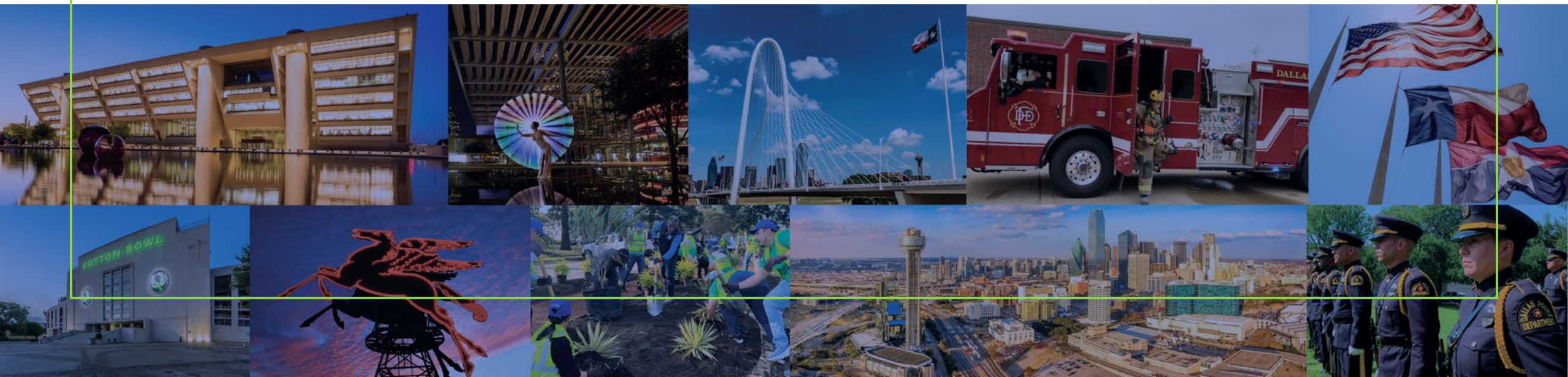
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