

Memorandum



DATE September 2, 2020

CITY OF DALLAS

TO Honorable Members of the Ad Hoc Committee on COVID-19 Recovery and Assistance

SUBJECT **Monitoring and Enforcement of Current City Emergency Regulations**

The following is a combined monitoring and enforcement update of COVID-19 City Emergency Regulations. As of August 26, 2020, the 311 Call Center has received a total of 9,244 calls regarding COVID-19. Monthly COVID-19 calls have decreased steadily since May. Approximately 451 calls were received in August, as opposed to 927 calls in July and 1540 calls in June.

A total of 21,387 COVID-19 related violation service requests (SRs) have been submitted since March 17th, including proactive service requests. Approximately 677 Park related emergency violation SRs have been submitted since March 20th. Both COVID-19 SRs and overall calls have declined about 50% in the past month. 311 continues to monitor emergency regulations in an effort to ensure available SRs are up to date.

As of August 26th, the Code Compliance COVID-19 Special Task Force conducted a total of 310 inspections and no citations were issued. There have been 6,159 Notices of Violation issued since March, and only 37 locations required citations to bring about compliance. For more information on 311 Call Center Center COVID-19 operations or COVID-19 code enforcement, please see the attached data.

Please contact me should you have any questions.

Jon Fortune
Assistant City Manager

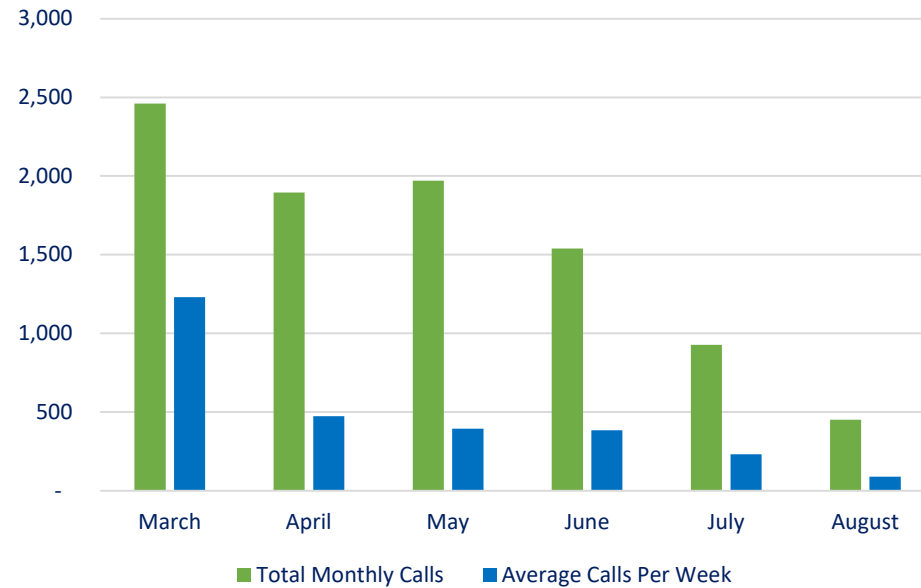
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c:	T.C. Broadnax, City Manager Chris Caso, City Attorney Mark Swann, City Auditor Biliera Johnson, City Secretary Preston Robinson, Administrative Judge Kimberly Bizzor Tolbert, Chief of Staff to the City Manager Majed A. Al-Ghafry, Assistant City Manager	Joey Zapata, Assistant City Manager Nadia Chandler Hardy, Assistant City Manager Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services M. Elizabeth Reich, Chief Financial Officer Laila Alequresh, Chief Innovation Officer M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion Directors and Assistant Directors
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COVID-19 311 Call Center Data



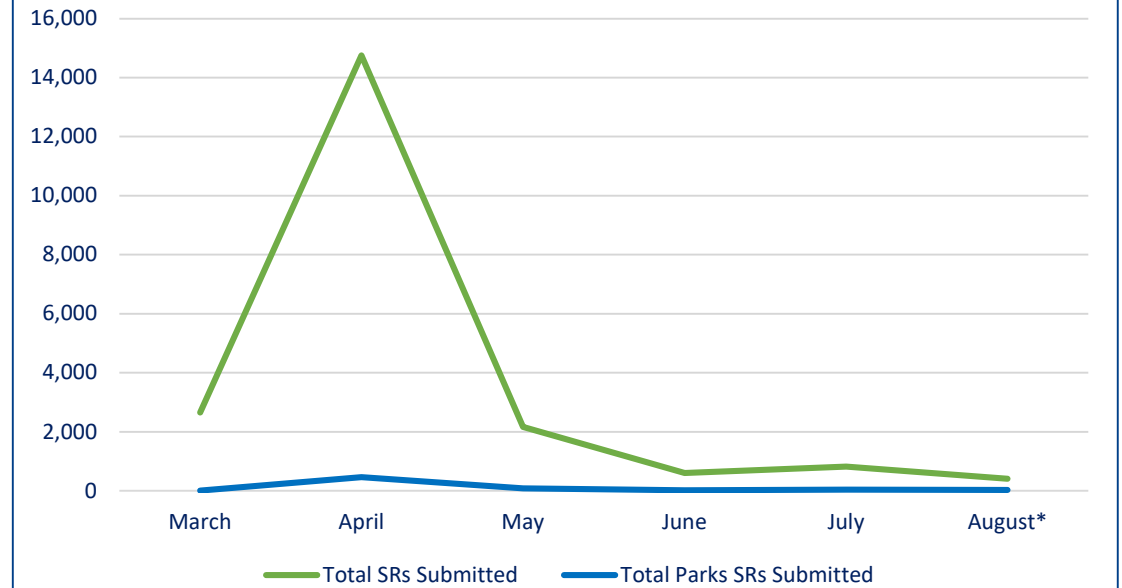
COVID-19 Related Calls to 311



COVID-19 Call Data

Month	Total Monthly Calls	Average Calls Per Week
March	2,460	1,230
April	1,896	474
May	1,970	394
June	1,540	385
July	927	232
August*	451	90
Total COVID-19 Calls To Date	9,244	

COVID-19 Related SRs Submitted



COVID-19 Service Request Data

Month	Total SRs Submitted	Total Parks SRs Submitted
March	2,649	5
April	14,758	459
May	2,165	79
June	606	13
July	820	34
August*	411	29
Total COVID-19 SRs To Date	21,387	617

*As of August 26, 2020



311 Call Center COVID-19 Operations



- **9,244** total resident calls related to COVID-19 since March 13th
- **21,387** total emergency regulations violation service requests, including proactive service requests, since March 17th
- **677** total Parks emergency regulations violation service requests since March 20th
- 311 continues to monitor current regulations in effect to ensure current SRs available are up to date



*Data as of August 26, 2020

COVID-19 Code Enforcement Data

Code Compliance Services COVID-19 Special Task Force Inspections				
Month	311 Reactive	Proactive	Total for the Month	Total Citations for the Month
March	1,323	2,695	4,018	3
April	2,625	11,454	14,079	17
May	511	823	1,334	15
June	566	112	678	1
July	642	95	737	1
August	258	52	310	0
Total to Date	5,925	15,231	21,156	37

Updated as of August 26, 2020

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COVID-19 Code Enforcement Data

- **15,231** of the cases regarding COVID-19 have been proactive
- **5,925** cases were called in (311 reactive)
- **6,159** Notices of Violation (NOV) have been issued. Out of those NOVs, only **37** locations required a citation to bring about compliance
- The majority of cases have been related to non-posting of the AER requirements

COVID-19 Code Outreach Data

- Code Compliance has conducted targeted informational campaigns in certain areas with the highest reported COVID-19 positive test cases. During those efforts, the following outcomes were noted:
 - 11,418 educational flyers were distributed within the communities
 - 902 businesses were contacted and provided with flyers to post and hand out to customers