

Memorandum



DATE September 30, 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 September 27, 2020, the 311 Call Center has received a total of 9,504 calls regarding COVID-19 since March 17th. Monthly COVID-19 calls have steadily decreased since May. Approximately, 198 calls have been received in September, compared with 451 in August, 927 calls in July, and 1,540 calls in June.

A total of 21,783 COVID-19 related violation service requests (SRs) have been submitted since March 17th, including proactive service requests. Approximately 630 Parks related emergency violation SRs have been submitted since March 20th. Both COVID-19 SRs and overall calls have declined over 50% in the recent months. 311 continues to monitor emergency regulations to ensure current SRs are reflective of current regulations in place.

For the month of September (through September 27, 2020), the Code Compliance COVID-19 Special Task Force conducted a total of 345 inspections and no citations were issued. There have been 6,164 Notices of Violation issued since March, and only 30 locations required citations to bring about compliance. For more information on 311 Call Center COVID-19 operations or COVID-19 code enforcement, please see the attached data.

Please contact me should you have any questions.

Carl Simpson
Director

[Attachment]

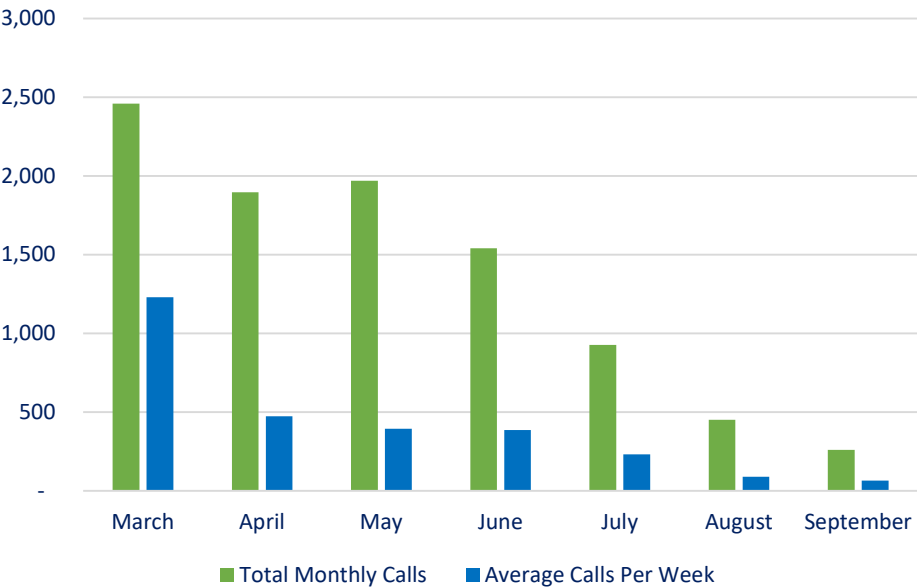
C: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

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

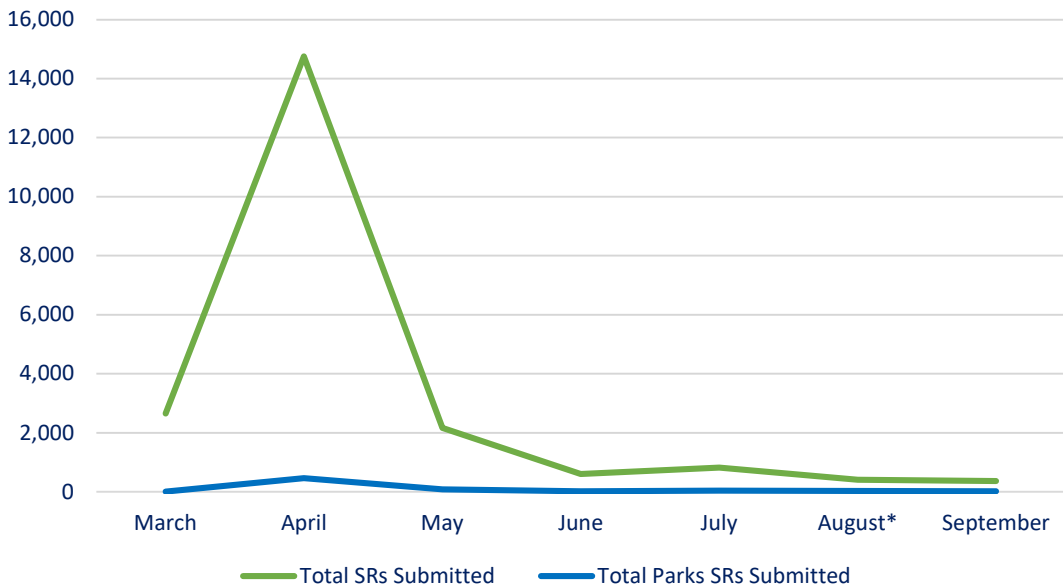
COVID-19 311 Call Center Data



COVID-19 Related Calls to 311



COVID-19 Related SRs Submitted



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
September*	260	65
Total COVID-19 Calls To Date		9,504

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	440	29
September*	367	13
Total COVID-19 SRs To Date		21,783

*As of September 28, 2020



311 Call Center COVID-19 Operations



- **9,504** total resident calls related to COVID-19 since March 13th
- **21,783** total emergency regulations violation service requests, including proactive service requests, since March 17th
 - **630** 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



*As of September 28, 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	309	58	367	0
September	224	121	345	0
Total to Date	6,200	15,358	21,558	37

*Updated as of September 28, 2020



COVID-19 Code Enforcement Data



- **15, 358** of the cases regarding COVID_19 have been proactive
- **6,200** cases were called in (311 reactive)
- **6,164** Notices of Violation (NOV) have been issued. Out of those NOVs, only **30** locations required a citation to bring about compliance
- Most of the cases have been related to non-posting of the AER requirements

*Updated as of September 28, 2020



COVID-19 Code Outreach Data



- Code Compliance has conducted educational and monitoring campaigns. During those efforts, the following outcomes were noted:
 - 11,418 educational flyers were distributed within certain zip codes during a recent awareness campaign.
 - Of that, 902 businesses were contacted and provided flyers to post and distribute to their customers.
 - A total combined effort has resulted in 25,113 locations monitored, educated and/or informational materials provided.
 - Currently, Code Compliance is providing COVID educational materials with each notice mailed, to add an additional layer of education and outreach to our citizens.

*Updated as of September 28, 2020

