

Memorandum



DATE October 13, 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 9,644 calls regarding COVID-19 since March 17th. Monthly COVID-19 calls have steadily decreased since May. Approximately 140 calls have been received in October, compared with 260 calls in September, 451 calls in August, 927 calls in July, and 1,540 calls in June.

A total of 21,900 COVID-19 related violation service requests (SRs) have been submitted since March 17th, including proactive service requests. Approximately 634 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 October (through October 12, 2020), the Code Compliance COVID-19 Special Task Force conducted a total of 120 inspections and no citations were issued. There have been 6,173 Notices of Violation issued since March, and only 30 locations required citations to bring about compliance. Code continues to conduct education and outreach for COVID-19 resulting in 32,360 locations monitored, educated and or informational materials distributed.

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
Code Compliance Services

[Attachment]

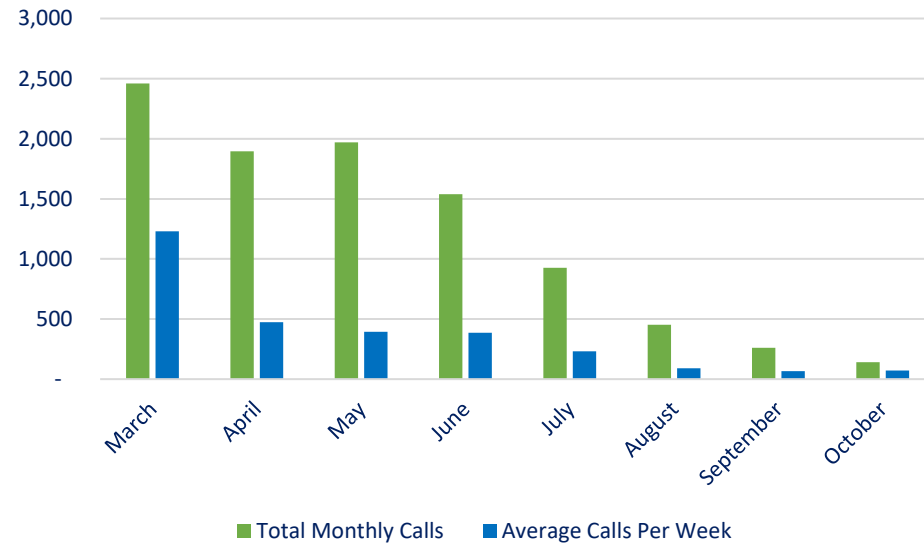
C: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, 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
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

COVID-19 311 Call Center Data



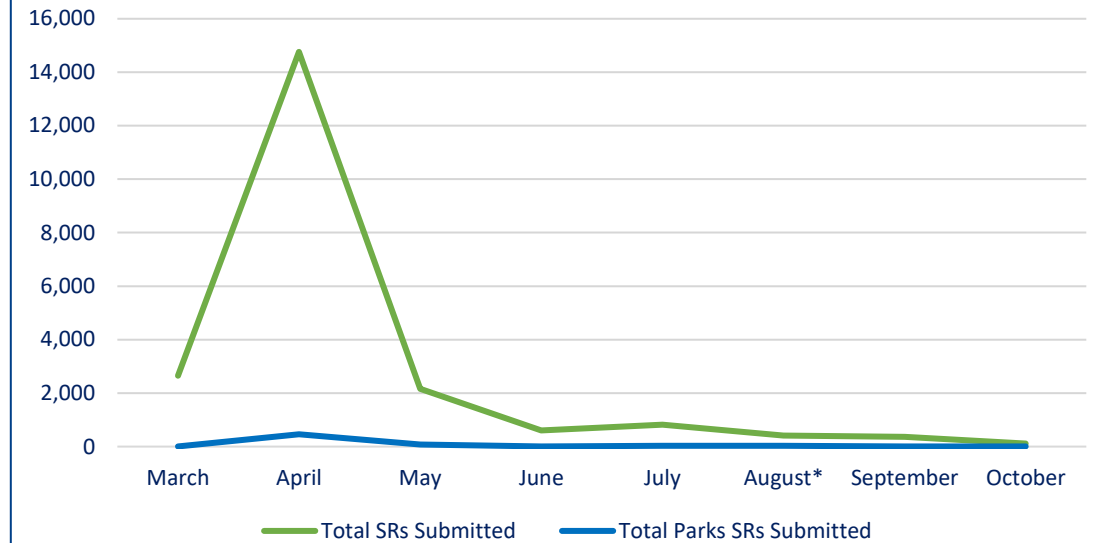
COVID-19 Related Calls to 311



COVID-19 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
October	140	70
Total COVID-19 Calls To Date	9,644	

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	440	29
September	367	13
October	117	4
Total COVID-19 SRs To Date	21,900	634

*As of October 13, 2020



311 Call Center COVID-19 Operations



- **9,644** total resident calls related to COVID-19 since March 13th
- **21,900** total emergency regulations violation service requests, including proactive service requests, since March 17th
- **634** 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 October 13, 2020

COVID-19 Code Enforcement Data



Code Compliance Services COVID-19 AER 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	236	126	362	0
October	81	39	120	0
Total to Date	6,293	15,402	21,695	37

Updated as of October 13, 2020



COVID-19 Code Enforcement Data



- **15,402** of the cases regarding COVID-19 have been proactive
- **6,293** cases were called in (311 reactive)
- **6,173** Notices of Violation (NOV) have been issued. Out of those NOVs, only **30** locations required a citation to bring about compliance
- The majority of all cases have been related to non-posting of the AER requirements

Updated as of October 13, 2020



COVID-19 Code Outreach Data



- Code Compliance has conducted educational and monitoring campaigns. During those efforts, the following outcomes were noted:
 - A total combined effort has resulted in 32,360 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 October 13, 2020

