

Memorandum



DATE February 9, 2021

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 February 5, 2021, the 311 Call Center has received a total of 11,868 calls regarding COVID-19 since March 17, 2020. Approximately 277 COVID-related calls were received in December 2020, compared with 999 in January 2021, and 661 received as of February 5, 2021. The majority of the increased call activity can be attributed to the City's recent opening of a dedicated COVID vaccine appointment hotline.

A total of 22,954 COVID-19 related violation service requests (SRs) have been submitted since March 17th, including proactive service requests. Approximately 650 Parks related emergency violation SRs have been submitted since March 20th. 311 continues to monitor emergency regulations to ensure current SRs are reflective of current regulations in place.

For February 2021, the Code Compliance COVID-19 Special Task Force conducted a total of 46 inspections and no citations were issued during this time. There have been 6,226 Notices of Violation issued since March 2020, and only 31 locations required citations to bring about compliance. Code continues to conduct education and outreach for COVID-19 resulting in 39,133 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
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizar 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
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