

Memorandum



DATE February 23, 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 23, 2021, the 311 Call Center has received a total of 13,036 calls regarding COVID-19 since March 17th 2020. Approximately 277 COVID-related calls were received in December 2020, compared with 999 in January 2021, and 1,829 received as of February 23, 2021. The majority of increased call activity can be attributed to the City's recent opening of a dedicated COVID vaccine appointment hotline.

A total of 23,035 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 100 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]

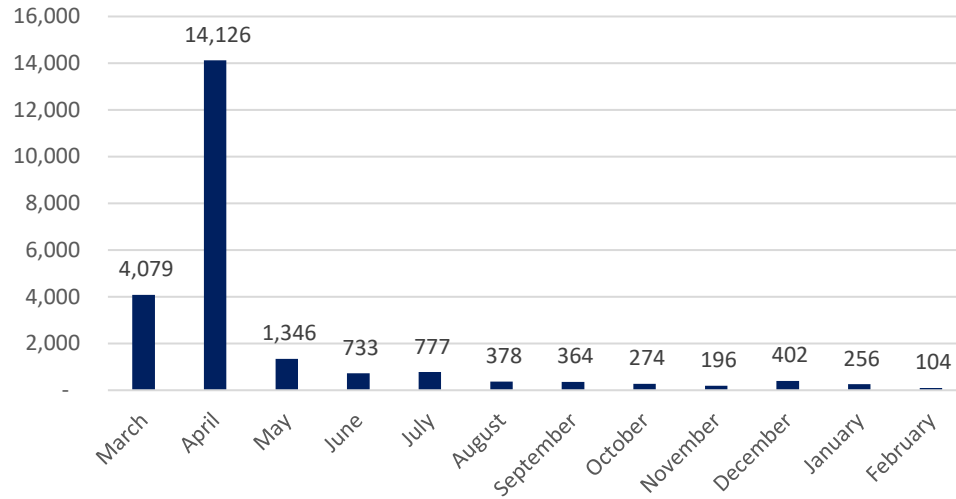
C: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

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

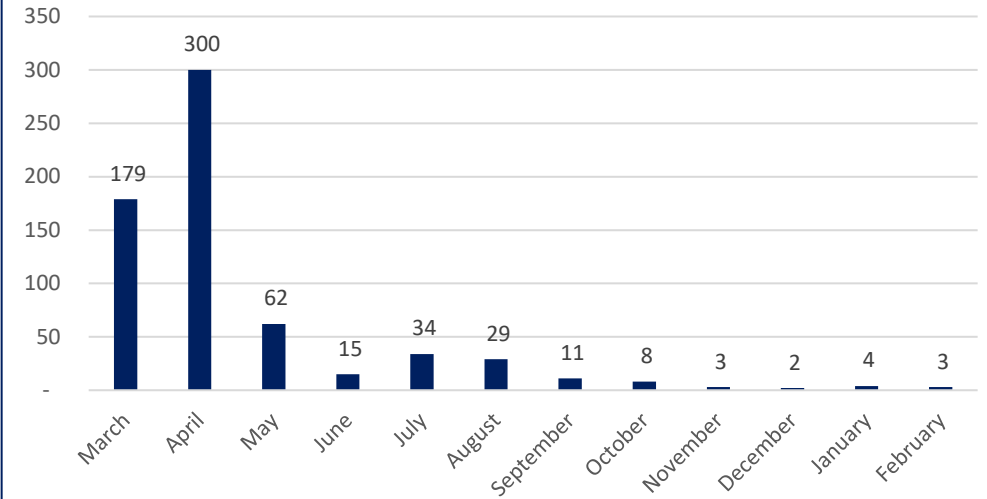
COVID-19 Service Request Data



Total COVID-19 SRs by Month



Parks Total COVID-19 SRs by Month



COVID-19 Service Request Data – 2020/2021

Month	Total SRs Submitted	Total Parks SRs Submitted
March	4,079	179
April	14,126	300
May	1,346	62
June	733	15
July	777	34
August	378	29
September	364	11
October	274	8
November	196	3
December	402	2
January ('21)	256	4
February ('21)	104	3
Total COVID-19 SRs To Date*	23,035	650

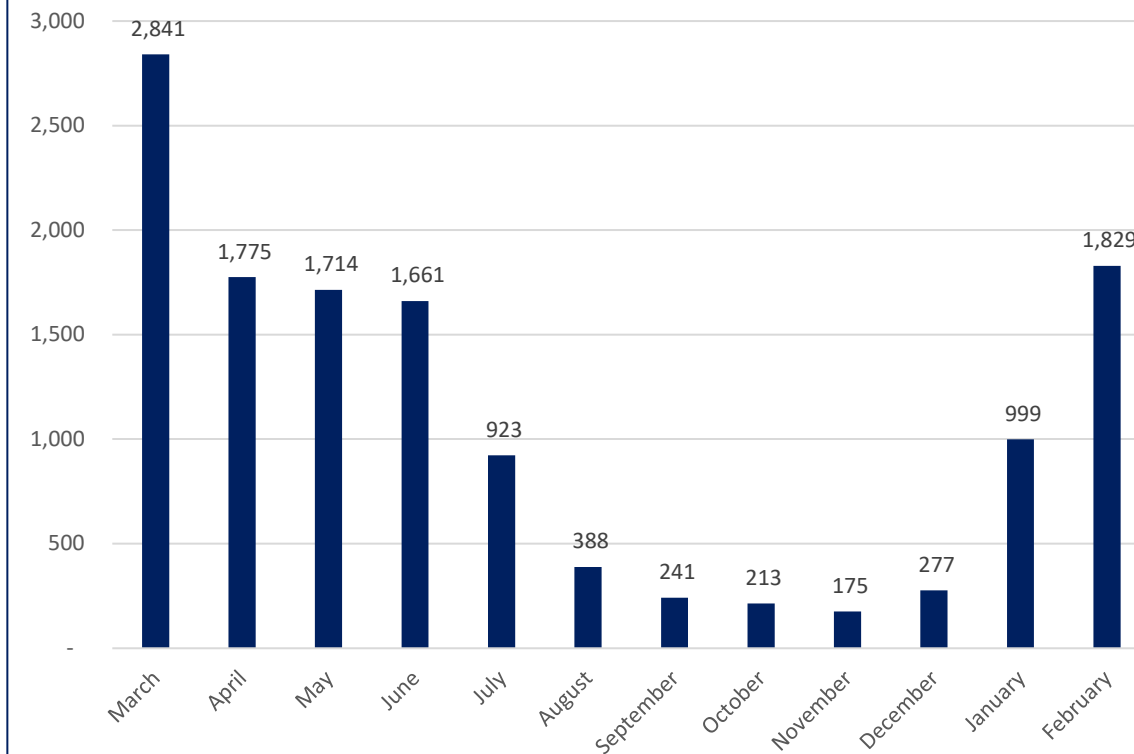
*As of February 23, 2021



COVID-19 311 Call Center Data



Total COVID-19 311 Calls by Month



COVID-19 Call Data – 2020/2021

Month	Total Monthly Calls
March	2,841
April	1,775
May	1,714
June	1,661
July	923
August	388
September	241
October	213
November	175
December	277
January	999
February	1,829
Total COVID-19 Calls To Date*	13,036



*As of February 23, 2021

311 Call Center COVID-19 Operations*



- **13,036** total resident calls related to COVID-19 since March 13th, 2020
 - Recent increase in COVID-19 related calls can be attributed to the creation of a City of Dallas, COVID-19 Vaccine Appointment Hotline
- **23,035** total emergency regulations violation service requests, including proactive service requests, since March 17th, 2020
- **650** total parks emergency regulations violation service requests since March 20th, 2020
- 311 continues to monitor current regulations in effect to ensure current SRs available are up to date



COVID-19 311 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	185	77	262	0
November	169	21	190	0
December	207	180	387	1
January	193	27	220	0
February	99	1	100	0
Total to Date	7,065	15,669	22,734	38

** Data displayed above as of February 22, 2021*



COVID-19 311 Enforcement Data



- **15,669** of the cases regarding COVID-19 have been proactive
- **7,065** cases were called in (311 reactive)
- **6,226** Notices of Violation (NOV) have been issued. Out of those NOV's, only **31** locations required a citation to bring about compliance
- The majority of all cases have been related to non-posting of the AER requirements

