

# Memorandum



CITY OF DALLAS

DATE December 5, 2014

TO Honorable Members of the Quality of Life & Environment Committee: Dwaine R. Caraway (Chair)  
Sandy Greyson (Vice Chair), Adam Medrano, Rick Callahan, Carolyn R. Davis, Lee M. Kleinman

SUBJECT Department of Code Compliance

On Monday, December 8, 2014, the Quality of Life & Environment committee will be briefed on the department of Code Compliance. The briefing is attached for your review.

Please contact me if you have any questions.

A handwritten signature in blue ink that reads "Joey Zapata".

Joey Zapata  
Assistant City Manager

## Attachment

c: Honorable Mayor and Members of the City Council  
A.C. Gonzalez, City Manager  
Warren M.S. Ernst, City Attorney  
Craig D. Kinton, City Auditor  
Rosa A. Rios, City Secretary  
Daniel F. Solis, Administrative Judge  
Ryan S. Evans, First Assistant City Manager

Eric D. Campbell, Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
Mark McDaniel, Assistant City Manager  
Jeanne Chipperfield, Chief Financial Officer  
Sana Syed, Public Information Officer  
Elsa Cantu, Assistant to the City Manager – Mayor & Council

# Department of Code Compliance

Quality of Life & Environment  
Committee

December 8, 2014



# Purpose

- Provide an overview of the Department of Code Compliance
- Detail specific programs and functions of each division within the department which will be evaluated during sunset review process for FY14-15
- Review key service requests received during FY13-14 and recent trends
- Discuss current challenges and next steps

# Role of the Department

- Our mission is to foster clean, healthy, safe communities while preventing physical blight in Dallas neighborhoods
- Code Compliance enforces over 900 City ordinances across 27 chapters of the Dallas City Code

# Role of Department

## Volume I

### •Chapter 7

Animal Control

### •Chapter 7A

Anti-Litter Regulations

### •Chapter 8A

Boarding Home Facilities

### •Chapter 9C

Carryout Bags

### •Chapter 10

Buses and Shuttles

### •Chapter 10A

Limousines

### •Chapter 10B

Non-motorized passenger vehicles

### •Chapter 12A

Code of Ethics

### •Chapter 15A

Temporary Political Campaign Signs

### •Chapter 15D

Emergency Vehicles

### •Chapter 16

Life Hazard – Gas Leaks

### •Chapter 17

Food Establishments

### •Chapter 18

High Weeds

Junk Motor Vehicles

### •Chapter 19

Unwholesome Premises (Sewage)

Scrap Tire Enforcement Program

Mosquito-Breeding

### •Chapter 27

Minimum Urban Rehabilitation & Multi-Family

### •Chapter 28

Parking Oversized Vehicles in Residential Areas

## Volume II

### •Chapter 31

Graffiti Abatement

Lock, Take, Hide

Life Hazard - Refrigerator

### •Chapter 40

Vector Control

### •Chapter 43A

Swimming Pools

Building Number

### •Chapter 45

Taxicabs

### •Chapter 47

Trailers, Trailer Parks, Tourist Camps

### •Chapter 48A

Vehicle Tow Services

### •Chapter 48C

Vehicle Immobilization

### •Chapter 48B

CBD Vacant Buildings

### •Chapter 49

Water Conservation

### •Chapter 50

Consumer Affairs

## Volume III

### •Chapter 51A

Signs

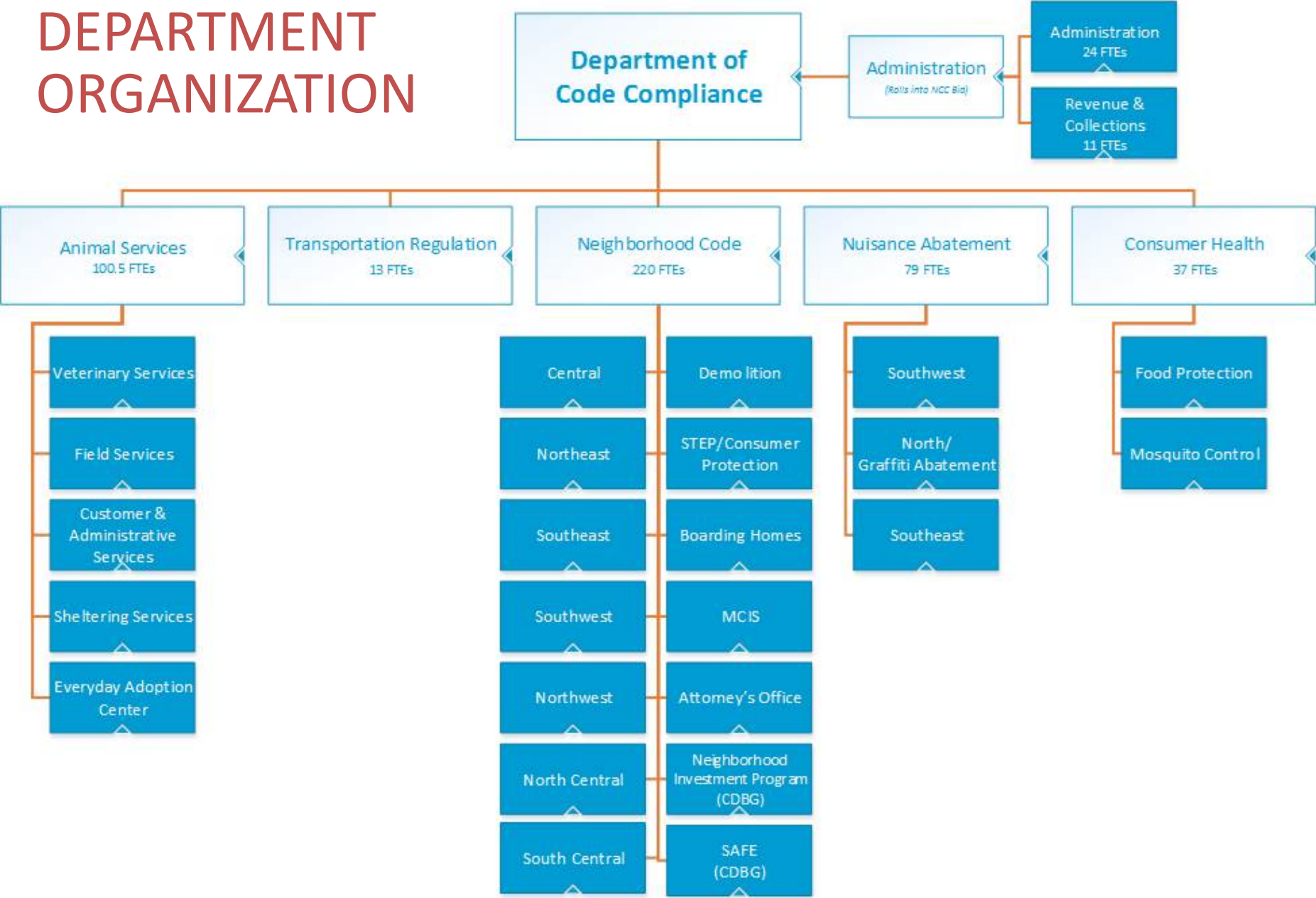
Zoning/Usage Regulations

Yard Lot & Space Issues

Fences/Screening

Visibility Obstructions

# DEPARTMENT ORGANIZATION



# Code Compliance Budget Summary

<b>Division</b>	<b>FY14-15 Expenditure Budget</b>
Neighborhood Code	\$17,234,362
Animal Services	\$8,874,329
Nuisance Abatement	\$5,583,399
Consumer Health	\$2,874,654
Transportation Regulation	\$815,861
Total	\$35,382,605

# Code Compliance Revenue

Division	FY14-15 Revenue
Neighborhood Code • Major revenue items: Multi-tenant registration, consumer protection and swimming pools.	<b>\$4,312,604</b>
Animal Services • Major revenue items: Registration of dogs and cats, administration of animal control fees such as adoptions, impoundments and intact animal permits.	<b>\$980,900</b>
Nuisance Abatement • Major revenue items: Payments of liens for mowing, heavy clean, secure closures and demolition.	<b>\$775,500</b>
Consumer Health • Major revenue items: Permit fixed food establishments, temporary and mobiles.	<b>\$3,132,415</b>
Transportation Regulation • Major revenue items: Taxicabs, Limousines, Ambulance and non-motorized.	<b>\$1,362,380</b>



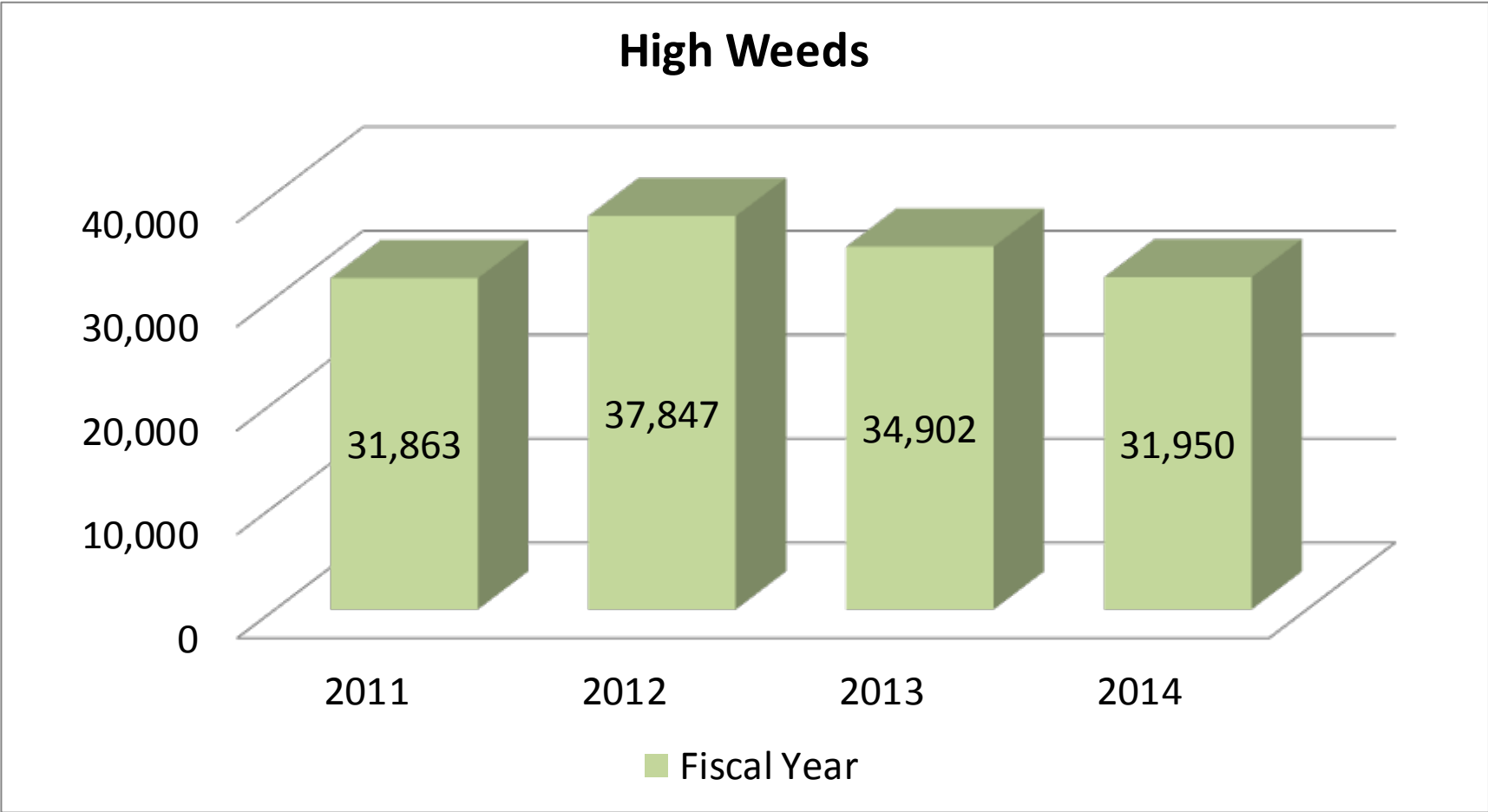
# Service Requests

- The Department of Code Compliance addresses approximately 300,000 service requests annually
- Common service requests:
  - High Weeds
  - Litter
  - Loose Animals
  - Open/Vacant Structures
  - Bulky Trash
  - Junk Motor Vehicles
  - Vector Control
  - Restaurant Complaints
  - Graffiti
  - Substandard Structure
  - Illegal Signs
  - Taxi Complaints
  - Obstructions
  - Illegal Land Use (Zoning)

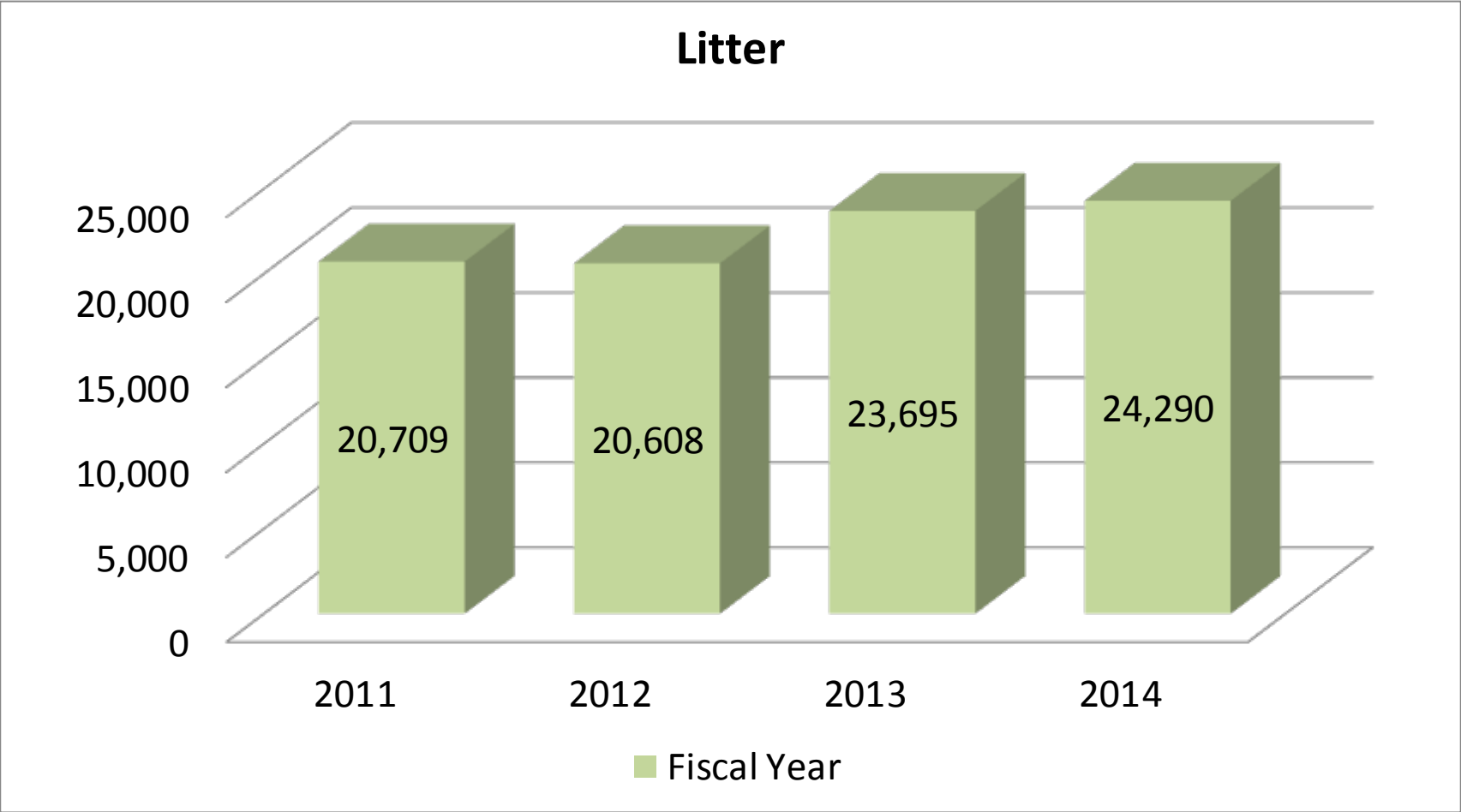
# Code – FY13-14 Top Service Requests

Service Request Type	Number
High Weeds	31,950
Litter	24,290
Loose Animal	12,709
Obstruction -- Alley/Sidewalk/Street	11,892
Signs In Public Right-of-Way	10,161
Bulky Trash Violation	10,090
Confined Animal	7,249
Substandard Structure	6,817
Junk Motor Vehicle	5,349
Sick/Injured Animal	4,760

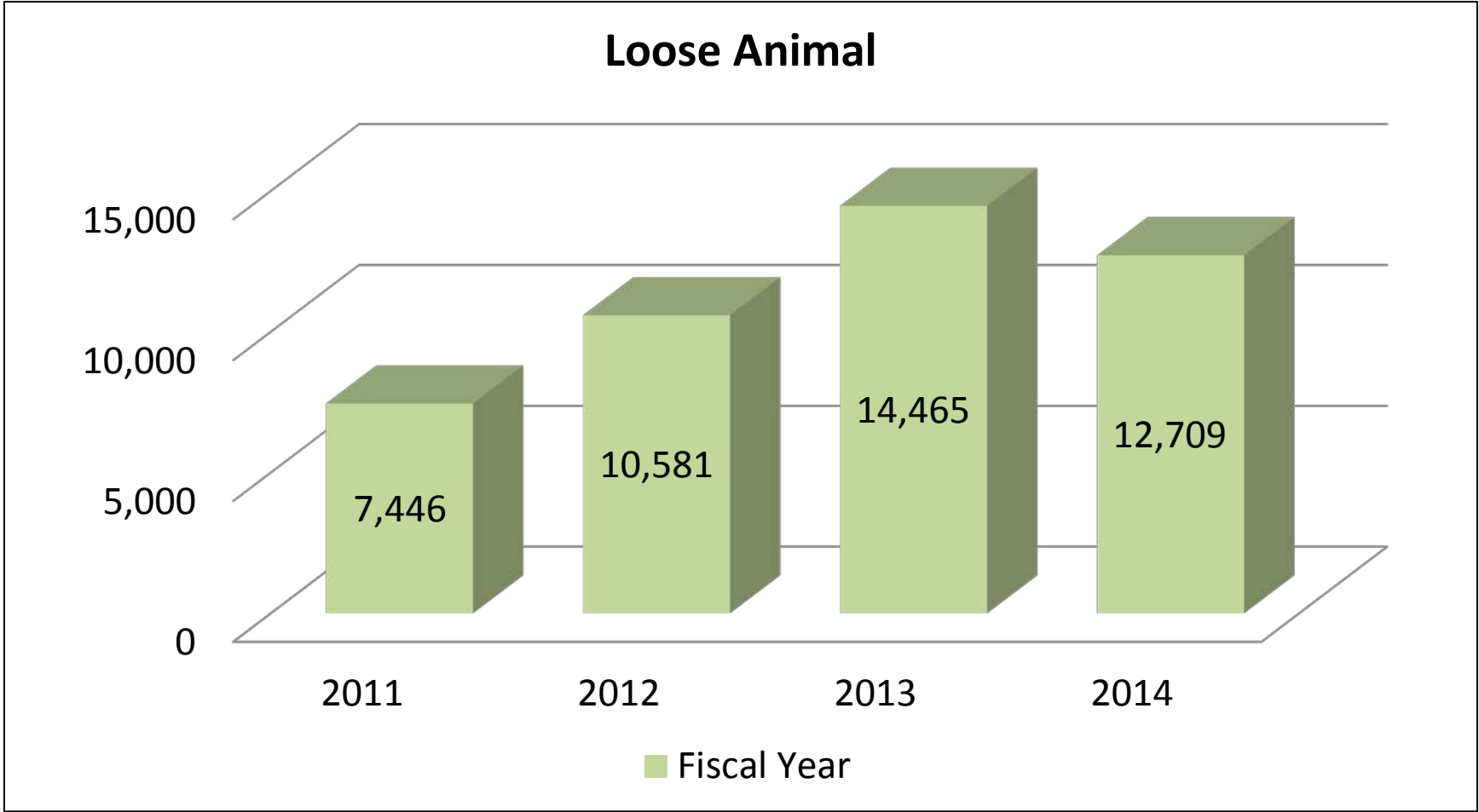
# Code - Top Service Requests Trends



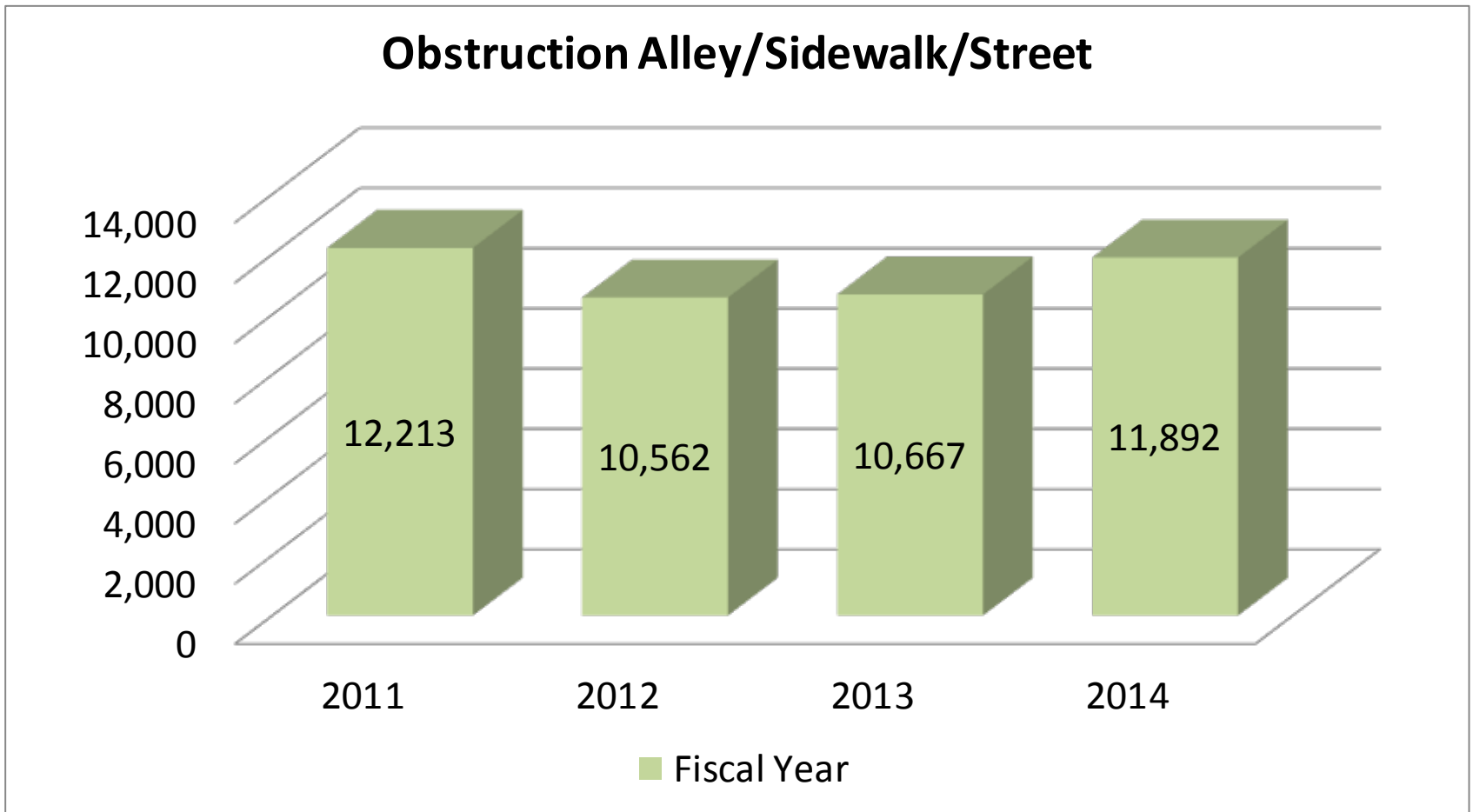
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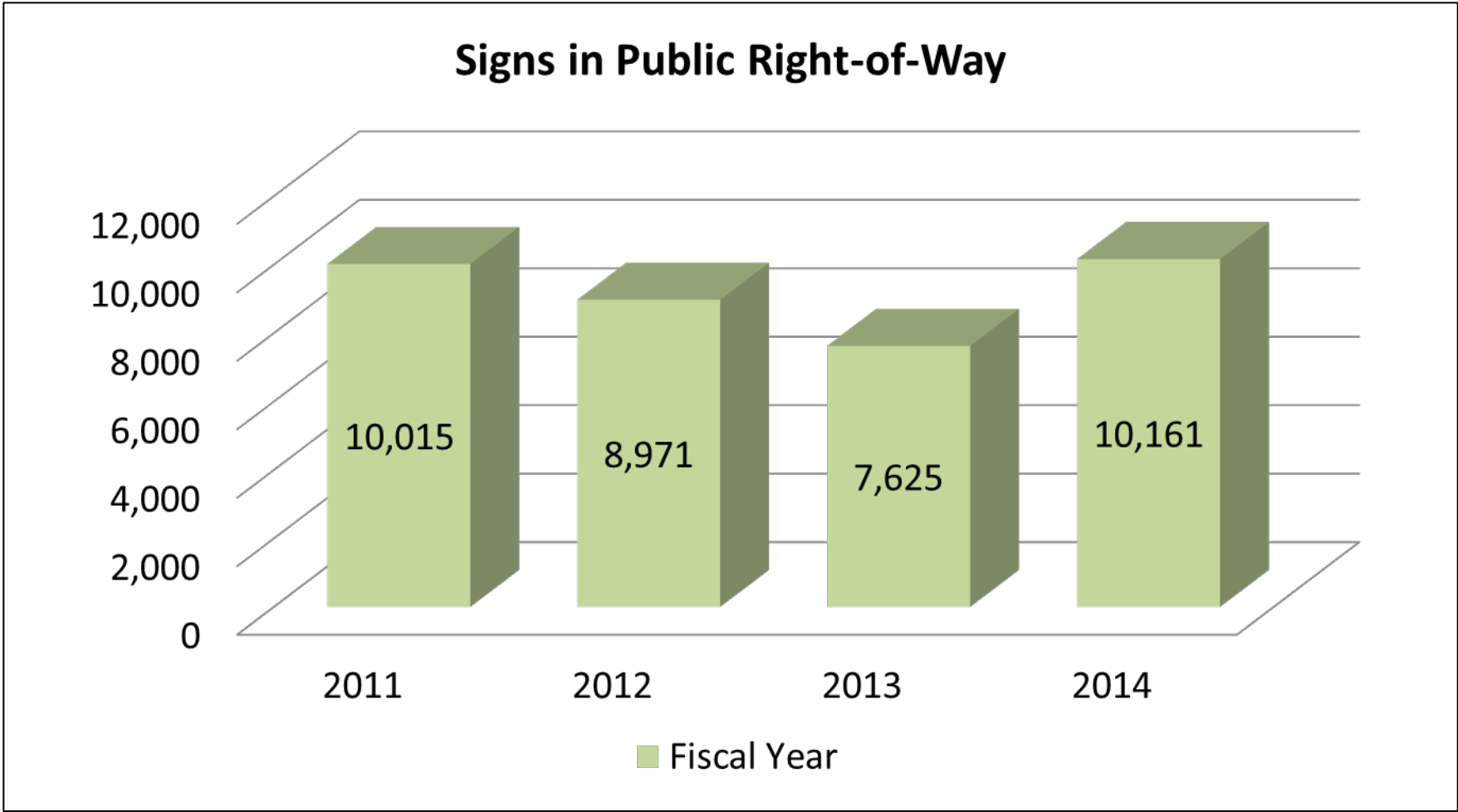
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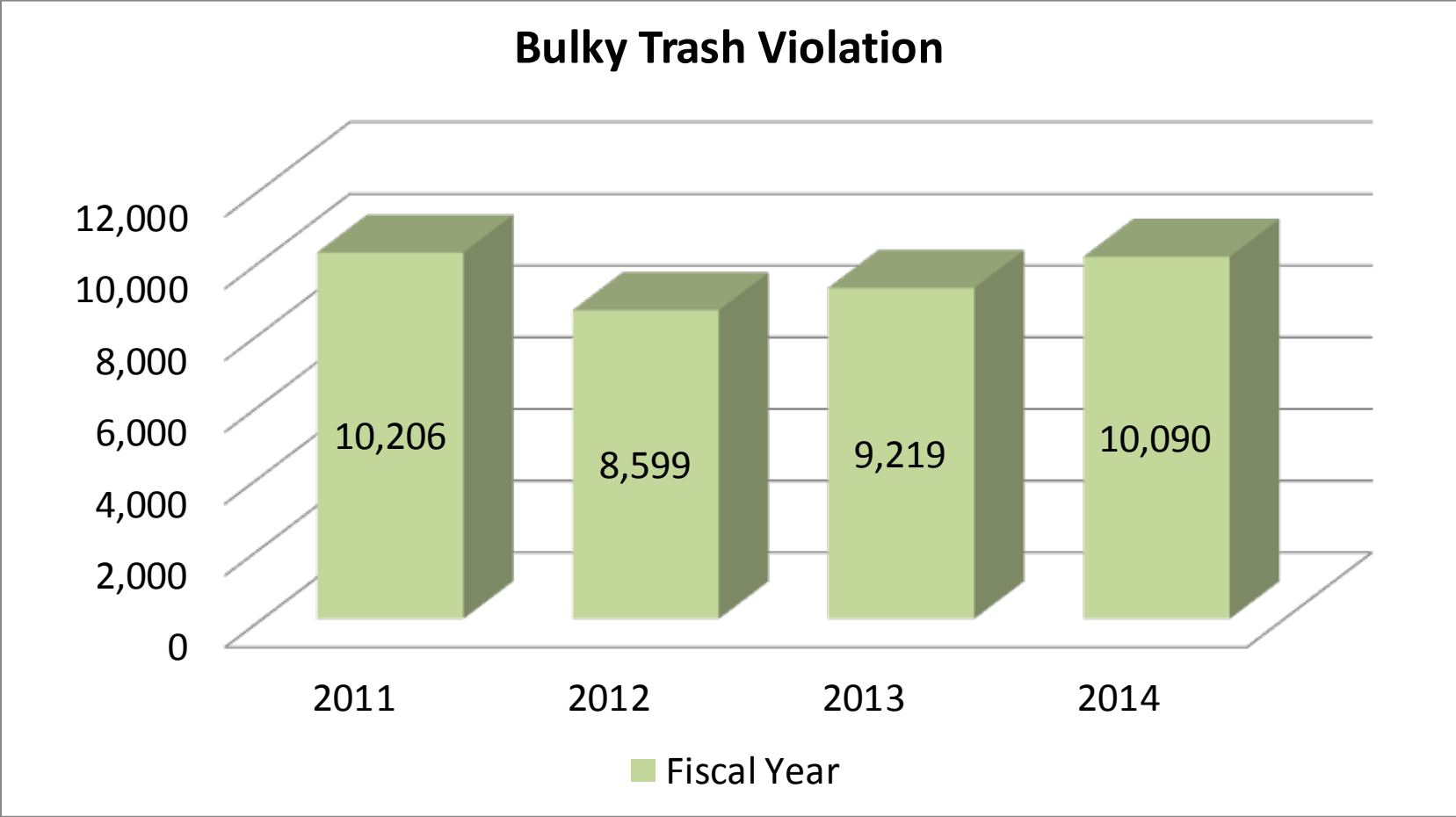
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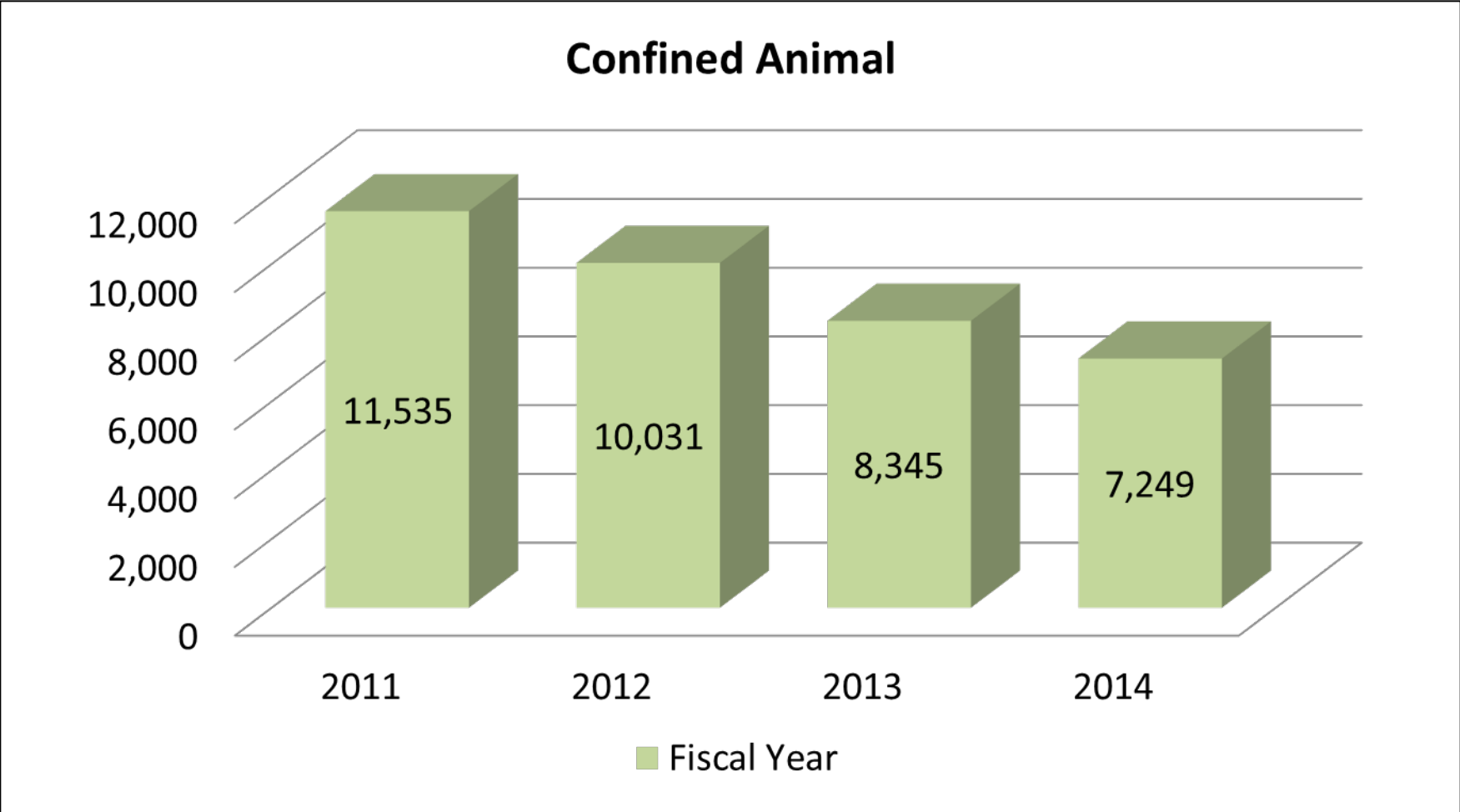


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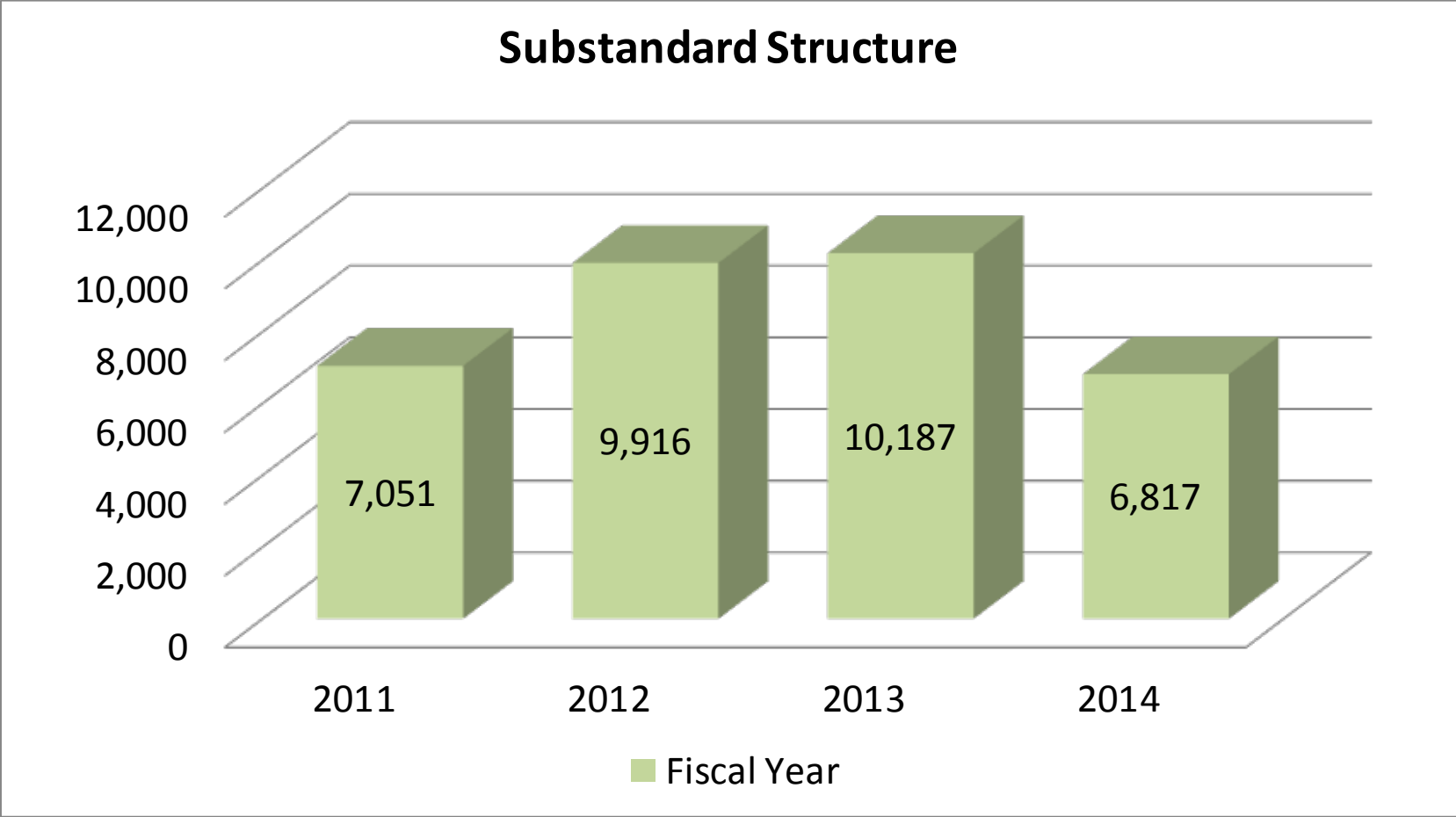




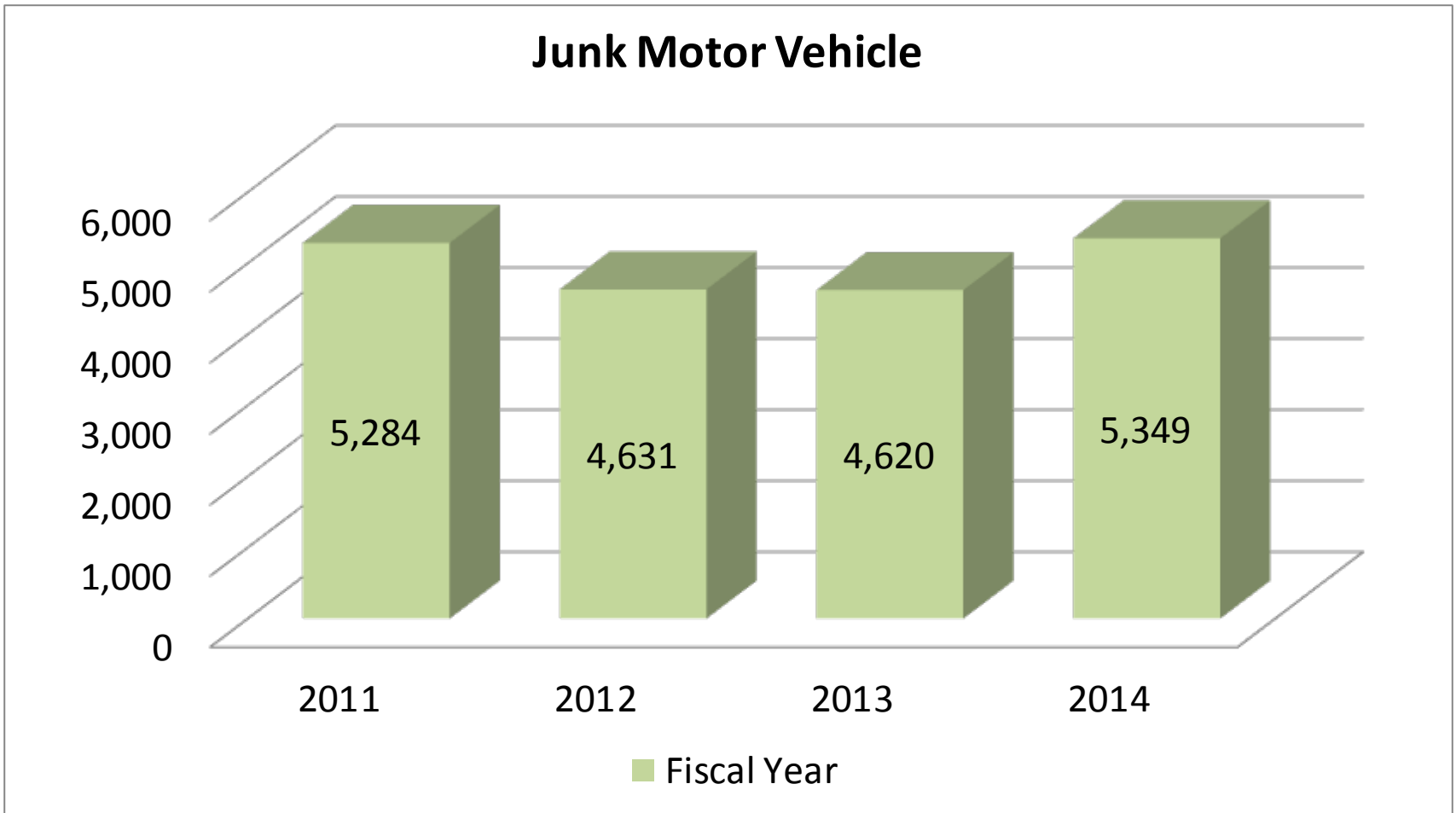
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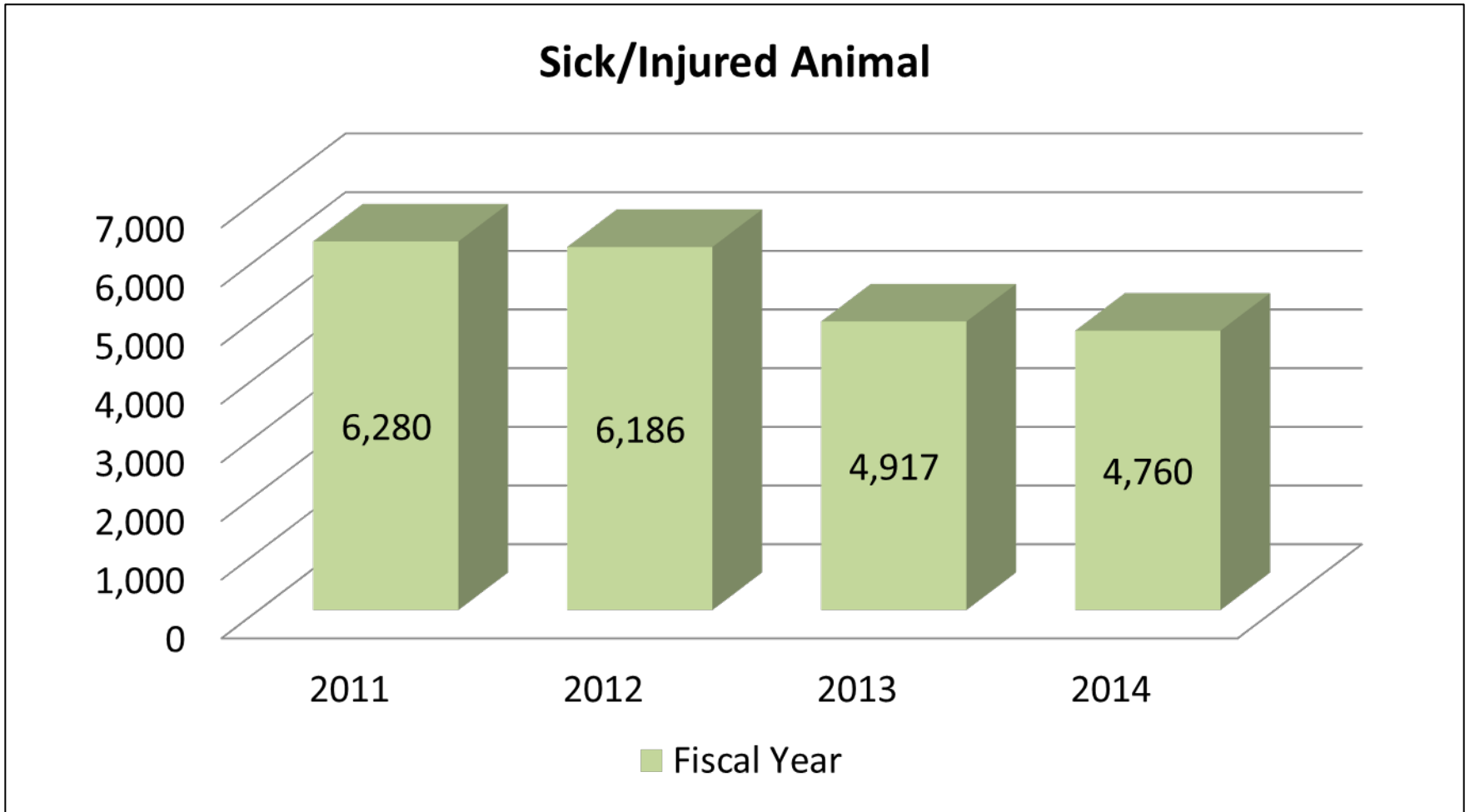
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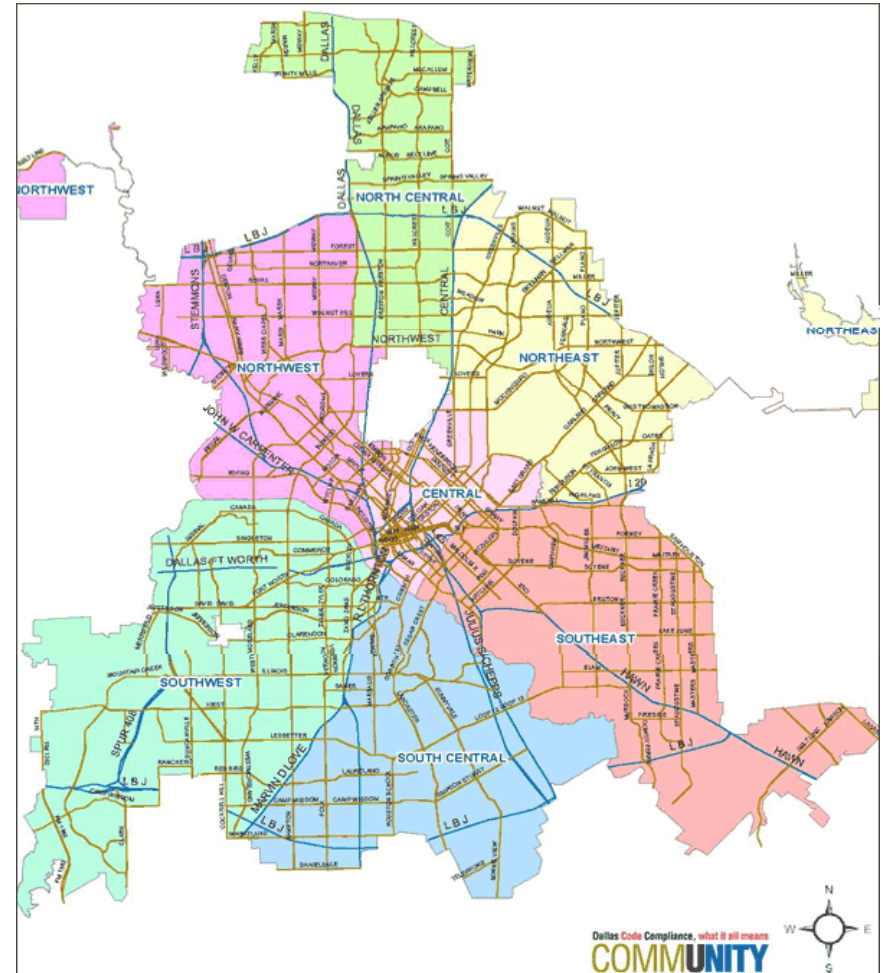
# Code - Top Service Requests Trends



# Neighborhood Code

# Neighborhood Code

- The Neighborhood Code Division consists of Community Code Districts and Specialized Units
  - Community Code Districts
    - 7 Districts
    - Ensure compliance with property standards and neighborhood integrity
    - Aligned with City service areas and police patrol divisions



# Neighborhood Code

- 8 Specialized Units
  - Boarding Home Facilities
  - Demolition
  - Multi-Tenant Community Integrity Specialist (MCIS)
  - Community Prosecution/Litigation support for City Attorney's Office
  - Neighborhood Investment Program (NIP) (*CDBG Grant Funded*)
  - Support Abatement Forfeiture and Enforcement (SAFE) (*CDBG Grant Funded*)
  - Consumer Protection/Scrap Tire Enforcement
  - Revenue & Collections

# Neighborhood Code

- Community Code Districts
  - 220 FTE
  - Cadets undergo a 5-week training academy
  - Apprentice in Districts
  - State Examination – Texas Department of State Health Services
  - Training – 4 to 6 months from start date

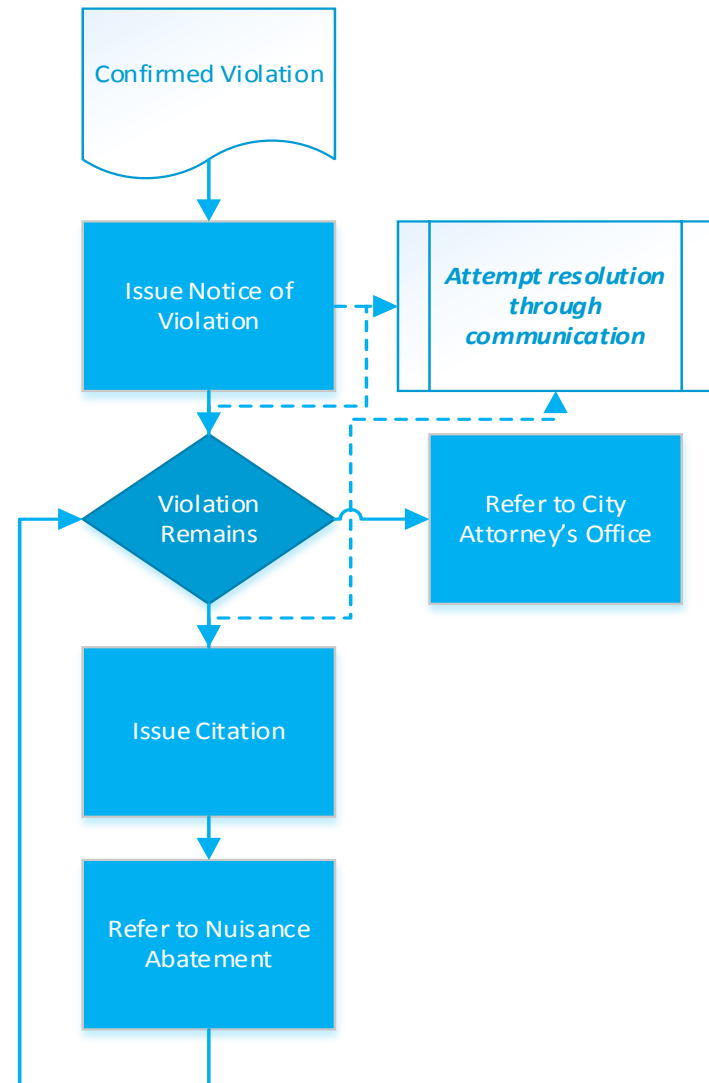


# Neighborhood Code

- Community Code Districts
  - Top 10 Common Code Violations:
    - High Weeds & Grass
    - Street/Alley/Sidewalk Obstructions
    - Bulky Trash
    - Junk Motor Vehicles
    - Illegal Outside Storage
    - Litter
    - Signs on Public Right of Way
    - Substandard Structures
    - Illegal Dumping
    - Graffiti

# Neighborhood Code

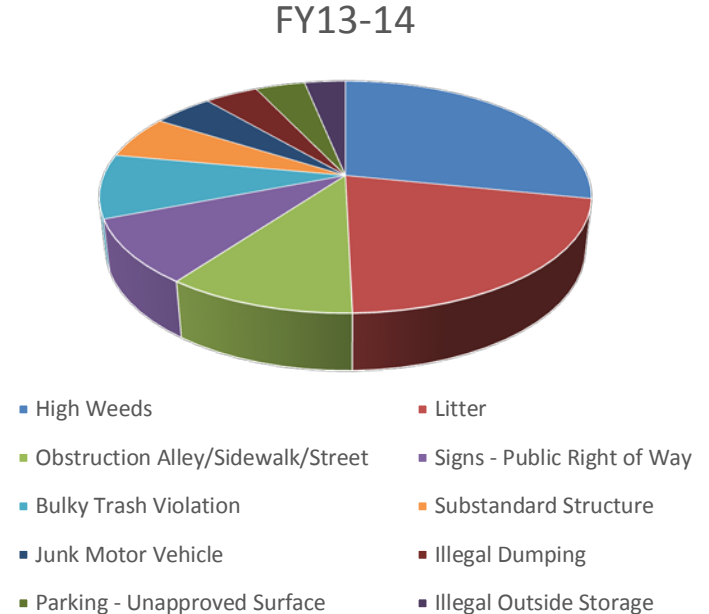
- Community Code - typical steps to obtain compliance:
  - Issue Notice of Violation (NOV) in person or by mail
  - Issue Citation
  - Refer to Nuisance Abatement
  - Refer to City Attorney's Office for further criminal or civil action



# Neighborhood Code

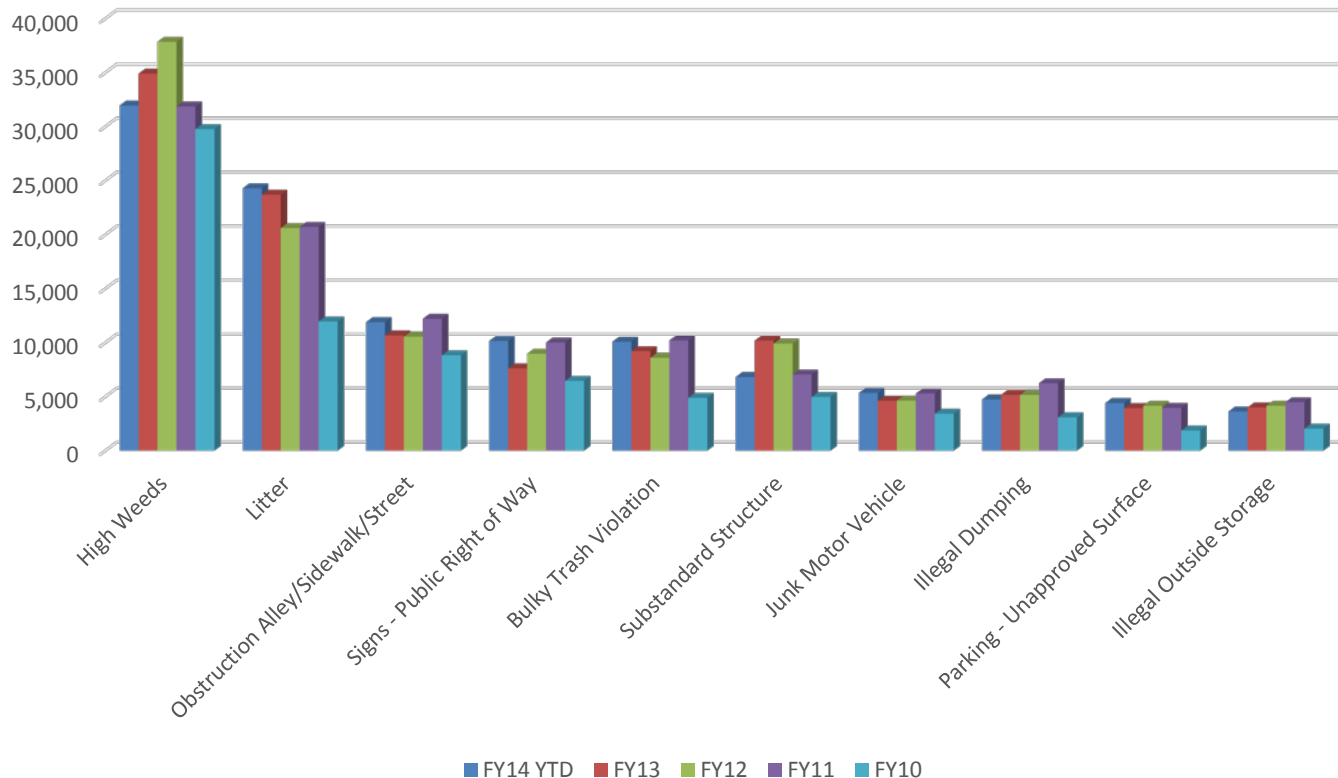
- Community Code Top Service Requests for FY13-14

Service Request Type	FY13-14
High Weeds	31,950
Litter	24,290
Obstruction Alley/Sidewalk/Street	11,892
Signs - Public Right of Way	10,161
Bulky Trash Violation	10,090
Substandard Structure	6,817
Junk Motor Vehicle	5,349
Illegal Dumping	4,745
Parking - Unapproved Surface	4,412
Illegal Outside Storage	3,633



# Neighborhood Code

- Community Code – Five Year Trend



# Neighborhood Code

- Frequent concerns by area
  - Illegal dumping in the Southern sector
  - Bandit signs in the Pleasant Grove area
  - Illegal vending in the Bachman Lake area
  - Weekend garage sales -Citywide
  - Water conservation in Northeast/North Central Dallas

# Neighborhood Code

- Targeted Approaches
  - Illegal dumping enforcement being enhanced by the purchase of four (4) portable cameras to be installed in 1<sup>st</sup> quarter 2015
  - Burner phones purchased to combat bandit signs
  - Illegal vending task force set up
  - Weekend garage sales addressed daily but specifically by Code's Saturday work crew
  - Water conservation night/early morning crew during August and September 2014 resulted in over 1,000 notices of violations issued

# Neighborhood Code

- Next Steps:
  - Ordinance Amendments
    - Align regulation of urban nuisances with state law
    - Revise administrative adjudication procedures
    - Simplify registration procedures for multi-tenant and Non-Owner Occupied Rental Properties
  - Targeted enforcement

# Boarding Home Facilities

- Ordinance adopted by City Council on June 27, 2012 to ensure that:
  - Residents live in safe, sanitary and decent housing
  - Residents are not abused, neglected or exploited
  - Adequate fire-rescue and police personnel and vehicles are available to service residents
  - The City can identify and facilitate appropriate responses to residents who may require special assistance during an emergency or at any other time
- Created Chapter 8A Boarding Home Facilities and amended Chapter 33 Personal Care Facilities



# Boarding Home Facilities

- Definition:
  - Furnish lodging to 3 or more persons unrelated
  - Provide assistance with daily living activities
  - Does not provide personal care services
  - Handicap facilities may have up to 8 persons
  - Exemptions for entities licensed by the State

# Boarding Home Facilities

- Key requirements:
  - Annual registration \$500
  - Annual interior/exterior inspections conducted
    - 850 per year
  - Applicants must provide documentation that all ad valorem taxes, fees, fines and penalties owed to the City are current and paid in full
  - Owners must adhere to all City Code regulations

# Boarding Home Facilities

- 7 FTE
- Staffed with specially trained Caseworkers and Code Inspectors
- Program Results:
  - 120 Boarding Home Facilities identified
  - 1,705 inspections and re-inspections conducted since implementation
  - 587 service requests
  - 42 citations have been issued

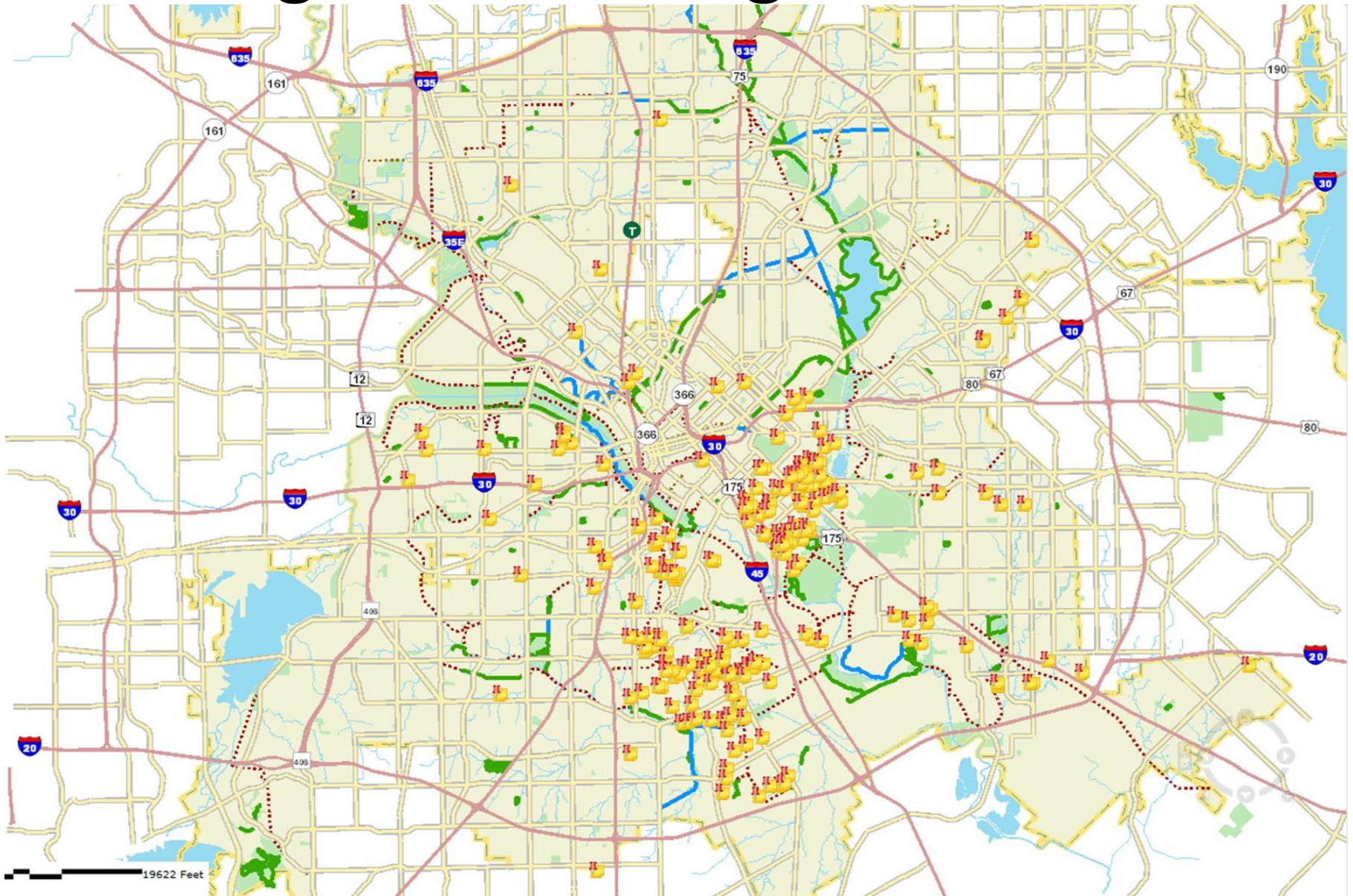
# Boarding Home Facilities

- Next Step
  - Update and proposed ordinance amendments to Housing Committee in January 2015
  - Fee study

# Blighted Housing Demolition

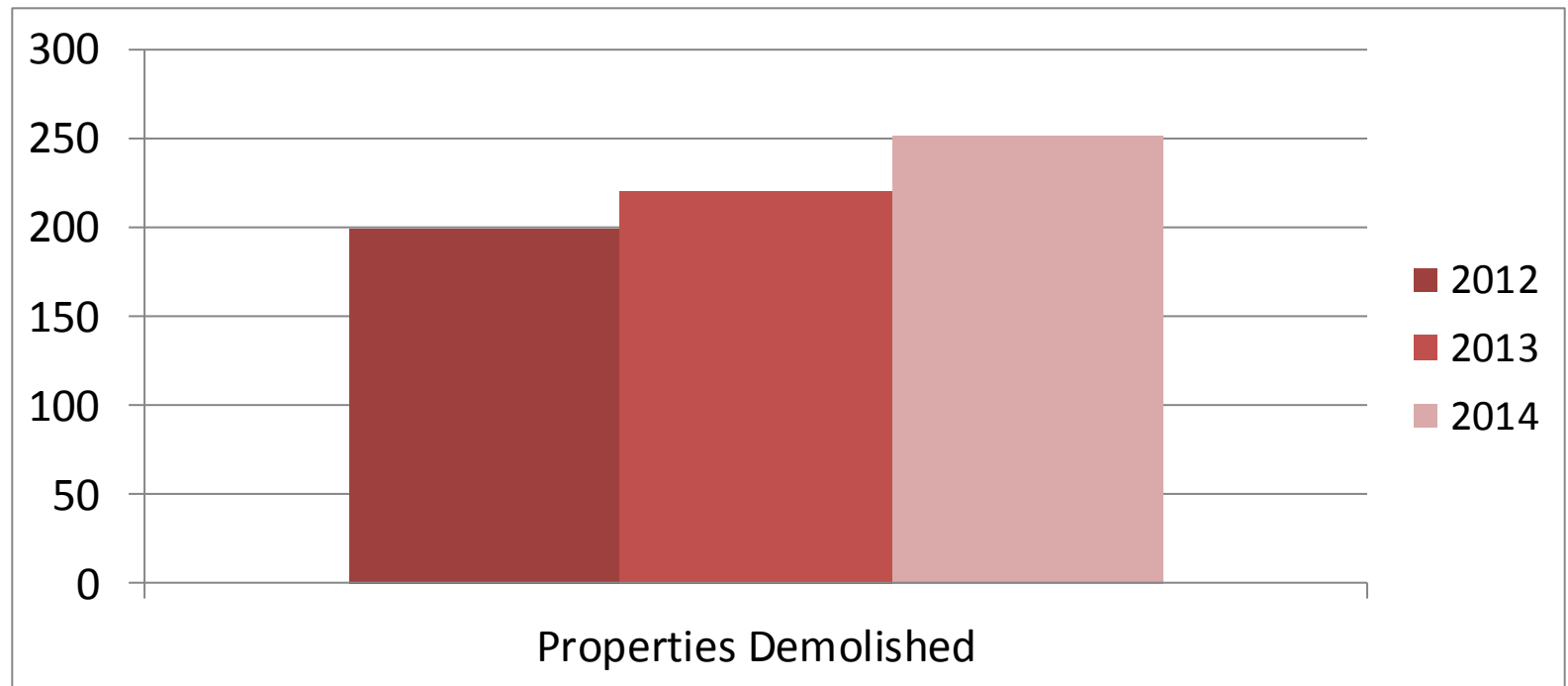
- 4 FTE
- Identify blighted, vacant structures and partner with the City Attorney's Office to obtain court-ordered demolitions
- Authority
  - Chapters 16, 27 and 52 of the Dallas City Code
  - Chapter 214 of the Texas Local Government Code
  - Chapter 54 of the Texas Local Government Code
- 252 structures demolished in FY13-14
- Lien property
- \$2.14 million allocated in FY14-15

# Blighted Housing Demolition



# Blighted Housing Demolition

## Historical



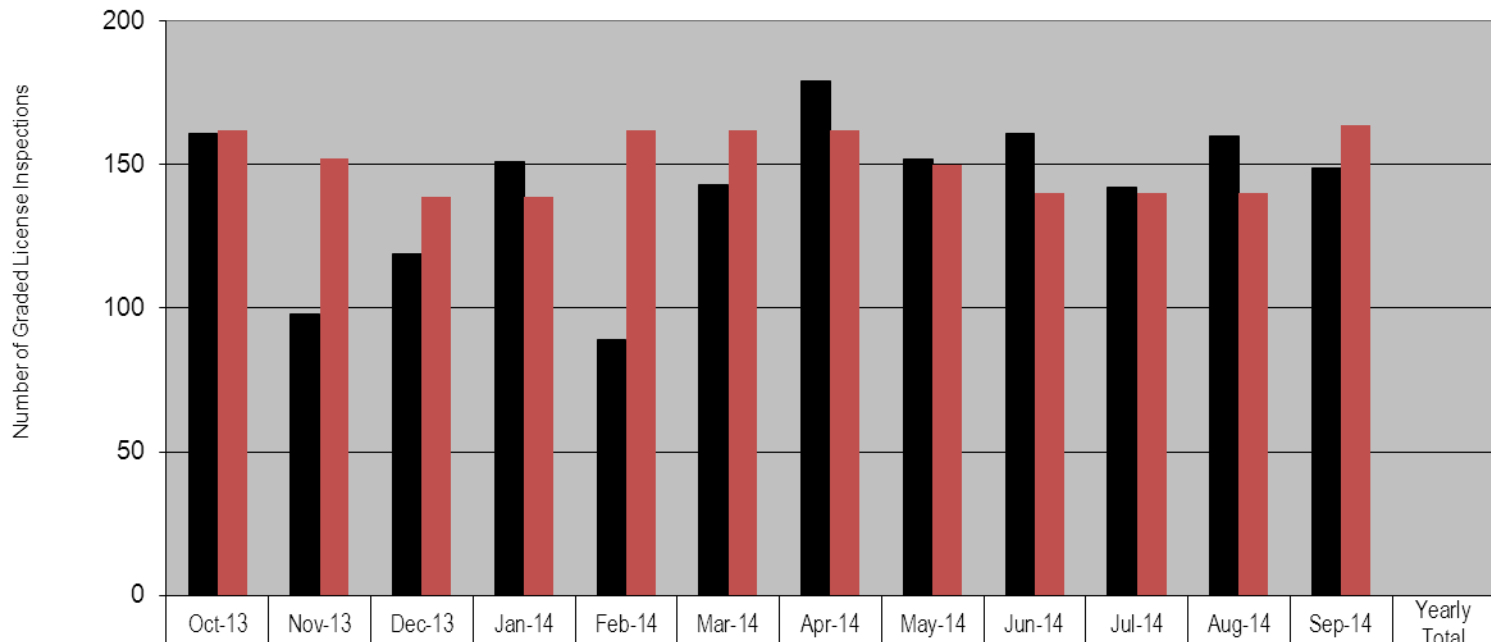
# Multi-Tenant Community Integrity Specialist (MCIS)

- 21 FTE
- Enforce Chapter 27
  - Responsible for graded license inspections for over 2,700 apartments and approximately 350 condo communities city wide
  - Over 1,700 graded license inspections conducted in FY13-14
  - All graded license inspections are current (excludes CAO and SAFE properties)



# Multi-Tenant Community Integrity Specialist (MCIS)

Number of graded license inspections per month



# of Graded License Inspections	161	98	119	151	89	143	179	152	161	142	160	149	1,704
Goal	162	152	139	139	162	162	162	150	140	140	140	164	1,812

# Multi-Tenant Community Integrity Specialist (MCIS)

- Fees
  - Registration
    - \$10 times the number of units on the property for occupied properties
    - No fee for an unoccupied property with an annual Exemption form filed
  - Inspection
    - Graded license inspection – no fee
    - 1<sup>st</sup> re-inspection – no fee
    - After 1<sup>st</sup> re-inspection and non-compliance
      - Administrative failure - \$20 times the number of units
      - Inspection failure - \$30 times the number of units
    - After 2<sup>nd</sup> re-inspection and subsequent re-inspection(s)
      - Dwelling units - \$50 times the number of units inspected
      - Exterior - \$50 times each violation re-inspected

# Multi-Tenant Community Integrity Specialist (MCIS)

- Ensures compliance with the following requirements:
  - Certificate of Occupancy
  - Multi-Tenant Registration
  - Swimming Pool/Spa Permit (if applicable)
  - Crime Watch Prevention Lease Addendum
  - Crime Watch Meeting Attendance
  - Emergency Response Form
  - Lock, Take Hide Signs
  - Master Meter Notice

# Multi-Tenant Community Integrity Specialist (MCIS)

- Authority to enforce remediation of the following violations:

Interior	Exterior
<p>Holes in walls, ceilings or floors            Insect/rodent infestation (including bed bugs)            Weather/water tight (weather stripping)            Hot water (minimum temperature of 120°F)            Peep hole/keyless deadbolt lock            Missing electrical switches or cover plates            Exposed wiring            Inoperable A/C (April 1st—November 1st if no window screens are provided)            Inoperable Heating (November 16th—March 15th)            Plumbing Fixtures/Faucets, Water tight sink, water closed, tub or shower (missing tile, etc.)            Water Leaks/Pipes/Holes around            Smoke Alarms            Overcrowding            Subflooring/Floors/Trip hazards</p>	<p>High weeds            Litter            Graffiti            Junk Motor Vehicles            Pot holes in parking lot            Required fencing            Overflowing dumpster            Broken windows/doors            Decayed/exposed wood            Unsound stairs, rails or balconies            Trip hazards            Holes or cracks in walls            Inadequate security lighting            Pool safety            Improper sewage discharge            Outside Storage on Patios</p>

# Multi-Tenant Community Integrity Specialist (MCIS)

- Types of inspections
  - Graded License Inspection
  - Non-graded Inspection
  - Supplemental Inspection
  - Assisted Inspections
    - City Attorney's Office (CAO)
    - Support Abatement Forfeiture and Enforcement (SAFE)
  - Re-inspections

# Multi-Tenant Community Integrity Specialist (MCIS)

- Next Steps:
  - Proposed ordinance amendments to Housing Committee in Spring 2015 to strengthen Chapter 27 in order to improve public safety and neighborhood quality of life
    - Definitions
    - Tenant Responsibility
    - Minimum Urban Housing Standards
    - Hearing Officer
    - Registration Expiration Date Change
    - Inspection Fees
    - Non-Owner Occupied Registration
    - Pools
  - Seek input from industry stakeholders on proposed changes in December 2014 / January 2015
  - Online Registration Portal
  - Fee study

# Community Prosecution and Code Litigation Support

- Code Compliance staff assigned to two sections of the City Attorney's Office involved in Code Enforcement:
  - Community Prosecution
    - 10 Code Staff
    - 15 Attorneys
    - 2 Fire Prevention Officers
  - Code Litigation
    - 4 Code Staff
    - 6 Attorneys

# Community Prosecution (CP)

- Assistant City Attorneys, Code Inspectors and Fire Prevention work together as a team to improve quality of life and increase public safety by:
  - Improving neighborhood quality of life through prosecuting impact offenders and utilizing civil code enforcement tools to improve substandard properties
  - Focusing problem-solving efforts in a geographically identifiable area
  - Engaging, educating, empowering private citizens as well as City staff



# Code Litigation

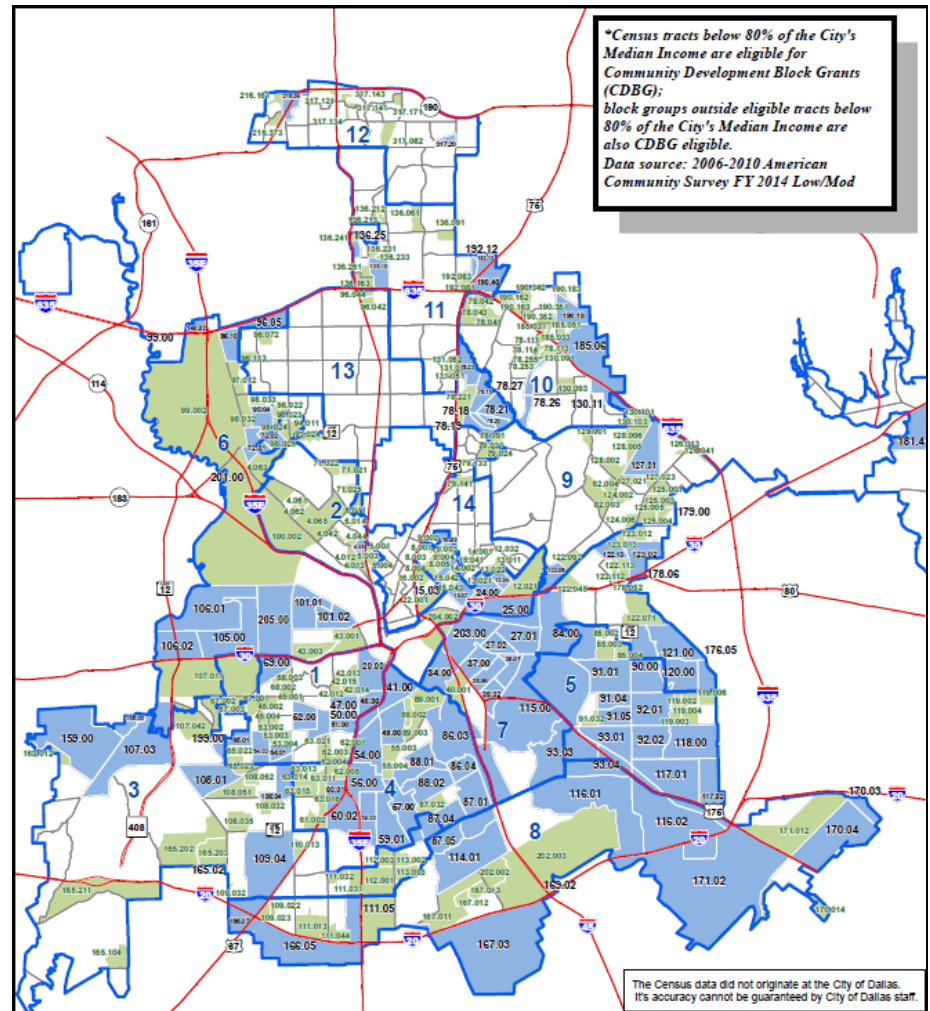
- Code Litigation:
  - Utility disconnection at Master Metered Apartment complexes
  - Chapter 54 and Chapter 211 lawsuits regarding zoning, code or environmental issues
  - Lawsuits in Municipal Courts on vacant, dilapidated, demolition-worthy single family structures
  - Work with Dallas Police Department on criminal nuisances and sexually oriented businesses
  - Fair Housing

# Neighborhood Investment Program (NIP)

- 8 FTE
- Provide enhanced code enforcement activities within the NIP designated target areas:
  - CDBG funded (\$507,575)
  - Intensified neighborhood Inspections
  - Code inspectors determine the presence of violations, issue notices to comply and issue citations

# Neighborhood Investment Program (NIP)

- NIP Target Areas:
  - West Dallas
  - South Dallas- Jubilee/Owenwood/ Dolphin Heights/Frazier Courts
  - South Dallas- Ideal/Rochester Park
  - North Oak Cliff-Marsalis
  - Lancaster Corridor/Alameda Heights



# Support Abatement Forfeiture and Enforcement (SAFE)

- 2 FTE
- Provide enhanced code enforcement by collaborating with DPD
  - CDBG funded (\$96,000)
  - Focus on substandard properties where criminal activity exist
  - Target areas based on high level of criminal activity and high number of code violations
  - Halt further neighborhood decline/deterioration

# Consumer Protection

- 2 FTE shared with Scrap Tire Enforcement
- Investigate claims of fraudulent business dealings and issue annual permits & licenses:
  - Home Repair
  - Electronic Repair
  - Single-Use Bag
  - Scrap Tire Enforcement
    - Motor Vehicle Repair Shop
    - Motor Vehicle Tow
    - Scrap Tire
  - Vacant Buildings
  - Wood Vendor
  - Credit Access Business

# Consumer Protection

- Home Repair
  - License required to perform home repairs for compensation
  - \$100 annual fee
- Electronic Repair
  - License required to engage in electronic repair business
  - \$175 annual fee
- Wood Vendor
  - License to sell wood
  - \$75 annual fee

# Consumer Protection

- Vacant Buildings
  - Chapter 48B
  - Buildings located in the City's central business district, regardless of structural condition, required to register
  - Registration / Inspection
    - \$75 certificate fee
    - $\$185.64 + (\$0.009282 \times \text{total square feet of business area})$  inspection fee
  - 18 buildings registered / inspected

# Consumer Protection

- Credit Access Business – “Pay Day Lender”
  - Enforcement handled by Code Administration and Community Prosecution Team
  - Business must obtain a state license
  - Location must comply with Dallas Development Code
  - Business must maintain records
  - Restrictions on access to credit
  - Citation up to \$500 per day
  - \$50 annual fee
  - 117 businesses with active registration in FY13-14



# Consumer Protection

- Single-Use Carryout Bag
  - Ordinance passed March 26, 2014 and effective January 1, 2015
  - Enforcement handled by Community Code Districts
  - Businesses required to register if they issue single-use bags
  - Annual registration free
  - Businesses required to collect \$0.05 environmental fee (per bag)
  - Businesses required to remit 90% of environmental fee to the City

# Scrap Tire Enforcement

- Definition:
  - Enforce Chapters 18 and 19 of Dallas City Code
  - Issue annual permits & licenses for tire-related businesses in the City
  - Code Inspectors perform routine and complaint driven inspections:
    - Issue citations
    - 532 facilities licensed for tire business
    - 208 licensed as mobile tire repair/transporter
    - 205 Notices of Violation(NOV) and 20 citations issued in FY13-14

# Scrap Tire Enforcement

- 2 FTE shared with Consumer Protection
- Tire Businesses
  - Businesses where used tires are collected, repaired, processed, recycled, scrapped, sold, bought or stored must be permitted
  - \$315 annual license fee
- Mobile Tire Repair Unit
  - Business that repairs tires at any temporary location such as a roadway, alley, parking lot or residence
  - \$30 annual license fee

# Scrap Tire Enforcement

- Tire Business and Mobile Tire Repair Unit



# Scrap Tire Enforcement

- Tire Transporters

- Vehicles used for the transport of scrap tires in the City must display a valid scrap tire transporter decal

- Separate application for each vehicle used
    - \$20 annual fee



Transport Vehicle



Transport Vehicle and Trailer

# Scrap Tire Enforcement

- Manifest
  - Tracking record / history of disposal
- Accumulation of Tires
  - One or more new or used tires must be stored under a roofed structure



# Consumer Protection / Scrap Tire Enforcement

- Next Steps
  - Fee Study
  - Online registration/payment portal
  - Cross train Consumer/Demo/Single-Use Bag groups to minimize coverage areas and increase enforcement
  - Continual education in Scrap Tire Enforcement as well as cross talks with other major cities to research best practices

# Revenue & Collections

- 11 FTE
- Division formed in 2010
- Consolidate all revenue collection for Code Compliance into a centralized team
- Staff reassigned from field offices to the new unit
- Primary contact for Code District Managers/Inspectors



# Revenue & Collections

- Process all permit/certificates for Code Compliance

Permits / Certificates Issued in FY13-14	
Electrical Repair	54
Home Repair	1,965
Mobile Tire/Transporter	255
Motor Vehicle Repair	1,294
Multi-tenant Registration	2,088
Scrap Tire License	510
Swimming Pool Permit	841
Vacant Buildings	18
Credit Access Business	117
Wood Vendor	8

# Revenue & Collections

- Process work orders from Nuisance Abatement
  - 7,492 liens filed in FY13-14
    - Weed Liens 6,593
    - Secure Closure Liens 780
    - Demolition Liens 119
  - File liens with Dallas County
  - Process disputes
  - Hold dispute hearings

# Revenue & Collections

## Revenue & Collections Managed Revenue

	FY11-12	FY12-13	FY13-14*
Pet Registration	\$345,458	\$377,145	\$338,792
Wood Vendor	\$1,425	\$838	\$975
Motor Vehicle Tire Service/Repair	\$285,641	\$254,895	\$266,604
Scrap Tire License Fee	\$158,055	\$130,425	\$176,205
Electronic Repair	\$11,025	\$9,804	\$10,325
Home Repair	\$290,246	\$197,928	\$202,604
Vacant Building Registration	\$14,056	\$14,257	\$17,110
Credit Access Business	\$10,450	\$7,706	\$5,700
NOORP	\$26,350	\$14,375	\$21,875
Garage Sale Permit	\$232,183	\$226,953	\$42,297
Multi-Tenant (Registration/Inspections)	\$2,820,485	\$2,747,490	\$2,425,206

\* FY13-14 Preliminary Close

# Revenue & Collections

- Next Steps
  - Online payment portal for all certificate/permit types
  - Propose three year pet registration process
  - New garage sale tracking
  - Collections
  - Fee study

# Animal Services

# Animal Services

- Achieve a healthy and safe community for people and animals through outreach, education and enforcement
  - Reduce roaming dogs through enforcement and outreach
  - Increase resources for people and animals through civil citations and public/private partnerships
  - Achieve a 90% Live Release Rate



# Animal Services

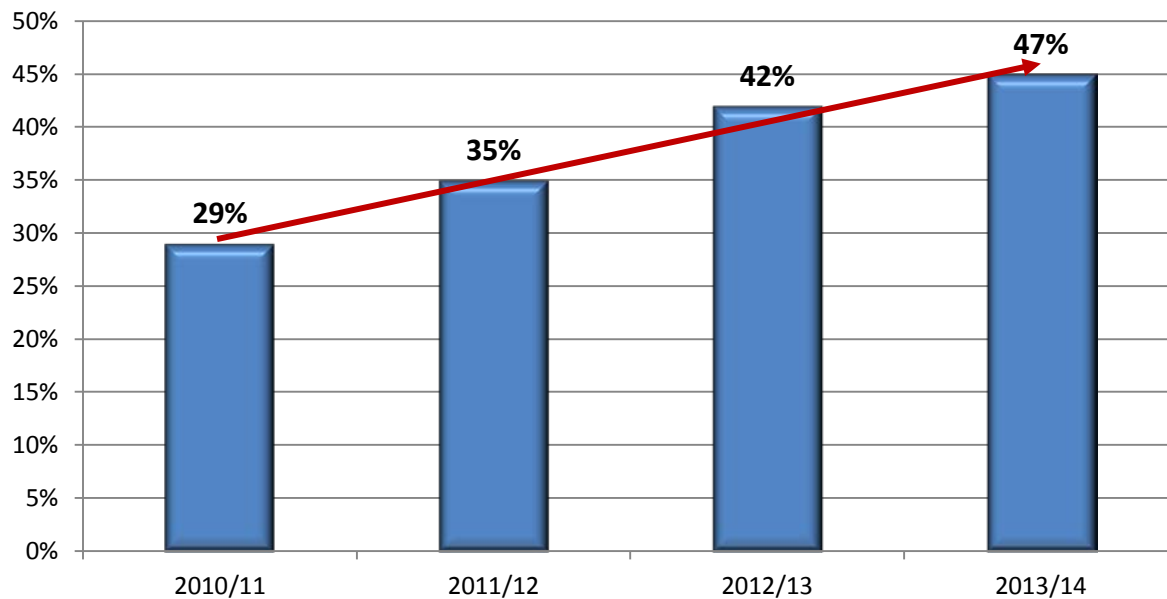
- 100.5 FTE + contracted services
- 4 Specialized Units
  - Sheltering Services
  - Field Services
  - Veterinary Services
  - Administration and Customer Services



# Live Release Rate

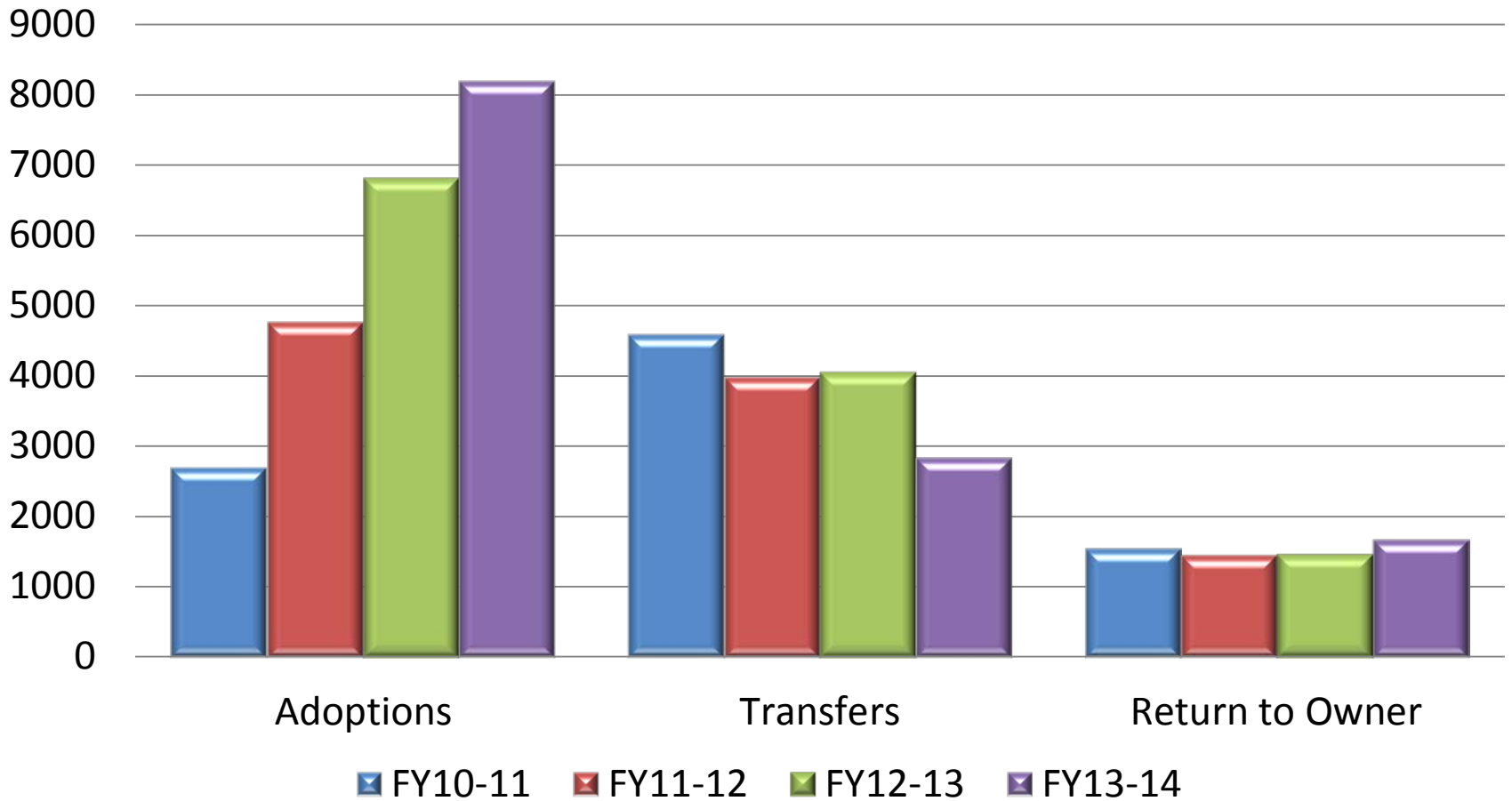
- 1,686 pets reunited with owners
- 11,043 animals placed
- Over 50,000 people served

**Live Release Rate All Animals**



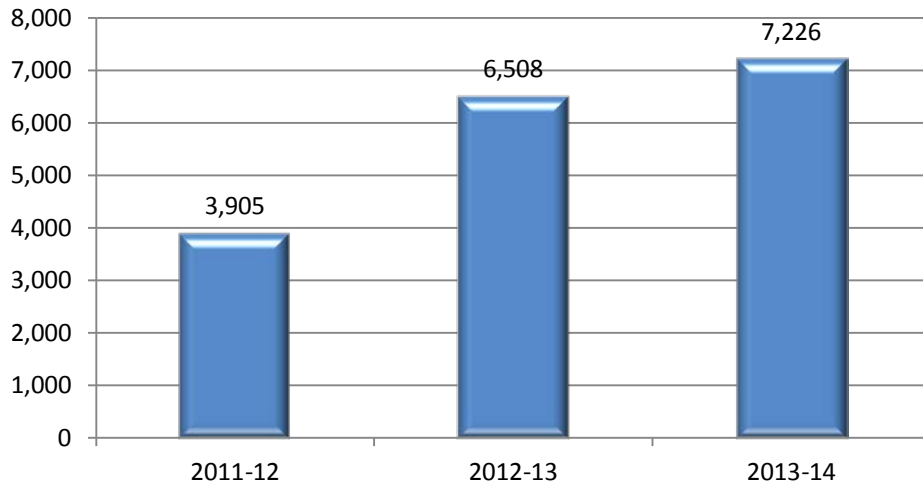


# Shelter Outcomes

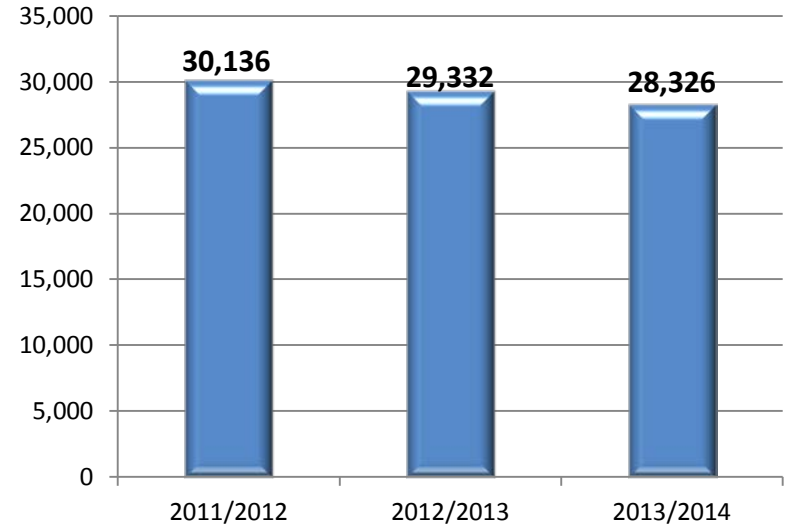


# Medical Program

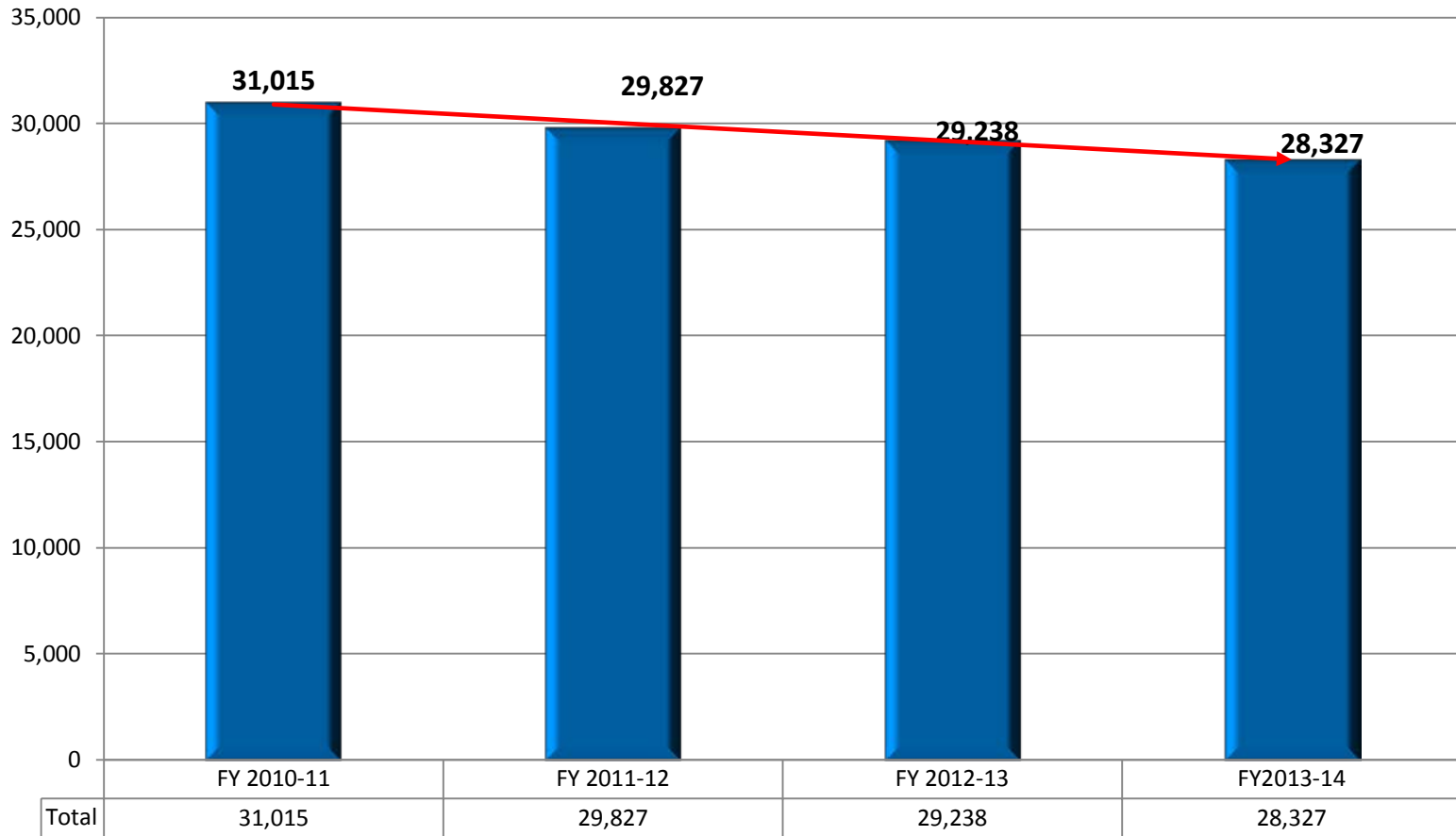
## Number of Animals Spayed/Neutered



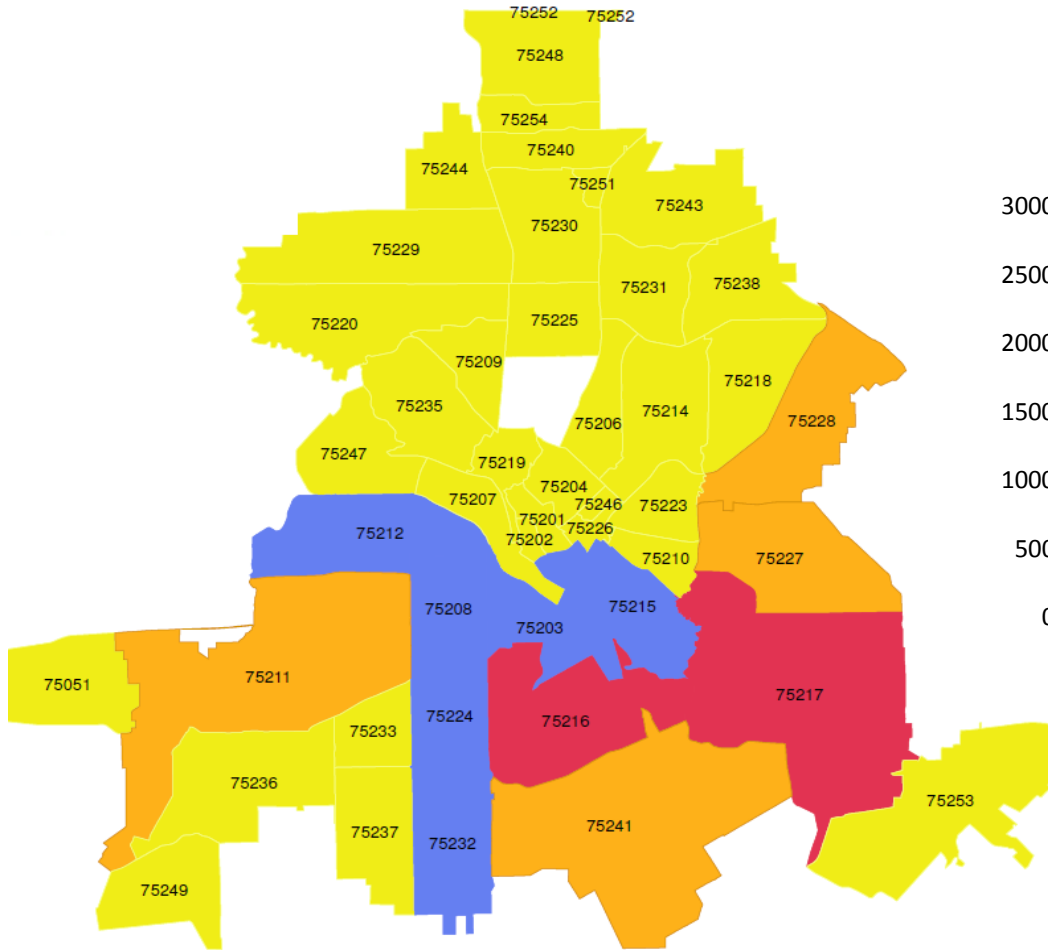
## Intake Exams



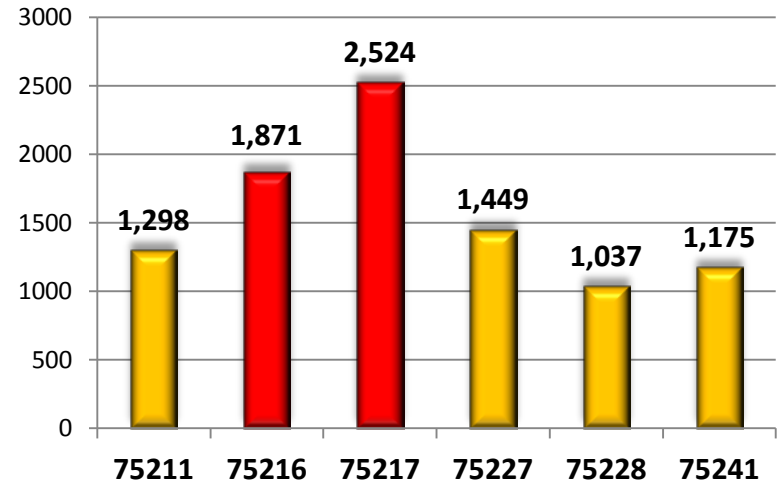
# Animal Intake



# FY13-14 Loose Dog Calls



## FY13-14 Loose Dog Calls



# Compliance Strategy: “SMART SWEEPS” Project

- Program Results
  - Program launch event April 2014
  - Five (5) sweeps since April 2014
  - Officers touched 1,219 households since launch
  - New call designations & priorities
    - Loose owned call type
    - Revised call priority listing
    - Revised field coverage hours



# Compliance Strategy: “SMART SWEEPS” Project (Pilot Project Area)

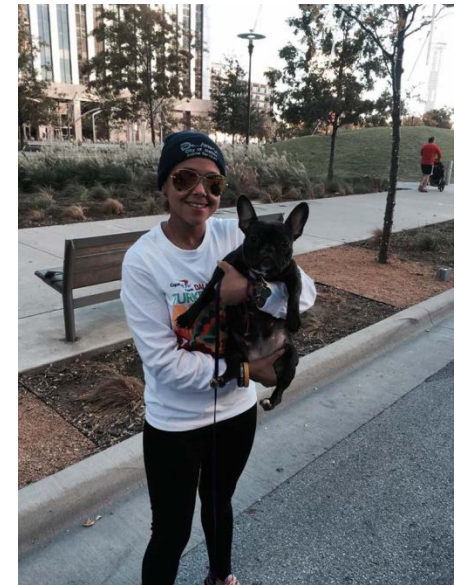
- Loose Dog Calls Comparison For 75216

Oct 2013 – July 2014	Loose	Loose-Owned	Total
October 2013	261	n/a	261
November 2013	222	n/a	222
December 2013	171	n/a	171
January 2014	226	n/a	226
February 2014	181	n/a	181
March 2014	204	1	205
April 2014	237	17	254
May 2014	196	21	217
June 2014	171	23	194
July 2014	202	25	227
August 2014	106	87	193
Sept. 2014	93	33	126

Oct 2012 – July 2013	Loose	Loose-Owned
October 2012	273	n/a
November 2012	204	n/a
December 2012	180	n/a
January 2013	250	n/a
February 2013	244	n/a
March 2013	225	n/a
April 2013	230	n/a
May 2013	262	n/a
June 2013	218	n/a
July 2013	197	n/a
August 2013	258	n/a
Sept. 2013	198	n/a

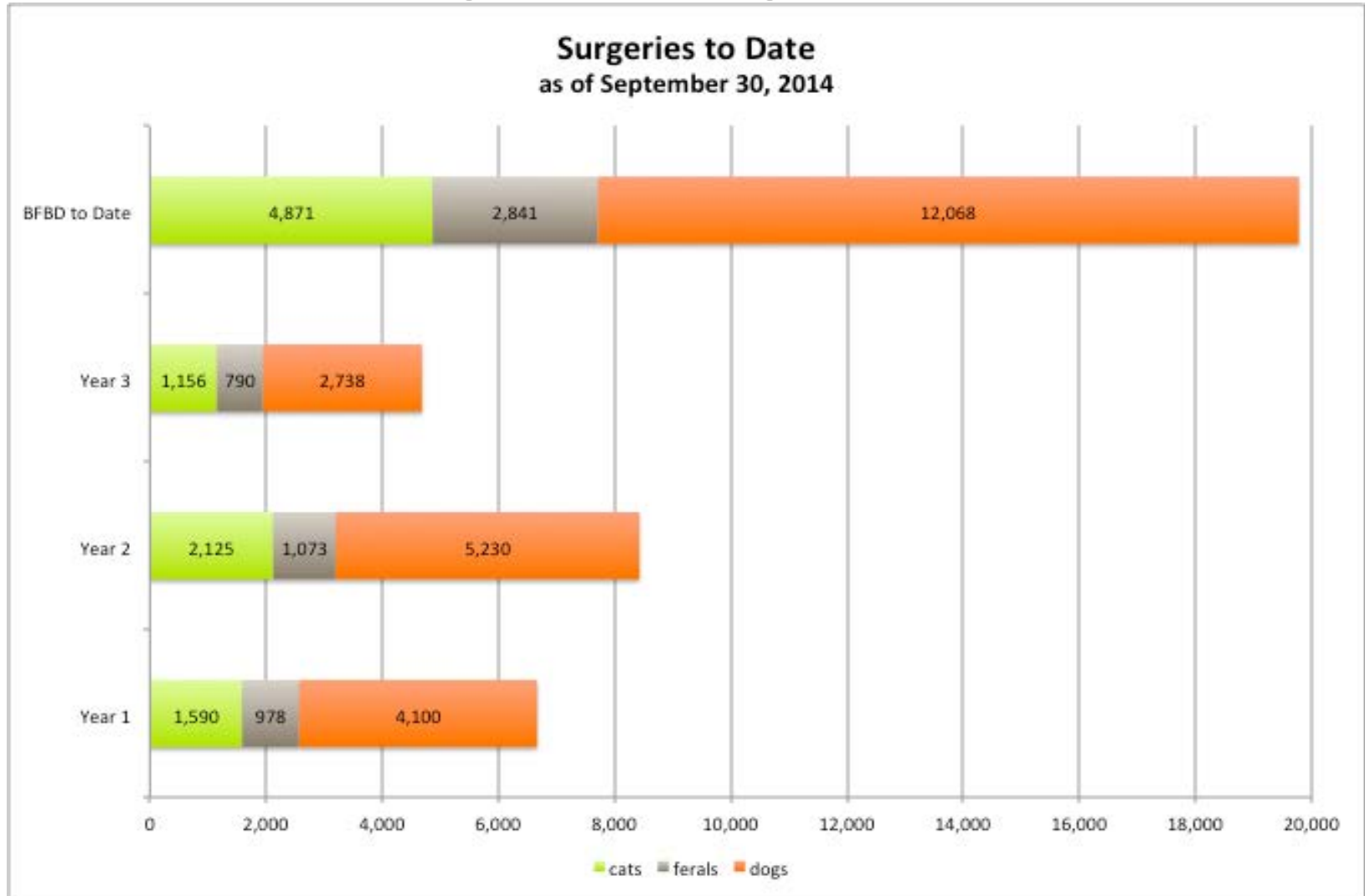
# Partner Programs

- Pets for Life (75216)
  - 1,336 signed up for the Pets for Life program
  - Over 1,096 services provided to residents in 75216
  - 875 Pounds of pet food distributed
  - 419 Surgeries provided
  - 283 Pets Vaccinated
  - 394 Pets Microchipped
  - 419 Pets licensed
  - 1,198 volunteer hours



# Partner Programs

## Big Fix for Big D





# Program Updates

- Big Fix Big D
  - Exceeded 20,000 spay/neuter surgeries
- Grow South Dallas
  - Attended/provided education at 17 events from April – October 2014
  - Attended/provided education at 24 Crime watch/neighborhood association meetings from April – November 2014
- Serve West Dallas
  - Facilitated Free Vaccination Clinic November 8, 2014

# Animal Services

- Next steps
  - Implementation of Civil Citations process
  - State General Assembly & Changes to local ordinances
  - Fee study
  - Grant programs implementation

# Nuisance Abatement

# Nuisance Abatement

- 79 FTE
- Division consists of six (6) units/programs:
  - Nuisance Abatement “Mow & Clean” Operation
  - City-Wide Mowing Contract Services
  - Fleet Services
  - Environmental, Health & Safety
  - Community Hand Tool Program
  - Graffiti Abatement & Prevention Program

# Nuisance Abatement

- Nuisance Abatement operations resolve property standard violations city-wide when owners fail to respond
  - Remove litter, illegally dumped tires, graffiti removal, etc.
  - Cut grass/high weeds and vegetation
  - Perform heavy cleans
  - Secure open and vacant structures
  - Maintenance of City tax foreclosed structures

# Nuisance Abatement

- FY13-14
  - Mowed and cleaned 34,178 lots
  - Collected and disposed of 21,818 illegally dumped tires
  - Abated 5,654 graffiti violations
  - Secured 1,000 vacant structures

# Nuisance Abatement

- High Weed Removal



# Nuisance Abatement

- Vegetation Removal





# Nuisance Abatement

- Litter Removal



# Nuisance Abatement

- Heavy Clean Removal



# Nuisance Abatement

- Heavy Clean Removal



# Nuisance Abatement

- Graffiti Removal



# Nuisance Abatement

- Closure & Boarding (Vacant Structures)



# Nuisance Abatement

- Tire Abatement
  - Outside exposure is a fire & mosquito hazard



# Nuisance Abatement

- Tire Abatement
  - Illegal Dumping – outside exposure is a fire & mosquito hazard



# Nuisance Abatement

- Illegal Dumping



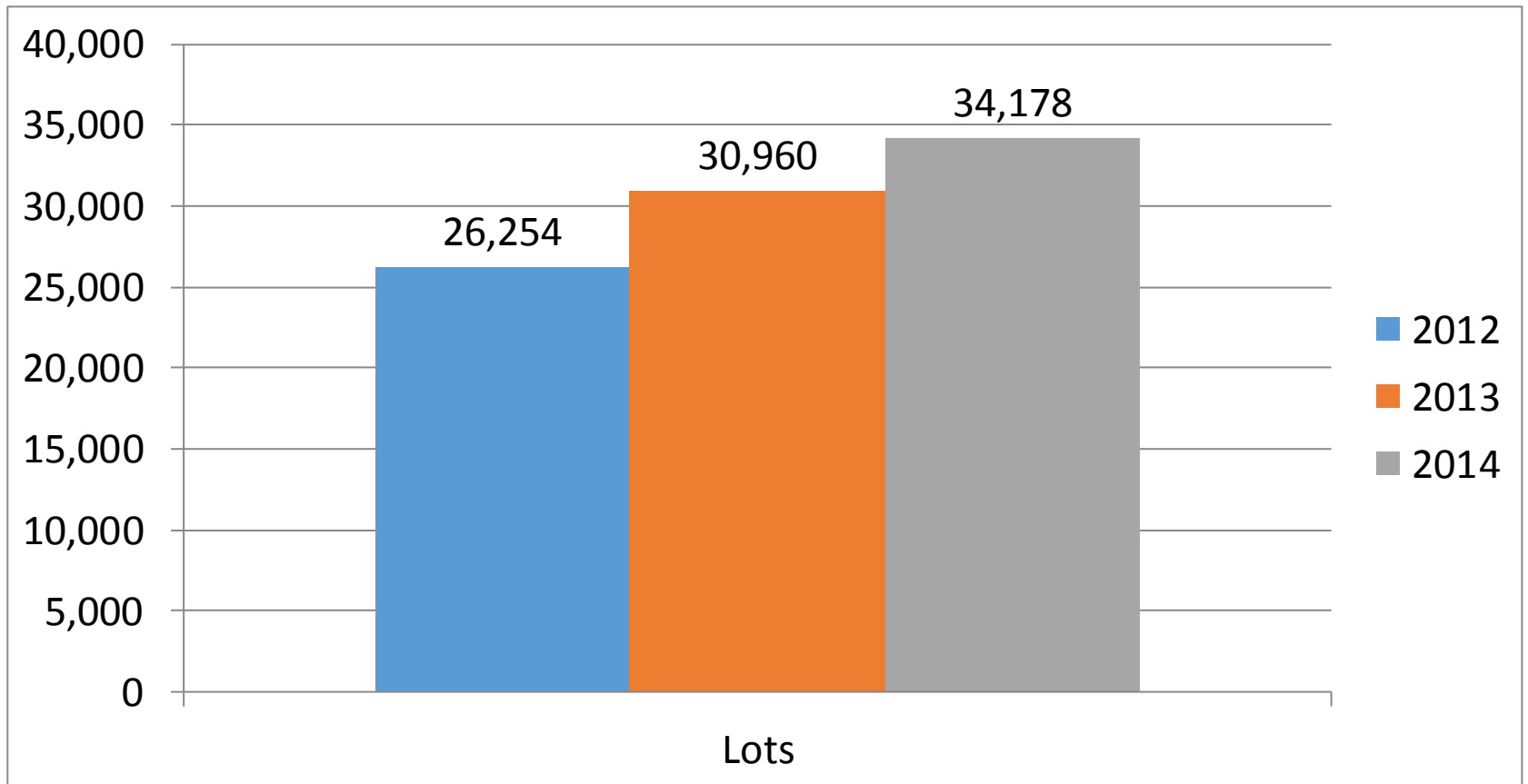


# Nuisance Abatement

- City-wide Mowing Contract
  - Nuisance Abatement manages and monitors mowing contract services of City-owned properties (high weeds, litter, and vegetation removal)
  - Properties are referred by the Real Estate Division of Sustainable Development & Construction
  - Average 800-1,000 lots per mowing cycle

# Nuisance Abatement

## Number of Lots Mowed and Cleaned



# Nuisance Abatement

- Fleet Services
  - Manage 360 vehicles and heavy equipment
  - Ensure inventory available to support department functions
  - Coordinate with EBS on annual vehicle replacement
  - Upgrade equipment with safety features
- Environmental, Health & Safety
  - Conduct required annual safety training for 300 Employees
  - Provide Defensive Driving and CDL Training Classes
  - Update policies and procedures
  - Monitor and track accident records
  - Focus on reduction of preventable accidents
  - Address environmental spills
  - Perform environmental and safety audits

# Nuisance Abatement

- Community Hand Tool Program
  - Provides loaner mowing equipment and hand tools to community groups, neighborhood associations, and non-profit agencies
  - Emphasizes community involvement
- Graffiti Abatement Program
  - Build partnerships with community-based organizations
  - Community volunteers reduce vandalism, tagging, and gang graffiti

# Nuisance Abatement

## Next Steps – Partnering with City & Community

- Continue to build upon partnerships with City Marshal's Office, DPD, CAO, church groups and the community at large
- Work with the Community Code Districts to improve notice and referral processes
- Ensure follow-up on 311 calls to ensure quality customer service

# Consumer Health

# Consumer Health

- 37 FTE
- Committed to enhancing the health and safety of the citizens of Dallas
- Two Specialized Units:
  - Food Protection & Education
  - Mosquito Abatement

# Consumer Health

- City Codes Enforced:
  - Chapter 17 – Food Establishment
  - Chapter 19 – General Health and Safety
  - Chapter 41A – Smoking
  - Chapter 42A – Special Events
  - Chapter 50 – Street Vending
  - Chapter 51A – Zoning



# Food Protection & Education

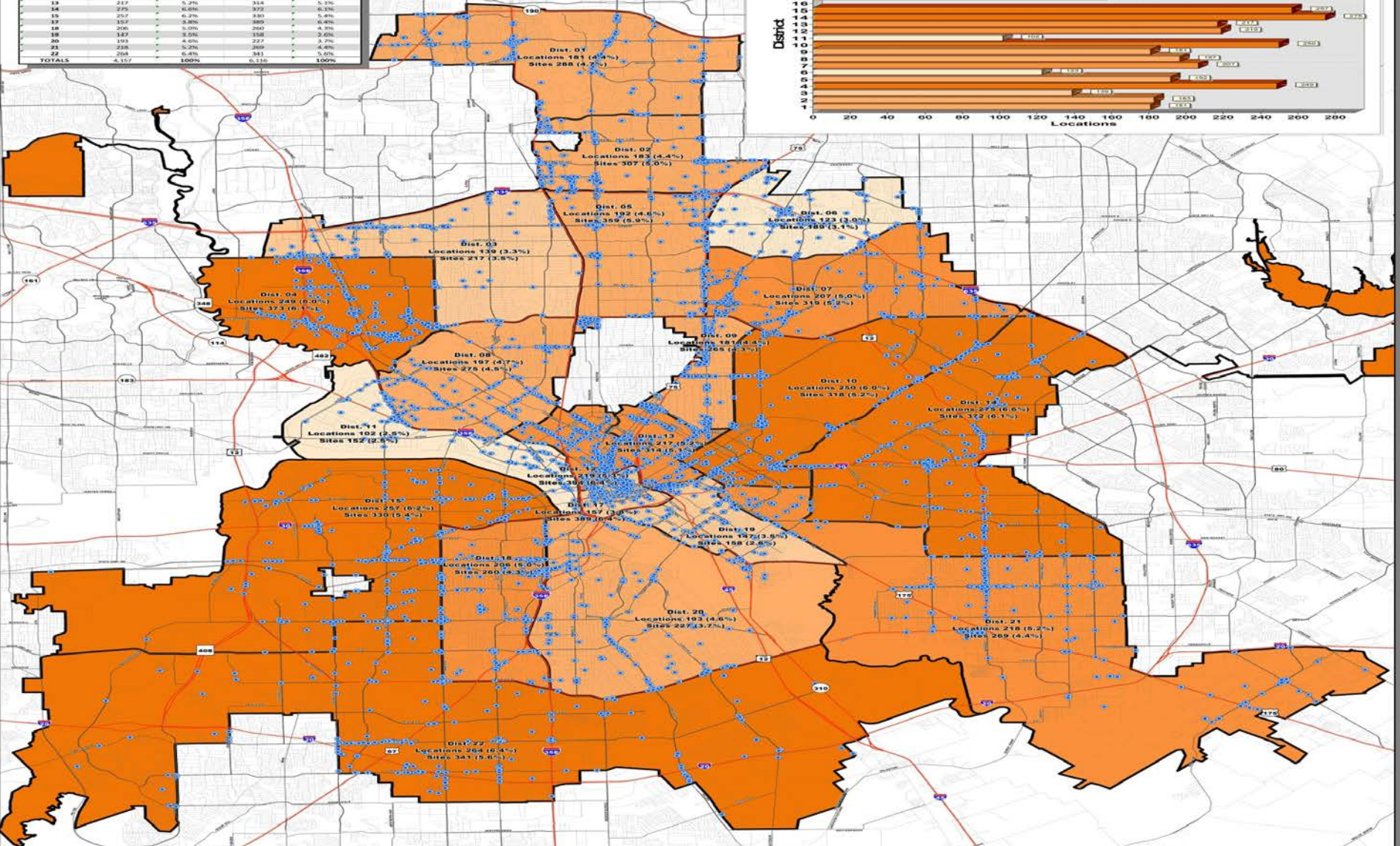
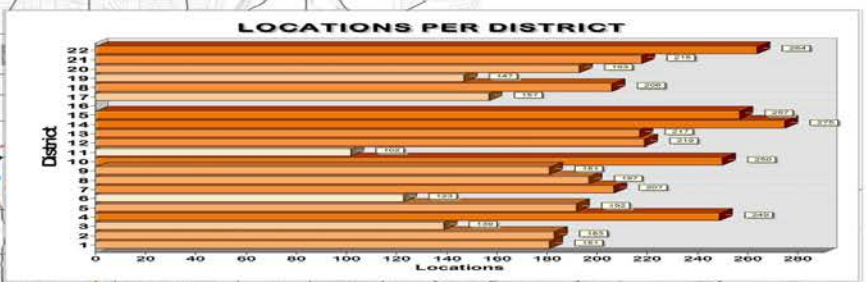
- Conduct fixed food inspections
  - 22 Restaurant Districts
  - Over 6,000 food establishments
- Inspect Temporary Events
  - State Fair of Texas
  - Taste of Dallas
  - Farmer's Markets
  - Summer Feeding Programs
  - Special Events
- Mobile Food Units
- Respond to complaints
- Issue permits for all food establishments

# Food Protection & Education

- FY13-14 Revenue\*

Service Type	Revenue
Annual Food Inspection Permit	\$2,489,252
Mobile/Temporary	\$400,480
Education & Training	\$282,194
Misc.	\$7,004
Total	\$3,178,930

DISTRICT	LOCATIONS	LOCATION %	INSPECTION SITES	SITE %
01	111	4.3%	201	4.7%
02	183	4.4%	307	5.0%
03	139	3.3%	217	3.5%
04	249	6.0%	375	6.3%
05	192	4.8%	359	5.9%
06	123	3.0%	189	3.1%
07	207	5.0%	310	5.2%
08	197	4.7%	275	4.5%
09	181	4.4%	265	4.2%
10	290	6.0%	318	5.2%
11	102	2.5%	152	2.3%
12	128	3.3%	204	3.4%
13	217	5.2%	314	5.1%
14	175	4.4%	372	6.3%
15	257	6.2%	330	5.4%
16	187	4.6%	309	5.1%
18	206	5.0%	260	4.3%
19	187	4.6%	338	5.6%
20	193	4.8%	227	3.7%
21	238	5.9%	360	4.8%
22	268	6.8%	341	5.0%
<b>TOTALS</b>	<b>4,117</b>	<b>100%</b>	<b>6,118</b>	<b>100%</b>



0 0.5 1 2 3 4 Miles

**Data Source:**  
 Roads - City of Dallas GIS Services  
 Districts - Dallas Code Compliance  
 Locations - Dallas Code Compliance

City of Dallas GIS Map Disclaimer:  
 The display of this data within this map is not to be taken or used as data produced by a Registered Professional Land Surveyor for the State of Texas. This product is for informational purposes and may not have been prepared for or be suitable for legal, engineering, or surveying purposes. It does not represent an on-the-ground survey and represents only the approximate relative location of property boundaries. The City of Dallas makes no representation of any kind, including, but not limited to, warranties of merchantability or fitness for a particular purpose or use, nor are any such warranties to be implied with respect to the accuracy, information/data presented on this map. Transfer, copies and/or use of information on this map without the permission of the City of Dallas is prohibited.  
 City of Dallas GIS - State of Texas - H.B. 1147 (V. 3/2011) - 05/27/2011. Effective on 05/17/2011

# 2014 Food Districts



Wednesday, October 29, 2014 3:11:26 PM  
 File Location: C:\Data\2014\021\_2175\_LocationMap\_WebDoc\Project.mxd  
 Prepared By: Kevin S. Barnes  
 Project No.: City of Dallas GIS Services  
 For illustrative purposes only.



- Legend**
- Minor Roads
  - Major Roads
  - Freeways
  - Locations

- Food Districts Locations Volumes**
- 102 - 130
  - 106** - 170
  - 201 - 200
  - 201 - 240
  - 241 - 275

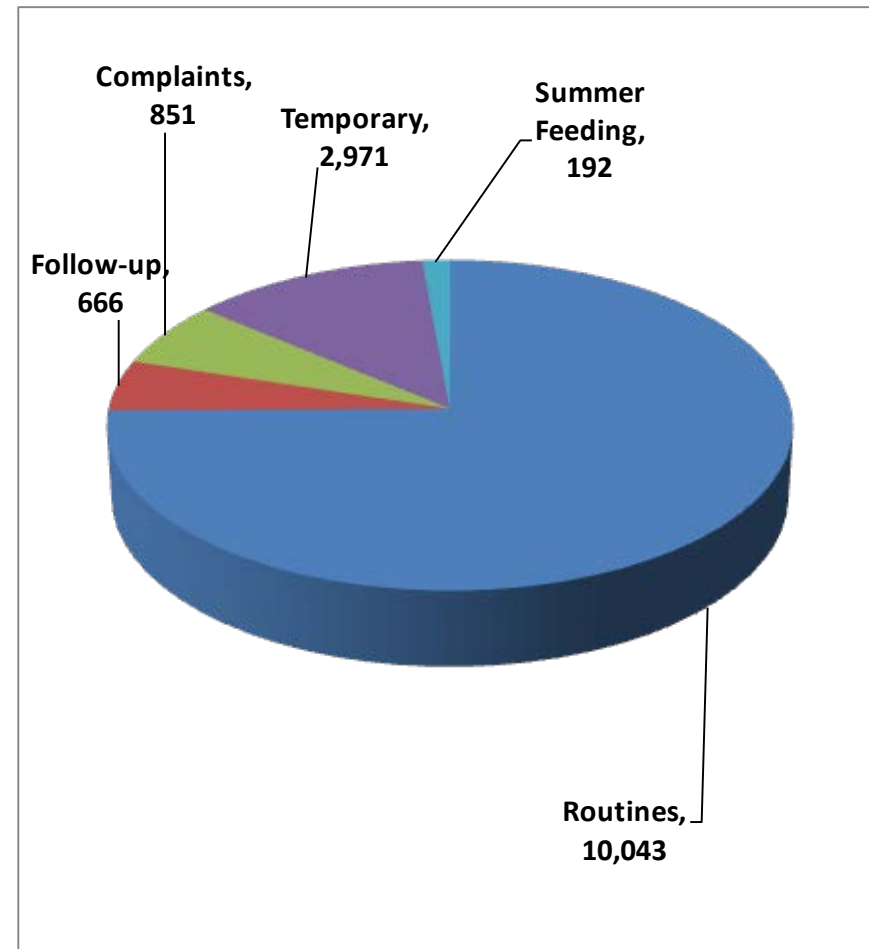
# Food Protection & Education

- Types of Inspections:
  - Routine Inspections
    - Conducted every six months
  - Follow-up Inspections
    - Poor sanitation issues
    - Low food scores
  - Complaint Inspections
    - General sanitation/hygienic practices
    - Illness Investigations
    - Smoking, other, etc.

# Food Protection & Education

## FY13-14 Total Inspections

- Routines – 10,043
- Follow-up – 666
- Complaints – 851
- Temporary – 1,668
- Summer Feeding – 192



# Food Protection & Education

- Scoring:
  - All establishments start with a score of 100
  - Points deducted from 100
- Follow-up:
  - 80 + / Conducted every six months
  - Score of 70-79 / Re-inspect 30 days
  - Score of 60-69 / Re-inspect 10 days
  - Score of < 59 Closure and/or other enforcement action
- Complaint:
  - Conducted within 2 working days after complaint
  - Foodborne 24 hours



# Food Protection & Education

- Conduct Commercial Pool inspections:
  - FY13-14 Revenue \$242,180
  - Once per year
  - Over 300 pools
- Education:
  - Conduct Manager of Pool Operation training classes (monthly in English and Spanish)
  - Food Service Manager Certification Program – (monthly in English and Spanish)

# Food Protection & Education

- Next Steps
  - Ordinance Amendments
    - Incorporate the Texas Department of State Health Services and Texas Administrative Code standards into Chapter 43A of Dallas City Code (swimming pools)
  - Realign Food Districts due to growth



# Mosquito Abatement

- Work to prevent the spread of mosquito-transmitted diseases to the public
- Contract with Dallas County to act as Health Authority
- Sanitarians and Neighborhood Code Inspectors serve as Mosquito Trap Team members (May – Oct.)
- 1,937 total collections in 2014

# Mosquito Abatement

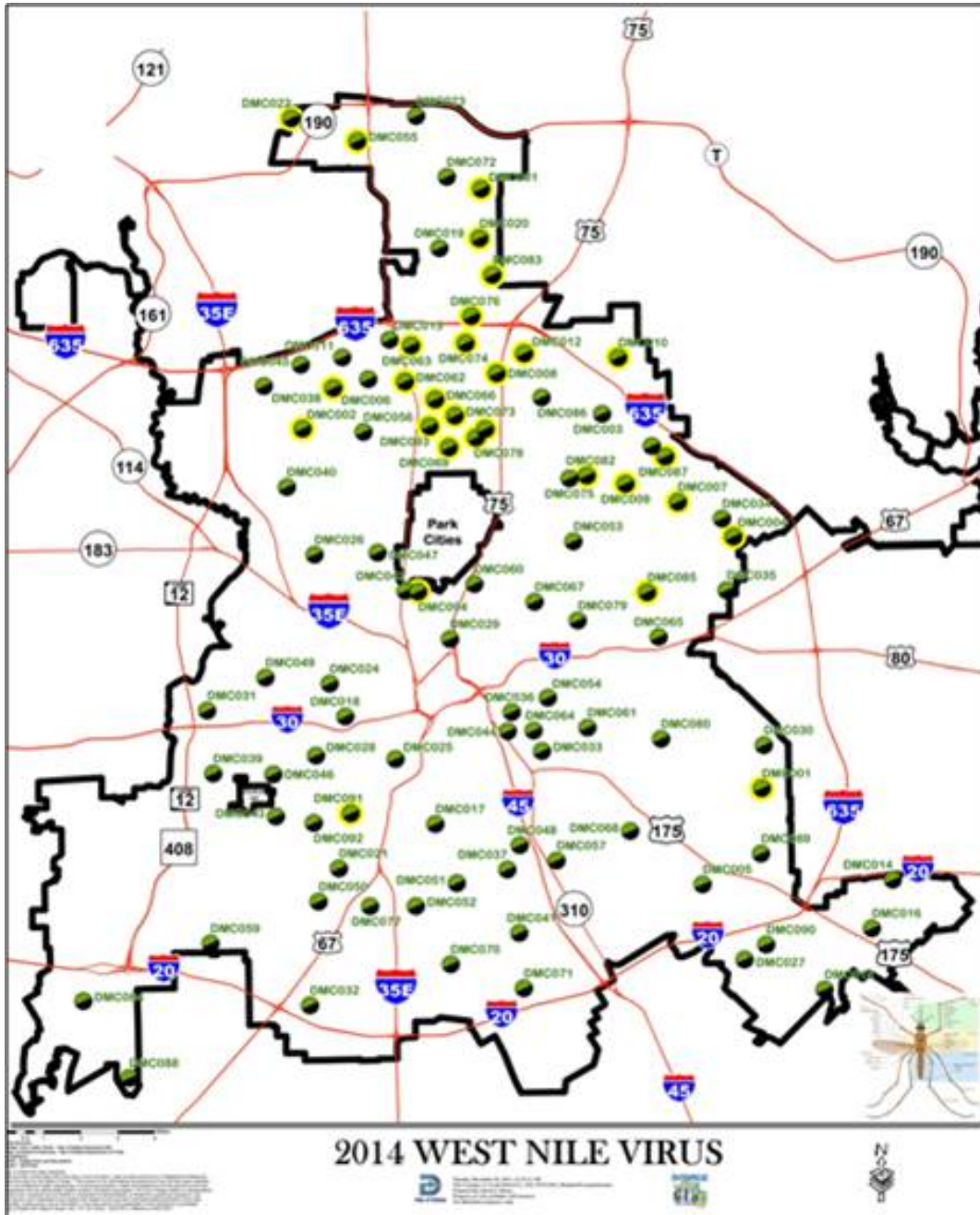
- Deploy traps and collect samples for testing
- Treat standing water with larvicide when it cannot be drained
- Issue a Notice of Violation (NOV) to correct standing water
- Conduct ground-based spraying on positive test results
- Educate citizens on preventive measures

# Mosquito Abatement

- Media & Prevention
  - Over 1,100 radio spots
  - News releases
  - Emphasize the “4-Ds” of prevention
- Surveillance
  - 90 traps during mosquito season (May – Oct)
  - 30 traps during off season

# Mosquito Abatement

- Response
  - Spray within 5 – 7 hours of positive notification
  - Double treatment – 2 consecutive days
  - Sprayed over 65 locations in 2014
- Public Outreach
  - Free mosquito dunks to City of Dallas residents
  - Neighborhood Association meetings/newsletters
  - 2014 Mosquito FAQ
  - Special Traps



## 2014 WNV Season

- 90 fixed traps
- 6 special traps
- 52 positives from City of Dallas traps

# Mosquito Abatement

## WNV Human Cases, Dallas County & City of Dallas

<b>WNV Deaths</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Dallas County	21	2	0
City of Dallas	9	1	0

<b>WNV Cases</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
Dallas County	398	16	10
City of Dallas	211	7	8

# Mosquito Abatement

- Next Steps
  - Develop spray guidelines for 2015
  - Review treatment methods for 2015
  - Review water conservation efforts and impact on 2015 mosquito activity

# Transportation Regulation



# Transportation Regulation

- Permit and regulate ground transportation-for-hire services in Dallas:
  - Chapter 45 – Taxicabs
  - Chapter 10A – Limousines
  - Chapter 10 – Shuttles
  - Chapter 10B – Non-Motorized
  - Chapter 15D – Transfer Ambulances & Emergency Wreckers
  - Chapter 48A – Motor Vehicle Tow
  - Chapter 48C – Vehicle Immobilization

# Transportation Regulation

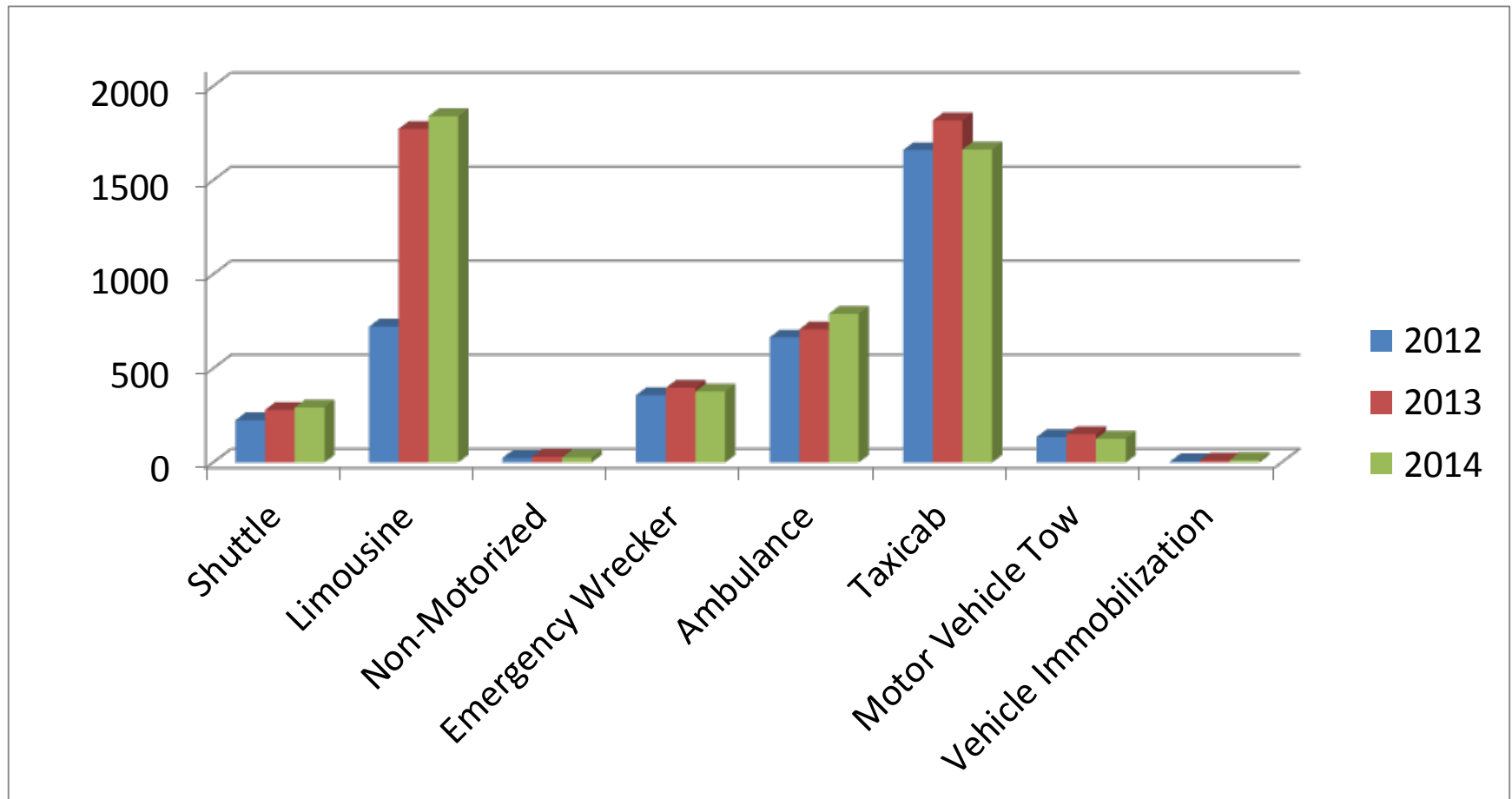
- 13 FTE
- Division provides:
  - Criminal history checks for company owners and drivers
  - Driver Examination (taxicab drivers must pass exam every 2 years)
  - Vehicle inspections
  - Verification of insurance coverage
  - Field inspections

# Transportation Regulation

Operating Authority	Companies	Drivers	Vehicles
Taxi	13	1,591	2,022
Limousines	313	3,182	2,964
Shuttle	21	490	437
Emergency Wrecker	37	180	278
Motor Vehicle Tow	15	59	78
Ambulance	17	654	221
Non-Motorized	8	40	30
Booting	2	9	N/A
Total	426	6,205	6,030

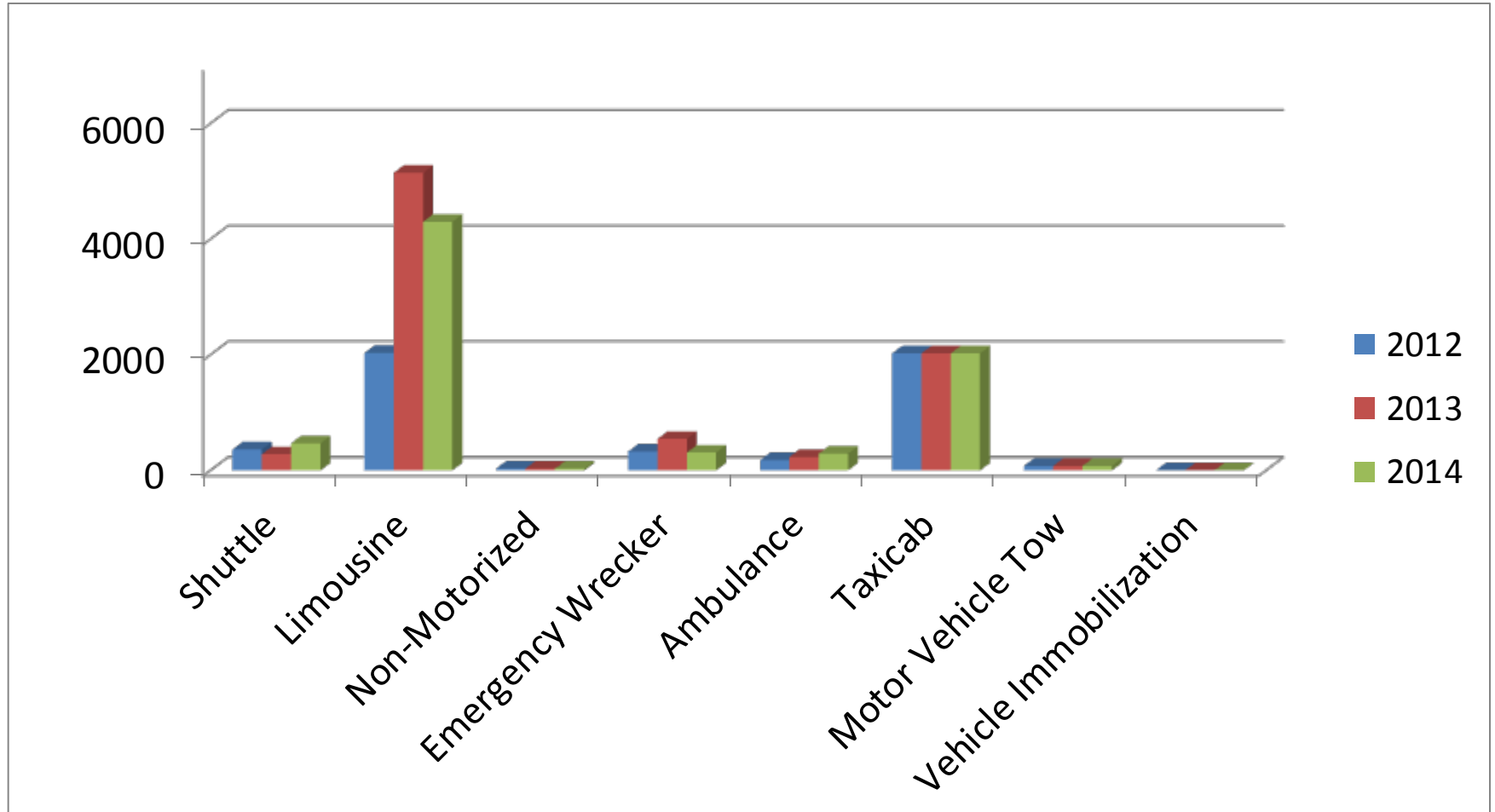
# Transportation Regulation

## Driver Permit Summary



# Transportation Regulation

## Vehicle Permit Summary



# Transportation Regulation

- FY13-14 Revenue\*

Service Type	Revenue
Special Service Permit	\$429,730
Limousine	\$102,877
Taxicab	\$811,061
Emergency Wrecker	\$106,348
Ambulance	\$52,308
Misc	\$21,826
Total	\$1,524,149

# Transportation Regulation

- Next Steps:
  - Council consideration of revised transportation-for-hire ordinance
  - New ordinance will consolidate taxicabs, limousines, buses, shuttles and non-motorized vehicles into one transportation-for-hire ordinance
  - Allow different modes of transportation-for-hire to compete directly against each other
  - Create a level playing field that is fair for all companies
  - Ensure public safety

# Summary of Projects

- Sunset Review
- Carryout Bag Ordinance
- Transportation-for-Hire Ordinance
- ISO Recertification Audit
- Boarding Homes Briefing to Housing Committee
- Chapter 27 Revisions Briefing & Stakeholder Meetings
- Swimming Pools Ordinance Change
- Noise Disturbances by Animals Ordinance Change
- Code Case Management System
- New Mobile Devices for field staff
- Mayor's Initiative on Blight
- Dallas Animal Services Programs
- Department-wide Fee Study
- Pet Registration Briefing
- Audit by City Auditor's Office



# Department of Code Compliance

Quality of Life & Environment  
Committee

December 8, 2014

