



City of Dallas

Code Compliance Redeployment & Engagement Plan

**City Council Briefing
April 7, 2021**

Carl Simpson, Director
Code Compliance Services

Presentation Overview



- Review Operational Background
- Highlight Operational Concerns
- Proposed Actions
- Operational Advantages
- Proposed Budget
- Redeployment Goals
- Next Steps

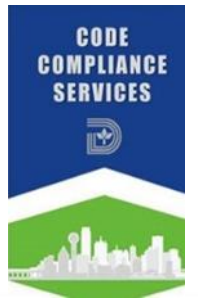
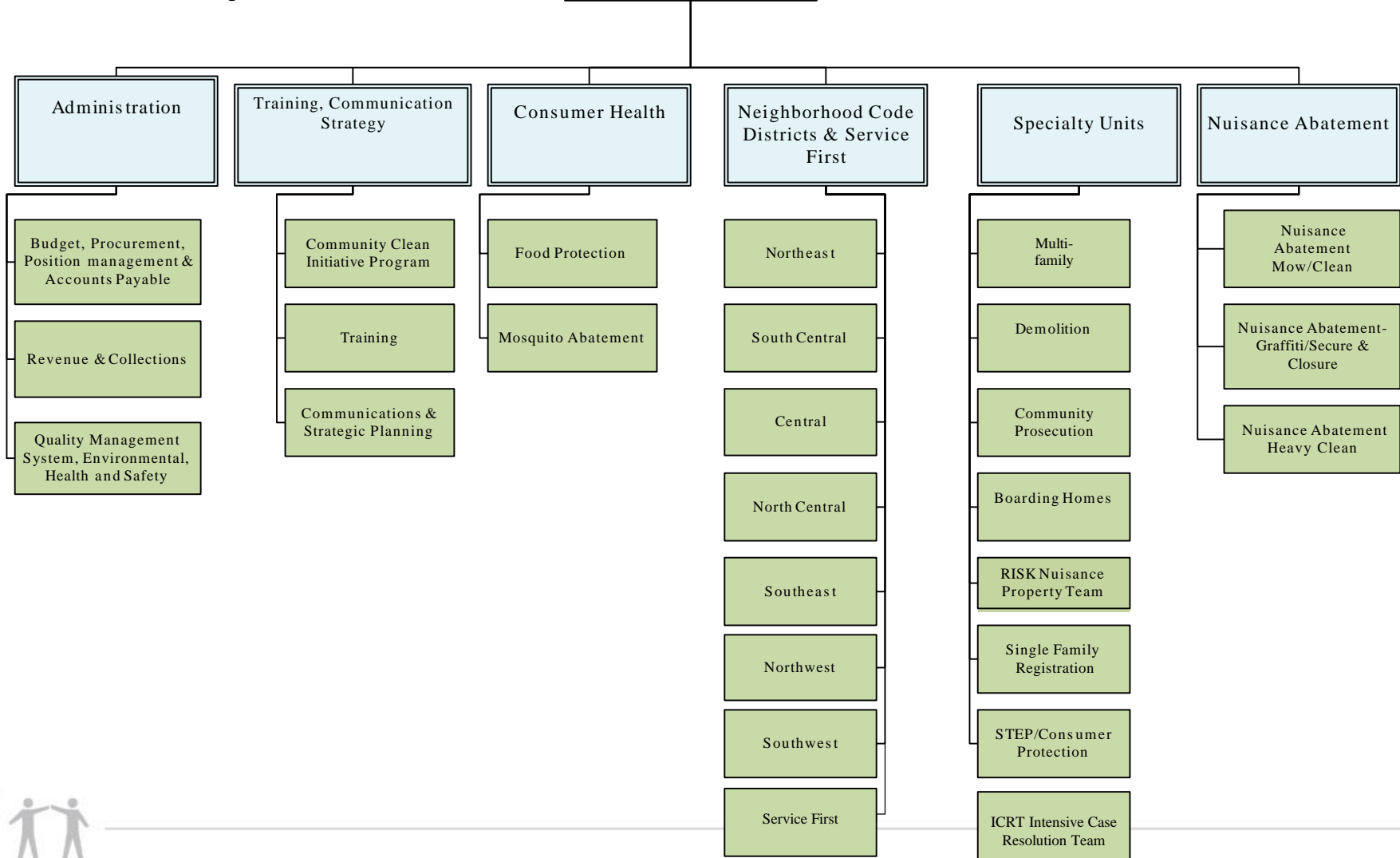


Background: Organization Structure



Department of
Code Compliance
Division & Unit Organization

Department of
Code Compliance

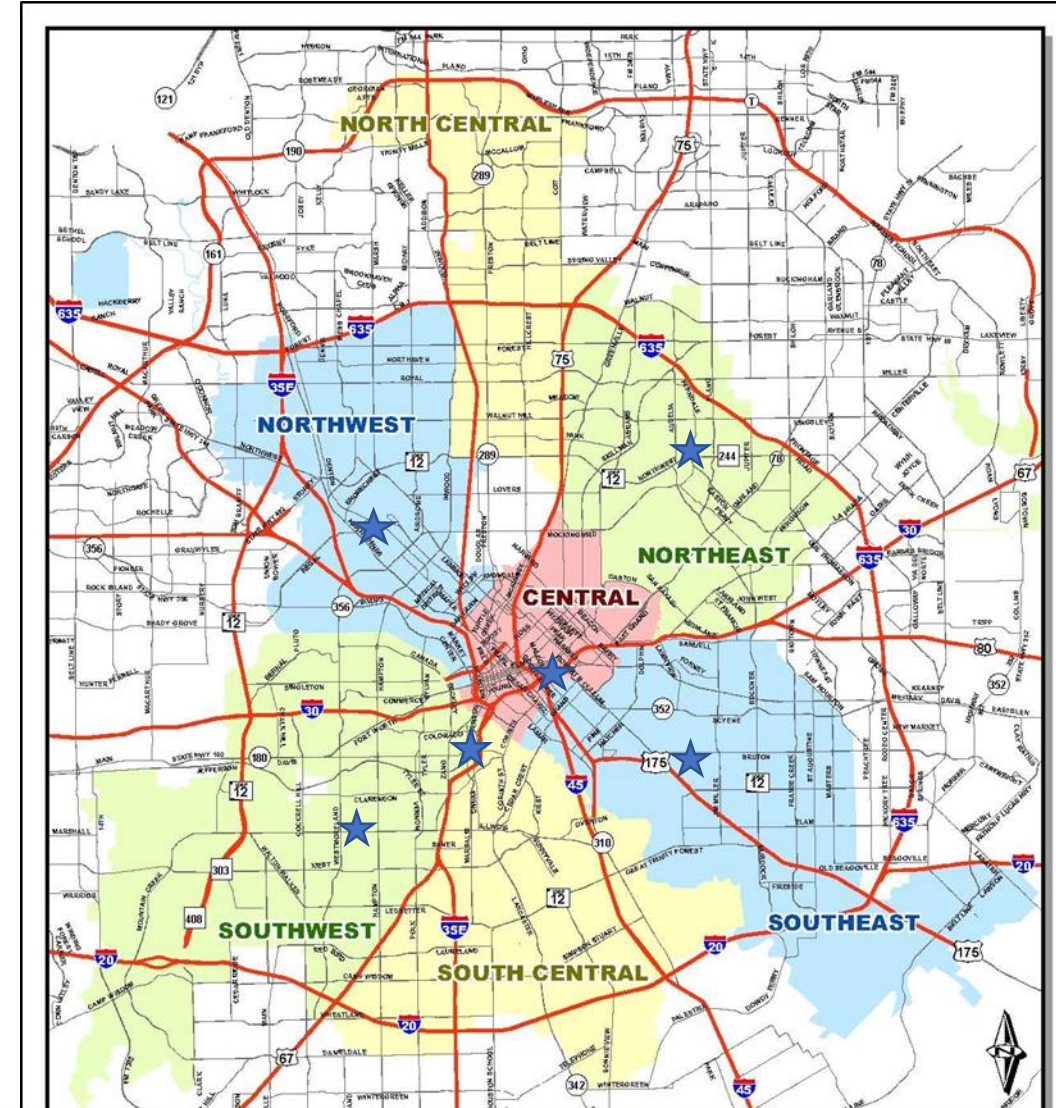


Background: District Alignment



Neighborhood Code Division (NCD)

- NCD is aligned with the seven DPD districts
- Decentralization increases efficiency & reduces Code Officer drive time
- Code Officers are assigned to census tracts within the seven Code districts



Background: Dallas City Codes Enforced



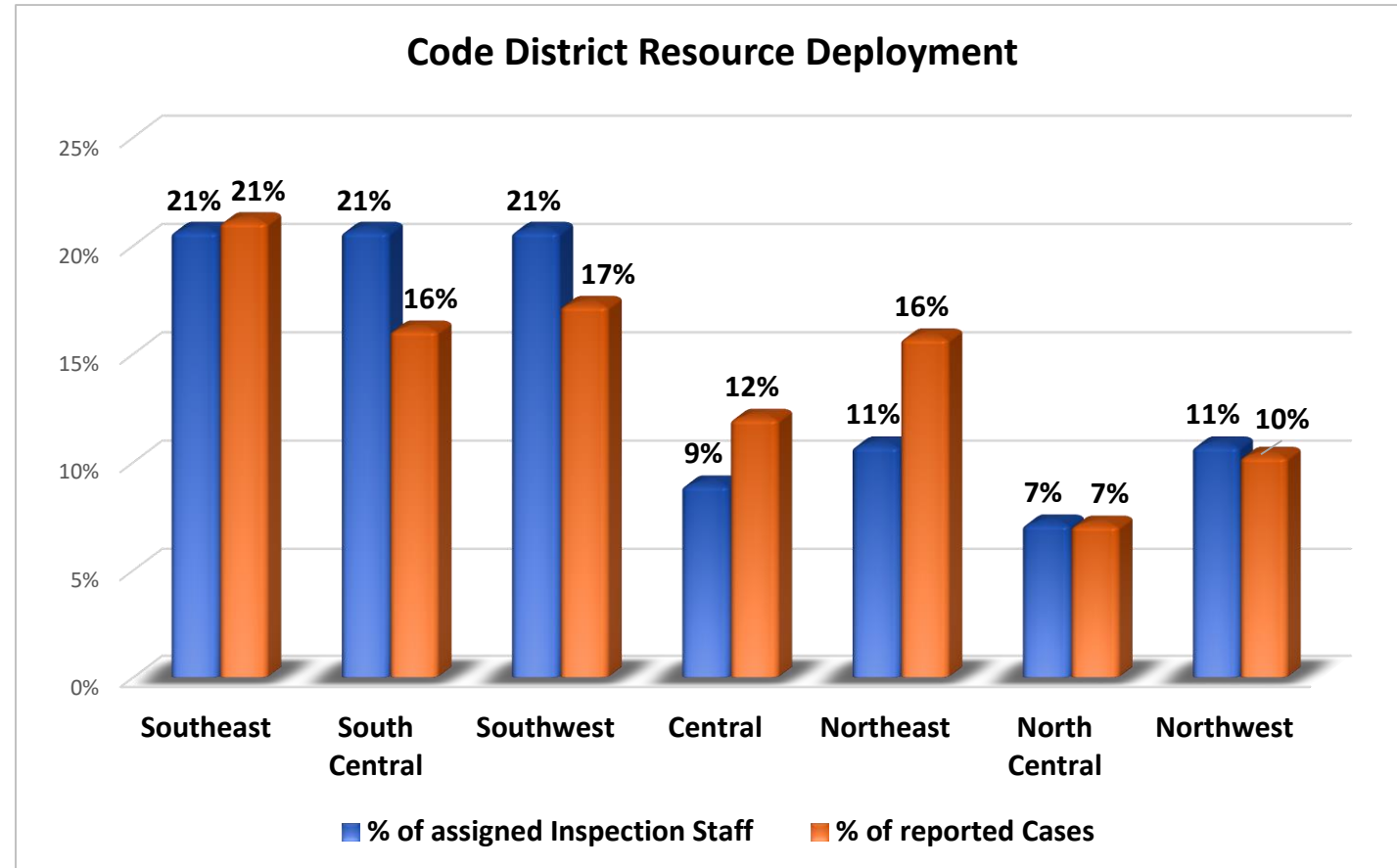
- 3 - ADVERTISING
- 6A - AMUSEMENT CENTERS
- 6 - ALCOHOLIC BEVERAGES
- 7A - ANTI-LITTER REGULATIONS
- 15A - ELECTIONS
- 18 - MUNICIPAL SOLID WASTES
- 27 - MINIMUM PROPERTY STANDARDS
- 30 - NOISE
- 31 - MISCELLANEOUS OFFENSES (abandoned refrigerators, graffiti, Lock/Hide signs)
- 40 - VECTOR CONTROL
- 40B - SECONDARY METALS RECYCLERS
- 41 - SMOKING
- 41A - SEXUALLY ORIENTED BUSINESSES
- 43 - STREETS AND SIDEWALKS
- 47 - TRAILERS, TRAILER PARKS AND TOURIST CAMPS
- 48B - VACANT BUILDINGS
- 49 - WATER AND WASTEWATER
- 50 - CONSUMER AFFAIRS
- 51A - DALLAS DEVELOPMENT CODE
- 52 - ADMINISTRATIVE PROCEDURES FOR THE CONSTRUCTION CODES



Background: Current Operations



- Code officer to district deployment is closely aligned with number of complaints
- Service is data driven and does not account for areas with high need and low reporting
- Relies heavily on staff to proactively enforce violations



Background: Current Operations



- Officers may have up to six census tracts, resulting in the following:
 - Overextended Officers are unable to work proactively
 - Limited ability to thoroughly assess neighborhoods
 - Can give the impression of selective enforcement when only working complaints
 - Unable to comprehensively address all violations on a given property

Neighborhood Code Resource Deployment			
District Office	Number of Census Tracts	Number of Inspectors	Officer to Census Tract Ratio
Southeast	39	23	1.70
South Central	37	23	1.61
Southwest	54	23	2.35
Central	39	10	3.90
Northeast	65	12	5.42
North Central	54	8	6.75
Northwest	40	12	3.33
TOTAL	328	111	2.95



Background: FY 19/20 Inspection Activity



Neighborhood Code addressed over 87,000 Code Concerns in FY19/20

- Most code concerns generated in the Southern sector
- For FY 19/20, 52% (45,654) of Code cases were proactive
- NCD conducted multiple targeted education sweeps in South Central

FY 19-20 NEIGHBORHOOD CODE INSPECTION ACTIVITY BY CODE DISTRICT								
District Office	Total Code Concerns	Reported Cases	Proactive Cases	Proactive %	Violations Found	Notices Issued	Citations Issued	% of Violations requiring a Citation
Southeast	18,563	8,834	9,729	52%	18,099	10,829	1,296	7%
South Central	22,025	6,746	15,279	69%	28,095	9,848	945	3%
Southwest	15,543	7,221	8,322	54%	12,246	6,757	396	3%
Central	8,134	5,045	3,089	38%	7,249	3,853	241	3%
Northeast	9,487	6,594	2,893	30%	7,671	3,536	601	8%
North Central	4,703	2,987	1,716	36%	3,319	1,876	114	3%
Northwest	8,940	4,314	4,626	52%	9,662	3,069	555	6%
TOTAL	87,395	41,741	45,654	52%	86,341	39,768	4,148	5%

**Data contained above is reflective of site inspections and does not include any follow up inspection processes.*

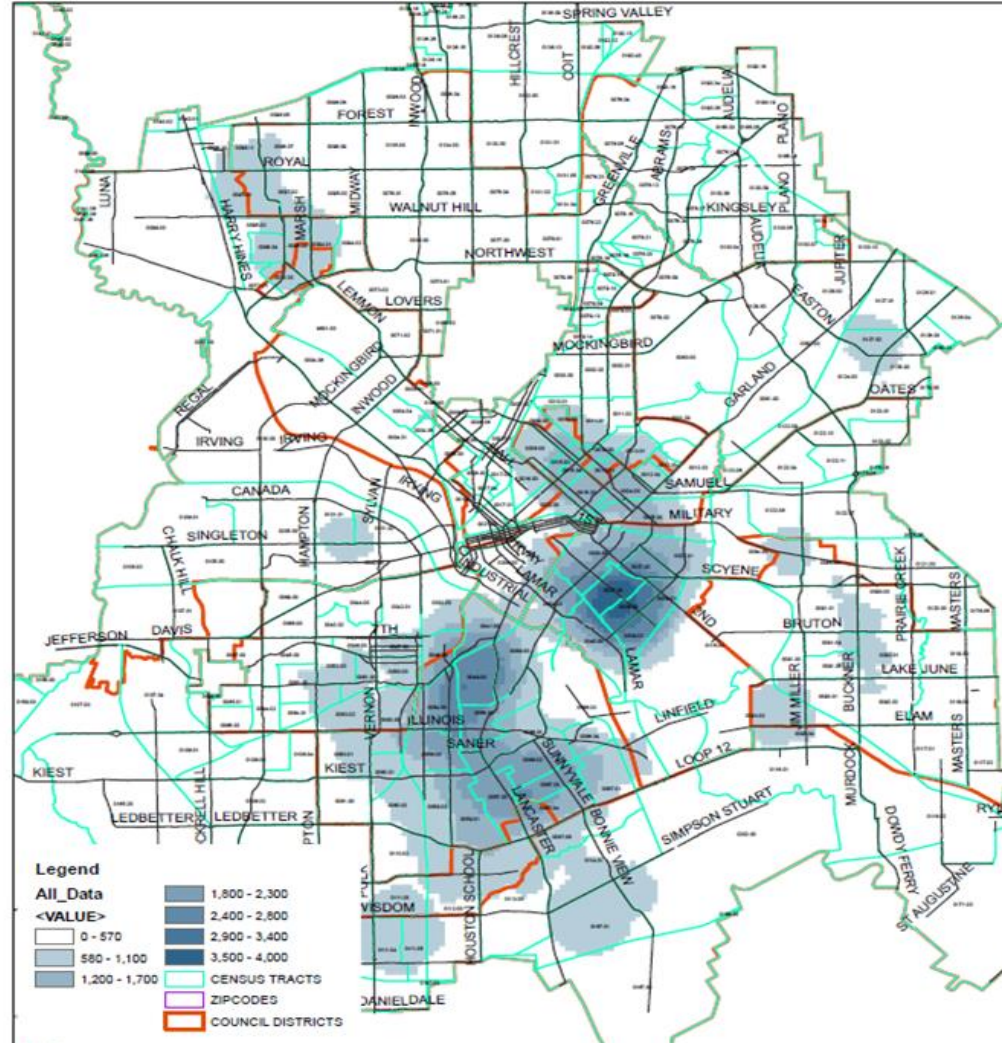
**Data collected from December 19, 2019 – September 30, 2020.*



Background: FY 19/20 Inspection Activity



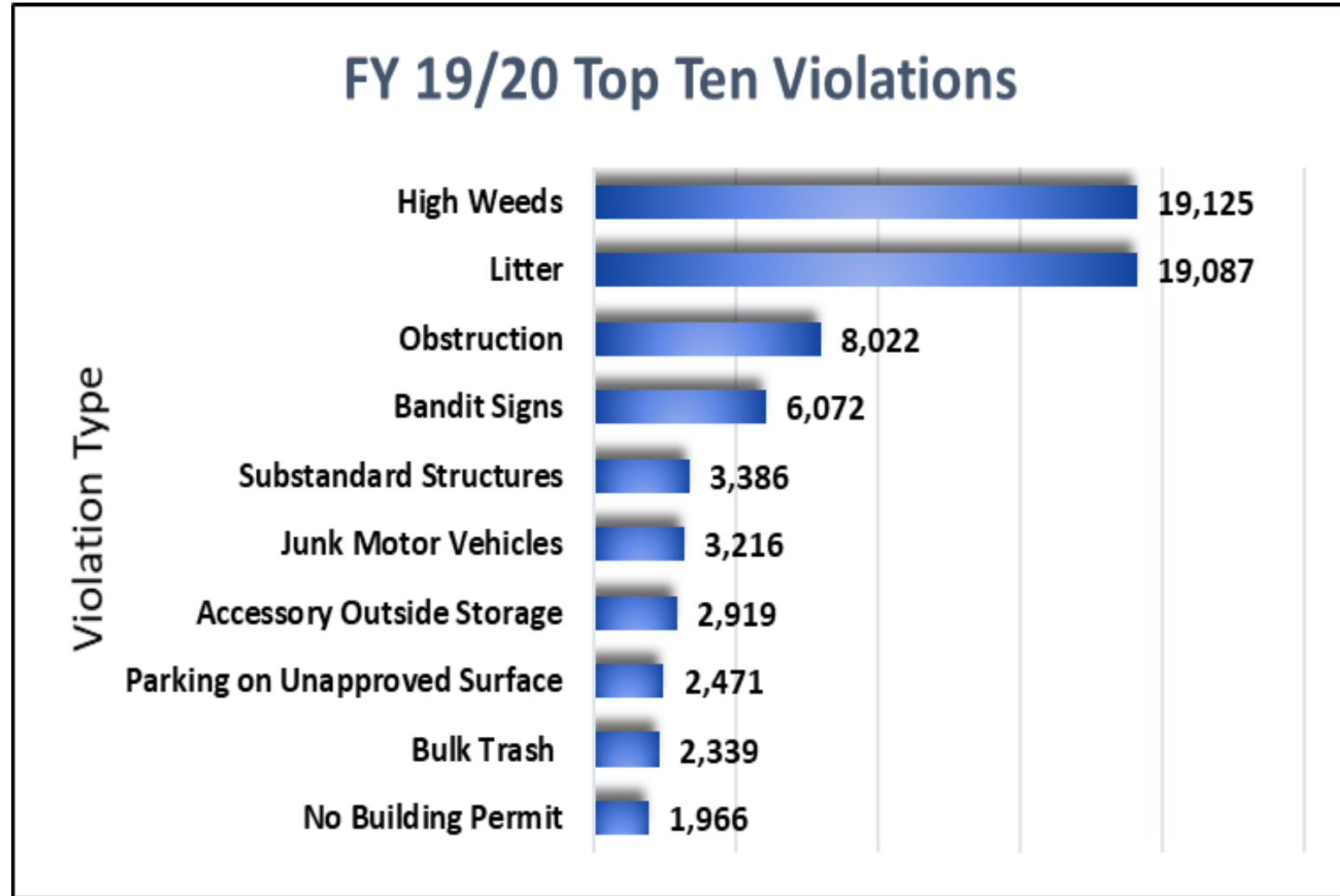
NCD addressed over 87,000 Code Concerns in FY19/20 – Heat Map



Background: FY 19/20 Inspection Activity



- Top Ten violations total 68,603
- Accounts for 78% of the total violations addressed in FY 19/20
- Highest volumes of violations are within the southern sector



Background: FY 19/20 Inspection Activity



- In March 2020, Neighborhood Code began enforcing, monitoring and educating businesses on the COVID-19 Amended Emergency Regulations
- The following activities resulted from these requirements:
 - 21,575 Site inspections conducted
 - 6,164 Notices of Violation issued
 - 37 Citations Issued for non-compliance
 - 27,199 Additional locations were monitored and educated on COVID-19 safety/awareness, policies, and resources



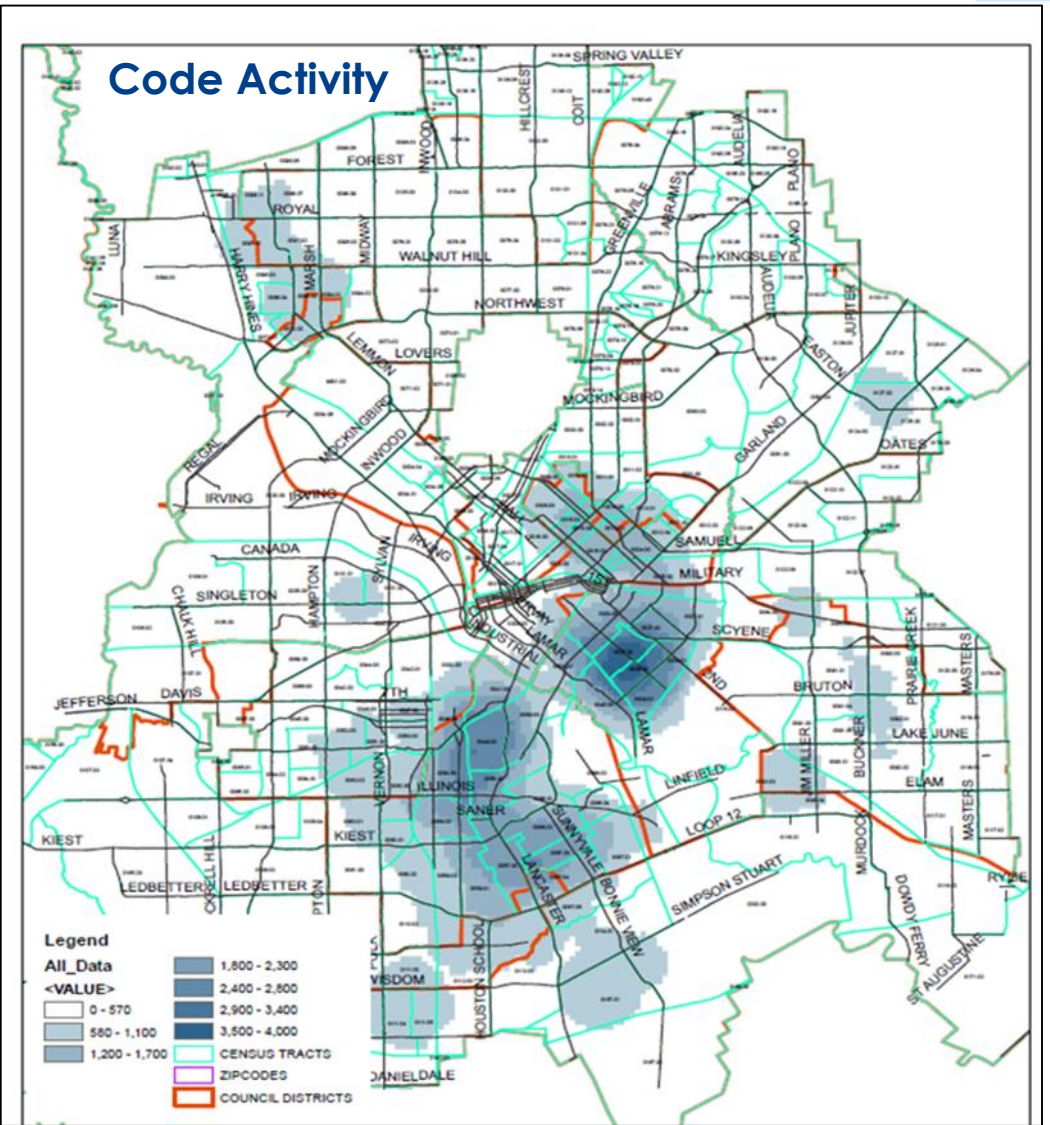
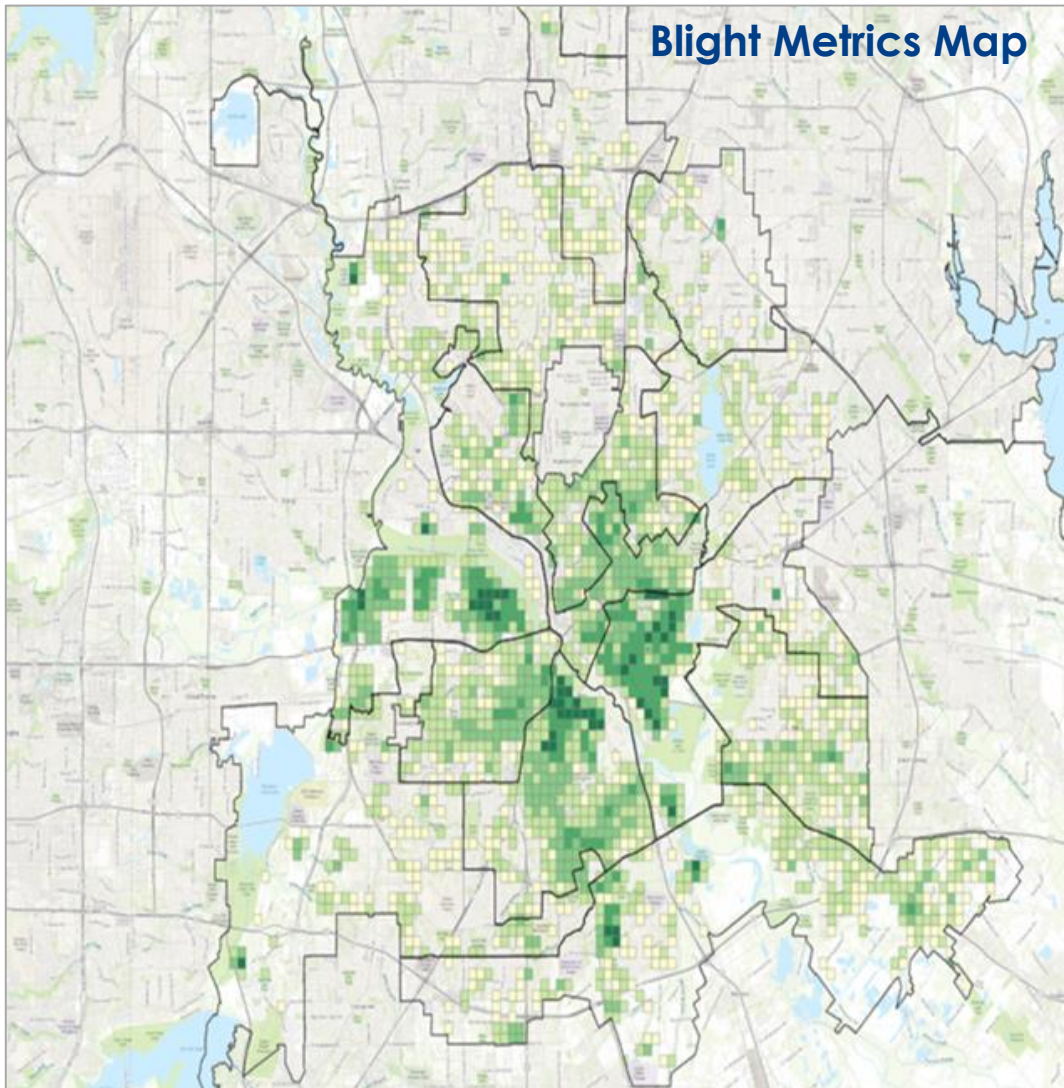
Operational Concerns of Current Structure



- Residents not familiar with assigned Officer
- Code presence not felt in the community or perception that Code and the city does not care
- Inadequate coverage in blighted areas
- Lack of communication, education and/or service in some areas
- Persistent issues require a consistent and targeted approach

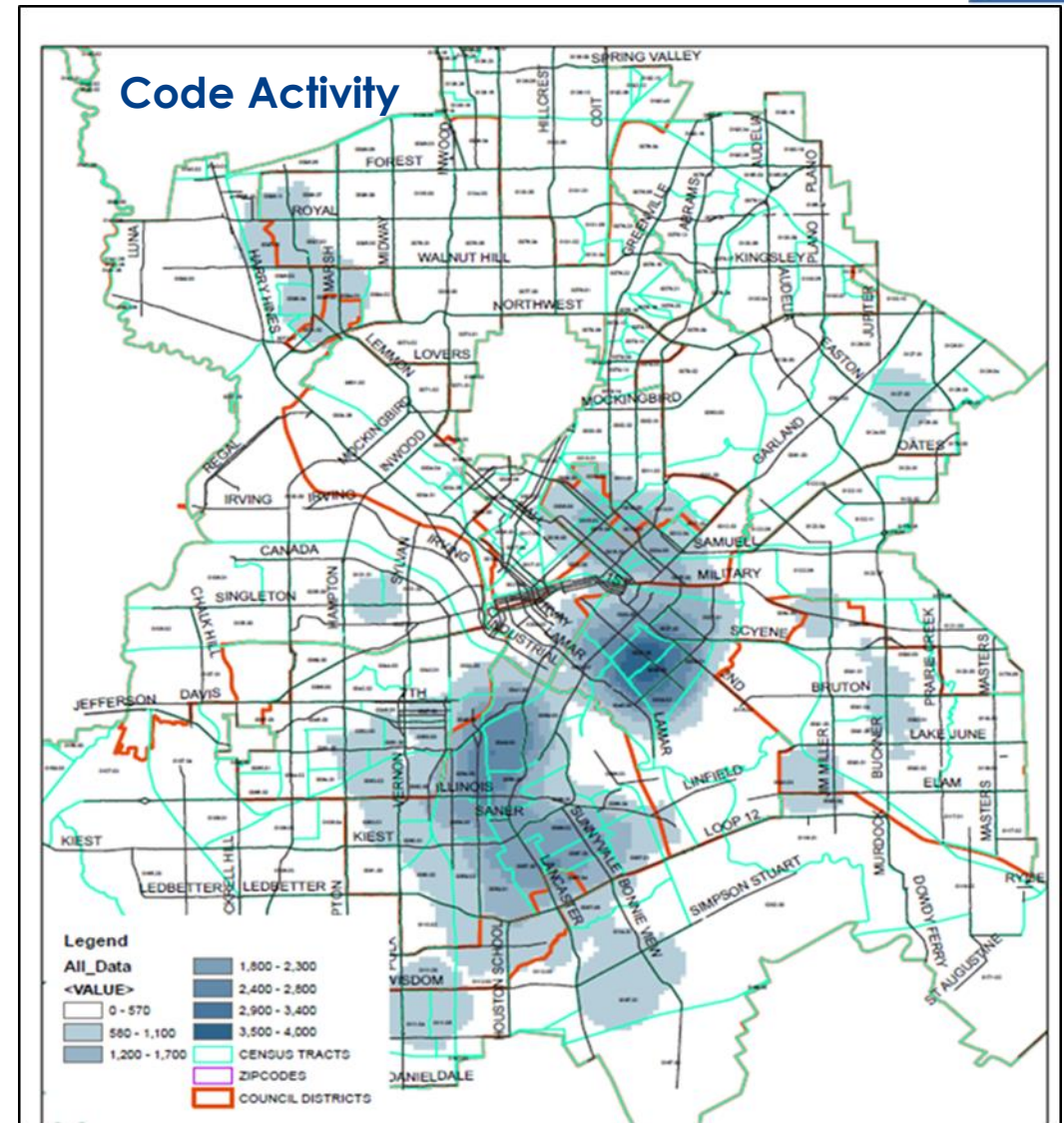
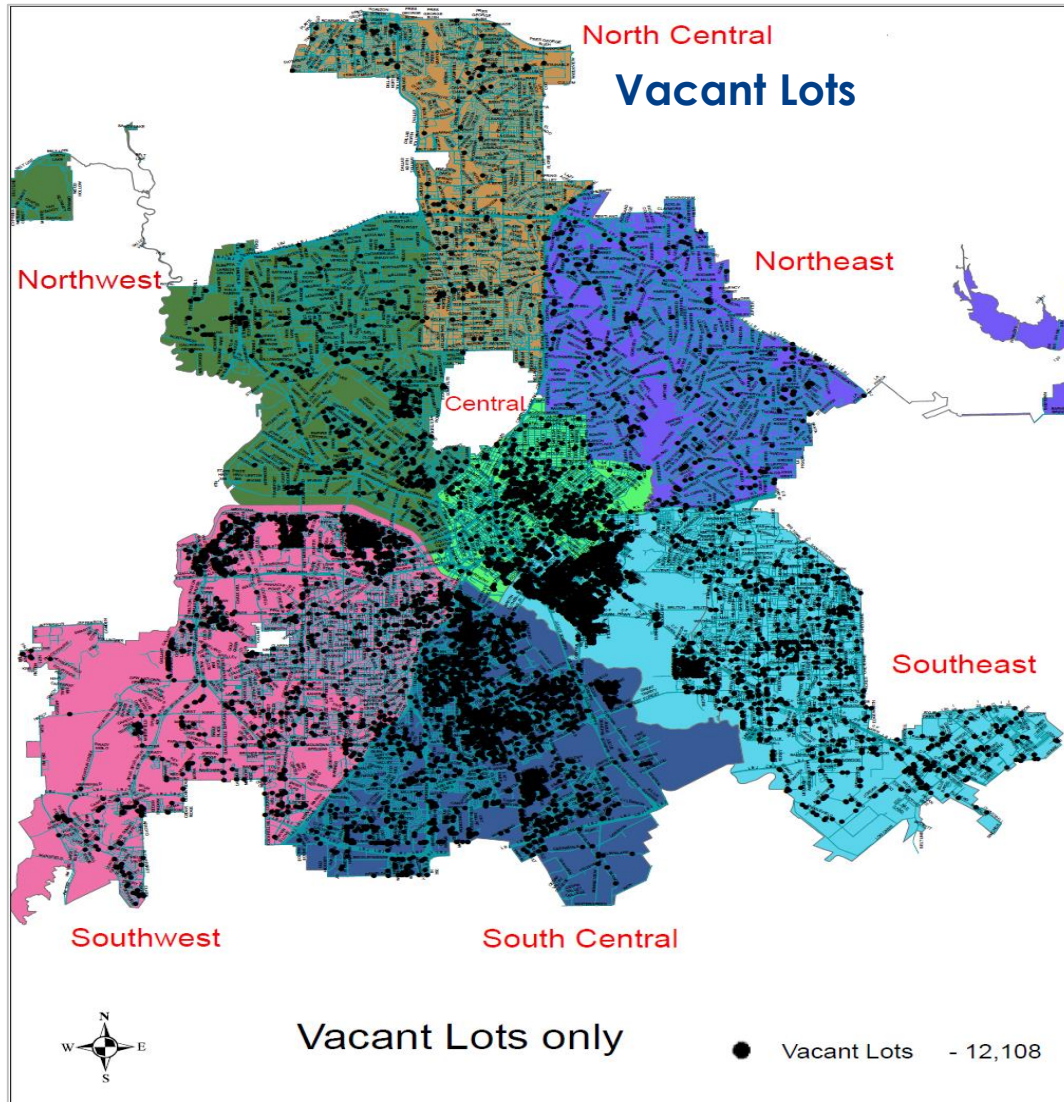


Contributing Factors

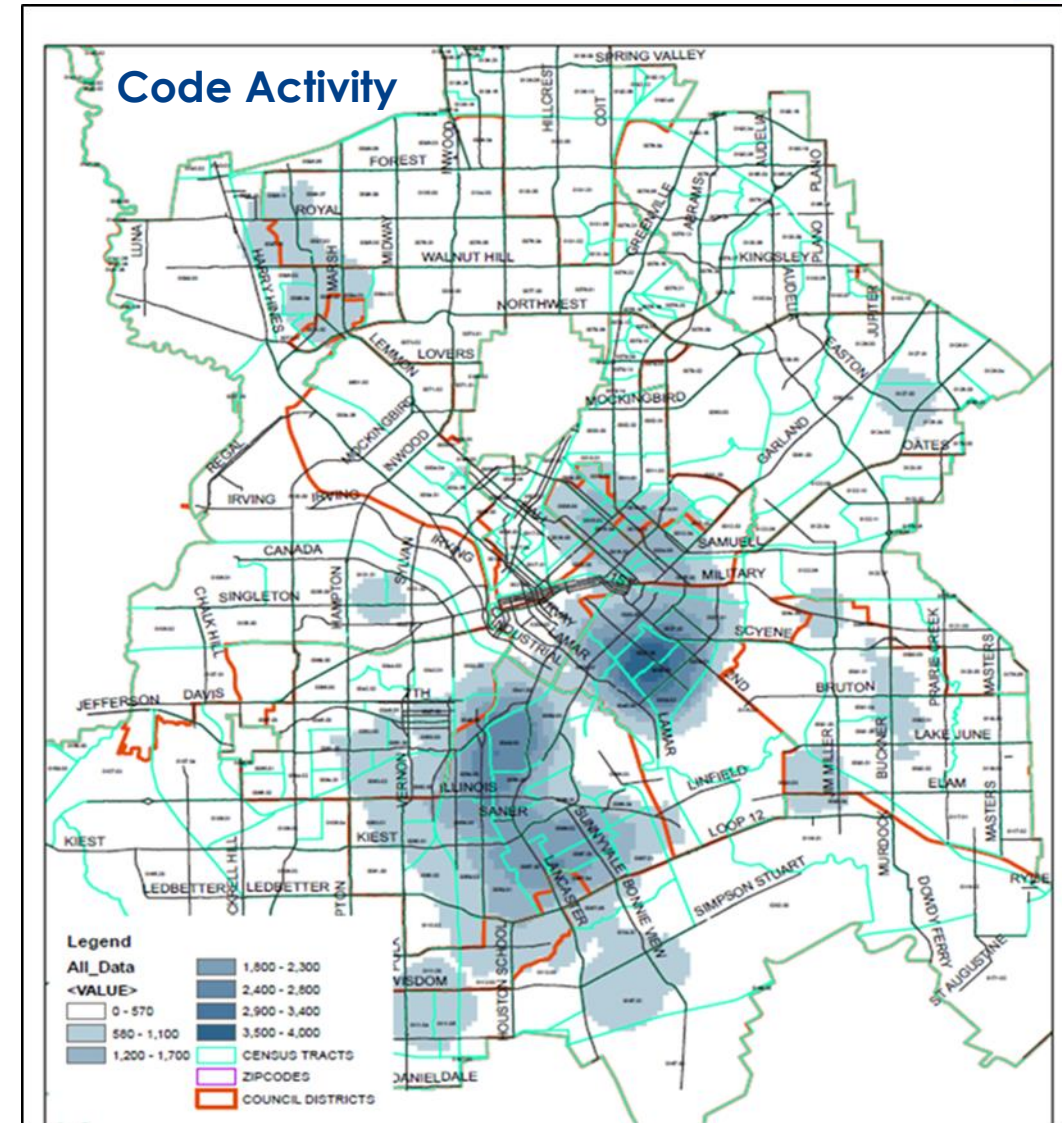
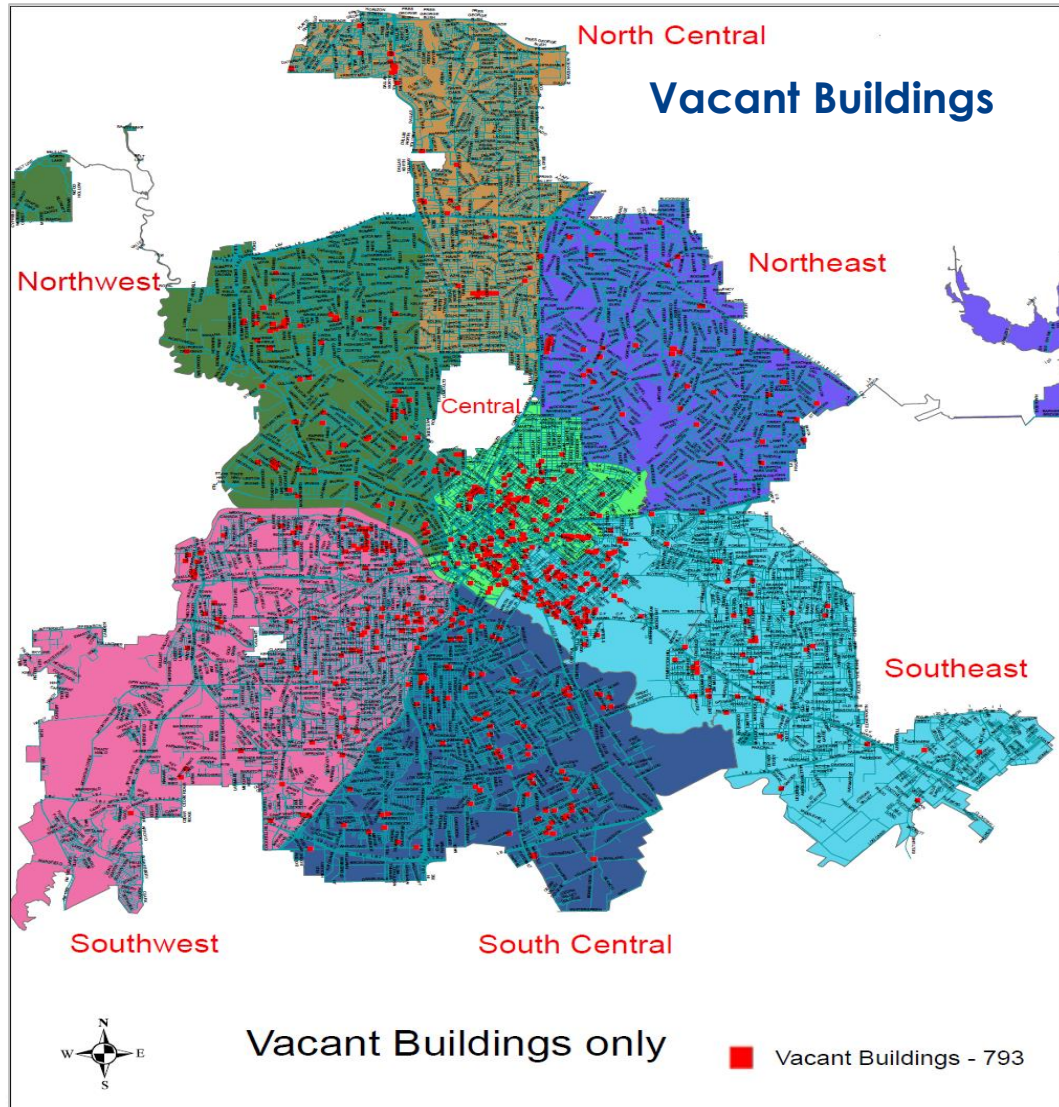


<https://dpdcau.maps.arcgis.com/apps/webappviewer/index.html?id=a7f9f16ffb444a3eab6d8eb9d2f8c052>

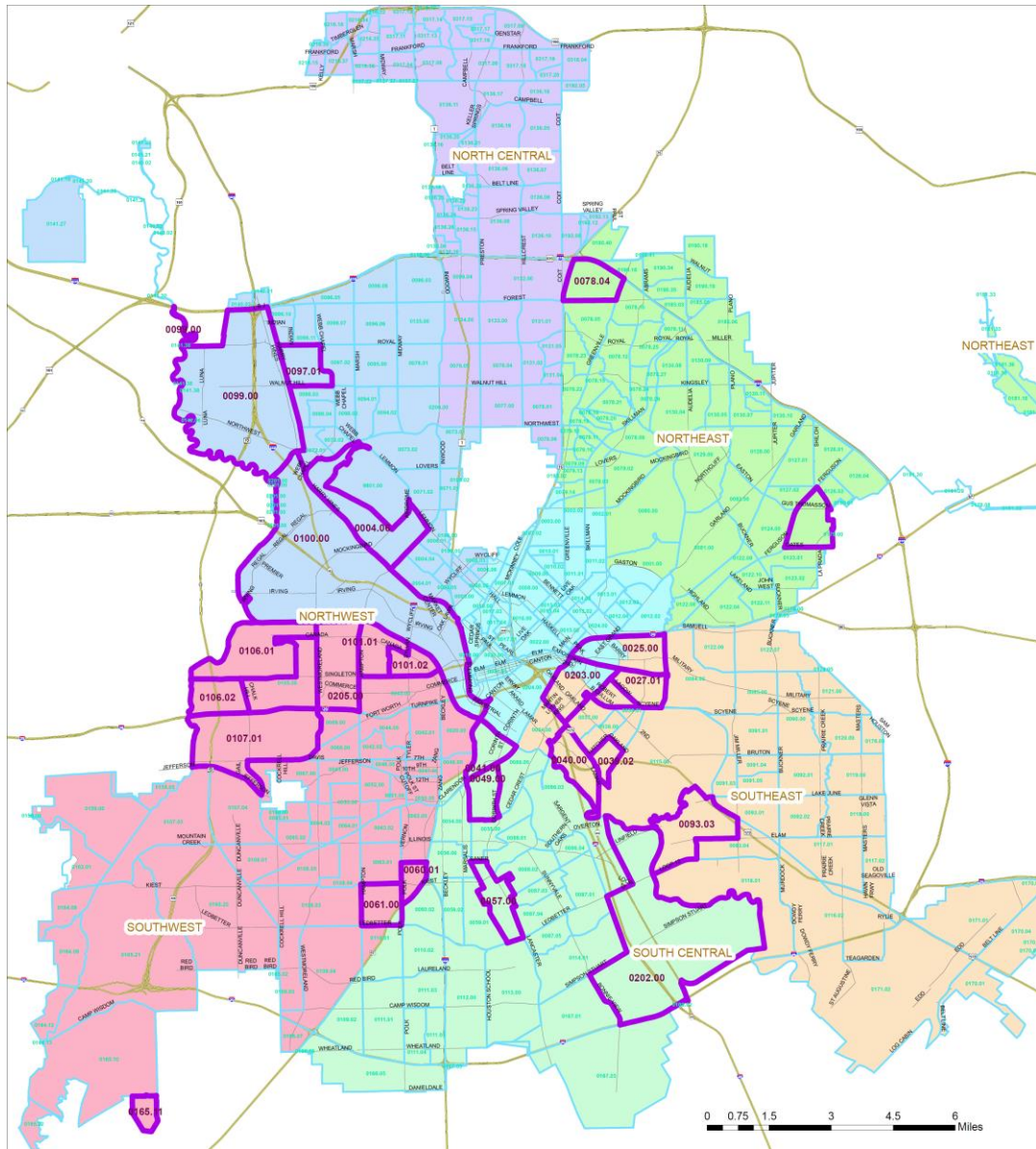
Contributing Factors (continued)



Contributing Factors (continued)



Proposed-Community Based Approach



- Assign a single officer to each of the 27 identified target census tracts, with the possibility of an additional four officers
- Based on size, some census tracts may require two or more officers
 - Colonial Hills (40.00) - Zoo Creek (49.00)
 - Pemberton Hill (93.03) - Glendale Park area (57.00)
- Reduce the officer to census tract ratio for those remaining census tracts within the seven code districts
- Increase proactivity and engagement in targeted areas resulting in 89,624 additional site inspections and improved visibility

Community Based-Target Area Data FY 19/20



- In 27 identified tracts, representing 8% of the 328 total reporting census tracts, the following data has been compiled:
 - 8,804 cases addressed
 - 22% of the total cases for the FY
 - 10,205 notices of violation issued
 - 26% of the total notices issued for the FY
 - 1,202 citations issued
 - 29% of the total citations issued for the FY
 - 12% of violations found required a citation, this is 7% higher than the overall average for the NCD





Operational advantages

- Reduces area of responsibility for Officers in targeted areas
- Increase efficiencies in service, education, and promoting sustainable impacts
- Optimize staffing resources and productivity
- Promotes community engagement
- Demonstrates a sense of commitment to our communities
- More visibility creating deterrents for violators
 - Illegal dumping, graffiti, litter, etc.



Resource Allocation



Neighborhood Code Resource Deployment

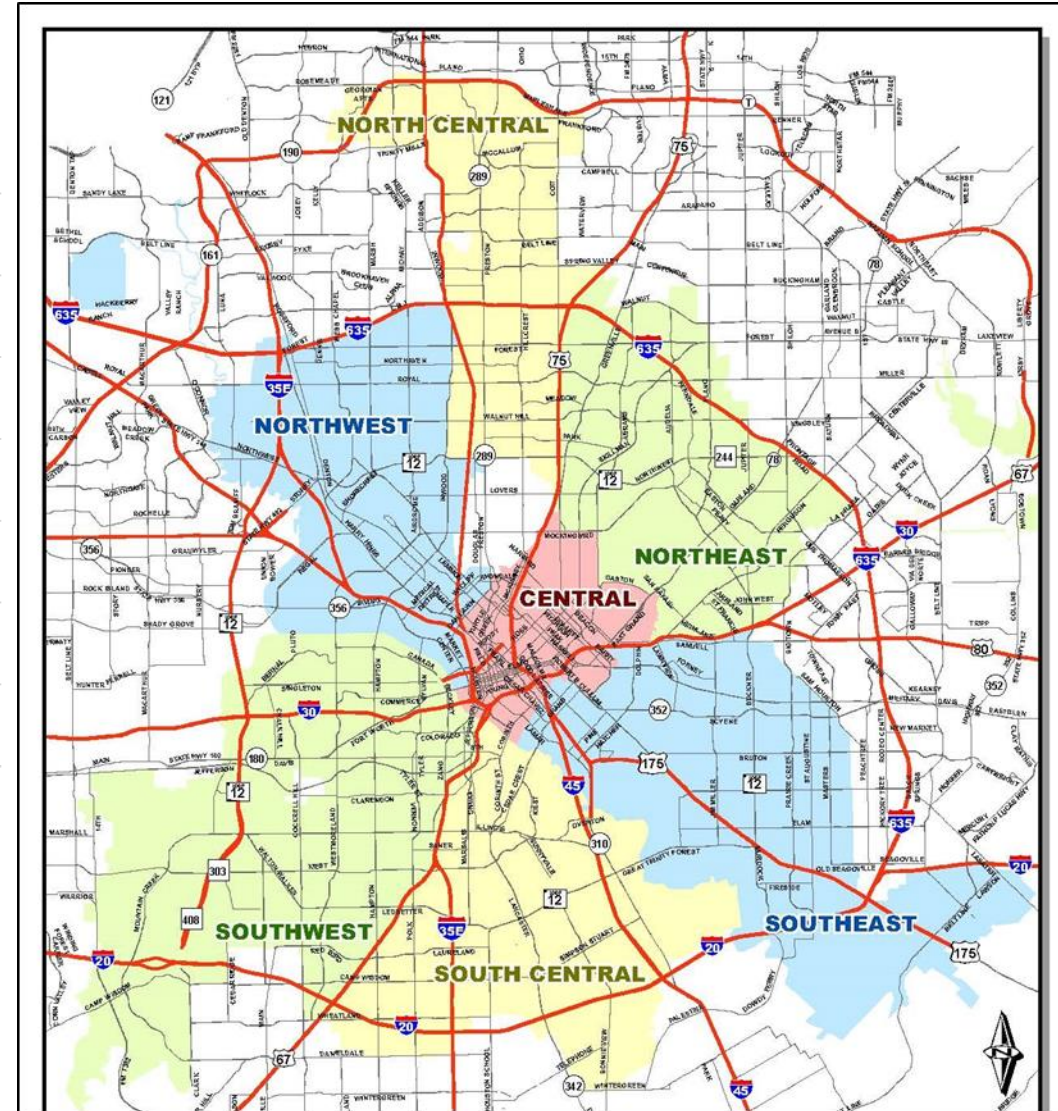
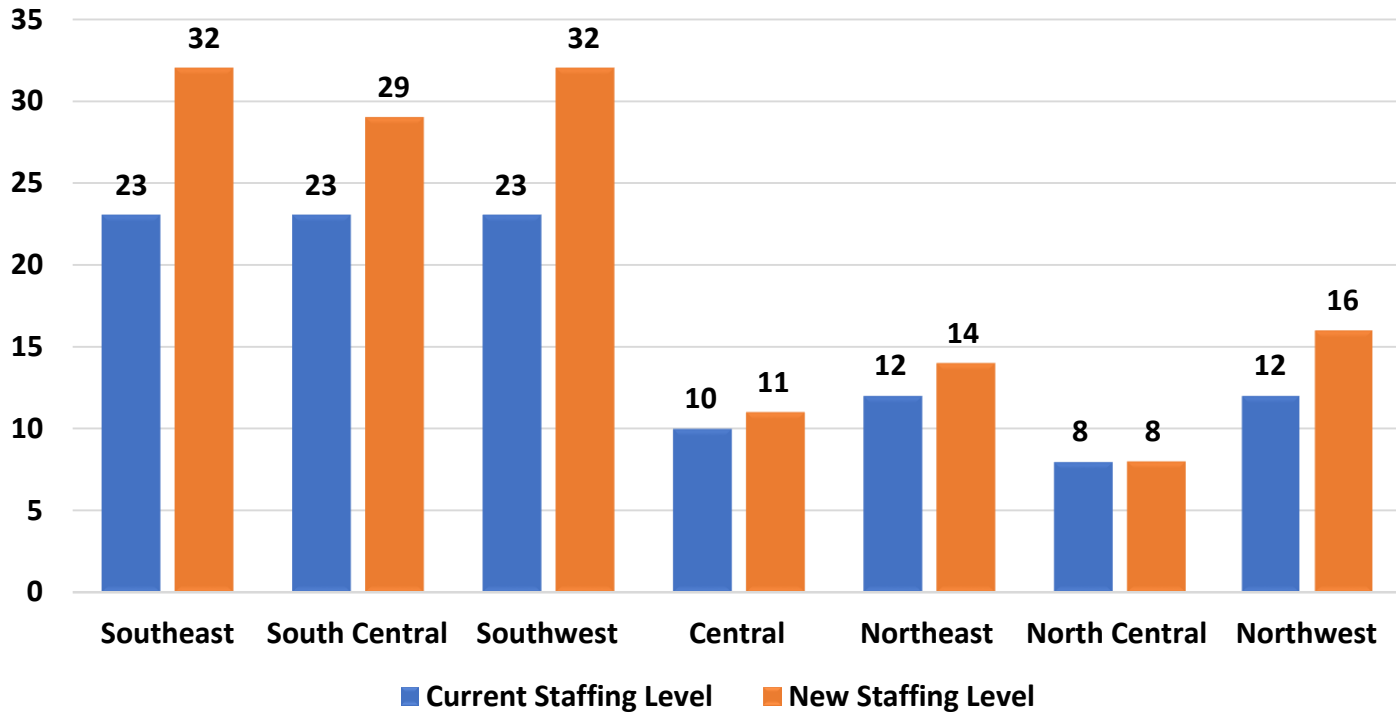
Code District		Current		Proposed Enhancement		
District Office	Number of Census Tract	Number of Officers	Officer to Census Tract Ratio	Number of Additional Officers	Pojected City Wide Officer to Census Tract Ratio	Target Area Officer to Census Tract Ratio
Southeast	39	23	1.70	9	1.22	0.78
South Central	37	23	1.61	6	1.28	0.67
Southwest	54	23	2.35	9	1.69	1.00
Central	39	10	3.90	1	3.55	1.00
Northeast	65	12	5.42	2	4.64	1.00
North Central	54	8	6.75	0	No Change	No Change
Northwest	40	12	3.33	4	2.50	1.00
TOTAL	328	111	2.95	31	2.31	0.87



Resource Allocation Map



Resource Allocation Distribution



Staff Enhancement – Community Based



Enhanced Staffing Request

Position	Number	*Fiscal Year Cost	Jul – Sept 2021 Cost
Supervisor II	3	\$309,136	\$127,685
Inspector II	31	\$2,602,663	\$700,434
Total	34	\$2,911,799	\$828,120

**FY includes a one-time cost for the purchase of 34 vehicles (\$871K)*

- Add **31 NEW Code Officers II** positions to address the 27 target areas identified
- Add **3 NEW Supervisor II** positions to ensure adequate Supervision of new staff

- Additional staffing in the target areas look to create a sense of enhanced ownership and partnership within the community



Redeployment Goals



- Increase presence in targeted areas
- Dedicate resources to improve community engagement
- Build community relationships for long-term effects
- Instill a sense of ownership for Code team members



“Make a better living condition”, Officer Trent



Other Strategies Improving Efficiencies



- Reevaluate deployment of the Intensive Case Resolution Team (ICRT)
 - Evaluate target census tracts with the greatest need and redeploy assets to provide appropriate coverage
- Amendment of Title 27 transitioning to rental housing self certification model
 - Will allow for redistribution of resources to rental properties that need the most attention
- Establish a vacant building & lot program
 - Creates a more conducive form of contact and communication to address concerns quickly
- Work collaboratively with Sanitation Services to continue the phased implementation of the Bulk and Brush program enhancements
 - Focus on bulk and brush separation with a reduced set-out window that limits the time at the curb for collection



Next Steps



- Brief City Council
- Get feedback
- Establish implementation timeline based on preferred option





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