



To the Mayor and Members of the City Council

June 6, 2023

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## SUBJECT: CODE ENFORCEMENT CALLS FOR SERVICE

The purpose of this Informal Report is to provide statistics on the types of calls for service investigated by Code Enforcement and distinguish between resident-initiated complaints and proactive officer-initiated complaints by Council District.

### Complaints

The following information was collected by the City Call Center for Code Enforcement complaints received from January 1, 2023 to May 16, 2023. The Council District was assigned on the date the complaint was received. The new Council District assignments went into effect on May 6, 2023 which explains the low numbers for Council Districts 10 and 11.

The charts below show the number of resident-initiated complaints and officer-initiated complaints per Council District. It also shows the percentage of citizen vs officer-initiated complaints per Council District and the percentage based on the total number of complaints. For example, in Council District 2, 58% were resident-initiated complaints and the other 42% were officer-initiated. Council District 2 received 9% of the total number of complaints during this time period.

Complaint Type (Jan 1, 2023 - May 16, 2023)	Council District									
	2		3		4		5		6	
<b>Resident Initiated</b> (12,731/57%)	1,191	58%	1,594	56%	1,886	69%	1,664	49%	1,432	71%
<b>Officer Initiated</b> (9,783/43%)	863	42%	1,246	44%	852	31%	1,719	51%	599	29%
<b>Total Complaints</b> (22,514)	<b>2,054</b>	<b>9%</b>	<b>2,840</b>	<b>13%</b>	<b>2,738</b>	<b>12%</b>	<b>3,383</b>	<b>15%</b>	<b>2,031</b>	<b>9%</b>

Complaint Type (Jan 1, 2023 - May 16, 2023)	Council District									
	7		8		9		10		11	
<b>Resident Initiated</b> (12,731/57%)	1,410	69%	1,683	40%	1,762	58%	35	73%	74	54%
<b>Officer Initiated</b> (9,783/43%)	638	31%	2,503	60%	1,286	42%	13	27%	64	46%
<b>Total Complaints</b> (22,514)	<b>2,048</b>	<b>9%</b>	<b>4,186</b>	<b>19%</b>	<b>3,048</b>	<b>14%</b>	<b>48</b>	<b>0%</b>	<b>138</b>	<b>1%</b>

### Violation Types

The following information was collected by CodeOps, the computer tracking system used by Code Enforcement to document investigations. Council Districts are assigned to address specific cases at the time they are opened. Violations at that address are part of the case. When the new Council Districts went into

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effect on May 6, 2023 all open cases were reassigned using the new Council District boundaries. Any closed cases kept the previous Council District assignments.

The charts below show the number of violations by type per Council District. It also shows the percentage of each violation type per Council District and the percentage based on the total number of violations. This allows you to see the top violations being worked in each Council District. For example, in Council District 2, the highest number of violations investigated were for property maintenance violations (30%), then solid waste violations (22%), and high grass violations (13%) came in third. Overall, Council District 2 represented 9% of the total violations investigated during this time period.

Violation Type (Jan 1, 2023 - May 16, 2023)	Council District									
	2		3		4		5		6	
<b>Animal</b>	1	0%	0	0%	1	0%	3	0%	0	0%
<b>Health Hazard</b>	15	1%	23	2%	31	3%	47	2%	35	4%
<b>High Grass/Weeds</b>	168	13%	190	13%	135	13%	337	17%	154	16%
<b>Multi-Family</b>	68	5%	418	28%	54	5%	367	18%	131	14%
<b>Property Maintenance</b>	382	30%	388	26%	301	29%	411	20%	214	22%
<b>Recurring Mow Ticket</b>	2	0%	4	0%	1	0%	11	1%	2	0%
<b>Solid Waste</b>	286	22%	231	15%	323	31%	405	20%	179	19%
<b>Substandard Building</b>	114	9%	20	1%	18	2%	104	5%	33	3%
<b>Vehicle</b>	114	9%	106	7%	73	7%	107	5%	76	8%
<b>Zoning</b>	140	11%	122	8%	90	9%	240	12%	128	13%
<b>Total Violations (14,312)</b>	<b>1,290</b>	<b>9%</b>	<b>1,502</b>	<b>10%</b>	<b>1,027</b>	<b>7%</b>	<b>2,032</b>	<b>14%</b>	<b>952</b>	<b>7%</b>

Violation Type (Jan 1, 2023 - May 16, 2023)	Council District									
	7		8		9		10		11	
<b>Animal</b>	1	0%	6	0%	2	0%	2	1%	0	0%
<b>Health Hazard</b>	29	3%	67	3%	40	2%	8	4%	49	3%
<b>High Grass/Weeds</b>	234	23%	544	21%	392	21%	97	45%	377	22%
<b>Multi-Family</b>	57	6%	80	3%	181	10%	5	2%	94	5%
<b>Property Maintenance</b>	225	22%	883	34%	534	28%	54	25%	521	30%
<b>Recurring Mow Ticket</b>	5	0%	35	1%	8	0%	1	0%	17	1%
<b>Solid Waste</b>	299	29%	513	19%	441	23%	13	6%	101	6%
<b>Substandard Building</b>	27	3%	86	3%	69	4%	9	4%	91	5%
<b>Vehicle</b>	61	6%	211	8%	80	4%	9	4%	158	9%
<b>Zoning</b>	97	9%	210	8%	154	8%	19	9%	313	18%
<b>Total Violations (14,312)</b>	<b>1,035</b>	<b>7%</b>	<b>2,635</b>	<b>18%</b>	<b>1,901</b>	<b>13%</b>	<b>217</b>	<b>2%</b>	<b>1,721</b>	<b>12%</b>

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**SUBJECT: CODE ENFORCEMENT CALLS FOR SERVICE****Summary**

In total, 22,514 complaints were received for Code Enforcement between January 1, 2023 and May 16, 2023. Of those complaints, 12,731 (57%) were citizen-initiated and 9,783 (43%) were officer-initiated. From those complaints, 14,312 violations were identified when the officers investigated the properties. Approximately one-third of the complaints were closed as duplicate complaints, no violations were observed, or the complaints were referred to other departments. While complaints can be made anonymously, the city encourages residents to provide contact information so the code officers can update the residents on their investigations, explain process of law, and provide estimated timeframes for compliance.

For questions regarding this information, please contact Brandon Bennett, Code Compliance Director at [Brandon.Bennett@fortworthtexas.gov](mailto:Brandon.Bennett@fortworthtexas.gov) or (817) 392-6322.

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City Manager