

C O D E C O M P L I A N C E

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20  21

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A P R I L R E P O R T



# CODE REPORT

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## Important information regarding COVID-19:

The Fort Worth City Council set forth an emergency declaration, signed by Mayor Betsy Price, to implement “Stay Home, Work Safe” restrictions to help combat the spread and impact of COVID-19 on the City of Fort Worth. **Due to these restrictions, some data reported in the April Code Report may have been affected.**

For the latest information about COVID-19 and the City of Fort Worth, visit the city’s website at [FortWorthTexas.gov/COVID-19/](https://FortWorthTexas.gov/COVID-19/).

Join the City of Fort Worth on Facebook to hear updates on COVID-19 operations. Updates can be viewed on Facebook at:

- Fort Worth City Hall (City of Fort Worth) @CityOfFortWorth
- Mayor Betsy Price @BetsyPriceFW
- Fort Worth Fire Department @FortWorthFireDepartment
- Fort Worth Police Department @InsideFWPD



# CODE REPORT

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The monthly Code Report is an initiative of the City of Fort Worth's Code Compliance Department aimed at keeping residents of Fort Worth abreast of the department's services to the community and the results of such efforts.

The Code Compliance Department has five main public service areas:

- » **Animal Care & Control**
- » **Code Enforcement**
- » **Consumer Health**
- » **Environmental Quality**
- » **Solid Waste Services**

Since the first edition published in March 2016, the Code Report has grown to the current format, which relays the monthly results of all five service areas of Code Compliance. The initial issue only reported on the activities of Animal Care & Control.

As it can be gathered from the results conveyed in the current Code Report, all areas of service continue to achieve impressive results as they strive to provide outstanding customer service to the public.

Please take the time to read the Code Report and share your thoughts with us. We value your insights and feedback on Code Compliance's various programs and look forward to hearing from you.

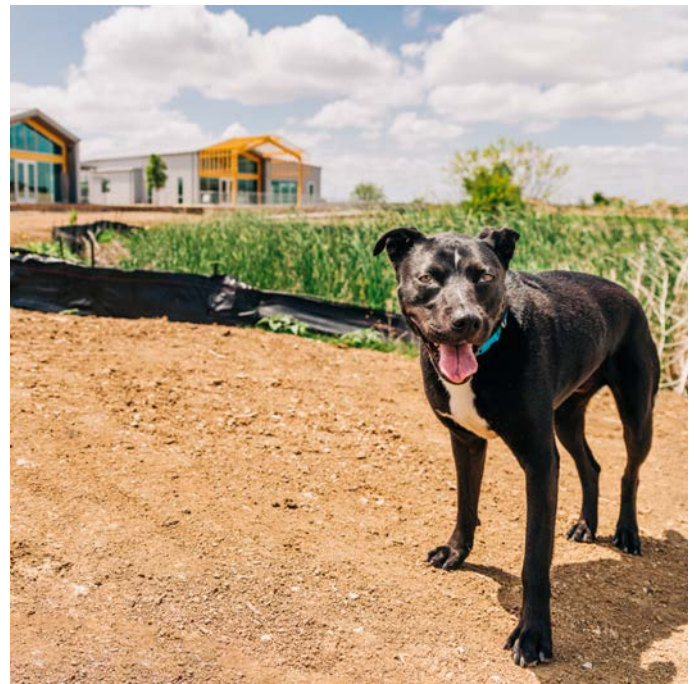
Please notice that, unless noted, the Code Report reports on the fiscal year instead of the calendar year. The City of Fort Worth's fiscal year runs from Oct. 1 through Sept. 30.



# ANIMAL CARE & CONTROL

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Animal Care & Control provides animal shelter operations, animal adoption centers, spay/neuter and low-cost vaccination clinics, animal ordinance enforcement and public education. These programs work to reduce the number of stray animals in the city, minimize the threat of diseases, such as rabies, and prevent injuries caused by animals. It's the shelter's goal to find loving homes for all the animals that end up in its care.



## April 2021 Statistics

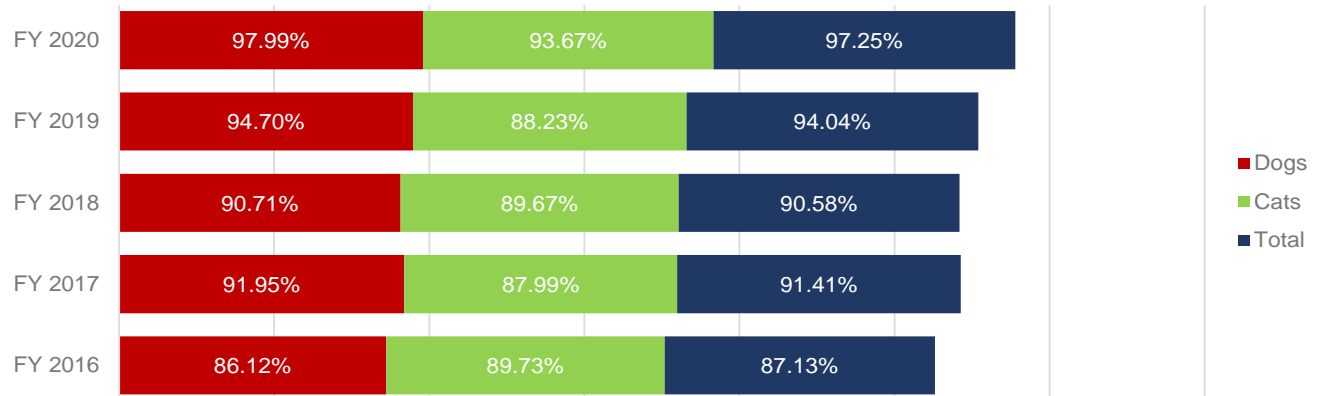
This chart reflects the monthly movement of animals in and out of the shelter. Most significant is the shelter's live release rate, which indicates how many pets successfully left the shelter either through adoption, rescue or return to owner. The daily challenge of managing a municipal shelter is daunting because Fort Worth Animal Care & Control is mandated to accept any animal that comes from within city limits.

<b>April Live Release Rate: 97.85%</b>	<b>Dogs</b>	<b>Cats</b>	<b>Total</b>
<b>BEGINNING SHELTER COUNT 4/1/2021</b>	291	99	<b>390</b>
<b>INTAKE</b>			
From the public	1046	355	1,401
Incoming transfers from Organizations within Community/Coalition	3	0	3
Incoming transfers from Organizations outside Community/Coalition	0	0	0
From Owners/Guardians Requesting Euthanasia	17	2	19
Total intake (B + C + D + E)	1066	357	<b>1,423</b>
Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	5	1	6
<b>ADJUSTED TOTAL INTAKE (F – G)</b>	1061	356	<b>1,417</b>
<b>ADOPTIONS</b>	494	153	<b>647</b>
<b>OUTGOING TRANSFERS to Organizations within Community/Coalition</b>	151	63	<b>214</b>
<b>OUTGOING TRANSFERS to Organizations outside Community/Coalition</b>	113	0	<b>113</b>
<b>RETURN TO OWNER/GUARDIAN</b>	205	2	<b>207</b>
<b>DOGS &amp; CATS EUTHANIZED</b>			
Healthy (Includes Owner/Guardian Requested Euthanasia)	0	0	0
Treatable – Rehabilitatable (Includes Owner/Guardian Requested Euthanasia)	0	0	0
Treatable – Manageable (Includes Owner/Guardian Requested Euthanasia)	0	0	0
Unhealthy & Untreatable (Includes Owner/Guardian Requested Euthanasia)	12	20	32
Total Euthanasia (M + N + O + P)	12	20	32
Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)	5	1	6
<b>ADJUSTED TOTAL EUTHANASIA (Q – R)</b>	7	19	<b>26</b>
<b>SUBTOTAL OUTCOMES (I + J + K + L + S)</b>	970	237	<b>1,207</b>
Excludes Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)			
<b>DIED OR LOST IN SHELTER CARE</b>	12	12	<b>24</b>
<b>TOTAL OUTCOMES (T + U)</b>	982	249	<b>1,231</b>
Excludes Owner/Guardian Requested Euthanasia (Unhealthy & Untreatable Only)			
<b>ENDING SHELTER COUNT 4/30/2021 11:59:59 PM</b>	470	206	<b>676</b>

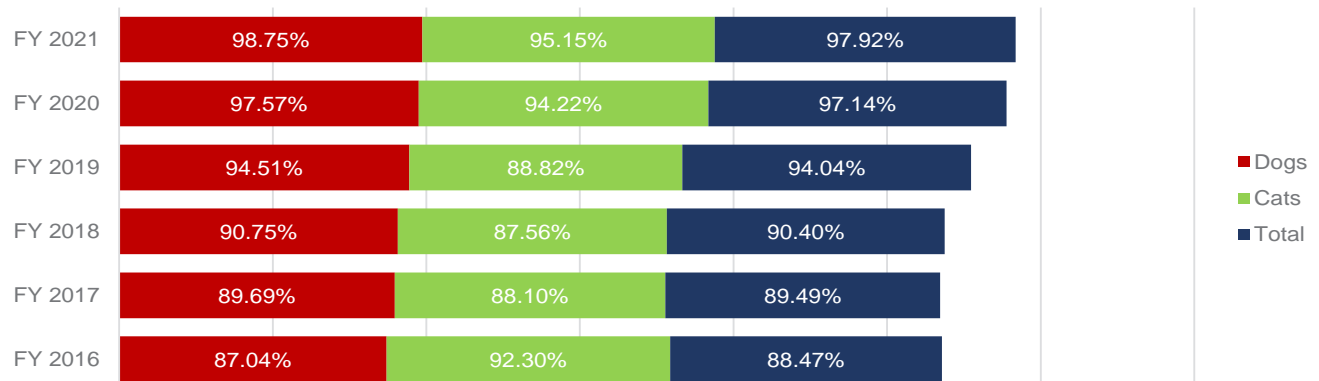
## Live Release Rate

The “live release rate” indicates how many pets successfully left the shelter either through adoption, rescue or return to owner. The FY2020 annual rate of 97.25 percent is another accomplishment for the shelter and its partners. These statistics are nearly unobtainable by many government-operated shelters due to lack of resources, funding and collaborative partnerships.

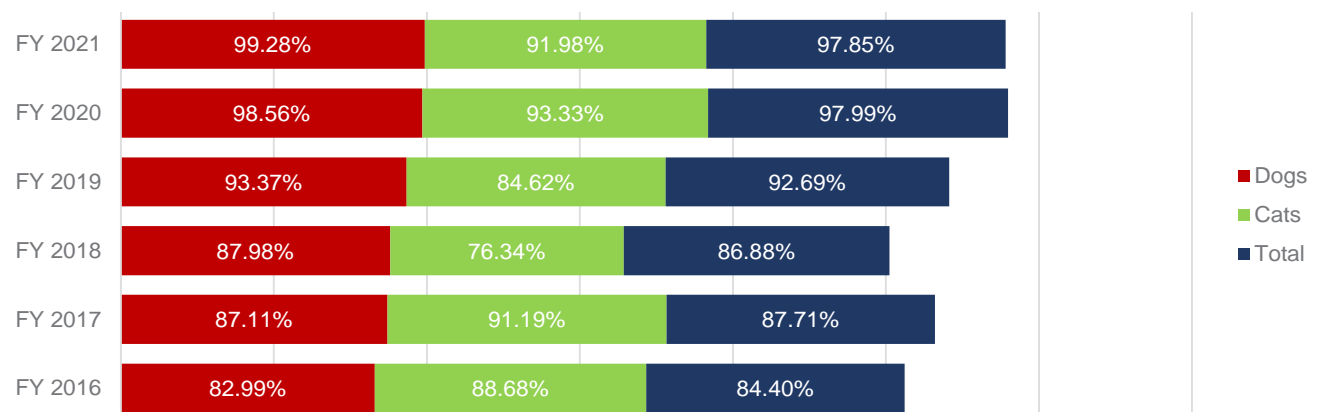
### ANNUAL LIVE RELEASE RATE COMPARISON



### FISCAL YEAR TO DATE LIVE RELEASE RATE



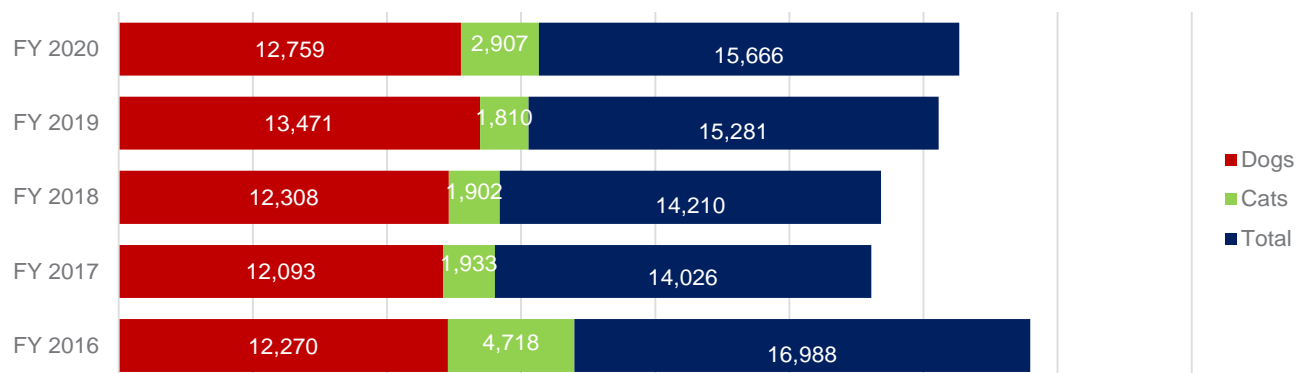
### APRIL LIVE RELEASE RATE



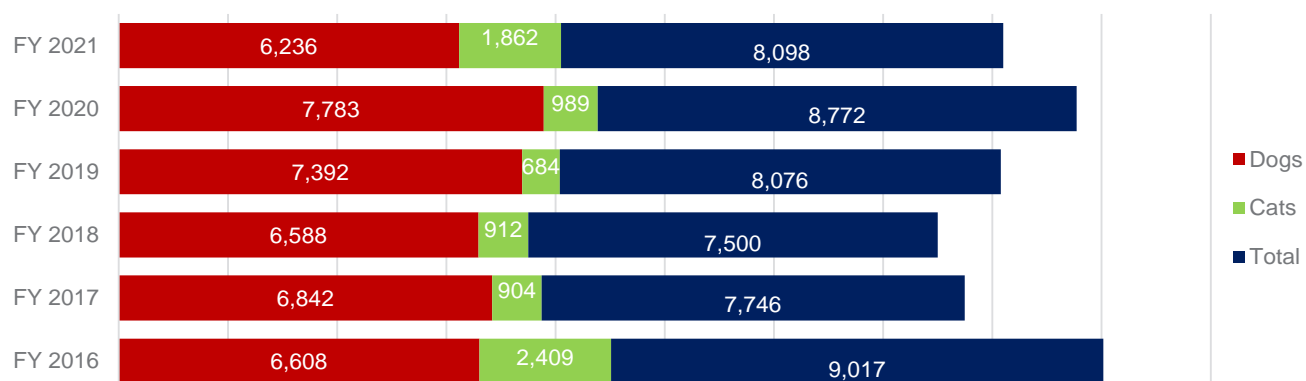
## Intakes

Animals coming into the shelter via surrenders, capture and/or adoption return. The number of cats decreased due to the end of the return to field program.

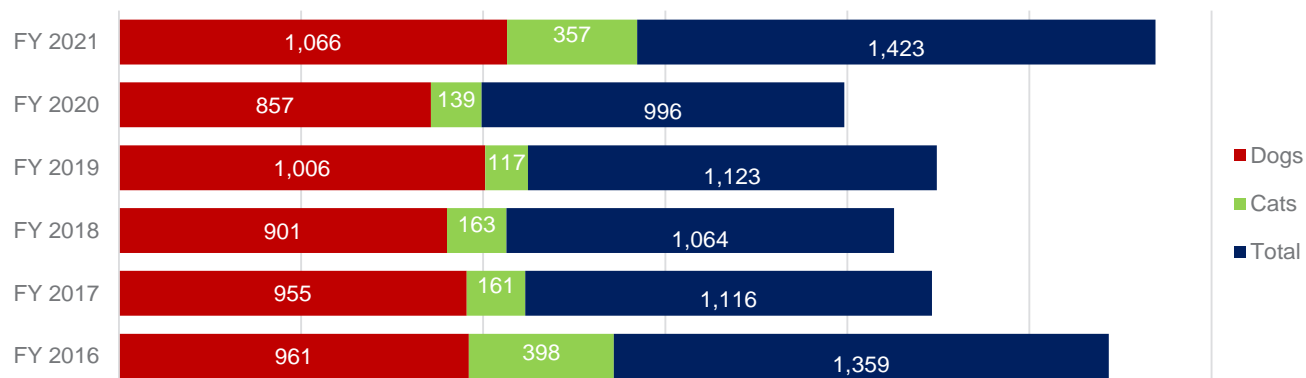
### ANNUAL INTAKES COMPARISON



### FISCAL YEAR TO DATE INTAKES



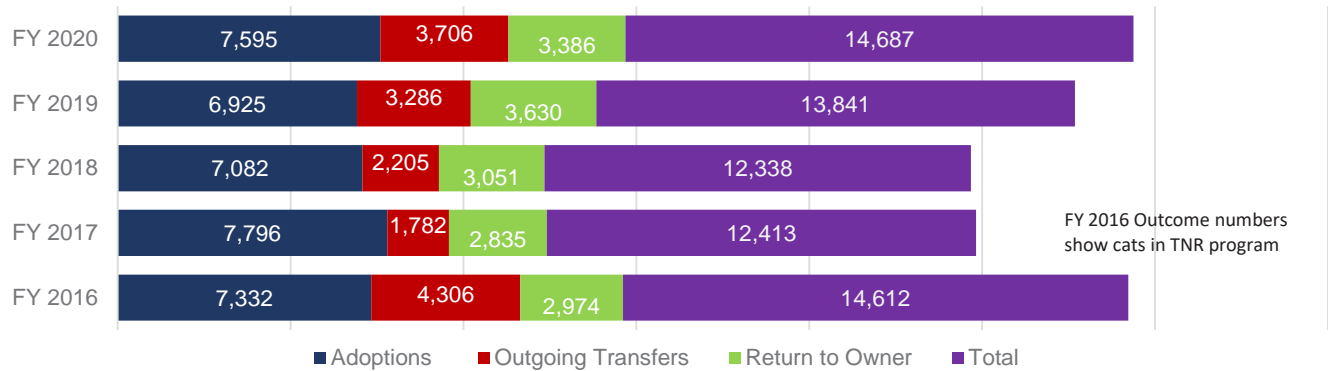
### APRIL INTAKES



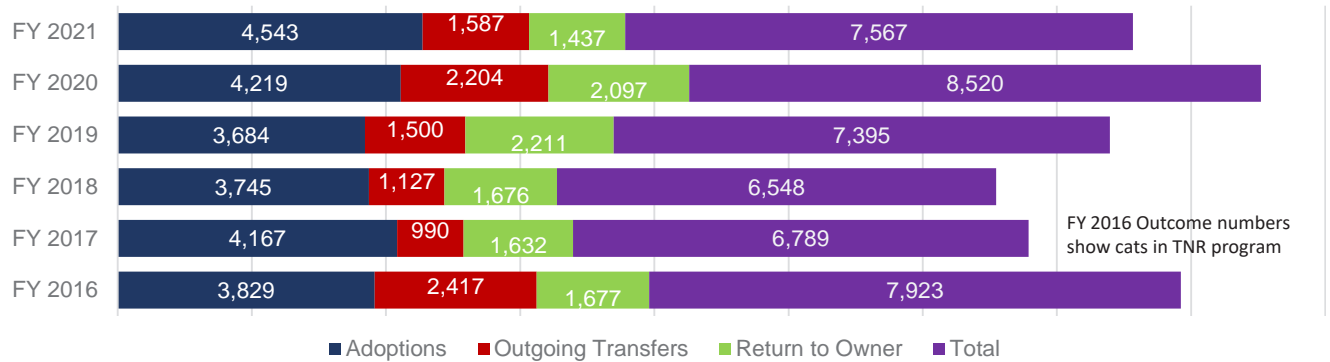
## Outcomes

Animals leaving the shelter through adoptions, outgoing transfers (rescue organizations), and return to owner.

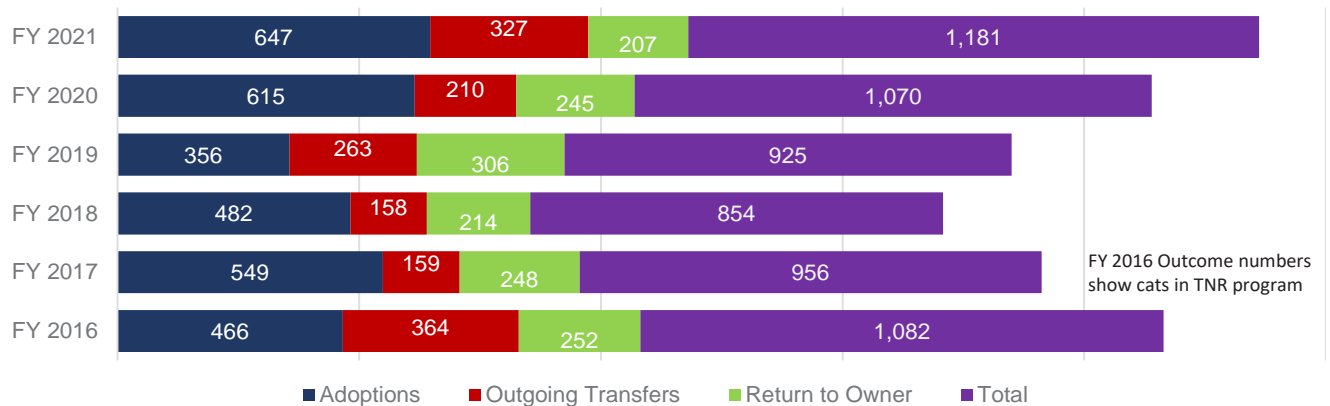
### ANNUAL OUTCOMES COMPARISON



### FISCAL YEAR TO DATE OUTCOMES



### APRIL OUTCOMES

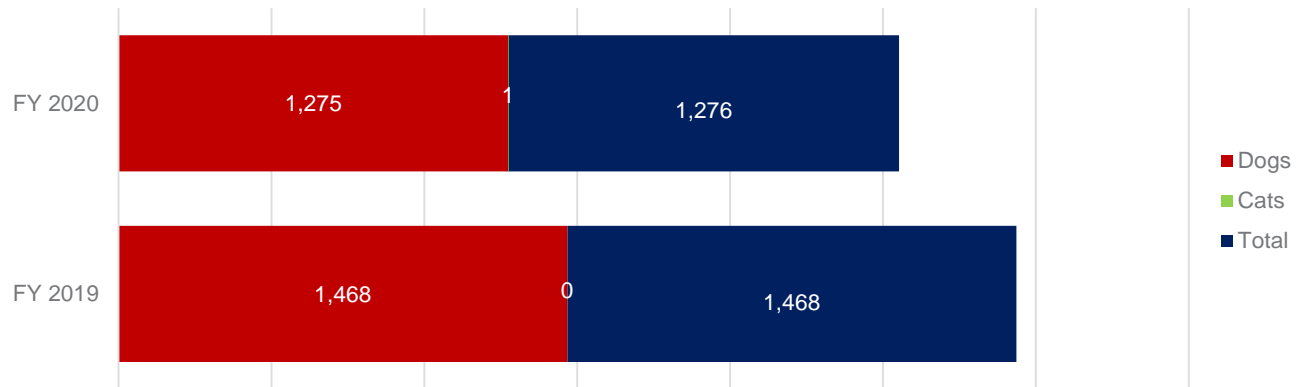




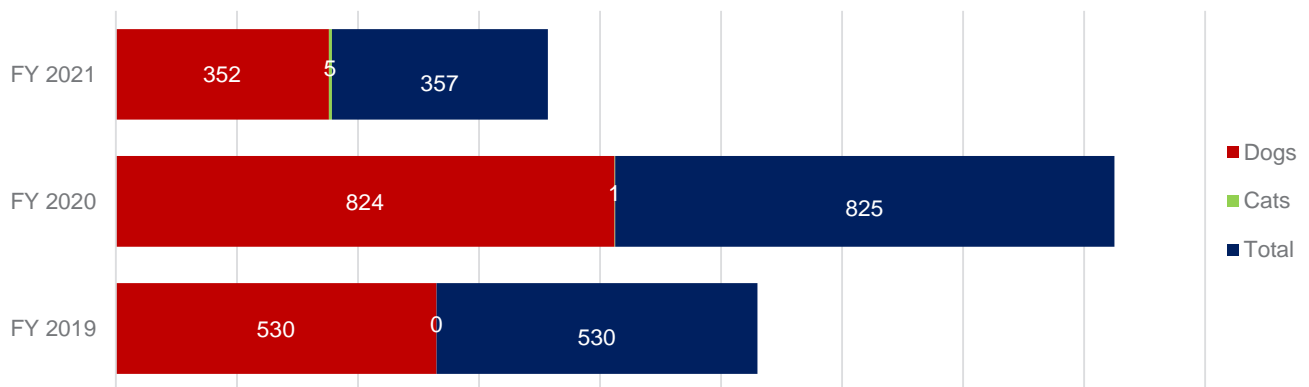
## Transports

Animals leaving the shelter through transports.

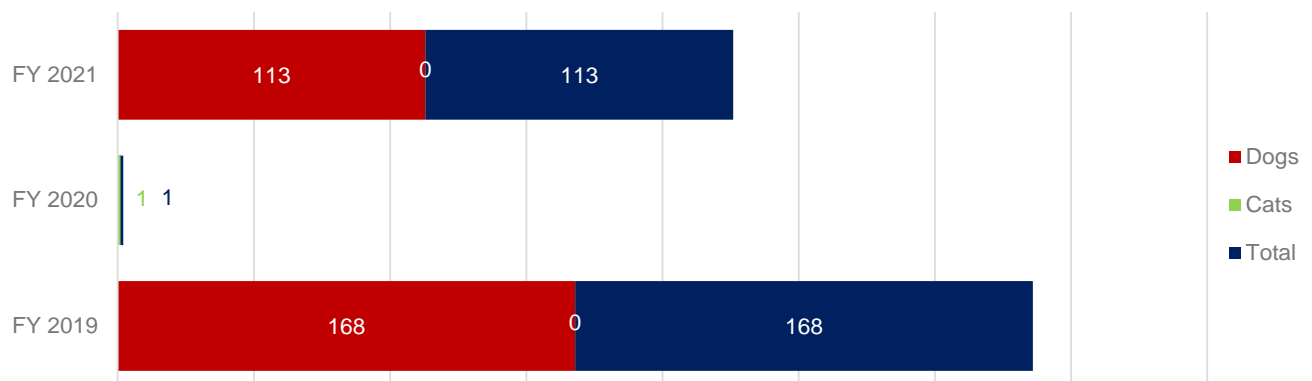
### ANNUAL TRANSPORTS



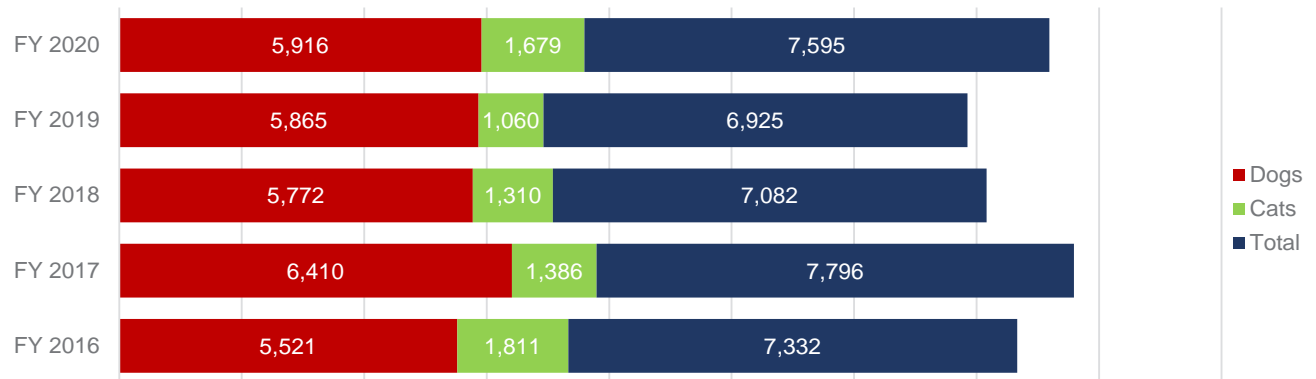
### FISCAL YEAR TO DATE TRANSPORTS



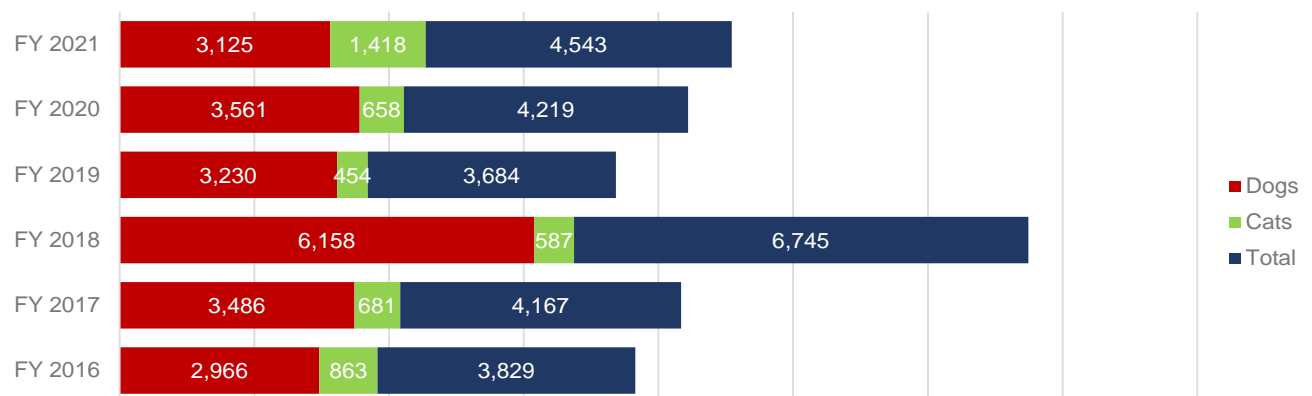
### APRIL TRANSPORTS



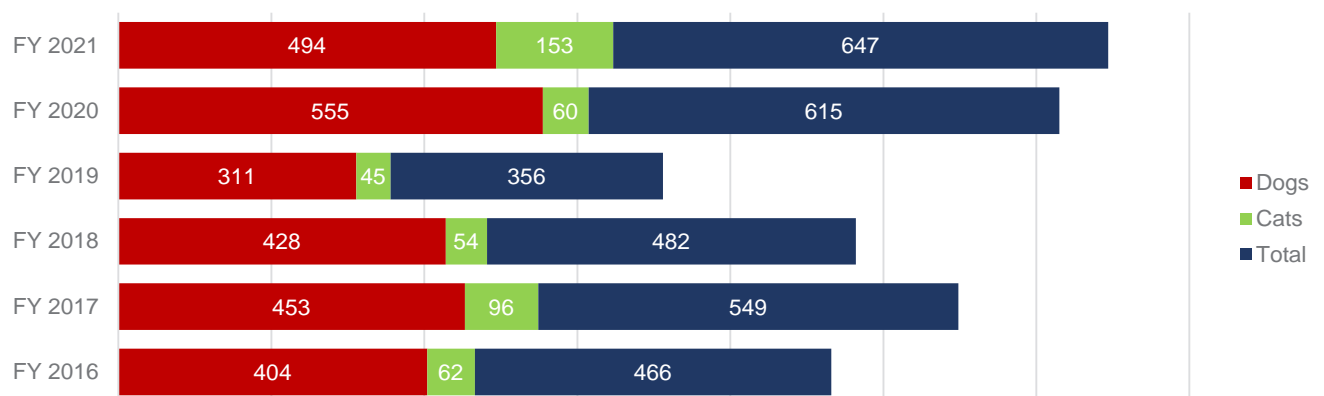
## ANNUAL ADOPTIONS



## FISCAL YEAR TO DATE ADOPTIONS



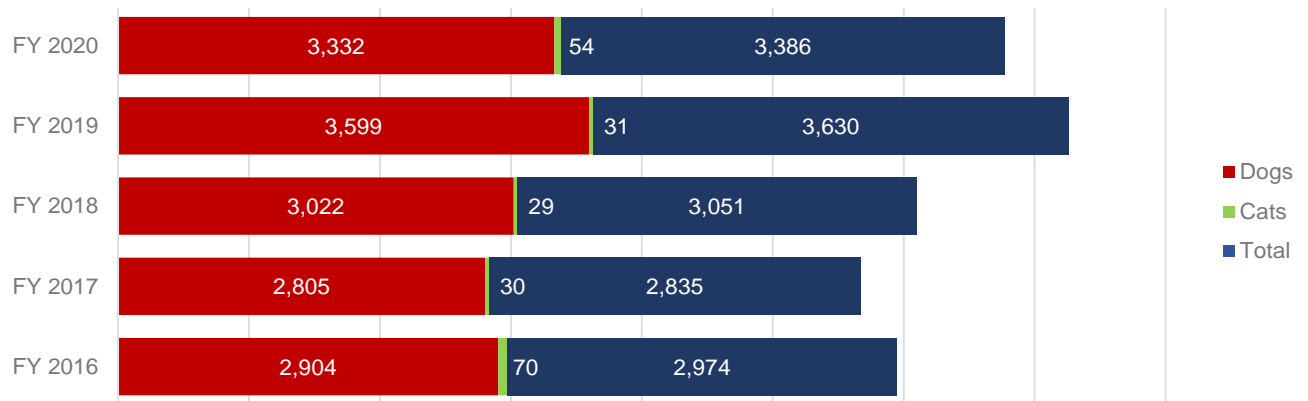
## APRIL ADOPTIONS



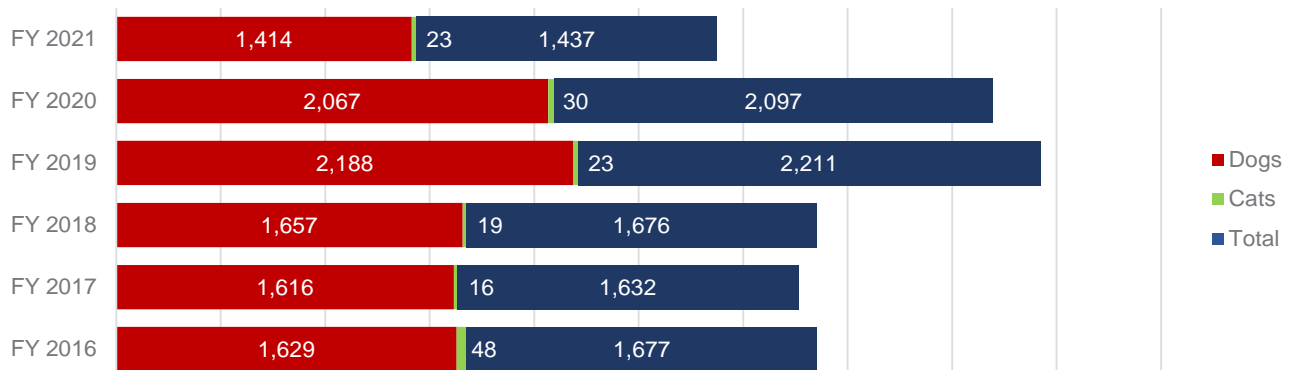
## Return to Owner

A huge effort is made by animal control officers working within the neighborhoods to return stray/lost pets to their owners without impounding the pets at the shelter. Pets who wear collars with city license tags or pets who are microchipped have a high rate of being returned to their owners.

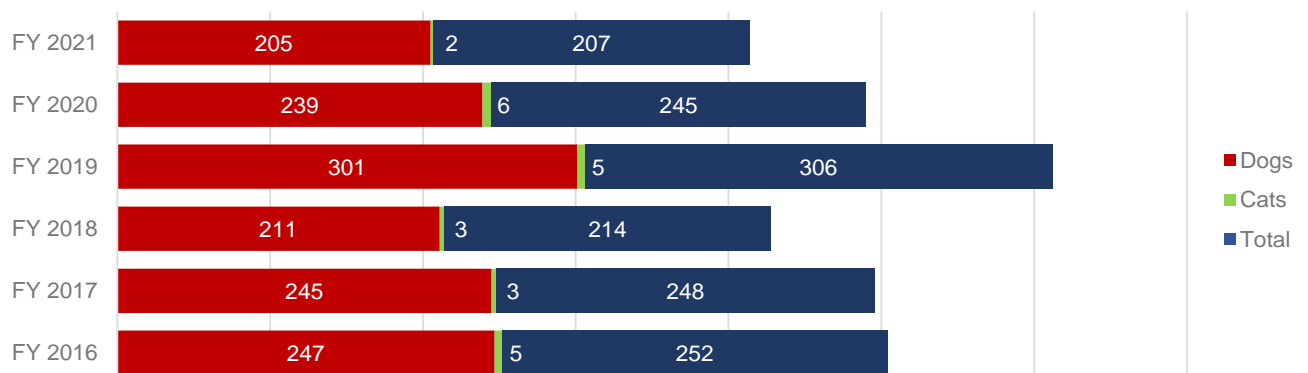
### ANNUAL RETURNED TO OWNER



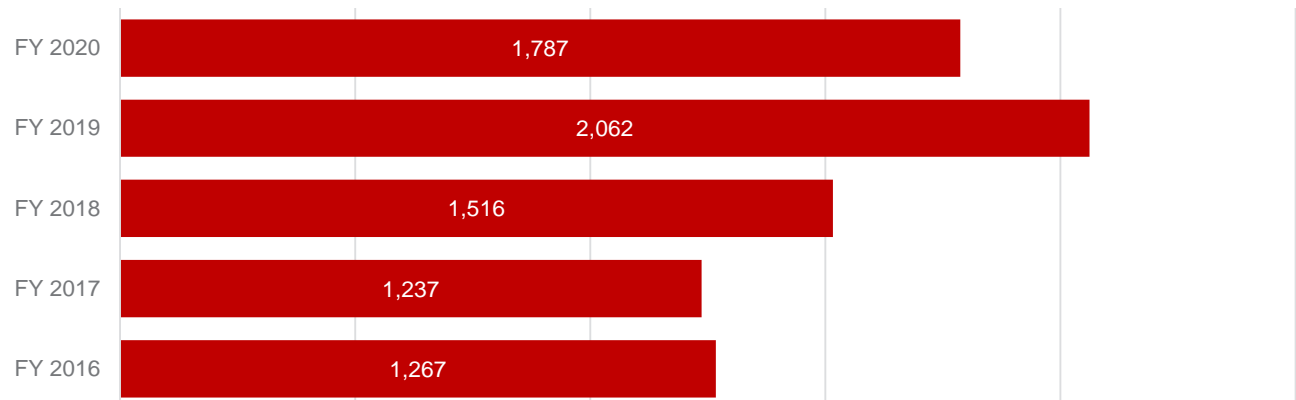
### FISCAL YEAR TO DATE RETURNED TO OWNER



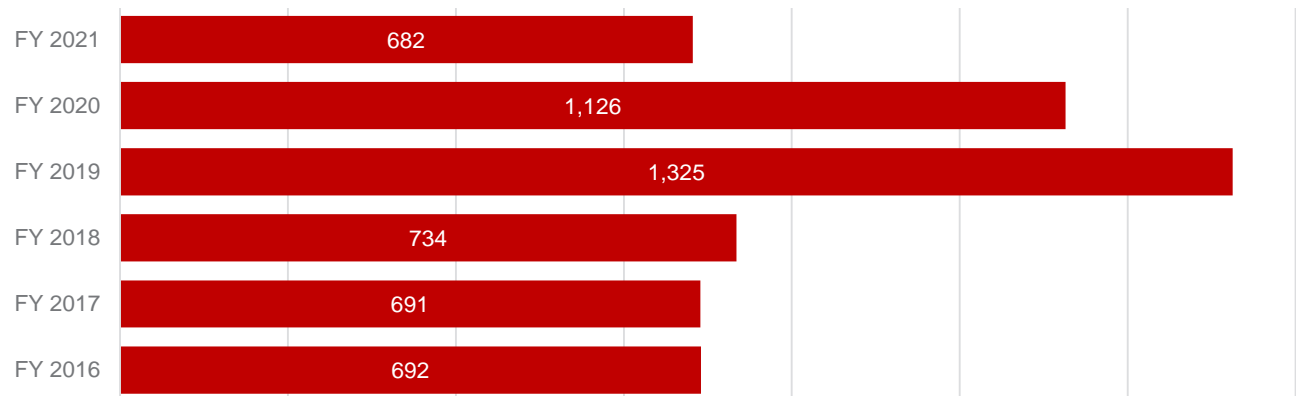
### APRIL RETURNED TO OWNER



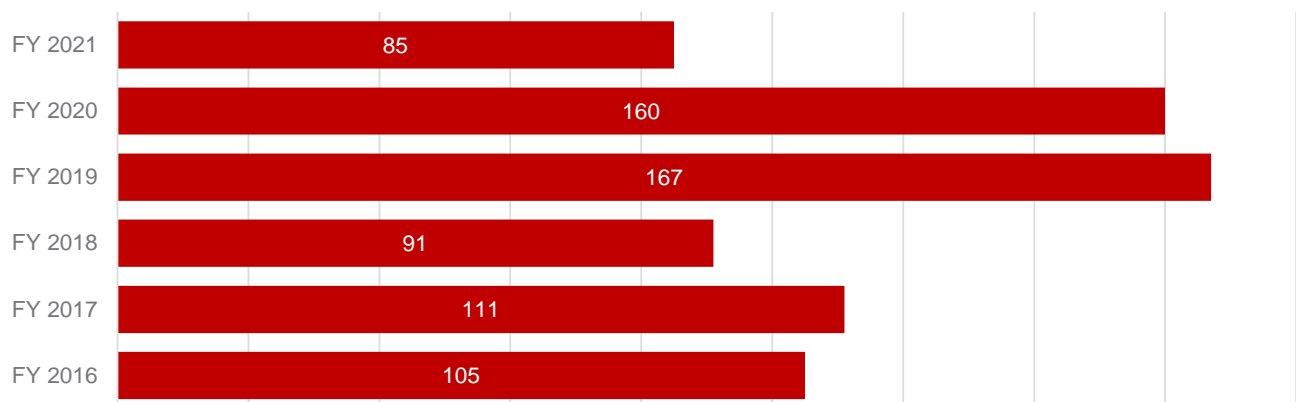
### ANNUAL DOGS RETURNED TO OWNER IN FIELD



### FISCAL YEAR TO DATE DOGS RETURNED TO OWNER IN FIELD

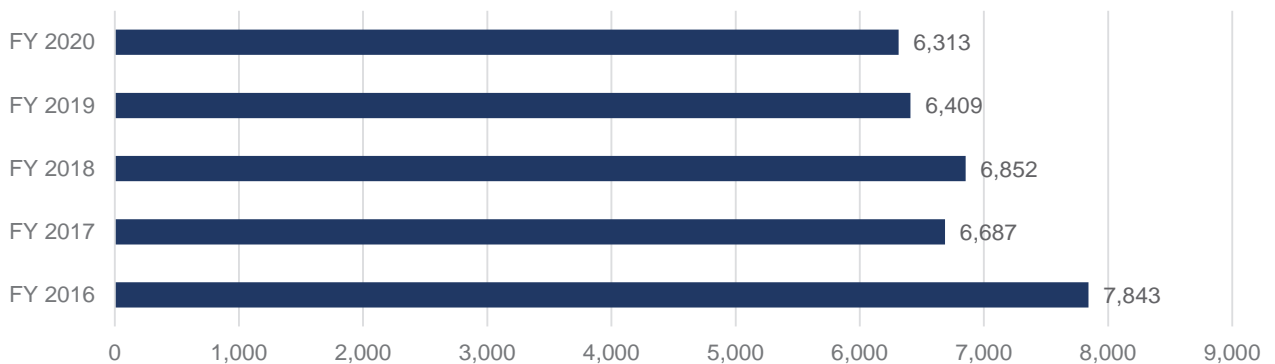


### APRIL DOGS RETURNED TO OWNER IN FIELD

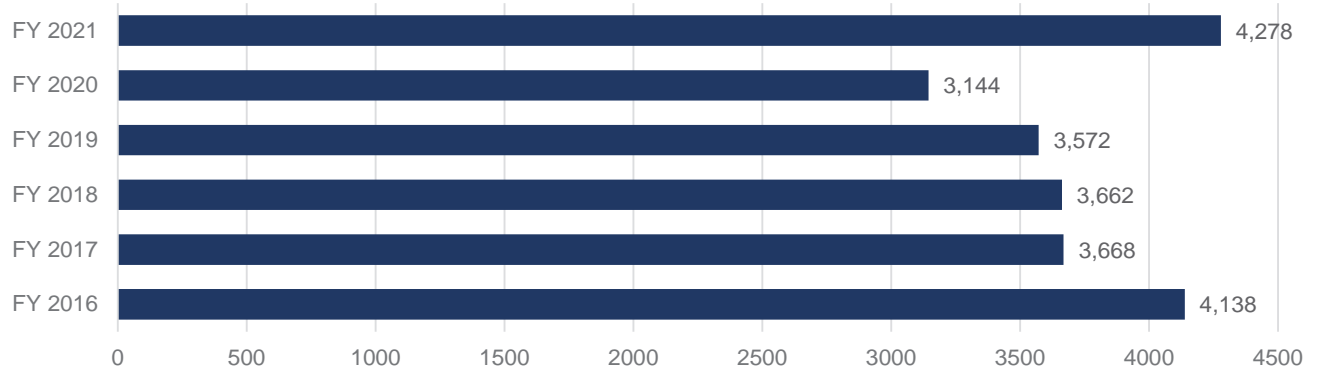


## Annual Spay and Neuter Surgeries

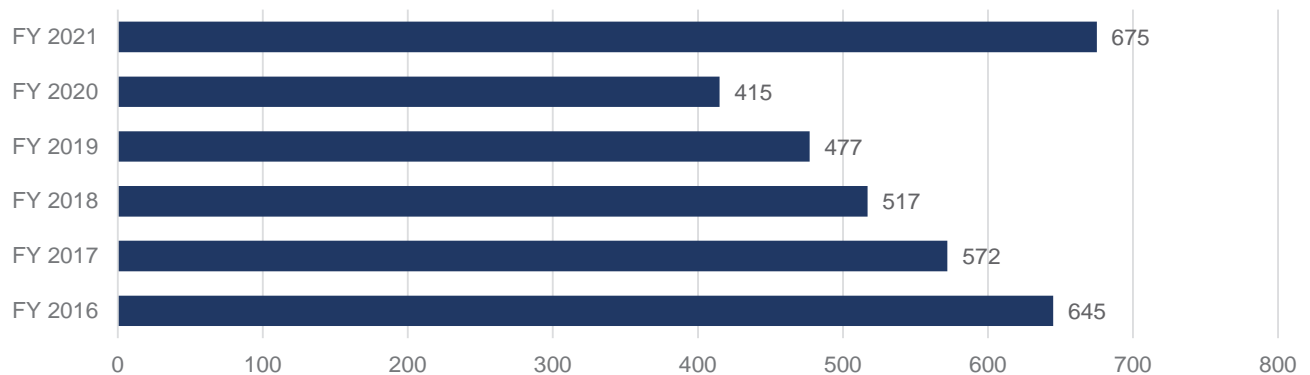
In order to reduce the stray pet population and to protect the public from safety issues that can occur because of unaltered stray animals, all pets that land in Fort Worth Animal Care & Control are spayed or neutered before they are adopted, rescued or returned to owners. This chart provides an overview of the dramatic intake of animals coming into the shelter and the mandatory spay/neuter surgeries. FY 2015 and part of FY 2016 Fort Worth conducted a pilot program of Return to Field for stray cats where the cats were trapped, spayed/neutered, and vaccinated and returned to trap location.



## FISCAL YEAR TO DATE SPAY AND NEUTER SURGERIES



## APRIL SPAY AND NEUTER SURGERIES

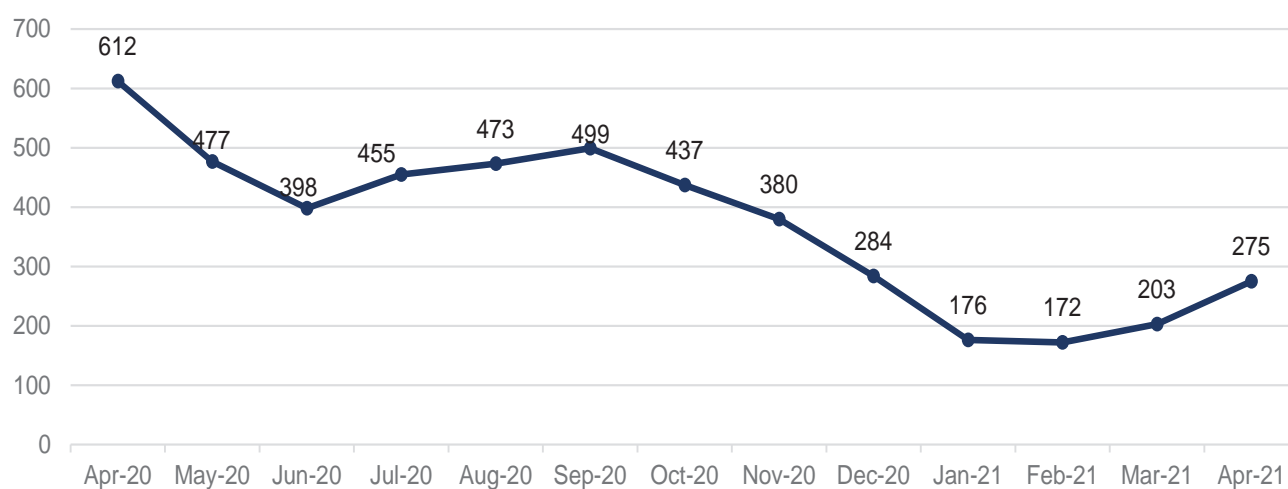




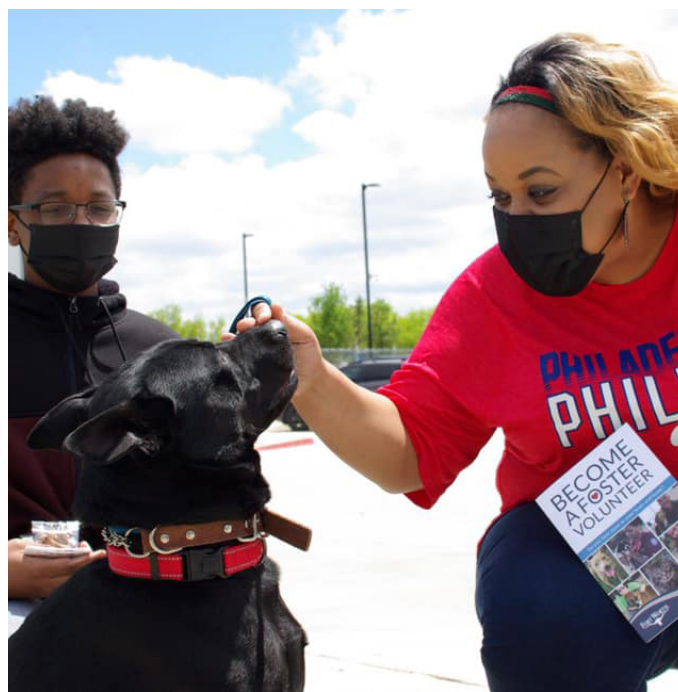
## Foster Program

In 2015, Fort Worth Animal Care & Control created its first foster care program in answer to the growing number of animals entering the shelter. The program has expanded to include the Out & About program where residents can stop by, select a dog and take him/her out for the day. Our Slumber Parties allow residents to enjoy one of our shelter pets by keeping the dog overnight or the weekend. The dogs come back much more relaxed and we learn more about their personality from the foster family – all this helps the pets have a better chance of being adopted.

### ANIMALS IN FOSTER CARE



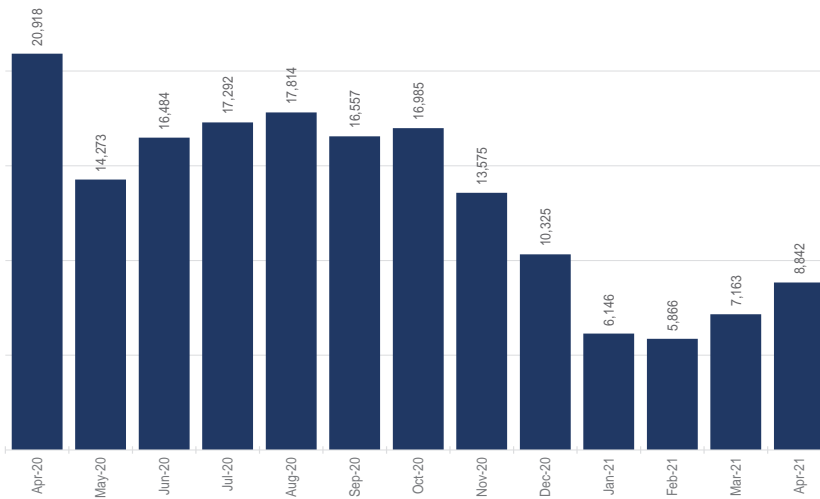
Note: Chart reflects calendar year data.



## Volunteer Program

A new volunteer program was established in 2014 to provide much needed assistance at the animal shelter, as well as its two PetSmart Adoption Centers. The program has steadily grown to include volunteers who regularly play with and socialize the pets, offer support to staff members, and assist with special adoption events, such as Clear the Shelters, Shelter Pets Rock and the PetSmart Charities National Adoption Weekends throughout the year.

### VOLUNTEER HOURS

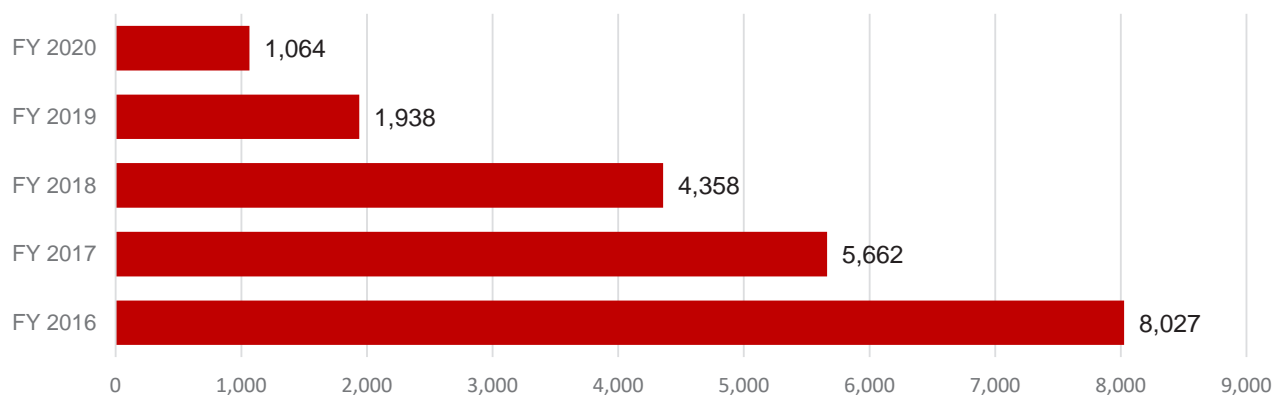


## Enforcement and General Citations

Fort Worth Animal Care & Control provides enforcement of a number of state laws and city ordinances to protect the community at large.

### ANNUAL CITATIONS ISSUED

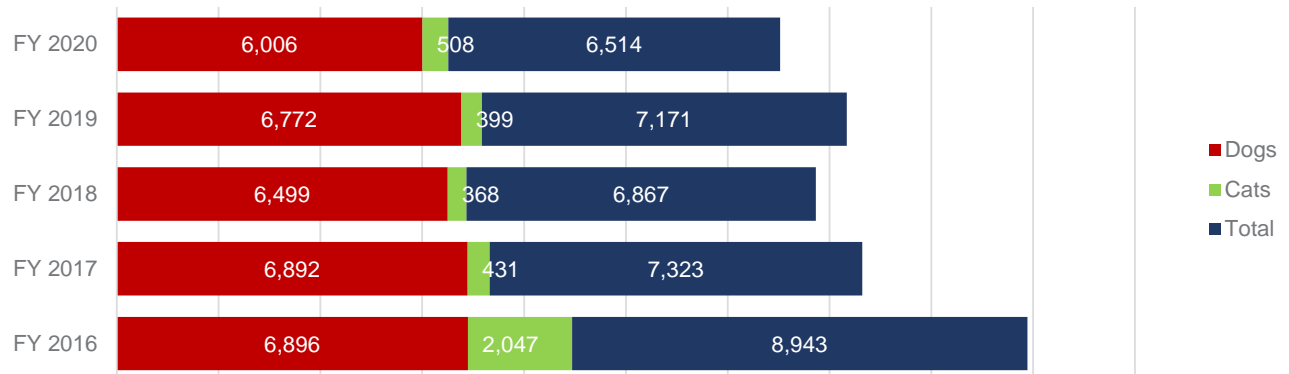
The number of citations issued depends on the number of stray animals reported in the City of Fort Worth. In 2015, FWACC implemented a new program of returning dogs to their owners in the field. This program, combined with an adding a stray team program in 2014, resulted in a decrease in the number of citations written in 2015.



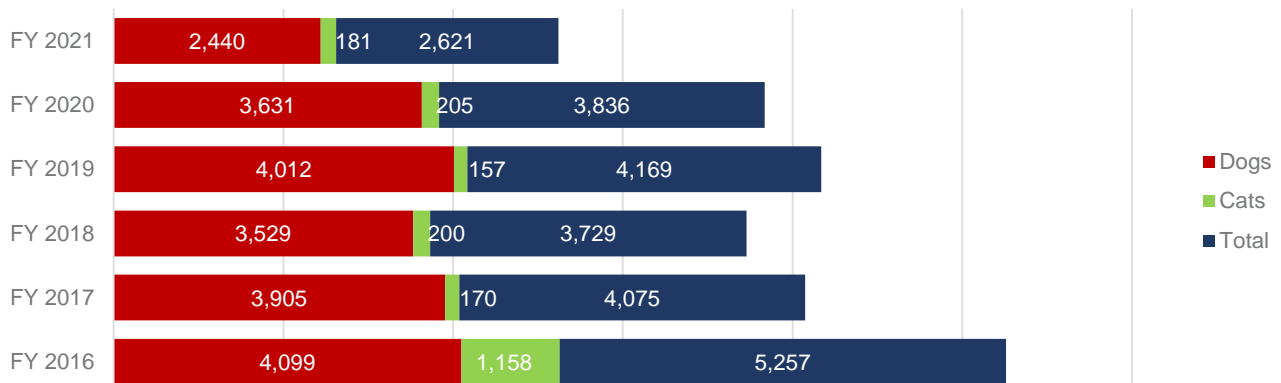
## Stray Animal Capture

In 2014, Fort Worth Animal Care & Control furthered its efforts with a new focus on removing stray animals from the streets in our community and implemented the stray team program. The stray teams' singular focus is to capture stray animals within the city. There are currently two teams of three officers. Their efforts, in conjunction with other animal control officers' efforts, have also included record-setting numbers of dogs returned to their owners in the field.

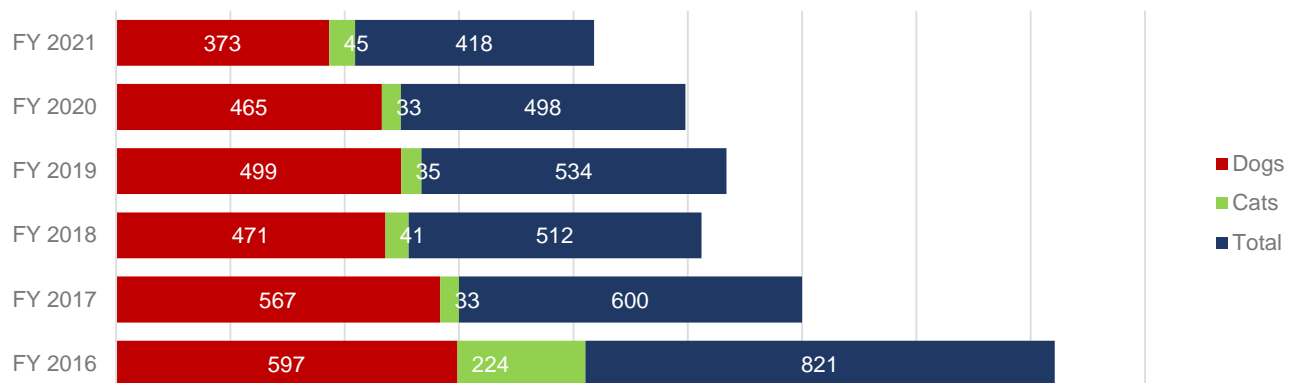
### ANNUAL STRAY ANIMAL CAPTURE



### FISCAL YEAR TO DATE STRAY ANIMAL CAPTURE



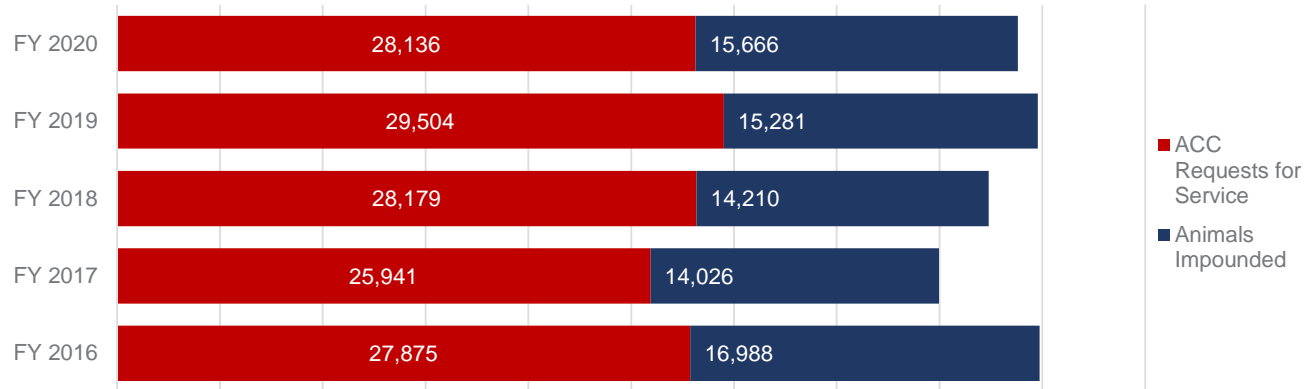
### APRIL STRAY ANIMAL CAPTURE



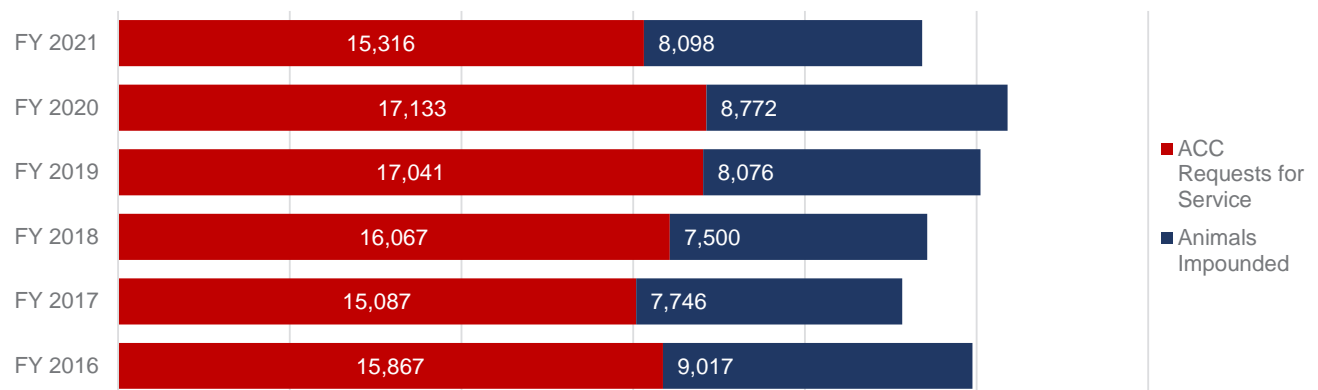
## Requests for Service

Requests for service typically include all animal welfare issues, such as stray or injured animals, animals in danger, or wildlife and livestock issues.

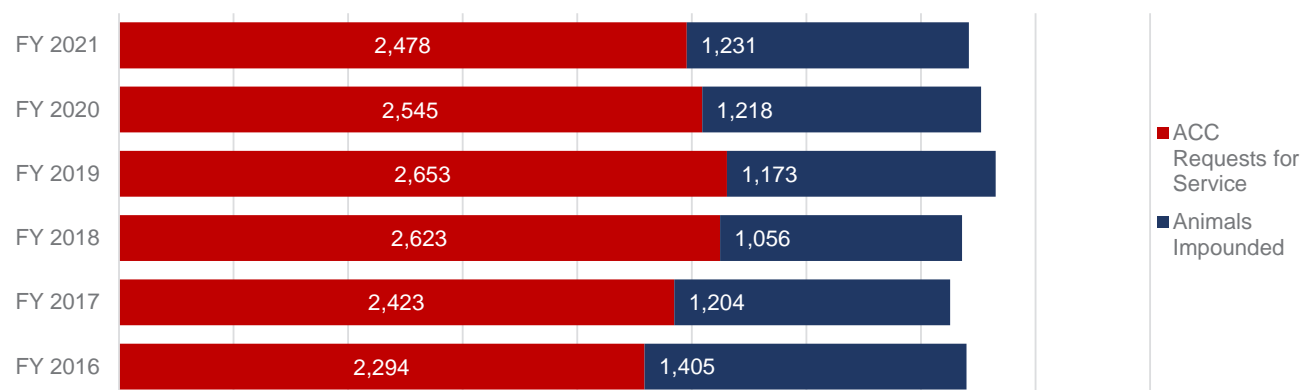
### ANNUAL REQUESTS FOR SERVICE



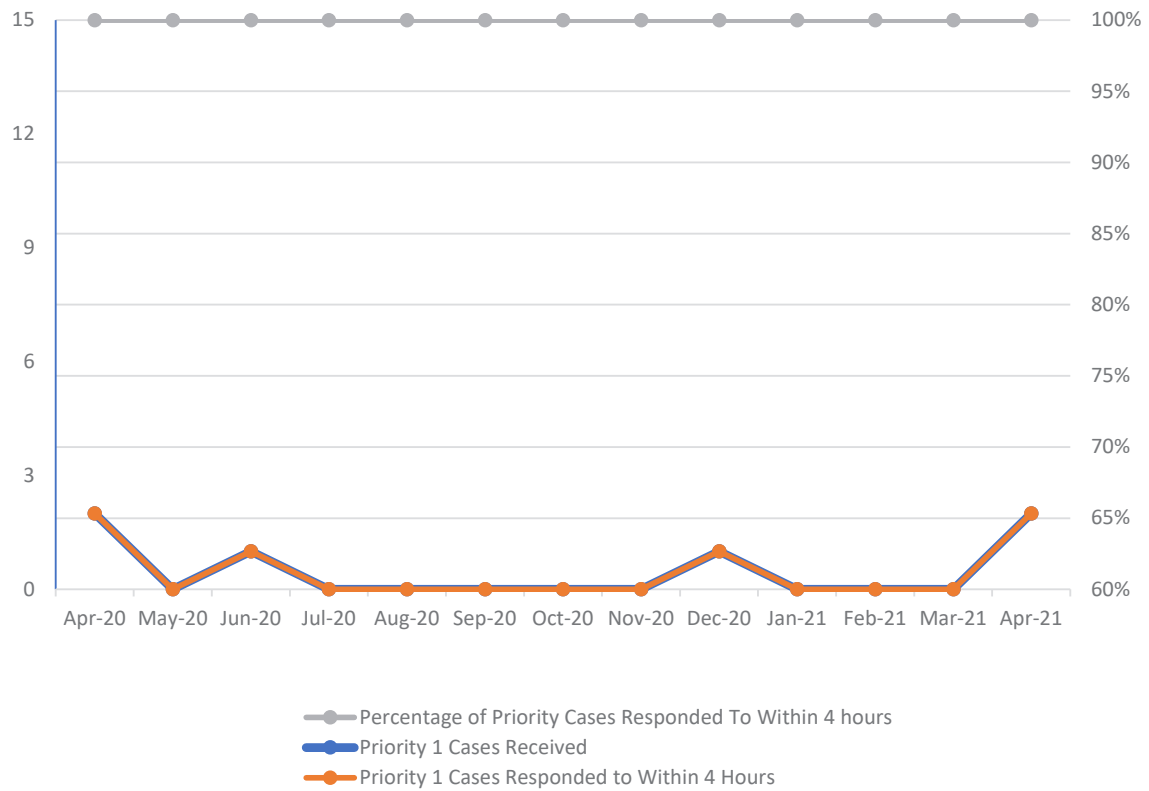
### FISCAL YEAR TO DATE REQUESTS FOR SERVICE



### APRIL REQUESTS FOR SERVICE



## PRIORITY 1 CASES RESPONDED TO WITHIN 4 HOURS





## Resources

### DATA QUALITY & CONTROL

Joe Riney

817-392-7030

Joe.Riney@FortWorthTexas.gov

### FOR ANIMAL QUESTIONS:

817-392-1234

### ADOPT A PET

[FortWorthTexas.gov/animals/dogs](http://FortWorthTexas.gov/animals/dogs)

[FortWorthTexas.gov/animals/cats](http://FortWorthTexas.gov/animals/cats)

[www.Facebook.com/fortworthacc](http://www.Facebook.com/fortworthacc)

### REPORT AN ANIMAL ISSUE

[CityOfFortWorth.wufoo.com/forms/animal-issue-report-form](http://CityOfFortWorth.wufoo.com/forms/animal-issue-report-form)

### FIND AN ADOPTION CENTER

[FortWorthTexas.gov/animals](http://FortWorthTexas.gov/animals)

[www.Facebook.com/fortworthacc](http://www.Facebook.com/fortworthacc)

### LICENSE YOUR PET

[FortWorthTexas.gov/animals/fees](http://FortWorthTexas.gov/animals/fees)

### DONATE TO FRIENDS OF HENRY AND SCOUT TO HELP SHELTER PETS

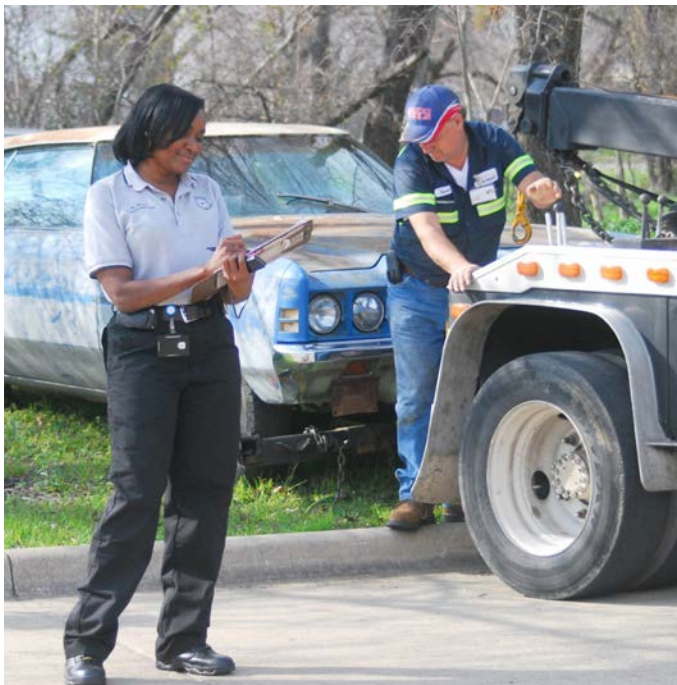
[FortWorthTexas.gov/animals/donate](http://FortWorthTexas.gov/animals/donate)

### LOST AND FOUND PETS

[FortWorthTexas.gov/animals/foundpets](http://FortWorthTexas.gov/animals/foundpets)

# CODE ENFORCEMENT

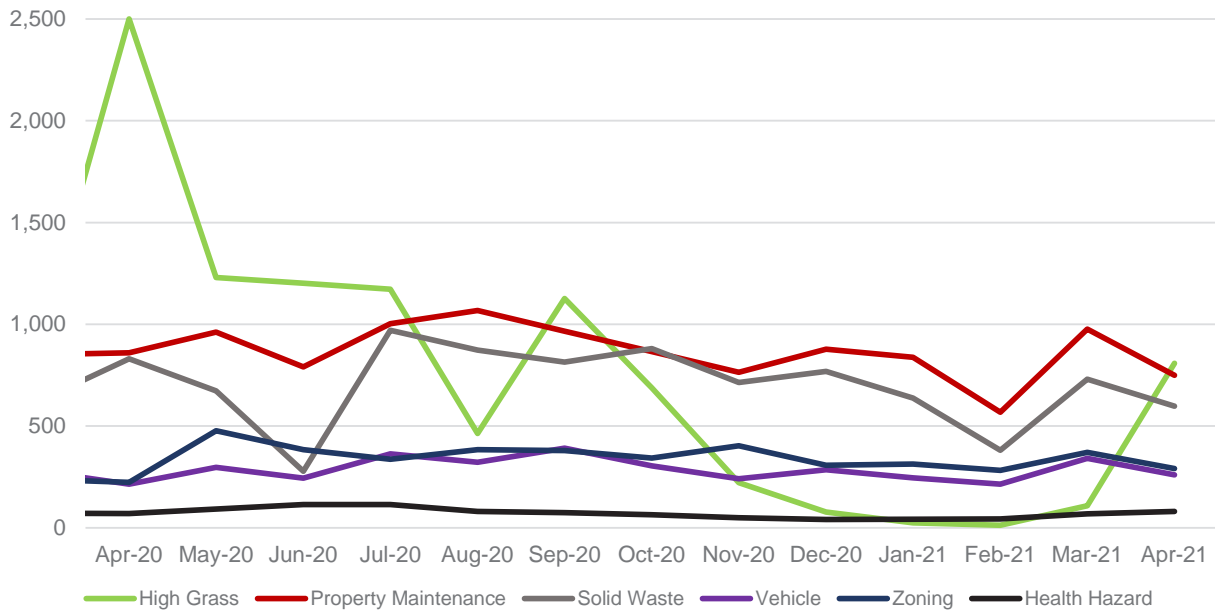
Code Enforcement has two divisions: the Neighborhood Investigations Division and the Building Standards Division. These divisions maintain Fort Worth's status as a clean, livable and attractive city.



## Neighborhood Investigations Division

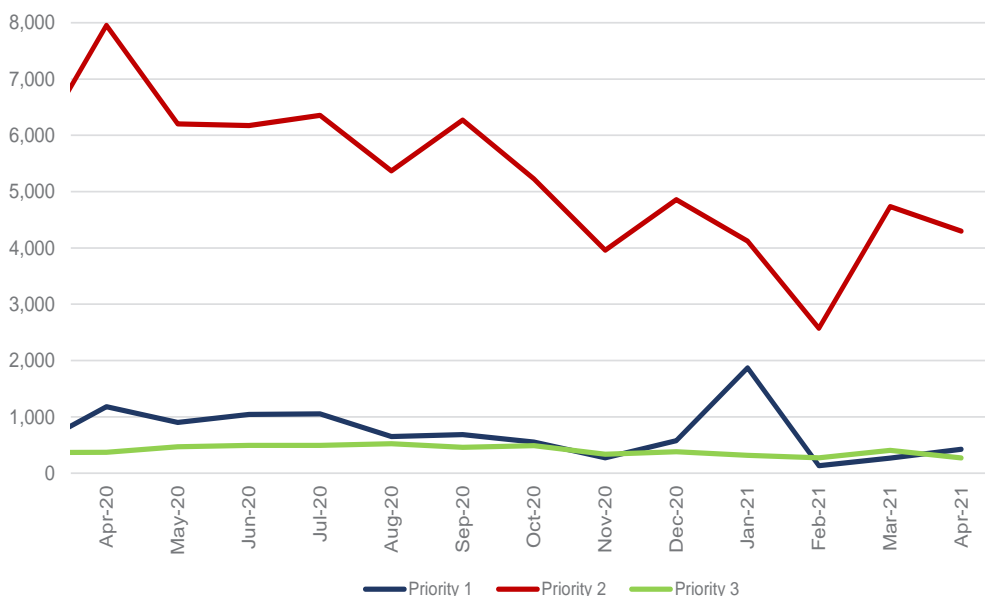
Neighborhood Investigations Division consists of the neighborhood Code Officers who investigate violations, such as high grass and weeds, open and vacant structures, junk vehicles, accumulation of debris, contaminated bulk waste, and zoning issues.

### VIOLATIONS WORKED



### VIOLATIONS BY PRIORITY

The Neighborhood Code Officers work violations based on priority.



Priority 1 violations are the most dangerous, such as sewage leaks, stagnant water, open/vacant structures, and grass more than 24 inches tall.

Priority 2 violations include accumulation of debris, bulk waste violations, junk vehicles, animal violations, and grass between 18 and 24 inches tall.

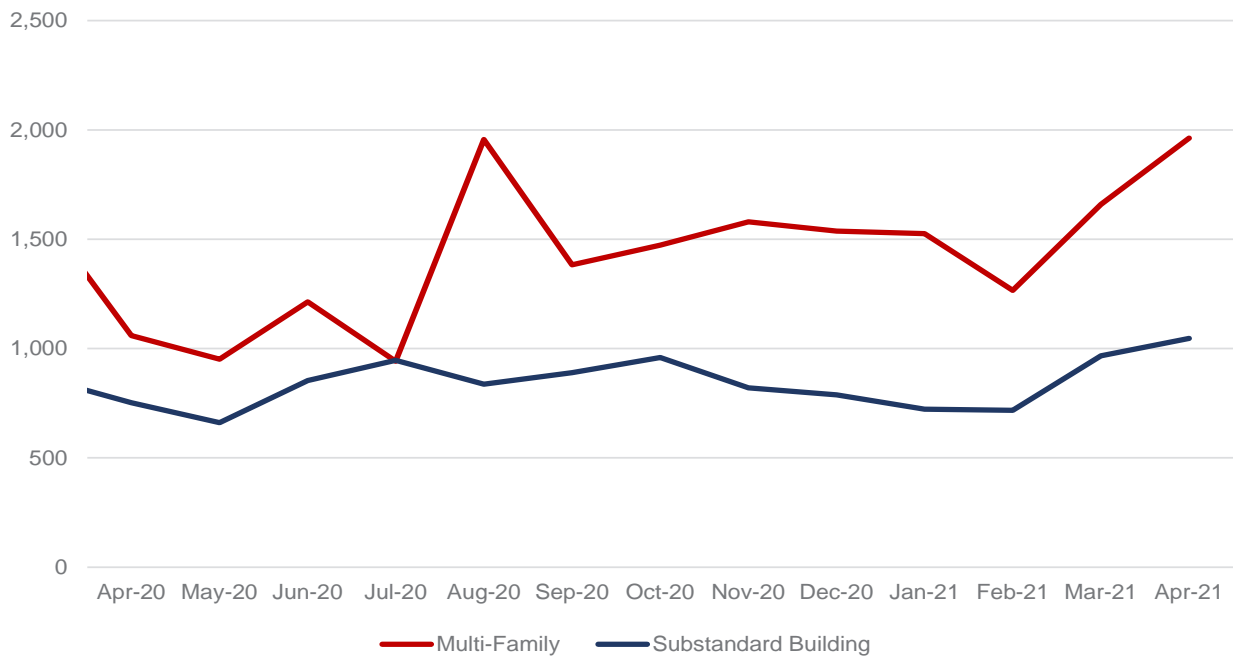
Priority 3 violations include garbage/recycling cart violations, garage sales and grass between 12 and 18 inches tall.



## Building Standards Division

The Building Standards Division consists of the Substandard Buildings Section and the Multi-Family Registration and Inspection Program. The substandard building Code Officers inspect residential and commercial structures while the multi-family Code Officers focus on apartment complexes and properties with three or more units.

### VIOLATIONS WORKED



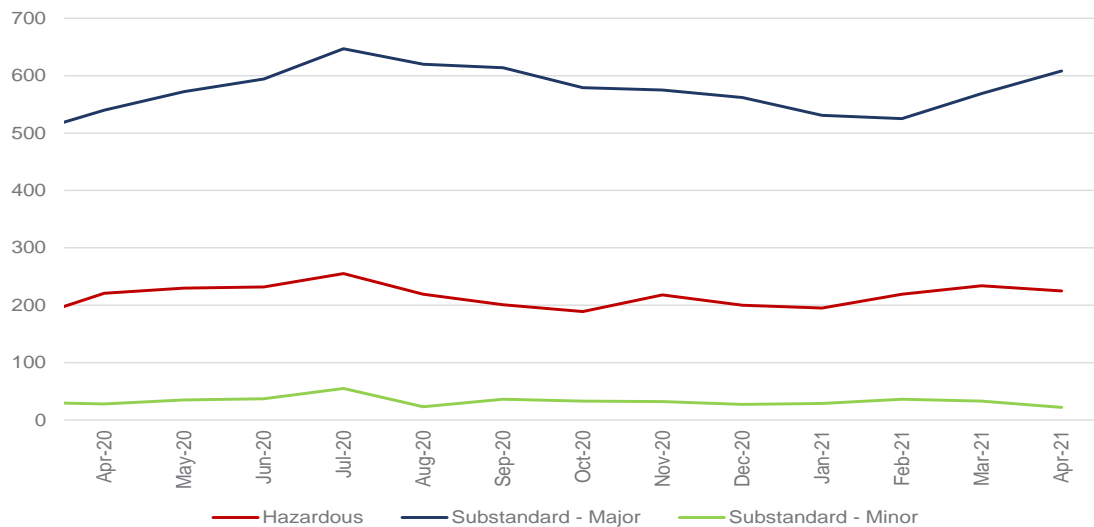
*A substandard structure is any building that does not meet the standards or specifications established in the building, plumbing, electrical, and mechanical codes that may endanger the life, health, and safety of residents.*

## Substandard Structures

A substandard structure is any building that does not meet the standards or specifications established in the building, plumbing, electrical, and mechanical codes and endangers the life, health, and safety of the public.

### SUBSTANDARD STRUCTURE CASES BY CATEGORY

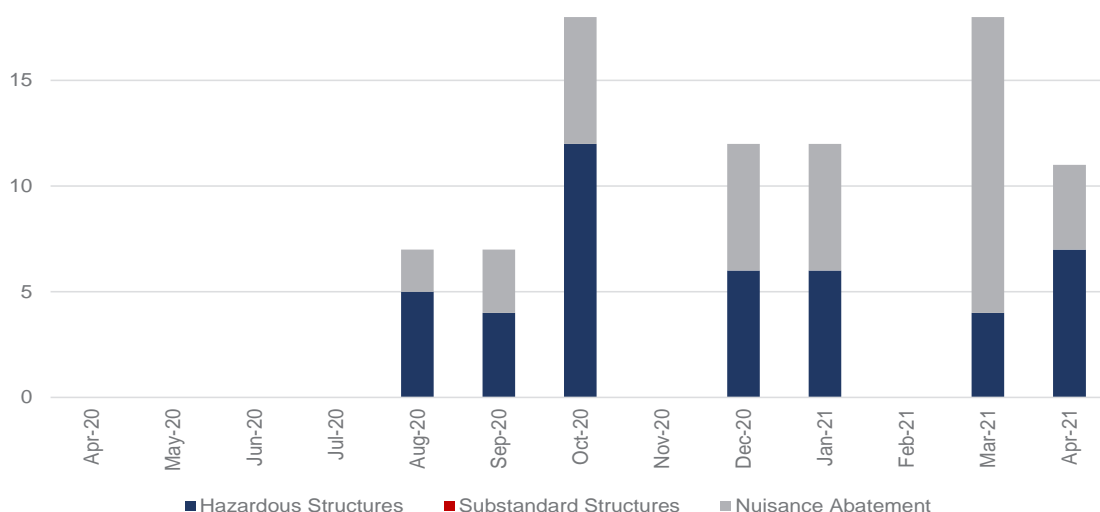
Structures are prioritized based on three categories. Hazardous structures are the most dangerous and need to be repaired or demolished as soon as possible.



### BUILDING STANDARDS COMMISSION ORDERS BY CATEGORY

When property owners fail to repair or demolish substandard structures, the property may be taken before the Building Standards Commission. This Commission has the authority to order an owner to comply with all applicable laws and ordinances, including repair or demolition of a structure, and to order a property owner to remove or abate a nuisance.

The Commission does not meet in November or during inclement weather.



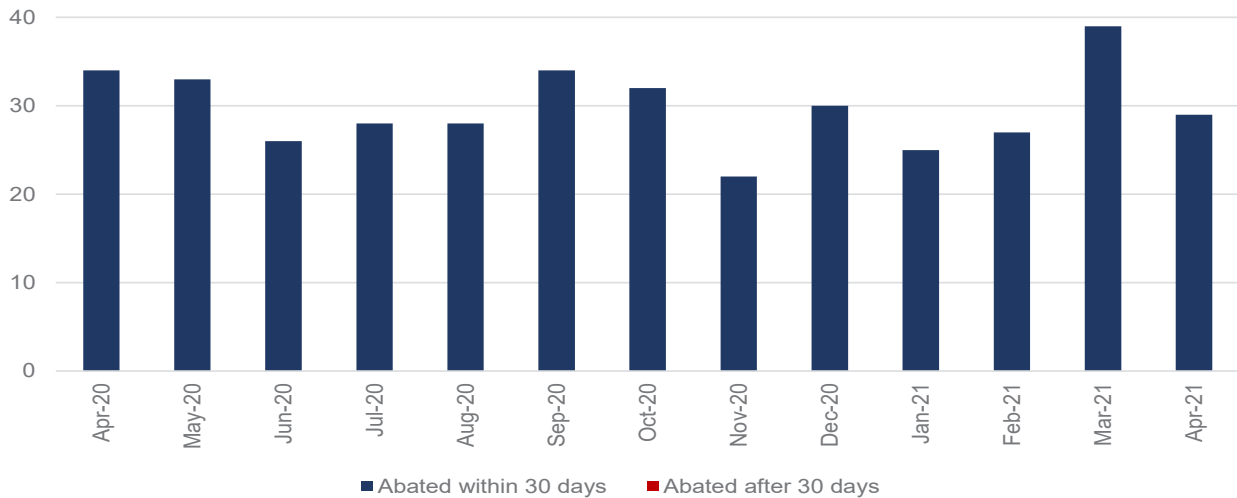
\* Due to COVID-19, all public meetings from March through July 2020, were cancelled.

February 2021 public meetings were also cancelled.



## Open and Vacant Structure Violations

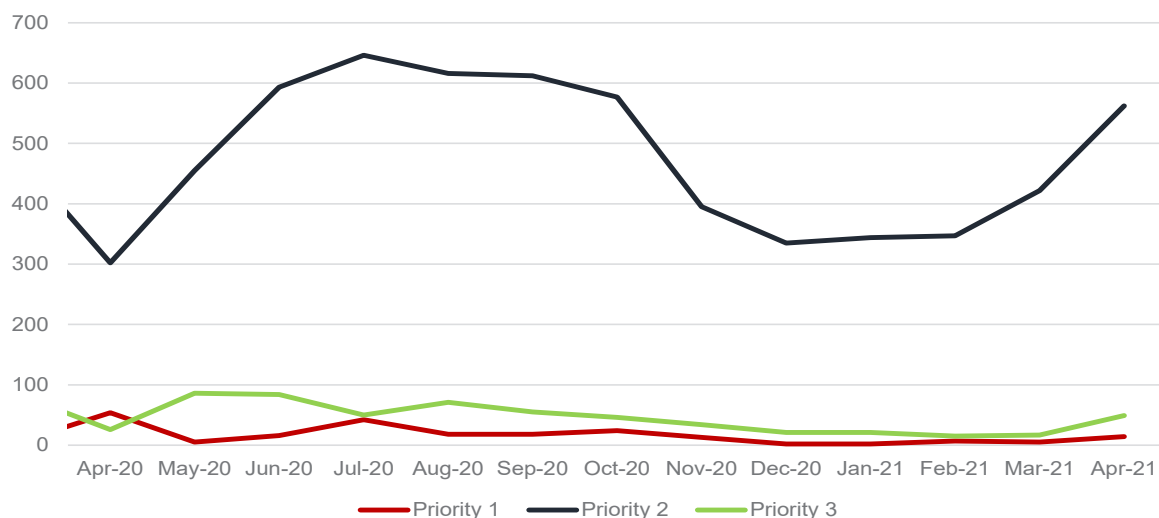
When abandoned structures remain open and unsecured, they provide opportunities for illegal activities, such as prostitution and drug sales. Sometimes vagrants gain access and burn structures down while trying to stay warm in winter months. Abandoned structures also can deteriorate, becoming eyesores, and contributing to urban blight.



## Code Enforcement Safe Neighborhood Initiatives

A Safe Neighborhood Initiative is a concentrated educational effort to remove blight and improve a neighborhood by encouraging cooperation and increasing neighborhood pride. Code Officers go door-to-door educating residents about code violations. Residents are given an opportunity to abate any existing violations identified during the discussion. If not abated within a given time frame, property owners and residents are issued notices of violation. If necessary, enforcement action is taken.

### VIOLATIONS BY PRIORITY



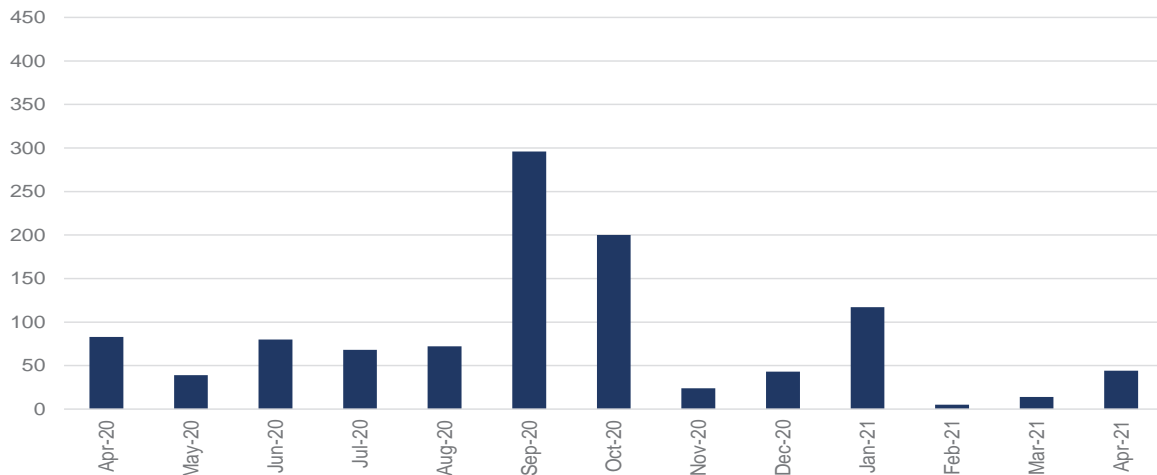
## Fort Worth Code Rangers

The Fort Worth Code Rangers is a voluntary program that seeks to promote healthy neighborhoods through community empowerment and action by establishing and maintaining a strong relationship between citizen organizations and the Code Compliance Department.

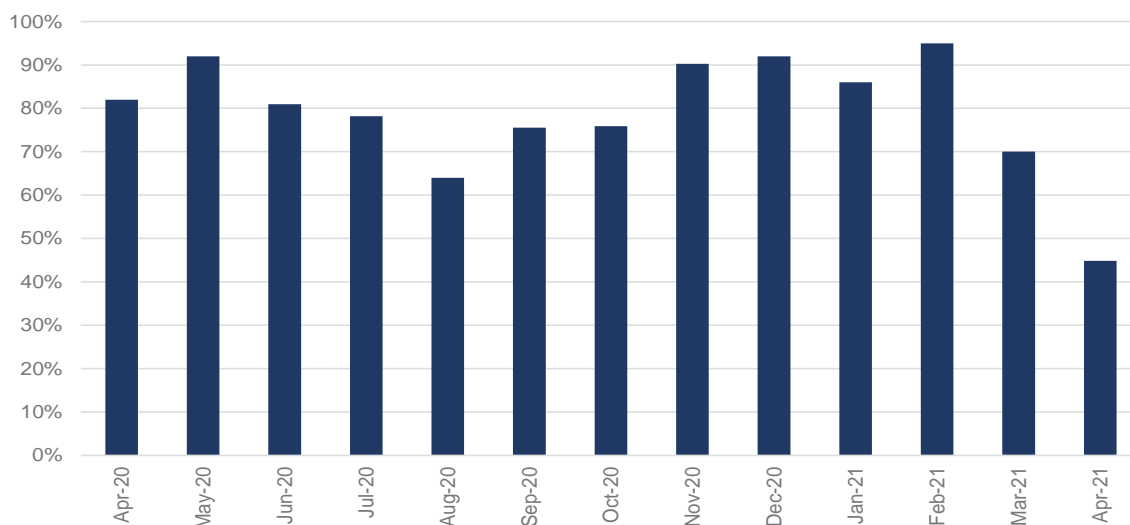
Trained Code Rangers provide reports of suspected code violations. The city then sends courtesy letters to property owners and residents regarding possible code violations in an effort to improve the appearance and safety of the neighborhood. The goals of the program are to:

- Encourage residents and property owners to maintain their homes and yards in order to preserve property values and discourage crime.
- Allow Code Officers the opportunity to devote more time to chronic, dangerous, or complicated issues affecting the neighborhood.
- Create a greater sense of community in each neighborhood by encouraging cooperation and increasing neighborhood pride.
- Make Fort Worth a cleaner, safer, and more attractive place for all residents.

### VIOLATIONS IDENTIFIED BY CODE RANGERS



### CODE RANGER-IDENTIFIED VIOLATIONS ABATED



## MyFW App



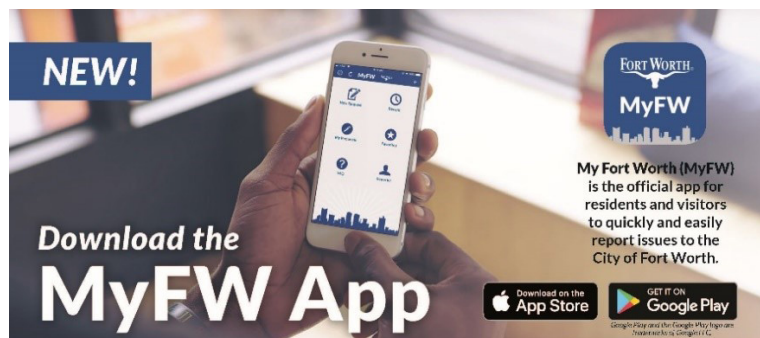
Fort Worth residents and visitors now have a quick and easy way to report issues to the city.

The new My Fort Worth (MyFW) app is now available. After downloading the app, users can provide a brief description, photos and use a map-based location feature to submit issues like graffiti, potholes or high grass. Once submitted, the request will go directly to the appropriate city work team for a quick response. The user can view the status of the request in the app and receive a notification when the work is complete.

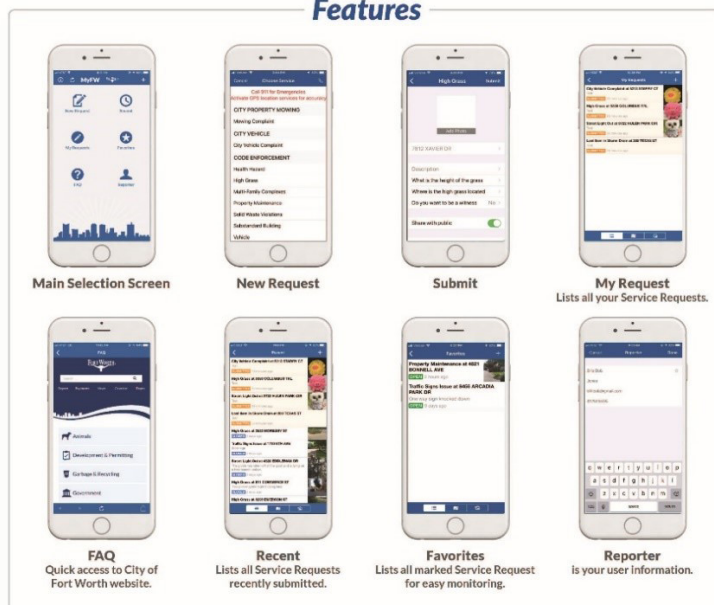
Service requests for Code Compliance, Human Resources, Park & Recreation and Transportation & Public Works are all currently available on the app.

MyFW also saves time and money by automating many employee tasks. It saves gas and eliminates travel by enabling city staff to instantly upload reports and photo documentation from the worksite. Employees can initiate work orders from their office or in the field. The app interfaces with many existing workflow systems, making responses to residents more efficient and accurate.

Download MyFW app on the App Store or Google Play. To learn more about the features available on the app visit the [Customer Care webpage - Go Mobile!](#)



### Features



## Resources

### NEIGHBORHOOD INVESTIGATIONS DATA QUALITY AND CONTROL

Chris McAllister

817-392-2766

[Chris.McAllister@FortWorthTexas.gov](mailto:Chris.McAllister@FortWorthTexas.gov)

### BUILDING STANDARDS DATA QUALITY AND CONTROL

Chris McAllister

817-392-2766

[Chris.McAllister@FortWorthTexas.gov](mailto:Chris.McAllister@FortWorthTexas.gov)

### FOR CODE ENFORCEMENT

817-392-1234

### SUBMIT A COMPLAINT

[FortWorthTexas.gov/codecompliance](https://FortWorthTexas.gov/codecompliance)

### CHECK COMPLAINT STATUS

[FortWorthTexas.gov/codecompliance](https://FortWorthTexas.gov/codecompliance)

### FIND YOUR CODE OFFICER

[FortWorthTexas.gov/codecompliance](https://FortWorthTexas.gov/codecompliance)

### ONE ADDRESS

From trash day to permits to crime around your home, find it by entering your address at

[OneAddress.FortWorthTexas.gov](https://OneAddress.FortWorthTexas.gov)

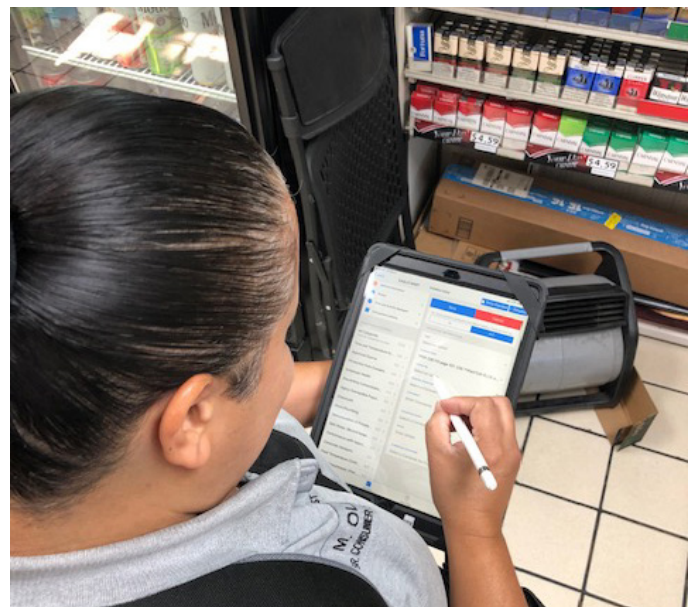
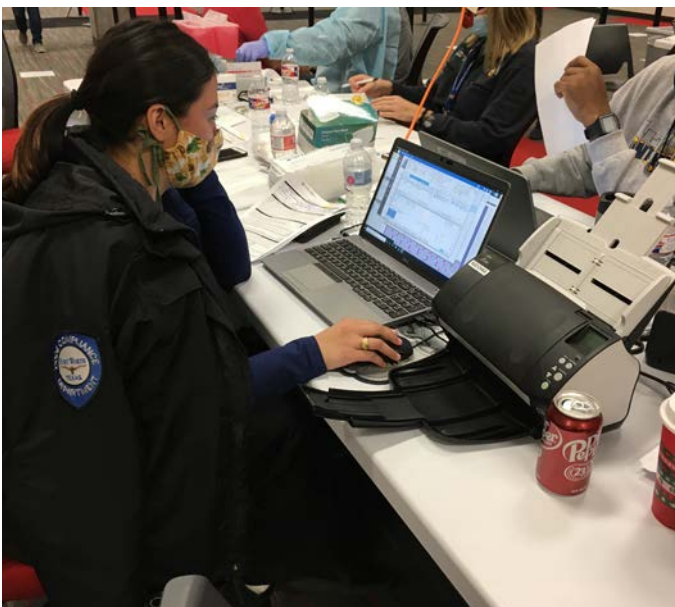
### CODE RANGERS PROGRAM

[FortWorthTexas.gov/departments/code-compliance/events/code-rangers](https://FortWorthTexas.gov/departments/code-compliance/events/code-rangers)

# CONSUMER HEALTH

Consumer Health staff members provide health inspections, complaint investigations and education. Major tasks include enforcing the city's community health ordinances at permitted facilities and ensuring public safety by coordinating mosquito surveillance and prevention activities, as well as enforcing the game room ordinance.

With the onset of the Coronavirus pandemic, the Consumer Health Division was assigned to assist in various Covid-19 public education and outreach for Fort Worth residents, including Covid-19 Hotline call center, enforcement of Emergency Declarations, and facility compliance. In August, Consumer Health fully reassumed its original job duties.





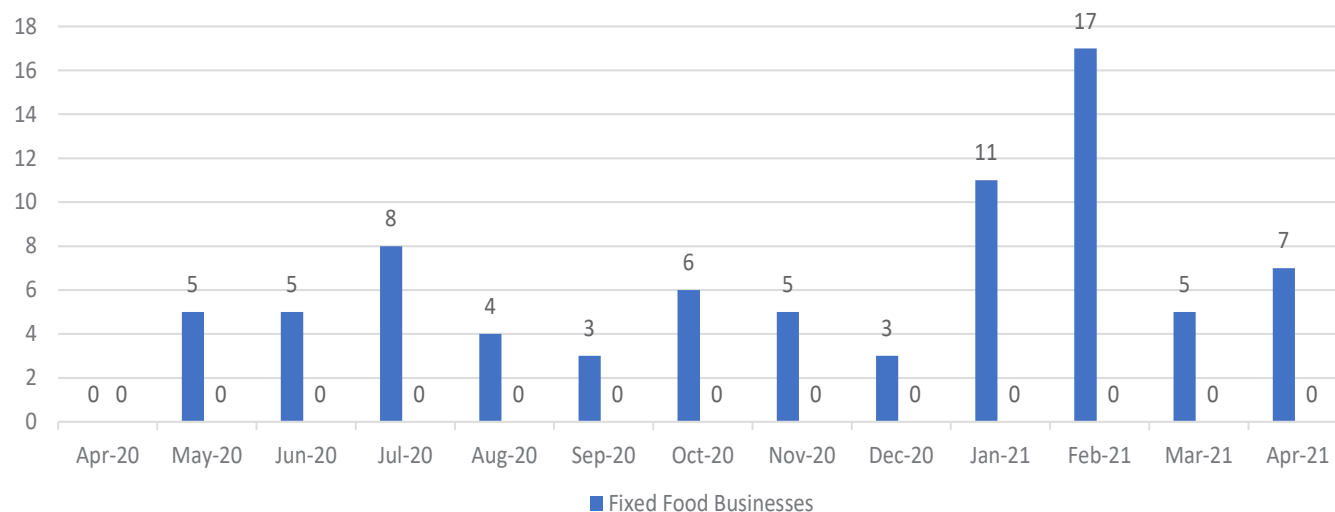
## Permit Suspensions Due to Imminent Health Hazards

Addressing imminent health hazards that could cause harm to the public or employees, is a necessary part of a health inspector's job. When floods, fires or electrical outages occur, it can damage the business and the ability to operate safely. Health inspectors are charged with ensuring that safety remains a top priority, no matter the emergency. Consumer Health suspends the health permit, denying the business permission to operate if the operator can no longer safely provide services. The following are examples of why businesses need to close.

- Flood, fires, electrical and water outages.
- Unsanitary conditions or pest control issues.
- Inadequate hot water or refrigeration for food service.

Each operator is informed of the reason their permit is suspended, and the health inspector works with the business to expedite reopening, even if that means visiting the business at 2 a.m. If the emergency has been resolved, it is our goal to get them operating as soon as possible.

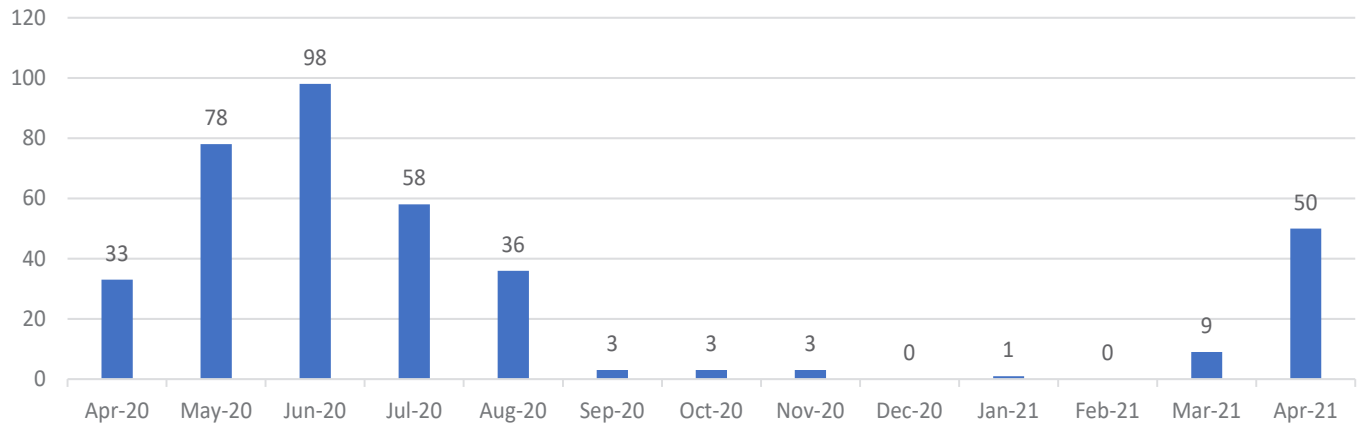
### FIXED FOOD BUSINESS/GOURMET FOOD TRUCK PERMIT SUSPENSION





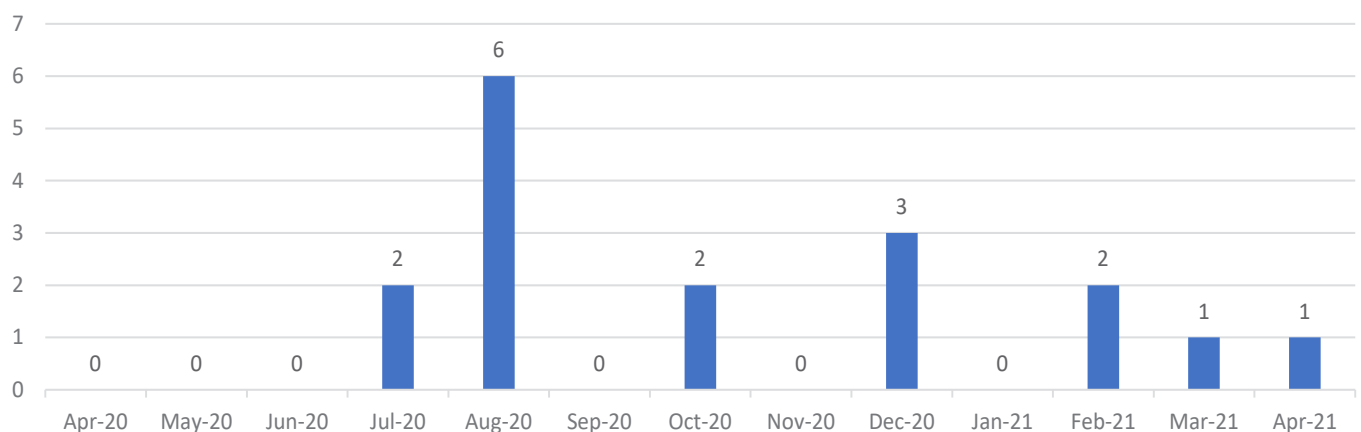
### PUBLIC SWIMMING POOL PERMIT SUSPENSION

Public pools and spas are inspected annually during the spring and summer. Drowning and injury are more common when pools are not properly maintained and the lifesaving equipment is not easily available. Health inspectors work diligently to ensure that all public pools such as apartments, hotels, homeowner's associations and fitness clubs always provide a safe swimming environment for their users.



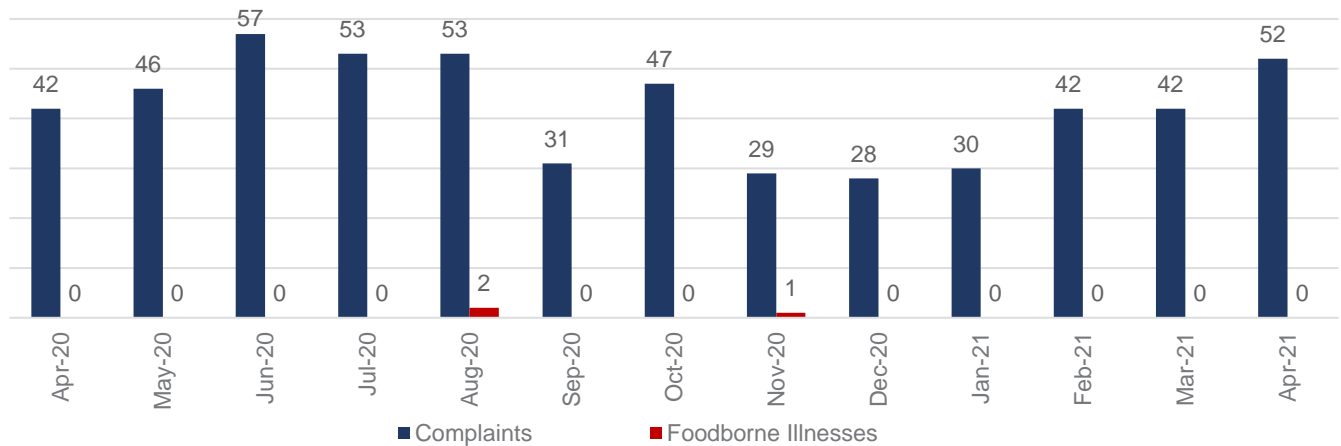
### HOTEL/MOTEL ROOMS PERMIT SUSPENSION

Consumer Health works to ensure that all rooms available for guests are safe and sanitary. When conducting inspections of these rooms, health inspectors will close the room if there are violations such as bed bugs, broken plumbing, or problems with the fire alarm in addition to a lack of cleanliness.



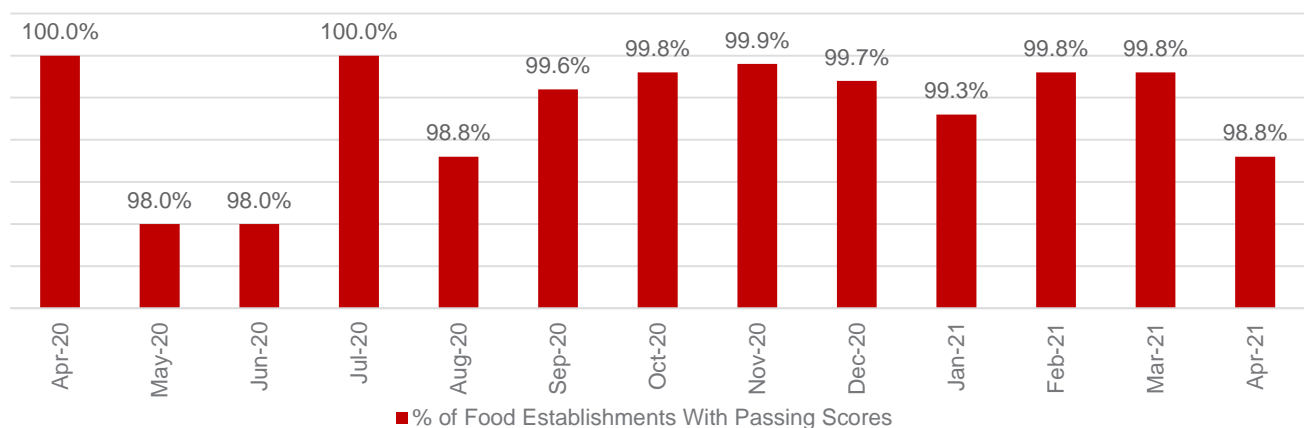
## Food Complaints and Foodborne Illness

Preventing foodborne illness is a top priority in Consumer Health. Officers investigate each report of foodborne illness received from Tarrant County Public Health within 24 hours in order to stop the possible spread of illness. Consumer Health also addresses citizen complaints about food establishments' operations that could lead to foodborne illness. These complaints are more common and are addressed based on the complaint's risk of illness. Consumer Health maintains a record of investigating 95% of complaints within 72 hours.



## Percentage of Passed Inspections

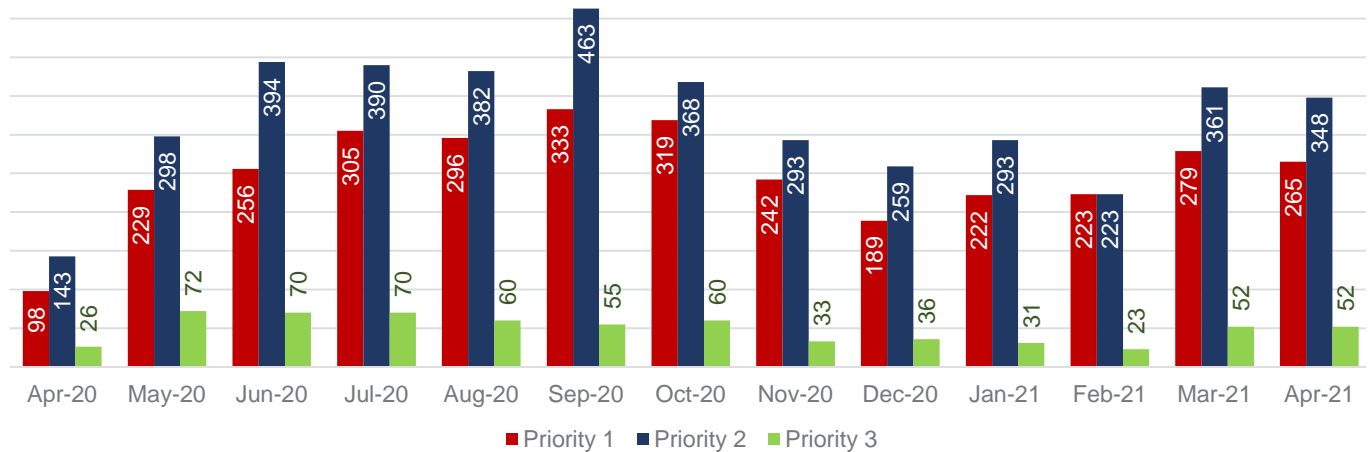
The Consumer Health Division conducts more than 6,000 inspections annually in food establishments. This includes restaurants, childcare kitchens and grocery stores. It also includes the corner stores, bars and gourmet food trucks that have become popular in Fort Worth. Health inspectors work with business owners to ensure food safety. Businesses that compromise food safety are given demerits during the inspection. This chart shows the percent of businesses that earn less than 30 demerits and “pass” their health inspection. Businesses that earn more demerits are subject to being closed and are not allowed to reopen until they can serve food safely to our citizens.



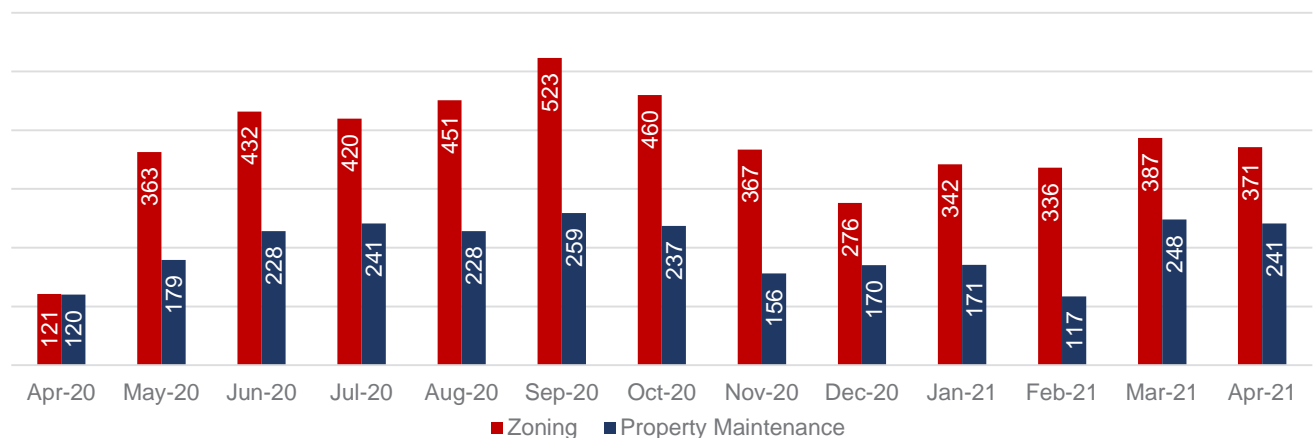
## Commercial Compliance

The Consumer Health Commercial Compliance team is tasked with ensuring that commercial businesses throughout the City of Fort Worth are following the zoning ordinances and being good neighbors to the surrounding residents. The senior Code Compliance staff members assigned to this team address violations with the businesses. Notices of these violations are routinely received from citizens and neighborhood associations as we interact within the city. Additionally, the team regularly monitors the commercial corridors of the city to ensure that Fort Worth looks its best. The team focuses on bringing long-term compliance where businesses are either violating their zoning permissions or not maintaining their business property adequately.

### COMMERCIAL ENFORCEMENT VIOLATIONS WORKED BY PRIORITY

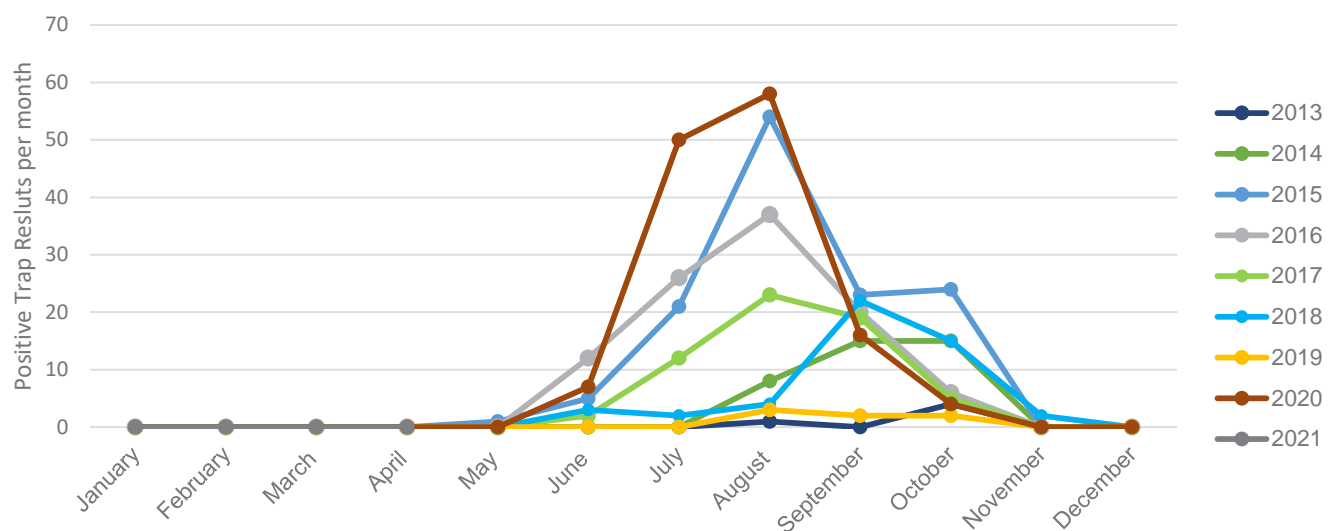


### ZONING AND PROPERTY MAINTENANCE VIOLATIONS



## West Nile Virus Activity in Mosquitoes

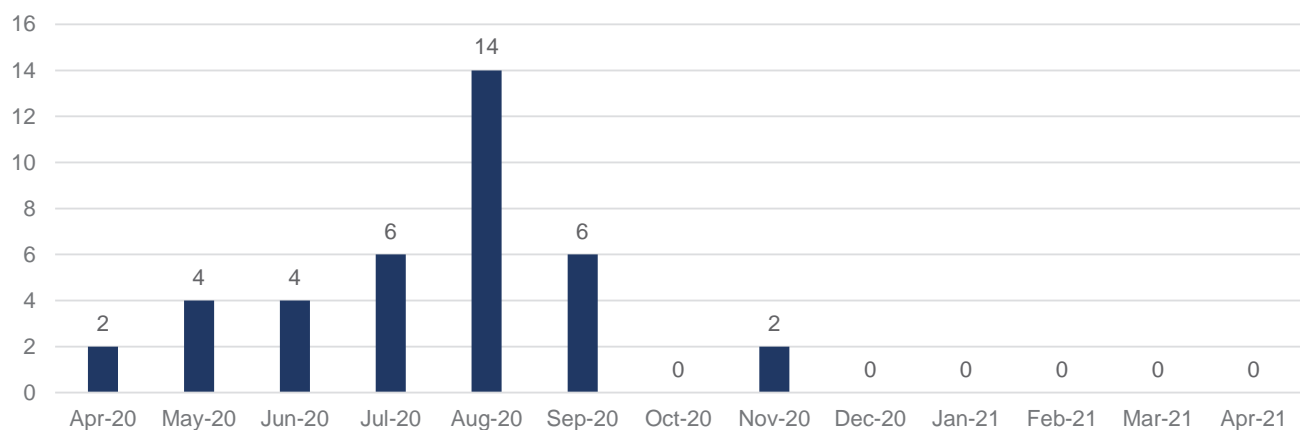
Mosquito diseases are spread to humans through their bites. The Consumer Health Division collects samples of mosquitoes from May to October to test them for West Nile Virus. We use this data to target our prevention and education efforts to prevent the spread of those diseases to citizens that are at the highest risk locations. After 2012, when the West Nile Virus illness became a risk in the North Texas area, we partnered with the University of North Texas Health Science Center to have a cost-effective surveillance program that measures the risk of illness to prevent it. Our targeted education and mosquito spraying program is initiated based on our findings each week during the mosquito season. The chart below shows mosquitoes that tested positive for West Nile Virus each month.



## Reported Citizen Concerns: Mosquito Investigations

Citizen concerns about mosquitoes are typically investigated within 24 hours. Consumer Health staff members educate residents about mosquito prevention and treat any stagnant water they find to prevent mosquito growth.

### MONTHLY MOSQUITO COMPLAINTS INVESTIGATED

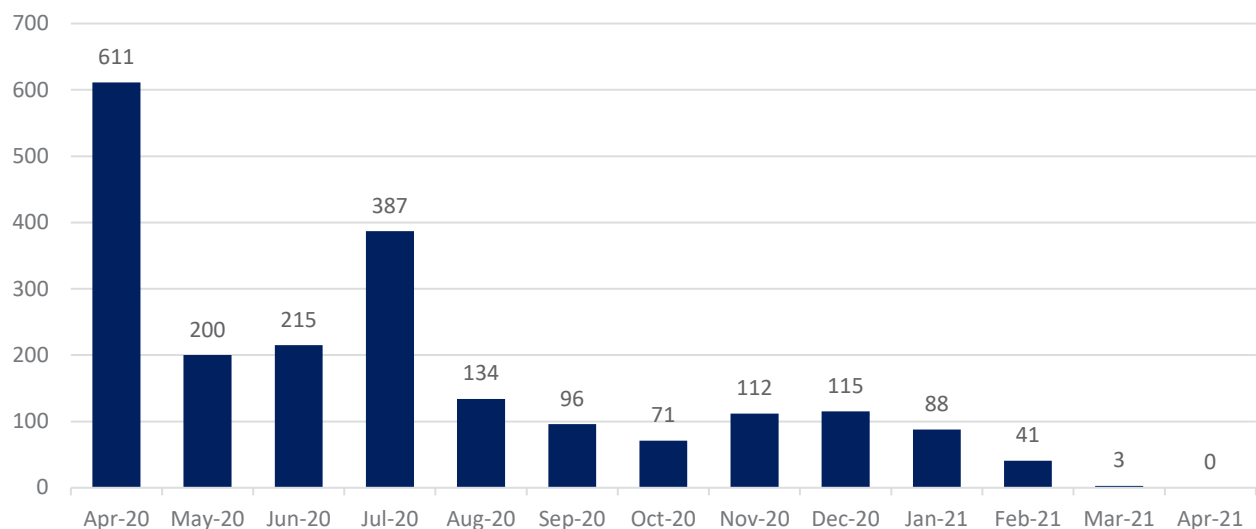


## COVID-19 Hotline Call Center

The Code Compliance Consumer Health Division has been assigned to assist the city with educating the public regarding the Coronavirus. As the public health authority for the city, providing education and outreach to our citizens about the virus and the city's response has become our focus. Since the first Emergency Declaration on March 16th, 2020, ensuring the public has their questions answered has been our top priority. The Call Center was set up immediately prior to the Declaration and advertised as a way for the city to provide the most up to date and accurate information. In June, all calls and e-mails relating to COVID-19 were no longer assisted by Code Compliance Consumer Health and were responded to by the Call Center.

Additionally, Code Compliance Consumer Health was given the very difficult task of enforcing the numerous Emergency Declarations. A protocol to provide education to businesses and customers was set in place. From the beginning, the division received complaints about individuals and businesses that were not adhering to the declaration and each complaint was documented and responded to. In order to be efficient an initial phone call was made to businesses educating them about the requirements. If further complaints were received then Consumer Health Inspectors were dispatched to put eyes on the business and assist them to comply. Below you will see a graph denoting the complaints that were received and responded to.

### COVID-19 COMPLAINTS



## Resources

### DATA QUALITY AND CONTROL

Andria Ellis

817-392-6991

[Andria.Ellis@FortWorthTexas.gov](mailto:Andria.Ellis@FortWorthTexas.gov)

### CONSUMER HEALTH

817-392-7255

[FortWorthTexas.gov/health](http://FortWorthTexas.gov/health)

### PROTECT YOURSELF FROM MOSQUITOES

[FortWorthTexas.gov/departments/code-compliance/public-health/mosquitoes](http://FortWorthTexas.gov/departments/code-compliance/public-health/mosquitoes)



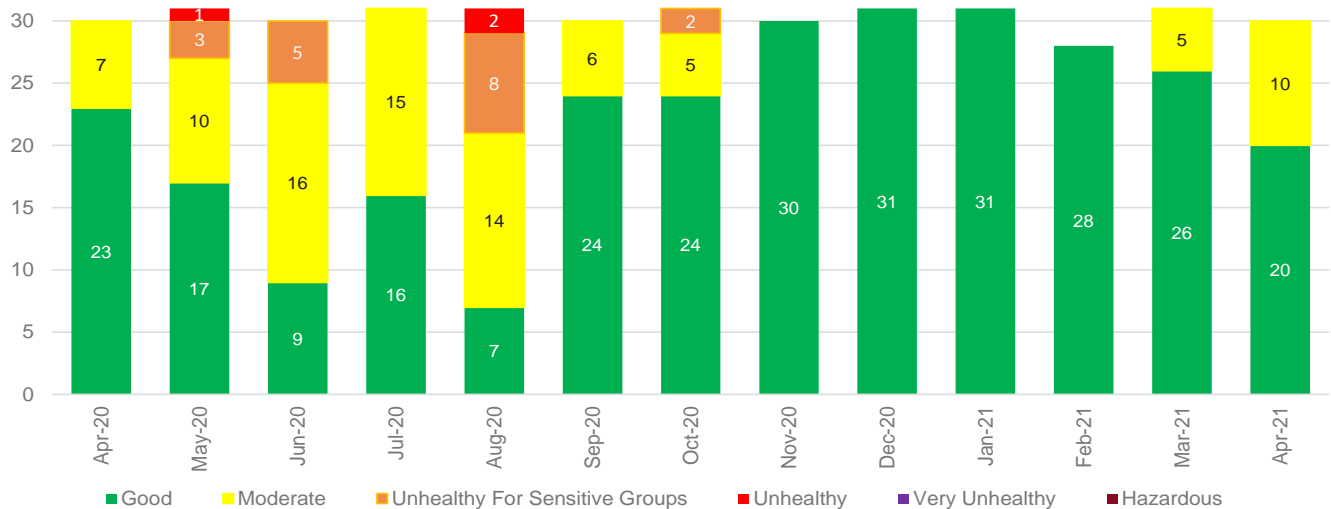
# ENVIRONMENTAL QUALITY

The Environmental Quality Division ensures compliance with federal, state and local environmental regulations to promote a clean and healthy environment. Staff members monitor ambient air and local water quality, investigate concerns of environmental contamination, ensure environmental permit compliance and provide safe household and city-generated hazardous waste disposal. Staff members also engage in the brownfields program to encourage revitalization of economically distressed areas. These programs support economic development in Fort Worth through the integration of environmental assessment, remediation and education. Additionally, staff members provide management strategies and policy oversight for litter management.



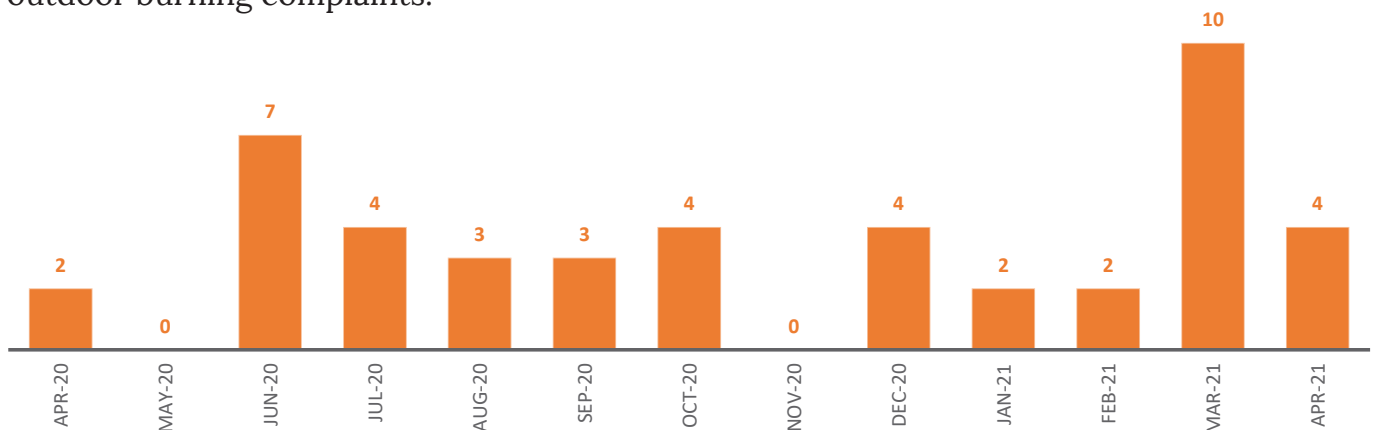
## Air Quality Index

April 2021 ended with 20 days out of 30 reported as “Green” or “Good” air quality days. Green is the best score available within the Air Quality Index (AQI) which reports an analysis of daily air quality readings in both numerical and colorimetric format. The DFW region typically sees an increase in “Moderate” air quality days as the weather turns warmer and more sunny. Increases in temperature and UV light accelerate the conversion of Ozone precursors such as NO<sub>x</sub> and VOC into Ozone.



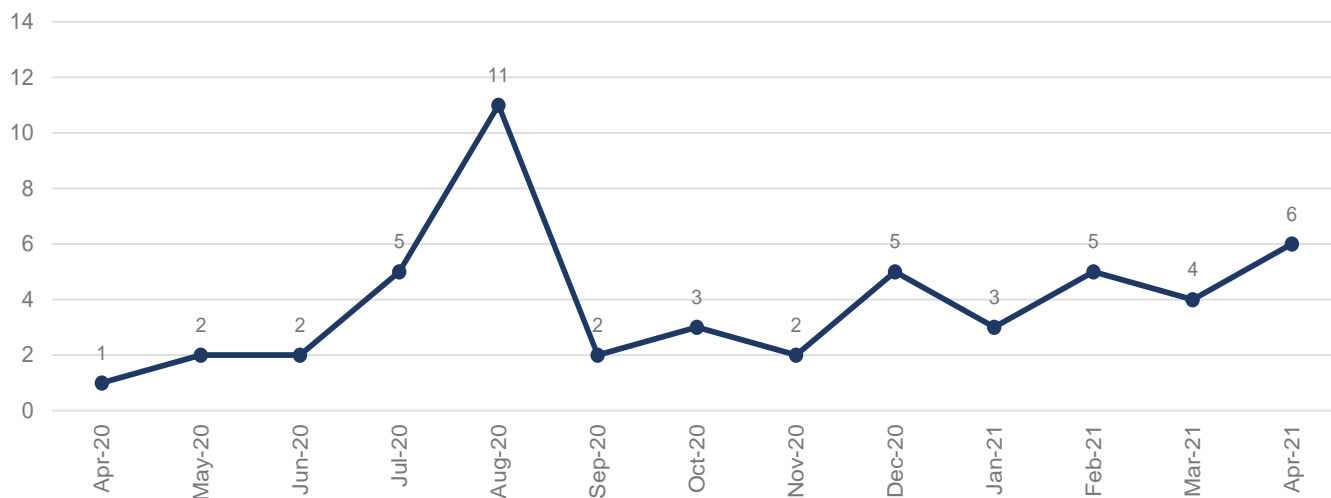
## Air Quality Complaints Investigated

In April 2021, the Air Quality Team received four air complaints. The number of complaints received for this month is average for April. As we begin to see an increase in temperature and sunny days, odors intensify and the chances of dust emissions increase, while Fort Worth citizens are more likely to venture outdoors, which exposes them to odors and dusts that they would not have been experiencing indoors. Air Quality Team has begun using a new complaint tracking system, which helps them track incoming and referral complaints. Of the four complaints received during April 2021, two were odor complaints and two were outdoor burning complaints.



## Hazardous Material Spill Response

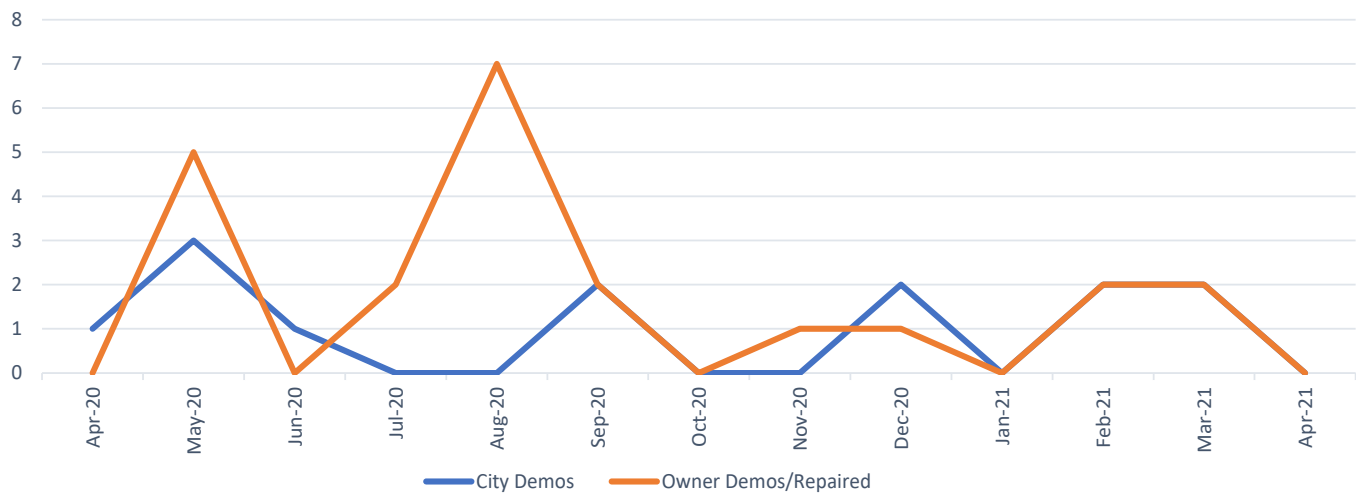
In April 2021, a total of six spills or notification of abandoned waste were investigated. For the past 12 months, an average of four spills were investigated per month. Staff continue to respond to all hazardous material spills, 24 hours per day/7 days a week/365 days per year.





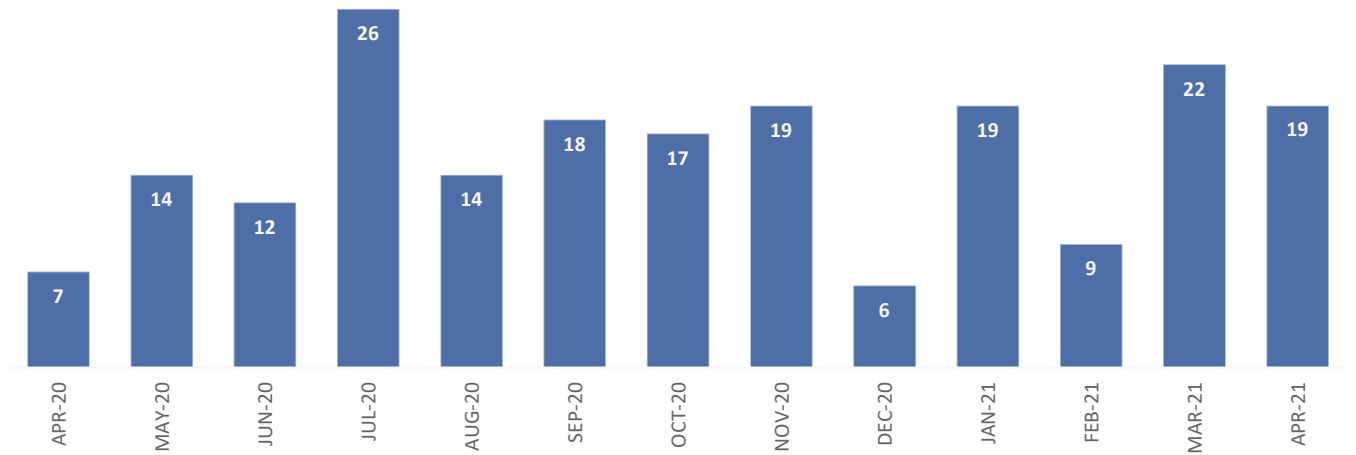
## Demolitions

The best scenario for properties in disrepair is for the owner to create a safe environment without having to involve the city whether it be to repair the structure or to hire a contractor to abate the property. When the owner is not able to do this on their own, the city will intervene and demolish the unsafe structure to meet building standards. The Senior Code Officer works with the property owners to come up with a reasonable outcome before moving forward with a city demolition. In April 2021, zero demolitions were completed by the city and zero demos or repairs were completed by their respective owners. At this time there are five properties pending city demolition.



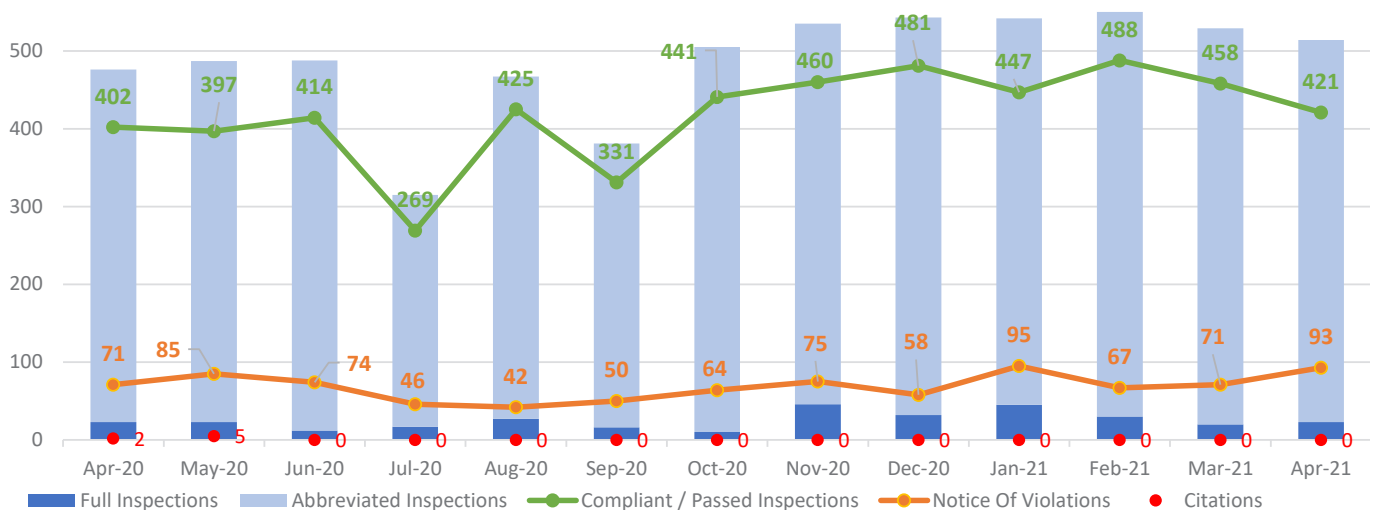
## Stormwater Quality Complaints

In April 2021, the Water Quality Team received 19 complaints. The current number of complaints for this month is above the average of 16 compared to most months of the year.



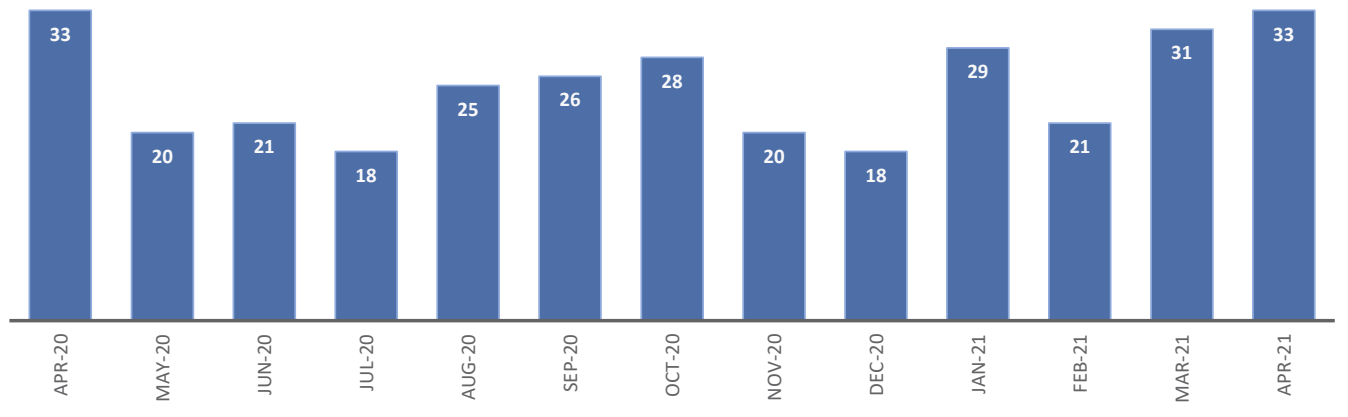
## Construction Stormwater Inspections

In April 2021, a total of 23 full construction stormwater inspections and 491 abbreviated construction inspections were completed. After the pandemic declaration, staff reduced face-to-face inspections resulting in less completed full inspections but increased the abbreviated total of inspections. Staff regularly performs stormwater quality inspections on active construction sites that disturb 1.0 acres or greater or are part of a larger Common Plan of Development. The team inspects for issues on projects including erosion and loss of sediment, trash, and debris management, concrete and paint washouts, proper spill and hazardous material containment, proper stabilization or grass growth, and more. All of these inspections are performed with the goal of maintaining compliance with the city's MS4 Permit with the TCEQ and, more importantly, ensuring our surface waters are kept free of pollutants which helps lead to clean and healthy ecosystems.



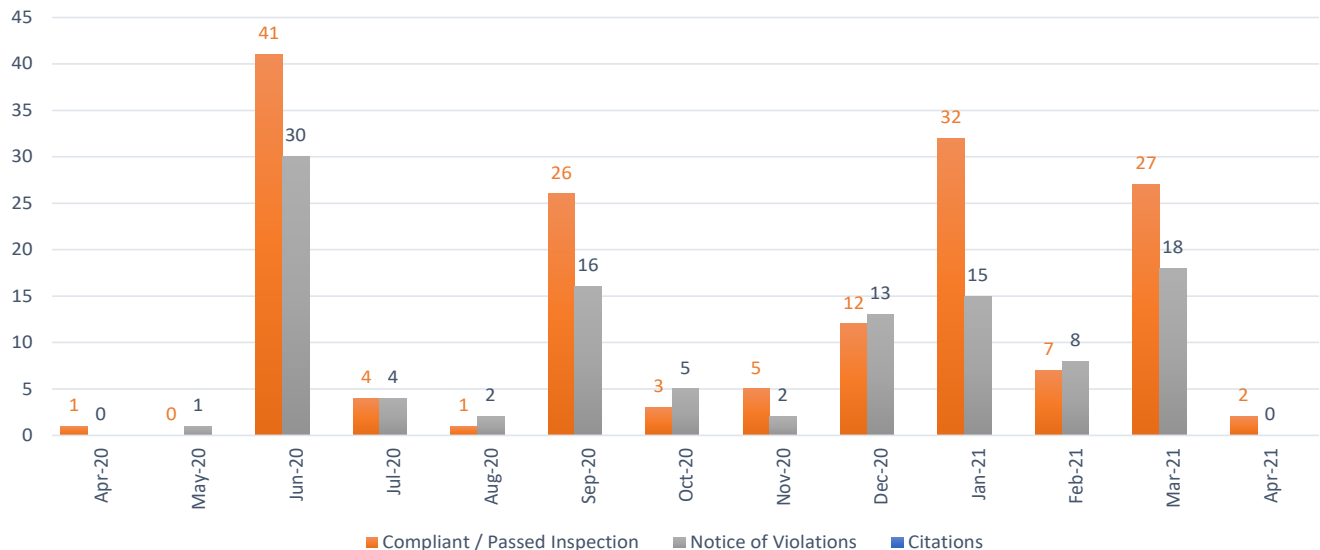
## Grading Permit Reviews

In April 2021, a total of 33 grading permits and trash compactor permits were submitted for environmental review. Grading Permits are submitted through the Development Services Department in order to allow the disturbance of land for construction activities like grading, clearing, grubbing, and excavations. The grading permits must be approved by all reviewing departments prior to the disturbance of land. Performing these grading permit reviews allows the city an advanced opportunity to review these developments' plans prior to the start of construction activities in order to ensure they meet all state and local regulations and criteria to prevent water pollution.



## Industrial Stormwater Inspections

In April 2021, two industrial stormwater, on-site follow-up inspections and educational visits were completed. The Industrial Team also conducted 12 abbreviated/follow-up inspections in-house and reviewed 21 benchmark monitoring reports. Inspections are performed to verify compliance with Texas Pollutant Discharge Elimination System Permits for industrial sources. Facilities are inspected to determine compliance with recordkeeping, monitoring, facility inspections, and housekeeping requirements. Industrial sources include a variety of facilities such as metal fabricators, food production, salvage yards, and chemical facilities.





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Follow us on  
**Twitter**

## OUR VOLUNTEERS #DOBEAUTIFULTHINGS

### Support Keep Fort Worth Beautiful!

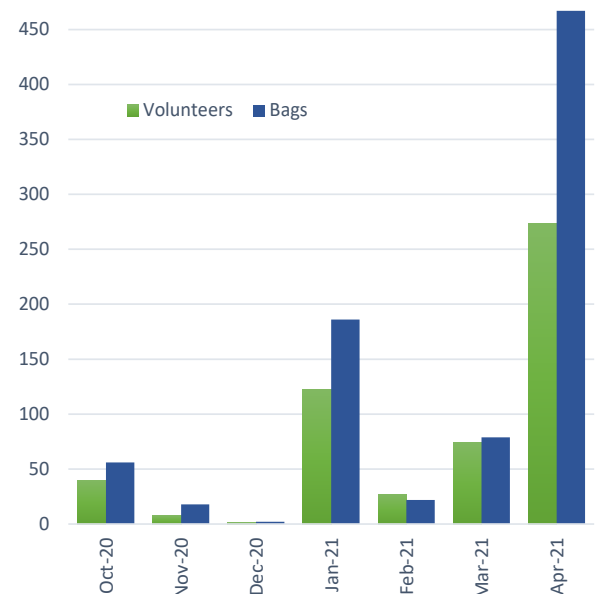
Exciting things are in the works for Keep Fort Worth Beautiful and all of its programs. Be sure to sign up for the Keep Fort Worth Beautiful monthly newsletter and stay up-to-date with the latest news, events and city beautification highlights. Share fun photos and success stories with us on Facebook and Twitter!

#### Volunteer-led Cleanups

In April 2021, 273 volunteers removed 467 bags of litter from our community.

KFWB invites all of our residents, businesses and visitors to help keep the city clean. For anyone who is interested in organizing a cleanup, Keep Fort Worth Beautiful provides cleanup supplies at no charge.

To request litter cleanup supplies, visit [FortWorthTexas.gov/KFWB/Litter](http://FortWorthTexas.gov/KFWB/Litter).



#### Get students involved!

Go green at school! School Green Teams are intended to enrich curriculum, to encourage school and community stewardship, and to inspire generations of environmental awareness.

The program is free, easy-to-follow, flexible and adaptable in order to support all students in the community. Register your green team today, or feel free to reach out if you need help getting started! To learn more about the School Green Teams, visit [our webpage](#).

For more information about Keep Fort Worth Beautiful, visit us online at [FortWorthTexas.gov/KFWB](http://FortWorthTexas.gov/KFWB).

## SCHOOL Green Teams

A KEEP FORT WORTH BEAUTIFUL PROGRAM

## Resources

DATA QUALITY AND CONTROL

Amy LaMar

817-392-6302

Amy.LaMar@FortWorthTexas.gov

ENVIRONMENTAL QUALITY

[FortWorthTexas.gov/env](http://FortWorthTexas.gov/env)

TO REPORT AIR OR STORMWATER POLLUTION

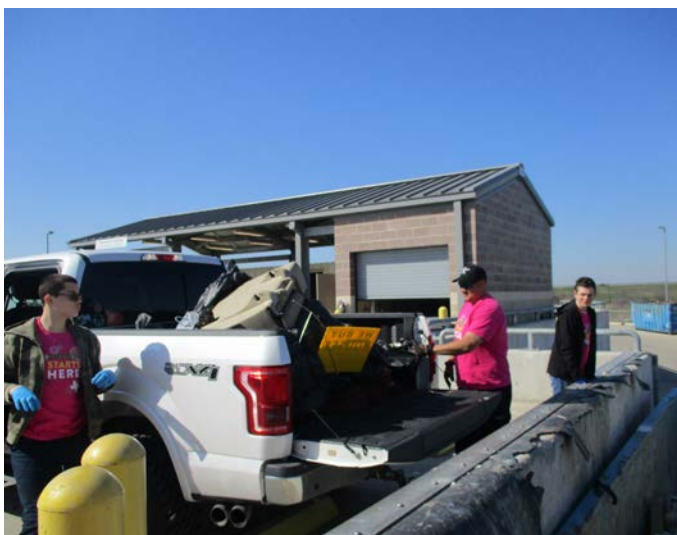
817-392-1234

# SOLID WASTE SERVICES

The Solid Waste Services Division manages the garbage, recycling and waste reduction services for the citizens of Fort Worth. All curbside collections are provided by contractors. There are more than 232,900 single-family residences receive weekly garbage, yard waste and recycling collection services. Bulk waste is collected monthly.

Fees are charged through the water billing system and assessed based on garbage cart size. We offer 32-, 64- and 96-gallon carts; this is called a Pay as You Throw (PAYT) system, and all solid waste services are included in the fee.

Commercial collection is open market, allowing businesses to choose their own contractor from permitted commercial solid waste haulers.



## Primary Sections

**Contract Compliance** section duties include oversight of the following contracts:

- Curbside Collections – Waste Management
- Landfill Operations – Republic Services
- Recycle Processing – Republic Services
- Cart Purchases and Maintenance – Toter
- Roll-Off container transportation for Drop-Off Stations – Republic Services
- Bulk Disposal – Texas Resources Landfill Company, LP
- City Facilities Garbage and Recycling – Republic Services

**Litter and Illegal Dumping Operations** section is primarily responsible for the following:

- Responding to illegal dumping and litter complaints through abatement.
- Collecting dead animals from residences and city streets.
- Street sweeping major city arterial roadways
- Code enforcement activities related to illegal dumping and litter.

**Planning and Research** develops and oversees the implementation of long term plans for Solid Waste Services and other areas within the Code Compliance Department and is responsible for advancing the Material Management Program to engage businesses and other commercial waste producers in diverting materials away from the city's landfill.

**Drop-Off Station** section is responsible for managing operations at the four existing Drop-Off Stations. There is no additional charge for Fort Worth residential solid waste customers to use the stations. They accept excess garbage, brush, bulk items, recycling, hazardous household waste and recycling. Citizens can also drop off tires, electronics and household items.



### Drop-Off Stations

BRENNAN DROP-OFF STATION  
2400 Brennan Ave.  
Fort Worth, TX 76106

SOUTHEAST DROP-OFF STATION  
5150 Martin Luther King Jr. Freeway  
Fort Worth, TX 76119

HILLSHIRE DROP-OFF STATION  
(NORTH SERVICE CENTER)  
301 Hillshire Blvd.  
Haslet, TX 76052

OLD HEMPHILL ROAD DROP-OFF STATION  
6260 Old Hemphill Road  
Fort Worth, TX 76134

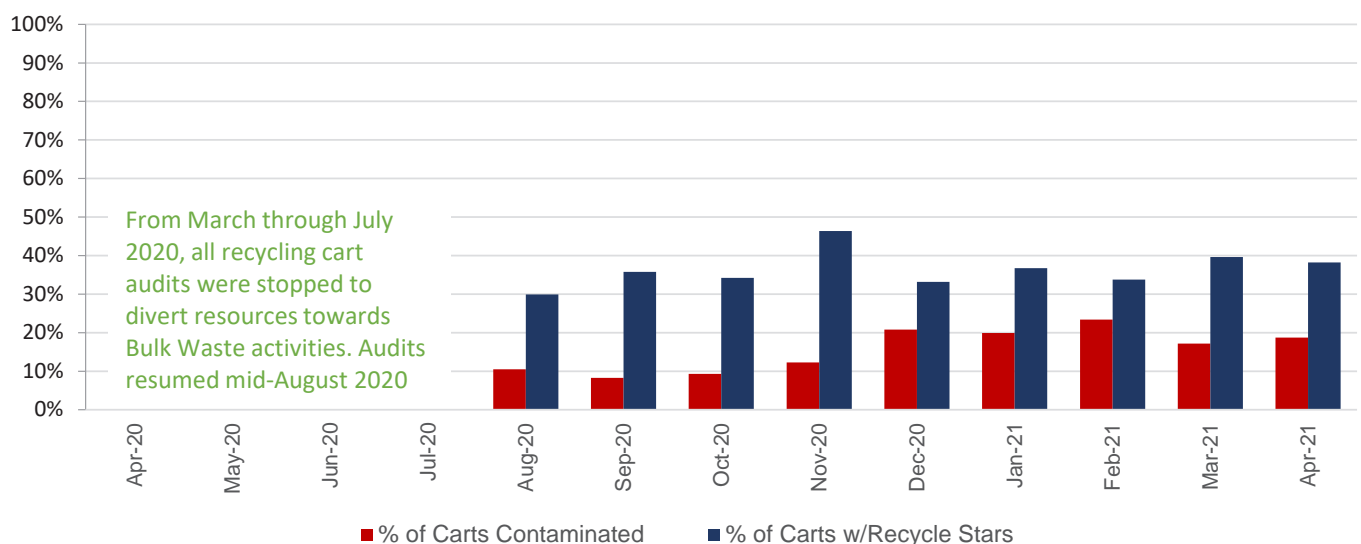


## Recycling Cart Auditors - The Blue Crew

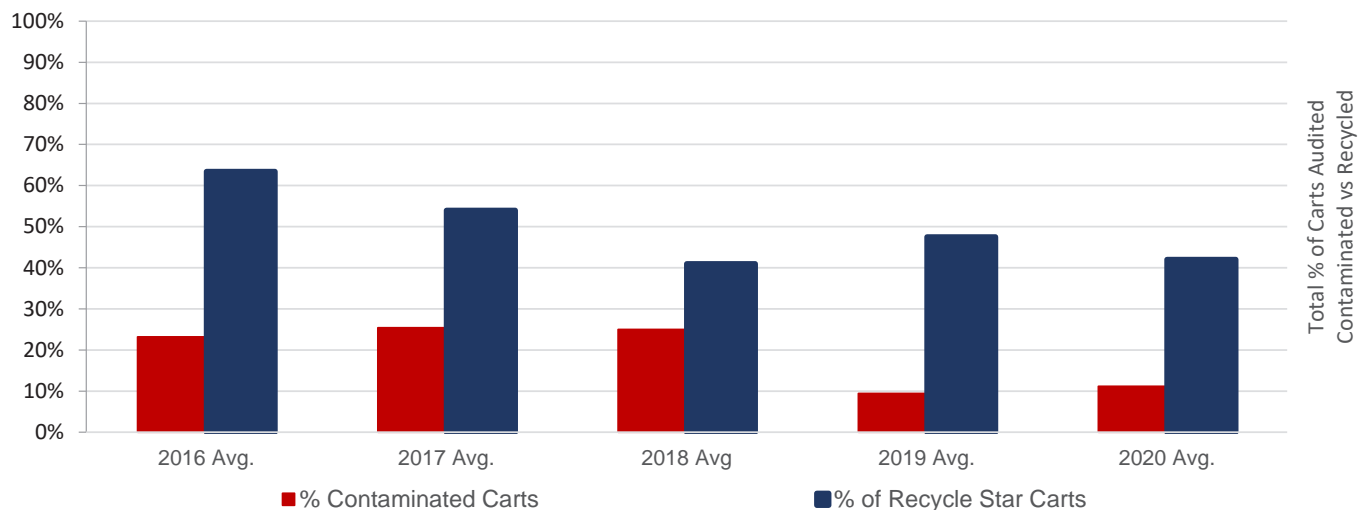
Beginning in February of 2019 we started a different auditing process that includes removing non-recyclable items from contaminated carts and charging the residents for the collection and disposal of those items. In the past the residents received letters that itemized the non-recyclable items, and now there are charges assessed. The auditors have been more lenient to prevent residents who are trying to recycle correctly from becoming discouraged. Data has been gathered, the audit information has been reviewed and adjustments to the procedures have been identified and should be included in the process soon. We do expect the changes to be reflected in the percentages of contamination identified.



## RECYCLE CART AUDIT RESULTS



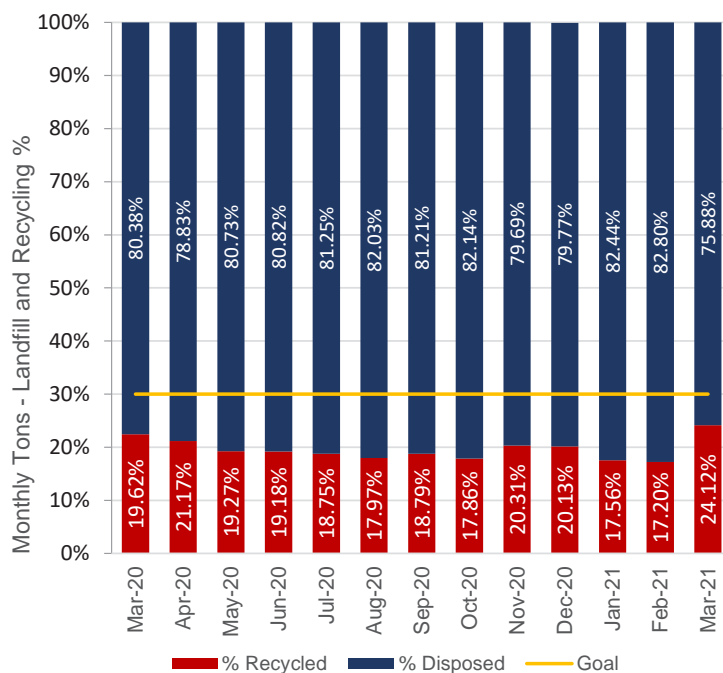
## RECYCLE CART AUDITS – 5 YEAR MONTHLY AVERAGE



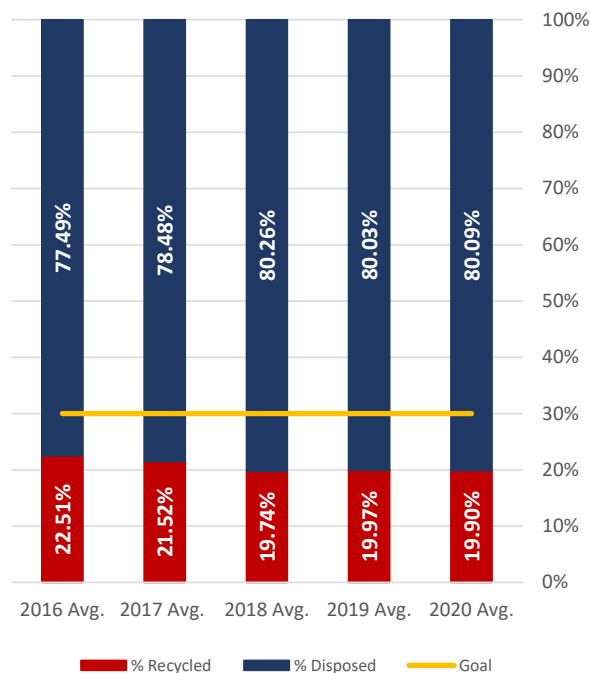
## Diversion and Waste Stream

Materials that are diverted from the landfill extend the life of the landfill. Diverted materials include items that have been recycled, as well as yard waste and brush that is turned into mulch. The more we, as a community, reduce, reuse and recycle, the more we protect our natural resources, landfill space and energy.

## LANDFILL AND RECYCLING



## 5 YEAR MONTHLY AVERAGE

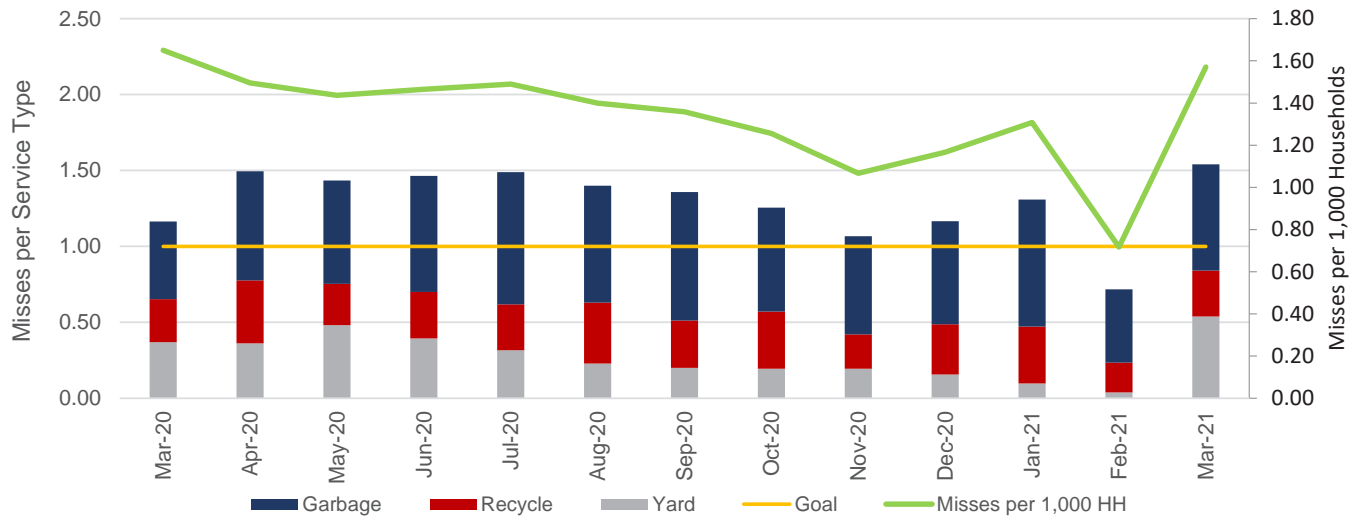


\* Diversion and Waste Stream data for April were not available at the time of publication. Look for an update in the May Report.



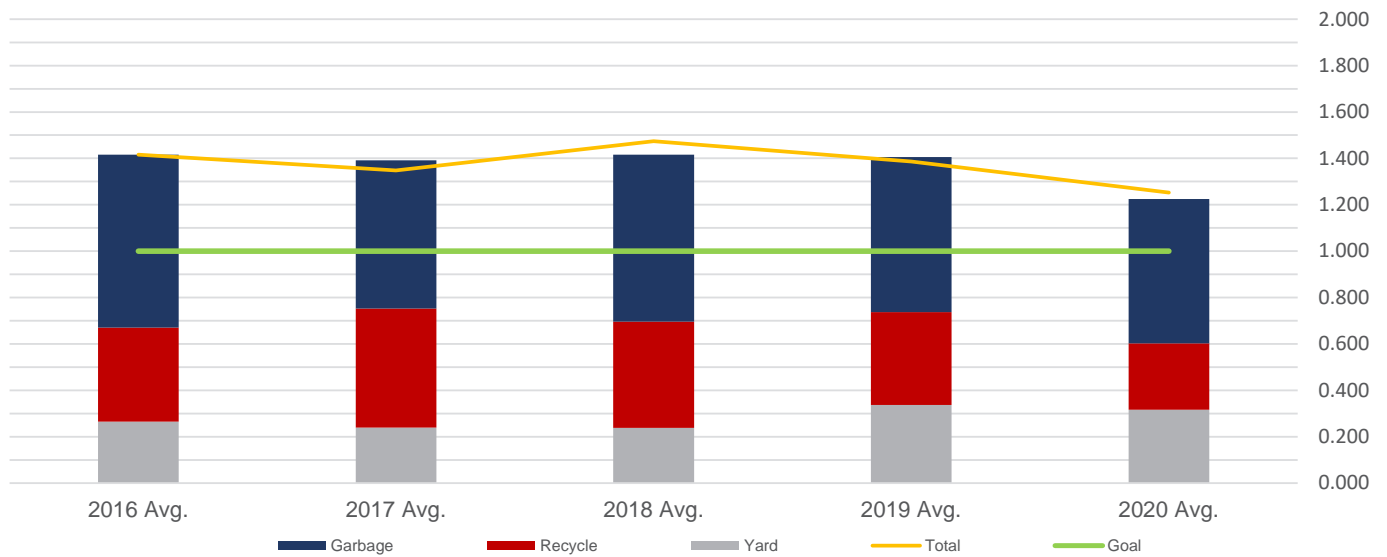
## Missed Collections

Missed collections reported by residents point out areas that may have repeat incidents and are tracked to provide awareness of contractor performance.



\* Missed Collections data for April were not available at the time of publication. Look for an update in the May Report.

## MISSED COLLECTIONS - 5 YEAR MONTHLY AVERAGE

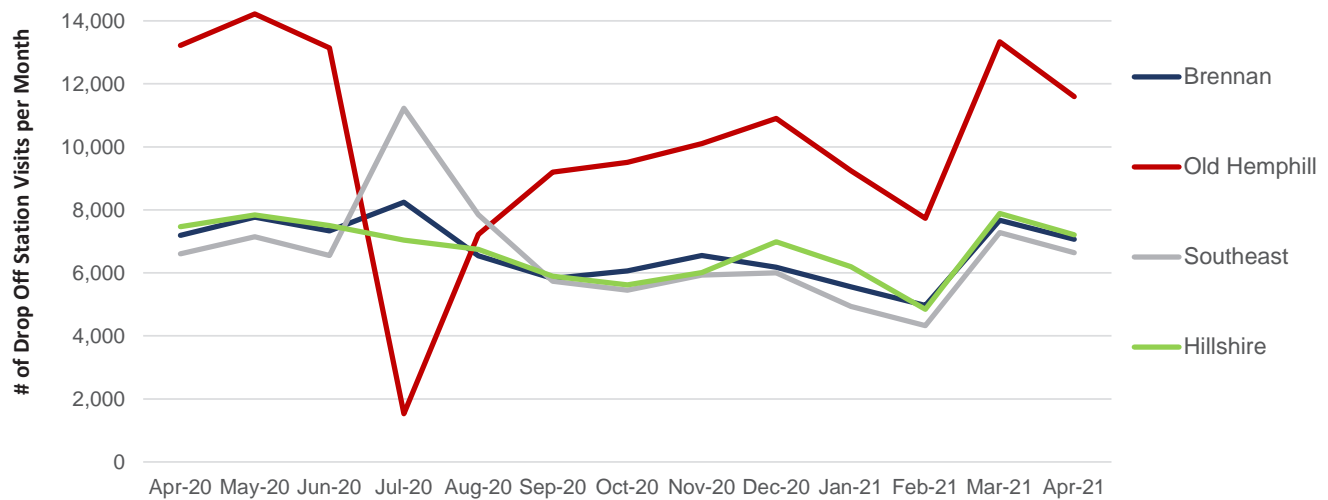


## Drop-Off Stations

As a part of the monthly Solid Waste program, the city offers homeowners who pay for residential services access to four conveniently located Drop-Off Stations. The stations allow residents to dispose of excess bulky materials (appliances, brush, broken furniture, tires, extra bagged garbage and other large items) between their monthly bulk waste collections. In addition, the Drop-Off Stations have reduced the number of illegal dump sites and pounds of material collected since opening to residents.

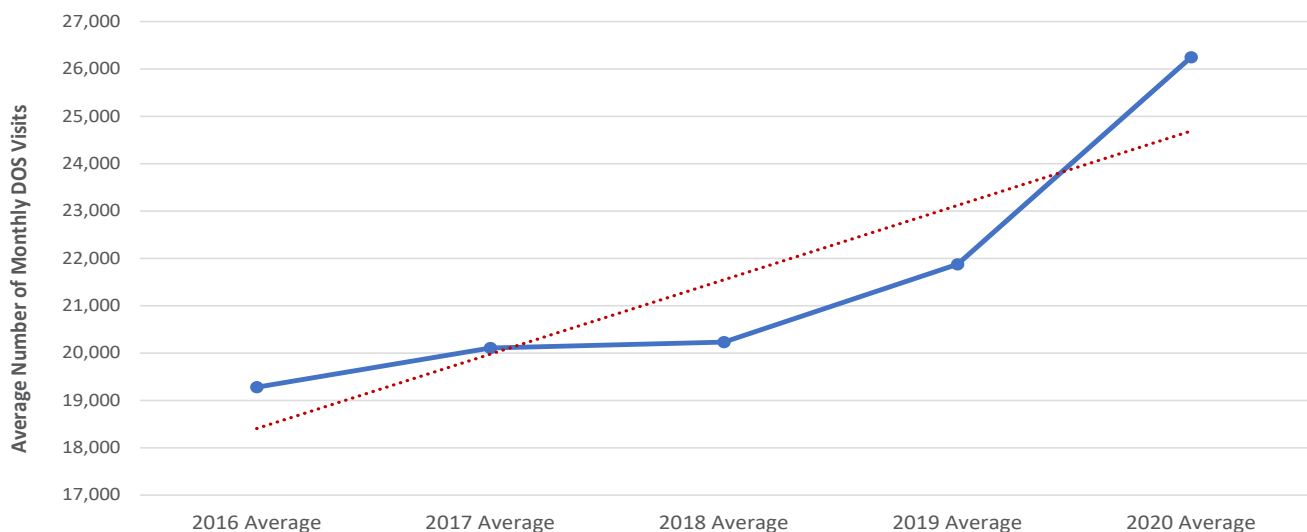
For more information, visit [www.FortWorthTexas.gov/solidwaste/dropoff](http://www.FortWorthTexas.gov/solidwaste/dropoff).

### DOS MONTHLY VISITS



\* The Brennan and Southeast/MLK Drop-Off Stations were temporarily closed due to construction at various times during the past 13 months. No collections were made at these stations during these closures, but all collections have resumed. The Old Hemphill Drop-Off Station is still currently under construction and scheduled to reopen 2021.

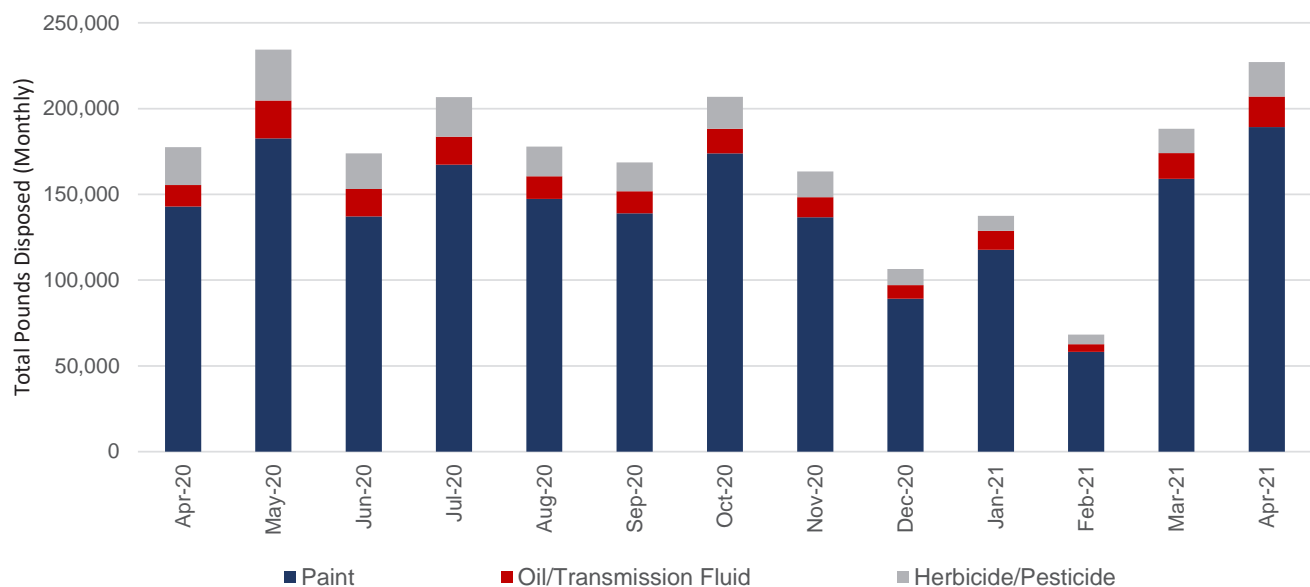
### DOS - 5 YEAR MONTHLY AVERAGE



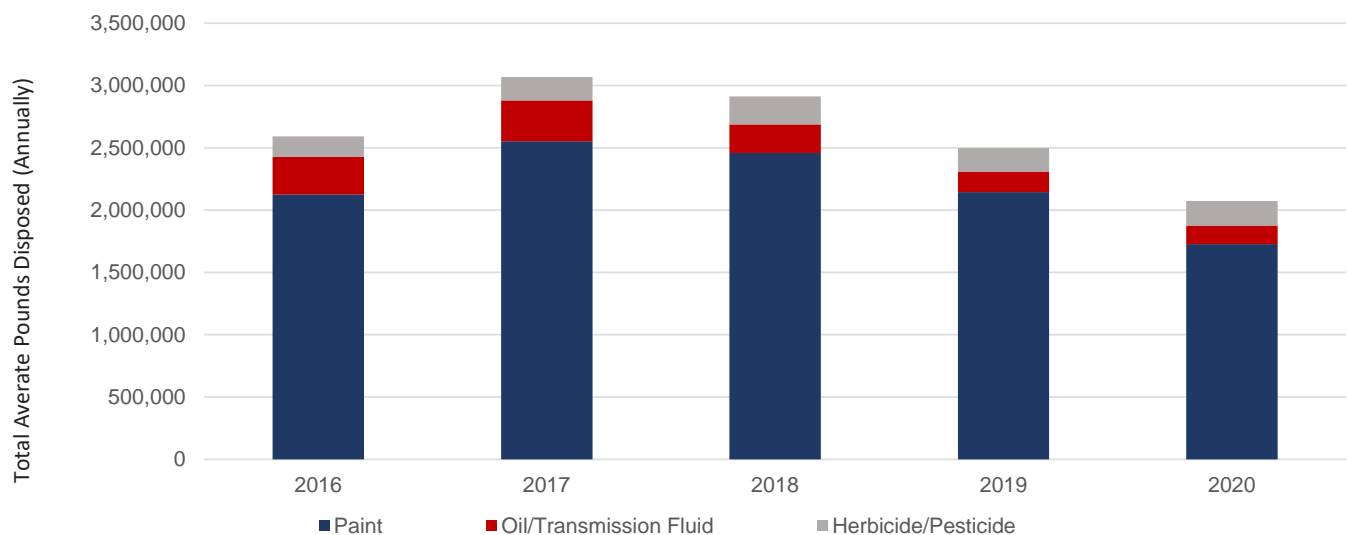
## Environmental Collection Center

In April 2021, citizen participation at the Environmental Collection Center (ECC) was up more than 32% compared to April 2020, due to the reinstitution of the Mobile Collection Units, and the Governor reopening the state. During the month of April 2021, the ECC had eight mobile collection events. Also, the ECC collected more than 310,700 pounds of waste and recycled more than 17,000 pounds of material. During that same time, more than 1,110 residents properly disposed of Household Hazardous Waste at the Drop-Off Stations. All of the DOS material is brought to the ECC for processing, recycling and consolidation.

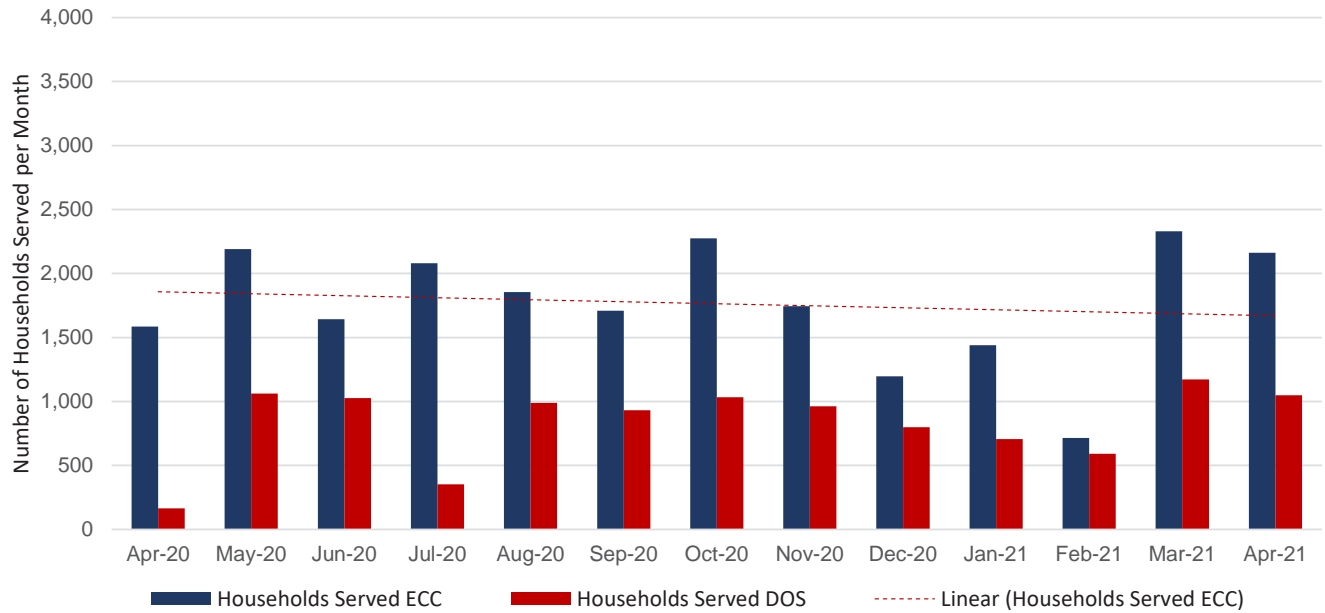
### ECC POUNDS DISPOSED



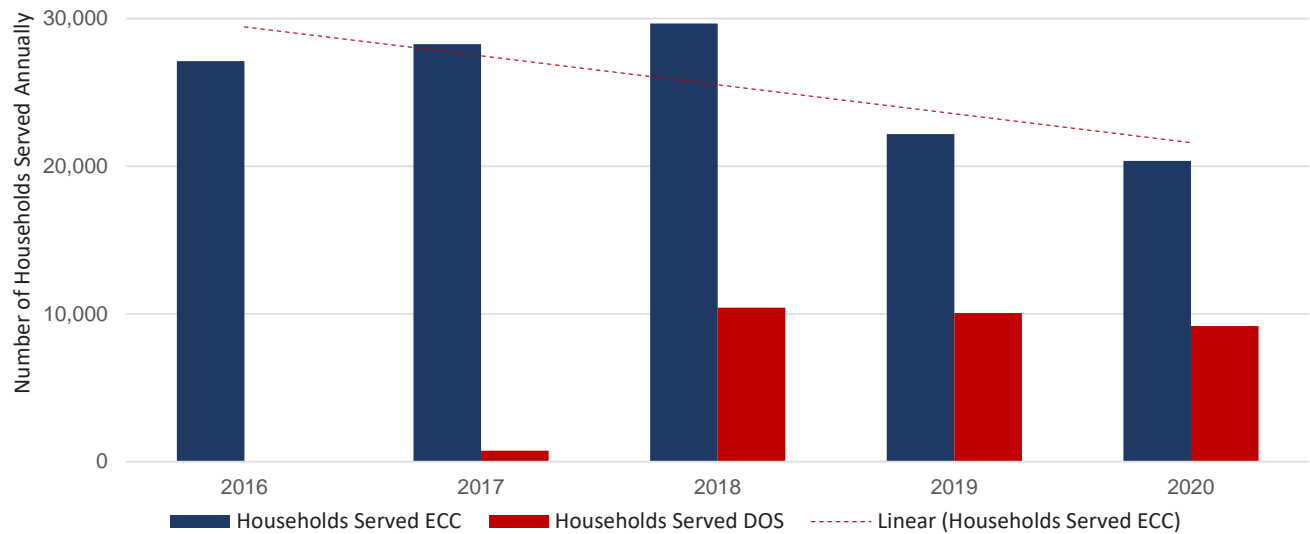
### ECC POUNDS DISPOSED - 5 YEAR AVERAGE



## HOUSEHOLDS SERVED BY THE ECC

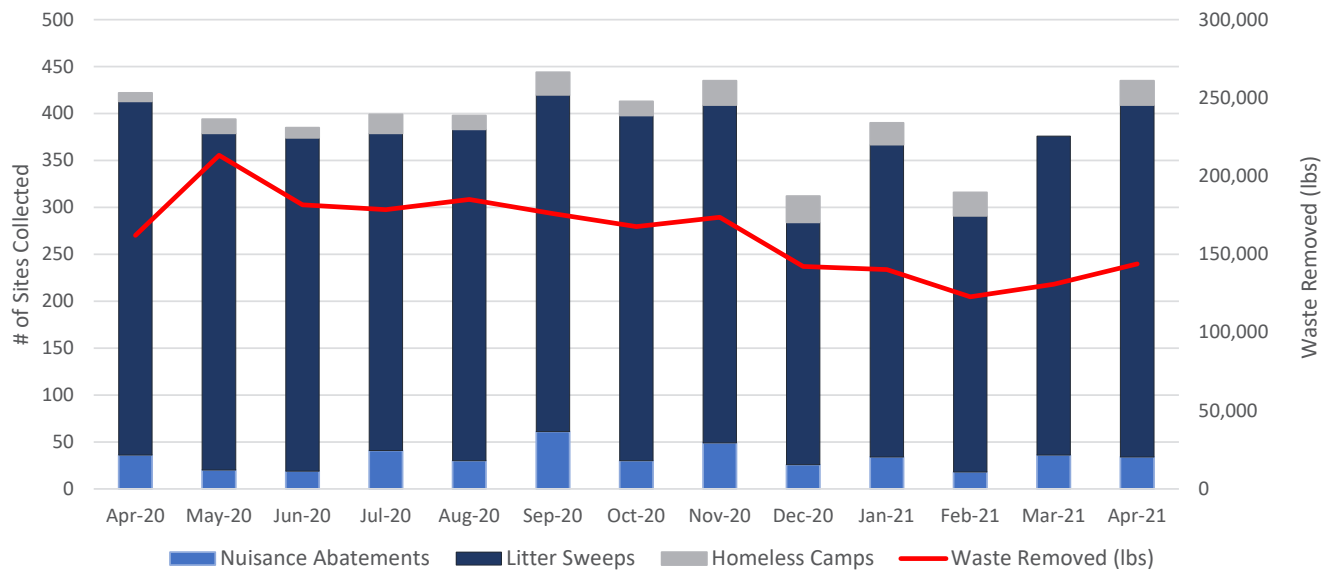


## ECC HOUSEHOLDS SERVED – 5 YEAR MONTHLY AVERAGE



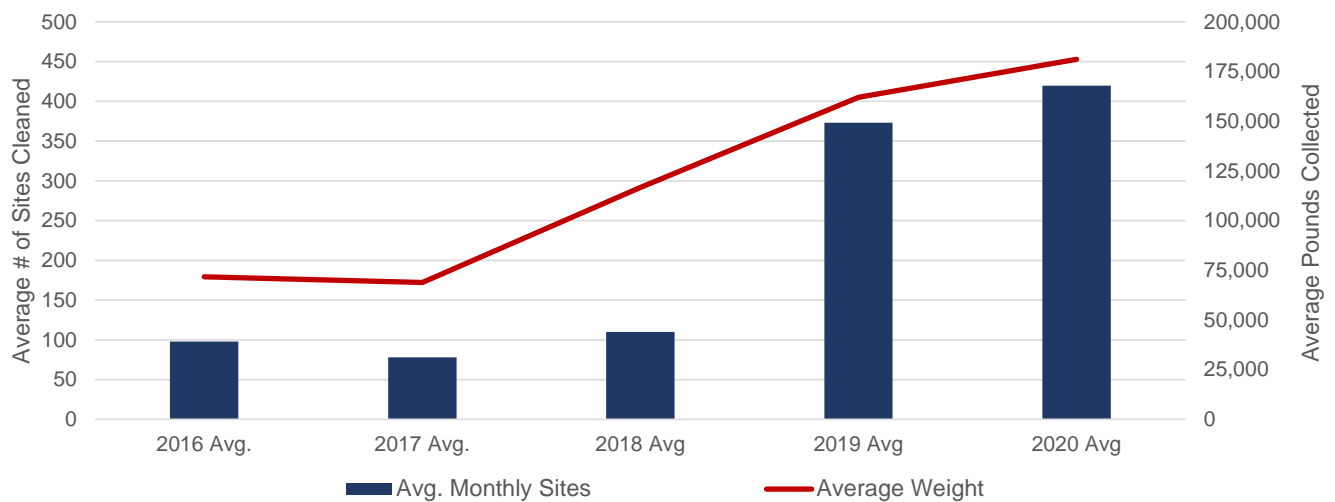
## Litter Abatement

The city's Litter Abatement Crews work hard conducting city right of way cleanups, abating nuisance properties and beautifying the community. In September 2018, the city implemented contracts with a vendor that lead to an increase in number of right of way miles cleaned. In April 2021, 958 miles were abated of litter and 375 litter sweeps accomplished. The emphasis on litter prevention and abatement requires help from our entire community – one piece and one person at a time. Additionally, please remember to secure all garbage and recycle containers from the wind.



\* Due to road safety issues from the Winter snowstorms, no cleanups were conducted the week of 2/15 - 2/19/21.

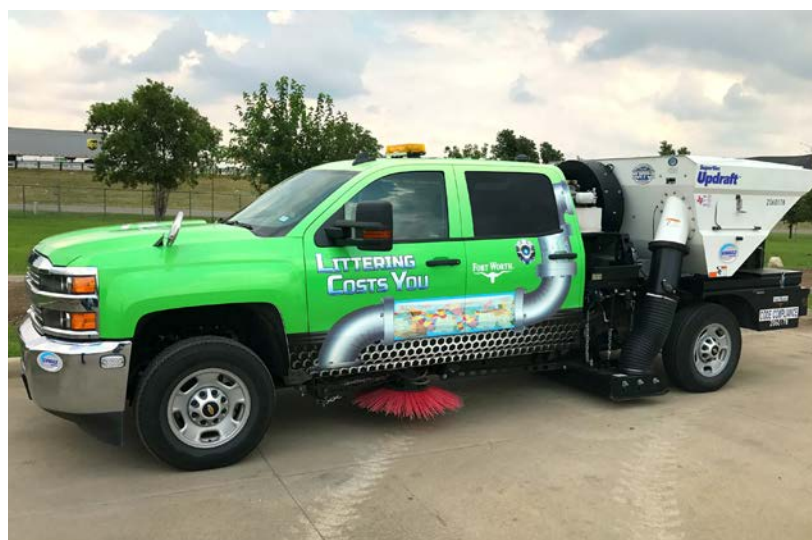
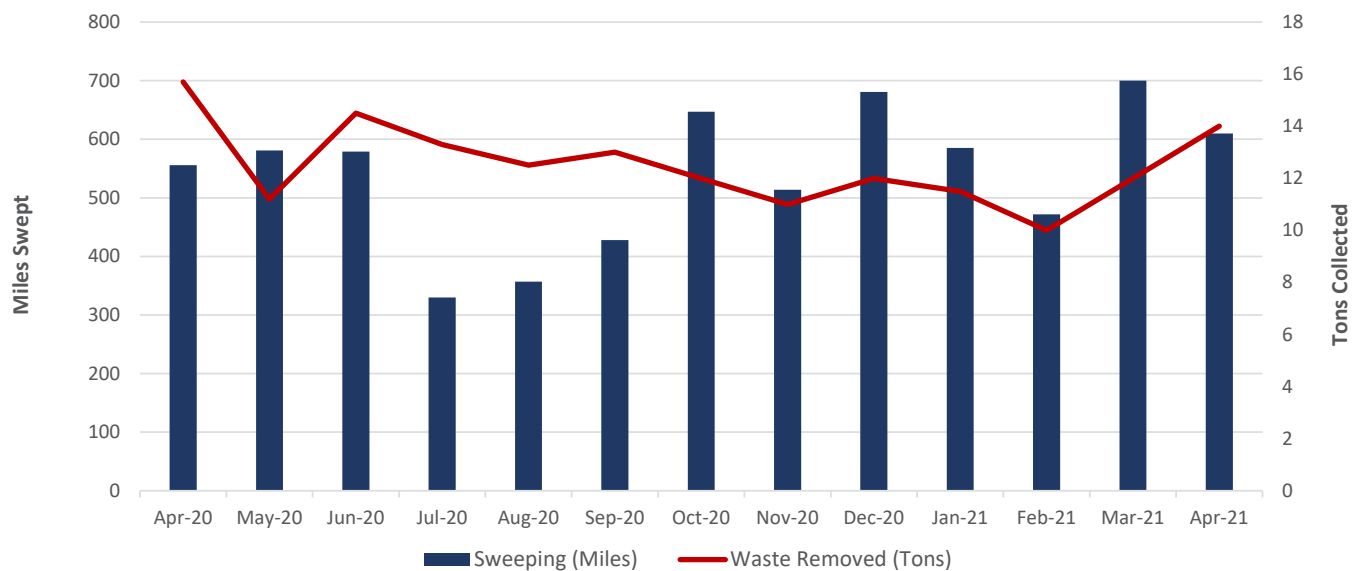
## LITTER ABATEMENT - 5 YEAR MONTHLY AVERAGE



## Sweeping

The City of Fort Worth's street sweeping program is comprised of two large sweepers and two auxiliary sweepers. The large sweepers primarily focus on main roadways and certain designated underpasses entering the downtown Fort Worth area and inside Loop 820. The auxiliary sweepers primarily focus on keeping areas clean adjacent to the city's four Drop-Off Stations and some surrounding roadway medians. With current equipment and staffing, all street sweeping efforts are focused on main roadways. As the sweeper program matures and resources increase, we hope to expand sweeper operations to more city streets. In April, 610 miles of roadway were swept removing 14 tons of litter, grit and debris.

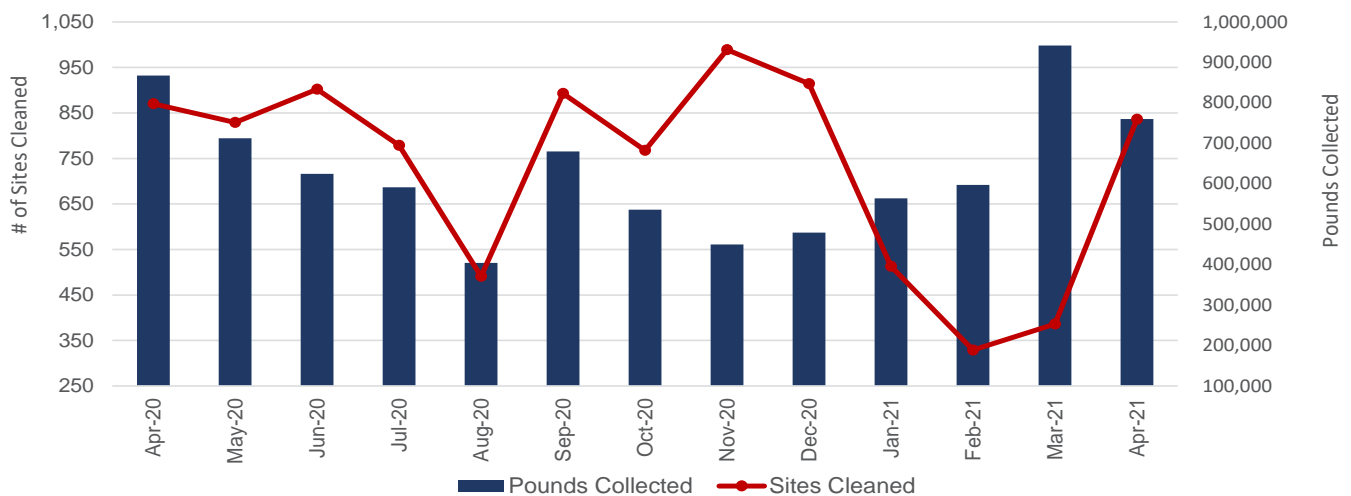
### CURB MILES SWEPT





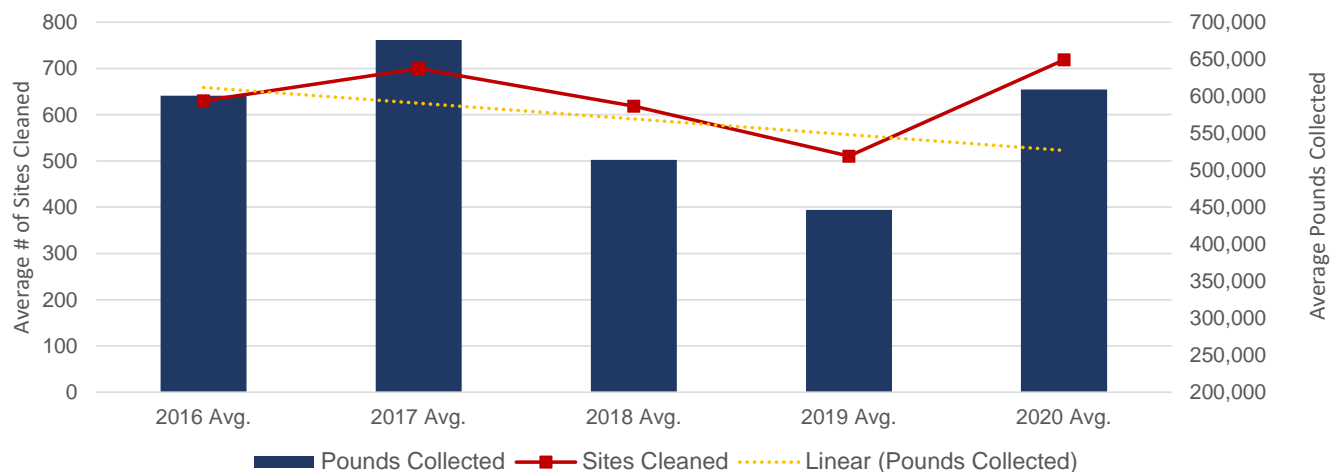
## Illegal Dump Cleanup

The Illegal Dump Crews play an integral part in removing reported dump sites in a timely manner, which reduces the negative impact on the surrounding community and discourages others from adding materials to the site. In addition, they also assist the Environmental Investigation Unit and Litter Abatement Team with large jobs and provide storm debris collection when needed. Having full crews and operational equipment obviously affects productivity. The percent of staff and equipment present and operational during the last 12 months is as follows: May (77%), June (74%), July (64%), August (47%), September (83%), October (82%), November (89%), December (76%), January (95%), February (92%), March (91%), April (80%). In April, the Illegal Dump Crew removed over 380 tons of material from 836 sites, and 94% of work orders were closed within two days. Other special collections consists of cleaning up residential property that has been abated, to other departments that have collected tree debris, tires and etc. from cleaning creeks and storm water channels. Overall the Illegal Dump Crew works with all city departments to help keep this city clean.



\* Due to road safety issues from the Winter snowstorms, no collections were conducted the week of 2/15 - 2/19/21. Illegal Dump Crews assisted solid waste contractors get back on schedule, collecting a total of 213,540 pounds of residential bulk trash from 630 sites.

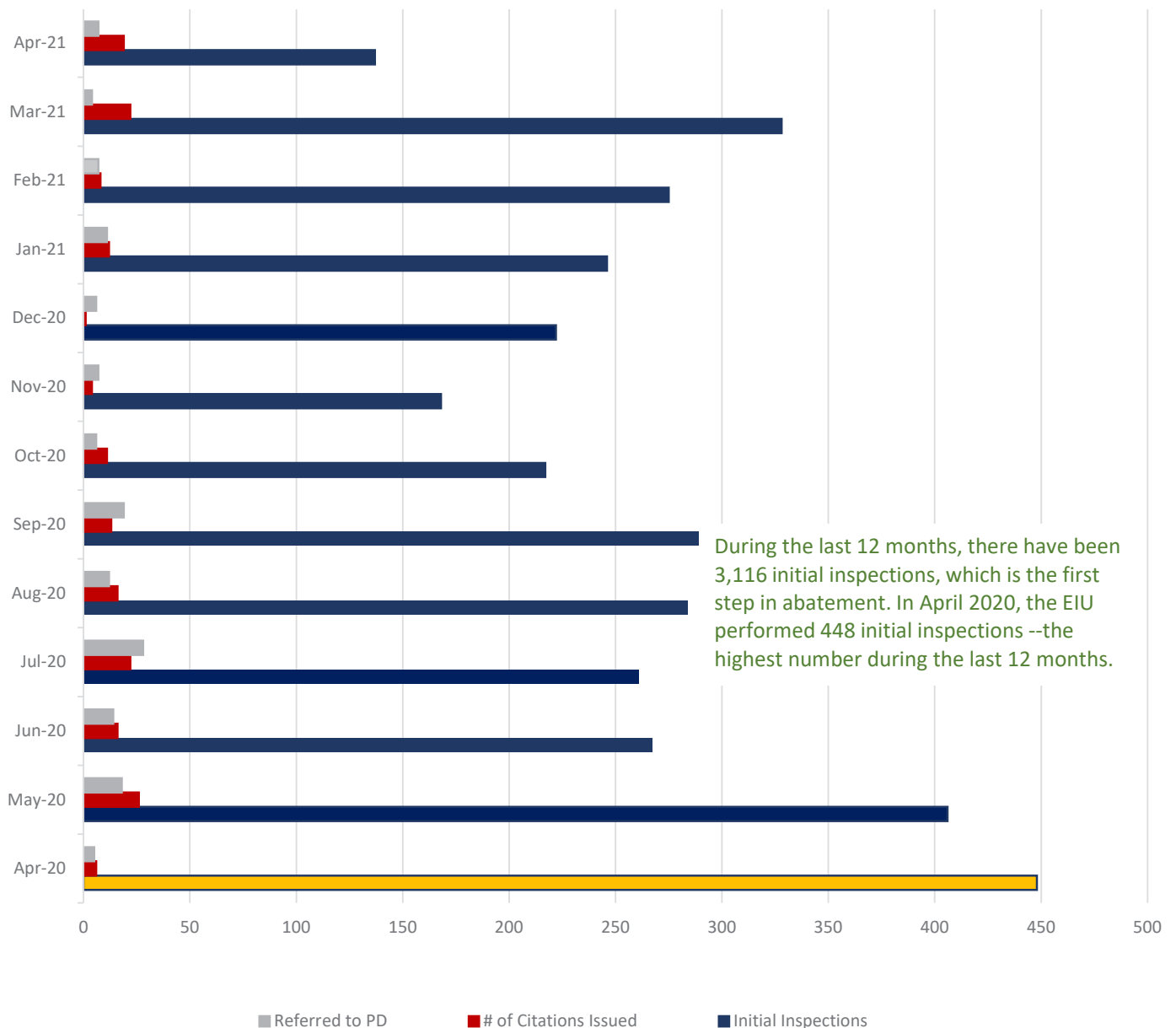
### ILLEGAL DUMPING - 5 YEAR MONTHLY AVERAGE



## Illegal Dumping Citations

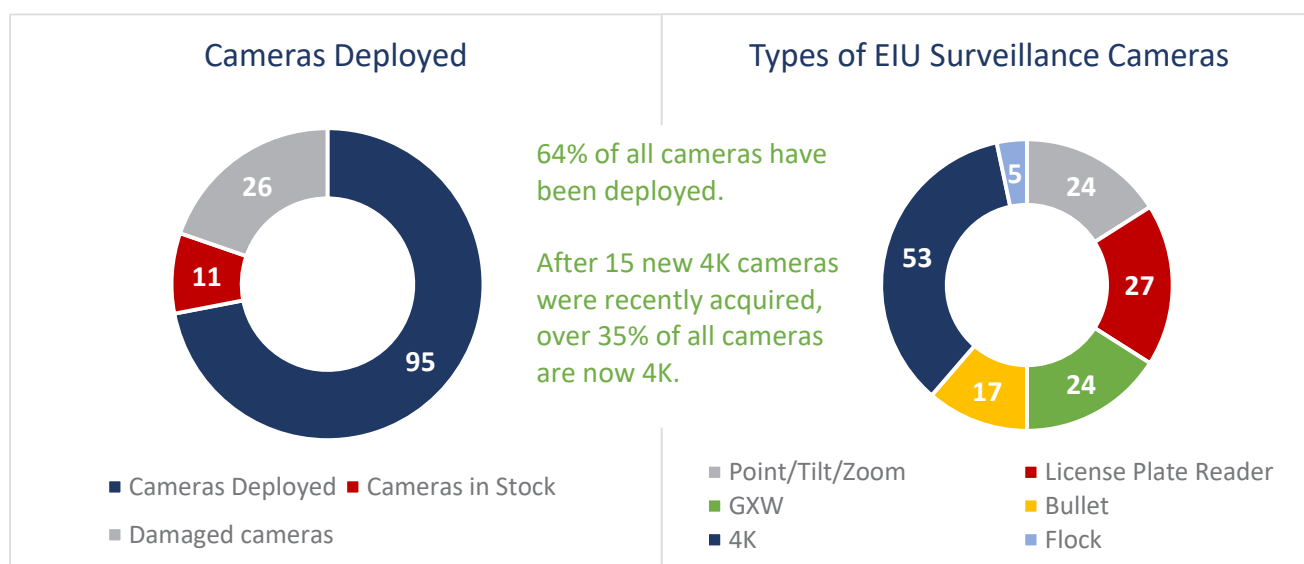
The City of Fort Worth Environmental Investigation Unit (EIU) focuses primarily on illegal dumping and surveillance technologies. Through eye witness accounts, camera and physical evidence, citations are issued and when possible cases are forwarded to Fort Worth Police Department as felony referrals for prosecution. Illegal dumping does not pay, as fines can be assessed up to \$10,000 and can include jail time. During the month of April, 19 citations were issued.

### CITATIONS ISSUED



## ENVIRONMENTAL INVESTIGATION UNIT CAMERAS

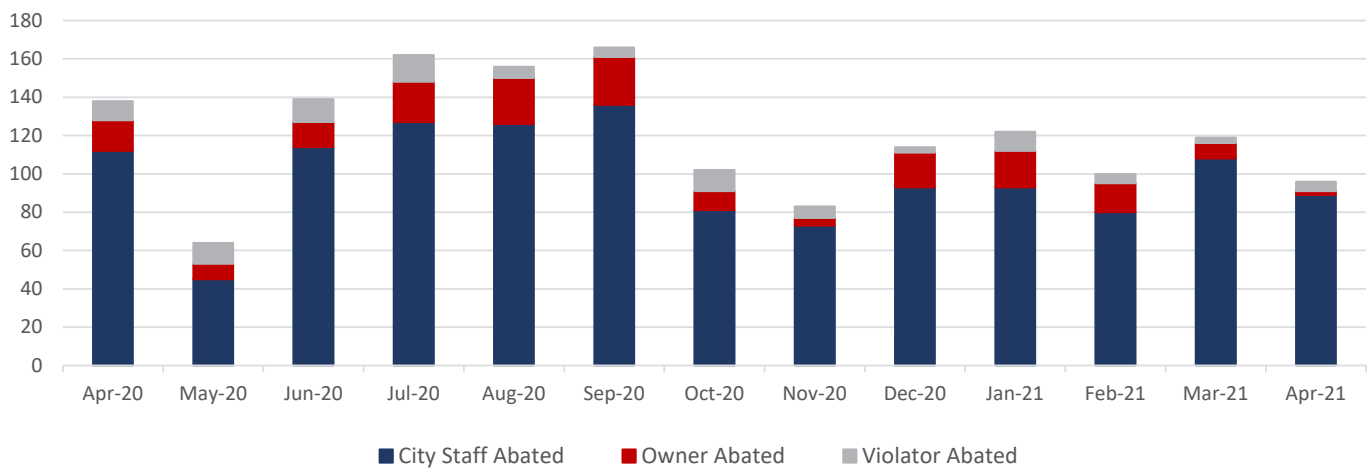
The Environmental Investigation Unit (EIU) utilizes several different types of cameras to record illegal dumping suspects. In order to effectively prosecute a felony through the District Attorney's Office, video evidence is mandatory. The types of cameras used are: real-time active surveillance and high-definition motion activated. Each camera is job specific and multiple cameras are used to capture evidence (on film) used to prosecute suspects. The charts show the deployment of the different cameras used by the EIU team on a monthly basis. The first chart shows all cameras currently deployed and cameras currently in stock. The second chart represents the number of each camera type being used in the field by the EIU team as of this date.



## Illegal Dumping Abatement

After illegal dumping occurs, the debris must be cleaned up. When the City of Fort Worth Code Officers catch a dumping violator, they are required to abate the violation and dispose of the items properly. During the last 12 months, 22% of illegal dumps worked by the EIU unit were either violator or owner abated, which is a better use of our tax dollars than using city resources for cleanup efforts. In April, over 7% of illegal dump cases worked by the city's Environmental Investigation Unit were violator/owner abated.

### ABATEMENT BY SOURCE



## Material Management Program

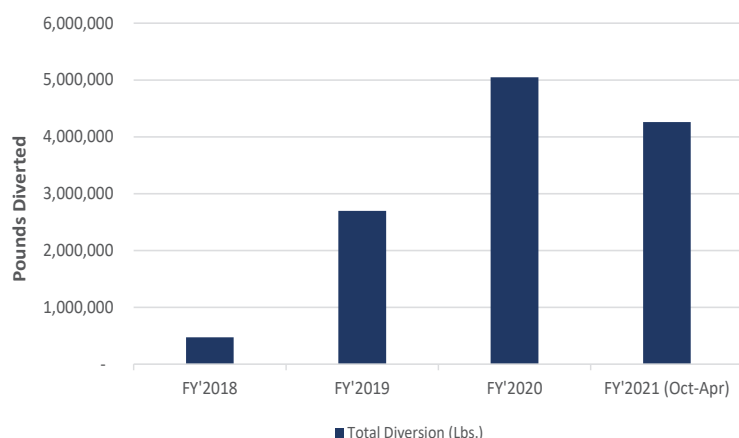
The City of Fort Worth manages a robust residential recycling program, but currently does not provide commercial recycling services. In Fort Worth, industrial, commercial and institutional waste accounts for approximately two-thirds of the total waste tonnage that ends up in the city's Southeast Landfill. The residential sector accounts for the remaining one-third of the total solid waste tonnage.

The Material Management Program (MMP) was developed to assist businesses with waste minimization and diversion efforts, in partnership with permitted solid waste haulers and commercial recycling service providers. The MMP team offers free of charge an array of technical information on ways to reduce waste and divert materials away from the landfill that can be either re-used, recycled, mulched or composted.

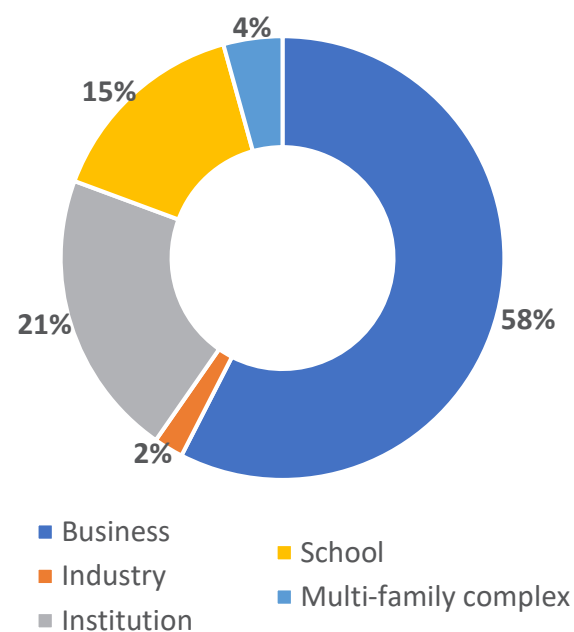
*The total pounds of material diverted in April are estimated numbers due to the pandemic impact on recycling in the industrial, commercial and institutional sections of the city.*

### ACCOUNTS AND DIVERSION

This chart reflects the number of pounds diverted from the landfill to the recycling market, or to be mulched, composted or re-used. Since its inception, the MMP has created a total of 186 Industrial Commercial and Institutional (ICI) accounts.

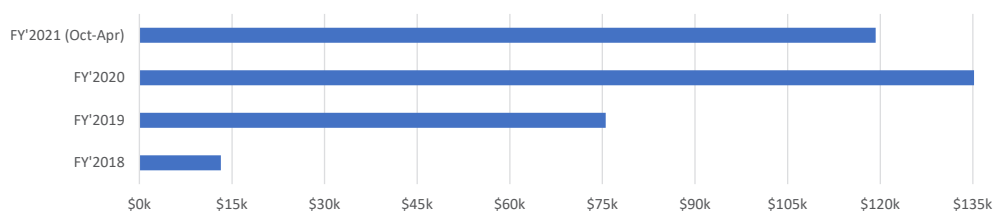


### PERCENTAGE PER ACCOUNT TYPE



### FISCAL YEAR TO DATE COST AVOIDANCE

This chart reflects the dollar amount that businesses would have paid to dispose of the total tonnage diverted from the landfill at an average market price per ton.

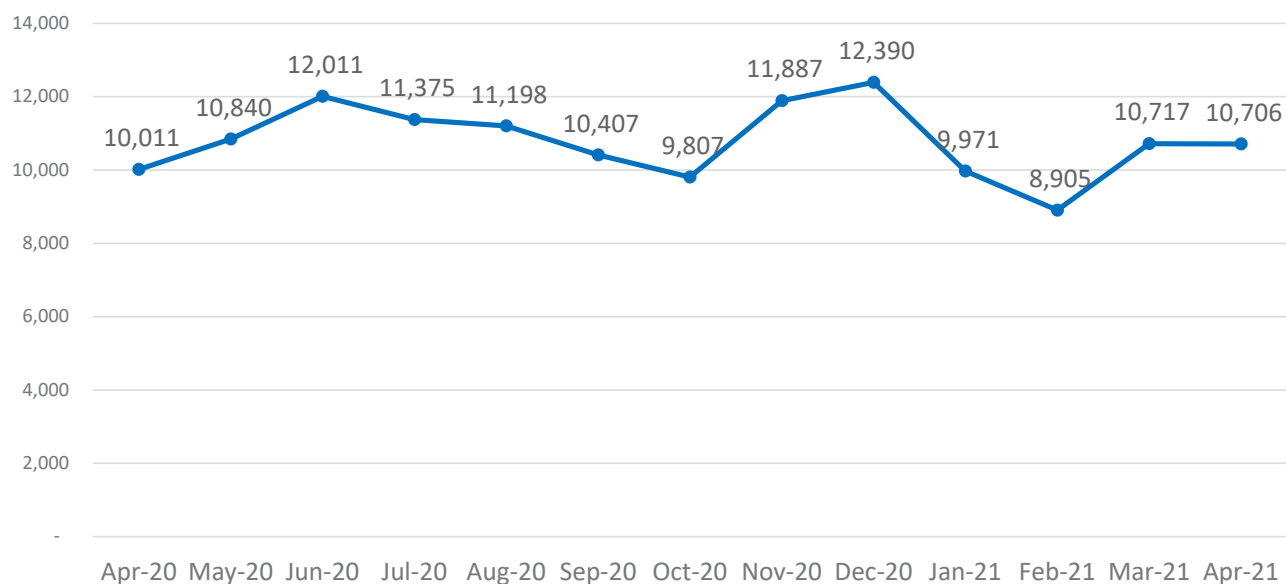


Diverting material to be recycled versus landfilled.  
 \* At \$56/ton – Rate source: Average tipping fee at landfills utilized in the Fort Worth area.

## Residential Food Scrap Composting Pilot Program

In the spring of 2019, the MMP team launched the city's first Residential Food Scrap Composting Collection Program providing residents an opportunity to collect and drop off their food scraps at various collection centers throughout the city. This pilot project is yet another way the city is expanding their sustainable footprint to reduce what goes to the landfill and help our city better manage our garbage.

MONTHLY POUNDAGE OF FOOD WASTE DIVERTED (LBS.)



POUNDS COLLECTED TO DATE

**226,792**

HOUSEHOLDS SUBSCRIBED

**1,501**

CONTAMINATION RATE

**1.1%**

*Cumulative Composting Pilot Program  
Results as of 4/30/2021.*



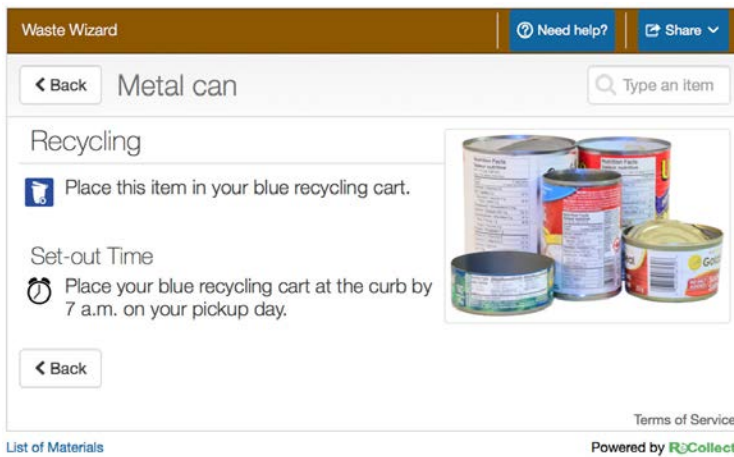
## Solid Waste Apps

### FORT WORTH GARBAGE AND RECYCLING APP



The city offers the Fort Worth Garbage and Recycling App. This free app enables residents to receive service notifications before their service days. The reminders include bulk-waste set out weeks and scheduled collection changes due to inclement weather.

The app lets residents report service issues, including missed collections and damaged carts, and it also provides information about recycling. To learn more about the Fort Worth Garbage and Recycling App, call 817-392-1234 or visit the App Store or the Google Play store.

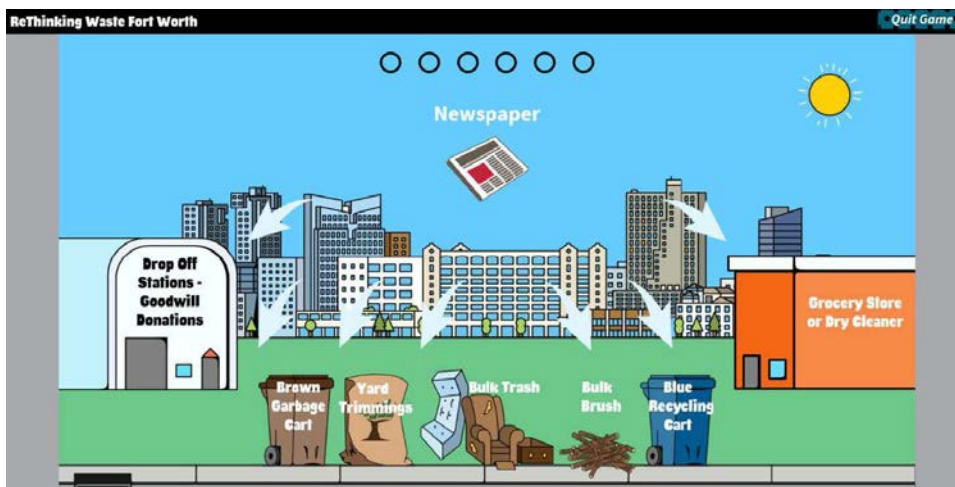


### WASTE WIZARD

There's also an easy to use Waste Wizard, which is an online tool to help customers learn what items go into the brown garbage cart and what goes into the blue recycling cart. The Waste Wizard provides information about how to properly dispose of more than 1,500 items. Simply type the name of the item, and the Waste Wizard will give instructions. Find the Waste

Wizard at [FortWorthTexas.gov/solidwaste](http://FortWorthTexas.gov/solidwaste) or on the Fort Worth Garbage and Recycling App.

### NEW! RETHINKING WASTE FOR A GREENER FORT WORTH WASTE SORTING GAME



on the game controller icon) and on-line here [FortWorth.recycle.game/en-US](http://FortWorth.recycle.game/en-US).

Learn about City of Fort Worth's diversion and recycling programs in a fun way with our brand new Rethinking Waste sorting game. Sort materials correctly and win fun items to build your own digital park! The game can be found on the app (on the bottom blue bar, click

## Resources

### DATA QUALITY AND CONTROL

Flavia Paulino

817-392-7220

Flavia.Paulino@FortWorthTexas.gov

### SOLID WASTE INFORMATION

[FortWorthTexas.gov/solidwaste](https://FortWorthTexas.gov/solidwaste)

### FOR SOLID WASTE QUESTIONS

817-392-1234

### SOLID WASTE APP

In the App Store or Google Play store under “Fort Worth Garbage & Recycling”

### COMPREHENSIVE SOLID WASTE MANAGEMENT PLAN

[FortWorthTexas.gov/departments/code-compliance/solidwaste/swplan](https://FortWorthTexas.gov/departments/code-compliance/solidwaste/swplan)

### KEEP FORT WORTH BEAUTIFUL

[FortWorthTexas.gov/kfwb](https://FortWorthTexas.gov/kfwb)

### ONE ADDRESS

From trash day to permits to crime around your home, find it by entering your address at

[OneAddress.FortWorthTexas.gov](https://OneAddress.FortWorthTexas.gov)

### ENVIRONMENTAL COLLECTION CENTER

[FortWorthTexas.gov/venues/environmental-collection-center](https://FortWorthTexas.gov/venues/environmental-collection-center)



City of Fort Worth

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## **Code Compliance Department**

The Code Compliance Department maintains Fort Worth's status as a clean, livable city by ensuring property complies with rules set by City Council. Code Officers routinely patrol assigned neighborhoods for code violations and investigate complaints with a mission of abating issues and educating residents.

**818 Missouri Ave.**

**Fort Worth, TX 76104**

**[FortWorthTexas.gov/codecompliance](http://FortWorthTexas.gov/codecompliance)**

