

T25 Update Overview—Fiscal Year 2020 Quarter 1

Below is an executive summary with major changes as well as the T25 performance management component. In addition, there is an update for each T25 property and recent noteworthy action at the property. Following the list of active T25 properties is a section where properties are highlighted that have had significant updates in the past quarter. The last attachment shows a list of properties that have successfully completed their probationary period and have graduated from the list.

T25 Executive Summary

In this quarter's report, a majority of the performance metrics that are tracked show decreases, such as police arrests and fire service calls. Historically speaking the first quarter of the fiscal year sees a decrease in metrics because of the winter months and holiday season, however even when comparing to prior fiscal year Quarter 1 the metrics are lower. The properties will continue to be monitored to see if this is a positive trend in the right direction for some of the T25 list.

The T25 Task force is in the process of evaluating all multifamily and hotel/motel properties in the City to determine if additional properties need to be added to the list based on the performance data. Recently the efforts with the multifamily properties on the list have intensified. We are working with property owners and managers of the apartment complexes to identify concerns and negative trends. One recent strategy implemented is to be more proactive at identifying inoperable vehicles parked in apartment complexes. This will hopefully alleviate some of the parking concerns both in and around apartment complexes. In this quarter we have seen a reduction of Tier 3 (Poor) properties who have shown improvement in their performance and have attained a rating of Tier 2 or Tier 1, this is an example of properties working to adjust their conditions to ensure compliance. There is only one property that has seen poor performance this past quarter and has maintained a Tier 4 (Very poor) rated property.

Since implementing the program in 2015, 68 properties have been added to the list. A total of 39 properties have been removed from the list that have met certain improvements. The goal of the T25 Task Force is to remedy ongoing property maintenance, building condition and criminal issues at T25 properties and through collaborative effort, address the biggest problem properties in the city with aggressive and creative enforcement strategies. The following is a snapshot of the T25 program:

T25 at a Glance	
Total Active T25 Properties	21
Single-Family Properties	2
Multi-Family Properties	8
Hotel/Motel Properties	6
Commercial Properties	5
T25 All Time	
Properties Added Since Implementation	68
Removed Properties	47
Properties with Structures Demolished	12

T25 Property Rating Score

It has been a goal of management to create a performance management framework to allow the T25 Task Force to make data driven decisions regarding management of the list. One of the key components is a rating score and tier scale. An assessment is utilized and each property gets “points” for every issue it has, i.e. the higher the score the more issues. The goal is to have properties that have no identifiable issues on this assessment.

The assessment is broken up by departments (Building Inspection, Code, Police and Fire). Properties will be scored under each department category, with the composite score derived at the end of the assessment. In order to be eligible for probation and inevitable removal, a property must obtain a tier ranking of 1 for a defined period of time. Below is a breakdown of the number of active T25 properties in each tier ranking:

Rating Score	FY 2020 Q1 T25 Properties	FY 2019 Q4 T25 Properties	FY 2019 Q3 T25 Properties	FY 2019 Q2 T25 Properties	FY 2019 Q1 T25 Properties
Tier 1 (Acceptable)	3	2	0	11	15
Tier 2 (Fair)	6	5	4	8	7
Tier 3 (Poor)	11	13	17	10	7
Tier 4 (Very Poor)	1	1	0	0	0
Total	21	21	21	29	29

Performance Metrics for All T25 Properties

The following is a listing of some of the performance metrics that are used to calculate T25 Property Rating Scores. The data shows there are decreases across the board in most metrics in FY 2020 Quarter 1 versus FY 2019 Quarter 4. This is not attributed to any one property as most properties show a decrease in most metrics, however multifamily properties are demanding less calls for services than in previous quarters, this is primarily seen in police calls for service. Another decrease is seen in our fire service calls, these metrics are primarily being driven down by the multifamily complexes recently that have had less incidents to respond to as well. Service call metrics are just a part of the equation to judge performance, it is also important to gauge the conditions of buildings and landscaping to help accomplish Council’s strategic goals of Attractive Neighborhoods and Safe Community.

Metrics	FY 19-20 Q1	FY 18-19 Q4	FY 18-19 Q3	FY 18-19 Q2	FY 18-19 Q1
# of Police Calls for Service	383	859	879	893	662
# of Arrests	25	67	62	79	67
# of Trash/ Junk/ Debris Violations	1	4	3	5	5
# of High Grass/ Weeds Violations	1	5	4	1	4
# of Fire Runs	3	7	6	3	0
# of Fire Alarm Calls	7	23	8	18	1
# of Ambulance Runs	113	132	144	98	42

These metrics will continue to be monitored, and provided on a per T25 property basis. This can help account for any properties that are removed or added to the active list. An example of this is provided below:

Metrics	FY 19-20 Q1	FY 18-19 Q4	FY 18-19 Q3	FY 18-19 Q2
Total Active T25 Properties	21	21	21	29
Police Calls for Service per T25 Property	18	41	42	31
Arrests per T25 Property	1.2	3.2	3.0	2.7
Trash/ Junk/ Debris Violations per T25 Property	.04	0.2	0.1	0.2
High Grass/ Weeds Violations per T25 Property	.04	0.2	0.2	0.03
Fire Runs per T25 Property	0.1	0.3	0.3	0.1
Fire Alarm Calls per T25 Property	.3	1.1	0.4	0.6
Ambulance Runs per T25 Property	5.4	6.3	6.9	3.4

Attachments

Attachment 1: Active T25 Property List has all 21 active properties and included date added, vacancy status, lien and tax history, and Current Quarter vs. Last Quarter Tier Ranking.

Attachment 2: Notable T25 Active Property Updates has a more in depth snapshot of properties that have had the most substantial updates both positively and negatively.

Attachment 3: Properties Removed from the T25 List.

Attachment 1: Active T25 Properties

Property Address (Common Name)	Date Added	Type	Vacancy Status	Liens	Tax History	Recent Significant Action and Date	FY 20 Q1 Tier	FY 19 Q4 Tier	FY 19 Q3 Tier
3911 E. US Highway 80 (Budget Inn)	Dec-15	Commercial	Occupied	N	Current	No major updates.	2	3	2
3817 E. US Highway 80 (Delux Inn)	Dec-15	Commercial	Occupied	N	Current	Police calls for service remain high.	3	3	3
4260 E. US Highway 80 (Forty Two Hundred)	Sep-16	Multifamily	Occupied	N	Current	At last inspection some exterior rotted wood and trim – working was asked to be corrected.	3	3	3
3601 E. US Highway 80 (Luna Lodge)	Dec-15	Commercial	Occupied	N	Current	No major updates.	1	3	3
3629 E. US Highway 80 (Meri Best)	Dec-15	Commercial	Occupied	N	Last filed 4Q 2011	No major updates.	3	3	3
3527 E. US Highway 80 (Shell Station)	Sep-16	Commercial	Occupied	N	Current	*A more detailed update is provided in Attachment 2 below.	1	1	2
4405 E. US Highway 80 (Tejas Motel)	Dec-15	Commercial	Occupied	N	Current	Amortized and no major updates.	3	2	3
4417 E. US Highway 80 (Pharoahs Court Apartments)	Mar-19	Multifamily	Occupied	N	Current	Owners are working on exterior building.	3	4	3
2500 East Meadows Blvd. (Spanish Meadows Apartments)	Dec-15	Multifamily	Occupied	N	Current	No major updates.	3	3	3

Property Address (Common Name)	Date Added	Type	Vacancy Status	Liens	Tax History	Recent Significant Action and Date	FY 20 Q1 Tier	FY 19 Q4 Tier	FY 19 Q3 Tier
2119 Hillcrest (Hillcrest Apartments)	Sep-16	Multifamily	Occupied	N	Current	*A more detailed update is provided in Attachment 2 below.	3	3	3
2960 IH 30 (Former Chaparral Dodge)	Dec-15	Commercial	Unoccupied	\$594	Current	Notice sent for high weeds, limbs over the alley and trash.	1	2	3
2544 IH 30 (Hometown Studios)	Jul-18	Commercial	Occupied	N	Current	Service metrics have remained stagnant.	3	3	3
2626 John West Rd. (Eastfield Apartments)	Mar- 19	Multifamily	Occupied	N	Current	No major updates.	3	3	3
4727 Laurel Ln	Sep-17	Residential	Occupied	N	2019 Taxes owed	No major updates and candidate for probation.	2	2	3
100 Montego	Dec-15	Residential Duplex	Unoccupied	\$15,177	2016- 19 Taxes owed	Notice sent for High weeds.	2	2	2
3700 N. Town East Blvd (Tradewind Apartments)	Mar- 19	Multifamily	Occupied	N	Current	*A more detailed update is provided in Attachment 2 below.	3	3	3
4783 N. Galloway Ave. (Crossroads II East Apartments)	Mar- 19	Multifamily	Occupied	N	Current	Has seen a slight decrease in police service metrics.	3	3	3
3225 N. Town East Blvd (Motley) (Old Vickers Gas Station & Albertsons)	Sep-16	Commercial Vacant Lot	Unoccupied	N	Current	Property has sold to a new owner and a notice for high weeds and loose trash was sent.	2	2	3

Property Address (Common Name)	Date Added	Type	Vacancy Status	Liens	Tax History	Recent Significant Action and Date	FY 20 Q1 Tier	FY 19 Q4 Tier	FY 19 Q3 Tier
612 Rodeo Center Blvd. (Brown's Boat Repair)	Sep-16	Commercial	Occupied	N	2019 Taxes owed	No violations and no major updates.	2	1	2
933 W. Cartwright Rd. (Stone Ridge Apartments)	Sep-16	Multifamily	Occupied	N	Current	Have received complaints on no HVAC this was addressed and resolved.	3	3	3
1228 W. Scyene (Westlake Industrial Park)	Dec-15 2nd Time Feb-18	Commercial	Occupied	N	Current	Re-stripped parking lot. Several CO apps since zoning change.	2	2	3

Attachment 2: Notable T25 Active Property Updates

3527 E. US Highway 80
(Shell Station)



Property Type: Commercial

Owner(s): SAI BUSINESS INVESTMENTS LLC
2131 N KIRBYWOOD TRAIL
GRAND PRAIRIE, TEXAS 75052

Date Added to T25 List: September 2016

Departments Involved: Police and Building Inspection

Metrics	FY 2020 Q1	FY 2019 Q4	FY 2019 Q3	FY 2019 Q2	FY 2019 Q1
# of Police Calls for Service	10	7	14	14	24
# of Police Crime Reports	1	0	4	3	2
# of Resident Arrests	2	2	3	0	6
Condition Rating (1-4 scale, 4=Worst)	1	1	1	1	2

Recent Significant Action: This property was added to the T25 list in September 2016 as a major problem area for Police and Building Inspection. The property has steadily improved performance over the past year. This can mainly be attributed to the decrease in activity by the surrounding T25 hotel/motel properties. With the improving performance this property is a candidate for probation and has the potential of being removed soon.

3700 N. Town East Blvd (Tradewind Apartments)



Property Type: Multifamily

DCAD Condition Assessment: Average

2019 Appraised Value: \$7,272,730

Owner(s): 2136 TRADEWIND DRIVE LLC
6521 HICKORY HILL DR
PLANO, TEXAS 75074

Date Added to T25 List: March 2019

Departments Involved: Police, Fire, Building Inspection, and City Manager’s Office

Metrics	FY 2020 Q1	FY 2019 Q4	FY 2019 Q3	FY 2019 Q2	FY 2019 Q1
# of Police Calls for Service	34	122	125	110	103
# of Police Crime Reports	4	30	33	19	24
# of Arrests	3	7	13	11	13
# of Fire Runs	0	0	1	0	-
# of Ambulance Runs	0	11	19	13	-

Recent Significant Action: This property is one of the most recent additions to the T25 list as a major problem area for Police, Building Inspection and Fire. After analyzing performance metrics of all apartment complexes this was identified as one of the lower rated properties. This property has had multiple complaints from residents in the last quarter. The primary complaint dealt with the heating system, as it has gone down several times. The property also has a fence in between the neighborhood and the apartments that is in disrepair and needs to be looked at.

2119 Hillcrest Street (Hillcrest Apartments)



Property Type: Multifamily

2019 Appraised Value: Building A-\$6,572,000; Building B- \$4,200,000

Owner(s): SUMMIT HILLCREST APT LTD
JONATHAN D KILLOUGH
105 TALLAPOOSA ST STE 300
MONTGOMERY, ALABAMA 36104

Date Added to T25 List: December 2015

Departments Involved: Building Inspection, Police and Fire

Metrics	FY 2020 Q1	FY 2019 Q4	FY 2019 Q3	FY 2019 Q2	FY 2019 Q1
# of Police Calls for Service	56	171	144	168	164
# of Police Crime Reports	15	39	29	39	43
# of Arrests	4	8	4	8	17
# of Fire Runs	0	1	0	0	-
# of Ambulance Runs	30	39	46	27	-

Recent Significant Action: This property was added to the T25 list in December of 2015 as a problem area for Building Inspection, Police, and Fire. This property has been a long standing member of the T25 list and the Task Force is committed to working with this property to address various concerns. This quarter has seen a rise in complaints of pest and infestation. The property is in the process of replacing various balconies across the complexes and addressing limbs over the street. This is one of the properties staff is making an added effort to work with to address an abundance of inoperable vehicles.

Attachment 3: Properties Removed from T25 List

The following is a list of those properties that have improved their performance and have graduated from the T25 list. A new initiative for FY 2020 will be creating a process to evaluate past T25 properties and gauge performance to ensure there is no recidivism and to share success stories on an annual basis.

Property Address		Type	Status
1600	Hickory Tree Road (Arroyo Vista Apartments)	Multifamily	Agreed to remove from list
2861	Franklin Dr. (Prescott Place Apartments)	Multifamily	Agreed to remove from list
2127	Tradewind (Strip center)	Commercial	Agreed to remove from list
3716	Cranston	Residential	Agreed to remove from list
728	Versailles	Residential Duplex	Agreed to remove from list
1714	Hancock	Residential	Agreed to remove from list
3305	Caribbean	Residential	Agreed to remove from list
4313	Harvey	Residential	Agreed to remove from list
1217,1221,1224, 1229,1233, 1237	Barbara Street	Commercial	Agreed to remove from list
2200	Baker Dr.- Denton	Residential	Agreed to remove from list
2200	Baker Dr.- Zintec	Commercial Vacant Lot	Agreed to remove from list
4403	Ridgedale Dr.	Residential	Agreed to remove from list
980	N. Town East Blvd	Commercial Vacant Lot	Agreed to remove from list on 5/2/18
1033	S. Peachtree	Residential	Agreed to remove from list on 5/2/18
1508	Rodeo Center Blvd. (Former Lester's Style Shop)	Commercial	Agreed to remove from list on 5/2/18
1750	Range #105 (Upper Cutt Barbershop)	Commercial	Agreed to remove from list on 5/2/18
1750	Range #108	Commercial	Agreed to remove from list on 5/2/18
3329	IH 30 (Old office building)	Commercial Vacant Lot	Agreed to remove from list on 5/2/18

Property Address		Type	Status
3637	Bahamas Drive	Residential Vacant Lot	Agreed to remove from list on 5/2/18
4861	Gus Thomasson (Old Swamp Jaws)	Commercial Vacant Lot	Agreed to remove from list on 5/2/18
302	Phillip	Residential Vacant Lot	Agreed to remove from list on 9/5/18
1005	Powell Rd	Residential Vacant Lot	Agreed to remove from list on 9/5/18
1601	Bruton (Snack Shack)	Commercial	Agreed to remove from list on 9/5/18
4321	Coryell Way	Residential	Agreed to remove from list on 9/5/18
2713	Oates Dr. (Former Day Care)	Commercial	Agreed to remove from list on 12/5/18
3056	Dogwood	Residential	Agreed to remove from list on 12/5/18
618	Rodeo Center Blvd.	Commercial	Agreed to remove from list on 12/5/18
620	Rodeo Center Blvd. (Piston's Plug Automotive)	Commercial	Agreed to remove from list on 12/5/18
4515	E. US Highway 80 (McIntyre Truck)	Commercial	Agreed to remove from list on 12/5/18
2713	Oates Dr. (Former Day Care)	Commercial	Agreed to remove from list on 12/5/18
622	Rodeo Center Blvd. (Storage Warehouse)	Commercial	Agreed to remove from list on 3/6/19
1443	Tripp (Storage Warehouse)	Commercial	Agreed to remove from list on 3/6/19
2006	Hillview Dr.	Residential Vacant Lot	Agreed to remove from list on 3/6/19
3500	IH 30 (Old Community Hospital)	Commercial	Agreed to remove from list on 3/6/19
816	W. Scyene (Texas Lakes Marine)	Commercial	Agreed to remove from list on 4/3/19
3349	IH 30 (Old Office Bldgs)	MultiFamily Vacant Lot	Agreed to remove from list on 4/3/19
2945	Motley (Old Sonic)	Commercial	Agreed to remove from list on 4/3/19
3328	Hula Dr.	Residential	Agreed to remove from list on 6/5/19
1819	Crestridge (Just Wright Barbershop)	Commercial	Agreed to remove from list on 6/5/19

Property Address		Type	Status
2614	Big Town (Vacant truck stop)	Commercial	Agreed to remove from list on 6/5/19
2801	Motley (JT's Car Care and Corner Store)	Commercial	Agreed to remove from list on 6/5/19
1610	Allen Dr.	Residential	Agreed to remove from list on 6/5/19