

Memorandum



CITY OF DALLAS

DATE January 11, 2019

TO Honorable Mayor and City Council

SUBJECT **Taking Care of Business – January 8, 2019**

Update Items

[Encampment Resolution Schedule – January 8 and 15, 2019](#)

The Office of Homeless Solutions (OHS) has scheduled the following sites for homeless encampment resolution on Tuesday, January 8 and 15, 2019:

January 8, 2019	January 15, 2019
<ul style="list-style-type: none">• 13015 Jupiter Rd. at Lyndon B Johnson Freeway (District 9)• 10745 Maple Ridge (District 10)• 8178 Forest Lane (District 11)• Royal Lane at Stemmons Freeway (District 6)	<ul style="list-style-type: none">• 500 S. Hill St. (District 2)• 2929 Hickory St. (District 2)• 1400 S. Chestnut (District 7)• 1400 S. St Paul (District 2)• 625 S. Peak St. (District 2)• Live Oak @ N. (District 14)• 1400 Cadiz St. (District 2)

OHS Street Outreach team will continue to engage with homeless individuals to provide notice of clean-up and connect to resources and shelter. OHS Community Mobilization staff are meeting with stakeholders to determine long-term sustainability of encampment sites and will provide periodic updates. Should you have any questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer or Monica Hardman, Director of Office of Homeless Solutions.

New Items

[Revised Council Meeting Locations and Times](#)

Pursuant to Council Resolution 18-0849, adopted June 13, 2018, four of the second Wednesday meetings of each month will begin at 2:00 pm off-site. Mayor and City Council and City staff are working closely to plan each of the following off-site meetings:

Date	Location	District
February 13, 2019	Park in the Wood Recreation Center 6801 Mountain Creek Pkwy, Dallas, TX 75249	3
May 8, 2019	Kleberg-Rylie Recreation Center 1515 Edd Road, Dallas, 75253	8
August 14, 2019	Bachman Lake Branch Library 9480 Webb Chapel Road, Dallas 75220	2
November 13, 2019	Campbell Green Recreation Center 16600 Park Hill Dr., Dallas 75248	12

In addition to the approval of off-site meetings, Resolution 18-0849 amends City Council Rules of Procedure Section 6.1(c)(1) to begin the second Wednesday City Council voting agenda meetings

at 2:00 pm, with the public hearings to begin not later than 6:00 pm. The first meeting affected by this change is **Wednesday, January 9, 2019**. Should you have questions or concerns, please contact Carrie Prysock, Director of the Mayor and City Council Office.

[DPD Response Time Goals](#)

A recent request was made by Council Member Griggs to learn more about calls for police service that exceeded goal times. Goal times are set for dispatch time and travel time. Dispatch time is the amount of time it takes a dispatcher to assign the call to an available officer. Travel time is the amount of time it takes an officer to travel to the incident location. These two times are combined to obtain an overall response time.

Priority Call Level	Dispatch Time (minutes)	Travel Time for Patrol (minutes)	Response Time (minutes)
Priority 1	2:00	6:00	8:00
Priority 2	5:00	7:00	12:00
Priority 3	30:00	7:00	37:00
Priority 4	60:00	7:00	67:00

Attached you will find a breakdown by division outlining all areas where goal times were exceeded within the department by patrol division. The information attached was updated from that previously provided to Council Member Griggs to reflect the entire 2018 calendar year. Should you have any questions regarding this information, please contact Dallas Police Chief Hall.

[Additional Public Meetings on Track 4 of the Homeless Solutions Strategy Plan](#)

The Citizen Homelessness Commission's Housing Committee and the Office of Homeless Solutions are co-hosting three additional public meetings to further discuss Track 4, briefed to City Council on August 1, 2018, and the voter-approved 2017 Capital Bond Program: Proposition J (Homeless Assistance Facilities) prior to releasing the Notice of Funding Availability. The bond funds will be used to leverage public/private partnerships to increase the availability of supportive housing for the homeless; funds may also be used for day centers to provide the wraparound services. The meetings are scheduled for January 23rd, January 30th, and February 6th; further details are available in the flyer attached. Should you have any questions, please contact Assistant City Manager and Chief Resilience Officer Nadia Chandler Hardy, or Monica Hardman, Director of Office of Homeless Solutions.

[Municipal Court ADA Review](#)

Municipal Courts and the Office of Equity and Human Rights have been working to bring more ADA accessibility to the Dallas Municipal Court located on 204 Main Street. Several of the adjustments include adding a wheelchair-accessible ramp at court exits and adjusting office doors to no more than 5 lbs. of pressure to open. Building Services is currently developing a timeline to implement all recommended changes. Should you have any questions or concerns, please contact Gloria Lopez Carter, Director of Municipal Courts.

[American Infrastructure Magazine Names Dallas Municipality of the Year](#)

In December 2018, American Infrastructure Magazine named Dallas the Municipality of the Year. Consideration for this award came as a result of the work the City has accomplished by investing in infrastructure improvements such as the 2017 Capital Bond Program, maintenance projects, and sustainability efforts. For your reference, the article announcing the City's award is attached

and can be found [here](#). Should you have any questions or concerns, please contact Majed Al-Ghafry, Assistant City Manager.

Diversity Contracting Efforts

The Office of Business Diversity continues to work diligently with the Bond Program Office to ensure, not only that the M/WBE goals were met, but to also include diverse teams on the bond program projects. To date, there have been 76 agenda items related to the 2017 Bond Program. We are pleased to announce that, in addition to each item exceeding the M/WBE goal, 21 of the 76 agenda items have 100.00% minority participation. These 76 items total \$124.87M with an overall M/WBE participation of \$63.26M or 50.66%. Should you have any questions or concerns, please contact Zarin Gracey, Director of the Office of Business Diversity.

Running Total M/WBE Participation - 2017 Bond Funds

	M/WBE Total		M/WBE Non-Total		Total
FY 2017-18 TOTAL	52,309,779	47.91%	56,864,208	52.09%	109,173,986
FY 2018-19 TOTAL	10,947,351	69.76%	4,745,916	30.24%	15,693,267
TOTAL	63,257,129	50.66%	61,610,124	49.34%	124,867,253

Dallas High Rise Emergency Exercise

This Saturday, January 12th, the Dallas Police Department, Dallas Fire-Rescue Department, and the Office of Emergency Management will conduct a joint high-rise emergency exercise at Renaissance Tower, 1201 Elm St., Dallas, TX 75201. The exercise will run from 10:00 am until 12:00 pm. The scenario for the exercise will involve an active shooter, hostages, fire suppression, and negotiation. The purpose of the exercise is to test several capabilities for each of the departments including: coordination of resources, training on new equipment, high rise emergency response, and SWAT negotiations in a multi-stimuli scenario. Details of this exercise were presented to the Public Safety & Criminal Justice Committee on December 10, 2018. Staff welcomes all City Council members to attend the exercise as observers. Should you wish to attend, please report to the location no later than 9:30 am. Once the exercise begins we will not be able to move observers to the observation room due to the activities taking place at the building. If you are interested in attending the exercise or have questions, please contact Rocky Vaz, Director of Office of Emergency Management.

Citizen’s Police Review Board Town Hall Meetings

On January 3rd, the Dallas Police Department and the Dallas Citizen Police Review Board kicked off a series of town hall meetings across the city to have discussion and receive resident input on police oversight, community collaboration, and possible changes to the Dallas Citizens Police Review Board. Attached for your convenience is list of upcoming town hall dates, locations, and times. Should you have any questions or concerns, please contact Dallas Police Chief Hall.

Austin Legislative Reception

Each legislative session, the City of Dallas and the Dallas Regional Chamber host a joint legislative reception in Austin, Texas. This sessions’ reception will be held on February 26th from 5:30 pm to 7:30 pm at the Driskill Hotel in downtown Austin. This year, Dallas County will also be participating. This event is an opportunity for City of Dallas officials to visit with State elected officials about the City’s legislative priorities for the 2019 session.

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Staff from the Office of Strategic Partnerships and Government Affairs (OSPGA) are working with your respective offices this week to determine your availability to attend. Additionally, OSPGA staff will be making all the travel arrangements for this trip. Should you have questions or concerns, please reach contact Brett Wilkinson, Managing Director of the Office of Strategic Partnerships and Government Affairs.

[Texas Court Clerks Association: Professionalism Award](#)

In December 2018, the North Texas Chapter of the Texas Court Clerks Association (TCCA) presented the Professionalism Award to **Gloria Lopez Carter**, Director of Court & Detention Services. TCCA is a 1000+ member organization consisting of seven state chapters, with the North Texas Chapter making up half of the organization's membership. The award was in honor and recognition of outstanding contributions. The Professionalism Award recognizes an outstanding person in a municipal court or justice court system who has in some way exemplified professionalism or who has helped the court system in an extraordinary way. Congratulations Gloria! Should you have any questions or concerns, please contact Jon Fortune, Assistant City Manager.

[Bureau of Vital Statistics](#)

The City of Dallas Bureau of Vital Statistics (BVS) has been recognized as a Five Star Award Winner by the Texas Department of State Health Services for timely and accurate registration of birth and death records (<https://www.dshs.texas.gov/vs/field/5star/2018-5-Star-Award-Winners---Local-Registrar/>). The last time the City received this award was in 2008. Under the leadership of manager Margarita Carrasco, the BVS team has decreased wait time for customers from an average of over 60 minutes to an average of 15 minutes or less by combining the responsibilities of staff to maximize productivity. Staff accepted the award last week at the annual Vital Statistics conference in Austin, Texas. Congratulations Margarita and team! Should you have any questions or concerns, please contact Jessica Galleshaw, Director of the Office of Community Care.

[Martin Luther King, Jr. Celebration](#)

In January 2019, the City of Dallas will host its 37th annual celebration of the legacy of Dr. Martin Luther King, Jr. with events highlighting issues of diversity, equity and inclusion from January 9th – January 23rd. The celebration will include community service, educational events, a job fair, and a youth summit, and will be kicked off with a Wreath-Laying Ceremony at City Hall on Wednesday, January 9, 2019 at 12:00pm. The annual Dr. Martin Luther King, Jr. Celebration Gala will be held on January 19th at 6:30 pm at the Hyatt Regency and will feature keynote speaker Dr. Michael Eric Dyson. Staff will provide a separate communication to City Council regarding RSVP's no later than 5:00 pm, January 10th. A comprehensive list of events is available at <https://dallasmlkcenter.com/mlk-celebration-week/>. Should you have any questions or concerns, please contact Assistant City Manager and Chief Resilience Officer Nadia Chandler-Hardy or Jessica Galleshaw, Director of the Office of Community Care.

[Media Inquiries](#)

As of January 7th, the City has received media requests from various news outlets regarding the following topics:

- City's Legislative Priorities
- VisitDallas Audit
- Chief Information Officer Interview

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Please see the attached document compiling information provided to the media outlets for the week of January 2nd – January 7th for your reference and in the event you are contacted by the press. Should you have any questions or concerns, please contact Kimberly Bizer Tolbert, Chief of Staff.



T.C. Broadnax
City Manager

c: Chris Caso, City Attorney (I)
Carol A. Smith, City Auditor (I)
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
M. Elizabeth Reich, Chief Financial Officer
Directors and Assistant Directors

COUNTS OF CALLS EXCEEDING GOALS, 2018 End of Year Totals

	Dispatch Goals	Count Exceeding Goal	Travel Goals	Count Exceeding Goal	Response Time Goals	Count Exceeding Goal	Dispatched Calls for Service YTD
Priority 1	2min		6min		8min		
CENTRAL	2min	1,100	6min	783	8min	933	3,455
NORTHEAST	2min	1,868	6min	2,103	8min	2,174	5,398
SOUTHEAST	2min	1,537	6min	2,225	8min	2,169	5,486
SOUTHWEST	2min	1,235	6min	1,598	8min	1,564	4,458
NORTHWEST	2min	1,350	6min	1,464	8min	1,610	3,685
NORTH CENTRAL	2min	870	6min	993	8min	1,019	2,623
SOUTH CENTRAL	2min	1,920	6min	2,308	8min	2,346	6,146
TOTAL		9,880		11,474		11,815	31,251
Priority 2	Dispatch Goals	Count Exceeding Goal	Travel Goals	Count Exceeding Goal	Response Time Goals	Count Exceeding Goal	Dispatched Calls for Service YTD
CENTRAL	5min	19,201	7min	13,614	12min	19,142	36,880
NORTHEAST	5min	24,355	7min	28,610	12min	30,414	47,097
SOUTHEAST	5min	20,675	7min	25,897	12min	26,379	42,955
SOUTHWEST	5min	20,244	7min	23,889	12min	25,051	41,777
NORTHWEST	5min	19,142	7min	20,338	12min	23,035	34,967
NORTH CENTRAL	5min	11,815	7min	16,411	12min	27,666	25,784
SOUTH CENTRAL	5min	23,498	7min	25,202	12min	27,434	43,939
TOTAL	5min	138,930		153,961		179,121	273,399
Priority 3	Dispatch Goals	Count Exceeding Goal	Travel Goals	Count Exceeding Goal	Response Time Goals	Count Exceeding Goal	Dispatched Calls for Service YTD
CENTRAL	23min	11,229	7min	9,736	30min	11,515	23,301
NORTHEAST	23min	16,178	7min	17,462	30min	17,290	31,112
SOUTHEAST	23min	10,925	7min	13,552	30min	11,791	23,293
SOUTHWEST	23min	11,566	7min	13,676	30min	12,394	25,488
NORTHWEST	23min	14,572	7min	14,819	30min	15,400	26,221
NORTH CENTRAL	23min	7,514	7min	12,209	30min	8,568	19,821
SOUTH CENTRAL	23min	10,807	7min	11,784	30min	11,420	23,675
TOTAL	23min	82,791		93,238		88,378	172,911
Priority 4	Dispatch Goals	Count Exceeding Goal	Travel Goals	Count Exceeding Goal	Response Time Goals	Count Exceeding Goal	Dispatched Calls for Service YTD
CENTRAL	53min	7,173	7min	6,727	60min	7,281	15,330
NORTHEAST	53min	8,809	7min	9,396	60min	9,066	18,311
SOUTHEAST	53min	7,770	7min	9,745	60min	8,009	17,904
SOUTHWEST	53min	7,797	7min	9,739	60min	8,113	18,711
NORTHWEST	53min	8,501	7min	8,410	60min	8,700	15,894
NORTH CENTRAL	53min	4,390	7min	7,468	60min	4,701	12,853
SOUTH CENTRAL	53min	6,191	7min	7,577	60min	6,348	14,903
TOTAL	53min	50,631	7min	59,062	60min	52,218	113,906
GRAND Total							591,467

Updated 1/7/2019... End of Year 2018 Totals



DR. MARTIN LUTHER KING, JR. CELEBRATION GALA

**RECONCILIATION:
MOVING THE DREAM FORWARD**
SATURDAY | JANUARY 19, 2019
6:30 P.M. - 9 P.M.

HYATT REGENCY DALLAS
LANDMARK BALLROOM
300 REUNION BLVD
DALLAS, TEXAS 75207

VALET AND SELF-PARKING ARE AVAILABLE, SUBJECT TO HOTEL PARKING RATES



KEYNOTE SPEAKER
DR. MICHAEL ERIC DYSON



ENTERTAINER
CRYSTAL AIKIN

Tickets must be purchased by Credit Card, Check, Cashier's Check, or Money Order prior to the event. Make Check, Cashier's Check, or Money Order payable to Communities Foundation of Texas. Credit Card payments can be made by phone at 214-671-1505 or online at dallasmlkcenter.com/mlk-celebration-gala.



Hosted by: Office of Homeless Solutions and the
Citizen Homelessness Commission's Housing Subcommittee



PUBLIC INPUT MEETINGS

Join us to discuss Track 4 of the City's Homeless Solutions Strategy Plan
and how the \$20M voter-approved bond funding will be used
to help those experiencing homelessness

WEDNESDAY, JAN 23
VIRTUAL MEETING
6:30 P.M. - 7:30 P.M.
<http://bit.ly/2VxIR3Y>

WEDNESDAY, JAN 30
6:30 P.M. - 7:30 P.M.
MEADOWS CONFERENCE CENTER
2900 LIVE OAK, DALLAS, TX 75204

WEDNESDAY, FEB 6
6:30 P.M. - 7:30 P.M.
J. ERIK JONSSON CENTRAL LIBRARY
COMMUNITY SHOWCASE ROOM
1515 YOUNG STREET, DALLAS, TX 75201

For more information, email HomelessSolutions@dallascityhall.com



DALLAS POLICE DEPARTMENT

Citizen Police Review Board

Town Hall Series - January 2019

<u>Division</u>	<u>Date & Time</u>	<u>Locations</u>	<u>Council Districts</u>
Northeast	Thursday, 1/3 at 6pm -8pm	Highland Oaks Church of Christ 10805 Walnut Hill Lane, Dallas, Texas 75238	Districts 7, 9, 10,13, 14
Southwest	Tuesday, 1/8 at 6pm-8pm	Hampton-Illinois Branch Library 2951 S Hampton Road, Dallas, Texas 75224	Districts 1 ,3, 4, 6
Southeast	Thursday, 1/10 at 6pm-8pm	Pleasant Grove Branch Library 7310 Lake June Road, Dallas, Texas 75217	Districts 5 , 7, 8
Northwest	Monday, 1/14 at 6pm-8pm	Mockingbird Lane Towers 1341 W. Mockingbird Lane, Dallas, Texas 75247	Districts 2, 6, 13
North Central	Tuesday, 1/15 at 6pm-8pm	Gateway Church 12123 Hillcrest Road, Dallas Texas 75230	Districts 11, 12, 13
Central	Wednesday, 1/16 at 6pm-8pm	Meadows Conference Center 2900 Live Oak Street, Dallas, Texas 75204	Districts 2, 14
South Central	Thursday, 1/17 at 6pm-8pm	Highland Hills Library 6200 Bonnie View Road Dallas, Texas 75241	Districts 3,4, 8



**City of Dallas
Public Affairs & Outreach
Media Requests
January 2 – January 7**

Jan. 3, 2019; Kimberly Reeves, Quorum Report:

Can I get a copy of your legislative priorities for session? I am writing for the Quorum Report and the four business journals in the state.

City Response: The link below should suit your needs.

<https://dallascityhall.com/departments/strategic-partnerships/Documents/Adopted%20City%20of%20Dallas%20Legislative%20Program%202018-2019.pdf>

Jan 4, 2019; Dom Nicastro, Reporter, CMSWire.com

What technologies are you looking to learn more about/potentially infuse into the digital workplace in your new role?

Do you see AI being implemented into your digital workplace, and, if yes, how so? If it already is, would love to know how so?

What would you say your No. 1 challenge is technologically for your organization and how do you plan to take it on in 2019?

Finish these sentences...

In my role as CIO/chief tech executive, I would like to have more of (and why)

In my role as CIO/chief tech executive, I would like to have less of (and why)

How would you say the role of CIO has changed from five years ago to today?

What's one past achievement in IT you're particularly proud of and why?

City Response:

Below are the answers to your questions. I've taken the liberty of highlighting the answers to better distinguish them from the questions.

What technologies are you looking to learn more about/potentially infuse into the digital workplace in your new role?

I'm interested in learning more about **Blockchain**-for financial transparency and security; **AI**-for enhancing traffic management, predictive analytics (crime, infrastructure integrity, etc.), and video analytics; **Enhanced Voice Recognition** - for better experiences inside police and fire vehicles.



City of Dallas

Do you see AI being implemented into your digital workplace, and, if yes, how so? If it already is, would love to know how so?

I see it being used in several ways that include enhancing traffic management, predictive analytics (crime, infrastructure integrity, etc.), and video analytics.

What would you say your No. 1 challenge is technologically for your organization and how do you plan to take it on in 2019?

The demand for technology enhancements throughout the City is really high. So, the plan includes working with the business areas of the City and ensure that we have a deep understanding of their business processes along with the citizens' service delivery expectations to build an investment plan and implementation schedule to deploy the appropriate technology solutions.

Finish these sentences...

In my role as CIO/chief tech executive, I would like to have more (and why)... **Budgeted money**, because the needs of the organization are pretty vast and the desired technology change is now, but there is always a limit to resources.

In my role as CIO/chief tech executive, I would like to have less (and why)... **Sleep-deprived nights**. The responsibilities of the CITO in a large government are very vast. They include the technology necessary to assure the effectiveness of all City operations...including 911 calls, 311 calls, water services, streets and traffic, libraries and parks, airports, trash services, financials, office applications are available and usable at most times of the day. These require lots of servers, networks, phones, radios, databases, business systems, computers, etc. Within these enterprise level technology expectations are lots of nights thinking about how to make things better for Dallas.

How would you say the role of CIO has changed from five years ago to today?

The Technology department is still fairly infantile inside of companies. I say that because it's only been a mainstream department for maybe 25 years and most organizations are still dissecting how to use technology and the teams that deliver those services. This is very true for government services. An engaged CIO knows a large amount of information about each portion of the company that they serve. We need to be a business leader, a marketer, a technologist, a customer service provider, a contract manager, a project leader, a data officer, an innovation officer, a security officer, and a transformation officer. Most of these have progressed pretty rapidly over the last 5 years.

What's one past achievement in IT you're particularly proud of and why? **Transforming the City of San Antonio from a reactive technology organization to more cutting-edge technology government with better citizen engagement.**

Jan. 4, 2019; Lori Brown, Reporter, FOX 4: Can you please tell me how much money is allocated for VisitDallas in this fiscal year's budget? Thanks.



City of Dallas

City Response: The funds allocated for VisitDallas are based on a percentage of the Hotel Occupancy Tax (HOT) collections. The percentage collected for HOT is 13% of the hotel room rate charge within city limits. 6% of that number is remitted to the state and the remaining 7% is remitted to the City of Dallas. VisitDallas receives approximately 30% of the 7% the City receives. Additionally, the amount of money disbursed fluctuates from month to month based on HOT collections. At this time, we can only give you a projection of what we expect to disburse to VisitDallas during FY 2018-2019, which is \$19.2 million.

Jan. 4, 2019; Korri Kezar, Digital Editor, Dallas Business Journal: Do you have a photo of Ms. Aleqresh?

City Response: We do not have a picture of Ms. Aleqresh at this time.

Jan 7, 2019; Shawn Shinneman, Online Managing Editor, D Magazine: Can you shoot me the city audit of Visit Dallas?

City Response: You may find the audit on the City Auditor's webpage noted below.

<https://dallascityhall.com/departments/auditor/Pages/default.aspx>