

Memorandum



CITY OF DALLAS

DATE October 26, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – October 23, 2018**

Update Items

Encampment Resolution Schedule –October 23, 2018 and October 30, 2018

The Office of Homeless Solutions (OHS) has scheduled the following sites for homeless encampment resolution on Tuesday, October 23 and 30, 2018:

October 23, 2018 – Complete as of 4:00 pm	October 30, 2018
<ul style="list-style-type: none">• 3900 S. Lamar (District 7)• 5500-5700 S. Lamar St (District 7)• 1900 South Blvd (District 7)• 2300 Coombs St. (District 7)• 2300 Harrison St. (District 7)• 1600 S. Malcolm X (District 7)• 600 Malcolm X St (District 2)	<ul style="list-style-type: none">• 600 S. Peak St. (District 2)• 500 S Hill Ave. (District 2)• 1700 Chestnut St. (District 2)• 2929 Hickory St. (District 2)• 2600 Louise St (District 2)• 2600 Dawson St (District 2)• South Blvd at Harwood St (District 7)• 500 N. Central Expressway (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, Managing Director of Office of Homeless Solutions.

Community Development Tour

As previously communicated, the Community Development Commission will host their annual Community Tour on Saturday, October 27. This riding tour will allow the commission to visit various parks and sidewalk projects that utilized funding from the U.S. Department of Housing and Urban Development (HUD) including CDBG, HOME, ESG, and/or HOPWA. This year's tour will also include visits to the Redbird Area and the Vickery Meadows Community. The tour bus will depart on Saturday from the south side of City Hall at 9:00 a.m. The tour bus will return to City Hall at approximately 1:30 p.m. If you are interested in participating in the Community Tour and have not yet done so, please contact Chan Williams, Assistant Director in the Office of Budget – Grant Administration Division.

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New Items

Community Bike Ride

On Saturday, October 27, 2018 from 8am-11am at the RedBird Mall (3662 W. Camp Wisdom Road, Dallas, Texas 75237), the Dallas Police Department's (DPD) Resource Outreach Center (ROC) will present its First Community Bike Ride, a free family event. In an effort to promote a healthy and safe community, this event invites families out for healthy fun. Registered participants can join DPD officers in a 1.5-mile community FUN Ride for all ages or an engaging 5-mile community ride around the RedBird area. Event will also include a bike safety clinic, a free bike pop up shop to inspect personal bikes and a helmet giveaway. Attached is the event flyer. Please use the link below to register for event: <https://www.eventbrite.com/e/the-dallas-police-department-presents-rocing-redbird-community-bike-ride-tickets-49534607344>. Should you have any questions, please contact Dallas Police Chief U. Reneè Hall.

Friends of Dallas Police Awards Banquet

On Monday, October 29, 2018 at 6:30pm at the Hyatt Regency Dallas (300 Reunion Boulevard, Dallas, Texas 75207), the Friends of Dallas Police Department organization will host the 36th Annual Awards Banquet in honor of all Dallas Police Department employees for a job well done. Friends of the Dallas Police honors police officers and non-sworn employees who have been recognized by the Dallas Police Department in the past year for their strong leadership, courage, and exceptional service. Friends of the Dallas Police will also honor top division non-sworn employee and officer of the year award recipients chosen by the Dallas Police Department in several areas and divisions. Invitations have been previously sent to Council Members. For your convenience the event flyer is attached. For more information please contact the Friends of Dallas Police Office at 214-871-0783 or info@friendsofthedallaspolice.org.

311 Customer Service Center

The 311 Customer Service Center is experiencing longer-than-expected hold times. Staff is taking the following actions to address the delay experienced by customers:

- **Working with the City's temporary staffing contractor to provide an infusion of 25 temp agents to boost the number of agents handling calls:**
The first group of ten new temporary employees began on Friday, October 12. New agents are initially trained to handle Court & Detention Services and Auto Pound calls, as those call types require the shortest training period (less than two weeks). Once new agents can independently handle those calls, more experienced agents are transitioned to train in 311 and Water Customer Service, or (if they are already trained) handle 311 and Water Customer Services calls exclusively.
- **Continuing to post the Customer Service Agent position monthly on the City's NEOGOV site:**
The City typically receives 80-100 applications for each posting. Once applicants have been screened, tested, interviewed, offered a position and have passed background checks, approximately 8-10 new hires begin training.

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- **Hiring part-time staff to assist with peak times:**
An instructor dedicated to part-time agent training has recently been hired and will work a non-standard schedule.

Staff encourages the use of the online service request system (<https://dallascrm.force.com/public/servicetypes>), available from the City's homepage, and the mobile app, "OurDallas", to reduce call volume.

The Government Performance and Financial Management (GPFM) committee is scheduled to receive a briefing from 311 on the results of the Salesforce CRM implementation on Monday, December 3, 2018.

Should you have any questions or concerns, please feel free to contact Margaret Wright, Director of 311 Customer Service Center.

CHC Public Input Meeting

The Citizen Homelessness Commission is hosting a public engagement session to receive input on the \$20 million bond allocated through the 2017 Capital Bond Program. Bond funds can be utilized to create permanent supportive housing targeting the chronically homeless; rapid rehousing targeting elderly, disabled, families with children, and young adults; and day centers for seamless wrap-around services. The public engagement session will take place from 7:00pm-8:00pm on Tuesday, October 23, 2018 at the Walnut Hill Recreation Center located at 10011 Midway Road, Dallas, TX 75229. Please direct any questions to Monica Hardman, Managing Director Office of Homeless Solutions.

Scooter 311 Service Request Type

At the October 15, 2018 Government Performance and Financial Management committee meeting, the question was raised that it did not appear that Scooter (Share) was a Service Request type visible in the new 311 system. It was verified that Scooter Share is a Service Request type in the new 311 system and placed in the category 'Miscellaneous Concerns'. Because of the amount of discussion and interest with Scooter Shares in the community, we have also added Scooter Share in two additional categories on the 311 system and mobile app. It is now included in 'Popular Service Requests' and 'Streets, Alleys, and Sidewalks'. Should you have any questions or concerns regarding the please contact Margaret Wright, Managing Director of 311 and/or Bill Finch, Chief Information Officer.

Property Tax Bills

Dallas County Tax Office began mailing tax statements on October 2, 2018. Taxes for the current year (2018) are due and payable in full on October 1, and are delinquent if not paid on or before January 31. State law requires that penalty and interest be charged on taxes paid after January 31. As you are aware, Dallas Independent School District is having a TRE election to confirm their tax rate. Dallas County Tax Office will not mail any tax statements with Dallas ISD on them until after the results have been

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determined by the election held on November 6. However, all statements are on the Dallas County Tax Office website and are available to print and/or pay at www.dallascounty.org/tax. If you have any questions regarding this matter, please contact Jack Ireland, Director of the Office of Budget.

Additionally, John R. Ames Tax Assessor/Collector for the Dallas County Tax Office has reported that the City of Dallas “2017 ad valorem property taxes were collected at the highest rate on record at 98.98%.” Attached is the letter received from Mr. Ames dated October 23, 2018.

Media Inquiries

As of October 23rd, the City has received media requests from various news outlets regarding the following topics:

- Water Main Break
- City Library and Free Internet
- Bed Bugs Displace Personnel and Equipment from DFR Station
- Internal Update on Bed Bug Situation

Please see the attached document compiling information provided to the media outlets for the week of October 16th – October 23rd for your reference and in the event you are contacted by the press. Should you have any questions or concerns, please contact Kimberly Bizzor Tolbert, Chief of Staff.

Look Ahead

Office of Community Care – Senior Listening Sessions

The Office of Community Care is continuing to schedule listening sessions across the City. There are two senior listening sessions scheduled for the month of October, listed below. These sessions are planned in partnership with our Senior Affairs Commissioners to create opportunities to hear directly from the older adults in our community. Should you have questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer, or Jessica Galleshaw, Managing Director of the Office of Community Care.

Commissioner	Distr.	Location	Date	Time
Irwin "Bill" Gart	11	Jewish Community Center of Dallas	Thursday, October 25	9:45 AM - 11:00

City Council Briefings

November 6, 2018

- North Texas Regional Assessment of Fair Housing Report
- Assessment of Fair Housing Next Steps
- Dallas Cultural Plan
- 5-Year HUD Consolidated Plan

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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



**City of Dallas
Public Affairs & Outreach
Media Requests
Oct. 16 - 22**

Oct. 16; Hannah Everman, NBC 5; Can you see if water department or public works has any information on this water main break? It's pretty large (we are over it with the chopper), Dallas Fire told me to reach out to the city.
I'm trying to figure out where the water main break originated from. There was so much water, it was hard to tell. And also if this is also a combination of a sewage overflow?
Thanks

Dallas, TX (Dallas County)| Special| 9600 Rylie Rd| Engine 51 O/S reporting a major water main rupture. Utilities responding| 16:26

City Response: DWU remains on site and continues to administer the repair. The weather and type of failure has required additional effort and time. The repair involves the replacement of one (twenty-linear feet) pipeline segment. Repairs to pipeline and water service are expected to be restored within the next 3-4 hours. There are a total of six residential customers impacted.

Oct. 17; Melissa Repko, Dallas Morning News; inquiries related to the use of the public right-of-way by internet service providers, and the usage of City libraries offering free internet

City Response:

- Can you explain the process that an ISP has to take to get approval from the City to use the right-of-way? **Anybody (not just ISP) who would like to work within the public right-of-way will need to apply for a ROW permit. As a part of that, they will need to have an approved Traffic Control Plan, site plan showing the work area, and the application.**
- Does the City negotiate with providers when installing data lines or fiber? For example, if a company wants to expand fiber service in the northern part of town, does the City ask or require them to add fiber to a part of southern Dallas?
Providers will propose the work based on their need, and we will not dictate, or negotiate the work area for them.

As for the usage of Library resources, the City does not see any additional strain on the network due to the use of free internet at the libraries. Communication and Information Services (our IT department) does not constantly track usage patterns, but they do see an uptick in use during the summer and on the weekends.

Oct. 19; Robbie Hoy, CBS 11; I was wondering if you could tell me, because of all the recent rain, what the status of the Dallas flood control system is.
We ran a story back in June about a new pump that was tested along the Trinity River.



City of Dallas

I'm just curious as to the status of the flood control system and if it's been working as designed.

Also, I have heard the City is inspecting levees along the Trinity today. Any chance I could send a crew with the inspectors?

City Response: The City's flood control systems are working as intended and have not seen any issues. We will not be able to accommodate a crew traveling with levee inspectors, as they have finished for the day.

If possible, we'd like if you can remind your viewers that while we expect to have a few days without rain soon, many areas may still be flooded, including popular hike and bike trails. We advise residents to stay safe and aware as they go about their weekend.

Follow up: One thing I forgot to ask was about the Able Pump station. That was what was being tested over the Summer and we have great video of water shooting up from that. Is that working as intended? Is the pump moving water out of an area that is or has flooded?

Response: Yes, the Able pump station is not fully online yet, but there is a portion of it that is in operation and working.

Dallas Police media:

Oct. 15; Fox 4, NBC 5, WFAA, CBS 11, DMN; inquiries related to a fatality in the 8900 block of Julius Schepps

City Response: On October 14, 2018 at approximately 10:28 p.m. the victim 58-year-old, Latin male was involved in a motor vehicle collision on the grassy median at 8900 Julius Schepps Freeway and became stuck in the mud. The victim then began to walk across the freeway from the center median towards the east shoulder. A driver 49-year-old White male was travelling northbound in the center lane of the unlit freeway and struck the victim. The victim was pronounced deceased at the scene. No charges filed at this time. This incident will be documented on case number 226629-2018.

Oct. 21; Fox 4, NBC 5, WFAA, CBS 11, DMN; inquiries related to a shooting on Darlene Street

City Response: On October 21, 2018, at approximately 1:20 a.m., Dallas officers responded to 5236 Darlene Street regarding a call with multiple victims shot. When Officers arrived, they found that 3 victims had been shot with multiple gunshot wounds. All victims were transported to an area hospital with non-life threatening injuries. Information gathered at the scene determined a B/M suspect entered the residence and fired several rounds at the complainants before fleeing the scene in an unknown direction. Multiple individuals detained at the scene were found not to have been involved in the shooting and were taken to jail on outstanding warrants.



City of Dallas
Dallas Fire-Rescue Department
Media Requests: October 15 - 21, 2018.

Monday, October 15th: Dionne Anglin, Fox 4 News – Can you please confirm reports, from a tip we received through a phone call, that Fire Station 51 has been evacuated after it was reported to have bed bugs.

City Response: (phone conversation) On Friday, October 12th, firefighters at Fire Station 51 put in a service request for an exterminator after finding what they believed to be bed bugs in the station. After the finding was confirmed, by a City-contracted exterminator, station personnel and equipment were temporarily relocated to Fire Station 9. Exterminators have applied multiple treatments to try and remedy the problem, but there is no confirmed timeline on when firefighters will be able to reoccupy the station.

Tuesday, October 16th and Wednesday, October 17th: Hannah Everman, NBC 5 and Giles Hudson, CBS 11, respectively - I was hoping you could forward me some information about the bed bug situation at Station 51 in Dallas? I heard that DFR has set up a Go Fund Me account to raise money to replace the furniture that was infested, because the city of Dallas will not pay to replace it – Is that true? What's the status on cleanup?

City Response: Station 51 first reported the finding on Friday, October 12th. The first treatment was applied, by a City contracted vendor, on Saturday, October 13th. Station personnel and equipment (6 firefighters staffing an engine, rescue and booster) were relocated to Fire Station 9 on Sunday, October 14th and a second treatment was applied on Monday, October 15th. A third treatment is scheduled to be applied tomorrow, and station personnel and equipment are tentatively expected to be moved back in on Thursday, October 18th.

As far as the Go Fund Me page is concerned, this was not set up by the department. The department's plan is to replace the beds in the station as well as other pieces of furniture throughout the station once identified.

I'm not sure who set the page up; but I can say that it was clearly done under the assumption that the City was not going to help. That is not, and never was, the case.

Update on the Bed Bug Situation: While addressing the infestation at Fire Station 51, bed bugs were also found at Fire Station 9. After multiple spray treatments of facilities, equipment and apparatus, both stations were placed back in service on Monday, October 22nd. DFR has hired a company that will heat clean the Personnel Protective Attire (PPE) of firefighters from both stations. Additionally, the DFR Safety Division is formulating new Standard Operating Procedures (SOPs) for dealing with infestations, specifically bed bugs. The DFR Command Staff have reached out to neighboring departments who have dealt with this matter previously. Best management practices are being utilized currently, with a focus for similar issues in the future.



MONDAY, OCTOBER 29, 2018
VIP Reception 5:15 PM
Dinner & Awards Program 6:30 PM
Doors Open at 6 PM

HYATT REGENCY DALLAS
300 Reunion Boulevard
Dallas, TX 75207
VIP Reception - Pegasus Ballroom
Dinner - Landmark Ballroom

FOR QUESTIONS, CONTACT
Meshala Bean - 214.671.4436

Honoring
THE MEN & WOMEN
OF THE DALLAS POLICE DEPARTMENT

Reception Sponsors

CIGNA • DON HENLEY FAMILY • FREEMAN AUTO GROUP • HIGHLAND CAPITAL MANAGEMENT • THE MEN AND WOMEN OF HUNT CONSOLIDATED, INC.
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Dallas Police Department RedBird Outreach Center (R.O.C.) Presents:

"#ROCing RedBird"

Saturday October 27, 2018

8am to 11am

3662 W. Camp Wisdom Rd. Dallas TX, 75237

Come join the Dallas Police Department RedBird Outreach Center for a fun bike ride

Helmet Giveaway

(while supplies last)

Bike Safety Clinic

Pop-up Bike Shop

(Provided by Bike Friendly South Dallas)

Healthy Food Education

and much more...

1.5 mile kids fun ride

5 mile community ride



For more information contact : (214)-662-8027





YOUR INPUT NEEDED

**THE 2017 DALLAS BOND PASSED
WITH \$20M FOR HOMELESS
SHELTERING AND HOUSING**

Join us to learn how bond dollars are proposed to be used to help the homeless and give your input & feedback on the plan.

• OCT 23, 2018 •

WALNUT HILL REC CENTER
10011 Midway Rd, Dallas, TX 75229
7 - 8 pm

HOSTED BY THE CITY OF DALLAS
CITIZEN HOMELESSNESS COMMISSION
& OFFICE OF HOMELESS SOLUTIONS