



City of Dallas

DALLAS DELIVERS

CITY HALL HIGHLIGHTS

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In this Issue:

City hosts Emergency Response Team Conference 2

Dallas Library rolls out second Bookmobile 3

Love Field's environmental commitment 4

Spring time is Art time at City Cultural Centers 5

311 Customer Service Center now open 6

Citizen's Fire Academy class enrolling soon 7

City University leadership program takes flight 8

City shines light on customer service with introduction of special Fourth Friday events

"Fourth Friday is a special day, created to shine the spotlight on customer service initiatives going on throughout the City, and help keep the momentum going," said City Manager **Mary K. Suhm**. "On the Fourth Friday of the month, each department will undertake an event or series of activities focusing on quality customer service."

These events, ranging from viewing customer service videos, W.O.W. Card presentations, open houses, pep rallies and many others, are not intended to replace ongoing and established initiatives, nor diminish the emphasis on practicing quality customer service every day. The inaugural city-wide Fourth Friday was held Friday, March 28.



Above, Environmental Health Services' Crisis Homeless Outreach Unit's Fourth Friday event involved former homeless resident **Marvin Polk**. "He was diagnosed with cancer and has become very depressed," said EHS employee **Ronny Cowart**. Outreach workers helped him celebrate his birthday before he goes into the hospital. From left, **Norris Cotton; Monica Ladet; Ron Cowart; Winford Cross; Louis Adams; John McGlothin; and Carol Webster**.

Top right, Sanitation Department's Fourth Friday featured talk about what works and what doesn't. Employee **Sarah Delgado**, with Director



Mary Nix, was also recognized. Sarah is on the next Wall of Honor for her "star studded" customer service delivery.



And above, the **Public Information Office** hosted a Customer Service Café and Open House, featuring Paciugo Italian Gelato.

“The lessons learned from events like 9/11 and Hurricane Katrina showed us that we must rely on help from our sister cities, state and federal agencies, and the resources available from the private sector in order to manage major catastrophes,” said Office of Emergency Management Director **Kenny Shaw**.

City hosts Emergency Response Team conference

City Hall Plaza was swarming with fire engines, SWAT vehicles, bomb robots, urban search and rescue apparatus, crisis response units, mobile tactical command posts and even a law enforcement helicopter landing on the Plaza. No, it wasn't a film shoot for the TV program *Prison Break*. The display of force, technology and public safety equipment was part of the first ever Dallas Emergency Response Team (DERT) conference. The conference, hosted by the City of Dallas Office of Emergency Management (OEM), Dallas Police and Dallas Fire-Rescue Departments and DOWNTOWN DALLAS, was held at the Dallas Convention Center on April 1.



"The response was tremendous", said OEM Director **Kenny Shaw**. "We had 450 participants who pre-registered including property and business owners and managers, security directors, building engineers and disaster recovery specialists, and about 35 others showed up the morning of the conference."

DERT is a unique public-private partnership created to improve communication between business organizations and public safety departments before a disaster happens. DERT brings together City officials, building owners and managers, security professionals, and other emergency planners from the private and non-profit sectors to deal with the special challenges posed by disasters and emergencies (critical incidents). Whether it's the threat of a tornado or a terrorist attack, the group works together to prepare for, respond to and recover from critical incidents. This partnership model has had great success in Downtown Dallas,



and will soon be replicated throughout the entire City of Dallas.

"There is a national trend toward public-private partnerships in public safety and emergency preparedness," said Shaw. "The lessons learned from events like 9/11 and Hurricane Katrina showed us that we must rely on help from our sister cities, state and federal agencies, and the resources available from the private sector in order to manage major catastrophes."

"DERT is an integral component of DOWNTOWN DALLAS' public safety efforts, and we are pleased to see the model we created for Downtown going city-wide," said John F. Crawford President/CEO DOWNTOWN DALLAS. "The conference showcased the program and was an educational resource for property managers, security teams and anyone interested in knowing how to 'prepare, respond and recover' in an emergency."

Participants listened to guest speakers talk about state public-private partnerships, the role of Dallas Public Safety Departments, volunteer organizations and non-profits like the Red Cross, Salvation Army and faith-based organizations. They also visited display booths provided by conference sponsors to learn more about communication tools and private-sector efforts, toured vehicles on the Plaza and asked the experts questions.

Speakers included: Dallas Police Chief **David Kunkle**; Fire Chief **Eddie Burns**; OEM Director **Kenny Shaw**; Jack Colley, Governor's Division of Emergency Management; Grayson Gill, Senior Managing Director CB Richard Ellis; Cheryl Satterfield-Jones, CEO Dallas Area Red Cross; and FBI Supervisory Special Agent Earl A. Burns, Jr.

Dallas Public Library rolls out second Bookmobile

The Dallas Public Library unveiled its second bookmobile March 27 at the Central Library Plaza, 1515 Young St.

"It's remarkable what a bookmobile means to a community," said Director of Libraries **Laurie Evans**. "In many instances, the bookmobile is someone's fondest first memories of the library. The bookmobile has been part of our library service intermittently since 1949," she said. "In the early years, a bookmobile stop was sometimes the precursor to establishment of a new branch library. The bookmobile provides an approachable connection to the library, and has really helped us create many new users of library services and resources," Evans said.

The library's new bookmobile was made possible by the generous support of many donors throughout the community, Evans said. "Their understanding of what a bookmobile means specifically to children of our community is one of the reasons they've given so generously."



The Bookmobile public entity sponsor is Atmos Energy. Private financial support was provided by Hoblitzelle Foundation; Carl B. & Florence E. King Foundation; Glenn & Dee Simmons Foundation; Harold Simmons Foundation; Ray & Nancy Hunt; the Meadows Foundation; and the Friends of the Dallas Public Library.

For a schedule and list of bookmobile stops, visit www.dallaslibrary.org.

The Bookmobile is also available on a limited basis to take requests for stops at community events and special programs. Past events have included Dallas Roars at the Dallas Zoo; Earth Day at Cottonwood Park; The Mayor's back to School Fair; and Fair Park in Lights. To schedule the bookmobile for a community program or event, call (214) 670-1708 or e-mail libraryonwheels@dallaslibrary.org.

City staff, elected officials, corporate and private donors and students at the Chavez Cesar Learning Center and Thomas L. Marsalis Elementary School were among those attending the rollout of the Library's second Bookmobile on March 27 at the Central Library.

Four weekends of fun are coming up as Dallas Roars!

The Dallas Zoo ushers in spring with the third annual Dallas Roars! Festival April 19 and 20, April 26 and 27, May 3 and 4, and May 10 and 11. Activities will be Saturday noon to 5 p.m. and Sunday 1 to 5 p.m.



The festival will include special children's activities and entertainment and the grand opening of the walk-through exhibit, *Butterflies*. Learn the life cycle of native Texas species, and how to create your own butterfly garden. Opens April 19 and continues through June. Other upcoming events:

April 26: Amphibians: Life under the Leaf - a special exhibit of endangered and threatened frogs and amphibians. At the Pierre A. Fontaine Bird & Reptile Building.

April 26-27: Party for the Planet. The Dallas Zoo and Dallas Water Utilities Conservation, Texas Discovery Gardens, Texas Commission for Environmental

Quality, Dallas Urban Forest, the Dallas Museum of Nature and Science and other community organizations will feature booths throughout the park with fun tips and messages about the environment and conservation.

May 3-4: Family entertainment celebrating Cinco de Mayo and Día de los Niños, including dance troupes, mariachi bands, and other surprises. Enjoy making paper flowers and trying out the bounce houses and games.

May 10-11: Mother's Day tribute. Bring mom for a day at the largest zoological park in Texas. Enjoy live entertainment and activities for the young and young-at-heart.

For more information, visit www.DallasRoars.com or call (214) 943-2771.

“Our efforts at Love Field are an extension of City-wide policies pertaining to environmental responsibility,” said Director of Aviation **Daniel T. Weber**.

“Healthier employees are happier employees . . . It’s a win-win for everyone,” said employee **Elae Thompson**.

Love Field Airport continues its environmental commitment

Dallas Love Field Airport is continuing its commitment to environmental responsibility with a pledge to reduce an additional 1,000 pounds of PCBs found in light ballasts. Love Field is also taking the National Partnership for Environmental Priorities “Mercury Challenge” and recycling or removing 50 pounds of mercury from light bulbs, thermometers, thermostats and other equipment.



Love Field is already a member of the National Partnership for Environmental Priorities (NPEP), recognized for replacing 4,000 pounds of PCBs found in light ballasts last November; is one of only four airports nationwide to join the NPEP program; and is the first to add additional goals to their original commitment.

“Our efforts at Love Field are an extension of City-wide policies pertaining to environmental responsibility, which are implemented through our Environmental Management System,” said Director of Aviation **Daniel T. Weber**. “Our success with removing harmful chemicals from the system follows our earlier program to reduce air emissions, in conjunction with our tenant airlines. Our staff will continue to work at reducing all Dallas Airport System facilities’ impacts on the environment.”

For more information on the National Partnership for Environmental Priorities, call (214) 665-2247 or visit www.epa.gov/epaoswer/hazwaste/minimize/npep/index.htm. To learn more about activities in EPA Region Six, visit www.epa.gov/region6

Sanitation workers plan to hoop it up

Dallas Sanitation workers are going to court - the basketball court that is - in an effort to boost employee morale and improve overall fitness of the department.

Employee **Elae Thompson**, chairman of the Sanitation Field Employees Morale Team, came up with the idea for a basketball league after learning that many employees were interested in improving their health but not really sure of how to begin. “Healthier employees are happier employees and happier employees are more productive employees,” Thompson said. “So it’s a win-win for everyone.”



In addition to the health benefit, **Michael L. Vaughns**, coach of the department team, the Blue Devils, hopes to make the games a family event. “There will be plenty of fun for everyone. We want to fill the stands and give our employees and their families an opportunity to meet and enjoy a sense of camaraderie,” Vaughns said.

Workers have been eager to sign up and have currently filled the rosters of eight teams. Plans are to expand the league next year to include other departments for a citywide tournament. For more information call (214) 212-7433.

Spring time is art time at the City's Cultural Centers

The City of Dallas cultural centers provide a wide range of community-based and culturally diverse artistic programs. Here are a few of the events coming up:

Bath House Cultural Center

April 26 to May 24: *Naturally*. The wonders of nature expressed by the paintings of Melodee Martin Ramirez and Bob Nunn address the very soul of environmental preservation. Free.

April 4-6 - Barefoot Brigade Dance Festival – A festival of modern dance and performance art. Tickets: \$10-15

April 11-12, 8 p.m.- Shakespeare Unplugged presents *The Rivals* by Richard Brinsley Sheridan, a staged reading directed by Christopher McMurtry presented in collaboration with Shakespeare Dallas. Tickets: \$5.

April 19, 3 p.m.- *Jampact*, original compositions by this eclectic and innovative electro-acoustic band. Free.

Ice House Cultural Center

April 8-26: El Día de los Niños art exhibition – An exhibition of artwork created by elementary school students in Oak Cliff to commemorate the annual celebration of Children's Day. Free.



Latino Cultural Center

April 1 to June 28: Los México de Mariana Yampolsky: Ritos y Regocijos (Mariana Yampolsky's Mexicos: Rites and Rejoicings) - stunning photographs by one of the most prominent and influential photographer of the Americas. Free.

April 5, 8 p.m. - Orchestra of New Spain with Conté de Loyo Flamenco Theatre - A flamenco performance of the finest caliber danced to Spanish folk tunes, *canciones*. Tickets: \$10-25

April 11, 7:30 p.m. - Dallas Latin Youth Orchestra with Bobby Sanabria - Latin Jazz Master Bobby Sanabria uses the 5-beat rhythm of the clave as the "key" to unlock the roots of Afro-

Cuban music. Tickets: \$15-20

April 22, 7:30 p.m.—Allegro Guitar Society of Dallas presents Roland Dyens. His stage presence, improvised openings and unique relationship with listeners position him at the forefront of guitar performance today. Tickets: \$35.

South Dallas Cultural Center

April 5 and 12, 10 a.m. noon: African Diaspora Cuisine in collaboration with Cultural Connections. Learn about foods from Nigeria and the Dominican Republic during this exciting cooking demonstration. Free.

April 11 and 12, 8 pm – Beckles Dancing Company Spring Concert. Tickets: \$10.

April 22, 7 p.m. – The Listening Room, original music of award-winning musician/composer Michael Palma. Free.

For a list of cultural center locations and other information go to www.dallasculture.org and click on "cultural centers."



“I am excited about the opportunity to lead the organization that will continue to provide world class service to the citizens of Dallas,” said Eva Liggins, Customer Service Director.

Environmental experts urge residents not to flush drugs down the toilet , because traces could end up in the water supply.

New 311 Customer Service Center now open

The split of 311 from the 911 Call Center is complete, and the City’s new 311 Customer Service Center is now open.

In focusing on customer service across the organization, the City has recognized that the skill set required in a 911 emergency response environment is different than what’s needed in responding to non-emergency customer questions and concerns. Strategic Customer Services is the new home department for the 311 Customer Service Center. The center houses 311, Water Customer Service, and radio dispatch staff - approximately 75 employees.



Eva Liggins is new 311 Customer Service Director.

Eva Liggins, the new Customer Service Center Director, brings years of municipal call center experience to this challenge. Most recently, she served as the Director of Customer Service for the Washington, D.C. Water and Sewer Authority.

“I am so excited about the opportunity to lead the organization that will continue to provide world class service to the citizens of Dallas,” she said. “I will continue to build on the work that has already been done by an outstanding team of leaders and employees. I look forward to working with the various departments to deliver the exceptional service that citizens expect and deserve,” she said.

The planning and build-out of the new Customer Service Center was a cooperative effort between Communication & Information Services, Dallas Fire Rescue, Dallas Police Department, Dallas Water Utilities, Equipment and Building Services, and Strategic Customer Services

Don’t Flush It! Dispose of pharmaceuticals properly

Dallas Water Utilities Pretreatment and Laboratory Services Division reminds residents about safe prescription medicine disposal. Unwanted medications can be taken to the Dallas County Home Chemical Collection Center at 11234 Plano Road for free disposal.

Environmental experts urge residents not to flush pharmaceuticals down the toilet, because traces of the drugs can end up in the sewage treatment plant and into streams and drinking water supplies. Studies have detected very low concentrations of prescription drugs in streams, rivers and lakes.

For hours of operation and to find out what other household chemicals are accepted at the Collection Center, call (214) 553-1765, or visit the Office of National Drug Control Policy at: http://www.whitehousedrugpolicy.gov/drugfactsht/proper_disposal.html.

Citizen's Fire Academy enrollment begins April 30

Enrollment for the first of two scheduled Citizen's Fire Academy classes to be presented by Dallas Fire-Rescue will begin on April 30. Dallas residents 18 or older are eligible to take the training, held Thursday evenings at the DFR Training Center, 5000 Dolphin Road. Enrollment will continue until May 14, with the first training class to begin on May 29.

"This program will provide participants the opportunity to do hands-on training with equipment used by our own firefighters," said Dallas Fire Rescue's **Sherrie Lopez**.

Class topics will include Emergency Medical Services, fire suppression, Urban Search and Rescue, fire dispatch operations, fire prevention and education, CPR certification and other pertinent fire related topics. The final week will include a full day of Dallas Fire Department demonstrations provided by Fire Department personnel. A formal graduation ceremony will conclude the 10-week course.

To sign up, apply online at www.dallasfirerescue.com or by call the DFR Training Division at (214) 670.0231.



Citizen's Fire Academy classes give participants the opportunity to learn the science and strategies of fighting fires.



Convention Center now accredited in AICP

The Dallas Convention Center has been accredited as a member of the International Association of Congress Centres (AIPC). Only seven convention centers in the United States are members of the association.

"This accreditation is a testament to the Dallas Convention Center's commitment to delivering high standards of service," said Dallas Convention Center Director **Frank Poe**. "This kind of recognition will allow us to continue to attract business and secure our economic prosperity for the future."

The AICP is the industry association for professional convention and exhibition center managers worldwide and occupies a unique position among various organizations representing the meetings industry. The organization focuses specifically on the issues, opportunities and challenges facing convention and exhibition centers.

Free health screenings, immunizations and job fair April 19

Free health screenings, immunizations and a job fair will be provided from 11 a.m. to 3 p.m. Saturday, April 19, at the West Dallas Multipurpose Center, 2828 Fish Trap Road. Health screenings will include prostate, sickle cell anemia, blood pressure and diabetes. Lead testing will also be available for children ages newborn to 14.



Children's immunizations will also be offered; parents or legal guardians must present the child's shot record. Free adult immunizations for Tdap, Varicella, Hepatitis A, Hepatitis B, HPV and Meningococcal. The Sickle Cell Disease Association, Methodist Hospital, Garza Chiropractic, Prevent Blindness of Texas and Vision Home Health Care are providing the screenings. City of Dallas department representatives will also provide information on the Women, Infants, and Children (WIC) program, water conservation, fire prevention, police, storm water management and Dallas Public Libraries.

Persons seeking employment can also benefit from a job fair; employers include the City of Dallas, UPS, DART, Pro Staff and the Dallas County Community College District. Job fair participants should bring their resume and dress ready to interview.

Entertainment and a children's area will be provided. The event is sponsored by the City of Dallas Environmental and Health Services, West Dallas Multipurpose Center, DART, Fidelity, All Smiles Dental, and El Centro Community College. For more information call (214) 670-6361.

Dallas to observe National and Global Youth Service Day

North Texas will demonstrate the importance of giving back to the community when they perform various volunteer service projects as part of Global Youth Service Day on April 26. The day will begin at 9 a.m. with a ceremony and rally at Dallas City Hall Plaza. Project teams will perform service projects related to underage drinking prevention, landscaping, park beautification, environmental cleanup and equipment restoration.

Global Youth Service Day is a public awareness and education campaign that highlights the contributions young people make to their communities every day. The Dallas observance is a partnership between Dallas Park and Recreation, the Texas Youth Commission and the Greater Dallas Council on Alcohol and Drug Abuse. Individuals or youth organizations are invited to participate in this year's event. For registration details, call Dallas Park and Recreation Department Youth Services at (214) 243-1575.

New City University Leadership Development Program takes flight

The City of Dallas' new organizational staff development division of Human Resources, City University has launched a new Leadership Development Program. *Piloting the Flight: Taking Management Training to a Higher Altitude*. Its purpose is to help the City's succession planning efforts and strengthen leadership skills among supervisors and managers.

The six-month pilot program uses an airplane flight as a metaphor for exploring the critical leadership skills needed in today's workplace. Management training consists of an opening (takeoff) session, five core course modules (altitudes) and a debriefing (landing) session. The five course modules are Leading Change, Leading People, Driving Results, Business Acumen, and Building Coalitions.

A "solo flight" that takes place when program participants complete module five allows them to participate in a mini internship in another City department; learn how that department serves the City and the community; and help the department transfer learning gained from the five altitudes, or core courses. After completing the solo flight, participants will be expected to have developed and presented their "pre-flight plan," "flight plan" and "landing plan," which detail lessons learned and their experience with the external department. The landing will include feedback and an assessment of the overall program that will be used for future planning and development.

In January, City University began enrolling its targeted 1,650 supervisors and managers by kicking off the program. Courses are held at the City University campus in ECO Park, south of downtown Dallas at 5215 Simpson Stuart Road. For more information, contact **Tracy Madison** in Human Resources at (214) 671-1321.

