

Memorandum



CITY OF DALLAS

DATE December 16, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Transfer of Street Blockage Response to the Department of Transportation**

Background

To increase efficiencies in the Dallas Police Department (DPD) and decrease response time for City services, City Council directed staff to identify opportunities to divert non-emergency services provided by DPD to other departments. Two of the non-emergency services identified for diversion were parking violations and non-emergency vehicle street blockages on City-owned streets. Through collaboration between DPD, 911, 311, and the Department of Transportation (TRN), 24-Hour parking violation calls were diverted to TRN as of August 1, 2022.

Diversion of Vehicle Street Blockages

To continue implementation of diversion of non-emergency services from DPD, effective January 3, 2023, TRN's, Parking Enforcement Division (Parking), will begin assisting DPD with non-emergency vehicle street blockages on City-owned streets. Initially, Parking will respond to street blockages from 6am-4pm, and DPD will respond outside of those hours. As Parking staff gains response experience and knowledge, Parking will expand its coverage hours and ultimately fully absorb this service from DPD. However, while Parking will provide coverage for street blockages on City-owned streets, DPD will continue responding to vehicle street blockages on freeways and other high-speed roadways.

Ongoing Evaluation of Operational Performance

As response of non-emergency of vehicle street blockages is transitioned to Parking, a working group, composed of members from 911, 311, Parking Enforcement, and DPD, will continue regular meetings to review operations performance, resource demands and updates, and evaluate the steps necessary to eventually relieve DPD of these types of routine street blockage calls.

Given the timeline for transition of Parking's response to non-emergency vehicle blockages on City-owned streets, in January 2023, the City will start an awareness campaign to inform callers that non-emergency vehicle blockage calls will be transferred to 311. If you have questions or need additional information, please contact Ghassan 'Gus' Khankarli, Ph.D., P.E., PMP, CLTD, Director of the Department of Transportation, at Ghassan.Khankarli@dallas.gov.



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Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors