

Memorandum



CITY OF DALLAS

DATE February 1, 2019

Honorable Mayor and Members of the City Council:

TO Mayor Pro Tem Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough, Councilmember Carolyn King Arnold

SUBJECT **Bureau of Vital Statistics Operational Overview and Updates**

Summary

On February 4, 2019, you will hear a presentation from the Office of Community Care on the City's Bureau of Vital Statistics, its operations, structure and recent service improvement successes.

Background

The City of Dallas Bureau of Vital Statistics (BVS) offers a critical service for residents. BVS is responsible for registering every birth and death that occurs in the City of Dallas, issuing long form birth and death certificates for events that occurred in Dallas proper, issuing abstract birth certificates for the State of Texas, administering acknowledgement of paternity, and processing mail and online requests. BVS is located inside of the J. Erik Jonsson Central Library on the first floor, and is open every Monday through Friday from 8:30am to 5:30 pm. BVS is staffed by 13 full time employees, including a Manager, who serves as the Local Registrar, and a Supervisor, who serves as the Deputy Registrar. BVS is governed by numerous state codes related to operations, staffing, processing, payment and procedure.

Dallas BVS was recently recognized by the State of Texas with the "Five Star Service Award" in recognition of low wait times and high-quality customer service. Over the last two years, BVS has reorganized staff and restructured operations in order to provide more timely service. The result has been a decreased average wait time (from over 60 minutes to less than 15), increased rated of births registered in one business day (from 73% to 98%), increase in search-to-print ratio (from less than 50% of database searches resulting in printing to 74% resulting in printing), and improved staff attendance, punctuality and morale.

Should you have any questions or concerns, please contact me.

A handwritten signature in blue ink, appearing to read 'Nadia'.

Nadia Chandler- Hardy

Assistant City Manager and Chief Resilience Officer

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C: T.C. Broadnax, City Manager
Chris Caso, City Attorney (Interim)
Carol A. Smith, City Auditor (Interim)
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
M. Elizabeth Reich, Chief Financial Officer
Laila Alequresh, Chief Innovation Officer
Directors and Assistant Directors

Bureau of Vital Statistics Operational Overview and Updates

**Human & Social Needs
Committee**

February 4, 2019



**Jessica Galleshaw, Director
Office of Community Care**

**Margarita Carrasco, Manager
Bureau of Vital Statistics**

City of Dallas

General Information

- Location
 - J. Erik Jonsson Central Library, 1st Floor
- Hours of Operation
 - Monday – Friday 8:30AM-4:30PM
- Certificate Fees
 - Birth - \$23 TAC 181.22(a,c)
 - \$10 search, \$10 issuance, \$2 surcharge, and \$1 preservation fee (HSC 191.0045)
 - Death - \$21 - TAC 181.22(b,c)
 - \$10 search, \$10 issuance, \$1 preservation fees
 - Additional Death - \$4 TAC 181.22(b)

Oversight

- Website address: www.dallasvitalstatistics.com
- Supported by Texas Vital Statistics in Austin
 - Austin support staff hours are Monday-Friday 8:30AM-4:30PM
- Governed by the following State of Texas codes:
 - Texas Administrative Code
 - Health and Safety Code
 - Family Code
 - Code of Criminal Procedure
 - Government and Election Code

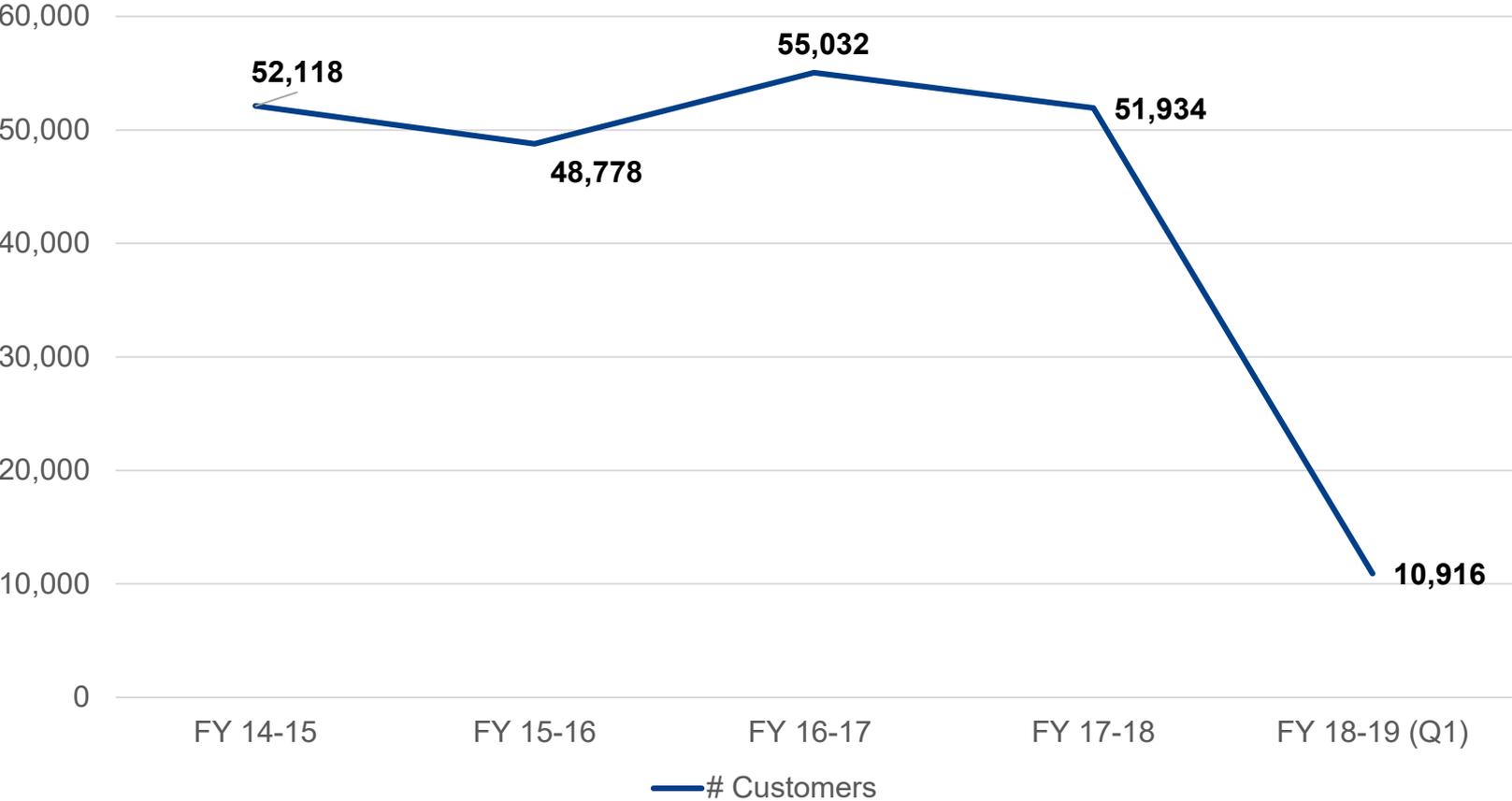
What We Do

- Register every birth and death that occurs in the City of Dallas
- Issue long form birth certificates and death certificates for events that occurred in the City of Dallas proper
- Issue abstract birth certificates for the State of TX
- Administer Acknowledgement of Paternity
- Process mail & online requests

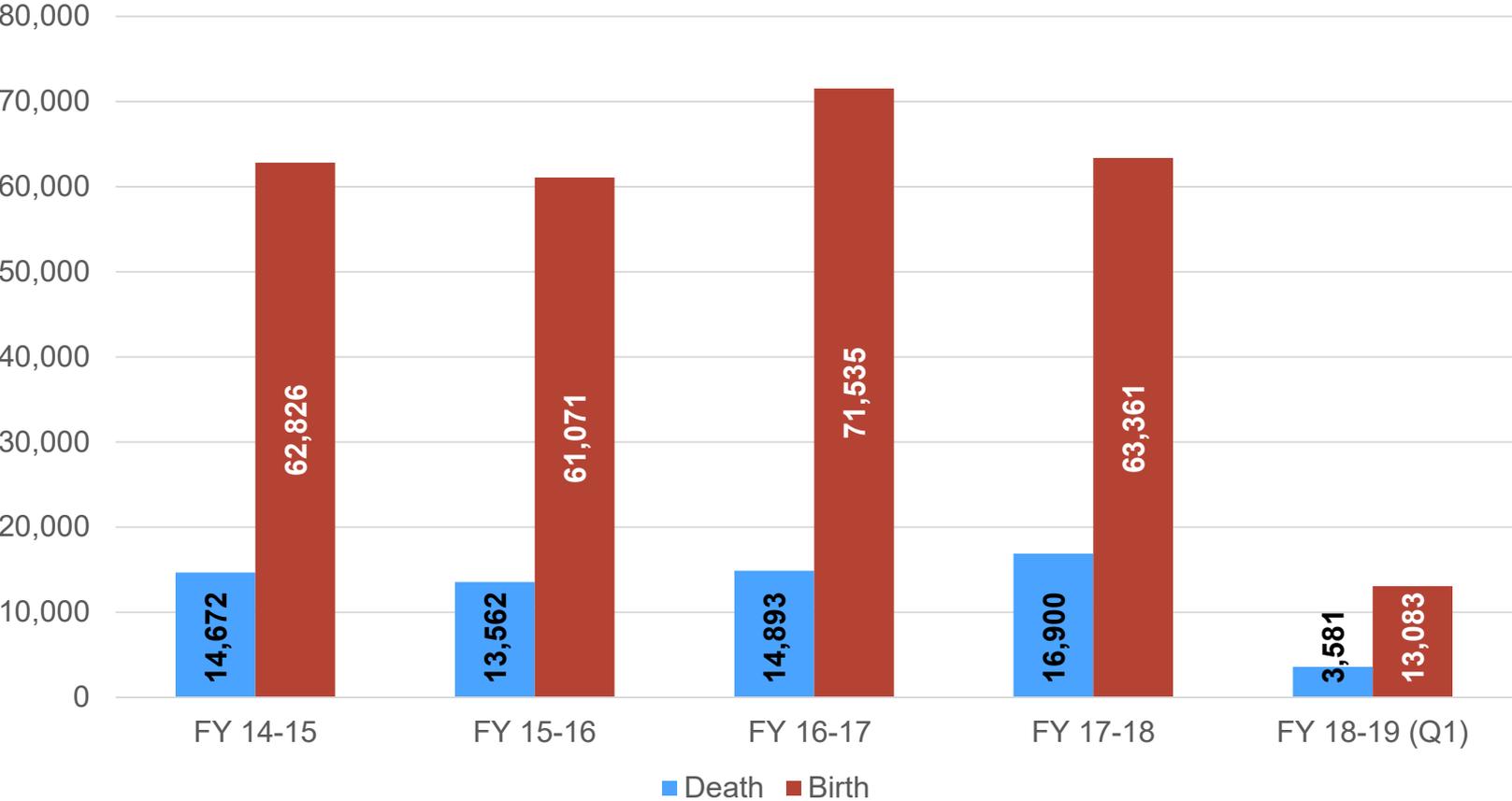
STAFF – 13 Full Time Employees

- 8 Customer Service Representatives (CSR)
- 2 CSR II
- Senior CSR
- Supervisor (Deputy Registrar)
- Manager II (Local Registrar)

Customers Served (Average 190 Customers Daily)



Certificates Sold

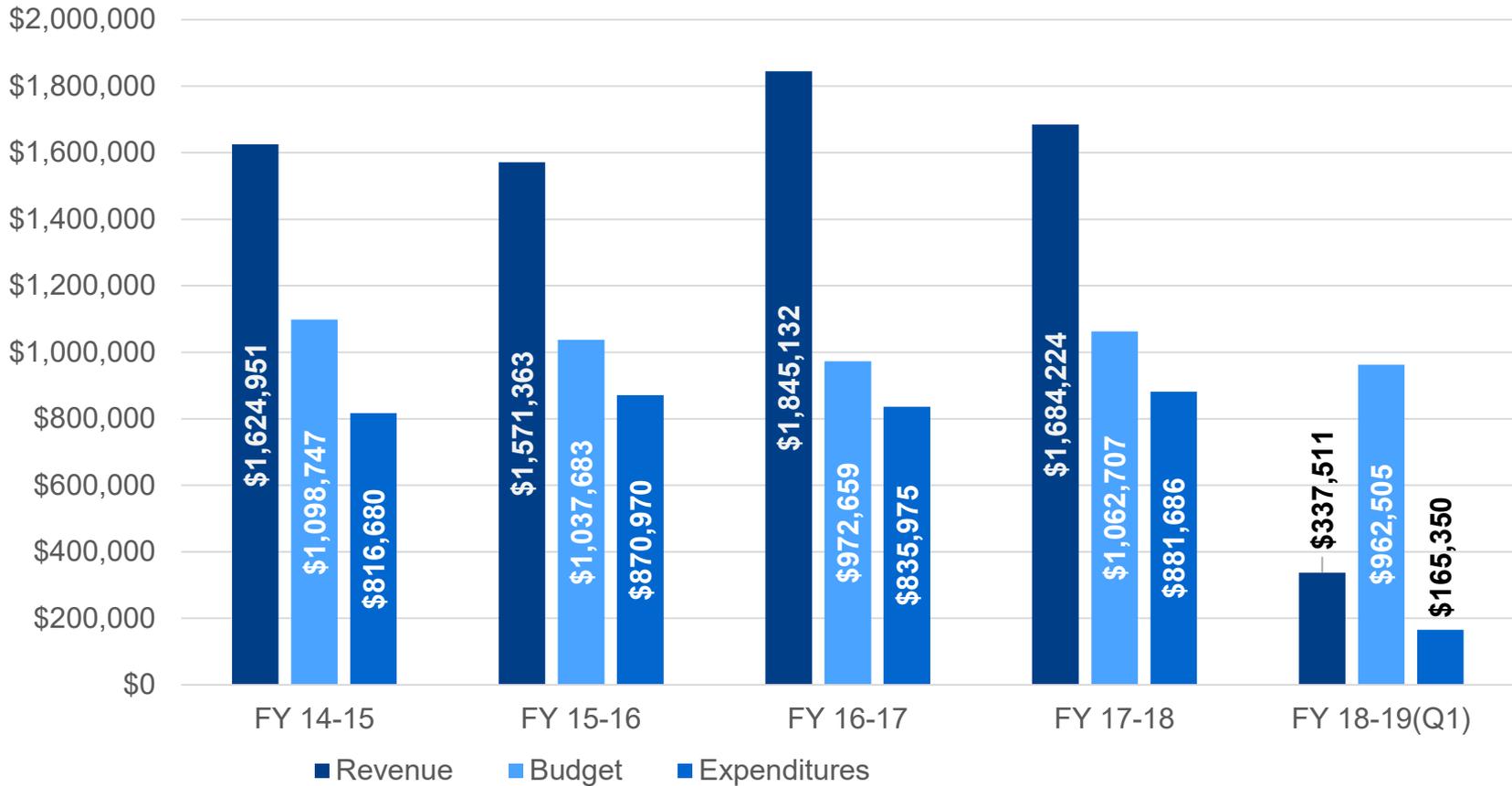


Registrations Per Year

	BIRTHS	DEATHS
FY 14-15	32,778	11,460
FY 15-16	33,351	11,764
FY 16-17	34,226	16,282
FY 17-18	32,982	11,330
FY 18-19 (Q1)	8,915	3,236



Comparisons

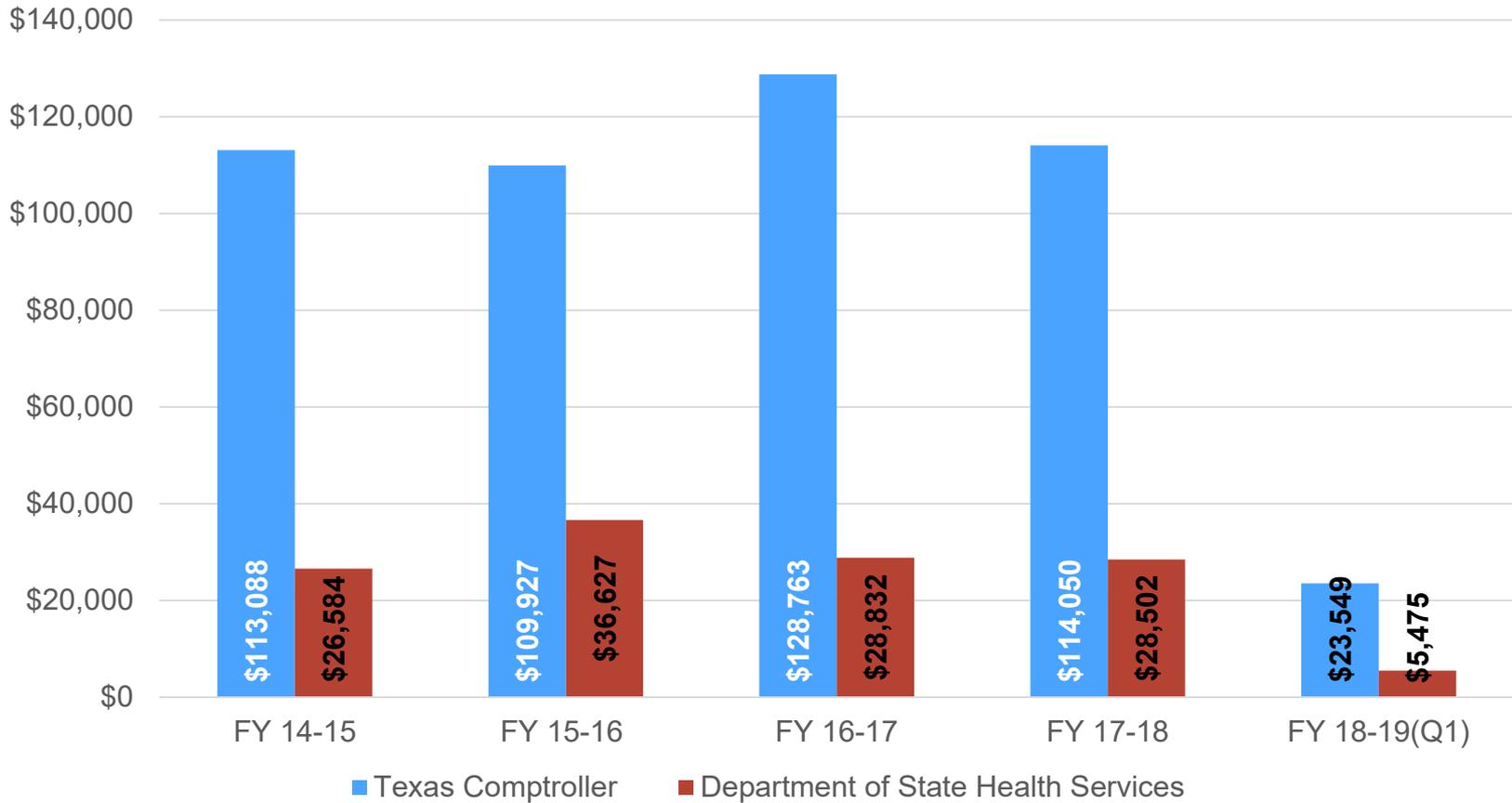


Fees Paid

- **Civil Fees** are paid on a quarterly basis to the Texas Comptroller of Public Accounts at \$1.80 for every birth certificate sold
- Our Interlocal Agreement with the Department of State Health Services (**DSHS**) allows us to print birth certificates from the State database at \$1.83 per print paid on a monthly basis
- Bank of America credit card charges for FY17-18 were \$9,995.91



Fees Paid



Former Areas of Improvement

- Average wait time for OTC customers was over 60 minutes
- Births were registered in one business day 73% of the time
- Our search to print ratio averaged 50% or less
 - Searching for a record in the State database without printing it is a security concern
 - Only 50% of our searches were resulting in a printed record



Changes Implemented

- All CSRs were cross trained
- Staff responsibilities were reorganized to improve the customer's experience
 - Number of cashiers increased from 2 to 4
 - Number of processors increased from 2 to 4
 - The birth and death clerk job responsibilities reduced to focus solely on registrations
- Searches in State database to prove relationship were eliminated
- Staff held accountable to COD Personnel Rules regarding attendance and performance

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City of Dallas

Results

- Average wait time for OTC customers decreased to 15 minutes or less
- Births were registered in one business day 98% of the time
- Our search to print ratio average increased to 74%
- Improved staff attendance, punctuality, and morale
- City of Dallas won 2018 Five Star Service Award



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