

# Memorandum



CITY OF DALLAS

DATE April 5, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **Requested Information Update**

During the Monday, March 18<sup>th</sup> Budget Accountability Report at the Government Performance & Financial Management Committee (GPFM) questions were raised regarding the police and fire departments performance on the Dallas 365 report. The performance measure for the Fire Department is for an EMS Basic Life Support (BLS) response time of arrival to be within 5 minutes on 90% of the calls. The performance for the Police Department is a response time of arrival to priority one calls within 8 minutes, on 60% of the calls.

These measures for performance were set by the individual departments based on several factors. The goals are intentionally set to both challenge the department but also be realistic and attainable.

## **Dallas Fire Rescue Department**

The response time calculations and standards used in the Fire Service are based on the national Standard for the Organization and Deployment of Fire Suppression Operations, Emergency Medical Operations and Special Operations to the Public by Career Fire Departments. This standard specifies requirements for effective and efficient organization and deployment of fire suppression operations, emergency medical operations, and special operations to the public by career fire departments to protect citizens and the occupational safety and health of fire department employees. The goal is consistent with the recommendation of the National Fire Protection Association (NFPA) which states an EMS Basic Life Support (BLS) response should be within 5 minutes or less for fire departments with Advanced Life Support (ALS) arrival within 9 minutes such as the Dallas Fire-Rescue Department.

## **Dallas Police Department**

Police Departments do not have a national standard on response times. It is difficult to establish a national or regional standard for police response to emergency calls. A number of factors can determine police response time. Most police departments have a response list that ranks different types of emergencies from high to low, with top priority going to callers who are in need of assistance due to a life-threatening emergency. Other factors can include the number of incoming calls at the time of your call, number of officers available to respond and number of officers needed to respond to a specific situation. The staffing levels of the department and geography also need to be considered when setting response time goals for individual police agencies. To ensure the goals set by the Dallas Police Department are in line with other major departments, a survey of similar sized departments in Texas was conducted. The survey showed that each department prioritizes calls differently and calculates response times differently.

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The Dallas Police Department breaks calls down into four different priorities. A goal response time for each priority is set and tracked daily. The goals are as illustrated below.

### Dallas Police Department Response Time Target Goals

**Priority 1: 8:00**    **Priority 2: 12:00**    **Priority 3: 30:00**    **Priority 4: 60:00**

The Dallas Police Department strives to respond to all 911 calls in a timely manner. Response times are reported daily to each of the patrol divisions and are reported on the department's monthly dashboard. To ensure accountability in response to the most critical priority one calls, an additional measure and goal was added to the Dallas 365 performance measures. The measure is "percentage of responses to Priority 1 calls within eight minutes". The target is to achieve this goal on **60 percent** of the calls. This measure was set due to the fact that the department was performing well under the 60<sup>th</sup> percentile. For fiscal year 2017-2018 the department averaged a response time of under 8 minutes on only 50.4% of priority one calls. Over the past year the department has initiated efforts to improve response times. Officers were moved from specialized units to serve in a call answering capacity, staffing was re-aligned through the bid process and an additional shift was created during peak call load hours. The strategy has been successful as the department has seen improved response times for every priority in 2019. The department is currently meeting the goal for priority one calls with an average response time of 7.77 minutes versus 8.89 minutes YTD last year. The Police Department has asked KPMG who is currently conducting an efficiency study of the department to review call prioritization and response time goals to ensure the department is providing the proper response to 911 calls in the city of Dallas.

Should you have any questions or concerns, please contact Chief Hall at 214-671-3901.



Jon Fortune  
Assistant City Manager

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

Joey Zapata, Assistant City Manager  
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer M.  
Elizabeth Reich, Chief Financial Officer  
Michael Mendoza, Chief of Economic Development and Neighborhood Services  
Laila Alequresh, Chief Innovation Officer  
Directors and Assistant Directors

# Memorandum



DATE April 5, 2019

TO The Honorable Members of the Economic Development & Housing Committee:  
Tennell Atkins (Chair), Rickey D. Callahan (Vice-Chair), Lee M. Kleinman,  
Scott Griggs, Casey Thomas, II, B. Adam McGough, Mark Clayton, Kevin Felder,  
Omar Narvaez

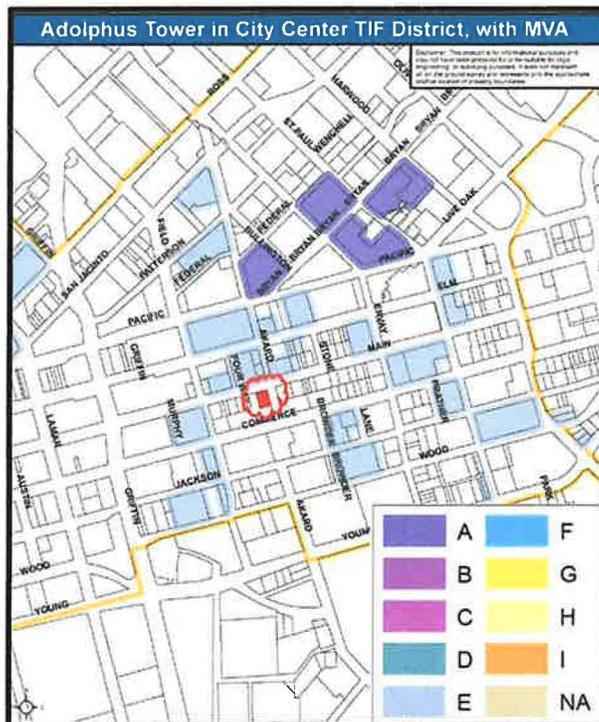
SUBJECT **Questions from April 1 Committee Meeting**

This memo is to follow up on questions asked during the April 1 Economic Development and Housing Committee meeting regarding the Adolphus Tower project (City Center TIF District) and the Continental Gin project (Deep Ellum TIF District). The responses below are provided to ensure that all Committee members have the same information prior to the April 10, 2019 City Council agenda date.

## ADOLPHUS TOWER PROJECT (CITY CENTER TIF DISTRICT)

### 1. Where is this project, relative to the Market Value Analysis (MVA)?

Omission of the MVA map from the Committee briefing was an inadvertent oversight. The project's location, relative to the MVA, is illustrated below.



"Our Product is Service"  
Empathy | Ethics | Excellence | Equity

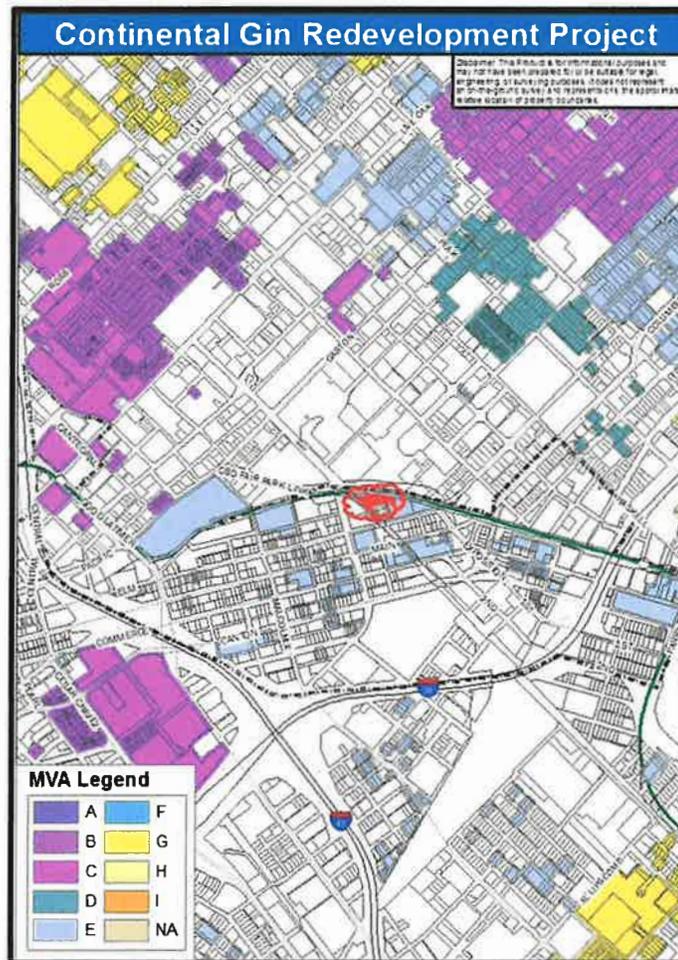
**2. What information can the Developer provide about the jobs that are anticipated to be located in the project with future tenants?**

Based on the square footage of the vacant space within the building, the Developer estimates that approximately 7 full-time equivalent (FTE) jobs are anticipated with future restaurant/food service tenants, and approximately 239 FTE jobs are anticipated with future office tenants.

**CONTINENTAL GIN PROJECT (DEEP ELLUM TIF DISTRICT)**

**3. Where is this project, relative to the Market Value Analysis (MVA)?**

Omission of the MVA map from the Committee briefing was an inadvertent oversight. The project's location, relative to the MVA, is illustrated below.



**4. What information can the Developer provide about the jobs that are**

April 5, 2019  
Questions from April 1, 2019 Committee Meeting

**anticipated to be located in the project with future tenants?**

Based on the square footage of the vacant space within the building, the Developer estimates that approximately 9 FTE jobs are anticipated with future restaurant/food service tenants, approximately 8 FTE jobs are anticipated with future retail tenants, and approximately 149 FTE jobs are anticipated with future office tenants.

Should you have any questions, please contact me at (214) 670-1696.



**Courtney Pogue**  
Director, Office of Economic Development

- c:
- |  |   |
|--|---|
| T.C. Broadnax, City Manager                                | Jon Fortune, Assistant City Manager                                       |
| Chris Caso, Interim City Attorney                          | Joey Zapata, Assistant City Manager                                       |
| Thandee Kywe, Interim Quality Control Manager              | Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer |
| Biliera Johnson, City Secretary                            | M. Elizabeth Reich, Chief Financial Officer                               |
| Preston Robinson, Administrative Judge                     | Laila Aleqresh, Chief Innovation Officer                                  |
| Kimberly Bazor Tolbert, Chief of Staff to the City Manager | Michael Mendoza, Chief of Economic Development and Neighborhood Services  |
| Majed A. Al-Ghafry, Assistant City Manager                 | Directors and Assistant Directors   |

# Memorandum



CITY OF DALLAS

DATE April 5, 2019

TO Honorable Mayor and Members of the City Council

SUBJECT **M/WBE Participation for April 10, 2019 Council Agenda**

For your information staff is providing you with the summary below of M/WBE participation for the voting items scheduled for the April 10, 2019 Council Agenda. The total contract award amount, consisting of 28 agenda items is \$87.79M. **M/WBE is applicable to 26 of the 28 agenda items. For these items, construction and architectural and engineering items total \$78.17M with an overall M/WBE participation of \$20.04M or 25.64%, while goods and services items total \$8.61M with an overall M/WBE participation of \$4.27M or 49.59%.**

As a reminder, the current M/WBE goals are:

Architecture & Engineering	Construction	Professional Services	Other Services	Goods
25.6%	25.0%	36.3%	23.8%	18.0%

## 2017 Bond Program

The Office of Business Diversity continues to work diligently with the Bond Program Office to ensure, not only that the M/WBE goals are met, but to also include diverse teams on the bond program projects. This agenda includes nine agenda items that are funded by 2017 bond funds. We are pleased to announce that, in addition to each item exceeding the M/WBE goal, **five of the nine agenda items have 100.00% minority participation. These nine items total \$3.91M with an overall M/WBE participation of \$2.41M or 61.72%.**

## Highlighted Items

### Rehabilitation of Taxiway Bravo

**Agenda Item No. 7** Authorize a construction contract in the amount of \$28.09M for the Rehabilitation of Taxiway Bravo Phases III and IV Project at Dallas Love Field. *The Department of Transportation (DOT) Disadvantaged Business Enterprise (DBE) regulations require state and local transportation agencies that receive DOT financial assistance to establish goals for the participation of DBEs. This item includes participation from ten DBE vendors, resulting in \$6.84M participation or 24.36% DBE participation on a 24.36% goal.*

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SUBJECT April 10, 2019 Council Agenda M/WBE Participation Overview

### Laboratory Supplies and Equipment

**Agenda Item No. 28** Authorize a three-year master agreement in the amount of \$5.34M for the purchase of laboratory supplies and equipment. **This item includes participation from three M/WBE vendors**, including the prime contractor who is an African American female, **resulting in \$4.08M participation or 76.38% M/WBE participation on an 18.00% goal.**

### Water Treatment Plant Lagoon Cleaning

**Agenda Item No. 46** Authorize a construction contract in the amount of \$12.95M for the Elm Fork Water Treatment Plant Lagoon Cleaning. **This item includes participation from four M/WBE vendors, resulting in \$3.40M participation or 26.27% M/WBE participation on an 25.00% goal.**

Please feel free to contact me if you have any questions or should you require additional information.



Zarin D. Gracey  
Director  
Office of Business Diversity

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney (Interim)  
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Billerae Johnson, City Secretary  
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# Memorandum



CITY OF DALLAS

DATE April 5, 2019

TO Honorable Mayor and City Council

SUBJECT **Taking Care of Business – April 2, 2019**

## Update Items

### [Encampment Resolution Schedule – April 2, 2019 & April 9, 2019](#)

The Office of Homeless Solutions (OHS) has scheduled the following sites for homeless encampment resolution on April 2, 2019 and April 9, 2019:

April 2, 2019 revised 03/28/19	April 9, 2019
<ul style="list-style-type: none"> <li>• Lemmon Ave at Hall St. (District 14)</li> <li>• Live Oak at Central Expressway (District 14)</li> <li>• Central Expressway at San Jacinto (District 14)</li> <li>• Greenville Ave at Mockingbird (District 14)</li> </ul> <p><b>New Sites Added:</b></p> <ul style="list-style-type: none"> <li>• 2929 Hickory St. (District 7)</li> <li>• 2300 Harrison Ave (District 7)</li> <li>• 1800 South Blvd (District 7)</li> </ul> <p><b>Sites removed due to special resolution on March 29th:</b></p> <ul style="list-style-type: none"> <li>• Hampton Rd at Interstate I-30 (District 6)</li> <li>• Ft. Worth Ave. at Interstate I-30 (District 6)</li> </ul>	<ul style="list-style-type: none"> <li>• Lyndon B Johnson Freeway at Inwood Rd (District 13)</li> <li>• Lyndon B Johnson Freeway at Midway (District 13)</li> <li>• Lyndon B Johnson Freeway at TI Blvd (District 10)</li> <li>• 8959 Markville Dr (District 10)</li> <li>• Willowbrook at Harry Hines Blvd (District 6)</li> <li>• 650 N Riverfront (District 6)</li> <li>• Interstate I-35 at Medical District (District 6)</li> </ul>

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, and Monica Hardman, Director of Office of Homeless Solutions.

## New Items

### [Public Hearing: Citizen’s Police Review Board](#)

The Dallas City Council will be briefed on proposed changes to the Citizens Police Review Board on April 3, 2019. Members of the public will have an opportunity to share their comments with City Council during a public hearing following the briefing presentation. Dallas Police Chief U. Renee Hall will brief the following items:

- Board Structure and Staffing
- Complaint Handling Process

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SUBJECT **Taking Care of Business – April 2, 2019**  
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- Critical Incidents
- Engagement and Transparency

To review the full recommendation click [here](#). Those who wish to speak during the public hearing must register with the City Secretary's Office at (214) 670-3738. The deadline to register was 5 p.m. on Tuesday, April 2, 2019. The meeting may also be viewed online at <http://www.dallascitynews.net/watch-live>. Should you have any questions or concerns, please contact Jon Fortune, Assistant City Manager.

#### [The City Receives \\$357,000 in Federal Excise Tax Rebates](#)

The City recently received two federal excise tax rebates totaling \$357,000 for compressed natural gas (CNG), which the City uses in approximately 761 of its fleet vehicles. In late summer 2018, Equipment and Building Services, became aware that the City qualified for a partial rebate of federal excise tax paid on CNG in calendar years 2016 and 2017, and requested assistance from the City Controller's Office in claiming those rebates.

As a result, the City applied for and received an approved registration as an alternative fueler through the Internal Revenue Service (IRS). Subsequently, we then applied for and received the 2016 and 2017 rebates in the amounts of \$173,873.53 and \$183,096.54, respectively. These tax rebates have expired. However, staff will continue to monitor IRS changes, and if the rebates are reinstated, we will apply for them again, if eligible. These funds have been previously placed back into fund balance or as a reduction to an expense. Should you have any questions or concerns, please contact Elizabeth Reich, Chief Financial Officer.

#### [Open House at the Martin Luther King, Jr. Community Center](#)

The Martin Luther King, Jr. Community Center is hosting an Open House on the evening of Thursday, April 4, 2019 from 6 pm - 8 pm. The Open House will be in conjunction with a Remembrance Ceremony, hosted by the Alpha Sigma Lambda Chapter of Alpha Phi Alpha Fraternity, Inc., that will take place near the statue of Dr. King on the Center's campus as an opportunity to acknowledge the assassination of Dr. King and in recognition of his dream. The Open House will showcase programming and tenants housed on the 10.5-acre campus and will provide an overview of services offered and networking opportunities. Additionally, staff will offer tours of the campus and the Civil Rights Museum. Should you have any questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer, and Jessica Galleshaw, Director of Office of Community Care.

#### [Electronic Procurement Platform: Bonfire Interactive](#)

The Office of Procurement Services is excited to announce that we have launched the City's first electronic procurement platform, with Bonfire Interactive. Bonfire allows us to:

- Eliminate manual processes and forms, reducing project timelines,
- Increase competition, through a nationwide vendor network with clients in over 300 cities and countries worldwide,
- Streamline the solicitation process through an easy and convenient online portal,
- Automate bid tabulations and evaluations, eliminating hard copies and reducing errors, and
- Provide a secure and fully cloud-based online portal.

Since March 1<sup>st</sup> over 2,500 vendors have registered with the City of Dallas; we've received 137 electronic submissions and saved over 30,000 pages! Visit <https://dallascityhall.bonfirehub.com> to view the new platform and feel free to direct vendors to the site to register and view opportunities. Registered vendors will receive automatic notifications of new solicitations as they

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are published in Bonfire. Vendors must register to view solicitation documents; however, registration is free. Should you have any questions or concerns, please contact Chhunny Chheann, Interim Director of Procurement Services.

### Media Inquiries

As of April 2nd, the City has received media requests from various news outlets regarding the following topics:

- Municipal Court Closure
- Sanitation Truck Hits Power Line
- DFR Medics Meet the Man Whose Life They Helped Save
- DFR Extinguishes Fire in Vacant Downtown Dallas High Rise

Please see the attached document compiling information provided to the media outlets for the week of March 26th – April 1st 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  
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**City of Dallas  
Public Affairs & Outreach  
Media Requests  
March 25 – April 1**

**March 25; Jack Highberger, Reporter, NBC 5:** Reaching out regarding an incident involving a city of Dallas truck at 4934, Kildare Ave this morning at roughly 11:00AM.

Surveillance video shows the truck hitting some sort of cable that was hanging over the street and tearing it from a house. The homeowner tells us he's been unable to get in touch with anyone from the city and the unknown cable remains detached and on the ground.

Is this true? Any additional details you can provide would be appreciated.

**City Response:** I can confirm that the truck in the photo is part of the fleet that picks up brush and bulk trash. After the incident occurred, a Sanitation supervisor arrived at the scene and spoke to the resident, as well as generated a 311 service request for the repairs. Sanitation will coordinate with local utilities as needed for repairs. The Office of Risk Management was notified and will investigate any claims.

This evening, Sanitation staff are also reaching out to the resident directly again.

**March 28; Giles Hudson, Assignment Editor, KTVT:** Hi guys: Why is the [municipal] court going to be closed?

**City response:** Good afternoon, Courts are closed due to an annual personnel development training for city prosecutors. Hope this helps!

**April 1, 2019; Stewart McKenzie, Producer, CBS 11:** I'm trying to find out where the city is in the process of redeveloping Valley View Mall.

**Media Update from Stewart:** I just got off the phone with Councilman Kleinman who gave me some information. I should be good to go so please disregard my request.

**April 1, 2019; Lori Brown, FOX 4:** Can you please tell me what the proposed changes are to the homebuyer assistance program?

**City Response:**

Please review the links below:

Dallas Homebuyer Assistance Program  
[https://dallascityhall.com/government/Council%20Meeting%20Documents/edh\\_5\\_dallas-homebuyer-assistance-program-update\\_040119.pdf](https://dallascityhall.com/government/Council%20Meeting%20Documents/edh_5_dallas-homebuyer-assistance-program-update_040119.pdf)

Dallas Housing Rehabilitation Program Overview  
[https://dallascityhall.com/government/Council%20Meeting%20Documents/edh\\_6\\_dallas-housing-rehabilitation-program-overview\\_040119.pdf](https://dallascityhall.com/government/Council%20Meeting%20Documents/edh_6_dallas-housing-rehabilitation-program-overview_040119.pdf)



## City of Dallas

Dallas Fire-Rescue Department  
Media Requests: March 25<sup>th</sup> – 31<sup>st</sup>, 2019.

**Monday, March 25<sup>th</sup>: All local media outlets** - Reaching out to see if you guys are responding to a car that crashed into a house at 8600 Elerberry Court?

**City Response** – DFR responded to an incident, at 19:01, involving a woman who had accidentally driven her car into her own house at the 8600 block of Elderberry Court. Our Urban Search and Rescue Team (US&R) is responding to assess the integrity of the home before the vehicle could be removed. The woman safely exited the car and the house on her own and was not injured.

**Tuesday, May 26<sup>th</sup>: Fox 4 News (Gillian Hughes and Natalie Solis)** – Wanted to know if they could interview medics responsible for saving the life of James Sullivan; who suffered a heart attack while attending the Saturday, March 16<sup>th</sup>, Greenville Avenue St. Patrick's Day Parade.

**City Response** – Assisted in setting up a reunion with three of the responding medics and the patient at the rehab facility he was now located. The story aired during the afternoon and evening news casts and can be seen at the following link: <http://www.fox4news.com/news/man-meets-first-responders-who-saved-his-life-at-dallas-st-patricks-day-parade-after-heart-attack>

**NOTE** - Personnel from DPD were also part of these life-saving efforts, but were unavailable to attend the meeting with the patient. Attempts to pull the meeting off on Sunday, March 24<sup>th</sup>, personnel from both departments were available, were unsuccessful.

**Tuesday, March 26<sup>th</sup>: All local media outlets** - Any info on the 2 alarm response with USAR at 505 N. Ervay in downtown Dallas?

**City Response** - At 17:08 Dallas Fire-Rescue responded to a 911 call for a structure fire at a vacant high-rise, located at 505 North Ervay Street, under-going renovation work in Downtown Dallas.

Initial reports, from the 911 caller, indicated smoke and flames coming from the 6th floor of the building. When firefighters arrived on the scene, and made their way up to the floor, they found a trash fire still burning. They quickly contained the fire and extinguished the flames before it could spread any further.

Though the source of the fire is known, investigators are still working to determine how it started.

**Wednesday, March 27<sup>th</sup>: WFAA 8 (Jason Wheeler)** – Sent out a late notice indicating that a story he interviewed a couple of firefighters fire, on Friday, February 22<sup>nd</sup>, was finally going to air on this evening, during the 10 o'clock news.

**Background** – The overall story centered around the fact that women are more like to ignore symptoms of a heart attack than men; and centers around a woman who DFR medics had to convince to go to the hospital, after two 911 calls, for the symptoms she was having. She ultimately had a heart-attack in the back of the ambulance and was saved by the hospital; but had it not been for the persistence of the medics, she may not have made it to the hospital on time. The story can be viewed at the following link:

[https://urldefense.proofpoint.com/v2/url?u=https-3A\\_partner.criticalmention.com\\_app\\_-23clip\\_view\\_35075049-3Ftoken-3D09557b76-2D662e-2D476a-2D8d72-2D77ae7bbb9e21&d=DwIFAg&c=qhent5IL-8Lans1hhN7NTGhSd0GBLfQfwUvzHj1D5tQ&r=ZXepQjvmm-](https://urldefense.proofpoint.com/v2/url?u=https-3A_partner.criticalmention.com_app_-23clip_view_35075049-3Ftoken-3D09557b76-2D662e-2D476a-2D8d72-2D77ae7bbb9e21&d=DwIFAg&c=qhent5IL-8Lans1hhN7NTGhSd0GBLfQfwUvzHj1D5tQ&r=ZXepQjvmm-)



City of Dallas

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**Friday, March 29<sup>th</sup>: All local media outlets** – Can we get more information on the apartment fire DFR is responding to on Forest Lane?

**City Response** –

#### **Fire Destroys Northwest Dallas Condominiums**

**Dallas:** On Friday, March 29<sup>th</sup>, at 12:25 p.m., Dallas Fire-Rescue responded to a 911 call for a structure fire at the Forest West Condominiums, located at 3022 Forest Lane, in Northwest Dallas.

When firefighters first arrived at the two-story building, they observed smoke coming from the upper floor. They moved inside to locate the source of the fire, while knocking on doors to evacuate any remaining residents; but by the time they came out, flames were showing through the roof. A second alarm response was dispatched, and all companies were ordered to pull out and establish a defensive posture. The fire eventually escalated to a 4th alarm, and approximately 80-100 firefighters, using a variety of fire suppression means, including hand lines and ladder pipes, responded to the scene to mitigate the situation.

The building contained a total of 24 condominiums, displacing a total of 55 residents, according to the American Red Cross; who responded to the scene to provide assistance. Thankfully there were no injuries reported as a result of the fire.

The building sustained significant damage throughout, and had multiple internal collapses. As a result, heavy equipment was requested to bring the structure down. Additional crews will remain on-scene, to monitor for underlying hot spots, while the demolition is done.

The cause of the fire is undetermined.