

Memorandum



CITY OF DALLAS

DATE March 29, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – March 28, 2024**

In this week's issue of Taking Care of Business are the following topics:

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- Dallas Love Field Receives 2023 ASQ Award for Best Airport
- Department of Code Compliance Celebrates Another Successful Trash-Off!
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- Keep Dallas Beautiful Program and Amazon Team Up for a Cleaner Dallas!
- MLK Manager Recognized During Women's History Month 2024
- 2024 National Community Development Week and Community Development Tour
- FY 2024-25 Annual Budget Book - Photo Contest
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NEW INFORMATION

DallasGo Launch

DallasGo, the new online payment platform, launched on Monday, March 25, 2024. The new platform makes it more convenient for customers to track, manage and pay their Dallas Water Utilities (DWU) and other City of Dallas bills. Autopay customers should have received an email from customerservice@paymentus.com with a link and instructions to setup their account.

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The DallasGo public education campaign includes a DallasGo webpage with FAQs, emails and direct mail to AutoPay customers, water bill inserts, messages on DWU invoices, training of DWU customer service staff and 311 call center staff, council memos, print advertising, social media campaigns and videos. The DallasGo videos can be viewed in [English](#) and [Spanish](#).

Customers may visit dallas.gov/DallasGo to read Frequently Asked Questions about DallasGo. Customers who need assistance with setting up their DallasGo profile or have other questions may call DWU Customer Service at 214-651-1441, 8 a.m. to 5 p.m., Monday through Friday. Should you have any questions, please contact Sarah Standifer, Director (I) of Dallas Water Utilities at Sarah.Standifer@dallas.gov

[Dallas Love Field Receives 2023 ASQ Award for Best Airport](#)

Dallas Love Field Airport (DAL) was awarded [Best Airport for 15 to 25 million passengers in North America for 2023](#) by the Airport Service Quality (ASQ) Awards, recognizing its dedication to passenger satisfaction. Developed by Airports Council International (ACI) World and Amadeus, the ASQ program measures and benchmarks airport customer experiences globally.

With over 400 participating airports, the ASQ program's live research approach gathers feedback from nearly 600,000 passengers, emphasizing the industry's focus on passenger needs. DAL previously received the Airport Service Quality Award for North American Airports catering to 15-25 million passengers in 2018, 2019, and 2020. Should you have any questions, please contact Patrick Carreno, Director of Aviation, at patrick.carreno@dallas.gov or 214-670-6149.

[Keep Dallas Beautiful Program Soars to Gold Star Affiliate Status!](#)

The Department of Code Compliance is thrilled to announce that our Keep Dallas Beautiful program has been awarded Gold Star Affiliate recognition by Keep Texas Beautiful! This is a tremendous honor, especially considering our Silver Star Affiliate status in 2022. This remarkable progress in just one year is a testament to the dedication and hard work of our entire team, community partners, and all residents of the City of Dallas.

Gold Star recognition signifies that Keep Dallas Beautiful has gone above and beyond in its efforts to create a cleaner, more beautiful city. This prestigious designation reflects our commitment to:

- Community engagement: Fostering volunteerism and participation in community cleanups and beautification projects.
- Education and outreach: Spreading awareness about environmental responsibility and code compliance.
- Effective programs: Developing and implementing impactful initiatives for waste reduction and beautification.

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Should there be any questions please contact Kevin Mondy, CCS manager, at kevin.mondy@dallas.gov.



Keep Dallas Beautiful Program and Amazon Team Up for a Cleaner Dallas!

The Department of Code Compliance is proud to announce a successful partnership with Amazon employees for the North Texas Community Cleanup Challenge! Together, this dedicated team rolled up their sleeves and tackled a local cleanup project. Their efforts helped remove litter and debris, making a positive impact on our city's environment. We appreciate Amazon's commitment to environmental responsibility and their collaboration with the Department of Code Compliance. Should there be any questions please contact Kevin Mondy, CCS manager, at kevin.mondy@dallas.gov.



MLK Manager Recognized During Women's History Month 2024

MLK Center Manager, Pamela Jones, was recognized as a 2024 Social Advocacy Honoree at the inaugural She Is... Awards. This Women's History Month Celebration was held on March 17 at On the Levee in Dallas to recognize prominent and powerful women in the DFW area who are making their mark in their industry and community. We are extremely proud of Ms. Jones for this incredible recognition. Please contact Jessica Gallesshaw, Director for the Office of Community Care, at jessica.gallesshaw@dallas.gov.

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2024 National Community Development Week and Community Development Tour

The Community Development Commission will celebrate the annual National Community Development (NCD) Week from April 1 to April 5, 2024, featuring various activities and locations across the city of Dallas. The primary goal of NCD Week is to enlighten elected officials and residents about the significance of the Community Development Block Grant (CDBG) Program, its impact on the community, and the necessity for increased program funding. This presents an excellent opportunity for community leaders and representatives to witness firsthand how funding has positively affected Dallas residents.

On Monday, April 1, 2024, an electronic distribution of The Impact Booklet will be shared, providing a four-year summary of achievements on HUD Grant Funded Projects under the Consolidated Plan, with elected and appointed members for information dissemination. Below outlines the schedule for the remainder of the week. Kindly inform us if you or a representative from your office wishes to attend any events.

- Monday, April 1 – Electronic Distribution of Digital Impact Booklet to Elected and Appointed Officials
- Wednesday, April 3 – City Council Special Recognition of City’s After School Program
- Saturday, April 6 – CDC annual community tour of selected Projects: 8:30 am to 1:00 pm

During the community tour, the Commission will visit U.S. Department of Housing and Urban Development (HUD) funded CDBG, HOME, ESG, and HOPWA projects. This year’s tour will include visits to: Kiva East Multifamily Housing development, Five Mile Norte Dame Place Single-Family Housing Development, and Catholic Charities – St. Jude Center Park Central. For any inquiries or concerns, please reach out to Chan Williams, Assistant Director in the Office of Budget and Management Services at chan.williams@dallas.gov.

FY 2024-25 Annual Budget Book - Photo Contest

Have a good eye for photography? BMS is searching for the perfect photo to feature for the FY 2024-25 Budget Book and other budget publications. City staff may enter the contest with a photo that represents what the City of Dallas means to them. All submissions are to be emailed to financialtransparency@dallas.gov and will run through April 8, 2024. BMS will announce the winner on April 15, 2024. Entries will be judged based on the quality of the photo and its representation of the City. Should you have any questions, please contact Janette Weedon, Director of Budget and Management services, at janette.weedon@dallas.gov.

Annual Budget Priorities Survey

As part of the FY 2024-25 budget development process, Budget and Management Services (BMS) conducts the Annual Budget Priorities Survey on the Financial Transparency website. BMS conducts this brief online survey to gather resident feedback

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on the City’s funding priorities. The Annual Budget Priorities Survey is specific to the budget process and is different from the Community Survey conducted by ETC Institute which uses random sampling and other survey methods to ensure statistically valid results with overall City services.

Additionally, BMS is partnering with Dallas Public Library and Dallas Park & Recreation to distribute paper surveys in equity priority areas. The survey will be available in multiple languages and will be available until July 30. Should you have any questions, please contact Janette Weedon, Director of Budget and Management services, at janette.weedon@dallas.gov.

City Hall at Fair Park! Engage. Explore. Experience

The City Manager’s Office (CMO) and Budget & Management Services (BMS) are excited about “City Hall at Fair Park! Engage. Explore. Experience.” hosted at Briscoe Carpenter Livestock Center this Saturday, March 30 from 10 a.m. to 3 p.m. This family-friendly event is designed to be a one-stop destination for City resources and services. This event will also include a budget town hall meeting from 1-2 p.m. for residents to share their input on the FY 2024-25 budget. Residents may attend the budget town hall meeting in person at the Briscoe Carpenter Livestock Center or participate in the Telephone Town Hall Meeting (TTHM) option by phone or follow the conversation online.

Over 25 departments will be represented with onsite services such as pet adoptions, community outreach and education materials, library card sign up, mascots from various city departments, and more! Additionally, departments will showcase interactive/visual elements such as City Hall on the GO, and the opportunity to Touch a Truck with vehicles from Dallas Water Utilities, Dallas Fire Rescue, Dallas Police Department, Park and Recreation, and many more. The event will also include giveaways, entertainment, food trucks, and free parking. City Hall at Fair Park! event details and information is shared on the [event website](#). Should you have any questions, please contact Janette Weedon, Director of Budget and Management services, at janette.weedon@dallas.gov.

Dallas hosts Sociable City Summit April 18 to 20

Convention and Event Services welcomes the Responsible Hospitality Institute’s Sociable City Summit to the Adolphus Hotel April 18 to 20, 2024. Three key themes – Fusion, Women’s Voices, and Sustainability – will shape discussions, workshops, and networking opportunities throughout the Summit. Speakers include an opening keynote by DPD Chief Eddie Garcia and remarks from Council Members Jesse Moreno (D2) and Paul E. Ridley (D14) plus panels and workshops led by industry experts from Tourism Economics, Destinations International, and districts and neighborhoods throughout Dallas. Discounts are available using code DALLASINVITE. To register visit: sociablecity.org. Should you have any questions, please contact Rosa Fleming, CES Director, at rosa.fleming@dallas.gov.

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Three City of Dallas Executive Leaders earn P3C Certificate

Assistant City Manager Majed Al-Ghafry, Convention & Event Services (CES) Director Rosa Fleming and Assistant Director Reginald Williams were among the graduates of P3Direct's P3 Certification Program during the Public-Private Partnership Conference & Expo (P3C) at the Sheraton Dallas Hotel held from March 11 to 13, 2024. The certificate program deepens understanding of the public-private partnership model and highlights successful collaboration among agencies to promote best practices and share lessons learned. Should you have any questions, please contact Rosa Fleming, CES Director, at rosa.fleming@dallas.gov.

WEEKLY UPDATES

Convention and Event Services Weekly Event Report

Each week, Convention and Event Services will provide a report featuring two weeks of upcoming events that are either coordinated with the Office of Special Events or hosted at the Kay Bailey Hutchison Convention Center Dallas. The report highlights the dates, location, and Council District for each event, and is attached for your convenience. Should you have any questions or concerns, please contact Rosa Fleming, Director of Convention and Event Services at rosa.fleming@dallas.gov.

Office of Procurement Services New Opportunities

The Office of Procurement Services (OPS) is excited to announce the following new contract opportunities. More information can be found on the City's [electronic bid portal](#):

Opportunity No.	Opportunity Name
CIZ24-AVI-3067	Dallas Airport Signage System
BCZ24-00024374	Emergency Shelter
BCZ24-00024377	Homeless Diversion Services
BCZ24-00024447	Inventory Management Solution

We are also pleased to share the latest, [Procurement Quarterly](#) listing citywide opportunities for the current quarter (of the fiscal year) and published on the OPS [website](#). The City of Dallas Office of Procurement Services will host in-person and virtual meetings to engage business and non-profit vendors with technical assistance regarding "Doing Business with the City of Dallas". For more information about the City of Dallas Office of Procurement Services or to schedule an appointment, please contact Angela Akins, at Angela.akers@dallas.gov or call 972.243.2127

Please be advised that once an opportunity is advertised, it is considered an open procurement until the City Council awards the contract. The Code of Ethics prohibits communication between councilmembers and vendors/ suppliers on open procurements. Should you have any questions, please contact Danielle Thompson, Director of Procurement Services at Danielle.thompson@dallas.gov.

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Office of Homeless Solutions Updates

R.E.A.L. Time Rehousing

The R.E.A.L. Time Rehousing (RTR) team of homeless service providers, co-led by the Office of Homeless Solutions (OHS) and Housing Forward [has successfully rehoused 2,700 \(and counting\) unique individuals as of October 17, 2023](#). The City and its partners now have a new goal of housing 6,000 unique individuals by 2025 across the expanse of the metroplex.

OHS Street Outreach Update

Outreach is currently targeting several encampments, which will result in closure through the housing of those unsheltered individuals throughout the year via RTR. The team will outreach to these sites and meet with various persons experiencing homelessness to assess their needs in preparation for site closure via housing. During this time, the OHS Street Outreach Team will continue to engage with unsheltered residents through normal street outreach, connecting people with the needed resources, such as: getting IDs, working with Community Courts on expunging eligible tickets and offenses from their records, identifying medical needs, and getting them access to the Coordinated Access System (CAS). The RTR Community Dashboard is live and may be found [here](#).

Please see the attached schedule for homeless encampment cleaning the week of March 25 through March 29, 2024. Please note that these will be for debris removal and outreach only. All encampment cleaning requests are being resolved as time and weather allows and are subject to modification in response to special requests by City leadership.

Give Responsibly Campaign Outreach Update

The Office of Homeless Solutions and Code Compliance work together to promote the Give Responsibly Campaign (GRC). This initiative aims to prevent street charity and illegal solicitation in the community through education and engagement. While providing alternative solutions for our residents experiencing homelessness.

The Office of Homeless Solutions Community Liaison and Code Compliance Neighborhood Code Representatives are partnering to visit businesses in hot spots across all districts. This joint effort aims to address issues related to homelessness and the adverse effects street charity and illegal solicitation have on the community. It will provide education on sustainably supporting those in need while ensuring a safer and more comfortable environment for businesses and their patrons. For more information on the GRC, to request GRC materials, or to request event/meeting presence, please reach out to the OHS Community Liaison, Marci Jackson, at Marci.Jackson@dallas.gov.

H.A.R.T/eam Update

The Homeless Action Response Team (H.A.R.T/eam) is led by the Office of Homeless Solutions (OHS) and encompasses four teams comprised of a core team of the following: Crisis Intervention Team (CIT), Dallas Animal Services (DAS), Dallas Marshals, and Code Compliance (Code). This team is supplemented by Parks and Recreation, Dallas Fire &

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Rescue, and Public Works as needed. The purpose of H.A.R.T/eam. is to provide a quick response to immediate safety concerns around homeless encampments and hot spots. To report a critical issue regarding an encampment or panhandling, please submit a service request to 311 or the OurDallas smartphone app. For any questions or concerns please reach out to the H.A.R.T. Supervisor, Anthony Virgil, at Anthony.Virgil@dallas.gov.

The teams are assigned and respond to time-sensitive, critical issues received via 311 and via email which are defined as:

- Issues raised by City Leadership and members of City Council requests
- Issues presenting an immediate safety concern (the presence of firearms, uncontrolled fires, reports of threatening behavior)
- Any issues which would derail the normal street outreach service resolution process
- Panhandling

Please see the attached the H.A.R.T/eams performance measures for the week of March 18, through March 23, 2024. The H.A.R.T/eams encampment resolution is scheduled on a rolling basis to address Mayor and City Council-identified (MCC) emergencies, 311-identified hotspots, and continuous engagement of unsheltered individuals. OHS staff will also send individual H.A.R.T. encampment resolution reports bi-weekly to applicable Districts for a more comprehensive report out on the data outside of the TCB.

Central Business District (CBD) Sanctioned Street Feeding Event

On Saturday, March 30, 2024, from 10 am to 3 pm, at Corsicana and Browder, OHS will manage an event in collaboration with the Code Compliance Consumer Health division and Nuisance Abatement, Dallas Police Department (DPD) and Marshals, Communications and Marketing, and organizations such as Our Calling, Downtown Dallas Inc, and Metro Relief – to both mitigate the impact of street charity related debris and to provide services for or unsheltered neighbors.

Through the Give Responsibly Campaign (GRC), OHS continues to educate individuals and organizations on the damaging effects of uncoordinated street charity, especially as it impacts the downtown area, which contains multiple unsheltered service providers offering countless services and steady meals. If an organization does intend to offer food or services to the homeless in Dallas, we ask them to take part in this event in order to show support for the homeless community while also building connections with the City of Dallas and the network of service providers serving the homeless population. By working together, we can create a stronger and more unified effort to assist individuals facing homelessness in finding sustainable solutions. Should you have any questions please reach out to Shannon.Browning1@dallas.gov or Marci.Jackson@dallas.gov.

OHS continues to urge people who see an encampment to report it via 311 or 311's OurDallas smartphone app to ensure strategic alignment with comprehensive OHS

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outreach. The OHS Service Request dashboard can be utilized to track the progress of encampment resolution efforts. Please visit the [dashboard](#) and feel free to share this tool with residents. If you have any questions please reach out to Christine Crossley, Director of the Office of Homeless Solutions, at Christine.Crossley@dallas.gov.

Media Inquiries

As of March 26, 2024, the Communications, Outreach, and Marketing (COM) Department has received various media inquiries available to view [here](#).

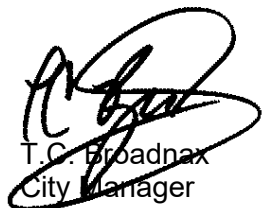
Should you have any questions, please contact Jennifer Brown, Assistant Director (I), of Communications, Outreach and Marketing, at jennifer.brown@dallas.gov.

Dallas Fire-Rescue Media Inquiries

The following storylines reference the major media inquiries addressed by Dallas Fire-Rescue (DFR) during the period dating from March 19th – 25th. A more detailed account of the department’s responses to those inquiries, and others, can be viewed at [this link](#). Should you have any questions or concerns, please contact Fire Chief, Dominique Artis, at dominique.artis@dallasfire.gov.

- Dallas Morning News Inquiring About Overtime in Public Safety
- Houston Chronicle Doing Comparative Analysis of Texas Firefighters Pay and Benefits
- Two DFR Members Suffer Minor Injuries While Responding to Major Accident
- Late Night Fire Destroys Multiple Self-Storage Units

Should you have any questions or concerns, please contact Genesis D. Gavino, Chief of Staff.



T.C. Broadnax
City Manager

c: Tammy Palomino, Interim City Attorney
Mark Swann, City Auditor
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors



City of Dallas

**Convention and Event Services
Weekly Events Report
March 29, 2024**

Event Type	Name	Dates	Location	District
Special Event	Nuestra Señora de el Pilar Via Crusis	3/29/2024	4455 W. Illinois Ave.	1
Special Event	St. Bernard Clairvaux Catholic Parish - Good Friday Procession	3/29/2024	1404 Old Gate Ln.	9
Special Event	Lunar Light: Discovery - Ext. #3 & #4	3/30/2024	5743 Lyndon B. Johnson Fwy.	11
Special Event	Spring Community Festival	3/30/2024	6006 Everglade Rd.	7
Special Event	Deep Ellum Outdoor Market #30	3/30/2024	100 - 199 N. Crowdus St.	2
Special Event	Street Charity Event	3/30/2024	1610 Corsicana St.	2
Special Event	Easter in Turtle Creek Park	3/31/2024	3333 Turtle Creek Blvd.	14
Special Event	Pleasant Grove Better Block - Ext. #2 & #3	4/1/2024	2019 N. Masters Dr.	5
Special Event	Long Run	4/4/2024	6116 Reiger Ave.	2, 14
Special Event	Forest Forward Groundbreaking and Community Block Party	4/4/2024	1918 MLK Jr. Blvd.	7
Special Event	Deep Ellum Community Arts Fair	4/5/2024	200 N. Crowdus St.	2
Special Event	Downtown Dallas Art Festival & V.A.N.	4/5/2024	1500 Main St.	14
Special Event	Eyeboretum	4/5/2024	1601 Main St.	14
Special Event	Wonder Run	4/6/2024	1311 S. Ervay St.	2
Special Event	Spring Market at The Village Dallas	4/6/2024	5670 Village Glen Dr.	9
Special Event	Crawfish Kickoff Festival	4/6/2024	401 N. Harwood St.	14
Special Event	Better Block - Greening Dallas Initiative - High Vista Dr.	4/6/2024	3728 High Vista Dr.	13
Special Event	Dallas Kosher Chili Cook Off - 29 th Annual	4/7/2024	10909 Hillcrest Rd.	11
Special Event	Eclipse - Trinity Park Conservancy - At Ron Kirk Bridge	4/8/2024	109 W. Continental Ave.	6
Special Event	Eclipse - Viewing Event at Frontiers of Flight Museum	4/8/2024	6911 Lemmon Ave.	6
Special Event	Eclipse - Eclipsed in Dallas: A Celebration at Reunion Tower Lawn	4/8/2024	777 Sports St.	2
Special Event	Eclipse - Solarbration Lawn Party at Omni	4/8/2024	555 S. Lamar St.	2
Special Event	Eclipse - Perot Museum of Nature and Science Great North American	4/8/2024	2201 N. Field St.	14
Special Event	Eid Al-Fitr Celebration	4/10/2024	2922 MLK Jr. Blvd.	7
Special Event	Dallas Reggae Festival	4/12/2024	13331 Preston Rd.	12
Special Event	Taste of the Tropics	4/12/2024	10720 Preston Rd.	13

KBHCCD Schedule of Events

KBHCC	Spring National Tournament	3/29/2024	650 S. Akard St.	2
KBHCC	Oddities and Curiosities 2024	3/30/2024	650 S. Akard St.	2
KBHCC	2024 South Central Climate Resilience Forum	4/1/2024	650 S. Akard St.	2
KBHCC	Adidas Lone Star Classic	4/6/2024	650 S. Akard St.	2

**Encampment Resolution (Cleaning) Schedule
March 25 – March 29, 2023**

Location	District
Henry St & Taylor St	2
1112 St Paul St	2
3522 Harry Hines Blvd	2
Lamar St & Ceremonial Dr	2
2840 N Haskell Ave	2
Terry St & Haskell Ave	2
Ash Ln & S Hill St	2
1068 N Central Expwy	14
Regal Row & 183	6
364 Continental Ave	6

**H.A.R.T. Outreach and Advocacy
March 18 – March 23, 2023**

Performance Measure	Total
Number of Service Request Closed within 10 days	7
Number of Service Request still open (pending closure)	9
Number of MCC's received for the week	6
Number of Locations Visited	37
Number of Individuals Engaged	78
Number of HMIS Entered	1
Number of Panhandlers Engaged	0

**H.A.R.T. Encampment Resolution (Cleaning) Schedule
March 25 – March 30, 2023**

Location	District
Locations are scheduled on a rolling basis to address MCC-identified emergencies, 311-identified hotspots, and continuous engagement of unsheltered individuals.	