

Memorandum



CITY OF DALLAS

DATE January 19, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Atmos Energy Corporation – DARR Filing**

On January 12, Atmos Energy Corporation, Mid-Tex Division (Atmos) filed a request with the City to increase rates. This filing was made under the Dallas Annual Rate Review (DARR) Tariff and is the company's sixth filing under the current DARR mechanism. Atmos is requesting an increase in annual revenues of \$47.9 million from within the city. This represents a monthly increase of 14.98 percent or \$13.72 per month (\$164.64 annually) for the average residential customer. Atmos has requested a June 1, 2024, effective date for the new rates.

Staff is currently reviewing the filing with the City's gas rate consultant and outside legal counsel and will brief their findings to the Government Performance and Financial Management Committee on May 21, 2024, with recommendations for Council action on May 22, 2024. The statutory deadline to take action on this matter is May 26, 2024.

Atmos provided an executive summary of the filing, which is attached. If you have any questions, please contact Nick Fehrenbach, Manager of Regulatory Affairs in Budget and Management Services.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland
Chief Financial Officer

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer 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
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors

Guided by SAFETY

2024 DARR FILING



Mid-Tex Division Highlights



In 2023, Atmos Energy spent more than \$231 million in capital investment in the City of Dallas and more than 85 percent was spent to enhance the safety and reliability of our natural gas system.

This investment in system modernization also reduces our environmental impact. Our goal of reducing methane emissions from our distribution system mains and services by 50 percent from 2017 to 2035 is essential to our environmental commitment.

Atmos Energy submitted a Dallas Annual Rate Review (DARR) filing to the City of Dallas on January 12, 2024, requesting an increase in annual revenues of approximately \$47.9 million. \$15.8 million of the increase is due to the completion of the three - year period previously negotiated and agreed upon with the City of Dallas during which rates have been lowered to fully reflect the tax reduction of the 2017 Tax Cuts and Jobs Act and \$4.8 million of the increase is attributable to unrecovered interest expense related to extraordinary gas costs during Winter Storm Uri.

DRIVERS BEHIND OUR \$47.9M FILING

Atmos Energy continues its comprehensive pipe replacement program that prioritizes the replacement of segments based on relative risk by analyzing many factors, including pipe material. This program is based on the company’s Distribution Integrity Management plan developed in compliance with state and federal regulatory requirements. This replacement activity includes all pipe types, including steel and plastic, on both mains and service lines.

54

Miles of pipe replaced in the City of Dallas

1.4 million

Lines located in the Mid-Tex Division

3,200

Steel service lines replaced in the City of Dallas

16,600

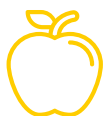
Miles surveyed for natural gas emissions in the Mid-Tex Division

4,000

Hazardous leaks caused by excavation damage in the Mid-Tex Division

FUELING SAFE AND THRIVING COMMUNITIES

In 2023, Atmos Energy invested more than \$1.4 million to provide educational, literacy, financial assistance, and food security resources across the City of Dallas .



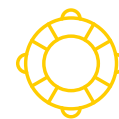
Fueling bright minds and healthy futures for our kids.

We believe in making a difference in the lives of children by collaborating with local school districts and education foundations to offer nutritious meals and provide resources to help children read at grade level by third grade to increase their opportunities for success.



Fueling honor and thanks for our community heroes.

We believe in showing our respect and gratitude to firefighters, police officers, medical teams, other first responders and teachers by providing meals and support throughout the year for our hometown heroes.



Fueling hope and growth for our neighbors.

We believe in supporting our communities through programs that help eligible customers stay warm with financial assistance to pay their gas bill and upgrade their homes. We proudly support United Way, The Salvation Army and other local community welfare organizations so that our neighbors can grow and thrive.

Our Customer Bill



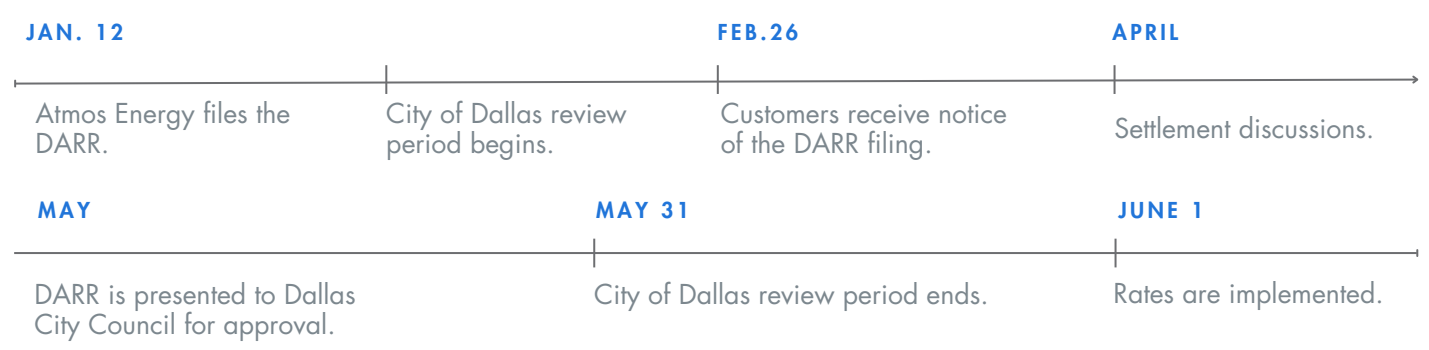
The average residential customer will see an increase totaling \$13.72 per month, which is comprised of \$8.06 associated with increases related to system growth and integrity, \$4.67 associated with the completion of the Tax Cuts and Jobs Act refund and \$0.99 for unrecovered interest expense.



The average commercial customer will see an increase totaling \$52.63 per month, which is comprised of \$27.03 associated with increases related to system growth and integrity, \$15.70 associated with the completion of the Tax Cuts and Jobs Act refund and \$9.90 for unrecovered interest expense.

2024 Timeline

Between October 2022 and September 2023, more than \$231 million was spent in the City of Dallas to further enhance the safety and reliability of our natural gas system.



DARR FAQ

WHY IS ATMOS ENERGY ASKING FOR A RATE ADJUSTMENT?

We are requesting an increase in annual revenue of \$47.9 million to begin recovering more than \$231 million of capital spent from October 2022 through September 2023 and to update rates to reflect the end of the three-year refund period associated with the Tax Cuts and Jobs Act. The rates we charge customers – coupled with investor and creditor capital –allow us to enhance the safety and reliability of our natural gas system through pipeline replacement and system modernization. Current rates don't allow us to begin recovering the additional spending incurred in 2023 to support safety and reliability.

WHAT ROLE DOES THE CITY PLAY IN SETTING NATURAL GAS RATES?

The City Council reviews the rates we charge our customers in the City of Dallas. In Texas, cities have original jurisdiction over natural gas rates. In order to recover costs after they've been spent, natural gas utilities must file directly with the cities for approval to adjust rates. The Railroad Commission of Texas is the regulatory body for natural gas companies in Texas, with appellate jurisdiction over cities and jurisdiction over areas outside of city limits.

WHAT IS THE DARR?

The Dallas Annual Rate Review (DARR) is a mechanism that was developed by the City of Dallas and Atmos Energy in 2010 to ensure all of our spending is reviewed annually. It takes into consideration precedent decided by the Railroad Commission of Texas and outlines specific factors such as return on equity, capital structure and other administrative items, reducing the need for costly litigation that is ultimately borne by our customers. The parties reached a negotiated settlement in nine out of eleven filings from 2012 through 2023. This process is not unique to Dallas – the other 444 cities served by the Mid-Tex Division also operate under similar annual mechanisms.

WHAT IS A CAPITAL EXPENDITURE?

Just like highways, bridges and other utility lines across the country, natural gas pipelines must be modernized over time. The associated costs, or capital expenditures, primarily include pipe replacement and repair, service line replacement, growth and fortification of the natural gas distribution system and overall pipeline integrity.

Memorandum



CITY OF DALLAS

DATE January 19, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Budget Accountability Report – November 2023**

Please find attached the November Budget Accountability Report (BAR) based on information through November 30, 2023. You may view all published reports on the [Financial Transparency website](#). The monthly BAR provides a financial forecast for all operating funds, update on General Obligation Bond spending, economic indicators, status of Dallas 365, updates for highlighted budget initiatives, and status of active process improvement projects.

If you have any questions, please contact Janette Weedon, Director of Budget & Management Services.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland
Chief Financial Officer

[Attachment]

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
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BUDGET ACCOUNTABILITY REPORT FY 2023-24

As of November 30, 2023



Cover Photo Credit: "Trinity Flood Plain" by Don Raines, Jr., Planning & Urban Design



**Budget & Management
Services**

EXECUTIVE SUMMARY

Financial Forecast Report

Operating Fund	Year-End Forecast vs. Budget	
	Revenues	Expenses
General Fund	✓	✓
Aviation	✓	✓
Convention and Event Services	✓	8% over budget
Development Services	✓	✓
Municipal Radio	✓	✓
Sanitation Services	✓	✓
Storm Drainage Management	✓	✓
Dallas Water Utilities	✓	✓
Bond and Construction Management	✓	✓
Equipment and Fleet Management	✓	✓
Express Business Center	✓	✓
Information Technology	✓	✓
Radio Services	✓	✓
9-1-1 System Operations	✓	✓
Debt Service	✓	✓

✓ YE forecast within 5% of budget

Dallas 365

Year-to-Date

✓ 27
On Target

! 1
Near Target

✗ 7
Not on Target

Year-End Forecast

✓ 35
On Target

! 0
Near Target

✗ 0
Not on Target

Budget Initiative Tracker

0
Complete

! 2
At Risk

✓ 33
On Track

✗ 0
Canceled

FINANCIAL FORECAST REPORT

The Financial Forecast Report (FFR) provides a summary of financial activity through November 30, 2023, for the General Fund and other annual operating funds of the City. The Adopted Budget column reflects the budget adopted by City Council on September 22, 2023, effective October 1, 2023, through September 30, 2023. The Amended Budget column reflects City Council-approved transfers between funds and programs, department-initiated transfers between expense objects, approved use of contingency, and other amendments supported by revenue or fund balance.

Year-to-date (YTD) actual amounts represent revenue or expenses/encumbrances that have occurred through the end of the most recent accounting period. Departments provide the year-end (YE) forecast, which projects anticipated revenues and expenditures as of September 30, 2024. The variance is the difference between the FY 2023-24 amended budget and the YE forecast. Variance notes are provided when the YE forecast is +/- five percent of the amended budget and/or if YE expenditures are forecast to exceed the amended budget.

General Fund Overview

The General Fund overview provides a summary of financial activity through November 30, 2023.

	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
Beginning Fund Balance	\$323,159,062	\$323,159,062		\$323,159,062	\$0
Revenues	1,837,576,470	1,837,576,470	1,838,138,555	1,838,138,555	562,085
Expenditures	1,837,576,470	1,837,576,470	1,839,752,570	1,835,904,805	(1,671,665)
Ending Fund Balance	\$323,159,062	\$323,159,062	\$321,545,048	\$325,392,813	\$2,233,750

Fund Balance. As of November 30, 2023, the beginning fund balance for the adopted and amended budgets and YE forecast reflects the FY 2022-23 unaudited unassigned ending fund balance as projected during budget development (July 2023). The ending fund balance for the adopted and amended budget does not reflect changes in encumbrances or other balance sheet accounts. We anticipate updates to the beginning fund balance after the FY 2022-23 audited statements become available in April 2024.

Revenues. Through November 30, 2023, General Fund revenues are projected to be \$562,000 over budget due to increased revenue in charges for service.

Expenditures. Through November 30, 2023, General Fund expenditures are projected to be \$1,672,000 under budget due to salary savings associated with vacant uniform and non-uniform positions across several General Fund departments, partially offset by forecasted personnel service expenses in Judiciary.

FY 2023-24 Financial Forecast Report

GENERAL FUND REVENUE

Revenue Category		FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
1	Property Tax	\$1,047,595,636	\$1,047,595,636	\$55,722,233	\$1,047,595,636	\$0
2	Sales Tax	451,745,839	451,745,839	71,316,931	451,745,839	0
3	Franchise and Other	126,633,664	126,633,664	22,342,903	126,633,664	0
4	Charges for Services	117,236,140	117,236,140	12,027,220	117,778,132	541,992
5	Fines and Forfeitures	20,117,759	20,117,759	2,896,747	20,144,229	26,470
6	Operating Transfers In	28,086,049	28,086,049	0	28,086,049	0
7	Intergovernmental	16,177,900	16,177,900	1,132,504	16,177,900	0
8	Miscellaneous	9,882,543	9,882,543	1,230,933	9,874,265	(8,278)
9	Licenses and Permits	6,100,940	6,100,940	643,933	6,102,842	1,902
10	Interest	14,000,000	14,000,000	621,491	14,000,000	0
	Total Revenue	\$1,837,576,470	\$1,837,576,470	\$167,934,895	\$1,838,138,555	\$562,085

VARIANCE NOTES

General Fund revenue variance notes are provided below for revenue categories with YE forecast variances of +/- five percent and revenue with an amended budget.

4 Charges for Services. Charges for Services are projected to be \$542,000 over budget due to increased revenues associated with State Fair patrol, partially offset by the elimination of parking revenues at Jack Evans Police Headquarters.

FY 2023-24 Financial Forecast Report

GENERAL FUND EXPENDITURES

	Expenditure Category	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
	Non-uniform Pay	\$298,421,415	\$298,421,408	\$44,822,903	\$296,178,779	(\$2,242,629)
	Non-uniform Overtime	7,963,253	7,963,253	2,390,129	10,080,204	2,116,951
	Non-uniform Pension	42,275,230	42,240,242	6,562,686	43,035,446	795,204
	Uniform Pay	544,271,659	544,271,664	71,943,250	531,376,849	(12,894,815)
	Uniform Overtime	72,658,144	81,158,144	15,108,285	92,211,223	11,053,079
	Uniform Pension	187,861,142	187,896,125	24,876,280	188,847,784	951,659
	Health Benefits	97,632,432	97,632,434	7,907,233	97,632,434	0
	Workers Comp	13,051,299	13,051,300	0	13,051,300	0
	Other Personnel Services	14,204,686	14,204,690	2,038,845	14,374,798	170,108
1	Total Personnel Services	\$1,278,339,260	\$1,286,839,260	\$175,649,612	\$1,286,788,817	(\$50,443)
2	Supplies	92,646,763	92,526,132	15,743,593	91,524,303	(1,001,829)
3	Contractual Services	531,126,582	530,487,294	83,198,794	533,874,402	3,387,109
4	Capital Outlay	25,239,244	25,999,163	5,389,773	25,986,044	(13,119)
5	Reimbursements	(89,775,379)	(98,275,379)	(749,063)	(98,347,247)	(71,868)
	Total Expenditures	1,837,576,470	\$1,837,576,470	\$279,232,710	\$1,839,826,318	\$2,249,849

VARIANCE NOTES

General Fund expenditure variance notes are provided below for expenditure categories with YE forecast variances of +/- five percent. The Amended Budget column reflects department-initiated transfers between expense objects.

FY 2023-24 Financial Forecast Report

GENERAL FUND EXPENDITURES

#	Expenditure by Department	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
1	Budget & Management Services	\$4,420,110	\$4,420,110	\$587,517	\$4,420,110	\$0
2	Building Services	31,078,791	31,078,791	7,238,374	31,078,791	0
3*	City Attorney's Office	23,799,058	23,799,058	3,235,585	23,799,058	0
4*	City Auditor's Office	3,266,138	3,266,138	467,052	3,266,138	0
5	City Controller's Office	9,162,430	9,162,430	1,412,630	9,162,430	0
6	Independent Audit	767,071	767,071	0	767,071	0
7	City Manager's Office	3,389,700	3,389,700	492,455	3,389,700	0
8	City Marshal's Office	21,905,930	21,905,930	3,174,518	21,632,682	(273,248)
9	Jail Contract	8,594,776	8,594,776	0	8,594,776	0
10	City Secretary's Office	3,509,388	3,509,388	646,388	3,509,388	0
11	Elections	1,946,292	1,946,292	15,457	1,946,292	0
12	Civil Service	2,762,162	2,762,162	487,351	2,762,162	0
13	Code Compliance	45,562,455	45,562,455	6,655,987	45,562,455	0
14	Dallas Animal Services	19,180,051	19,180,051	4,615,273	19,180,051	0
15*	Dallas Fire-Rescue	413,381,222	413,381,222	57,388,444	413,381,222	0
16	Dallas Municipal Court	8,370,958	8,370,958	1,205,151	8,083,498	(287,460)
17	Dallas Police Department	656,936,353	656,936,353	97,480,637	656,936,353	0
18	Data Analytics & Business Intelligence	6,108,162	6,108,162	800,771	6,108,162	0
19	Housing & Neighborhood Revitalization	6,920,100	6,920,100	363,027	6,795,411	(124,689)
20	Human Resources	9,186,760	9,186,760	2,014,319	9,186,760	0
21*	Judiciary	4,397,241	4,397,241	621,563	4,906,096	508,855
22	Library	43,489,755	43,489,755	5,389,387	43,468,354	(21,401)
	Management Services					
23	311 Customer Service Center	6,331,204	6,331,204	1,392,422	6,315,483	(15,721)
24	Communications, Outreach, & Marketing	3,777,588	3,777,588	448,119	3,444,753	(332,835)
25	Office of Community Care	10,114,699	10,114,699	876,908	9,898,938	(215,761)
26	Office of Community Development	754,620	754,620	9,462	754,620	0
27	Office of Community Police Oversight	784,565	784,565	75,613	654,184	(130,381)
28	Office of Emergency Management	1,251,963	1,251,963	165,274	1,251,963	0
29	Office of Environmental Quality and Sustainability	6,244,743	6,244,743	1,886,109	6,155,881	(88,862)
30	Office of Equity and Inclusion	3,785,554	3,785,554	440,014	3,772,093	(13,461)
31	Office of Government Affairs	1,112,725	1,112,725	205,835	1,112,725	0
32	Office of Homeless Solutions	17,850,149	17,850,149	4,711,356	17,850,149	0
33	Office of Integrated Public Safety Solutions	5,822,887	5,822,887	520,786	5,650,725	(172,162)
34	Small Business Center	4,354,640	4,354,640	293,931	4,354,640	0
35	Mayor & City Council	7,399,447	7,399,447	925,941	7,232,333	(167,114)
36	Non-Departmental	128,443,112	128,443,112	6,418,948	128,443,112	0
37	Office of Arts & Culture	23,180,773	23,180,773	3,968,816	23,180,773	0
38	Office of Economic Development	3,679,042	3,679,042	747,115	3,679,042	0
39	Park & Recreation	120,076,933	120,076,933	26,000,193	120,076,933	0
40	Planning & Urban Design	8,024,033	8,024,033	1,067,224	7,899,771	(124,262)
41	Procurement Services	3,500,823	3,500,823	418,748	3,287,661	(213,162)
42	Public Works	88,552,090	88,552,090	24,846,209	88,552,090	0
43	Transportation	59,125,541	59,125,541	9,521,801	59,125,540	0
	Total Departments	\$1,832,302,034	\$1,832,302,034	\$279,232,710	\$1,830,630,369	(\$1,671,665)
44	Financial Reserves		0	0	0	0
45	Liability/Claims Fund Transfer	3,387,941	3,387,941	0	3,387,941	0
46	Salary & Benefit Stabilization	1,886,495	1,886,495	0	1,886,495	0
	Total Expenditures	\$1,837,576,470	\$1,837,576,470	\$279,232,710	\$1,835,904,805	(1,671,665)

*BMS did not receive a department update for the November reporting month. Forecast was prepared by BMS staff.



VARIANCE NOTES

General Fund variance notes are provided below for departments with YE forecast variances of +/- five percent, amended budgets, or YE forecasts projected to exceed budget.

21 Judiciary. CTJ is projected to be \$509,000 over budget due to personnel service expenses associated with higher recruitment and retention of staff than in previous years, assuming a straightline projection through the end of FY 2023-24 with no changes to current staffing levels, as well as additional work CTJ is involved with in underserved low-impact communities in four selected districts to provide additional access to court services through an unbudgeted program.

24 Communications, Outreach, & Marketing. COM is projected to be \$333,000 under budget due to salary savings associated with four vacant positions.

27 Office of Community Police Oversight. OCPO is projected to be \$130,000 under budget due to salary savings associated with three vacant positions.

41 Procurement Services. POM is projected to be \$213,000 under budget due to salary savings associated with 10 vacant positions.

FY 2023-24 Financial Forecast Report

ENTERPRISE FUNDS

Department	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
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1 AVIATION

Beginning Fund Balance	\$87,104,190	\$87,104,190		\$87,104,190	\$0
Total Revenues	182,592,444	182,592,444	25,827,162	182,592,444	0
Total Expenditures	184,832,684	184,832,684	32,724,308	184,832,684	0
Ending Fund Balance	\$84,863,950	\$84,863,950		\$84,863,950	\$0

2 CONVENTION & EVENT SERVICES

Beginning Fund Balance	\$56,656,767	\$56,656,767		\$56,656,767	\$0
Total Revenues	137,145,998	137,145,998	21,684,595	\$137,950,179	804,181
Total Expenditures	137,145,998	137,145,998	10,242,775	\$147,950,179	10,804,181
Ending Fund Balance	\$56,656,767	\$56,656,767		\$46,656,767	(\$10,000,000)

3 DEVELOPMENT SERVICES

Beginning Fund Balance	\$20,815,859	\$20,815,859		\$20,815,859	\$0
Total Revenues	45,465,884	45,465,884	6,457,847	45,465,884	0
Total Expenditures	53,952,347	53,952,347	6,938,857	53,864,782	(87,565)
Ending Fund Balance	\$12,329,396	\$12,329,396		\$12,416,961	\$87,565

4 MUNICIPAL RADIO

Beginning Fund Balance	\$337,211	\$337,211		\$337,211	\$0
Total Revenues	636,398	636,398	68,782	636,398	0
Total Expenditures	636,398	636,398	221,373	636,398	0
Ending Fund Balance	\$337,211	\$337,211		\$337,211	\$0

5 SANITATION SERVICES

Beginning Fund Balance	\$23,377,689	\$23,377,689		\$23,377,689	\$0
Total Revenues	152,709,535	152,709,535	27,590,416	158,152,583	5,443,048
Total Expenditures	153,689,531	153,689,531	13,743,457	153,689,531	0
Ending Fund Balance	\$22,397,693	\$22,397,693		\$27,840,741	\$5,443,048

6 STORM DRAINAGE MANAGEMENT—DALLAS WATER UTILITIES

Beginning Fund Balance	\$9,962,402	\$9,962,402		\$9,962,402	\$0
Total Revenues	80,093,972	80,093,972	12,828,085	80,093,972	0
Total Expenditures	80,093,972	80,093,972	4,611,266	80,093,972	0
Ending Fund Balance	\$9,962,402	\$9,962,402		\$9,962,402	\$0

7 WATER UTILITIES

Beginning Fund Balance	\$97,247,412	\$97,247,412		\$97,247,412	\$0
Total Revenues	791,276,133	791,276,133	145,618,287	791,276,133	0
Total Expenditures	791,275,376	791,275,376	114,615,561	791,275,376	0
Ending Fund Balance	\$97,248,169	\$97,248,169		\$97,248,169	\$0

FY 2023-24 Financial Forecast Report

INTERNAL SERVICE FUNDS

Department	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
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8 BOND & CONSTRUCTION MANAGEMENT

Beginning Fund Balance	\$64,982	\$64,982	\$0	\$64,982	\$0
Total Revenues	22,043,477	22,043,477	0	21,183,323	(860,154)
Total Expenditures	22,043,477	22,043,477	2,804,728	21,183,323	(860,154)
Ending Fund Balance	\$64,982	\$64,982		\$64,982	\$0

9 EQUIPMENT & FLEET MANAGEMENT

Beginning Fund Balance	\$6,399,526	\$6,399,526		\$6,399,526	\$0
Total Revenues	68,778,781	68,778,781	16,094	68,778,781	0
Total Expenditures	71,794,210	71,794,210	7,166,858	71,794,210	0
Ending Fund Balance	\$3,384,097	\$3,384,097		\$3,384,097	\$0

10 EXPRESS BUSINESS CENTER

Beginning Fund Balance	\$7,212,164	\$7,212,164		\$7,212,164	\$0
Total Revenues	2,868,790	2,868,790	388,412	2,868,790	\$0
Total Expenditures	2,152,280	2,152,280	475,597	2,139,056	(13,224)
Ending Fund Balance	\$7,928,674	\$7,928,674		\$7,941,898	\$13,224

11 INFORMATION TECHNOLOGY

Beginning Fund Balance	\$19,328,923	\$19,328,923		\$19,328,923	\$0
Total Revenues	121,639,867	121,639,867	17,997,786	121,639,867	0
Total Expenditures	131,784,124	131,784,124	41,009,817	131,784,124	0
Ending Fund Balance	\$9,184,666	\$9,184,666		\$9,184,666	\$0

12 RADIO SERVICES

Beginning Fund Balance	\$2,825,954	\$2,825,954		\$2,825,954	\$0
Total Revenues	22,264,018	22,264,018	3,460,032	22,275,271	11,253
Total Expenditures	18,873,781	18,873,781	3,403,866	18,873,781	0
Ending Fund Balance	\$6,216,191	\$6,216,191		\$6,227,444	\$11,253

FY 2023-24 Financial Forecast Report

OTHER FUNDS

Department	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
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13 9-1-1 SYSTEM OPERATIONS

Beginning Fund Balance	\$4,811,495	\$4,811,495		\$4,811,495	\$0
Total Revenues	12,897,076	12,897,076	1,700,201	13,524,466	627,390
Total Expenditures	12,866,761	12,866,761	432,606	12,866,761	0
Ending Fund Balance	\$4,841,810	\$4,841,810		\$5,469,200	\$627,390

14 DEBT SERVICE

Beginning Fund Balance	\$114,061,997	\$114,061,997		\$114,061,997	\$0
Total Revenues	443,871,742	443,871,742	21,916,936	445,649,591	1,777,849
Total Expenditures	420,687,511	420,687,511	0	424,664,450	3,976,939
Ending Fund Balance	\$137,246,228	\$137,246,228		\$135,047,138	(\$2,199,090)

15 EMPLOYEE BENEFITS

City Contributions	\$134,878,640	\$134,878,640	\$12,356,540	\$134,878,640	\$0
Employee Contributions	46,665,178	46,665,178	7,568,170	46,665,178	0
Retiree	25,583,019	25,583,019	2,885,574	25,583,019	0
Other	0	0	71,369	0	0
Total Revenues	207,126,836	207,126,836	22,881,654	207,126,836	0
Total Expenditures	\$205,942,598	\$205,942,598	\$22,134,558	\$205,942,598	\$0

Note: FY 2022-23 YE forecast reflects claim expenses expected to occur in the fiscal year. Fund balance (not included) reflects incurred but not reported (IBNR) claims.

16 RISK MANAGEMENT

Worker's Compensation	\$18,362,599	\$18,362,599	\$516,015	\$18,362,599	\$0
Third Party Liability	10,033,670	10,033,670	6,337,458	10,033,670	0
Purchased Insurance	18,139,030	18,139,030	0	18,139,030	0
Interest and Other	0	0	99,913	0	0
Total Revenues	46,535,299	46,535,299	6,953,386	46,535,299	0
Total Expenditures	\$60,094,967	\$60,094,967	\$16,450,440	\$60,094,967	\$0

Note: FY 2022-23 YE forecast reflects claim expenses expected to occur in the fiscal year. Fund balance (not included) reflects the total current liability for Risk Management (worker's compensation/liability/property insurance).

VARIANCE NOTES

The Enterprise, Internal Service, and Other Funds summaries include the beginning fund balance with the YE revenue and expenditure forecasts. As of November 30, 2023, the beginning fund balance for the adopted and amended budgets and YE forecast represents the FY 2022-23 unaudited projected ending fund balance and does not reflect additional YE savings. We anticipate adjustments to the FY 2023-24 amended beginning fund balance after FY 2022-23 audited statements become available in April 2024. Variance notes are provided below for funds with a YE forecast variance of +/- five percent, YE forecast projected to exceed budget, or projected use of fund balance.

2 Convention & Event Services. CCT revenues are projected to be \$804,000 over budget due to higher number of events than budgeted. CCT expenses are projected to be \$10,804,000 over budget due to an increased capital transfer from fund balance supported by excess revenue in FY 2022-23.

5 Sanitation Services. SAN revenues are projected to be \$5,443,000 over budget due to higher volume of disposal business from commercial haulers.

8 Bond & Construction Management. BCM revenues are projected to be \$860,000 under budget due to lower expenses. BCM expenses are projected to be \$860,000 under budget due to salary savings associated with 32 vacant positions. BCM charges each capital project budget for project implementation costs. Savings in actual implementation expenses result in fewer charges to the capital project.

13 9-1-1 System Operations. 911 System Operations revenues are projected to be \$627,000 over budget due to increased 9-1-1 fee collections for residential and commercial wireline services based on year-to-date.

14 Debt Service. Debt Service revenues are projected to be \$1,778,000 over budget due to a delayed transfer from Sanitation related to Series 2023 equipment acquisition note. Debt Service expenses are projected to be \$3,977,000 over budget due to higher costs associated with the issuance of equipment notes in lieu of the Master Lease purchase program.

FY 2023-24 Financial Forecast Report

GENERAL OBLIGATION BONDS**2017 Bond Program**

Proposition		Authorized by Voters	ITD Appropriations	ITD Expenditures	Current Encumbered	Unencumbered
A	Street and Transportation	\$533,981,000	\$533,981,000	\$332,735,243	\$130,692,114	\$70,553,642
B	Park and Recreation Facilities	261,807,000	261,807,000	179,994,443	13,026,436	68,786,121
C	Fair Park	50,000,000	50,000,000	40,378,287	3,438,696	6,183,017
D	Flood Protection and Storm Drainage	48,750,000	48,750,000	17,608,331	17,465,190	13,676,479
E	Library Facilities	15,589,000	15,589,000	14,899,938	184,017	505,045
F	Cultural and Performing Arts Facilities	14,235,000	14,235,000	13,218,853	346,816	669,330
G	Public Safety Facilities	32,081,000	32,081,000	27,192,464	80,697	4,807,839
H	City Facilities	18,157,000	18,157,000	3,542,120	500,992	14,113,887
I	Economic Development	55,400,000	55,400,000	22,018,319	8,129,853	25,251,828
J	Homeless Assistance Facilities	20,000,000	20,000,000	17,370,733	87,561	2,541,706
Total		\$1,050,000,000	\$1,050,000,000	\$668,958,732	\$173,952,372	\$207,088,896

2012 Bond Program

Proposition		Authorized by Voters	ITD Appropriations	ITD Expenditures	Current Encumbered	Unencumbered
1	Street and Transportation Improvements	\$260,625,000	\$266,938,887	\$259,438,407	\$4,420,504	\$3,079,977
2	Flood Protection and Storm Drainage Facilities	326,375,000	326,375,000	251,280,348	63,681,748	11,412,904
3	Economic Development	\$55,000,000	55,000,000	39,111,855	5,072,684	10,815,462
Total		\$642,000,000	\$648,313,887	\$549,830,609	\$73,174,935	\$24,785,144

2006 Bond Program

Proposition		Authorized by Voters	ITD Appropriations	ITD Expenditures	Current Encumbered	Unencumbered
1	Street and Transportation Improvements	\$390,420,000	\$406,490,554	\$394,065,930	\$8,043,386	\$4,381,238
2	Flood Protection and Storm Drainage Facilities	334,315,000	342,757,166	304,066,589	12,997,698	25,692,879
3	Park and Recreation Facilities	343,230,000	353,343,060	349,833,005	1,054,267	2,455,788
4	Library Facilities	46,200,000	52,148,600	47,675,238	15,499	4,457,863
5	Cultural Arts Facilities	60,855,000	63,821,447	63,151,488	0	669,959
6	City Hall, City Service and Maintenance Facilities	34,750,000	36,216,478	33,186,031	334,867	2,695,580
7	Land Acquisition Under Land Bank Program	1,500,000	1,500,000	1,474,169	0	25,831
8	Economic Development	41,495,000	45,060,053	42,735,357	922,500	1,402,196
9	Farmers Market Improvements	6,635,000	6,933,754	6,584,013	0	349,741
10	Land Acquisition in the Cadillac Heights Area	22,550,000	22,727,451	11,809,029	22,150	10,896,272
11	Court Facilities	7,945,000	8,146,606	7,869,762	0	276,844
12	Public Safety Facilities and Warning Systems	63,625,000	66,072,938	65,380,180	411,256	281,502
Total		\$1,353,520,000	\$1,405,218,107	\$1,327,830,793	\$23,801,622	\$53,585,692

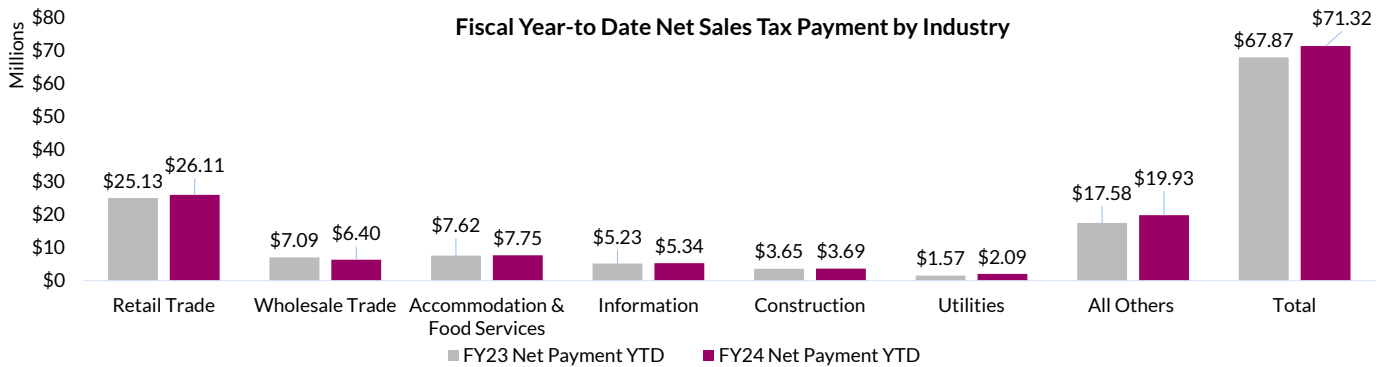
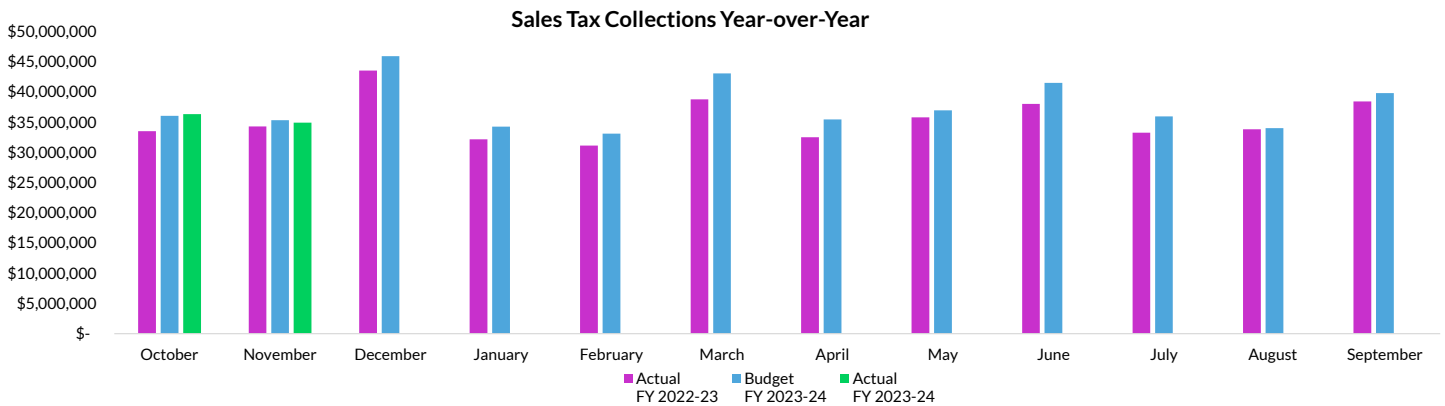
Note: The tables above reflect expenditures and encumbrances recorded in the City's financial system of record. They do not include commitments that have not yet been recorded in the system, such as amounts recently approved by City Council.

FY 2023-24 Financial Forecast Report

ECONOMIC INDICATORS

Sales Tax

The current sales tax rate is 8.25 percent - 6.25 percent goes to the state, one percent to the City, and one percent to DART. The FY 2023-24, Sales Tax Budget is \$451,745,839. As of November 30, 2023, the sales tax forecast is at budget. We will update the forecast throughout the year as additional information becomes available. The charts in this section provide more information about sales tax collections.



FY 2023-24 Financial Forecast Report

ECONOMIC INDICATORS

Year-over-Year Change in Sales Tax Collections		
Industry	November FY24 over November FY23	FYTD24 over FYTD23
Retail Trade	0%	4%
Wholesale Trade	-17%	-10%
Accommodation and Food Services	3%	2%
Information	2%	2%
Construction	6%	1%
Utilities	35%	33%
All Others	8%	13%
Total Collections	-3%	5%

Retail Trade. Includes establishments engaged in selling (retailing) merchandise, generally without transformation, and rendering services incidental to the sale of merchandise. The retailing process is the final step in the distribution of merchandise, so retailers are organized to sell merchandise in small quantities to the general public.

Wholesale Trade. Includes establishments engaged in wholesaling merchandise, generally without transformation, and rendering services incidental to the sale of merchandise. Wholesalers are organized to sell or arrange the purchase or sale of (a) goods for resale to other wholesalers or retailers, (b) capital or durable nonconsumer goods, and (c) raw and intermediate materials and supplies used in production.

Accommodation and Food Services. Includes establishments providing customers with lodging and/or preparing meals, snacks, and beverages for immediate consumption.

Information. Includes establishments engaged in (a) producing and distributing information and cultural products, (b) providing the means to transmit or distribute these products as well as data or communications, and (c) processing data.

Construction. Includes establishments primarily engaged in the construction of buildings or engineering projects (e.g. highways and utility systems). Establishments primarily engaged in the preparation of sites for new construction or in subdividing land for sale as building sites are also included in this sector.

Utilities. Includes establishments providing electric power, natural gas, steam supply, water supply, and sewage removal.

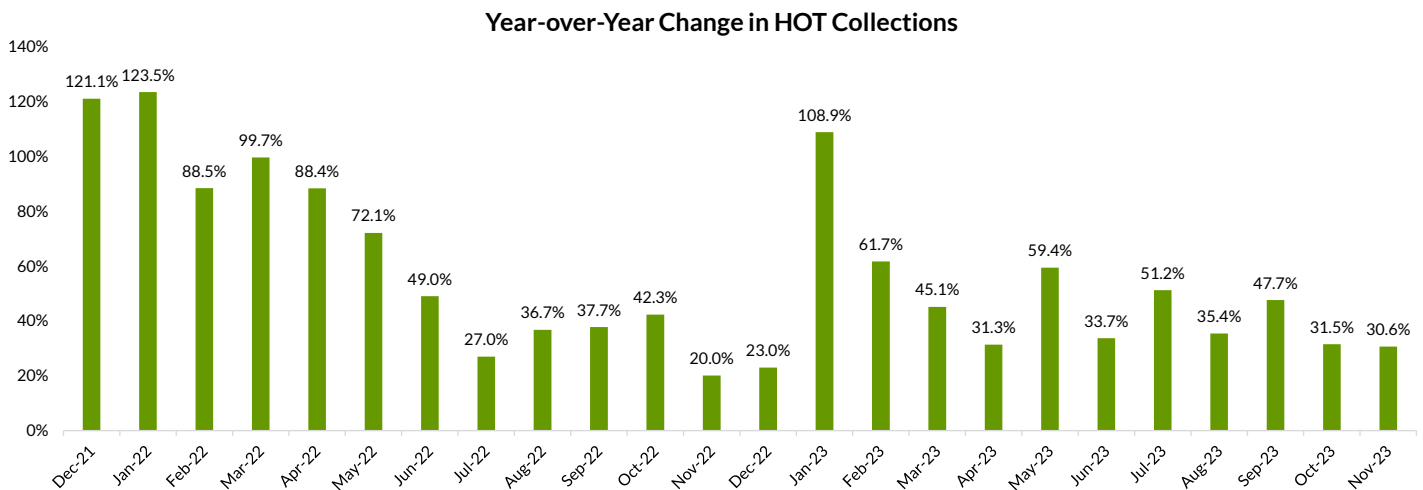
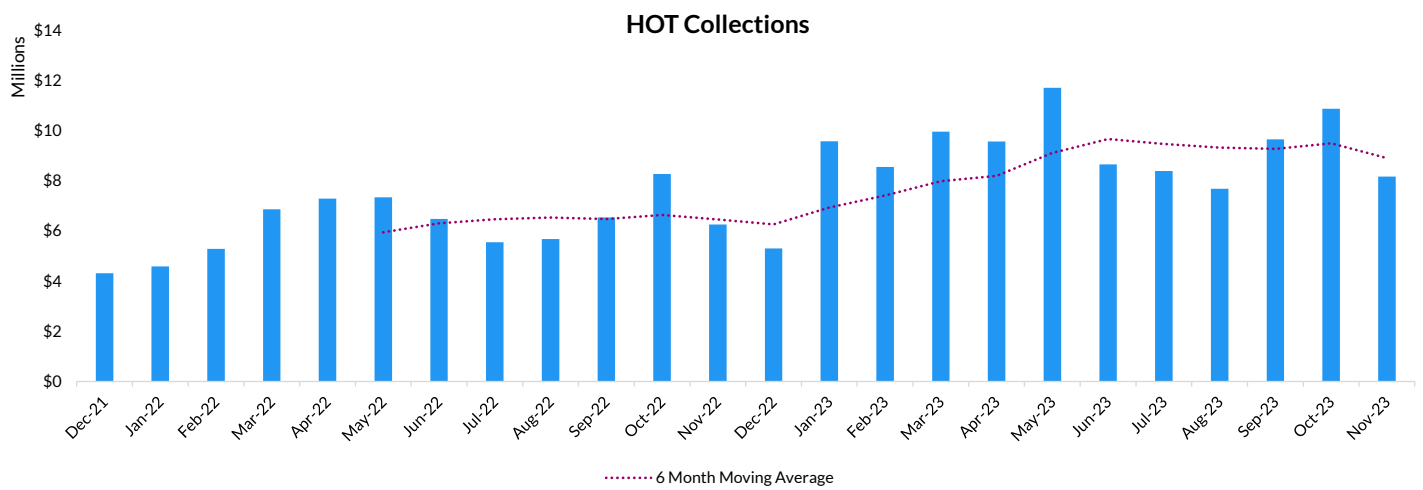
All Others. Includes but is not limited to manufacturing, professional and business services, financial activities, education and health services, and natural resources and mining.

FY 2023-24 Financial Forecast Report

ECONOMIC INDICATORS

Hotel Occupancy Tax

The City collects hotel occupancy taxes (HOT) on hotel, motel, bed and breakfast, and short-term rentals in the city limits. The HOT rate in Dallas is 15 percent of the cost of the room (not including food served or personal services not related to cleaning and readying the space for the guest)—six percent goes to the state, and nine percent goes to the City. Of the nine percent to the city, two percent is to be used for the Convention Center Expansion and the Fair Park Facilities Venue Projects and seven percent is allocated for Visit Dallas, Office of Arts and Culture, and Kay Bailey Hutchison Convention Center Dallas. HOT is the largest single revenue source for the Kay Bailey Hutchison Convention Center, and data is typically updated every two months.



Beginning November 2022, the HOT rate collected by the City of Dallas increased from seven to nine percent. HOT allocations including the additional two percent are reflected beginning in January 2023.



FY 2023-24 Financial Forecast Report

ECONOMIC INDICATORS

Convention Center Event Bookings

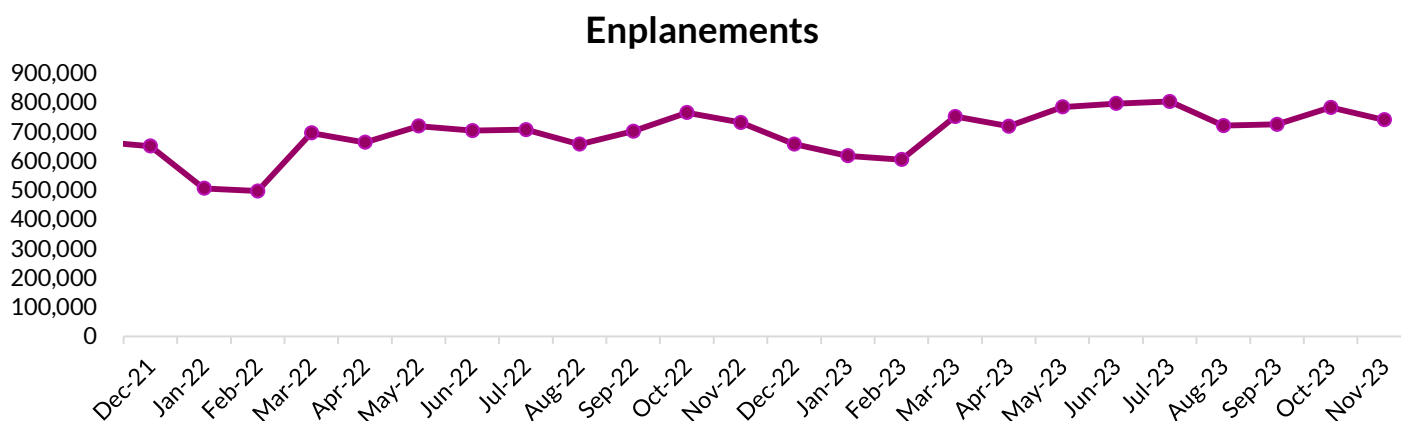
The table below lists the number of actual, planned, and forecast events at the KBHCCD for the last three fiscal years. Please note if no event takes place, it results in an equal reduction in revenue and expenses.

	FY22 Actual	FY23 Actual	FY24 Planned	FY24 Actual/Forecast*
October	6	10	11	11
November	5	2	4	4
December	9	12	6	6
January	4	5	7	7
February	10	14	10	10
March	13	10	8	8
April	8	6	3	3
May	6	10	9	9
June	11	12	9	9
July	4	5	6	6
August	8	5	7	7
September	10	5	3	3
Total	94	96	83	83

* Due to shifts in cancellations and rescheduling, FY23 actuals for prior months may be updated.

Love Field Enplanements

An enplanement is when a revenue-generating passenger boards an aircraft. Enplanements are the most important air traffic metric because enplaned passengers directly or indirectly generate 80 percent of Aviation revenues. Typically, Aviation generates only 20 percent of total operating revenues from non-passenger-related activities.

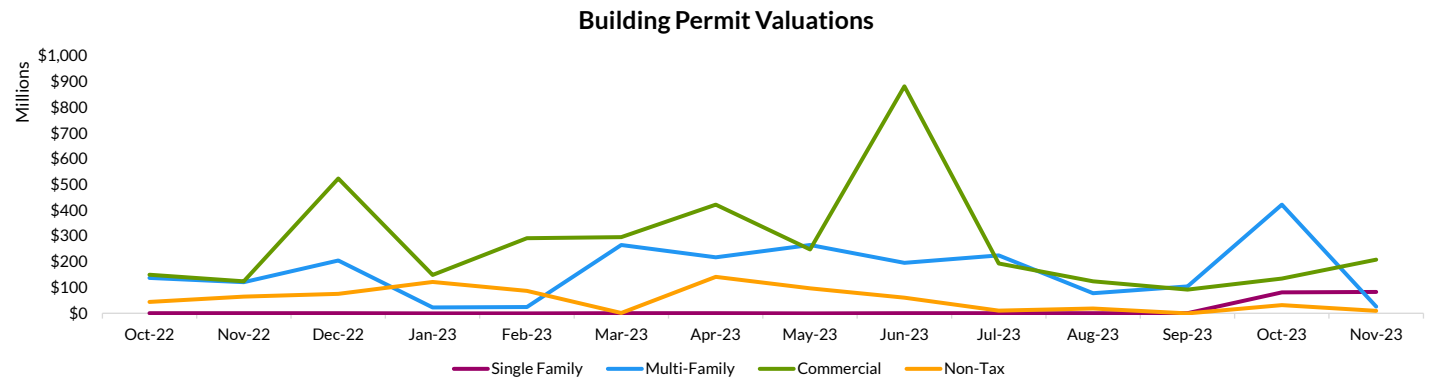
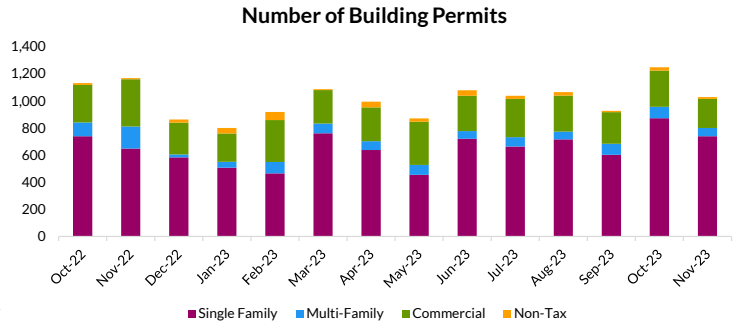


FY 2023-24 Financial Forecast Report

ECONOMIC INDICATORS

Building Permits

Building permits (required for all construction in Dallas) can provide insight into upcoming activity in the housing market and other areas of the economy. Permits are a key indicator of the confidence developers have in the economy; likewise, a decline can indicate developers do not anticipate economic growth in the near future. In some cities, this measure may be a leading indicator of property tax value growth, but in Dallas, the property tax forecast model includes other variables like wage/job growth, housing supply, gross domestic product, population, vacancy rates, and others.



DALLAS 365

The Dallas 365 initiative aligns 35 key performance measures to our eight strategic priorities. The department responsible for each measure is noted at the end of the measure’s description, and last year’s performance is included if available. If FY 2023-24 data is not available, N/A is listed.

Year-to-date (YTD) and year-end (YE) targets are presented for each measure. YTD targets may vary based on seasonality of the work. Each month, we compare 1) the YTD target with the actual performance for the current reporting period and 2) the YE target with the department’s forecasted performance as of September 30, 2023.

Measures are designated “on target” (green) if actual YTD performance is equal to or greater than the YTD target. If actual YTD performance is within five percent of the YTD target, it is “near target” (yellow). Otherwise, the measure is designated “not on target” (red). The same methodology applies to YE forecasts. Variance notes are provided for each red measure.



#	Measure	FY 2022-23 Actual	YTD Target	YTD Actual	YE Target	YE Forecast
Economic Development						
1*	Average number of business days to complete first review of residential permit application (Development Services)	8	10	1	10	8
2*	Average number of business days to complete first review of commercial permit application (Development Services)	2	15	10	15	15
3	Percentage of attracted private investment documented by contract that occurs in Target Areas (Office of Economic Development)	N/A	40.0%	40.0%	40.0%	40.0%
4	Percentage spent with local businesses (Small Business Center)	59.0%	40.0%	41.1%	40.0%	41.1%
5	Percentage of dollars spent with local M/WBE businesses (Small Business Center)	80.9%	70.0%	56.3%	70.0%	70.0%
Government Performance & Financial Management						
6	Percentage of invoices paid within 30 days (City Controller's Office)	79.7%	85.0%	73.5%	85.0%	85.0%
7	Percentage of vehicles receiving preventive maintenance on schedule (Compliance I) (Equipment & Fleet Management)	N/A	65.0%	78.5%	65.0%	78.5%
8	Percentage of customers satisfied with call experience (311 Customer Service Center)	89.1%	88.0%	90.3%	88.0%	90.3%

* For most measures, high values indicate positive performance, but for these measures, the reverse is true.



FY 2023-24 Dallas 365

#	Measure	FY 2022-23 Actual	YTD Target	YTD Actual	YE Target	YE Forecast
9	Completion rate for informal solicitations (Procurement Services)	22.2%	80.0%	82.1%	80.0%	82.1%
Housing & Homelessness Solutions						
10	Percentage of development funding leveraged by private sources (Housing & Neighborhood Revitalization)	89.7%	60.0%	80.8%	60.0%	80.8%
11	Percentage of service requests resolved within 21 days (Office of Homeless Solutions)	87.0%	85.0%	95.4%	85.0%	95.4%
12	Percentage of beds utilized under the Pay-to-Stay program (Office of Homeless Solutions)	100.0%	90.0%	77.7%	90.0%	90.0%
Parks, Trails, & the Environment						
13	Percentage of CECAP actions underway annually (Office of Environmental Quality & Sustainability)	75.3%	59.8%	59.8%	75.3%	75.3%
14	Average number of recreation programming hours per week (youth, seniors, and athletic leagues) (Park & Recreation)	3,269	2,300	7,878	2,300	2,300
15	Residential recycling diversion rate (Sanitation Services)	18.2%	20.5%	17.7%	20.5%	20.5%
16	Percentage of garbage and recycling routes completed on time (Sanitation Services)	99.9%	95.0%	99.8%	95.0%	99.8%
Public Safety						
17	Percentage of EMS responses within nine minutes or less (Dallas Fire-Rescue)	85.4%	90.0%	84.9%	90.0%	90.0%
18	Percentage of first company responses to structure fires within five minutes and 20 seconds of dispatch (Dallas Fire-Rescue)	87.0%	90.0%	89.4%	90.0%	90.0%
19*	Crimes against persons (per 100,000 residents) (Dallas Police Department)	1,936	316.4	315.9	2,000	315.9
20	Percentage of responses to Priority 1 calls within eight minutes or less (Dallas Police Department)	61.5%	60.0%	47.6%	60.0%	60.0%
21	Percentage of 911 calls answered within 10 seconds (Dallas Police Department)	93.3%	90.0%	94.9%	90.0%	94.9%
22	Monthly complaint resolution rate (DPD and OCPO) (Office of Community Police Oversight)	78.3%	70.0%	85.3%	70.0%	85.3%
23	Percentage of crisis intervention calls handled by the RIGHT Care team (Office of Integrated Public Safety Solutions)	59.8%	44.2%	52.1%	44.2%	52.1%

* For most measures, high values indicate positive performance, but for these measures, the reverse is true.



FY 2023-24 Dallas 365

#	Measure	FY 2022-23 Actual	YTD Target	YTD Actual	YE Target	YE Forecast
Quality of Life, Arts, & Culture						
24	Number of cases resolved by community prosecution (City Attorney's Office)	211	38	119	450	450
25	Percentage of litter and high weed service requests closed within SLA (Code Compliance)	98.4%	85.0%	89.7%	85.0%	89.7%
26	Percentage increase in dogs and cats transferred to rescue partners (Dallas Animal Services)	41.9%	5.0%	8.0%	5.0%	5.0%
27	Satisfaction rate with library programs (Library)	98.1%	95.0%	100.0%	95.0%	100.0%
28	Percentage of cultural services funding to ALAANA (African, Latinx, Asian, Arab, Native American) artists and organizations (Office of Arts & Culture)	32.8%	35.0%	89.5%	35.0%	89.5%
Transportation & Infrastructure						
29	Planned lane miles improved (792 of 11,770 miles) (Public Works)	98.4%	17.0%	5.6%	100.0%	100.0%
30	Percentage of planned sidewalk projects completed (Public Works)	N/A	5.0%	11.1%	100.0%	100.0%
31	Percentage of potholes repaired within three days (Public Works)	97.7%	98.0%	98.2%	98.0%	98.2%
32	Percentage of signal malfunction responses within 120 minutes (Transportation)	90.4%	79.7%	80.0%	91.0%	91.0%
33	Percentage of long line pavement marking miles restriped (611 of 1,223 miles) (Transportation)	50.0%	14.4%	18.0%	50.0%	50.0%
Workforce, Education, & Equity						
34	Percentage of users who reported learning a new skill through adult learning or career development programs (Library)	94.0%	92.0%	100.0%	92.0%	100.0%
35	Percentage of annual Racial Equity Plan department progress measures completed (Office of Equity & Inclusion)	N/A	15.0%	41.0%	75.0%	75.0%

* For most measures, high values indicate positive performance, but for these measures, the reverse is true.

FY 2023-24 Dallas 365

VARIANCE NOTES

5 SBC is under the target due to spending with Non-Local M/WBE Vendors. Performance is expected to increase as a result of the following course corrective actions: B2B Connect Networking Events featuring City Departments, the Dallas Accelerator Program, and the Mentor Protégé Program. The YTD Actual anticipates improvement by April 2023.

6 CCO invoices paid within 30 days are below the target mainly due to a few high-volume departments experiencing delays approving invoices. Delays in departmental approval results in delays in payment by CCO Accounts Payable (AP). CCO AP is actively working with identified departments to reduce processing delays and anticipates meeting the 85 percent target in future reporting periods.

12 Percentage of beds utilized is under the target due to a slow start in October. October was the first month the program cycle began with 35.5 percent of beds utilized. November 2023 reflects an increase to 120 percent of beds utilized. The YTD Actual is anticipated to meet the target by January 2024.

15 Recycling tonnage has been slightly lower than anticipated due to collection equipment shortages and resident participation in the recycling program. SAN is continuing to work with EFM to improve equipment availability so this will continue later into this FY as new equipment comes online. Additionally, the Sanitation Outreach Team is continuing efforts to educate the public on the recycling program.

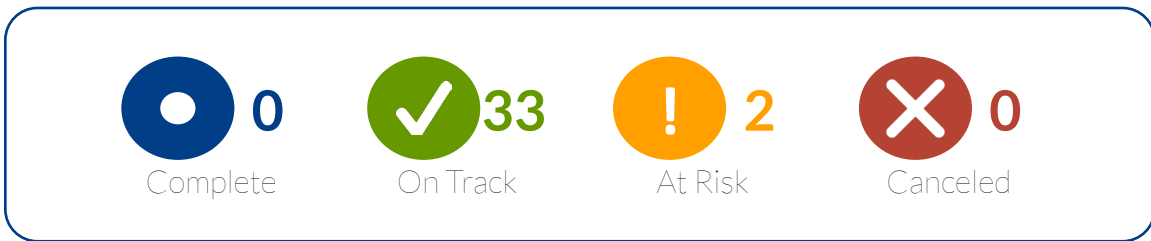
17 DFR continues to experience increased EMS response times due to high emergency call volume. Additionally, DFR's EMS transport rate continues to be over 60 percent (compared to historical rates of 40-45 percent). High call volume and transport rates result in a decrease in the number of available units and an increase in unit hour utilization, which in turn causes increases in response times. However, recent additional units and improved efficiencies in emergency response have demonstrated positive impact to system performance and decreased response times. DFR is confident this trend will continue in 2024.

20 DPD continues to emphasize hiring to increase the percentage of calls answered within eight minutes. These expanded hiring efforts have resulted in an increase in applicants from last year. An increase in police personnel will provide more resources to call response and result in better response times.

29 PBW planned lane miles contracts are underway as of November 2023. PBW anticipates an increase to lane miles completed in the upcoming months to address the variance.

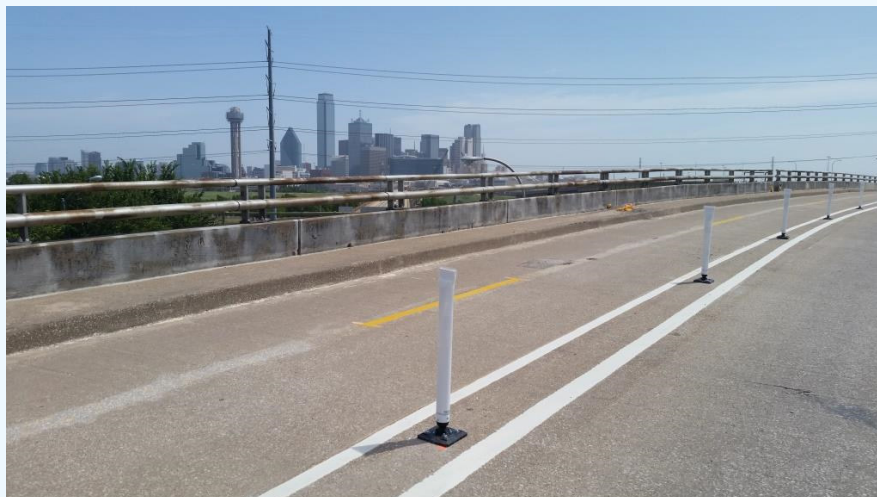
BUDGET INITIATIVE TRACKER

The Budget Initiative Tracker reports on 35 activities included in the FY 2023-24 budget. For each initiative included in this report, you will find the initiative number, title, description, status, and measure. At the end of each description, the responsible department is listed. Each month, the responsible department provides a current status for the initiative and indicates whether the initiative is “complete” (blue circle), “on track” for completion by the end of the fiscal year (green check mark), “at risk” of not being completed by the end of the fiscal year (yellow exclamation mark), or “canceled” (red x).



In the Spotlight

The Dallas Bike Plan, adopted on June 8, 2011, by the City Council, represents a community-driven initiative to modernize the 1985 Dallas Bike Plan. The Dallas Bike Network identifies recommended on-street and off-street bike routes. Implementation of the Bike Network supports the City’s Vision Zero goal (Resolution No. 19-1900), as bike lanes are one of the Federal Highway Administration’s Proven Safety Countermeasures, and the City’s Comprehensive Environmental and Climate Action Plan, which has a goal to “Dallas’ communities access to sustainable, affordable, transportation options.” An annual investment of \$2.5 million will allow the City to extend and enhance the bike lane network.



FY 2023-24 Budget Initiative Tracker

ECONOMIC DEVELOPMENT**1 Augmentation of Planning and Zoning** ✓

INITIATIVE Augment planning and zoning staff with additional funding to address high demand for new development. In FY 2023-24, PNV will invest \$400,000 to decrease the review time for new development initiatives from 10 months to four months (PNV).

STATUS An Administrative Action request will be submitted to CAO in December to consolidate funding into the existing contract and clarify scope of work. The updated contract will go to City Council for approval in February 2024.

2 Community Development Team ✓

INITIATIVE Launch a Community Development Team to advance community-oriented real estate projects with catalytic potential. In FY 2023-24, OCD will implement affordable housing initiatives to revitalize neighborhoods that align with the Comprehensive Environmental and Climate Action Plan (CECAP), the Connect Dallas Strategic Mobility Plan (Connect Dallas), the Racial Equity Plan (REP), the Economic Development Policy (EDP), the Economic Development Incentives Policy (Incentives Policy), and the Housing Policy 2033 (DHP33) (OCD).

STATUS OCD is working to hire staff to fully operationalize the launch of the office. OCD anticipates onboarding four positions by December with the remaining vacancies anticipated to start early 2024. Once staffing levels are fulfilled, OCD will collaborate with partner departments to ensure alignment of various citywide comprehensive plans and policies.

3 Infrastructure Investment Fund ✓

INITIATIVE Allocate up to \$5.987 million in available funding from the Infrastructure Investment Fund to stimulate private investments in distressed areas as part of implementation of the Economic Development Policy (ECO). In FY 2023-24, ECO will report the cumulative amount of Infrastructure Investment Funds awarded to date by administrative action and/or City Council for new development in Southern Dallas and/or other historically underinvested areas (ECO).

STATUS Through the end of November, no applications for Infrastructure Investment Funds have been received and no funds have been awarded to date.

4 Development Services ✓

INITIATIVE DEV will focus on updating fees to ensure maintenance of at least 30 days of budgeted operations and maintenance expense in net working capital and avoid cash deficit. In FY 2023-24, DEV will implement fee study recommendations resulting from the 2023 cost of service study and implement an annual fee cost escalator by February 2024 (DEV).

STATUS DEV's fee study outcomes from the 2023 cost of service study are set to go to City Council for approval in January 2024. The proposed new fees will recoup 100 percent of operating expenses.

5 Water Conservation Five-Year Work Plan ✓

INITIATIVE Continue implementation of the Kay Bailey Hutchison Convention Center Dallas (KBHCCD) Master Plan. In FY 2023-24, CCT will complete the A&E design for the first phase of the expansion plan - 3C West of Lamar & Dallas Memorial Auditorium and award a contract for construction services (CCT).

STATUS City Council approved a contract on September 13 with Inspire Dallas to be the KBHCCD Component 1 Project Manager at Risk. Inspire Dallas has begun work to procure A&E design and construction firms. Open and active procurements for Components 2-6 of the KBHCCD Master Plan are underway, and City staff has begun the evaluation process for owner's representative for Component 2 Transportation Alternatives.

FY 2023-24 Budget Initiative Tracker

GOVERNMENT PERFORMANCE & FINANCIAL MANAGEMENT

6 Modernize Key Software Applications

INITIATIVE Invest in Information Technology infrastructure to optimize and support the digital ecosphere, improve productivity, and ensure the City's network is amply protected in everyday operations. In FY 2023-24, ITS will complete implementation of network resilience through advanced technology and connectivity and modernizing technology such as upgrading financial and budget system and expanding the use of the Salesforce platform to an additional five departments (City Manager's Office, Code Compliance, Dallas Police and the Offices of Procurement Services and Community Care). ITS will also implement projects to improve operations for public safety including the rehosting of all 911 Computer Aided Dispatch and 911 call recording servers, replacement of the Dallas Fire Rescue Station Alerting System, and updates to the Dallas Police body worn camera infrastructure. (ITS).

STATUS As of November, ITS has spent \$55,604 of \$5,423,435 for the following technology projects: The AdvantageDallas project to upgrade the financial and budget systems is in progress and on schedule for October 2024 implementation. For Salesforce expansion, the projects for CMO's Enterprise Community & Employee Engagement and Office of Community Care's Online Grant Management projects are in the Planning phase. Code Compliance's Inventory and Asset Management and Dallas Police's Procurement Automation - Phase 1 projects are in the User Acceptance Testing phase. Office of Procurement Services' Solicitation Management project has completed phase 1 and started discovery for phase 2. The rehosting of 911 CAD and call recording servers is underway and scheduled to be completed in December. The RFCSP for the DFR's Station Alerting System is in the procurement process. Updates are ongoing for Dallas Police's body worn camera infrastructure.

7 Procurement Services - Enhanced Services

INITIATIVE Ensure support of citywide solicitations and contract management are maintained and optimized per industry standards. In FY 2023-24, POM will increase staffing capacity by adding five positions to procure goods and services more efficiently and decrease contract development by 45 days (OPS).

STATUS For the five approved positions, three have received offer letters and start in January and February 2024, one position will be reclassified to a different title, and the remaining one has been filled. Process changes have been implemented and Salesforce training will be introduced in the second quarter of FY 2023-24.

FY 2023-24 Budget Initiative Tracker

HOUSING & HOMELESSNESS SOLUTIONS**8 Addressing Homelessness - Rebranded RTR**

INITIATIVE The Dallas R.E.A.L Time Rapid Rehousing (DRTRR) initiative's team of homeless providers has now been rebranded as the R.E.A.L. Time Rehousing (RTR) initiative with a new goal of housing a combined 6,000 unique individuals by the end of 2025 (OHS).

STATUS From October 2021 to November 2023, the Real Time Rehousing Initiative housed 2,866 individuals, 38 percent are households consisting of adults with children and 62 percent are adults only. OHS is partnering with Housing Forward to continue the encampment decommissioning effort to offer individuals in established encampments housing solutions.

9 Minor Home Repair Program

INITIATIVE Support senior residents and invest \$1.7 million in the Minor Home Repair Program. In FY 2023-24, HOU will approve up to 150 applications for grants up to \$10,000 to improve accessibility within the home and increase safety and efficiency (HOU).

STATUS Housing is working on a Program Amendment to Home Repair Programs to more effectively serve Seniors with the \$1,700,000 allocated. Housing will use the funding for the new program once adopted by City Council, tentatively set for spring 2024. Housing will use their current list of applications once program is updated.

FY 2023-24 Budget Initiative Tracker

PARKS, TRAILS, & THE ENVIRONMENT**10 Strengthen Park Security Presence** ✓

INITIATIVE Strengthen park security presence and enhance parks and trails enforcement by installing additional lighting, security cameras, and Emergency Blue Light tower phones. In FY 2023-24, PKR will hire eight City Marshals (including supervisor), hire four park rangers, install new lighting, install new security cameras, and install Emergency Blue Light tower phones (PKR).

STATUS The City Marshal's Office is currently in the process of recruiting and interviewing for the 8 City Marshal positions and all but one of the Park Ranger positions have been filled. For park security, 20 cameras are currently on order and pending installation in 17 different parks, trails, and tennis court locations. Additionally, light installations are being scheduled for various parks around the city. Trucks, UTVs, bikes, and a drone are in the process of being purchased to be deployed for added park safety.

11 Urban Agriculture Infrastructure Grant Program ✓

INITIATIVE Invest in an Urban Agriculture Infrastructure grant program to aid urban agriculture stakeholders (OEQS). In FY 2023-24, OEQ will establish a grant program and award at least one grant, not to exceed \$10,000 to an urban agricultural organization seeking to implement urban agricultural facilities (OEQ).

STATUS OEQS has identified local organizations with the potential to qualify for the Urban Agriculture Infrastructure grant. Contact with these organizations has begun and guidelines are being established for implementation.

12 Composting Site ✓

INITIATIVE In furtherance of CECAP and Zero Waste goals, SAN is leading efforts to identify and implement policies, programs, and infrastructure needed to manage solid waste and recyclable materials generated in the City over the next 50 years. In FY 2023-24, SAN will initiate a feasibility study and development of a composting site and processing system at McCommas Bluff to support commercial and resident self-haul to turn waste into resources (SAN).

STATUS City Council has approved the acceptance of a grant for a composting study. SAN is working with a consultant to complete a site study to determine the best location for the composting site. The current timeframe to have this site study completed by May 2024.

13 Solar Installation ✓

INITIATIVE Invest \$500,000 in FY 2023-24 for solar energy initiative at City facilities (BSD).

STATUS A portion of the \$500,000 allocated in FY 2023-24 for solar energy initiatives will be used for maintenance and repair of existing failed solar equipment installed on City facilities. An RFP solicitation for providing maintenance and repair for Solar Power Equipment is currently being reviewed by the Office of Procurement Services. Any remaining funds will be used to expand the City's solar PV system infrastructure to additional City facilities.

FY 2023-24 Budget Initiative Tracker

PUBLIC SAFETY**14 Police Response Times** ✓

INITIATIVE Improve response times to high priority calls by hiring 250 police officers in FY 2023-24 and implement retention incentive program targeted at reducing the attrition rate of experienced officers for a total of 3,144 police officers by September 30, 2024 (DPD).

STATUS DPD has hired 22 personnel so far this year, this includes both laterals, rehires and trainees. The first academy class on November 8 was scheduled to have 22 recruits and DPD met that recruiting goal. The next class of 22 recruits is scheduled for January 17, 2024.

16 Single Function Paramedic Program ✓

INITIATIVE Expand the Single Function Paramedic Program to increase recruiting flexibility, improve response times, and increase operational efficiency. In FY 2023-24, DFR will expand the Single Function Paramedic Program from six units to eight units to be deployed throughout the City to improve response times (DFR).

STATUS Currently, DFR has 14 filled Single Function Paramedics positions of the 32 positions that are allocated. The vacant shifts are being covered by Fire-Rescue Officers.

18 Dallas Police Department Forensic Lab ✓

INITIATIVE Streamline the forensic analysis of digital evidence and ensure compliance with statutory regulations. In FY 2023-24, DPD will create a Forensic Lab in the Police Technology unit (DPD).

STATUS The Police Technology unit is currently finalizing the Standard Operating Procedure (SOP), resolving accreditation issues, and working on equipment details. Five positions have been identified to help with these tasks and the recruitment process will begin in January.

15 Right Size the Fire Department ✓

INITIATIVE Right size the fire department staffing model by adding 100 firefighters and increasing overtime funding. In FY 2023-24, DFR will implement four (4) classes of 60 recruits each in addition to 40 lateral hires with a goal to end the year with 2,187 uniformed personnel by September 30, 2024 (DFR).

STATUS DFR has hired 68 personnel so far this year, this includes both laterals, rehires and trainees. The first academy class on October 11 was scheduled to have 60 recruits and DFR met that recruiting goal. The next class of 70 recruits is scheduled for January 17, 2024.

17 Dallas Police Department Technology ✓

INITIATIVE Continue to invest in the safety of Dallas residents by ensuring that public safety equipment including software, technology, and equipment is readily available to police officers and will be deployed in high crime areas. In FY 2023-24, DPD will install 120 stationary Automated License Plate Recognition (ALPR) cameras and 1,540 ALPR for marked squad cars (DPD).

STATUS Automated License Plate Recognition (ALPR) cameras are live in all marked squad car dash cams. Stationary camera locations have been identified and are currently in the installation process. Currently, 92 cameras will be installed by the end of January. The remaining 28 are currently in the permitting process and are estimated to be installed by the end of March.

19 Investigations and Operations ✓

INITIATIVE Respond to the growing volume of digital evidence and improve efficiency and effectiveness of the investigative process. In FY 2023-24, DPD will hire 20 non-uniform positions to relieve sworn detectives of certain administrative tasks related to researching, retrieving, and transferring digital evidence, saving an estimated 5,180 hours of sworn detective time per year. Additionally, these positions will ensure compliance with the Richard Miles Act (SB111, 2021) (DPD).

STATUS DPD has assigned the 20 non-uniform positions to their respective units.

FY 2023-24 Budget Initiative Tracker

QUALITY OF LIFE, ARTS, & CULTURE**20 Short-Term Rental Registration Program**

INITIATIVE Create a short-term rental registration program and inspection team to ensure compliance and oversight of rental properties (CCS).

STATUS Court injunction has halted CCS enforcement and registration for Short-term rental program. CCS Staff is working to ensure prompt resumption of program after court decision.

21 Reduce Blight

INITIATIVE Continue investments to remove dangerous properties and improve the quality of life in neighborhoods. In FY 2023-24, CCS will demolish 19 properties with increased investment of \$250,000 (CCS).

STATUS Pending vendor approval by City Council on January 24, CCS has identified 13 properties ready for demolition. The remaining six properties have been identified and are in the court process through the city attorney's office to begin the demolition proceedings.

22 Beautification Program

INITIATIVE Continue investments to reduce blight and foster clean, healthy, and safe communities. In FY 2023-24, CCS will add three positions to expand Keep Dallas Beautiful Program to perform 75 Community Clean ups, two vacant lot beautification, and perform three decorative board-up projects on blighted properties (CCS).

STATUS Two of three new positions were posted on December 17. One vacant lot cleanup was completed on December 9 and 27 total community cleanups have been conducted, of which four were community clean trash-off events.

23 Night Detail Team

INITIATIVE Address nuisances created by after-hours entertainment venues. In FY 2023-24, CCS will hire staff (5 positions) and ensure entertainment venues are operating within their approved scope and ensure better adherence with promoters and vending ordinances (CCS).

STATUS CCS is interviewing and recruiting for all five positions while existing staff continue working overtime until these positions are filled.

24 Expanding Library Access

INITIATIVE Provide Library access to invaluable resources, programs, and services. Expand library hours and staffing levels at 15 additional locations to six (6) days per week of service so residents can enhance their lives through education, workforce development, and senior and early literacy programs (LIB).

STATUS In the month of November, the library was able to fill 35 of the 65 vacant positions. All remaining vacancies are currently in recruitment to be filled in the next few months. This will allow for the additional library hours to be covered with non-overtime shifts by February 2024.

25 Spay and Neuter Program

INITIATIVE Add \$250,000 in operational funding to Dallas Animal Services to support spay and neuter services and promote responsible pet ownership. In FY 2023-24, DAS will provide an estimated 2,000 low-cost surgeries to aide in population control resulting in less animals housed in the shelter (DAS).

STATUS DAS anticipates providing 2,000 low-cost surgeries with additional funding. These additional surgeries will help reduce the animal population, increase the spay/neuter capacity, increase compliance with violations and citations, and reduce the loose animal population in Dallas. As of November, DAS has completed 124 surgeries and estimate to reach their goal of 2,000 surgeries by July 2026.

FY 2023-24 Budget Initiative Tracker

TRANSPORTATION & INFRASTRUCTURE**26 Sidewalk Master Plan** 

INITIATIVE Continue improvements in pedestrian mobility by reconstruction and repairing sidewalks in the Sidewalk Master Plan. In FY 2023-24, PBW will spend \$4.3 million to complete nine sidewalk projects which equates to approximately 7.3 miles of sidewalk improvements (PBW).

STATUS As of November, PBW has spent \$914,000 to continue to work on the sidewalk improvements for the Sidewalk Master Plan FY 2023-24. PBW is on track to complete nine sidewalk projects which equates to approximately 7.3 miles of sidewalk improvements by September 2024.

27 Street Maintenance 


INITIATIVE Invest \$141.0 million in funding to improve approximately 792 street lane miles (PBW).

STATUS As of November, PBW completed 44.6 lane miles of street maintenance work and spent \$24,500,000 in funding.

28 Parking Management 

INITIATIVE Invest \$500,000 to implement a comprehensive approach to parking management citywide by upgrading approximately 500 of the combined totals of 2,800 2G and coin operated meters (TRN).

STATUS On January 10, TRN will request City Council approval for a cooperative purchasing agreement for electronic intelligent parking technology. TRN's parking team is developing a comprehensive plan to strategically implement the upgrades once a purchase agreement is approved.

29 Public Safety Street Light Program 

INITIATIVE Invest \$2.0 million in corridor lighting and continuation of public safety street lighting along Walton Walker/Loop 12 (TRN).

STATUS The TRN streetlight team is reviewing lighting options for corridor lighting along Walton Walker/Loop 12.

30 Drainage Improvements 

INITIATIVE Invest \$35.1 million in capital funding for stormwater and drainage management to minimize flooding in 31 areas (SDM).

STATUS As of November, SDM has spent \$5,800,000 on three projects that are under construction, four are in design, and 24 have not been started.

FY 2023-24 Budget Initiative Tracker

WORKFORCE, EDUCATION, & EQUITY**31 Small Business Center** ✓

INITIATIVE Expand the Small Business Center (SBC) capacity to support the development of a pipeline of diverse contractors, vendors, and suppliers to increase economic stability and workforce development. In FY 2023-24, SBC will help lift-up and expand capacity of minority and women-owned business enterprises by 25 percent in collaboration with local minority business organizations utilizing an Accelerators Pilot Program (SBC).

STATUS SBC hosted the Dallas Accelerator Program (DAP) program kickoff in October. As of November, SBC has met with the DAP program operations to finalize participant applications.

32 Day Labor Program ✓

INITIATIVE Improve workforce initiatives for day laborers through a facility or mobile workstation and staff to support a Day Labor Center Program (SBC).

STATUS SBC met with Dallas Police Department (DPD) to do a walkthrough for possible options for mobile units. As of November 2023, SBC is working with vendors to obtain quotes for mobile unit repairs, such as tires, in order to be operational for the Day Labor Outreach Program.

33 Expand Green Job Skills Program ✓

INITIATIVE Expand the Green Job Skills Program that empowers local contractors looking to increase their skill set and fulfill high-demand green jobs in Dallas and by expanding the number of participants courses offered from four to six. (OEQS).

STATUS OEQS has initiated conversations with local colleges, minority contractor associations, and non-profits to explore possible partnerships to expand the Green Skills Program by increasing the number of courses offered for Green Job skills.

34 Senior Services ✓

INITIATIVE Support awareness of senior services and cross-departmental alignment of existing senior programs through the appointment of an Age-Friendly Officer and awarding the contract for a comprehensive senior needs assessment and strategic plan to strengthen community engagement and better support future senior programs and services (OCC).

STATUS The Age Friendly Officer position is currently in the process of being created. A working job description has been approved and the position will soon be posted for hiring. Once the position is filled, the new Age Friendly Officer will begin to evaluate senior needs and services within the community.

35 Fair Housing Equity Plan ✓

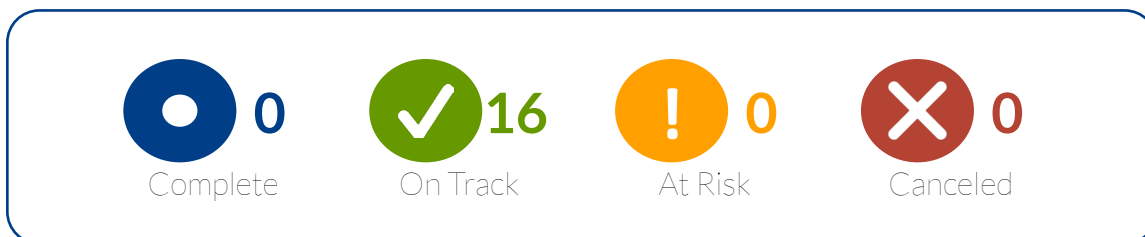
INITIATIVE Reduce disparities while improving outcomes in fair housing through the development of a New Fair Housing Equity Plan. In FY 2023-24, OEI will procure a consultant that will support the development of thorough, inclusive plan that will support the actions of affirmatively further fair housing in Dallas (OEI).

STATUS OEI's team is actively engaged in a series of internal meetings with City leadership as they work to lay out the foundation for the New Fair Housing Equity Plan. The primary focus of these discussions revolves around establishing clear expectations, defining our goals, and outlining the key objectives we aim to achieve through this initiative; including promoting affordable housing, eliminating discrimination, enhancing neighborhood diversity, supporting sustainable development, improving access to essential services, engaging with community stakeholders, and monitoring and evaluating progress.

FY 2023-24 Budget Initiative Tracker

MULTI-YEAR INITIATIVES

While most initiatives can be completed in a single fiscal year, several FY 2018-19, FY 2019-20, and FY 2020-21 initiatives required additional time because of the scope and term of the project, as well as delays due to COVID-19. We will continue to report the status of these sixteen initiatives below, using the initiative numbers from the prior reports for reference.

**FY 2021-22****1 Economic Development Entity** ✓

INITIATIVE Launch the economic development entity called for in the Economic Development Policy with \$7 million over three years to pay formation costs and hire staff to begin the entity's business and real estate development work, after which it will be self-sustaining. In FY 2021-22, ECO will spend \$2.0 million to launch operations, hire a new Economic Development Corporation Director, develop a 3-year work plan, and develop an operational budget for Year 2 (FY 2022-23) and Year 3 (FY 2023-24) (ECO).

STATUS The EDC board met in November and received updates on the CEO search, marketing and communications team, and the data and projects team. The marketing team continues to work on the website, logo and branding and the CEO search committee hopes to have a new CEO identified by February. After a CEO is hired, a 3-year work plan and budget will be developed.

13 Affordable Housing Units ✓

INITIATIVE Incentivize developers to build affordable housing by subsidizing \$10 million worth of water and sewer infrastructure required for up to 250 new affordable single-family and 1,000 multifamily units over the life of the program (based on the mix of projects and the amount of funding requested). The program will be implemented from FY 2022-23 through FY 2023-24 with new units projected in years 2 and 3 due to construction timelines (HOU).

STATUS Housing is implementing this funding along with other measures through the existing Notice of Funding Availability. On January 12, 2022, City Council approved the first project utilizing these funds, providing \$1,800,000 million to be used for water infrastructure related to the development of 125 for-sale single family homes. On August 24, 2022, City Council approved authorizing \$4,100,000 to be allocated to Cypress Creek at Montfort, a mixed-income multifamily development in District 11. On December 13, housing plans to allocate an additional \$7,600,000 in CDBG-DR funds to Cypress Creek at Monfort.

14 Preservation of Affordable Housing ✓

INITIATIVE Devote \$11.3 million for the preservation of affordable housing and investment in water and sewer infrastructure in qualified census tracts. In FY 2021-22, HOU will spend \$2 million for neighborhood infrastructure and \$2 million to preserve 20 housing units (HOU).

STATUS In December 2021, City Council approved \$11.25 million in ARPA for home repair and infrastructure improvements within specified qualified neighborhoods in Dallas. To date, \$2,500,000 has been spent or encumbered for 16 homes under construction, 11 that have been completed, and \$4.5 million will be encumbered by summer 2024 for infrastructure improvements including water, wastewater and sewer utilities.

27 Wi-Fi at Park Facilities ✓

INITIATIVE Install Wi-Fi at 63 park facilities (PKR).

STATUS PKR did not provide an update for the November reporting period.

FY 2023-24 Budget Initiative Tracker

MULTI-YEAR INITIATIVES**28 Traffic Signals** ✓

INITIATIVE Devote \$14 million over three years to leverage over \$50 million in matching federal funds to replace 100 traffic signals as part of our Vision Zero strategy. This initiative was started in FY 2021-22 and implemented in three phases. In FY 2021-22 spend \$2.0 million to design 50 traffic signals to leverage federal and county funds. In FY 2022-23, spend \$2.1 million to design 44 traffic signals (FY 2022-23 initiative 28 and FY 2021-22 initiative 29 combined) (TRN).

STATUS Traffic signal replacement will be a multi-year effort and is delayed due to the extended TxDOT approval process. This initiative includes both design and construction/replacement components for 100 traffic signals. This multi-year initiative to devote \$14,000,000 over three years will be completed in FY 2024-25. As of November, TRN has spent and encumbered \$5,200,000 on the design of 65 signals and construction of 75 signals associated with both the FY 2021-22 and FY 2022-23 initiatives..

34 Accessibility ✓

INITIATIVE Implement software system to track identified American Disabilities Act (ADA) compliance issues and barrier removal costs (OEI).

STATUS OEI team met with the ADA software vendor in October, vendor provided documents needing to be updated and OEI requested software support policy. The number of software licenses increased and the multiyear quote is expected to increase as well. The vendor will provide their documentation by October and the procurement team is estimating a two to five month timeline for all contracting activities including Council approval.

32 Bike Lanes ✓

INITIATIVE Extend and improve our bike lane network throughout the City with an annual investment of \$2 million to design and/or implement approximately 18 lane miles of bicycle facilities per year (TRN).

STATUS As of November, 9.0 lane miles are under study or design. Five (5.9) lane miles are being installed for a total of 14.9 miles at a cost of \$1.7 million. TRN will be hiring a contractor to do striping once the procurement process is complete.

35 Water/Wastewater Service ✓

INITIATIVE Accelerate the extension of water and sewer services to all 47 occupied and unserved areas of the City (DWU). In FY 2021-22, DWU will award approximately \$9.5 million for the design of 211,219 feet and construction of 9,960 feet of new pipelines in Mesquite Heights, Killough Blvd & Wasco Lane, and Gooch Street areas (DWU).

STATUS On December 13, construction contracts are set to be awarded for pipelines in 10 underserved and occupied areas, totaling 24,955 feet in length. The final designs for the remaining occupied, unserved areas are being completed. Additional locations ready for construction will be packaged for advertisement in Spring 2024 with planned construction award by Summer 2024 using the remaining \$8,900,000 in ARPA funds.

FY 2023-24 Budget Initiative Tracker

MULTI-YEAR INITIATIVES**FY 2022-23****2 City Development Code** ✓

INITIATIVE Overhaul the City's Development Codes (Chapters 51, 51A, and 51P) to develop a modern, updated, and user-friendly development code that is streamlined, consistent, clear, and aligned with all City plans and policies. In FY 2022-23, PNV will execute a consultant contract, work alongside the consultant to perform a technical analysis of the effectiveness of current development codes and begin the public engagement process to ultimately reduce the total land development timeline (PNV).

STATUS On June 15, 2023, City Council approved the consultant procurement item. In October, staff and the consultant participated in a citywide tour to observe existing conditions and identify areas of inadequate zoning protection. The consultant has begun preparing the initial diagnostics phase and has an estimated phase completion of March 2024.

17 Innovative Equipment and Technology ✓

INITIATIVE Invest in the tools and technology to deliver effective and innovative public safety solutions within the Dallas Police Department. In FY 2022-23, DPD will integrate Automatic License Plate Reader (ALPR) technology into dash cameras installed in marked squad cars, replace over 4,000 portable and mobile radios, convert the public safety records management system to a web-based RMS system, and upgrade tasers to newer Taser 7 model (DPD).

STATUS Evaluations of a combined web-based RMS and CAD system are currently under review. Taser 10 is currently being reviewed as a potential upgrade option and is pending state legislation changes before going into effect.

25 Sidewalk Master Plan ✓

INITIATIVE Continue improving pedestrian mobility by reconstructing and repairing sidewalks in the Sidewalk Master Plan. In FY 2022-23, PBW will spend \$5.0 million in bond funds (certificate of obligation bonds), \$1.0 million in Community Development Block Grant (CDBG) funds, and \$0.3 million from the General Fund to complete 17 sidewalk projects, which equates to approximately 14.25 miles of sidewalk improvements. (PBW)

STATUS In November, PBW spent \$3,500,000 appropriations to complete 14 sidewalk projects and 12.55 lane miles of sidewalk improvements. PBW anticipates completing the remaining three sidewalk projects and 1.7 miles of sidewalk improvements by February.

5 Water Conservation Five-Year Work Plan ✓

INITIATIVE Update the Water Conservation Five-Year Work Plan to be incorporated into the 2024 state required Water Conservation Plan and Long-Range Water Supply Plan that will update population, water demand and supply, and re-evaluate strategies to meet future needs for Dallas' water system (DWU).

STATUS The Long Range Water Supply Update and associated Water Conservation Plan Updates was awarded in fall 2022. A kick-off meeting was held in February 2023 between consultants and the City to review the current plan, analyze conservation strategies, and update and index the plan against customer cities, including the southwest cities. The data collection has been delivered and the initial draft is currently being prepared for delivery in fall 2023. Upon review by DWU and Water Conservation, the Conservation Work Plan will be indexed to five southwestern cities.

20 City Facility Security Assessment ✓

INITIATIVE In FY 2022-23, initiate \$2.9 million [of \$6.4 million allocated] of high-priority improvements identified through the City Facility Security Assessment including perimeter access control, security camera systems, radio systems, officer shelter space, vehicles access control, panic notification, lighting, weapons screening, security operating center upgrades, security staffing, and intrusion detection.

STATUS BMS did not receive a department update for the November reporting period.

30 School Zone Flashing Beacons ✓

INITIATIVE Replace 1,000 outdated school zone flashing beacons with state-of-the-art technology to protect students as they walk to school. This initiative began in FY 2021-22 and will be implemented in three phases. In FY 2022-23 spend \$2.5 million to procure equipment and complete installation for 500 school zone flashing beacons (TRN).

STATUS As of November, 242 flashing beacons have been installed. The manufacturer resumed shipment of new equipment in September. The remaining 258 school zone flashing beacons will be updated in FY 2023-24.

FY 2023-24 Budget Initiative Tracker

MULTI-YEAR INITIATIVES**31** Bike Lanes

INITIATIVE Extend and improve the bike lane network throughout the city with an increased annual investment to \$2.5 million to design and/or implement approximately 10 lane miles of bicycle facilities per year (TRN).

STATUS TRN presented the bike plan update to City Council on November 1. The bike plan update included recommended future bike lane locations and facility types, updated design standards, and prioritized a phased implementation plan. Currently, engineering work is being finalized on several bike lane projects with a plan for implementation in the coming months. TRN is working with the Procurement office for bike lane engineering & design contracts. The project to improve the bike lane network is a multiyear effort and is prioritizing the completion of earlier projects before moving on to future projects related to bike lanes.


PROCESS IMPROVEMENT

The Process Improvement Team seeks to build a culture of continuous improvement throughout the City of Dallas, partnering with departments to leverage data and research-based best practices for transformative operational success today while laying iwth foundation for future innovation.


The Process Improvement Team has focused on building awareness among departments, creating an organization-wide framework for process improvement, and establishing a cross-functional knowledge base for greater inter-departmental coordination. The following table summarizes current Process Improvement projects for FY 2023-24 which will be reported as Complete, On Track, Delayed, or Pre-Kickoff. The Baseline for Key Performance Indicators is the starting point of metric to engage success for completing projects. Additional projects will be added to the list throughout the course of the fiscal year.




Project Status




1
Complete






2
On Track



0
Delayed



0
Pre-Kickoff

#	Measure	Status	Timeline	Key Performance Indicators		
				Measure (Target)	Baseline	Current
1	DPD Workload Optimization Assess current operational demands to identify process improvement opportunities for workload management (DPD)		Jan 2022 - Dec 2023	% Accurately Reported Hours (95)	TBD	TBD
			Status Update: The review protocols, dashboard or reports that will trigger leadership action have been identified. DPD staff reviewing options. Project complete and ready to close pending final technology option selected/implemented.			
2	DWU/DEV/DFR Map water/wastewater permitting process, from start to finish including installation of items. Cross-training/provide understanding of entire process for stakeholders		April 2023 - Nov 2023	Reduce Errors, Breakdown Silos, Improving Communication	N/A	N/A
			Status Update: Over 40 OFI's have been identified. OFI's were presented to the Dallas Builders Association in October, feedback was positive, and they support the recommendations. Executive report out complete and recommendations pending final approval by the Executive Team.			
3	Low Sterrett Prisoner Intake Reduce the amount of time DPD officers spend processing prisoners at Low Sterrett		July 2023 - Jan 2024	Cycle Time/Arrest	228 minutes/arrest	TBD
			Status Update: This project was relaunched in July, originally coupled with the "Low Sterrett Officer Turn Around Process" project. Single arrest line has been created and is in use, alternating single arrested individuals with chain arrested persons. Improvements have been rolled out, The Executive Report Out meeting is scheduled for January 2024.			



Memorandum



CITY OF DALLAS

DATE January 19, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Technology Accountability Report – December 2023**

Please find attached the Technology Accountability Report (TAR) based on information through December 31, 2023. The TAR is a progress report reflecting the performance and operational status of the city in purchasing, implementing, operating, and securing technology to achieve the city's priorities and service objectives.

If you have any questions, please contact William (Bill) Zielinski, Chief Information Officer and Director of Information & Technology Services.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland
Chief Financial Officer

c: Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer 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

Technology Accountability Report (TAR)



As of December 31, 2023

Prepared by Information & Technology Services

**1500 Marilla Street, 4DS
Dallas, TX 75201**

214-671-9868

Executive Summary

The highlights of the December 2023 Technology Accountability Report (TAR) include:

- Section 5: IT Infrastructure – adds a new Subsection B that defines the three types of Technical Debt that is currently present in the City. This section will explain the various ways that Technical Debt has developed, the recognized financial burden it poses, as well as plans to mitigate and manage its affect. This section updates information previously covered in the April 2023 TAR.
- Christopher Strickler, AD ITS Enterprise Infrastructure, and Johnathn Holt (CJ) Sr. Manager ITS – Radio and Mobile Technology Center, in preparation for the 2026 World Cup event, attended the “2026 World Cup Emergency Communications Planning Summit”, on December 8th, in Cape Coral, Florida. The summit brought together members of the host cities and areas to discuss how to prepare for mass events from a public safety communication perspective. Discussions focused on learning from other large events and laid the foundation for the host areas to build and deploy a full-scale emergency communications strategy. CJ Holt, who has participated and coordinated other high-profile events for CoD such as the Super Bowl at AT&T Stadium, has been nominated to coordinate the North Texas communications strategy and work with the other cities and municipalities to develop their individual plans as part of the larger overarching plan. FIFA World Cup 2026 will be hosted in 3 counties, 16 cities, and will include 48 teams. Dallas and the North Texas region is one of the host areas for the event.
- On December 11th, Information and Technology Services’ Cornell Perry (Assistant Director) and Landon Gardner (Programmer Analyst III) presented the City of Dallas Website Redesign to the Dallas Youth Commission, led by Partnership and Engagement Coordinator, Taylor Moody. During the session, ITS answered key questions around ease of use, standardization, and search capabilities. The Dallas Youth Commission has also volunteered to be a part of the focus groups and testing

Executive Summary continued...

during the prototype phase of the City of Dallas Website Redesign. We look forward to collaborating with Dallas Youth in the future. Should you have any questions regarding the Dallas Youth Commission, please contact Taylor Moody, Partnership and Engagement Coordinator, City Manager's Office at taylor.moody@dallas.gov.

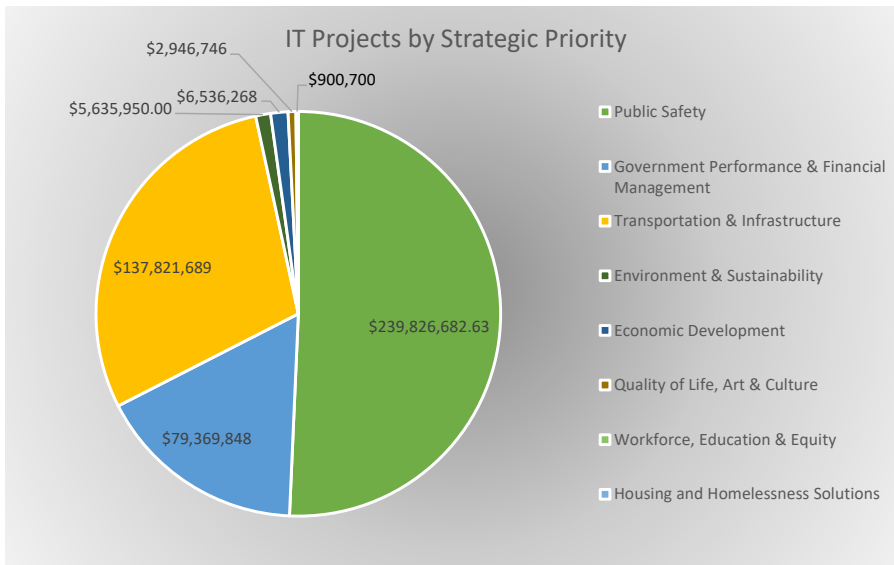
- On Monday, December 18, an upgrade was completed to the Salesforce platform for the 311 system. This upgrade added new features and enhancements to 311 services including adding Spanish translations to service requests and modifying the 311-web portal and mobile app. The new online portal is now available for Dallas Residents at <https://dallascrm.my.site.com/public/s/>. The mobile app has been rebranded to Dallas 311 and is ready for download in the Apple App Store and Google Play for Android devices. The City's home page, weblinks, and department pages have been updated to reference the new web portal and mobile app.
- Scoop News Group has awarded the 2023 LocalSmart Award to Bill Zielinski for City Executive of the Year. The LocalSmart Award shines a light on executives and projects that are making a difference in the cities, counties, and local municipal governments. Over 200 executives were nominated in September by members of the state and local government technology community. The list was then narrowed to less than 100 finalists with over 800K votes cast and our Bill Zielinski, City of Dallas CIO was named among the winners! Below is the excerpt from the website announcing all the winners. Visit the [STATESCOOP](#) website for additional details.

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Section 1: IT Programs & Projects

A. Project Pipeline

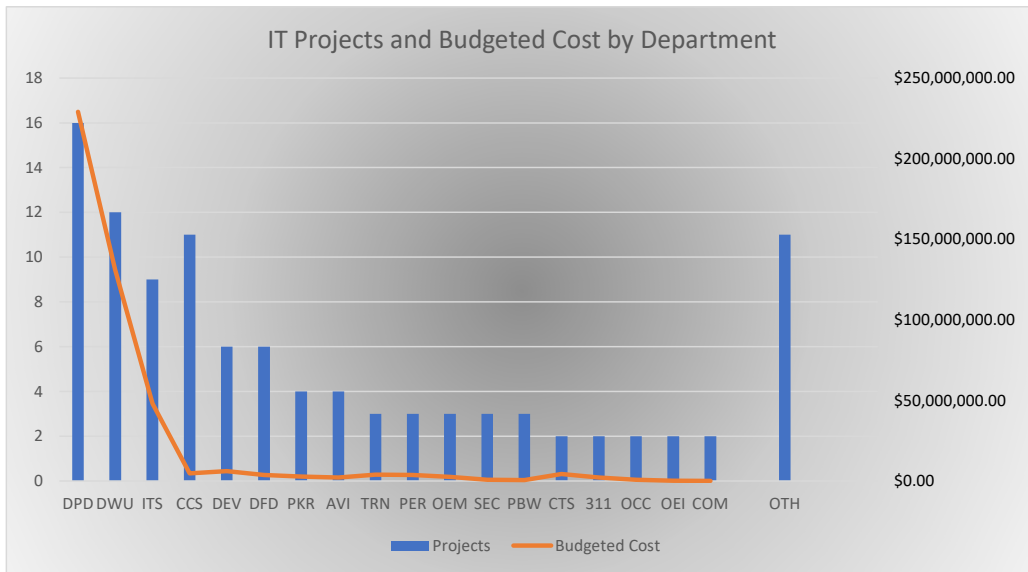
1. IT Projects by Strategic Priority



NOTES:

1. As of 12/31/2023, ITS has 108 approved IT projects in the pipeline.
2. The total budgeted costs for the 108 projects are \$473,037,883.
3. Project pipeline includes at least one project in 7 of the identified 8 strategic priorities.
4. The highest number of active IT projects are aligned to the Public Safety Strategic Priority with 27 projects at a total budgeted cost of \$239.8M, and Government Performance & Financial Management with 27 projects at a total budgeted cost of \$79.4M and followed by Transportation & Infrastructure with 24 projects at a total budgeted cost of \$137.8M, and Environment & Sustainability with 14 projects at a total budgeted cost of \$5.6M.

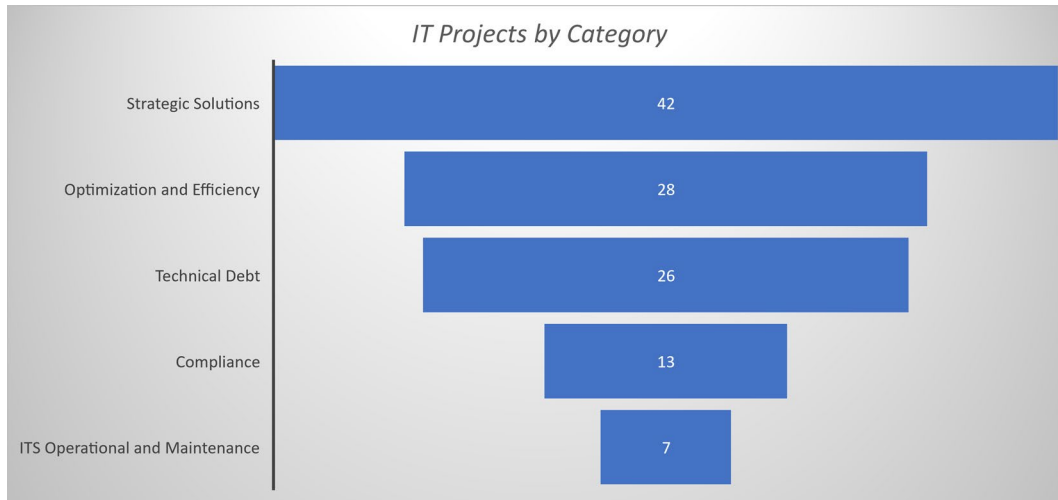
2. IT Projects and Budgeted Cost by City Department



NOTES:

1. Twenty-nine City Departments are represented across the 108 approved IT projects in the pipeline.
2. Dallas Police Department has sixteen active projects at a total budgeted cost of \$229 million, followed by Dallas Water Utilities with 14 active projects at a total budgeted cost of \$131.1 million, Information & Technology Services with 12 projects at a total budgeted cost of \$48M, Code Compliance with 10 projects at a total budgeted cost of \$4.6M, and Development Services with 6 active projects at a total budgeted cost of \$6.1M and Dallas Fire and Rescue with 6 active projects at a total budgeted cost of \$3.9M.
3. Eleven Departments have 1 active project each, making up the Other (OTH) group in figure 2 above.

3. IT Projects and Budgeted Cost by Category





NOTES:


1. Forty-two projects implement Strategic Solutions of new products or services with a budgeted cost of \$69.39M.
2. Twenty-eight projects aim to increase Optimization and Efficiency of City processes and systems with a budgeted cost of \$273.9M.
3. Twenty-six projects focus on reducing Technical Debt with a budgeted cost of \$109.9M.
4. Thirteen projects address Compliance Standards to meet industry regulations, government policies, or security frameworks with a budgeted cost of \$98.9M.
5. Seven projects are internal Operations and Maintenance projects with a budgeted cost of \$1.06M.

***The number of projects spread among these categories total to more than 108 due to some projects falling into more than one category.**


B. Major Project Status

****LEGEND:**







- **Cancelled:** The project has not finished, and work on the project will not continue.
- **Completed:** Work on the project has finished, and all deliverables/tasks have been completed.
- **Delayed:** The project is still active but has passed the initial estimated completion date.
- **In Process:** The project is currently being worked on by the project team.
- **On Hold:** The project has not finished and work on the project has been suspended.
- **Ongoing:** The project consists of multiple phases or is an operational project. Some portions have been completed, but the project has not fully been implemented.
-  : Addresses Technical Debt
-  : PCI project

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
1.	Enterprise Contact Center (ECC) Solution	The Enterprise Contact Center application within the City of Dallas is a secure, reliable, and scalable call platform to meet the high call volumes and growth to meet the needs of city residents. The ECC includes Natural Language Processing (NLP), Knowledge Base, Workforce Management, Interactive Voice Response (IVR), Courtesy Call Back, and other core call center capabilities to support multiple departments across the city. (\$2,134,245)	GPFM	311	TBD	In Process	
2.	Ethics Point Salesforce Integration	The purpose of this system is to promote and support ethical financial compliance. (\$63,164)	GPFM	ATT	Dec-29	On Hold	
3.	Department of Aviation INDMEX AirBOSS Vehicle Tracking	This system provides the airport staff with a user friendly, browser-based means to track vehicle, aircraft movements, increase operational safety, and create a common operational picture. The Vehicle Tracking technology in this system allows the airport staff to track ground vehicles, driver positions while the Runway Incursion Warning System (RIWS) will alert vehicle operators in advance of a possible incident on runways. (TBD)	Transport & Infra	AVI	Mar-24	In Process	
4.	Veoci Dallas Airport System Phase 2 Implementation	This system provides the airport staff with a multifunctional platform providing emergency, safety management systems. This system allows to create, share and manage all information related to unlimited number of emergencies, incidents, events and facilitates emergency mass communications to internal and external stakeholders of Dallas Love Field Airport. (TBD)	Transport & Infra	AVI	Jun-24	In Process	


As of 12/31/23

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
5.	ADVANTAGE Dallas Financial Upgrade	The CG Advantage 3 system is utilized by all departments within the City for processing and recording of all budgets, procurement, and financial accounting transactions and interfaces with many enterprise business applications. This major upgrade will move the City's core financial system to a cloud-based solution providing advanced capabilities and incorporating modern technologies such as robotic process automation (RPA) and machine learning (ML) to improve the quality and speed of financial transactions. (\$22,095,745)	GPFM	CCO	Oct-24	In Process	
6.	Consumer Protection online Salesforce Application/ permitting system	This system will allow department to implement online permit process for seven applications (wood vendor, motor vehicle repairs, Credit access, electronic repairs, home repair, scrap tire). Will Allow business owners to access, complete, submit, and track their business permit applications online. (\$318,050)	Environment & Sustain	CCS	TBD	In Process	
7.	Short Term Rental Enforcement Database	This solution facilitates compliance enforcement of new zoning and registration ordinances for STRs. It will enable CCS to identify and locate Short-term rentals, monitor activity on host platforms, track code violations and issue notices and other administrative documents. (TBD)	Environment & Sustain	CCS	TBD	In Process	
8.	Asset Management System	The Code Compliance office is seeking an asset management system to manage several different of assets to include Ballistic vests, uniform items (pants, belts, reflective vests, shirts, jackets) that they issue officers, and other equipment deployed to their staff to perform their duties. This effort gathers requirements to conduct market research and identify potential solutions to meet the business need. (\$76,000)	Environment & Sustain	CCS	Jan-24	In Process	
9.	Envision Connect Replacement Project	This project will replace the current Restaurant Inspection System - Envision Connect. Envision Connect is at the end of life for support. The vendor is requesting to move to their newer application for restaurant inspections. (\$482,611)	Environment & Sustain	CCS	Jan-24	In Process	
10.	Body Worn Cameras for Code Personnel (CCS)	Code Compliance is implementing body-worn cameras to enhance citizen interactions, officer safety, and provide investigatory evidence for field inspections. The department has completed a pilot with limited staff and will move forward with a phased rollout. (TBD)	Environment & Sustain	CCS	Feb-24	In Process	
11.	Safety Tracking, and Hazardous Identification and Inspections	This electronic system monitors training records and certifications. It permits the sharing of policies and procedures with a confirmation acknowledgement, conducts hazard identification inspections, audits, and checklists, and conducts job safety hazard analysis. (TBD)	Environment & Sustain	CCS	Feb-24	In Process	




As of 12/31/23

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
12.	Electronic Citation (eCitation) system	This project will implement an electronic citation system to support the Code Compliance department's operations. The department issues over 69,000 Notices of Violation and over 10,000 citations annually. This system will improve operational efficiency by reducing the amount of time officers spend on-site, reducing paper waste and reducing data entry mistakes from hand-written citations. (TBD)	Environment & Sustain	CCS	Aug-24	In Process	
13.	Cameras at 7901 Goforth	This project replaces an old analog camera system with high resolution cameras. The camera system will provide 360-degree coverage around the building at 7901 Goforth. Cameras will extend into the common areas of the building and the front counter area. (TBD)	Environment & Sustain	CCS	Aug-24	In Process	
14.	Vacant Property Registration Salesforce Platform	This project will develop a registration platform and process for identifying and tracking vacant properties. This City-wide process will be managed by Code Compliance Department. It will also enable citizens to access an online platform to register and pay for vacant properties they own. (TBD)	Environment & Sustain	CCS	Dec-29	On Hold	
15.	Convention and Event Svcs-Office of Special Events-Cust Relation Mgmt System	Convention and Event Services Customer Relation Management System is currently operational but is not currently accepting Credit Card payments. This project implements PCI requirements to allow the system to eventually accept credit card payments. (TBD)	ECO	CCT	TBD	In Process	
16.	Enterprise Community and Employee Engagement Solution	This solution streamlines the city's ability to inform the public, solicit opinions, and conduct surveys to better support the citizens. It facilitates city authorities' active communication with residents and will help to better inform residents about service changes. (TBD)	GPFM	CMO	Sep-24	In Process	
17.	RFCS for Court Case Management System	The current Court Case Management System (Tyler Technologies) contract will expire June 2024. CTS wishes to conduct market research and conduct a competitive procurement to ensure the best solution is selected to upgrade and improve court case management. (\$4,371,720)	Public Safety	CTS	Dec-29	In Process	
18.	DAS Inventory Management Tool	Dallas Animal Services manages a large inventory of drugs, supplies and business equipment needed to perform their functions. Currently inventory management is done through a legacy system database (animal software) or on spreadsheets but are inadequate to provide appropriate controls and functionality. (\$14,062)	Environment & Sustain	DAS	Mar-24	In Process	
19.	Development Services Training Simulator	The building permitting and inspection process involves several different components operating independently on separate software platforms. The purpose of this project is to develop a training simulator that allows for cross-collaboration across city divisions to improve quality and efficiency of processes. (\$50,000)	ECO	DEV	TBD	On Hold	

As of 12/31/23

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
20.	Customer Queueing software	Customers currently walking into the permit center need to be able to "sign in" and set appointments remotely. DEV needs to be able to offer this service to their customers to better track the data associated with their customers' experiences; volume, wait times, types of service...etc. This project will identify, procure, and implement a customer queue management solution for Development Services. (\$60,000)	ECO	DEV	Mar-24	In Process	
21.	Expand OnBase to the entire SDC Department	The OnBase content management system was originally implemented only for the Building Inspection division within the Development Services Department (DEV). Purpose of this project is to implement the content management system to all divisions within DEV. (\$180,712)	ECO	DEV	Dec-24	On Hold	
22.	DallasNow	The city's current permitting system has reached end of life, cannot interact with the new geospatial technology standards, and is difficult to change to support new business requirements, and workflows. This project will deploy a new system to replace the existing system and to add efficiencies in the permitting process. (\$9,746,780)	ECO	DEV	Sep-25	In Process	
23.	Smart Device/Technology Behavioral Health App for DFR members	This project will provide a Peer Support Contact App for Dallas Fire-Rescue (DFR) personnel. At Dallas Fire-Rescue (DFR), the City is promoting whole-person wellness. This new application will supplement existing mental health support services available to the City's DFR members. (\$170,000)	Public Safety	DFD	TBD	In Process	
24.	Telestaff-Workday Integration Phase 2	Telestaff automated scheduling and staffing system for City of Dallas Fire Department 24-hr employees' integration with Workday Payroll System. (\$731,238)	Public Safety	DFD	TBD	In Process	
25.	Dispatch/Communications - Video Wall	This video system will be a "video wall" solution to display relevant information regarding Fire and EMS dispatches. It will include Traffic Camera inputs, weather information, and other information to enhance DFR's dispatchers as they work Fire and EMS teams in real-time. (TBD)	Public Safety	DFD	Sep-24	In Process	
26.	Fire Station Alerting System	Dallas Fire Rescue dispatches resources from 58 fire stations strategically deployed throughout the City. To avoid response delays, DFR relies on a station Alerting System that integrates with our Computer Aided Dispatch (CAD) system to advise firefighter/paramedics of assistance calls. The current station alerting system is end of life, difficult to maintain, and lacks the full range of functionality more modern solutions provide. This project will conduct market research into, procure, and implement a new, modern station alerting system for Dallas Fire Rescue. (\$1,860,000)	Public Safety	DFD	Oct-24	In Process	

As of 12/31/23

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
27.	IT Infrastructures for New Fire Stations 19, 21, 36, 41, 46, 58 & 59	Total of 8 new and rebuild Dallas Fire Stations are being constructed in scope Sta. 46, 36, 59, 41 Temp, 41 Replacement, 19, 58 and 21 FS/AVI Center. All new IT infrastructures including cabling, network, workstations, printers, radio Alerting system equipment, etc., will be activated in line with facility openings. (\$131,688)	Public Safety	DFD	May-25	In Process	
28.	DPD Gun Range Software	This system supports the Firearms Training Center (FTC). It will provide tracking of weapons training and weapons qualifications for rifle, pistol and shotgun training. It will also need to keep track of weapons maintenance and other information related to officer's firearm training. (TBD)	Public Safety	DPD	TBD	In Process	
29.	County CAD Collaboration	Upgrade and expand the city's Computer-Aided Dispatch (CAD), extending it to the County to improve collaborate on emergency 911 call center responses. This project is also required to fully implement the upgrade of the 911 call center's telecommunications infrastructure. (\$0)	Public Safety	DPD	TBD	In Process	
30.	WEB-RMS	This project will migrate DPD's current law enforcement Records Management System (RMS) case management system from the current onsite solution to an upgraded Web-based system. The upgraded RMS will give the department needed functionality that is not available to the department currently in the on-premises solution. Current limitations require process workarounds creating potential errors and inefficiencies which will be resolved with the upgrade. (\$1,010,000)	Public Safety	DPD	TBD	In Process	
31.	COBWEBS	This project will implement social media investigative software for the Police Department (DPD). This software will provide an efficient tool for investigating social media post from potential suspects to aid in investigations. (\$93,353)	Public Safety	DPD	TBD	In Process	
32.	Ricoh-Fortis Document Management System Replacement	The DPD Fortis document management system is at end of life and no longer supported. This project will replace and upgrade the DPD document management system. (\$217,633)	Public Safety	DPD	TBD	In Process	
33.	Fusus Devices Implementation for DPD	The Fusus product suite will provide a video and data collaboration platform to expedite intelligence gathering and efficiency of response to situations as they unfold throughout the community. Further, providing a tool for identifying the location of cameras in proximity that may provide valuable information to aid in the response and/or subsequent investigation. (\$478,589)	Public Safety	DPD	TBD	In Process	
34.	P25 Compliant Radio Project	The city's current public safety radio network is 40 years old and not compliant with new standards (P25) for these networks. This project installs all-new infrastructure for a fully P25 compliant radio communications system that will be used by multiple departments within the City and County of Dallas. This system is intended and designed to host external governmental agencies throughout the region. (\$54,898,873)	Public Safety	DPD	Feb-24	In Process	

As of 12/31/23

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
35.	CAD & RMS Universal Replacement	This project will replace the current Computer Aided Dispatch (CAD) system and the Records Management System (RMS) with a holistic, universal solution to support Dallas Police Department, Dallas Fire-Rescue, and the Dallas Marshal's office. The goal of this project is a solution utilizing industry best practices, while also providing uniformity across both platforms. This will support better tracking of incidents from initiation through investigations to final resolution. (TBD)	Public Safety	DPD	Sep-24	In Process	
36.	Off-Duty Job Application	This system will manage all elements of off duty jobs for DPD employees including tracking of personnel off-duty jobs, and number of hours worked. It will handle payments to employees for off-duty work and payments to the City for the use of any City assets. (TBD)	Public Safety	DPD	Nov-24	In Process	
37.	Use of Force - Police Strategies LLC	This project will provide a data analytics platform which produces analytic dashboards which provides comparative analyses by extracting data from incident reports & officer narratives, analyzes the data using established algorithms, and produces written summary reports used by DPD leadership in focusing resources. (\$1,383,800)	Public Safety	DPD	Jul-26	Ongoing	
38.	Surveillance Cameras and Real Time Crime Center	This project will provide a "Real Time Crime Center" capability within Jack Evans police station. It will include 1) building a new command center video room (Real Time Crime Center), 2) building camera installations, 3) video camera software, video storage and surveillance camera installations at intersections, and 4) Trailer camera installations. (\$20,409,944)	Public Safety	DPD	Sep-26	In Process	
39.	In Car Video - Body Worn Camera - Interview Room	There is a Federal Requirement to video record public safety stops. In car systems involve video in patrol cars. Body Worn Cameras involve wearable video cameras systems for officers. Interview Rooms involves replacement of video equipment in Public Safety interview rooms. (\$146,855,764)	Public Safety	DPD	Oct-33	In Process	
40.	Unsupported Software Remediation	Identify Servers running unsupported Software, DBs running unsupported versions of software, and Applications that will require modifications to bring up to supported software levels. Develop a plan to upgrade, in a sequenced fashion. (\$0)	GPFM	ITS	TBD	Ongoing	
41.	ServiceNow Phase 2	ServiceNow Phase 2 comprises 4 major tasks or subprojects - "IT Software and Hardware Asset Management", "ServiceNow Stabilization and Workflow Improvement", "ServiceNow Fedramp Cloud Migration", and "ServiceNow Version Upgrade to San Diego Q1 2022". (\$1,305,890)	GPFM	ITS	Dec-24	In Process	
42.	Relocate Development Services to New Facility	In September 2022, the City of Dallas purchased a new facility at 7800 N. Stemmons Freeway which will serve as the offices and storefront for the Development Services Department (DEV). This project will provide all new IT infrastructure including cabling, network, workstations, printers, radio equipment, etc. in line with the facility opening. (\$5,000,000)	GPFM	ITS	Jan-24	In Process	






As of 12/31/23

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
43.	Apptio IT Financial Transparency SaaS	This project is for a cloud-based solution for the Department of Information and Technology Services (ITS) to gain detailed insight into information technology (IT) expenses, cloud infrastructure / software usage and other IT related costs. (\$1,353,866)	GPFM	ITS	Feb-24	In Process	
44.	Network Unified Communications Upgrade	The City's current collaboration suite is at end of life and requires an update to maintain functionality and reduce risk. This project will upgrade the Unified Communications Management (UCM) to the latest version available. (\$618,180)	GPFM	ITS	Aug-24	In Process	
45.	PCI DSS Requirements Validation Project	This project focuses on protecting Cardholder Data (CHD) and the Cardholder Data Environment (CDE) by utilizing PCI Data Security Standards. The goal of Payment Card Information Data Security Standards (PCI DSS) is to ensure the protection (privacy) of cardholder data and sensitive authentication data wherever it is processed, stored or transmitted. This project initially focuses on currently active projects with PCI components and will expand to cover other projects and systems, as necessary. (TBD)	GPFM	ITS	Oct-24	In Process	
46.	Upgrade of DMZ and Security Switch Stacks	This project replaces critical city network equipment. (TBD)	GPFM	ITS	Nov-24	In Process	
47.	IT Project and Portfolio Management Tool	This project will implement a new Project and Portfolio Platform (PPM) tool suite to provide a centralized and automated project management portfolio, assist with project intake, and improve the tracking and management of IT projects. (\$300,134)	GPFM	ITS	Nov-24	In Process	
48.	Digital Equity Infrastructure	This project seeks to meet the City's vision of ensuring that all Dallas households will have high-speed, reliable internet and access to devices in their homes by seeking commercial telecommunication service providers to develop and implement digital equity infrastructure which addresses established gaps in targeted communities. (\$40,000,000)	GPFM	ITS	Dec-32	In Process	
49.	Enterprise Capital Project Management System (ECPMS) Phase 2	Phase 2 Implementation of the Enterprise Capital Project Management System (ECPMS), IBM Tririga, to support the DWU Capital Projects division. Also, includes the delivery of reporting enhancements and efficiencies to the Phase 1 implementation. (\$2,169,090)	Transport & Infra	DWU	TBD	In Process	
50.	LIMS Acquisition and Implementation Phase 3	DWU is implementing a Laboratory Information Management System (LIMS) for one Analytical Lab, five treatment plants, the Water Quality Division, and the Watershed-Reservoir Division to increase regulatory compliance, productivity, efficiency and effectiveness. (TBD)	Transport & Infra	DWU	May-24	In Process	

As of 12/31/23

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
51.	Enterprise Work Order and Asset Management (EWAMS) Phase 2	Implementation of an Enterprise Work Order and Asset Management System (EWAMS), that can be utilized as the standard for the City of Dallas. The Phase 2 effort of this Enterprise platform implementation will manage Work Orders and Maintenance. (\$4,901,864)	Transport & Infra	DWU	Sep-25	In Process	
52.	Enterprise Work Order and Asset Management (EWAMS) Phase 3	This professional service contract allows for continuous consultant services for the expansion of the Enterprise Work Order and Asset Management System (EWAMS). Phase 3 will oversee the implementation of Dallas Water Utilities (DWU) Meter Services division. (\$12,989,751)	Transport & Infra	DWU	May-28	In Process	
53.	Library Website update	The library's website needs to be updated to meet the current and future needs of the library including being able to support additional online content and online programs and education. (TBD)	QOL	LIB	Dec-29	In Process	
54.	Neighborly Expansion - Fair Housing	The purpose of the software is to complete the Fair Housing assessment of housing projects. This ensures we affirmatively further fair housing in the City as required by the Fair Housing Act and HUD. (\$25,700)	WEE	OEI	TBD	Delayed	
55.	Stormwater Compliance Information Management System	OEQ staff currently manage mission-critical and legally sensitive environmental management consent decree (EMCD) /permit-required tasks through a 20-year-old "homemade" information system built on MS Access 2002 and InfoPath. This project will procure and implement a new, modern system which provides timely information through dashboards and reports. (\$49,900)	Environment & Sustain	OEQ	TBD	In Process	
56.	Real Estate Case Management System	This project will streamline the leasing of properties and the utilization of right-of-way by introducing an online application process. It will also give applicants the ability to track progress of their application in real time. (TBD)	Transport & Infra	PBW	Jan-24	In Process	
57.	Snow & Ice Response	This project supports emergency response during snow and ice events. It will streamline the City's emergency response capability and will allow the Public Works department to quickly provide updated sanding information to other departments, to include Public Affairs Outreach Dept., Office of Emergency Management, Dallas Fire and Rescue, and Dallas Water Utilities. (TBD)	Transport & Infra	PBW	Oct-24	In Process	
58.	Document and Automate COD Worker On-Offboarding Process(es)	This project will document and improve city Onboarding and Offboarding processes and system interactions. (TBD)	GPFM	PER	Nov-24	In Process	

As of 12/31/23

#	Project Name	Description	Strategic Priority	Dept.	Estimated Completion Date	Project Status	Value Adds
59.	Historical Data Repository solution for select HR system Data	This project will provide an approved data warehouse solution for HR data being migrated from offboarding applications. This project will define data governance rules and enable compliant retention of City data from numerous current Human Resources (HR) systems. It will provide for an approved Data Warehouse for operational support, reporting and regulatory (data retention) compliance. The final solution will integrate with the HR Workday (WD) system. (\$1,961,406)	GPFM	PER	Feb-25	In Process	
60.	Replace Human Capital Management System Ph 2	This initiative involves the strategic implementation of HR modules for Performance and Talent Management, Recruiting and Onboarding, Learning Management System, Benefits Administration, and Advanced Compensation. In addition, we are orchestrating a meticulous Data Migration process, ensuring a seamless transition from legacy applications. (\$3,016,700)	GPFM	PER	Feb-25	In Process	
61.	Installation of lighting and security cameras on the Runyon Creek Trail	This project will install cameras and lighting along the Runyon Creek Trail. It will enhance safety for the 2.7-mile Runyon Creek Trail in southern Dallas. (\$186,464)	QOL	PKR	Feb-24	In Process	
62.	PKR Asset Inventory, Amenity, and Maintenance Management System	This project will implement an integrated park asset, work order, operations and maintenance and resource management for the Park and Recreation Department. (TBD)	QOL	PKR	Nov-24	In Process	
63.	PKR Recreational Management System	Dallas Park and Recreation Department is looking for a recreation management system to manage recreation activities and programs of its 43 recreation centers, 107 pavilions, 19 aquatic facilities and over 200 athletic fields. (\$0)	QOL	PKR	Dec-29	In Process	
64.	Payment Vendor (DWU Users - DWU)	This project is to migrate DWU and other user departments of online (Billor Direct) and IVR payments to a new payment platform which provides real-time information for payments and reconciliation. (\$15,000,000)	Transport & Infra	DWU	Apr-24	In Process	
65.	DWU Billing CIS and Customer Portal Replacement	DWU's current CIS system, DWU, will reach its end of life in 2025. DWU must replace DWU by 2025 to ensure continuity of our billing. (\$0)	Transport & Infra	DWU	Dec-29	In Process	
66.	Build an Ethics Financial Reporting Solution	The purpose of this system is to promote and support ethical financial compliance. (\$15,000)	GPFM	SEC	TBD	On Hold	
67.	SEC Records Inventory Management Solution	Replace the current obsolete unsupported FoxPro database with a state-of-the-art software application (preferably SaaS) that provides full functionality for operating a records center. Replacing this application will improve the management of the 70,000+ (\$231,440)	GPFM	SEC	Mar-24	In Process	
68.	Electronic Document Management - EDMS	Project Provides Electronic Document Management and Document Archive System for City Secretary's Office. (\$336,562)	GPFM	SEC	Dec-24	On Hold	

As of 12/31/23

NOTES

1. **Enterprise Contact Center (ECC) Solution.** Project is still in process. Anticipate approximately 3 – 6 months' work to implement Single Sign On. The final phase of procurement was finalized 11/20/2023. Estimated Completion Date will be updated after phase planning is complete.
3. **Department of Aviation INDMEX AirBOSS Vehicle Tracking.** This project is in the initiation phase. End date will be adjusted once planning phase is complete.
4. **Veoci Dallas Airport System Phase 2 Implementation.** This project is in the planning stage. Completion date will be updated, as necessary, upon completion of planning phase.
18. **DAS Inventory Management Tool.** The New system will allow the DAS department to perform inventory management and other functions as needed.
19. **Development Services Training Simulator.** This project is on hold due to competing priorities.
23. **Smart Device/Technology Behavioral Health App for DFR members.** Project has moved to procurement phase.
24. **Telestaff-Workday Integration Phase 2.** Telestaff Prod to Workday COD3 integration Parallel Payroll variance testing on hold due to end-of-year activities. Project anticipated re-start January 2024.
27. **IT Infrastructures for New Fire Stations 19, 21, 36, 41, 46, 58 & 59.** Project is being implemented in an agile fashion. Next phase is expected to complete January 2024. No. of Fire Stations complete to date include Sta. 46, 36, 41 Temp, 58, 59 and 19. Remaining 41 Main and FS 21/AVI Center.
28. **DPD Gun Range Software.** This project is beginning the procurement process. Completion date will be provided when available.
30. **WEB-RMS.** This project is still in the procurement process. Purchase request has been submitted. New date will be provided when available.
32. **Ricoh-Fortis Document Management System Replacement.** This project is in the planning stages. New timeline is being developed. New date will be provided when available.
34. **P25 Compliant Radio Project.** The new P25 Public Safety Radio system is now live, operational, and performing as designed. Final migration of all City of Dallas Departments is complete. Team is now working on decommissioning of old systems and equipment
36. **Off-Duty Job Application.** This project is beginning the procurement process. Completion date will be provided when available.
37. **Use of Force - Police Strategies LLC.** All initial project tasks have been completed. End date of project is 2026 because Dallas will continue to provide data on a quarterly basis until the end of the contract.

As of 12/31/23

44. **Network Unified Communications Upgrade.** Project is being implemented in an agile fashion. Unity Voice Mail portion is now complete. The next, “Call Manager” has an estimated completion date of August 2024.
49. **Enterprise Capital Project Management System (ECPMS) Phase 2.** Additional GIS enhancements are being documented for review and approval by the Business Unit and vendor before adding additional scope to the project.
60. **Replace Human Capital Management System Ph 2.** The Workday Modules Implementation will be done in three phases. The estimated timeline for Recruiting-Onboarding and Talent-Performance Go-live is Feb 2024. Benefits Go-live is Oct 2024. Advanced Comp and LMS (Learning Management System) is Feb 2025.
66. **Build an Ethics Financial Reporting Solution.** Project date will be updated after this project has completed the procurement process.
67. **SEC Records Inventory Management Solution.** Requirements have been developed. Awaiting Council approval.
68. **Electronic Document Management - EDMS.** The EDMS project is part of a group of projects relying on the Hyland Software System, which are being developed serially. We are currently re- validating project budget, scope, and participating department and will then re-work the schedule.

As of 12/31/23

C. Changes to Major Project Status List

1. Major Projects Implemented or closed since last report.
 - a. Use of Force - Police Strategies LLC-- #37. Project work is complete, and this project is moving to closure. This project will be removed from the TAR next month.

2. New Projects approved by IT Governance Board.
 - a. No IT Governance meeting in December 2023.

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Section 2: IT Operations

A. Outage Report

1. Monthly Service Desk Report

The IT Service Desk functions as the single point of contact (SPOC) between the City's IT organization and its end users. The Service Desk handles a variety of requests that include distribution to support, setting user passwords, and troubleshooting issues. It assists customers with incident resolution and service request management. The Monthly Service Desk Report provides metrics and trends of the IT service desk performance.

Service Desk Call Metrics

Category	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov
Total Calls	7222	9694	6969	8230	7319	11740	5528	5698	8195	6344	6228	5836
Answered	6222	7117	6778	8048	7171	7977	5005	5513	7941	6056	6143	5759
Abandoned	1000	1000	1084	182	148	523	523	185	254	288	85	77
Abandoned (<10sec)	408	380	1493	81	65	1398	175	166	172	172	93	273
Abandoned %(<10sec)	6	5	8	1	1	17.53	3.5	3.0	2.2	2.8	1.5	3.9

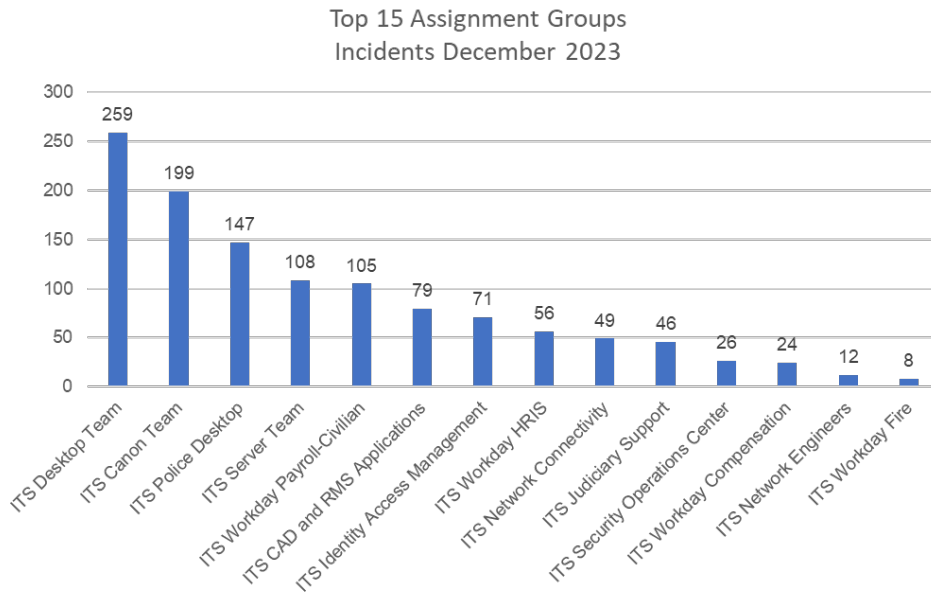
As of 12/31/23

Metric	Metric	Current Month	Trend								
Average Speed to Answer – Voice	Average Speed to Answer - Voice	00:06									
Password Related Incidents	Password Related Incidents	18%	<table border="1"> <tr><th>Month</th><th>Value</th></tr> <tr><td>Oct</td><td>20.6%</td></tr> <tr><td>Nov</td><td>20.2%</td></tr> <tr><td>Dec</td><td>17.8%</td></tr> </table>	Month	Value	Oct	20.6%	Nov	20.2%	Dec	17.8%
Month	Value										
Oct	20.6%										
Nov	20.2%										
Dec	17.8%										
First Contact Resolution - Incident	First Contact Resolution - Incident	85.10%	<table border="1"> <tr><th>Month</th><th>Value</th></tr> <tr><td>Oct</td><td>7.9%</td></tr> <tr><td>Nov</td><td>91%</td></tr> <tr><td>Dec</td><td>85%</td></tr> </table>	Month	Value	Oct	7.9%	Nov	91%	Dec	85%
Month	Value										
Oct	7.9%										
Nov	91%										
Dec	85%										
Average Duration – Service Desk	Average Duration - Service Desk	0.39 Days* 566 Minutes	<table border="1"> <tr><th>Month</th><th>Value</th></tr> <tr><td>Oct</td><td>861</td></tr> <tr><td>Nov</td><td>282</td></tr> <tr><td>Dec</td><td>566</td></tr> </table>	Month	Value	Oct	861	Nov	282	Dec	566
Month	Value										
Oct	861										
Nov	282										
Dec	566										
Average Duration – Field Services	Average Duration - Field Services	3.06 Days 4409 Minutes	<table border="1"> <tr><th>Month</th><th>Value</th></tr> <tr><td>Oct</td><td>5449</td></tr> <tr><td>Nov</td><td>4484</td></tr> <tr><td>Dec</td><td>4409</td></tr> </table>	Month	Value	Oct	5449	Nov	4484	Dec	4409
Month	Value										
Oct	5449										
Nov	4484										
Dec	4409										
Average Duration - PD Field Services	Average Duration - PD Field Services	2.9 Days 4249 Minutes	<table border="1"> <tr><th>Month</th><th>Value</th></tr> <tr><td>Oct</td><td>6976</td></tr> <tr><td>Nov</td><td>3714</td></tr> <tr><td>Dec</td><td>4249</td></tr> </table>	Month	Value	Oct	6976	Nov	3714	Dec	4249
Month	Value										
Oct	6976										
Nov	3714										
Dec	4249										

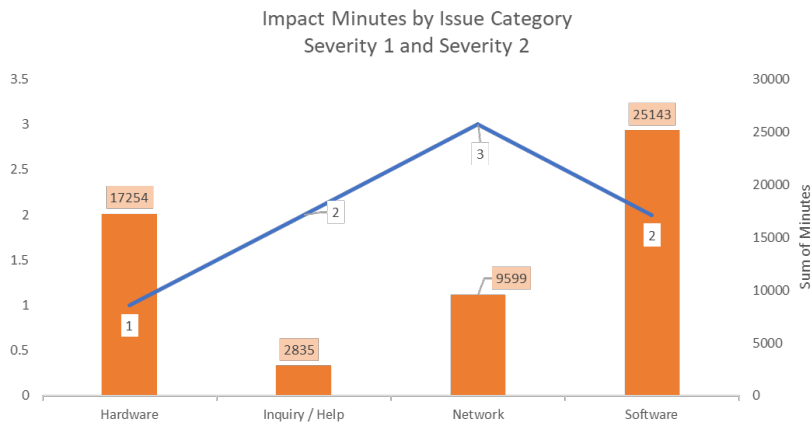
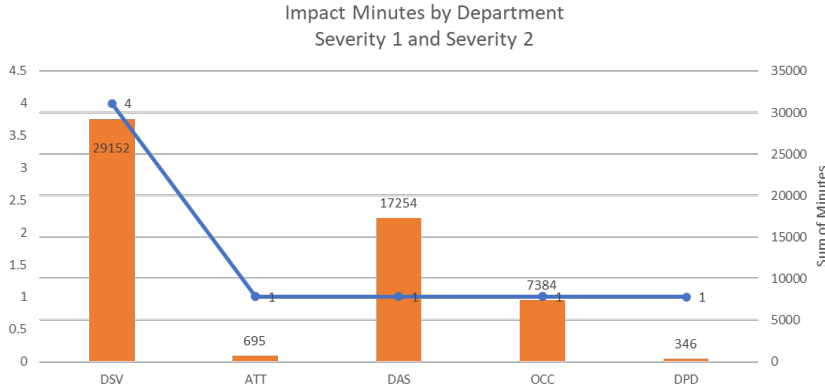
NOTES:

1. In December 2023, the IT Helpdesk received 3034 calls for support. This is a decrease over November which saw 5836 calls, and below the yearly average of ~7700 per month (excluding May and the impact of ransomware related calls).
2. First Contact Resolution (Incidents) is slightly lower than November, at 85% compared to 91% respectively.
3. Field Services (excluding DPD) average service duration of 3.06 days in November is in line with prior months.
4. Field Services for DPD average service duration is relatively stable at 2.9 days in November compared to 2.8 days in October.

2. Monthly Incident Report (Break/Fix “My Computer Doesn’t Work”)



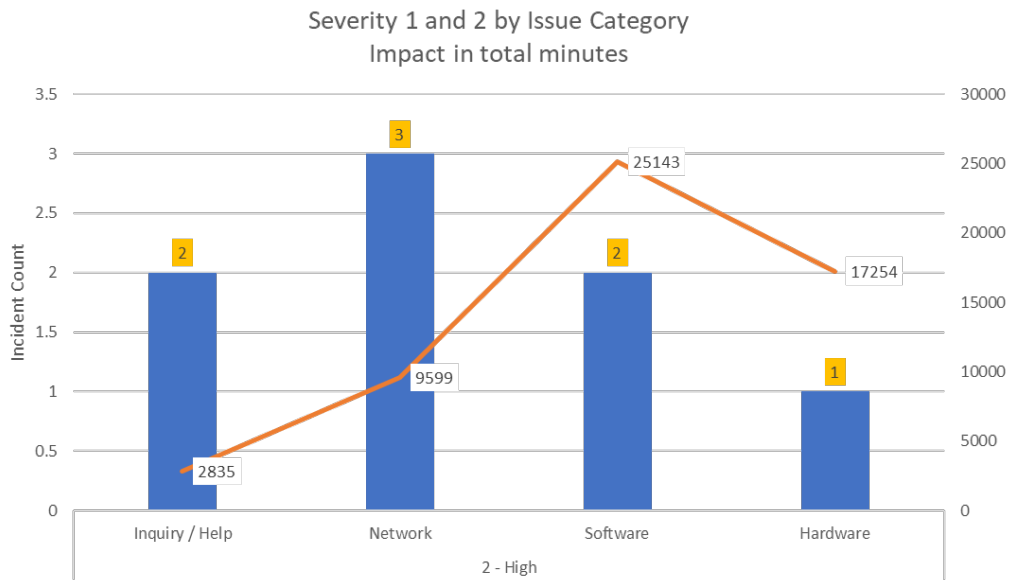
As of 12/31/23



NOTES

1. Severity 1 and Severity 2 incidents are the most severe and most likely result in degraded services or outages that impact the ability of City departments to fulfill their missions.
2. The top chart tracks the number of reported major incidents by department, along with the total number of minutes the incident(s) potentially impacted them.
3. The lower chart tracks major incidents by category and minutes of impact.

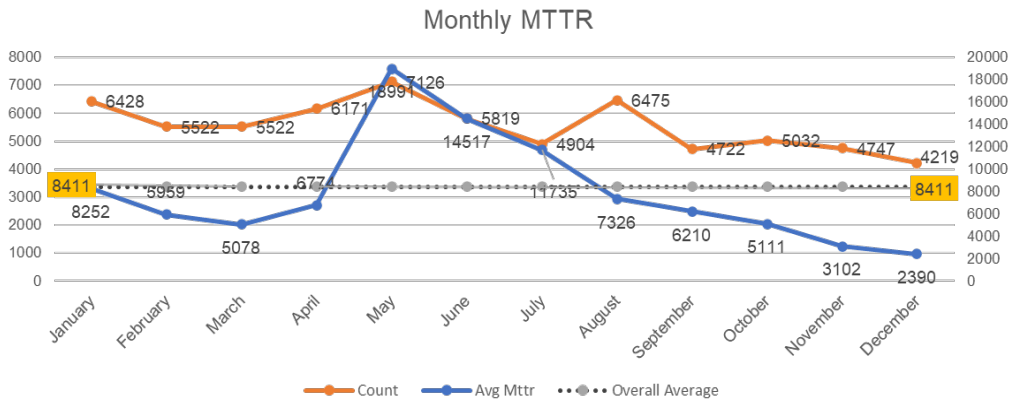
As of 12/31/23



NOTES:

1. This chart provides the distribution of major incidents and impact minutes over specific services and delineated by Critical and High severity.

As of 12/31/23



NOTES:

1. This chart provides the trendline for the average mean time to repair (MTTR), an industry standard for tracking the timeliness of resolution on reported incidents.
2. Diligence by the technicians to document and resolve tickets in a timely manner is the primary driver of the reduction in MTTR.
3. The MTTR reduction post ransomware continues, reaching levels not previously observed.
4. November MTTR updated to reflect post current reporting month closure validation. December numbers will be updated in January reporting cycle to reflect tickets closed post data compilation.

3. Monthly Major Outage Report

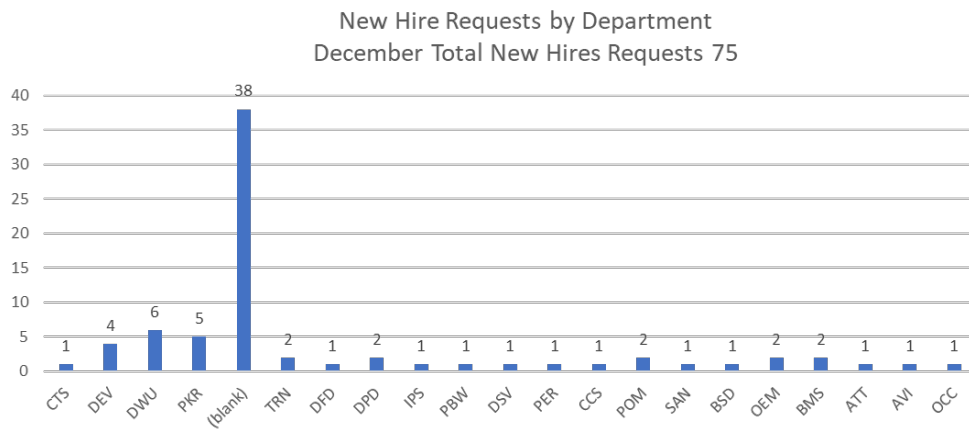
Priority	Description	Department	Primary	Assignment Group	Hours
2 - High	Commvault backups failing for 15 to 20 Servers	DSV	Inquiry / Help	ITS Server Team	19.8
2 - High	Backups are failing for FSDPDYOUTH01 L drive.	DSV	Software	ITS Server Team	413.3
2 - High	Network Network not responding at the Dart Police Station	ATT	Network	ITS Network Connectivity	11.6
2 - High	Expiring Certificate Desktops.DallasCityHall.com	DSV	Inquiry / Help	ITS Network Engineers	27.5
2 - High	Call Manager CER Data not accurate for some locations post migration	DSV	Network	ITS Network Connectivity	25.3
2 - High	Canon Printers User states that the printer shows error message when trying to print	DAS	Hardware	ITS Security Firewall Service	287.6
2 - High	Network Network Outage after Power Outage	OCC	Network	ITS Network Engineers	123.1
2 - High	Access Multiple CMD are unable to access AIS reporting system	DPD	Software	ITS CAD and RMS Application	5.8

NOTES:

1. Major outages are identified as Severity1 and Severity2 that have significant impact to City services or Department’s ability to perform critical functions and last over 4 hours in duration. As we mature the process this definition will be better scoped around impact and less around duration.
2. Outages with #value are incidents that had over 4 hours of impact, however, are incomplete of details, at the time the report was generated, to identify full impact to departments.
3. December saw an increase in the average time to repair and an increase in total outage time for Major Incidents compared to November. December average MTTR of 71.5 hours compared to November of 29.5 hours. December total outage 500.6 hours compared to November which had 264.4 hours.
4. Eight Major incidents in the month of December, 0 critical and 8 high, a decrease of 1 over November of 9, 2 critical and 7 high.

B. Service Requests (including new employee onboarding)

1. New Hire Report

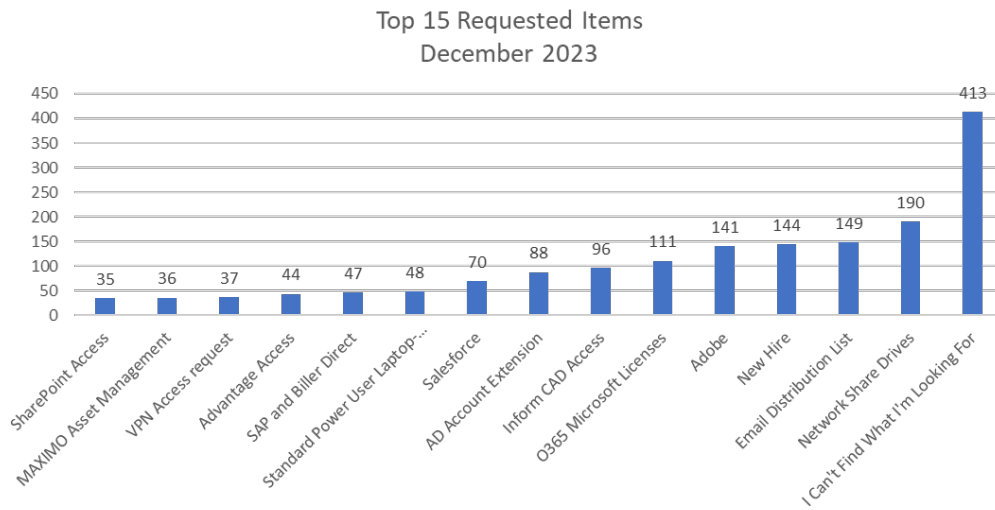


NOTES:

1. In the month of December, a total of 75 request tickets were generated for new employees.
2. DPD, DEV, and DWU being the top 3 hiring departments.
3. Blank indicates no department match was available for the requested onboarding at the time the report was generated.

As of 12/31/23

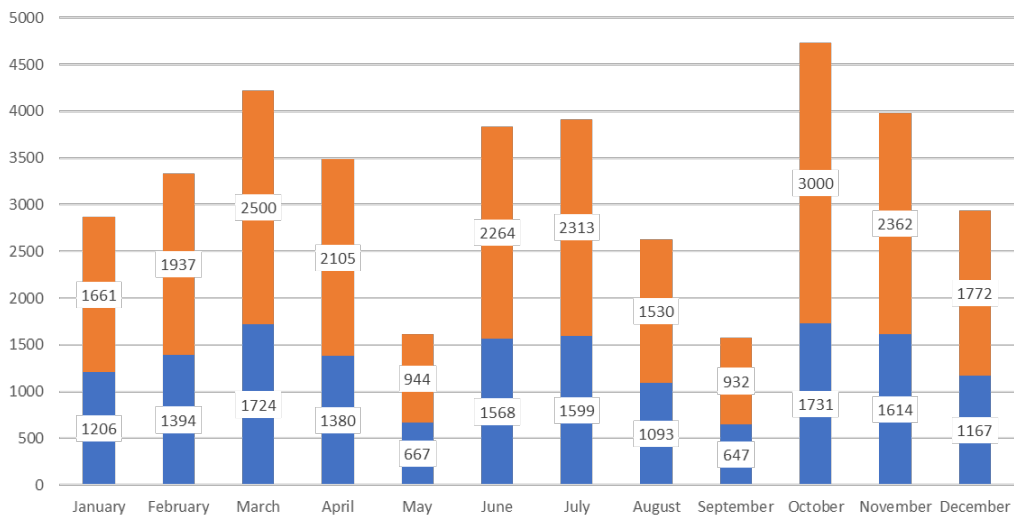
2. Service Request Report (An ask for service – “I Need Software Installed”)



NOTES:

1. December Service Requests totaled 1167, a decrease of ~500 over November which totaled 1614. This report depicts the top 15 Request by type that were selected.
2. “I Can’t Find What I’m Looking For” is a category used when a service catalog item does not exist for what the user is asking.

Request Action by Month



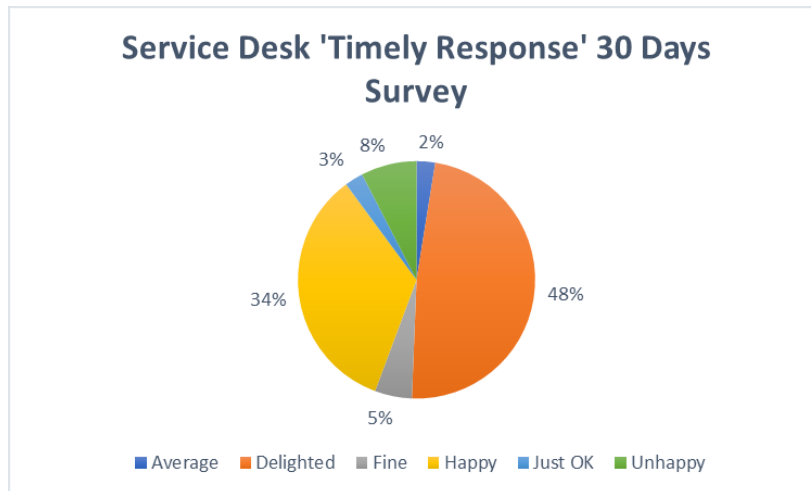
NOTES:

1. This chart illustrates that 1167 Request Tickets generated 1772 Request Actions. Frequently one request generates multiple actions to be completed by one or more teams to fulfill the ask.

C. IT Service Desk Satisfaction Surveys

The City's IT Service Desk conducts surveys of employees that have submitted incident reports and service requests. These surveys are performed through the ServiceNow platform in the form of email requests directly to the individuals who submitted the request to the IT Service Desk either by calling or submitting through the online ServiceNow platform. Submitters are asked to provide feedback on the timeliness of the disposition of their request and their rating of the overall Service Desk experience. Along with the rating, submitters are asked to provide other feedback which can be used to address specific issues and to improve the overall timeliness and experience.

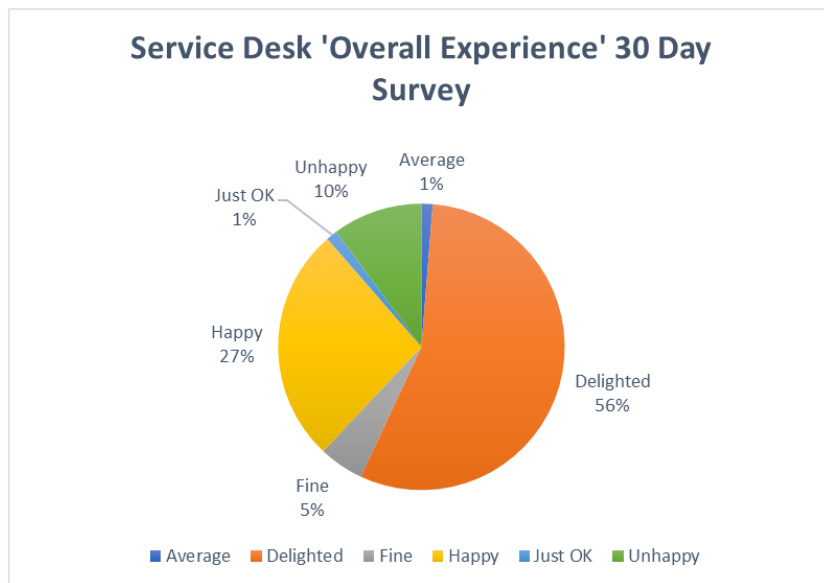
1. IT Service Desk Timeliness Report



NOTES:

1. This chart illustrates the overall survey responses to the question of Service Desk timeliness for requests submitted in November 2023.
2. While each IT Service Desk ticket submitted results in a survey request to the submitter, not all survey requests receive a response, and these data represent the results from those responding to the survey.
3. The survey requests employees that have submitted an incident report or service request to the IT Service Desk to rate the timeliness of the service delivery on a scale along five points; Unhappy, Just OK, Average, Fine, Happy, and Delighted.
4. For the November 2023 survey, 94% of respondents rated their perception of timeliness of the service to be either Fine, Happy, or Delighted.

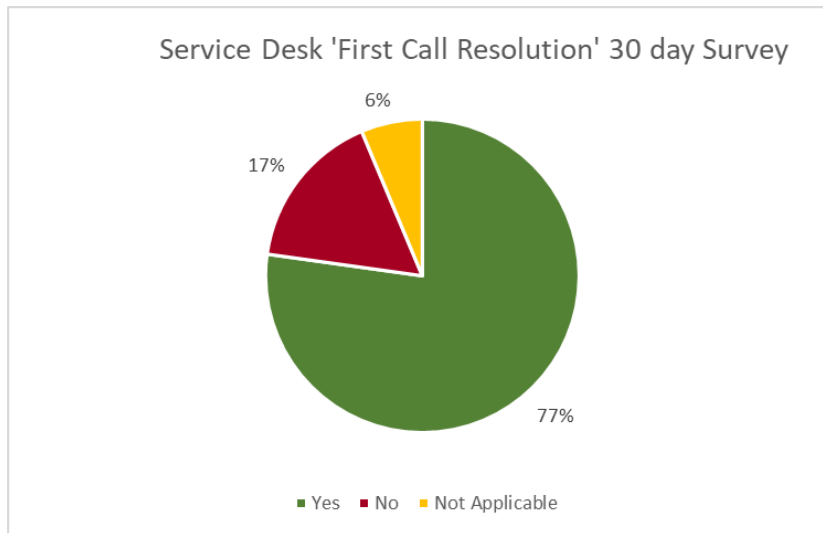
2. IT Service Desk Overall Experience Report



NOTES:

1. This chart illustrates the overall survey responses to the question of Service Desk experience for requests submitted in December 2023.
2. While each IT Service Desk ticket submitted results in a survey request to the submitter, not all survey requests receive a response, and these data represent the results from those responding to the survey.
3. The survey requests employees that have submitted an incident report or service request to the IT Service Desk to rate their overall experience of the service delivery on a scale along five points; Unhappy, Just OK, Average, Fine, Happy, and Delighted.
4. For the December 2023 survey, 88% of respondents rated their overall experience with the IT Service Desk to be either Fine, Happy, or Delighted.

3. IT Service Desk First Call Resolution Report



NOTES:

1. This chart illustrates the overall survey responses to the question of whether the issue was resolved on the first call to the Service Desk for requests in December 2023.
2. The survey requests employees that have submitted an incident report or service request to the IT Service Desk on whether the issue was resolved with the first call (Yes or No).
3. For the December 2023 survey, 83% of respondents responded that their issue or request was resolved on the first call.

Section 3: IT Budget Execution

IT Budget Execution provides information on the execution of the IT budget, the management of technology procurements, and the management of IT Human Capital. Unless otherwise noted, information in this section is effective through November 2023.

A. Contract/Procurement Management

Upcoming/Recent Contracts Requiring Council Approval

Items Approved on December 13 Agenda:

SHI Government Solutions, Inc. – Two-year cooperative purchasing agreement for a governance, risk, and compliance software solution through OMNIA Partners cooperative agreement.

- Contract amount \$252,418
- This tool will be used to track compliance with various regulatory requirements such as Payment Card Industry, Health Insurance Portability and Accountability Act (HIPAA), and National Institute of Standards and Technology – 173.
- The module will also be used to create and deploy compliance assessments, assign remediation tasks, and ensure policy management workflows are in place.

22nd Century Technologies, Inc. – Five-year cooperative purchasing agreement for software defined wide-area network (SDWAN) solution through General Services Administration cooperative agreement.

- Contract amount \$1,337,685
- Routers, firewalls, and software to ensure the City’s network will remain operable in case of a major outage at the primary data center
- Circuits and firewalls will provide security and software management for secondary internet connectivity to function as a backup, disaster recovery, business continuity, or supplemental circuit.
- SDWAN manages how internet circuits are used to deliver network traffic in the event of a disaster.

As of 12/31/23

SHI Government Solutions, Inc. – Increase and extend the service contract, through March 7, 2025, with Workday, Inc for continued licensing, hosting, maintenance and technical support for the City’s existing human resource and payroll system.

- Contract amount \$4,952,024
- System used to manage time, benefits, performance, career and pay management.
- Subscriptions will include:
 - Human Capital Management
 - Benefits
 - Payroll
 - Time Tracking
 - Learning / Training
 - Recruiting

Item on January 10 Agenda

Oracle America, Inc. – A two-year cooperative purchasing agreement for continued use of cloud services and support for the budget preparation and management system

- Contract amount - \$337,117.42
- This system is an effective tool in the creation, management, and reporting of the City’s budget, from initiatives to line-items for all City departments.

Item on January 24 Agenda

Microsoft Corporation – A one-year cooperative purchasing agreement for continuous premier support services through Department of Information Resources cooperative agreement

- Contract amount - \$699,286
- This service contract will provide Microsoft Premier Support Services to the City of Dallas. This service provides training workshops, enhanced technical support and assistance for complex or critical problems that arise during the use of Microsoft software products.

As of 12/31/23

Open Solicitations

Network Cabling

- Five-year contract with two, two-year renewal options for the design, installation, maintenance, and repair of network cabling.
- Open Date – September 7
- Close Date – October 20
- Selection committee is evaluating the proposals

Electronic Lien Filing

- Web-based system capable of electronically processing, submitting, recording, and filling real property lien documents for both receiving and transmitting with Dallas County.
- Open Date – November 2
- Close Date – Extended to December 15
- CCS canceled December 27, OPS to discuss private RFCSP with Dallas County approved suppliers.

Broadband and Digital Divide

- Eight-year initial contract with four three-year renewal options for Digital Equity Infrastructure and Last Mile Connectivity. The City is looking to select one or multiple solution/service providers qualified to design, build, deliver, and manage scalable fiber infrastructure to connect City facilities and high-priority unserved Census Tracts.
- Open/Advertised Dates – September 28 and October 5
- Pre-Solicitation Conference Dates – October 23 and November 14 (At 2:00 p.m.)
- Close Date – December 15
- Selection committee is evaluating the proposals

As of 12/31/23

Upcoming Solicitations

Software Master Agreement – Service contract to purchase various enterprise commercial off the shelf (COTS) software products including perpetual, fixed term, subscription, and software as a service with their related software maintenance, support, training, and implementation, and other related services that will be used by the City in support of existing business operations.

Network Managed Services – Managed services for voice and data services, as well as the network support help desk.

Court Case Management System – System to automate and optimize daily work processes for Dallas Municipal Courts, replacement for the current system.

EMS Inventory Management System – System to manage and track acquisitions, distribution of DFR inventory, which include operation/emergency medical supplies, and personnel gear.

B. Budget Performance & Execution – November 2023

**Fund 0191 – 9-1-1 System Operations
November 2023**

Expenditure Category	FY 2032-24 Adopted Budget	FY 2032-24 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	643,798	643,798	89,030	643,798	-
Pension	95,983	95,983	13,036	95,983	-
Health Benefits	81,276	81,276	2,361	81,276	-
Worker's Compensation	1,712	1,712	-	1,712	-
Other Personnel Services	18,399	18,399	2,459	18,399	-
Total Personnel Services	841,168	841,168	106,886	841,168	-
Supplies	201,464	201,464	10,000	201,464	-
Contractual Services	11,824,129	11,824,129	312,725	11,824,129	-
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
Total Expenditures	12,866,761	12,866,761	429,611	12,866,761	-

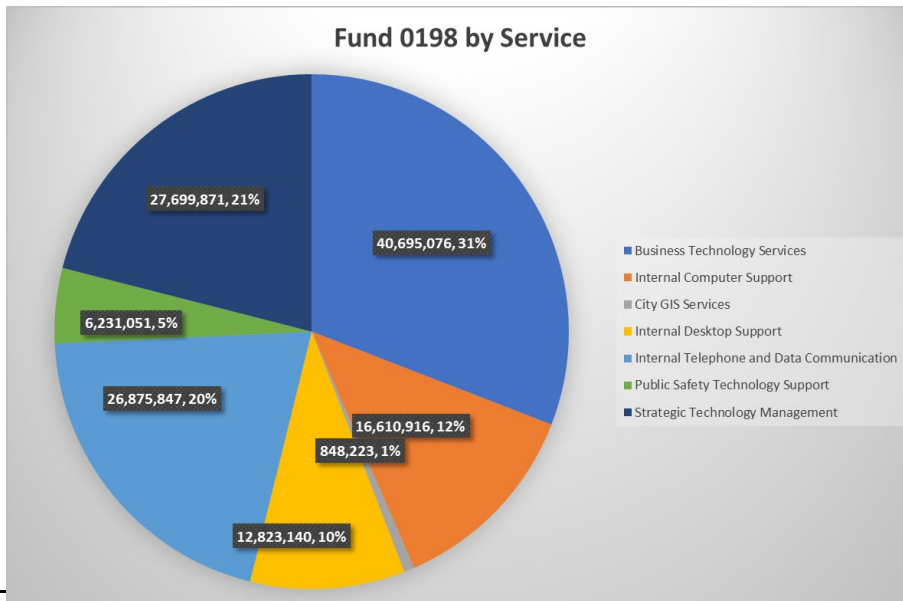
**Fund 0197 – Communication Services (Radio Network)
November 2023**

Expenditure Category	FY 2032-24 Adopted Budget	FY 2032-24 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	1,995,239	1,995,239	289,955	1,995,239	-
Overtime Pay	96,632	96,632	51,788	96,632	-
Pension	303,582	303,582	49,710	303,582	-
Health Benefits	271,600	271,600	8,618	271,600	-
Worker's Compensation	8,059	8,059	-	8,059	-
Other Personnel Services	53,096	53,096	7,106	53,096	-
Total Personnel Services	2,728,208	2,728,208	407,178	2,728,208	-
Supplies	1,433,876	1,433,876	2,028	1,433,876	-
Contractual Services	14,711,697	14,711,697	2,981,604	14,711,697	-
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
Total Expenditures	18,873,781	18,873,781	3,390,810	18,873,781	-

C. Budget Performance & Execution (continued)

Fund 0198 – Data Services
November 2023

Expenditure Category	FY 2032-24 Adopted Budget	FY 2032-24 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	20,914,938	20,914,938	2,704,879	20,914,938	-
Overtime Pay	31,612	31,612	5,741	31,612	-
Pension	3,027,737	3,027,737	395,982	3,027,737	-
Health Benefits	1,930,650	1,930,650	57,564	1,930,650	-
Worker's Compensation	53,893	53,893	-	53,893	-
Other Personnel Services	1,134,254	1,134,254	105,115	1,134,254	-
Total Personnel Services	27,093,084	27,093,084	3,269,282	27,093,084	-
Supplies	764,420	764,420	139,078	764,420	-
Contractual Services	103,926,620	103,926,620	37,525,844	103,926,620	-
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
Total Expenditures	131,784,124	131,784,124	40,934,204	131,784,124	-



As of 12/31/23

D. ITS Staffing & Hiring Report

1. ITS Funded Staffing Levels

IT Fund	FY 21	FY 22	FY 23	FY 24	FY 25 Plan
Fund 0191 - 9-1-1 Technology Support	7.0	7.0	7.0	7.0	7.0
Fund 0197 - Radio Communications	28.0	30.0	30.0	30.0	30.0
Fund 0198 - Data Services	190.0	204.0	223.0	225.0	230.0
Total	225.0	241.0	260.0	262.0	267.0

2. Vacancies and Hiring Activities

- As of December 31, 2023, ITS had 53 vacancies out of the available 260 positions.
- As of December 31, 2023, of the 53 vacancies, the disposition was:
 - 0 are in draft posting
 - 6 are undergoing reclassification to re-align within the ITS department
 - 57 are awaiting posting
 - 0 are actively posted
 - 0 were previously posted
 - 0 are under review
 - 0 are at a second round of interviews
 - 0 have pending offers with candidates

NOTE:

1. To help facilitate the transition from NeoGov to WorkDay for position advertisement, all positions are under review and awaiting project completion, which is anticipated in late February 2024.

Section 4: Cybersecurity Programs

A. Awareness Training

Security Awareness training is measured on an annual basis. Over the last several years ITS has observed a generally positive trend in risk scoring associated with annual employee training. Beginning with each new fiscal year the City will conduct a new set of security awareness courses to meet not only the best practices, but State of Texas House Bill 3834 requirements for all government employees.

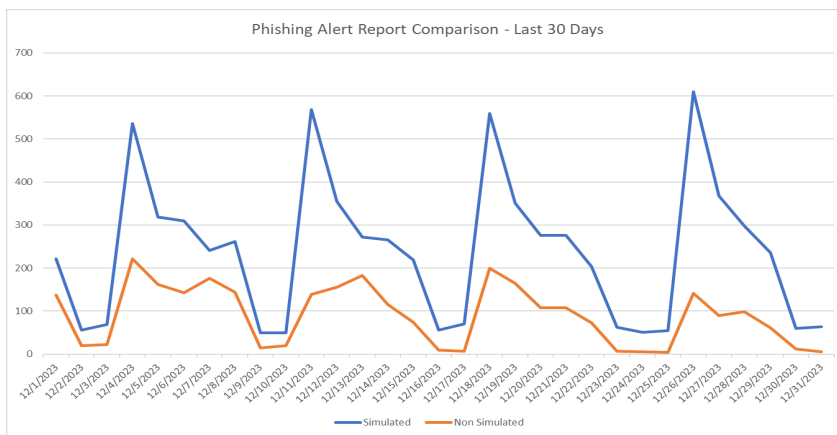
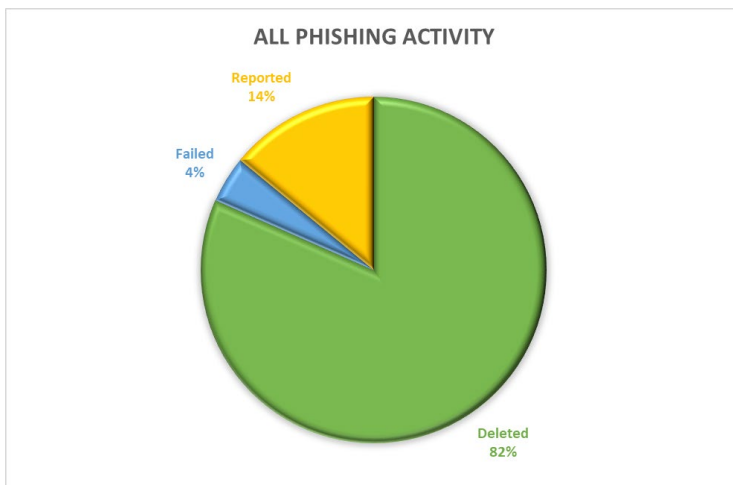
However, each year we see new or enhanced requirements from the Texas State Legislature as the risk environment evolves and becomes increasingly more threatening. As such, our security awareness training program must evolve to reflect the latest requirements and latest threats and it is critical that the security awareness training is completed each year. The information below illustrates the enrollment and completion efforts of employee training over the course of the year. For FY 2021-22 the City completed 99% of 18 training campaigns covering HIPAA, PCI, and Cybersecurity. The FY 2022-23 security awareness training campaign on January 25, 2023, and ITS is tracking its progress and working with City employees to ensure completion.

- Note employees with less than 25% of job function on technology are not required to complete Cybersecurity Training.



As of 12/31/23

In addition, ITS continuously applies best practices to the employees around phishing and their ability to recognize and appropriately handle phishing incidents. Campaigns designed given real world scenarios, typically taken from recent events are sent out to the employee population to test their ability to distinguish and act. This provides feedback to the employees as well has increased the actual amount of true phishing reported. As well, a “Report phishing” button added to user’s Outlook has increased both the numbers of test phish and actual phishing emails.

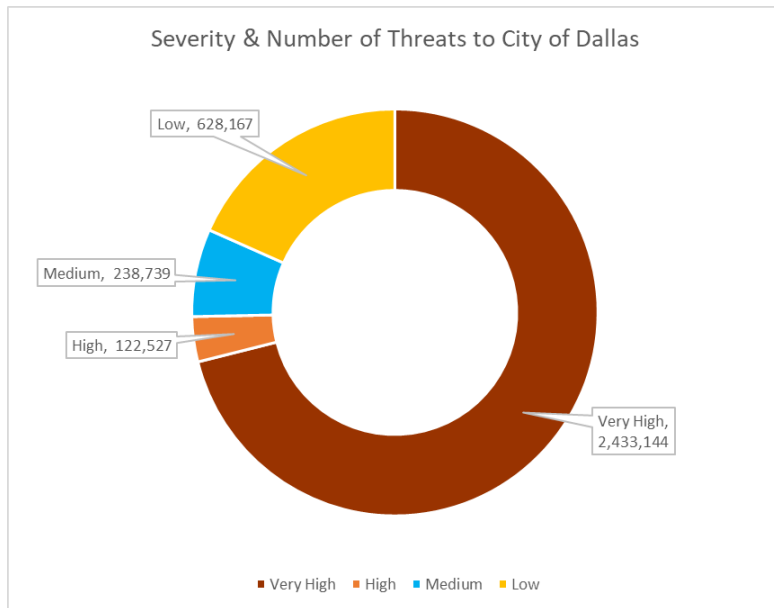
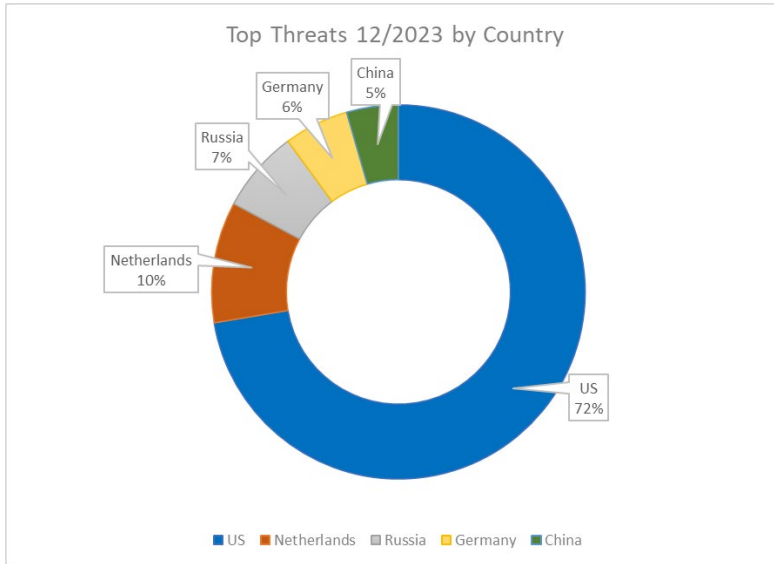


B. Situational Awareness

Annually ITS assess the overall Security posture of the organization based upon the NIST Cybersecurity Framework (CSF). Each category within the NIST CSF is evaluated for the current level of maturity and expectant maturity level. This process uses current and projected technologies and documented standards and procedures to complete the process. ITS utilizes both internal and external resources to conduct assessments. The results of the assessments are used by ITS to develop security strategy for cybersecurity and privacy. The below figure outlines the maturity model for the CSF. While the TAR does not provide our scores from our self-assessment, ITS can provide this information to Council members and discuss the assessments in depth as requested.

		Capability Maturity Model Levels				
		Level 1 Initial	Level 2 Repeatable	Level 3 Defined	Level 4 Managed	Level 5 Optimized
NIST Cybersecurity Framework Functions	Identify	Little to no cybersecurity risk identification.	Process for cybersecurity risk identification exists, but it is immature.	Risks to IT assets are identified and managed in a standard, well defined process.	Risks to the business environment are identified and proactively monitored on a periodic basis.	Cybersecurity risks are continuously monitored and incorporated into business decisions.
	Protect	Asset protection is reactive and ad hoc.	Data protection mechanisms are implemented across the environment.	Data is formally defined and protected in accordance with its classification.	The environment is proactively monitored via protective technologies.	Protection standards are operationalized through automation and advanced technologies.
	Detect	Anomalies or events are not detected or not detected in a timely manner.	Anomaly detection is established through detection tools and monitoring procedures.	A baseline of "normal" activity is established and applied against tools/procedures to better identify malicious activity.	Continuous monitoring program is established to detect threats in real-time.	Detection and monitoring solutions are continuously learning behaviors and adjusting detection capabilities.
	Respond	The process for responding to incidents is reactive or non-existent.	Analysis capabilities are applied consistently to incidents by Incident Response (IR) roles.	An IR Plan defines steps for incident preparation, analysis, containment, eradication, and post-incident.	Response times and impacts of incidents are monitored and minimized.	The capabilities of all IT personnel, procedures, technologies are regularly tested and updated.
	Recover	The process for recovering from incidents is reactive or non-existent.	Resiliency and recovery capabilities are applied consistently to incidents impacting business operations.	A Continuity & Disaster Recovery Plan defines steps to continue critical functions and recover to normal operations.	Recovery times and impacts of incidents are monitored and minimized.	The capabilities of all IT personnel, procedures, technologies are regularly tested and updated.

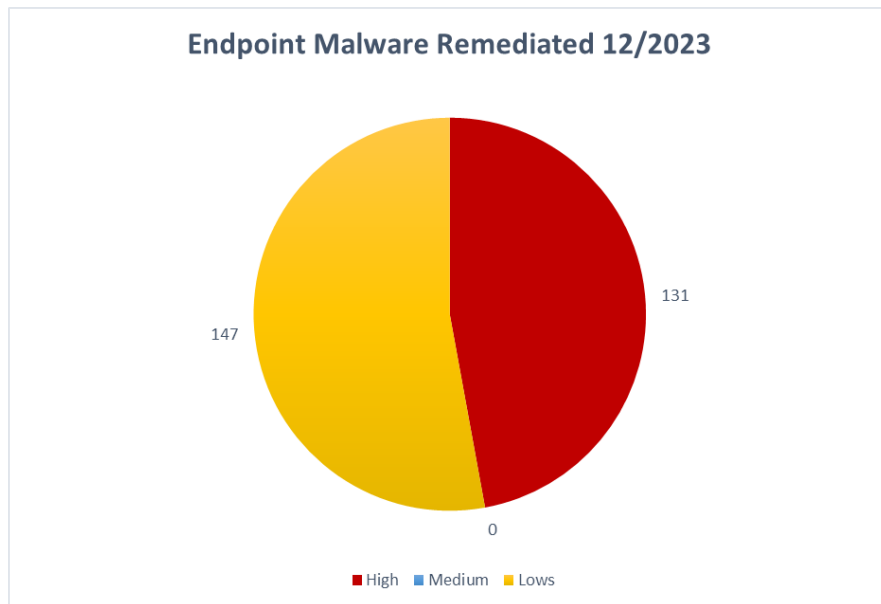
Figure 3: Assessing Cybersecurity Maturity



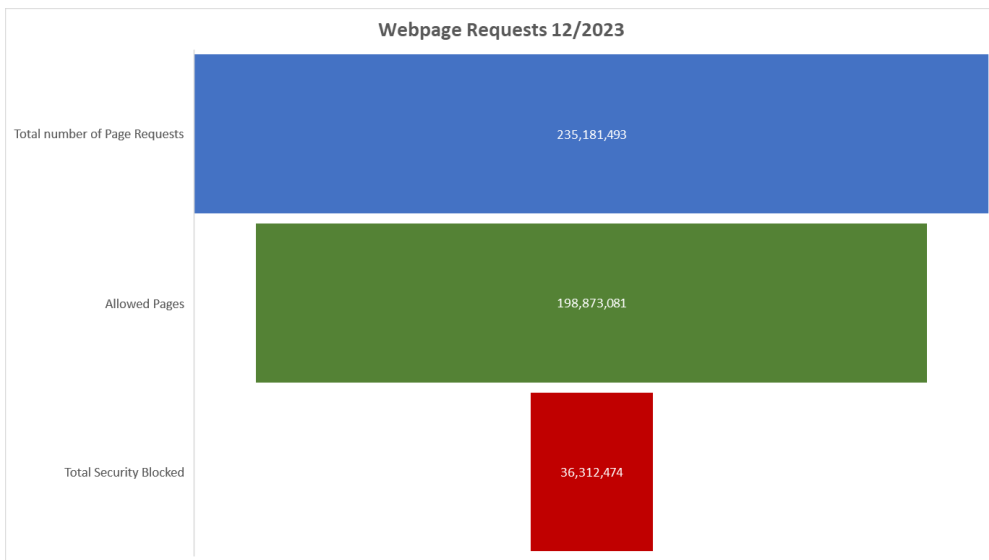
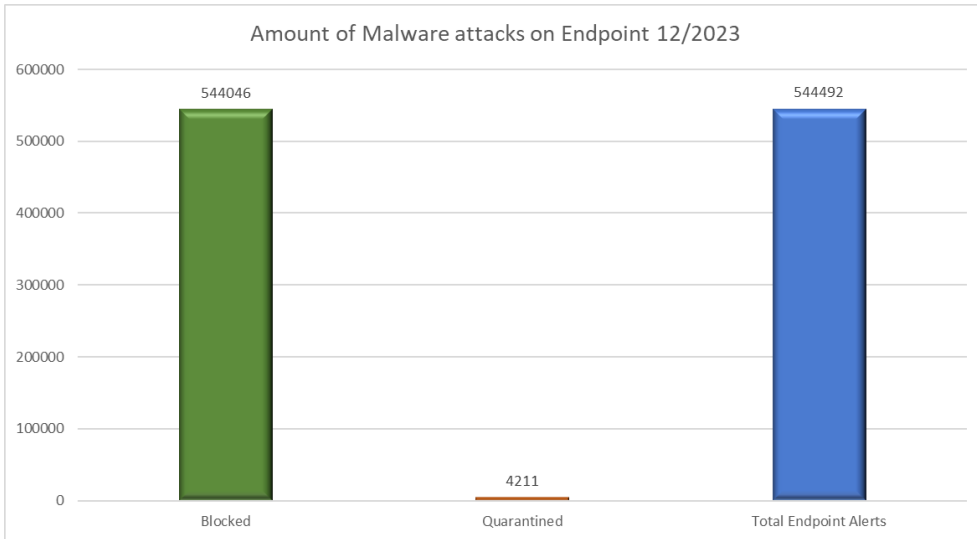
C. Data Protection & Privacy

1. Endpoint Protection

Endpoint protection is one component to the organization's ability to handle daily malware. All devices needing connection to the internet are subject to attacks. Attacks are mitigated through technologies monitoring the systems in real time reacting and responding to those attacks. Technologies like Firewall and Endpoint Detection and Response all are in place to respond to those attacks. Below is the status for endpoint attack metrics.

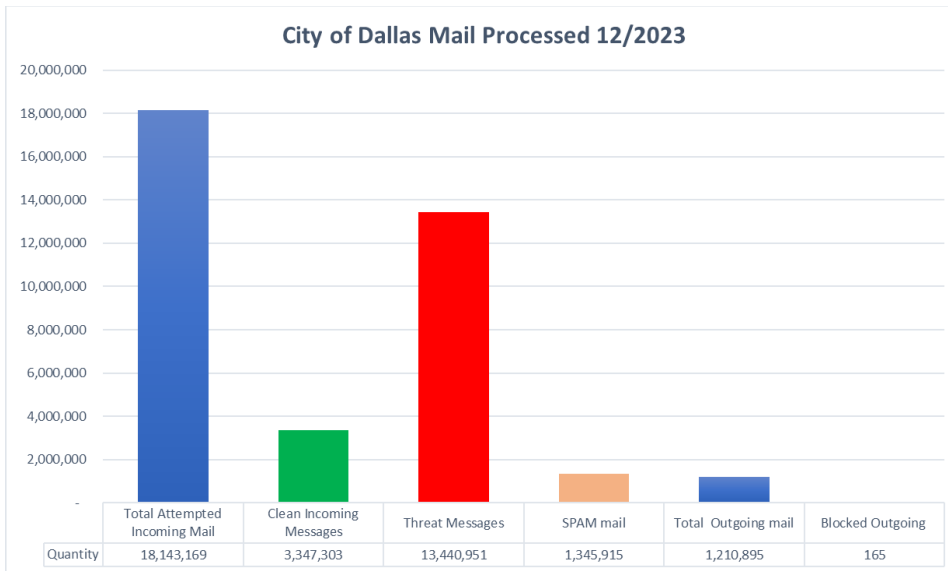


As of 12/31/23



2. Email Screening

The City of Dallas receives and send millions of emails a month. Phishing is an attack vector that is utilized by bad actors in the form of social engineering, to gain internal access to the network. This can then be used to introduce malware, ransomware, and other malicious software to adversely affect City services. Below provides a picture of mail messages processed and remediated prior to user reception.



Section 5: IT Infrastructure

IT Infrastructure information and status updates on efforts to upgrade and improve the IT infrastructure used by the City to reduce technical debt, better meet current needs, and build for future service needs.

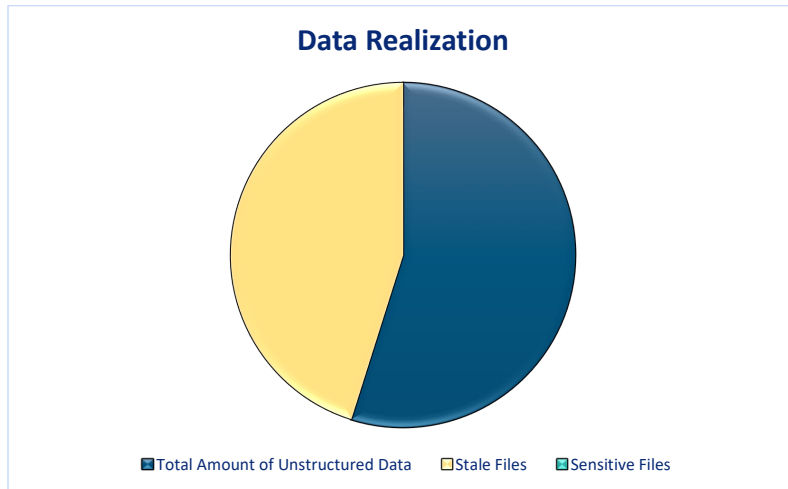
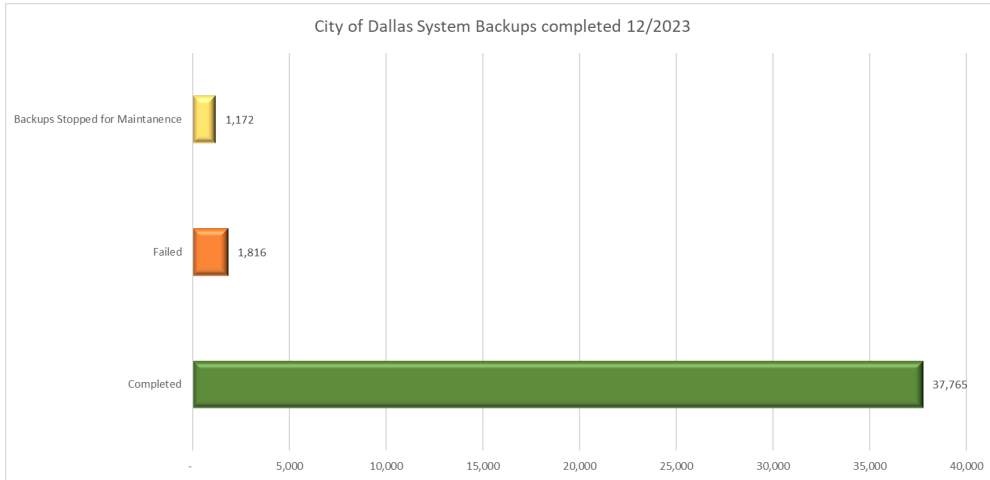
A. Resiliency - Disaster Recovery and Business Continuity

Resilience is essential in the City's IT environment because it ensures that the system can continue to function effectively and efficiently even when unexpected events occur. This can include things like hardware or software failures, power outages, natural disasters, and cyber-attacks. Lack of resiliency impacts Local government to prolonged outages, data loss, and security breaches. These can be costly in terms of services to residents, loss of public trust, and regulatory penalties.

Resiliency can be achieved through a combination of redundancy, fault tolerance, disaster recovery planning, and proactive monitoring and maintenance. By designing and implementing resilient IT systems, the City can minimize the impact of disruptions and maintain business continuity, ensuring that critical applications and services remain available. ITS has begun evaluating on opportunities to design the City's IT environment to improve resilience.

A critical component of Disaster Recovery and Business Continuity practices is backing up critical data, testing data backups, and conducting exercises to ensure that data backups can be successfully utilized to restore business services.

As of 12/31/23



Total Data 3.2 PB
Total Backup Data 2.01 PB
Total Files 19.3m

B. Technical Debt

Technical debt refers to the accumulation of design or implementation compromises made during the development of software, applications, or systems. Similar to how financial debt accrues interest over time, technical debt also accumulates and incurs a cost in the form of increased maintenance and development time, reduced quality, and decreased productivity.

Generally, technical debt is categorized by three types:

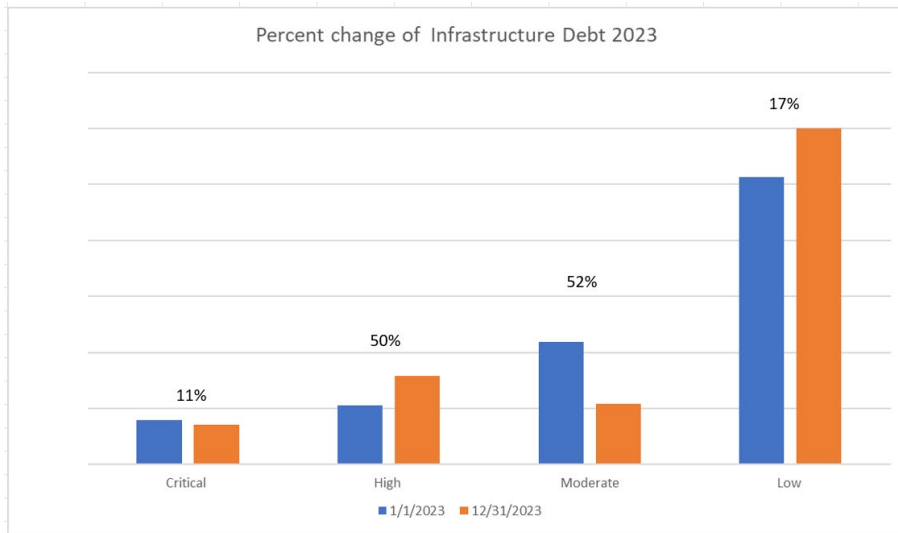
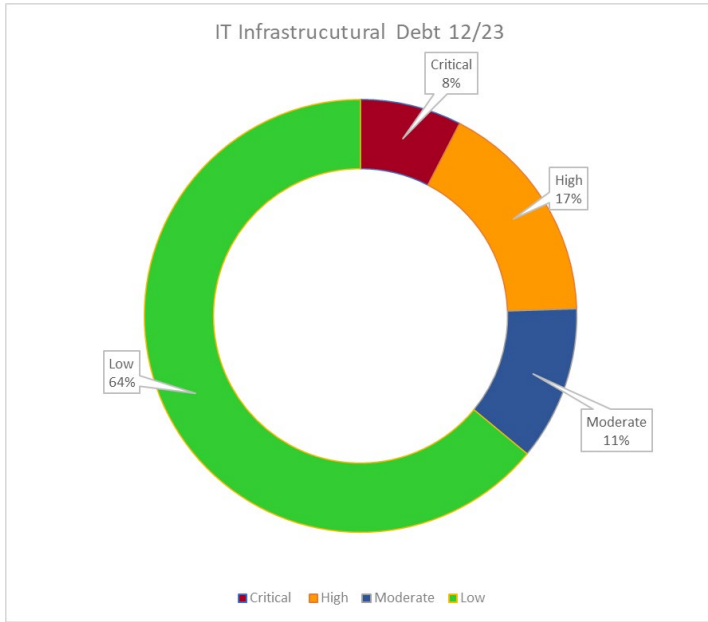
- Intentional Tech Debt: This is created deliberately by an organization in an effort to get technical capability into production more quickly. This form of tech debt involves a premeditated choice where an organization knowingly accepts some level of instability, insecurity, poor performance, user dissatisfaction or some other type of problem in exchange for launching the product sooner. This form of tech debt introduces risk, but represents a known risk that can be documented, tracked, and remedied over time.
- Unintentional Tech Debt: This form of tech debt arises from sloppiness, unexpected complexity, or a lack of technical expertise in designing and implementing software systems. This type of tech debt may be documented, but usually it is not because it often remains unknown until an event occurs revealing the issues or errors. Unintentional tech debt can still be remediated, but the development process will need to be adjusted accordingly, impacting the function and value of software.
- Environmental Tech Debt: This category of tech debt occurs over time and without effort. A system may be developed well, implemented well, and perform well at the time of implementation, but if not managed over time, environmental technical debt is likely to accrue because the environment in which it operates is in flux and changing. The technology will change, the needs of its users will change, and the capabilities of the devices on which it operates will change rendering a system that was originally well-designed unhealthy over time.

As of 12/31/23

The City of Dallas has each of these types of technical debt present in its technology environment. In many instances there is a combination of multiple types of tech debt present for a given system or service operated in the City.

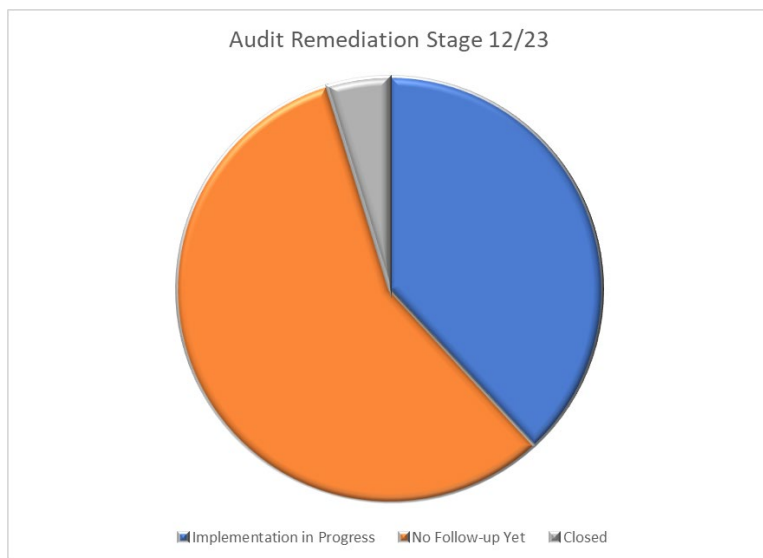
As a part of the City's IT Infrastructure improvement direction, a proactive approach has been taken that identifies, tracks, and communicates the potential risks and costs associated with technical debt to City departments. The City's technical debt has accumulated over time, reducing the effectiveness for IT services. Any plan must involve setting aside time and resources, specifically to address the deficit.

ITS is working to build a technical debt remediation program for addressing technical debt over time. The program shall outline and review changes in the system landscape and the City's strategic priorities. The plan shall track progress toward milestones and adjust the roadmap as needed to ensure that technical debt is not only reduced, but continuously managed.



C. Audit

Currently the ITS department is working through several audits that impact technology services. Below representative if the Audit remediation efforts and stages.



As of 12/31/23

Memorandum



CITY OF DALLAS

DATE January 19, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – January 18, 2024**

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

New Information

- Better Block Pleasant Grove
- 1st Annual Dallas Police Polar Plunge
- Free Tax Help Available at Dallas Public Library
- Dallas Youth Commission Premieres Dr. Martin Luther King Jr. Podcast Special

Weekly Updates

- Convention and Event Services Weekly Event Report
- Office of Procurement Services New Opportunities
- Office of Homeless Solutions Update
 - Street Outreach Update
 - Coombs Street Cleaning
 - H.A.R.T/eam Update
- Media Inquiries

NEW INFORMATION

Better Block Pleasant Grove

With the support of District 5 Council Member Jaime Resendez, the Office of Economic Development has been partnering over the past 6 months with Better Block and the Inspired Vision Compassion Center to engage the community and reimagine a commercial parking lot in Pleasant Grove at the southwest corner of Bruton Rd and Masters Dr. This transformative tactical urbanism project demonstrates the possibility of reimagining unused/underutilized retail property, including private surface parking, and transforming it from “space” into “a place” to spur economic development and revitalization.

Better Block's work is centered around community engagement and included a community survey which inspired the treatments to the parking lot. Underutilized, surplus parking spaces were redesigned and activated into flex areas and a basketball court for the community's on-going use. The improved space was revealed to the community on November 18 and celebrated with a community event with local vendors and artists. For more information, please visit the following link: <https://www.dallasnews.com/arts->

DATE January 19, 2024
SUBJECT **Taking Care of Business – January 18, 2024**
PAGES **Page 2 of 7**

[entertainment/2023/12/07/a-lovely-and-beautiful-pleasant-grove-parking-lot-how-better-block-made-it-better/](#). Should you have any questions, contact Economic Development Coordinator Nataly Mojica at nataly.mojica@dallas.gov.



1st Annual Dallas Police Polar Plunge

Please join the Dallas Police Department for the 1st annual DPD Polar Plunge benefitting the Special Olympics of Texas. The event will be held on Saturday, January 27, 2024, at the Bachman Recreation Center located at 2750 Bachman Drive. Registration for the plunge can be done by clicking on the link in the flyer or at the event between 8am- 9am. Plunges into the Bachman Recreation Center pool will follow registration. Immediately after the plunge, there will be a community event at the Bachman Recreation Center gym. Costumes are not required but make for a fun event! If you would prefer not to dive, please attend the event and/or consider making a donation using the same link. When you sign up or make a donation, click the button that credits the Dallas Police Department team. Should you have any questions, please contact Sergeant Kellie Renfro of the Dallas Police Department at kellie.renfro@dallaspolice.gov.

Free Tax Help Available at Dallas Public Library

In partnership with AARP and Community Tax Centers, 15 Dallas Public Library locations will be offering free tax filing assistance beginning Monday, January 22. Days and times vary and are subject to change. A complete and up-to-date listing is available on [the library's website](#). For more information, contact Director of Libraries Jo Giudice at maryjo.giudice@dallas.gov.

Dallas Youth Commission Premieres Dr. Martin Luther King Jr. Podcast Special

In honor of Dr. King's legacy, the All Teens Everywhere Podcast premiered a special debate-style episode discussing the continued importance of civil rights and equality. [Click here](#) to tune in to hear insightful perspectives from our passionate teen panel as they explore Dr. King's impact on today's generation and the ongoing fight for justice. You can learn more about the Dallas Youth Commission [here](#). Should you have questions, please contact Partnership & Engagement Coordinator Taylor Moody, at taylor.moody@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
CIZ23-AVI-3062	Dallas Love Field Aircraft Rescue and Firefighting – (Re-Bid)
BRZ24-00023577	Propane, Propane Cylinders and Requalification
BR24-00023764	Protective Clothing Equipment and Supplies
BH24-00023532	Aquatic Herbicide Treatment

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

DATE January 19, 2024
SUBJECT **Taking Care of Business – January 18, 2024**
PAGES **Page 4 of 7**

Procurement Services at Danielle.thompson@dallas.gov.

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 January 15 through January 19, 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

DATE January 19, 2024
SUBJECT **Taking Care of Business – January 18, 2024**
PAGES **Page 5 of 7**

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 & 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/eam's performance measures for the week of January 8 through January 13, 2024, and the H.A.R.T/eam's encampment resolution schedule for January 15 through January 20, 2024. 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.

2024 Homeless Point-In-Time (PIT) Count

Housing Forward's annual Homeless Point-In-Time (PIT) count will be conducted in Dallas and Collin Counties on the evening of January 25, 2024. Required by the U.S. Department of Housing and Urban Development (HUD), the PIT Count is the count of sheltered and unsheltered individuals experiencing homelessness and is traditionally done on one night in January across the country per HUD guidelines. Locally, data gathered from the count is used for policy development and program planning for homeless residents. The PIT count would not be possible without hundreds of volunteers. All volunteers must register in advance as no walk-in teams will be accepted on the night of the count. OHS will work with Housing Forward to assign councilmembers and their teams. Housing Forward is also collecting gender-neutral care packages to distribute during the count. Councilmembers wishing to donate or volunteer should contact Gloria Sandoval, OHS Program Administrator at gloria.sandoval@dallas.gov or Christine Crossley, Director of the Office of Homeless Solutions at Christine.crossley@dallas.gov. Members of the public interested in volunteering or making a donation can do so here <https://housingforwardntx.org/volunteer/>.

DATE January 19, 2024
SUBJECT **Taking Care of Business – January 18, 2024**
PAGES **Page 6 of 7**

Inclement Weather Sheltering (IWS)

The Office of Homeless Solutions activated IWS on January 12, 2024. IWS will remain in effect until the inclement weather comes to a halt, based on the National Oceanic and Atmospheric forecast, and in accordance with Chapter 45 of the City Code. Should the trigger not be met for one calendar day in between multiple days that meet the trigger, the shelter will remain open.

Fair Park Grand Place at 3701 Grand Ave, will be the primary IWS site. Austin Street Center will operate the site as the City’s external partner in the execution of IWS activities, providing enhanced services during IWS. Official intake hours will be from 3 p.m. to 10 p.m. until the inclement weather comes to an end. Intake and departure times may vary if extended in accordance with Chapter 45 of the City of Dallas Code by the Office of Homeless Solutions.

The Office of Homeless Solutions is assisting Austin Street Center with the recruitment of volunteers for the inclement weather shelter. All volunteers must be 18 years of age or older and must create a volunteer account [here](#). Registered volunteers can use this [link](#) to sign up for volunteer shifts. Individuals interested in donating supplies for the operation of the shelters should direct their questions to ohsvolunteer@dallas.gov, all other volunteer related questions may be directed to Gloria Sandoval, Program Administrator, at Gloria.Sandoval@dallas.gov.

Please visit our website for daily updates on activated shelters, transportation zones, and all other pertinent information. Should you have any questions please reach out to Christine Crossley, Director of the Office of Homeless Solutions, at Christine.Crossley@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 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 Jan. 8, 2024, the Communications, Outreach, and Marketing (COM) Department has received various media inquiries available to view [here](#). For more information, contact Catherine Cuellar, catherine.cuellar@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 January 9th – 15th. A more detailed account of the department’s responses to those inquiries, and others, can be viewed at

DATE January 19, 2024
SUBJECT **Taking Care of Business – January 18, 2024**
PAGES **Page 7 of 7**

Should you have any questions or concerns, please contact Fire Chief, Dominique Artis, at dominique.artis@dallasfire.gov.

- Three Dead Following Single-Vehicle Accident in Northeast Dallas
- DFR Fights Two-Alarm Fire at Vacant Dallas Apartment
- Three Displaced After Fire at East Dallas Residence
- Pedestrian Struck and Killed on Interstate-30
- DFR Battles Fire at West Dallas Recycling Facility
- DFR Talks Cold Weather Fire Safety
- Gas Odor in Downtown Dallas
- DFR Responding to Multiple Call Types During Cold Weather Conditions

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



T. C. Broadnax
City Manager

c: Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer 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
Carl Simpson, 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
January 19, 2024**

Event Type	Name	Dates	Location	District
Special Event	Free Food Distribution and Health Fair	1/19/2023	3751 Merrell Rd.	13
Special Event	City of Dallas MLK Day Parade - 2024 (New Route & Date)	1/20/2024	2922 MLK Jr., Blvd.	7
Special Event	North Texas March for Life (New Route)	1/20/2024	1500 Marilla St.	2, 14
Special Event	Deep Ellum Outdoor Market #26	1/20/2024	100 - 199 N. Crowdus St.	2
Special Event	Lunar Light: Discovery (Set Up)	1/24/2024	5835 Lyndon B. Johnson Fwy.	11
Special Event	Too Cold to Hold - Half Marathon, 10k, 5k	1/27/2024	200 N. Buckner Blvd.	9
Special Event	Dallas Open	2/2/2024	5669 N. Central Expy.	14

KBHCCD Schedule of Events

KBHCC	Brickfest Live	1/20/2024	650 S. Akard St.	2
KBHCC	National Cheerleaders Association (NCA) HS Nationals	1/20/2024	650 S. Akard St.	2
KBHCC	O'Reilly Auto Parts 2024 Leadership Conference	1/24/2024	650 S. Akard St.	2
KBHCC	Halliburton Technology Day	1/29/2024	650 S. Akard St.	2
KBHCC	St. Moritz Security Services - Event Office	1/29/2024	650 S. Akard St.	2
KBHCC	DPD Lieutenant Written Exam	1/30/2024	650 S. Akard St.	2
KBHCC	ICSC@Red River	2/1/2024	650 S. Akard St.	2

**Encampment Resolution (Cleaning) Schedule
January 15 – January 19, 2024**

Location	District
Suspended due to inclement weather sheltering	

**H.A.R.T. Outreach and Advocacy
January 8 – January 12, 2023**

Performance Measure	Total
Number of Service Request Closed within 10 days	10
Number of Service Request still open (pending closure)	12
Number of MCC's received for the week	7
Number of Locations Visited	33
Number of Individuals Engaged	163
Number of HMIS Entered	0
Number of Panhandlers Engaged	5

**H.A.R.T. Encampment Resolution (Cleaning) Schedule
January 15 – January 20, 2024**

Location	District
Suspended due to inclement weather sheltering	



**Special
Olympics**
Texas



FREEZIN' FOR A REASON

Take the plunge to support local
Special Olympics Texas athletes.
Anyone can plunge – all ages!

Saturday, January 27, 2024

Location

Bachman Recreation Center, 2750 Bachman
Dr, Dallas, TX 75220

POLAR PLUNGE

8:00 AM - 11:00 AM Plunge

10:00 AM - 2:00 PM Community Event

Entry: \$40 for Adults / \$20 for Youths

Find out more, or get started now at:
<https://givebutter.com/DallasPlunge>

Dallas
Aquatics
*Swimming Is
Our Specialty*



Memorandum



CITY OF DALLAS

DATE January 19, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **ARPA FY24-25 - Eviction Assistance Initiative**

The following item will appear on the January 24, 2024, agenda to be considered by City Council:

Authorize a twelve-month subrecipient agreement to serve as an extension to the contract agreement with Legal Aid of NorthWest Texas to provide legal services to Dallas residential tenants – specifically in Districts 7 and 14 - at risk of eviction and homelessness due to financial hardships brought on by the COVID-19 pandemic for the period February 1, 2024, through January 31, 2025. Not to exceed \$240,000.00 - Financing: American Rescue Plan Act Funds.

BACKGROUND

In 2021, the City of Dallas created the Dallas Eviction Assistance Initiative as an effort to mitigate evictions in Dallas. The initiative established an evictions assistance program to provide direct legal services to Dallas residents who experience lower-incomes as defined by the U.S. Department of Housing and Urban Development, specifically residents at or below 200 percent of the Federal Poverty Guidelines, and who are negatively impacted by the COVID-19 pandemic. The goal of the initiative is to mitigate Dallas residents who may find themselves facing eviction and potential homelessness without the resources to retain legal representation.

On June 22, 2022, the City Council authorized a subrecipient agreement with Legal Aid of NorthWest Texas (511627), to provide legal services to residential tenants at risk of eviction and homelessness due to financial hardships brought on by the COVID-19 pandemic for the Office of Equity and Inclusion for a term of eighteen-months, in an amount not to exceed \$500,000. The contract between the City and Legal Aid of NorthWest Texas was signed for the Eviction Assistance Initiative authorized by Resolution No. 22-0986.

There is a continued need for eviction assistance because of the COVID-19 pandemic. It is a priority to continue educating and providing legal support and representation for evictions utilizing the allocated Council District ARPA funding. As an extension of ongoing efforts, the Eviction Assistance Initiative-2 (EAI-2) has been established to continue to provide legal support to prevent evictions and assist in preventing homelessness by providing counseling and direct legal services to Dallas residents (Districts 7 and 14) facing evictions. The purpose of this initiative is to assist vulnerable Dallas tenants who are facing evictions and possible homelessness due to financial hardships exacerbated

“Our Product is Service”

Empathy | Ethics | Excellence | Engagement | Equity

DATE January 19, 2024

SUBJECT **ARPA FY24-25 - Eviction Assistance Initiative**

by the COVID-19 pandemic, specifically in Council Districts 7 and 14 through the use of their respective allocated ARPA funding. Funding allocated from District 7 (\$115,000.00) and from District 14 (\$125,000.00), in a total sum amount not to exceed \$240,000.00 for this initiative for the period February 1, 2024, through January 31, 2025.

Should you have any questions or would like to provide input, please do not hesitate to contact me or Dr. Lindsey Wilson, Director of the Office of Equity and Inclusion, at lindsey.wilson@dallas.gov or myself.



M. Elizabeth (Liz) Cedillo-Pereira
Assistant City Manager

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
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Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors

Memorandum



CITY OF DALLAS

DATE January 19, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **January 24, 2024 City Council FINAL Agenda – Additions/Revisions/Deletions Memorandum**

On January 12, 2024, a DRAFT City Council Agenda for January 24, 2024, was provided for your review. This memorandum outlines any additions, revisions or deletions made to the FINAL agenda after the distribution of the DRAFT agenda. In addition, we have highlighted agenda items which have been briefed to the City Council and/or Committee by briefing memorandums.

Additional items and deletions to the DRAFT agenda are outlined below, including *revisions* to the FINAL agenda are underlined in blue and *deletions* are strikethrough in red. A brief explanation for revisions along with staff's contact information is provided.

Revisions:

3. 24-278 Authorize payment of judgment in the lawsuit styled - Trinity East Energy, LLC, v. City of Dallas, Cause No. DC-14-01443 - Not to exceed \$~~XXX~~ 55,000,000.00 - Financing: Series 2024A General Obligation Refunding Bonds Funds and, if necessary, Liability Reserve Fund
This item is being revised to update the Agenda Information Sheet. Please contact Jennifer Huggard, Chief of Litigation, City Attorney's Office, at 214-670-5622, for more information.
4. 24-114 A resolution authorizing the preparation of plans and the payment of potential future costs and expenses for the issuances of **(1)** General Obligation Refunding ~~and Improvement~~ Bonds, Series 2024A in an amount not to exceed ~~\$410,000,000~~ \$55,000,000; **(2)** General Obligation Refunding and Improvement Bonds, Series 2024B in an amount not to exceed ~~\$55,000,000~~ \$410,000,000; and **(3)** Combination Tax and Revenue Certificates of Obligation, Series 2024B in an amount not to exceed \$218,000,000 - Financing: This action has no cost consideration to the City (see Fiscal Information for potential future costs)
This item is being revised to update the Agenda Information Sheet. Please contact Sheri Kowalski, Director, City Controller's Office, at 214-670-3865, for more information.
9. 24-120 Authorize a construction services contract for the 2024 Annual Street Resurfacing Contract - Texas Materials Group, Inc. dba TexasBit, a CRH company, lowest responsible bidder of two - Not to exceed \$85,160,474.50 - Financing: Street and Transportation (A) Fund (2017 General Obligation Bond Fund) (\$482,000.00), 2024 Certificate of Obligation Fund (\$73,500,000.00),

and General Fund (~~\$11,660,474.50~~ \$11,178,474.50) (subject to annual appropriations)

This item is being revised to update the financing. Please contact Ali Hatefi, Director, Department of Public Works, at 214-948-4688, for more information.

13. 24-152 Authorize Supplemental Agreement No. 7 to the professional services contract with Bartlett & West, Inc. to provide additional engineering design services for the Central Business District Fair Park Link from Hall Street to Interstate Highway 30 - Not to exceed \$88,980.00, from \$886,191.32 to \$975,171.32 - Financing: Street and Transportation (A) Fund (2017 General Obligation Bond Fund)

This item is being revised to update the Agenda Information Sheet and Resolution. Please contact Ali Hatefi, Director, Department of Public Works, at 214-948-4688, for more information.

16. 24-124 Authorize Supplemental Agreement No. 3, the first of two, twelve-month renewal options to the service contract with Redemption Bridge (VC25771), as amended, (renewal is contingent upon receiving and appropriating funds from TDCJ for FY2025) to provide the following reentry services, assistance to individuals within the City of Dallas at no cost, through: (1) workforce training; (2) affordable housing; (3) transportation; (4) health, wellness and recovery; (5) community connectivity; (6) digital access and literacy; (7) assistance to obtain government documents, such as drivers licenses, birth certificates, and social security cards; (8) legal aid and client assistance; and (9) direct assistance with rent, food, clothing, and other critical needs for the period of February 1, 2024 through January 31, 2025 - ~~an annual amount of~~ Not to exceed \$250,000.00; ~~not to exceed a total amount of \$500,000.00~~ - Financing: Texas Department of Criminal Justice Re-Entry Services Grant Program Fund

This item is being revised to update the Subject. Please contact Jessica Galleshaw, Director, Office of Community Care, at 214-670-5113, for more information.

28. 24-74 Authorize an increase in the construction services contract with Phoenix I Restoration and Construction, Ltd. for the construction of the Fair Park Tower Building Rehabilitation located at 3809 Grand Avenue - Not to exceed \$375,042.90, from \$4,208,000.00 to \$4,583,042.90 - Financing: Fair Park Capital Reserve Fund

This item is being revised to update the M/WBE Information section. Please contact Joyce Williams, Director, Small Business Center, at 214-500-4217, for more information.

31. 24-117 Authorize professional services contracts with three consulting firms, the most highly qualified proposers from three proposers, to provide construction materials testing services during the installation of capital improvement projects for water and wastewater pipelines, erosion control and storm

drainage improvements - Alpha Testing, LLC in an amount not to exceed \$259,425.00, Raba Kistner, Inc. in an amount not to exceed \$303,335.00, and HVJ North Texas - Chelliah Consultants, Inc. dba HVJ Associates in an amount not to exceed \$250,000.00 - Total not to exceed \$812,760.00 - Financing: Water Construction Fund (\$283,047.50), Wastewater Construction Fund (\$279,712.50), Flood Control (D) Fund (2017 General Obligation Bond Funds) (\$9,000.00), Storm Drainage Management Capital Construction Fund (\$236,000.00), and Flood Protection and Storm Drainage Facilities Fund (2012 General Obligation Bond Funds) (\$5,000.00)

This item is being revised to update the Agenda Information Sheet and Resolution. Please contact Sarah Standifer, Director (i), Water Utilities Department, at 214-671-9581, for more information.

A memorandum was previously provided to the City Council and/or Committee regarding the following items. A link to the specific memorandums is also attached for more information.

Memorandums:

4. 24-114 A resolution authorizing the preparation of plans and the payment of potential future costs and expenses for the issuances of (1) General Obligation Refunding and Improvement Bonds, Series 2024A in an amount not to exceed \$410,000,000; (2) General Obligation Refunding Bonds, Series 2024B in an amount not to exceed \$55,000,000; and (3) Combination Tax and Revenue Certificates of Obligation, Series 2024B in an amount not to exceed \$218,000,000 - Financing: This action has no cost consideration to the City (see Fiscal Information for potential future costs)
The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on January 22, 2024.
5. 24-115 A resolution authorizing the selection of an underwriting pool comprised of thirty-six underwriting firms for the purpose of establishing underwriter syndicates on future negotiated bond financings and other debt transactions for a three-year period, with two optional one-year renewals - Financing: No cost consideration to the City
The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on January 22, 2024.
6. 24-177 A resolution of the City Council of the City of Dallas, Texas (1) authorizing the publication of Notice of Intention to Issue Certificates of Obligation; (2) approving the preparation of a preliminary official statement and a Notice of Sale; and (3) providing for the effective date thereof - Financing: No cost consideration to the City
The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on January 22, 2024.

16. 24-124 Authorize Supplemental Agreement No. 3, the first of two, twelve-month renewal options to the service contract with Redemption Bridge (VC25771), as amended, (renewal is contingent upon receiving and appropriating funds from TDCJ for FY2025) to provide the following reentry services, assistance to individuals within the City of Dallas at no cost, through: (1) workforce training; (2) affordable housing; (3) transportation; (4) health, wellness and recovery; (5) community connectivity; (6) digital access and literacy; (7) assistance to obtain government documents, such as drivers licenses, birth certificates, and social security cards; (8) legal aid and client assistance; and (9) direct assistance with rent, food, clothing, and other critical needs for the period of February 1, 2024 through January 31, 2025 - ~~an annual amount of~~ Not to exceed \$250,000.00; not to exceed a total amount of \$500,000.00 - Financing: Texas Department of Criminal Justice Re-Entry Services Grant Program Fund
[The Workforce, Education, and Equity Committee was briefed by memorandum regarding this matter on January 8, 2024.](#)
18. 24-83 Authorize the City Manager to execute a twenty-month contract with Housing Forward as a sole source, approved as to form by the City Attorney, for outreach services enhancing the efforts of the Real Time Rehousing (RTR) Project formerly Dallas Real Time Rapid Rehousing; the services will provide front line outreach services to persons experiencing homelessness in encampments and aligns with the City of Dallas' strategy to reduce encampments and unsheltered homelessness through the RTR initiative - Not to exceed \$2,354,314.00 - Financing: General Fund (subject to annual appropriations)
[The City Council was briefed by memorandum regarding this matter on August 13, 2021.](#)
- 22.24-108 Authorize a two-year service contract for the development and implementation of a violence intervention program for the Office of Integrated Public Safety Solutions - Urban Specialists Enterprise, Inc., most advantageous proposer of six - Not to exceed \$800,000 - Financing: General Fund (subject to annual appropriations)
[The Public Safety Committee was briefed by memorandum regarding this matter on January 8, 2024.](#)
29. 24-22 Authorize the **(1)** application for and acceptance of a grant from the U.S. Department of Justice for the BJA FY 23 Virtual Reality De-escalation Site-Based Initiative Grant (Federal/State Award ID. No. 15PBJA-23-GG-05378-NTCP, Assistance Listing No. 16.738) in the amount of \$792,862.00 for the purpose of equipping officers with effective de-escalation skills and reducing excessive use of force for the period October 1, 2023 through September 30, 2026; **(2)** establishment of appropriations in an amount not to exceed \$792,862.00 in the BJA FY 23 Virtual Reality De-escalation Site-Based Initiative Fund; **(3)** receipt and deposit of funds in an amount not to exceed \$792,862.00 in the BJA FY 23 Virtual Reality De-escalation Site-Based

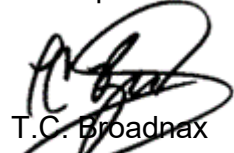
Initiative Fund; and **(4)** execution of the grant agreement with the U.S. Department of Justice and all terms, conditions, and documents required by the agreement - Not to exceed \$792,862.00 - Financing: U.S. Department of Justice Grant Funds [The Public Safety Committee was briefed by memorandum regarding this matter on January 8, 2024.](#)

30. 24-17 Authorize **(1)** an increase in appropriations in an amount not to exceed \$2,125,079.20 in the Trinity River Corridor Project Fund; and **(2)** acquisition from Stephens Pipe Houston, LLC of two tracts of land containing a total of approximately 20 acres, improved with a multi-building, manufacturing and storage facility, located on Forest Avenue near its intersection with Botham Jean Boulevard for the Dallas Floodway Extension Project - Not to exceed \$2,125,079.20 (\$2,113,700.00, plus closing costs and title expenses not to exceed \$11,379.20) - Financing: Storm Drainage Management - Trinity Corridor Project Fund [The Mobility Solutions, Infrastructure and Sustainability Committee was briefed by memorandum regarding the projects and requirements related to the US Army Corps of Engineers Supplemental Bi-Partisan Budget Act of 2018 \(PL-115-123\) on April 22, 2019.](#)
35. 24-55 An ordinance amending Chapter 51A, "Dallas Development Code: Ordinance No. 19455, as amended," of the Dallas City Code by amending Sections 51A-1.105, 51A-8.702, and 51A-10.127; **(1)** moving development services related fees to Section 303 of Chapter 52 of the Dallas City Code; amending Chapter 52, "Administrative Procedures for the Construction Codes," of the Dallas City Code by amending Sections 303.5, 303.7, and 303.11; **(2)** amending fees for plan reviews, excavation, signs, sidewalk waiver, certificates of occupancy, demolition, backflow prevention, appeal to the advisory, examining, and appeals board, consultation with staff, pre-development meeting, research, determination letters, table A-I new single-family construction, table A-II new multi-family construction, table A-III new commercial construction, and table B alternations or repairs; **(3)** adding new fees for miscellaneous plan reviews, plan revisions, post permit resubmittals, certificates of occupancy for dance halls and sexually oriented businesses, temporary residential certificate of occupancy, inspection fee for one-and-two family dwellings, residential and commercial certificate of occupancy move, phased approvals, permit extensions, inspection scheduling, technology permits, notaries, alternative materials, design and methods of construction, and equipment, special plan document handling, and special investigation fees for work without a permit; **(4)** adding a new Section 303.12, "Zoning Fees"; **(5)** adding a new Section 303.13, "Subdivision Fees"; **(6)** adding a new Section 303.14, "Engineering Fees"; **(7)** adding a new Section 303.15, "Arborist and Landscaping Fees"; **(8)** adding a new Section 303.16, "Geospatial Information Systems Fees"; **(9)** adding a new Section 303.17, "Water and Wastewater Fees"; **(10)** providing a penalty not to exceed \$2,000.00; **(11)** providing a saving clause; **(12)** providing

DATE January 19, 2024
SUBJECT **January 24, 2024 City Council FINAL Agenda – Additions/Revisions/Deletions Memorandum**
PAGE **6 of 6**

a severability clause; and **(13)** providing an effective date - Estimated Revenue: Building Inspection Fund \$22,171,984.00 (This item was held under advisement on December 13, 2023) [The City Council was briefed by memorandum regarding this matter on October 27, 2023.](#)

Please feel free to reach out to me or Kimberly Bizer Tolbert, Deputy City Manager if you have questions or should you require additional information at this time.



T.C. Broadnax
City Manager

c: Tammy Palomino, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer 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

Memorandum



CITY OF DALLAS

DATE January 19, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **M/WBE Participation for January 24, 2024 Council Agenda**

The policy of the City of Dallas is to engage certified Minority and Women-owned Business Enterprises (M/WBEs) to the greatest extent feasible on the City’s architecture & engineering, construction, goods, and professional services contracts. The City’s Business Inclusion and Development Policy (BID Policy) is overseen by the Business Inclusion and Development (BID) division of the Small Business Center, which is providing this summary of M/WBE participation for the January 24, 2023 City Council Agenda.

As a reminder, the M/WBE goals that became effective on October 1, 2020 are:

Architecture & Engineering	Construction	Professional Services	Other Services	Goods
34.00%	32.00%	38.00%	N/A	32.00%

For this agenda, BID reviewed **14** agenda items; **8** items on this agenda include an M/WBE subcontracting goal. Of those **8** items, **1** exceeded the goal and **7** did not reach the goal. This agenda includes **6** items that did not have an applicable M/WBE goal. The table below provides a summary of M/WBE subcontracting participation and the overall M/WBE subcontracting participation for this agenda.

#	Contract Amount	Procurement Category	M/WBE Goal Subcontracting	M/WBE Subcontracting %	M/WBE Overall Participation %	M/WBE Overall \$	Status
9	\$85,160,474.50	Construction	32.00%	36.34%	36.34%	\$30,949,314.82	Exceeds Goal Item is RFB. Lowest responsible bidder was selected
10	\$4,742,007.00	Construction	32.00%	11.99%	42.29%	\$2,005,618.00	Does not meet Goal Item is RFB. Lowest responsible bidder was selected
11	\$916,946.00	Construction	32.00%	27.26%	100.00%	\$916,946.00	Does not meet Goal Prime is an MBE
12	\$213,656.24	Construction	32.00%	2.44%	25.39%	\$5,203.53	Does not meet Goal Contract Increase
13	\$88,980.00	Architecture & Engineering	25.66%*	0.00%	0.00%	\$0.00	Does not meet Goal Suppl. Agreement no.7
19	\$699,286.00	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A CO-OP
20	\$313,585.00	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A CO-OP
21	\$6,353,154.00	Goods	32.00%	1.03%	47.87%	\$3,040,875.00	Does not meet Goal Item is RFB. Lowest responsible bidder was selected

22	\$800,000.00	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Other Services
23	\$300,000.00	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Other Services
24	\$11,568,932.39	Other Services	N/A	N/A	100.00%	\$11,568,932.39	M/WBE N/A Other Services, Prime is an MBE
25	\$904,362.88	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Other Services
28	\$375,042.90	Construction	N/A	N/A	N/A	N/A	Does not meet Goal
31	\$812,760.00	Architecture & Engineering	34.00%	23.35%	54.30%	\$441,338.40	Does not meet Goal. A prime is an MBE out of the three primes selected

*This item contains the previous M/WBE goal.

The following items do not meet the M/WBE goal, but comply with the BID Policy:

Agenda Item No. 10 Authorize a construction services contract for the construction of Frankford Road Project - Paving, Illumination, and Traffic Signal Improvements - Gadberry Construction Company, Inc., lowest responsible bidder of three - Not to exceed \$4,742,007.00 - Financing: Street and Transportation (A) Fund (2017 General Obligation Bond Funds) (\$1,455,881.00), Coronavirus State and Local Fiscal Recovery Fund (\$608,800.00), Capital Projects Reimbursement Fund (\$2,677,326.00) The Request for Bid method of procurement resulted in the lowest responsive bidder being selected.

Agenda Item No. 11 Authorize an increase in the construction services contract with Vescorp Construction, LLC dba Chavez Concrete Cutting (Change Order No. 1) for additional paving and drainage improvements needed to complete Monfort Drive from IH 635 Frontage Road to Alpha Road - Not to exceed \$916,946.00. The contract does not meet the goal, however, the prime is an MBE.

Agenda Item No. 12 Authorize an increase in the construction services contract with XIT Paving and Construction, Inc. for the additional storm drainage improvements needed on Chalk Hill Road (North) from Interstate Highway 30 Frontage Road to Singleton Boulevard. Award amount will not exceed \$213,656.24. Two M/WBE subcontractors are impacted on this increase. Overall M/WBE participation stands at over 25 percent.

Agenda Item No. 13 Authorize Supplemental Agreement No. 7 to the professional services contract with Bartlett & West, Inc. to provide additional engineering design services for the Central Business District Fair Park Link from Hall Street to Interstate Highway 30. Award amount will not exceed \$88,980.00.

Agenda Item No. 21 Authorize a three-year master agreement for the purchase of aggregate materials for multiple city departments. Five vendors are awarded on this contract, including one M/WBE vendor. One other M/WBE firm is participating as a subcontractor. The award amount is estimated at \$6,353,154 and total M/WBE

participation will be 47.87% overall. The Request for Bid method of procurement resulted in the lowest responsive bidder being selected.

Agenda Item No. 28 Authorize an increase in the construction services contract with Phoenix I Restoration and Construction, Ltd. for the construction of the Fair Park Tower Building Rehabilitation. Award amount will not exceed \$375,042.90. The contract does not meet the M/WBE goal. Overall M/WBE participation for this project stands at 32.04%.

Agenda Item No. 31 Authorize professional services contracts with three consulting firms to provide construction materials testing services during the installation of capital improvement projects including water and wastewater infrastructure, erosion control and storm drainage improvements. - Alpha Testing, LLC in the amount of \$259,425.00, Raba Kistner, Inc. in the amount of \$303,335.00, HVJ North Texas - Chelliah Consultants, Inc. dba HVJ Associates in the amount of \$250,000.00, - Total not to exceed \$812,760.00. The contract does not meet the goal, however, one of the primes is an MBE.

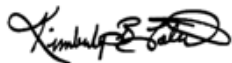
Local Businesses

The table below provides the count of businesses by location for prime contractors and M/WBE subcontractors. There are a total of 20 prime contractors considered in this agenda. The local status for each prime contractor and the percentage of local workforce is also included in the agenda information sheet.

Vendor	Local		Non-Local		Total
Prime	14	63.63%	8	36.37%	22
M/WBE Sub	8	57.14%	6	42.86%	14

Please feel free to contact me or Joyce Williams, Director of the Small Business Center, if you have any questions or should you require additional information.

Putting Service First,



Kimberly Bizor Tolbert
 Deputy City Manager

- c: TC Broadnax, City Manager
- Tammy Palomino, City Attorney
- Mark Swann, City Auditor
- Biliera Johnson, City Secretary
- Preston Robinson, Administrative Judge
- 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

Memorandum



CITY OF DALLAS

DATE January 20, 2024

TO Honorable Members of the Economic Development Committee

SUBJECT **Update to Development Services Department Fee Study**

The following Memo outlines responses to the questions posed to the Development Services Department (DSD) at the Stakeholders Monthly Technology and Metrics Review presented on January 9, 2024. In addition, DSD is including responses to stakeholder inquiries associated with the current fee study findings.

Question: How much revenue is the Department potentially foregoing each month it delays on implementing fee adjustments as outlined in the Fee Study?

Answer: The Department would forego approximately \$1.3 million of additional fee charges per month if we do not implement a full cost recovery per the fee study.

Question: If implemented, how long would it take DSD and ITS to implement fee adjustments into the current Posse?

Answer: The following schedule has been projected:

- Phase I: This phase includes approximately forty (40) existing fees and is reflective of the most common and highest volume permit types issued by the Department. This phase is projected to be completed by mid-February 2024.
- Phase II: This phase includes approximately one hundred and twenty-five (125) fees. This phase is projected to be completed by March 1, 2024.
- Phase III: This phase includes approximately forty (40) newly proposed fees. This phase is projected to be completed by mid to late-March 2024.

In the interim, the Department can assess fees through a manual process.

Below is a list of the ongoing DSD efforts to communicate upcoming fee adjustments. In addition, the Department has re-extended invitations to all development stakeholders as follows:

- Dallas Home Builders Association – August 3, 2023, October 17th, 2023, follow-up invitation accepted: January 18, 2024
- Development Advisory Committee – August 15, 2023, October 20, 2023
- Economic Development Committee – September 5, 2023 & November 6, 2023
- Texas Real Estate Council – October 5, 2023, December 11, 2023, follow-up invitation accepted: January 8, 2024, & February 8, 2024
- City Council Memorandum – October 27, 2023
- Dallas Independent School District – November 1, 2023
- Rescom Fire Contractors – November 3, 2023
- Building Owners and Managers Association – November 9, 2023
- Fire Contractors Association – November 13, 2023
- Professional Engineering Community – November 16, 2023
- Professional Surveying Community – November 16, 2023
- National Fire Sprinkler Association – November 28, 2023
- Construction Contractors Association – December 28, 2023
- Regional Black Contractors Association – Follow-up invitation accepted: January 5, 2024
- American Institute of Architects, Dallas – January 9, 2024
- Regional Hispanic Contractors Association – January 11, 2024, follow-up invitation accepted: January 16, 2024, January 17, 2024.

The following questions were presented to DSD staff at follow up discussions while meeting with the Texas Real Estate Council (TREC) and the American Institute of Architects (AIA):

Question: Some of the proposed fees vary from the MGT Consultants fee study and recommendations. Which ones and why?

Answer: Please see attached Table 1.

Question: Can the budget office model the effect of gradual implementation over three (3) years? The City Manager’s office indicated to Council during the FY24 budget preparation that this was possible for other fees subject to increase by more than 50% in one year.

Answer: The Department has provided potential fee impact scenarios in the attached tables. Table 2-b show no fee adjustments, leaving current fees as-is. Table 3 forecasts

potential revenue if DSD implements 100% of the department recommended fee increases effective February 1, 2024. Table 4 forecasts potential revenue if DSD implements 50% of the department recommended fee increases on February 1, 2024, and fees implemented at 100% (remaining 50%) on October 1, 2024.

Question: What other non-departmental expenses are charged back to the enterprise fund? Is that embedded in the assumptions for full cost recovery? Does this include capital expenses?

Answer: DSD covers costs associated with development related activities. Some of these activities relate to the Dallas Fire and Rescue, Planning and Urban Design, Transportation, and Public Works departments. DSD does not pay for capital expenses for non-departmental purchases. The One-Stop Permitting Center located at 7800 N. Stemmons was a FY 2021-22 capital and operational expense for DSD using fund balance.

Question: How are budgeted for but vacant staff positions accounted for in the assumed department costs used to develop the proposed fee?

Answer: The methodology of the Fee Study is a cost-of-service study comprised of the following elements: 1) hourly rates of staff providing the service, 2) the time spent providing the service, and 3) the project type.

Question: If fees are raised in Q1 of 2024 and we are moving toward a three-year fee adjustment cycle in line with the IBC adoption schedule, when is the next regularly scheduled adjustment?

Answer: The next fee study will be initiated in early Spring of 2025 for completion and adoption in Fiscal Year 2025-2026. DSD is intending to perform an ongoing annual analysis aligned with our normal budget cycles. The department partnered with the City Attorney's Office to add language to codify this reoccurring process into Chapter 52 Ordinance update. In addition, the department will update the fee scheduling tool located on DSD's website.

Question: We saw the spring 2023 audit, reviewing FY21 expenditures. What is the regular audit schedule for this department moving forward?

Answer: Departmental audits are performed by the City of Dallas' Auditor's Office and are based on their approved audit work plan and as requested by the City Council.

Question: Do future fees account for changing market conditions and a potential decrease in the number of residential or commercial permit applications? When the department goes through a construction lull, how does this revenue shortfall affect the budget outlook and underlying fee assumptions?

Answer: The development market is unpredictable, as we all experience during the COVID years where we thought development would slow down. Instead, we saw an uptick in several areas of development that put a strain on the undersized workforce. Although staff makes few predictions on market condition and resource allocation, staff considers historical data and bases future projections in large part on this data.

With the annual budget process, staff monitors proposed revenues and expenditures and adjusts the budget accordingly. If revenues outweigh expenditures, resources will be adjusted, and future fees will be re-considered accordingly.

Question: Will a portion of the sale or future lease of OCMC return to the enterprise fund to replenish its reserves?

Answer: Oak Cliff Municipal Center (OCMC) was purchased with General Capital Reserve Fund. This is not a DSD funding resource.

Question: What internal operational steps need to be stood up prior to full implementation (i.e., standard operating procedures, quality controls, internal audit functions, staff training, public awareness)? How long will it take to have these internal steps in place?

Answer: DSD will implement the appropriate policies, procedures, and workflow processes to ensure that the newly proposed fees are applied correctly to each service request type. All fees and associated operational workflows are projected to be implemented by February 1, 2024.

Question: What is the planned communications rollout for permit fees? What is the realistic timing for communicating new fees to all users? In addition to your stakeholder meetings, could you place a notice of new fees and a one-page FAQ both on your website and in ProjectDox?

Answer: DSD has been actively communicating with the development community since October 2023. The Department intends on creating a Dallas Permitting User Schedule to consolidate all permitting fees in one document linked within our website. In addition, DSD has been partnering with our Communications Team to develop informational materials throughout the year for DSD activities, including those relating to fees.

Question: In addition to DISD, have you reached out to RISD, PISD and other overlapping jurisdictions? What about internal City departments with building functions like aviation, bond, KBHCCD, etc.?

Answer: DSD has been actively communicating with the development community since October 2023. The Department has extended public invitations to all stakeholders and held several meetings to share the efforts undertaken and proposed fees.

Q: Is it possible to cap the cost of resubmissions or resubmittals to allow for the real exchange of information that occurs during the permit process?

Answer: DSD only collects additional fees after the second plan review submittal. The fees assessed with resubmittals are intended to ensure the cost associated with the service provided is collected. The Department is taking measures and is preparing a development guideline as one of the ways to help reduce the amount of re-submittals and address pending permitting comments. We certainly need the help of the development community to also be responsive when DSD asks for comments to be addressed from the first submittal, and not have to send repeated requests or comments.

Question: Can you provide an example budget that models gradual implementation of new fees over two or three years?

Answer: The Department has provided potential fee impact scenarios in the attached tables. Table 2-b show no fee adjustments, leaving current fees as-is. Table 3 forecasts potential revenue if DSD implements 100% of the department recommended fee increases effective on February 1, 2024. Table 4 forecasts potential revenue if DSD

DATE January 20, 2024
SUBJECT **Update to Development Services Department Fee Study**
PAGE **6 of 7**

implements 50% of the department recommended fee increases on February 1, 2024, and fees implemented at 100% on October 1, 2024.

Question: When was the last time that the DSD budget was balanced? When did fund expenses exceed annual permit revenue?

Answer: The Department is required to submit a balanced budget annually. Over the past seven years, the first year in which the expenditures exceeded the revenue was FY 2020-21, and fund balance reserves accumulated through prior years' surplus have been utilized to balance the budget.

Question: Can you share account statements for the enterprise fund reserves over the last five years? As discussed, the reserves for the fund exceed \$40M in 2015 and subsequently there have been capital outlays for technology, OCMC renovations (\$7M), and the purchase of the new permit center (\$14M). It would be helpful to see financial statements over the last five years when the reserve began to be used more frequently.

Answer: The City conducts a comprehensive annual budget process of its operation, capital expenditures and debt service, and invites the public and other stakeholders to participate. The result produces annual budget books that clearly show the financial statements for prior and future years. We encourage interested parties to review those documents for financial information. Enclosed please refer to the link for the City of Dallas Financial Transparency webpage:

<https://dallascityhall.com/departments/budget/financialtransparency/Pages/default.aspx>

Question: What is the gross permit revenue (commercial and residential) along with the corresponding number of permits issued annually since fees were last increased in 2015?

Answer: Please see attached Table 5.

Should you have any questions please contact Andrew Espinoza, Director/Chief Building Official of Development Services at (214) 542-1227 or andres.espinoza@dallas.gov .



Majed A. Al-Ghafry, P.E.

DATE January 20, 2024
SUBJECT **Update to Development Services Department Fee Study**
PAGE **7 of 7**

Assistant City Manager

c: Honorable Mayor and City Council Members
T.C. Broadnax, City Manager
Tammy Palomino, Interim City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

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

Attachments

Table 1

FY 2023-24 Proposed Fees (2023 Study)

Service Name	Current Fee	MGT Proposed Fee	DSD Recommended Fee	Differences
Site Plan Review	\$0.004/SF or \$50, whichever is greater	\$0.025/SF or \$313, whichever is greater	\$0.025/SF or \$313, whichever is greater	Use Consultant's Recommendation
Plan Review	\$0.012/SF or \$150, whichever is greater	\$0.046/SF or \$577, whichever is greater	\$0.046/SF or \$577, whichever is greater	Use Consultant's Recommendation
PD/SUP Deed Restriction Surcharge	10% of permit fee calculated from Tables A-I, A-II, A-III, and B	6% of permit fee calculated from Tables A-I, A-II, A-III, and B	10% of permit fee calculated from Tables A-I, A-II, A-III, and B	Use Current Fee
Fire Sprinkler Plan	\$0.008/SF or \$150, whichever is greater	\$0.015/SF or \$278, whichever is greater	\$0.015/SF or \$278, whichever is greater	Use Consultant's Recommendation
Demolition	\$42 + \$0.021/SF	\$205 + \$0.021/SF	\$205 + \$0.021/SF	Use Consultant's Recommendation
Excavation	\$100 + \$25/week	\$2,825 + \$25/week	\$2,825 + \$25/week	Use Consultant's Recommendation
Certificate of Occupancy	\$215	\$741	\$375	Based on # of Staff Reviews/Inspections
Temporary Certificate of Occupancy	\$104	\$612	\$500	Based on # of Staff Reviews/Inspections
Sidewalk Waiver	\$208	\$693	\$208	Use Current Fee
Plan Check Addendum	\$25/hr./trade	\$1,300/hr./trade	\$100/hr./trade	Based on # of Staff Reviews
Development Impact	\$50	\$4,579	\$1,000	Based on # of Staff Reviews
Determination Letter	\$100	\$435	\$435	Use Consultant's Recommendation
Postage & Handling	\$2	\$64	\$2	Use Current Fee
Record Change	\$30	\$522	\$30	Use Current Fee
Refund Processing	\$104 or 20%, whichever is greater	\$3	\$104 or 20%, whichever is greater	Use Current Fee
NSF Check	\$25	\$3,856	\$25	Use Current Fee
Early Release of Master Permit	\$300	\$269	\$269	Use Consultant's Recommendation
Zoning Verification	\$90	\$282	\$282	Use Consultant's Recommendation
Moving Fee	\$156	\$150	\$150	Use Consultant's Recommendation
Appeal to Building Inspection Board	\$600	\$714	\$714	Use Consultant's Recommendation
TABLE A-I: NEW SINGLE-FAMILY DWELLING CONSTRUCTION (Sq. Ft.)				
0 to 700 square feet	\$0.817/SF + \$0, \$100 Minimum	\$1.59/SF + \$0, \$100 Minimum	\$1.07/SF + \$0, \$100 Minimum	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
701-2,350 square feet	\$0.215/SF + \$422	\$0.386219/SF + \$300	\$0.34569/SF + \$300	Used market rate to be cognoscente of impact on development. Will revisit in next fee study

FY 2023-24 Proposed Fees (2023 Study)

Service Name	Current Fee	MGT Proposed Fee	DSD Recommended Fee	Differences
2,351 to 10,500 square feet	\$0.175/SF + \$516	\$0.084373/SF + \$400	\$0.077/SF + \$800	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
10,501 square feet or greater	\$0.071/SF + \$1,608	\$0.065327/SF + \$600	\$0.0272/SF + \$1,000	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
TABLE A-II: NEW MULTI-FAMILY DWELLING CONSTRUCTION				
New Multi-Family (per dwelling)	\$225	\$2,705	\$652	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
TABLE A-III: NEW COMMERCIAL CONSTRUCTION (VALUATION)				
\$0-\$2,000.00	\$0.009525/SF + \$0, \$100 Minimum	\$0.177530/SF + \$0, \$100 Minimum	\$75	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
\$2,001.00-\$25,000.00	\$0.009525/SF + \$0, \$100 Minimum	\$0.391872/SF + \$0, \$100 Minimum	\$0.0095/SF + \$100	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
\$25,001.00-\$60,000.00	\$0.009525/SF + \$0, \$100 Minimum	\$0.028449/SF + \$300, \$100 Minimum	\$0.0075/SF + \$100	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
60,001 to 200,000	\$0.004964/SF + \$274	\$0.027665/SF + \$350	\$0.027665/SF + \$350	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
200,001 to 900,000	\$0.003914/SF + \$484	\$0.016325/SF + \$400	\$0.006325/SF + \$400	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
900,001 to 1,500,000	\$0.002862/SF + \$1,431	\$0.003895/SF + \$500	\$0.003895/SF + \$500	Use Consultant's Recommendation
1,500,001 to 2,500,000	\$0.002197/SF + \$2,429	\$0.003862/SF + \$700	\$0.003862/SF + \$700	Use Consultant's Recommendation
2,500,001 to 5,000,000	\$0.001417/SF + \$4,379	\$0.003630/SF + \$850	\$0.003630/SF + \$850	Use Consultant's Recommendation
5,000,001 to 10,000,000	\$0.001036/SF + \$6,285	\$0.005095/SF + \$1,100	\$0.005095/SF + \$1,100	Use Consultant's Recommendation
10,000,001 or greater	\$0.000767/SF + \$8,977	\$0.002527/SF + \$1,300	\$0.002527/SF + \$1,300	Use Consultant's Recommendation
TABLE B: REMODEL, RENOVATION, FINISH-OUT (VALUATION)				
\$0-\$2,000.00	\$0.009652/SF + \$0, \$100 Minimum	\$0.143484/SF + \$0, \$100 Minimum	\$132	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
\$2,001.00-\$25,000.00	\$0.009652/SF + \$0, \$100 Minimum	\$0.258642/SF + \$0, \$100 Minimum	\$0.0057394/SF + \$143	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
\$25,001.00-\$60,000.00	\$0.009652/SF + \$0, \$100 Minimum	\$0.031979/SF + \$0, \$100 Minimum	\$0.004312869/SF + \$259	Used market rate to be cognoscente of impact on development. Will revisit in next fee study

FY 2023-24 Proposed Fees (2023 Study)

Service Name	Current Fee	MGT Proposed Fee	DSD Recommended Fee	Differences
60,001 to 100,000	\$0.009652/SF + \$0, \$100 Minimum	\$0.024648/SF + \$0, \$100 Minimum	\$0.003997634/SF + \$400	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
100,001 to 300,000	\$0.009525/SF + \$13	\$0.027540/SF + \$10	\$0.002464894/SF + \$739	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
300,001 to 500,000	\$0.009410/SF + \$47	\$0.011401/SF + \$15	\$0.002764076/SF + \$1,382	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
500,001 to 700,000	\$0.009285/SF + \$110	\$0.009296/SF + \$25	\$0.002456814/SF + \$2,336	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
700,001 to 900,000	\$0.009155/SF + \$201	\$0.008729/SF + \$35	\$0.002596076/SF + \$1,720	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
900,001 to 1,100,000	\$0.009045/SF + \$300	\$0.008381/SF + \$45	\$0.002793145/SF + \$3,072	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
1,100,001 to 2,500,000	\$0.008894/SF + \$469	\$0.010937/SF + \$65	\$0.00151757/SF + \$3,794	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
2,500,001 to 5,000,000	\$0.008768/SF + \$780	\$0.008555/SF + \$75	\$0.001209584/SF + \$6,048	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
5,000,001 to 10,000,000	\$0.008641/SF + \$1,416	\$0.008596/SF + \$85	\$0.001073154/SF + \$10,732	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
10,000,001 or greater	\$0.007940/SF + \$8,426	\$0.004298/SF + \$90	\$0.002153246/SF + \$21,532	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
ALTERATIONS OR REPAIRS OF SINGLE-FAMILY AND DUPLEX STRUCTURES				
Permit Fee (per dwelling)	\$125	\$181	\$181	Use Consultant's Recommendation
SIGN FEES				
20 sq ft or less	\$45	\$281	\$281	Use Consultant's Recommendation
21 to 50 square feet	\$81	\$281	\$281	Use Consultant's Recommendation
51 to 100 square feet	\$110	\$281	\$281	Use Consultant's Recommendation
101 to 200 square feet	\$136	\$281	\$281	Use Consultant's Recommendation
201 to 300 square feet	\$188	\$281	\$281	Use Consultant's Recommendation
301 to 400 square feet	\$216	\$281	\$281	Use Consultant's Recommendation
401 to 500 square feet	\$242	\$281	\$281	Use Consultant's Recommendation
501 to 700 square feet	\$268	\$281	\$281	Use Consultant's Recommendation

FY 2023-24 Proposed Fees (2023 Study)

Service Name	Current Fee	MGT Proposed Fee	DSD Recommended Fee	Differences
701 to 900 square feet	\$322	\$281	\$281	Use Consultant's Recommendation
901 square feet or greater	\$374	\$281	\$281	Use Consultant's Recommendation
Sign Plan Review	\$75	\$281	\$281	Use Consultant's Recommendation
SIGN FEES - NON-PREMISE				
20 sq ft or less	\$48	\$280	\$456	Fixed fee based on staff time
21 to 50 square feet	\$84	\$280	\$456	Fixed fee based on staff time
51 to 100 square feet	\$216	\$280	\$456	Fixed fee based on staff time
101 to 200 square feet	\$242	\$341	\$456	Fixed fee based on staff time
201 to 300 square feet	\$294	\$420	\$456	Fixed fee based on staff time
301 to 400 square feet	\$324	\$456	\$456	Fixed fee based on staff time
401 to 500 square feet	\$350	\$486	\$456	Fixed fee based on staff time
501 to 700 square feet	\$376	\$530	\$456	Fixed fee based on staff time
Annual Registration Fee - Digital	\$2,000	\$2,817	\$2,817	Use Consultant's Recommendation
Annual Registration Fee - Static	\$65	\$116	\$116	Use Consultant's Recommendation
Supergraphics	\$0.10/SF	\$0.08/SF	\$0.10/SF	Use Current Fee
Location Permit	\$5,000	\$6,879	\$6,879	Use Consultant's Recommendation
Certificate of Appropriateness	\$345	\$397	\$397	Use Consultant's Recommendation
PREDEVELOPMENT MEETING FEES				
25,000 square feet or less	\$250	\$1,316	\$1,316	Use Consultant's Recommendation
25,001 to 50,000 square feet	\$500	\$1,316	\$1,316	Use Consultant's Recommendation
Greater than 50,000 square feet	\$750	\$1,316	\$1,316	Use Consultant's Recommendation
CONTRACTOR REGISTRATION (TRADE)				
Electrical	\$160	\$112	\$160	Use Current Fee
Electrical Sign	\$160	\$215	\$160	Use Current Fee
Moving Contractor	\$260	\$69	\$260	Use Current Fee
Backflow Prevention	\$120	\$86	\$120	Use Current Fee
Other Trade Contractors	\$120	\$68	\$120	Use Current Fee
Revise Contractor Registration	\$30	\$88	\$30	Use Current Fee
INSPECTION SERVICES				
Back Flow Prevention	\$15	\$81	\$81	Use Consultant's Recommendation
Customer Service	\$15	\$36	\$36	Use Consultant's Recommendation
Same-day Inspection	\$250	\$1,437	\$250	Use Current Fee
After-hours Utility Release	\$50	\$4,400/hr.	\$50	Use Current Fee
Re-inspection	\$75/trade	\$146/trade	\$75/trade	Use Current Fee
Escarpment review	\$1,000	\$2,709	\$2,709	Use Consultant's Recommendation

FY 2023-24 Proposed Fees (2023 Study)

Service Name	Current Fee	MGT Proposed Fee	DSD Recommended Fee	Differences
Water availability for connections	\$200	\$712	\$200	Use Current Fee
Water availability for size on size	\$200	\$1,483	\$200	Use Current Fee
Water flow/pressure test	\$200	\$719	\$200	Use Current Fee
Wastewater availability letter	\$200	\$1,054	\$200	Use Current Fee
Wastewater capacity analysis	\$2,500	\$2,261	\$2,500	Use Current Fee
Paving and drainage review	\$1,500	\$1,848	\$1,848	Use Consultant's Recommendation
Paving and drainage reviews over 2 times	\$500	\$2,252	\$2,252	Use Consultant's Recommendation
Water/WW review - pipeline over 100 ft	\$1,500	\$1,956	\$1,848	Use Consultant's Recommendation - Match Paving and drainage review
Water/WW review - pipeline less than 100 ft	\$500	\$1,761	\$500	Use Current Fee
Water/WW reviews over 3 times	\$500	\$2,757	\$2,252 reviews over 2 times	Use Consultant's Recommendation - Match Paving and drainage review
BOARD OF ADJUSTMENT APPLICATIONS				
Single family or duplex variance	\$600	\$4,266	\$600	Use Current Fee
Single family or duplex special exception	\$600	\$4,266	\$600	Use Current Fee
Multifamily or nonresidential variance	\$900 +\$25/Acre	\$4,244	\$900 +\$25/Acre	Use Current Fee
Multifamily or nonresidential special exception	\$1,200 +\$25/Acre	\$4,216	\$1,200 +\$25/Acre	Use Current Fee
Landscaping or tree preservation special exception or variance	\$1,200 +\$50/Acre	\$4,252	\$1,200 +\$50/Acre	Use Current Fee
Off-street parking space reduction special exception or variance	\$900 +\$100/Parking Space Variance or Special Exception Request	\$4,265	\$900 +\$100/Parking Space Variance or Special Exception Request	Use Current Fee
Compliance request for a nonconforming use	\$1,000	\$4,118	\$1,000	Use Current Fee
All other non-sign appeals	\$900	\$4,265	\$900	Use Current Fee
Sign special exceptions	\$1,200	\$4,265	\$1,200	Use Current Fee
Legal descriptions: platted	\$12.50	\$512	\$100.00	Based on # of Staff Reviews
Legal descriptions: metes & bounds (1-3 pgs.)	\$25	\$1,024	\$100.00 for the first page plus \$50.00 for each additional page	Based on # of Staff Reviews
Legal descriptions: metes & bounds (4+ pgs.)	\$50	\$2,048	\$100.00 for the first page plus \$50.00 for each additional page	Based on # of Staff Reviews
Notification request	\$50	\$512	\$100	Based on # of Staff Reviews
Major plat: Prelim plat containing less than 20 lots, if no lot exceeds 3 acres	\$1,548 plus \$17 per lot	\$3,963	\$3,963	Use Consultant's Recommendation
Major plat: Final plat containing less than 20 lots, if no lot exceeds 3 acres	\$1,548 plus \$17 per lot	\$6,238	\$6,238	Use Consultant's Recommendation

FY 2023-24 Proposed Fees (2023 Study)

Service Name	Current Fee	MGT Proposed Fee	DSD Recommended Fee	Differences
Major plat: Prelim plat containing less than 20 lots, if any lot exceeds 3 acres	\$1,548 plus \$70 per acre	\$2,871	\$2,871	Use Consultant's Recommendation
Major plat: Final plat containing less than 20 lots, if any lot exceeds 3 acres	\$1,548 plus \$70 per acre	\$5,178	\$5,178	Use Consultant's Recommendation
Major plat: Prelim plat containing more than 20 lots, if no lot exceeds 3 acres	\$2,193 plus \$17 per lot	\$3,342	\$3,342	Use Consultant's Recommendation
Major plat: Final plat containing more than 20 lots, if no lot exceeds 3 acres	\$2,193 plus \$17 per lot	\$7,277	\$4,180	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
Major plat: Prelim plat containing more than 20 lots, if any lot exceeds 3 acres	\$2,193 plus \$70 per acre	\$4,736	\$4,736	Use Consultant's Recommendation
Major plat: Final plat containing more than 20 lots, if any lot exceeds 3 acres	\$2,193 plus \$70 per acre	\$13,916	\$5,623	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
Minor plat - lot does not exceed 3 acres for single family, duplex, townhouse dist.	\$2,664 plus \$26 per lot	\$2,895	\$2,895	Use Consultant's Recommendation
Minor plat - lot is over 3 acres for single family, duplex, townhouse dist.	\$2,664 plus \$140 per acre	\$105,401	\$3,364	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
Minor Plat - Final Fee	No Fee	\$840	\$840	Use Consultant's Recommendation
Minor amending plat, cert of correction, vacation of plat, removal or relocation of bldg. lines	\$323	\$81,435	\$850	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
Early Release	\$300	\$269	\$269	Use Consultant's Recommendation
Name change if street is less than .25 miles	\$1,500	\$1,950	\$1,950	Use Consultant's Recommendation
Name change if street is .25 - .5 miles	\$2,100	\$2,282	\$2,282	Use Consultant's Recommendation
Name change if street is .5 - 1 miles	\$2,700	\$830	\$2,700	Use Current Fee
Name change if street is more than or equal to 1 mile	\$2,700.00 for first mile plus \$600.00 for each additional one-fourth mile.	N/A	\$2,700.00 for first mile plus \$600.00 for each additional one-fourth mile.	Use Current Fee
Ceremonial name change if street is less than .25 miles	\$750	\$2,342	\$1,950	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
Ceremonial name change if street is .25 - .5 miles	\$1,050	\$2,871	\$1,950	Used market rate to be cognoscente of impact on development. Will revisit in next fee study
Ceremonial name change if street is .5 - 1 miles	\$1,350	\$3,399	\$1,950	Used market rate to be cognoscente of impact on development. Will revisit in next fee study

Table 2-a

Development Services Fees with No Adjustments			
<i>(Based on City of Dallas FY 2023-24 Adopted Budget Book)</i>			
	FY 2023-24 Adopted	FY 2024-25 Planned	FY 2025-26 Forecast
Beginning Fund Balance	20,815,859	12,329,396	6,740,347
Total Revenue	45,465,884	51,465,884	54,039,178
Total Resources Available	66,281,743	63,795,280	60,779,525
Total Expenditures	53,952,347	57,054,933	58,619,022
NET ENDING FUND BALANCE (Reserves)	12,329,396	6,740,347	2,160,503
<i>*City of Dallas FY 2023-24 Adopted Budget Book, Page 93: "Revenue forecast assumes planned increase in fees (from current and future fee studies) to achieve full cost recovery in a phased fashion pending Council approval."</i>			

Table 2-b

Development Services Fees with No Adjustments			
<i>(Based on DSD FY 2023-24 Year-End Projection as of Nov. 30. 2023)</i>			
	FY 2023-24 Estimate	FY 2024-25 Forecast	FY 2025-26 Forecast
Beginning Fund Balance	26,757,713	11,650,363	(4,615,520)
Total Revenue	38,757,431	40,695,303	42,730,068
Total Resources Available	65,515,144	52,345,666	38,114,547
Total Expenditures	53,864,781	56,961,186	58,619,022
NET ENDING FUND BALANCE (Reserves)	11,650,363	(4,615,520)	(20,504,475)

Table 3

Development Services Fee Recommendations Implemented at 100% Feb. 1, 2024			
<i>(Based on DSD FY 2023-24 Year-End Projection as of Nov. 30. 2023)</i>			
	FY 2023-24 at 100% Feb.-Sept.	FY 2024-25 Forecast	FY 2025-26 Forecast
Beginning Fund Balance	26,757,713	15,541,580	5,409,796
Total Revenue	42,648,647	46,829,402	49,170,872
Total Resources Available	69,406,361	62,370,982	54,580,668
Total Expenditures	53,864,781	56,961,186	58,619,022
NET ENDING FUND BALANCE (Reserves)	15,541,580	5,409,796	(4,038,354)

Table 4

Development Services Fee Recommendations Implemented at 50% Feb. 1, 2024 (100% FY 2024-25)			
<i>(Based on DSD FY 2023-24 Year-End Projection as of Nov. 30. 2023)</i>			
	FY 2023-24 at 50% Feb.-Sept.	FY 2024-25 Forecast	FY 2025-26 Forecast
Beginning Fund Balance	26,757,713	13,590,796	3,459,012
Total Revenue	40,697,864	46,829,402	49,170,872
Total Resources Available	67,455,577	60,420,198	52,629,885
Total Expenditures	53,864,781	56,961,186	58,619,022
NET ENDING FUND BALANCE (Reserves)	13,590,796	3,459,012	(5,989,137)

Table 4

Gross Permit Revenue (Commercial & Residential) New Construction		
Fiscal Year	Revenue	Volume
FY 2014-15	5,400,139.92	2,712
FY 2015-16	5,915,820.97	3,126
FY 2016-17	5,509,349.42	3,294
FY 2017-18	5,927,037.97	3,538
FY 2018-19	6,146,656.08	3,341
FY 2019-20	4,748,128.35	2,602
FY 2020-21	7,270,722.08	3,265
FY 2021-22	8,386,765.86	3,695
FY 2022-23	7,168,076.21	3,460
FY 2023-24	6,833,207.00	556