



City of Dallas

Greetings,

I am pleased to present to you the annual report for calendar year 2020. This year, the global COVID-19 pandemic brought unprecedented change to our city, exacerbating existing inequities, testing the resilience of our residents and the systems in place to support them, and placing enormous strain on our city's resources.

Our City employees were challenged to find creative ways to be more efficient, more effective, and more responsive to the needs of Dallas residents. While the year led us to make difficult decisions, our organization remained committed to making thoughtful changes while seeking non-traditional ways to maintain essential City services despite reduced revenues.

Moving forward, we will continue to seek ways to support our most vulnerable residents and align resources. Through efficiency and a service first focus, we will continue to maximize the impact in our strategic priority areas of public safety; mobility, infrastructure and sustainability; economic development; human and social needs; arts, culture, and quality of life; and government performance and financial management.

As the City Manager for this great city, I will continue to work to meet and exceed the needs of our residents and stakeholders with empathy, ethics, excellence, and equity.

I'm extremely proud of the work our employees are doing to deliver vital City services to the 1.3M residents who call Dallas home. Our city has the courage and dedication to continue moving forward as One Dallas — Together!

In the Spirit of Excellence!!

T.C. Broadnax
City Manager