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Winter • Spring 2009

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City services aim to  
improve everyone's  
quality of life



### Your Dallas City Council

**FRONT ROW:** Mayor Tom Leppert, Mayor Pro Tem Dr. Elba Garcia – District 1, Vonciel Jones Hill – District 5, Dave Neumann – District 3, Pauline Medrano – District 2, Deputy Mayor Pro Tem Dwaine Caraway – District 4 **SECOND ROW:** Steve Salazar – District 6, Linda Koop – District 11, Tennell Atkins – District 8, Sheffie Kadane – District 9 **THIRD ROW:** Jerry Allen – District 10, Ron Natinsky – District 12, Carolyn Davis – District 7 **FOURTH ROW:** Mitchell Rasansky – District 13, Angela Hunt – District 14



## From the desk of Mayor Tom Leppert

Dallas is a safer city today than it has been in more than a decade, thanks to a renewed partnership between law enforcement and residents.

We added 400 police officers in the past two years, and 200 more will join their ranks this year. Soon, the department will have all the muscle it needs to provide every part of our city the patrol force and flexible staffing necessary to protect our families. Plus, an emphasis on beat policing is producing positive results, such as consistency in patrolling and a greater sense of ownership and accountability in our neighborhoods. None of these efforts would succeed without concerned citizens taking charge of their city and their surroundings, effectively serving as the department's eyes and ears.

At City Hall, we've started tackling crime where it breeds. By closing motels and houses that were drug havens, we've opened doors to new development and safer neighborhoods. We've equipped our police and attorneys with the weapons they need to combat vacant and dilapidated buildings that have become neighborhood outposts for gangs, drugs and violence. We worked with metal recyclers to combat metal theft, eliminated the policy of verified response, initiated use of cameras and enhanced enforcement in high-crime areas and introduced new rules to stop convenience store crime.

Most important, we restructured our Code Compliance department to make it a more vital partner in reducing crime.

By housing our Code staff in the neighborhoods they serve rather than at City Hall, we're able to build accountability and gain a clearer perspective on the real problems our residents face day in and day out.

Clearly, our efforts are paying off. Last year, our overall crime statistics were reduced by 10 percent.

Such a dramatic turnaround has given the citizens of Dallas a renewed sense of trust and a spirit of optimism. The City Council, reflecting the goodness of our city and the hope of our people, continues to build on our success in a way that attracts new residents and businesses every day.

The future of Dallas is being shaped by our possibilities, not our problems. By working together as a community, we will become the finest city in America.

Tom Leppert  
Mayor of Dallas  
214-670-4054  
tom.leppert@dallascityhall.com

## Land of Opportunity

The Mayor's Intern Fellows program pairs students from Adamson, Carter, Madison and North Dallas high schools with top-level business executives. The paid, eight-week internships at leading corporations throughout the area are part of Mayor Tom Leppert's effort to boost public education and to provide a springboard to rewarding careers. The program is designed to help conscientious, high-achieving students at those schools not miss out on networking advantages enjoyed by graduates of the area's top suburban or private schools.

## Curb appeal



James Madison High School

Photo by Frank Libro

Operation Front Door is a beautification program that matches businesses with schools in need of revamped and updated "front doors," or main entrances. Partner businesses provide funding and volunteers to spruce up landscaping, pave walkways and install exterior lighting. Dallas Mayor Tom Leppert's initiative is aimed at creating an environment where children are proud to learn and teachers are proud to teach.

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# New and improved

Code department partners with residents to achieve compliance

Stray dogs, high weeds, junk motor vehicles, obstructions, bulk trash placed at the curb too early and illegally posted signs.

When residents complained about neglect and nuisances in their neighborhood, the City didn't have to make new rules. There are already about 900 codes designed to make Dallas a safe, attractive place to call home.

So the City Council decided to increase the number of community code officers, assign them to districts rather than in one central office, and give them materials to help them remind citizens to respect their



Code Compliance  
Interim Director  
Joey Zapata

own property and their neighborhoods.

"Our first challenge is to make sure everybody understands and follows the rules," says Joey Zapata, interim Code Compliance director. "It's our philosophy that people will do what's expected if they know about it. It may mean we have to get out of the car and talk to the person, or leave behind a brochure or a door hanger explaining the rules."

If a resident still fails to comply, Code Compliance officers will take appropriate action, whether it's sending in a tow truck or a mowing crew, or issuing a citation.

Sometimes an entire block or two falls into a bad habit because one resident starts, and the rest of the neighbors think it must be OK. In that case, "we give a friendly reminder to the whole block," Mr. Zapata says.

To extend the Code Compliance officers' impact and geographic coverage, the City Council approved additional staff who are not only well-trained but also must be certified through the Texas Department of Health, and able to educate the public with diplomacy and tact. And they are familiar with pages of City ordinances that cover a host of concerns, from illegal dumping to substandard housing.

By the end of 2008, 30 new Code officers had joined the team for a total of 197, each assigned to one of seven geographic areas. Those districts coincide with Dallas Police districts, so that Code inspectors can work in concert with police officers, if necessary.

To gauge the effectiveness of the redesigned system, each of the seven districts has its own monthly report card, tracking the number and type of calls received. It's a simple, concise way to measure performance. By comparing monthly statistics to a year earlier, the department will know whether its efforts are working. If one service call type, maybe litter or loose dogs, outnumbers all others, teams can conduct "sweeps" to educate neighbors so that everyone knows clearly what's expected.

"We'll go to neighborhood meetings or knock on doors to talk to people," Mr. Zapata says. "That's the key to our moving into field offices. We want to achieve compliance by reaching out."

## Signs of trouble

"Turn left at the 'Missing Cat' poster, but if you pass the 'Miracle Weight Loss' sign, you've gone too far."



If that's how you gave directions in the past, you'll have to find some new landmarks to use. City inspectors are targeting illegally placed signs, whether they're placed on a utility pole, a bus stop or inserted in a median or other public right-of-way.

The rules are simple, says Jimmy Martin, assistant director for community code. Residents can put up signs on their own property, advertising a garage sale, for example, but not on public property.

Illegally placed signs, or "bandit signs," create a problem because they visually clutter public space, much like graffiti, and eventually they fall off and become trash.

Inspectors are cracking down on illegal signs by sweeping through areas and seizing them as soon as they go up. Repeat or frequent offenders will receive a citation and have to pay a fine.

"The rules are not new," Mr. Martin says. "Bandit signs have always been an eyesore, and we're taking a tougher approach to eliminate them."

### Top 5 Code Violations

- **LITTER** – Keep your lawn cleared and the property free of litter, including garbage, wood, bedding, auto parts and appliances. Maintain property from the curb to the middle of the alley (or the back property line if there is no alley).
- **HIGH GRASS/WEEDS** – Keep your lawn mowed, clipped, mulched or cleared from the front curb to the middle of the alley (or the back property line if there is no alley).
- **JUNK MOTOR VEHICLES** – An inoperative and/or partially dismantled motor vehicle that has expired license tags or safety stickers is considered a "junk motor vehicle" and must be stored in a garage to avoid towing.
- **OBSTRUCTIONS** – Keep streets, alleys, sidewalks and public grounds clear of obstructions, including tree branches, shrubbery and vines. Sidewalks must have a height clearance of 8 feet; streets and alleys must have 15 feet of overhead clearance.
- **BULK TRASH** – Place large limbs, shrubbery, bagged leaves, furniture, appliances, mattresses and box springs, etc. for bulk trash pick-up at the curb no earlier than 7 a.m. on the Thursday prior to the assigned collection week. Dirt, rock and concrete will not be removed. Call 311 to find out your assigned collection week.



**Greetings!**

Like you, I am proud to live in one of the oldest, most significant areas of Dallas. The character of our community is evident not only in the historic homes and beautiful trees, but most of all in the people.

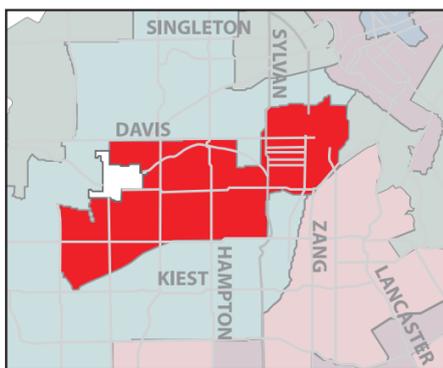
Though Oak Cliff's past is important, our future is just as exciting. The Trinity River Corridor Project could rewrite our history. And the transformation is already taking place. Wetlands have been constructed and design experts have been engaged to develop lakes, parks, athletic fields and more. But most important, the project addresses crucial flood-control issues that will protect District 1 and the entire city. The Margaret Hunt Hill Bridge is under construction and the Trinity River Audubon Center is open.

Crime is down in District 1, thanks to several key initiatives including a random gunfire pilot program, surveillance cameras on Jefferson Boulevard and a bait-car program. I am also proud of the success of several projects that continue to improve our quality of life: the new animal ordinance; garage sale ordinance; once-a-week residential recycling pilot program; Pride in Your Neighborhood Program in Beverly Hills; park upgrades at Lake Cliff, Kidd Springs and Oak Cliff Founders parks; and the work of our Illegal Dump Team, just to name a few.

It's truly an exciting time to live in District 1 and I encourage you to keep working together as a community. You are the eyes and ears of our community — so call 311 to report litter, high weeds and graffiti or to access City services. Help to make sure crime keeps going down — join your neighborhood crime-watch group or start a neighborhood association. Together we can make District 1 even better.

**Saludos. Best regards,  
Dr. Elba Garcia  
Mayor Pro Tem  
District 1**

**DISTRICT 1**



**Library:**

North Oak Cliff, 302 W. 10th St.  
214-670-7555

**Recreation Centers:**

Kidd Springs, 711 W. Canty St.  
214-670-7535

Martin Weiss, 1111 Martindell Ave.  
214-670-1919

**Police Divisions:**

Southwest: Sgt. Sharise Hadnot  
214-670-6792

South Central: Sgt. Melissa Gregg  
214-671-4532



**Mission: possible**

**Code department focuses on relationships, solutions in District 1**

**District 1 South Central Division**



Division Manager  
Steven Williams  
469-441-5900



Neighborhood Code Representatives  
Opal White • 214-994-0566  
Sheri Steele • 214-693-0888

**“We’re problem solvers. We love knowing that we’ve helped people.”**  
– Opal White, South Central Division NCR

**District 1 Southwest Division**



Division Manager  
Paul Ramon  
214-415-8969



Neighborhood Code Representatives  
Travella King • 972-998-4608  
Janet Huerta • 214-597-0704  
Harry Christle • 214-864-6995

With a newly reorganized department and the addition of 20 neighborhood representatives, Dallas Code Compliance is starting to get tougher on code violations.

But that doesn't mean it's getting tough on citizens. Rather, the new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

The City recently decentralized and reorganized its Code Compliance districts so that neighborhood representatives can respond more quickly to resident requests. The goal of these changes is to allow Code employees to get to know a specific area: the people and businesses, the compliant properties and the troubled areas.

Paul Ramon is manager for the Southwest Division, which oversees the southern section of District 1. He believes the new approach and increased staffing will help the City more effectively address code issues.

“The way we're going to be effective now as a new department is really the staffing,” Mr. Ramon says. “The reorganization means there's a smaller area for each officer to cover. A smaller area for an officer to cover means that officer will be more effective and more visible in the field.”

The department is taking a holistic approach, working together with other City departments, including Police, Streets, Sanitation and Building Inspection. This is crucial, as noncompliant properties frequently have other problems outside the scope of Code, such as crime, structural failure or street damage. Managers and neighborhood representatives are making a habit of attending meetings of crime-watch groups and homeowners associations.

“We've built a lot of good partnerships with our Code reps, and have been pretty successful in our area,” Mr. Ramon says. “There are a lot more challenges ahead of us, but it will get better.”

He compared the new approach to extinguishing a fire, pointing out that enforcing code without addressing other issues is like sending a single firefighter to battle the flames.

“If you send one firefighter to a house on fire, you may succeed,” he adds. “But if you send a brigade, which Code did with the Streets and Sanitation departments as well as police, you're really more effective.”

Code also sees a need for a more citizen-friendly approach, with an emphasis on education and the occasional helping hand. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help.

“If someone is elderly, disabled, has money issues and can't resolve the problems, our Code reps step in and try to find resources to help them alleviate the problems without taking compliance action against them,” Mr. Ramon says. “Because really, you're not helping the situation [by fining them], you're just creating another burden.”

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

This common-sense approach is not only more citizen-focused, but will also help resolve problems in a way that citations will not, Mr. Ramon says.

“It's bringing to light some of the things we seem to have forgotten,” he adds. “We need to be able to go out and help each other. Not just enforce, but try to provide solutions.”

**Community champions**

The Lone Ranger had Tonto. Batman had Robin. But who can help you fight chronic crime and complex code cases?

Contact a Community Prosecutor. They work in partnership with residents, law enforcement and Code Compliance staff to develop long-term, community-based solutions to quality-of-life issues such as code and noise violations, prostitution, alcohol offenses and transient crimes. In addition to three national awards from the Department of Justice, the Community Prosecution program continues to be recognized for its ability to use creative and applicable

strategies to gain voluntary compliance with code violators, and its use of neighborhood partnerships to enact positive change in the community. Last year, the Community Prosecution team worked approximately 660 active egregious code cases, to gain compliance.

**Community Prosecutors:**

- Listen to community members' public safety concerns and take those concerns to the courthouse;
- Participate in neighborhood meetings that address crime and quality of life issues;
- Serve as a prosecutorial resource to law enforcement, City departments and community members; and
- Develop and implement innovative strategies to educate the public about the criminal justice system and to prevent crimes.

**How can community members get involved with problem-solving efforts?** Each targeted neighborhood has an A.C.T.I.O.N. team (for “All Coming Together In Our Neighborhood”) that meets once a month. Contact a Community Prosecutor to learn about A.C.T.I.O.N. meeting times and locations.

**District 1 Community Prosecutors**



North Oak Cliff area  
Ryan Presley  
214-671-9569



West Oak Cliff area  
Whitney (Blake) Sanderlin  
214-671-0281

**Are you helping to build a Greener Dallas?**



Take the first step and make a commitment to recycle by joining the City's “Too Good To Throw Away” program. In District 1, each household participating in the program is recycling an average of 7 pounds per household per month! That's a really good start — but the City's goal is to increase that amount to 30 pounds for each household each month. Want to help? Call 311 to get a Big Blue recycling cart delivered to your home.



**Taking pride, making strides**

Most residents want the same thing: a clean, safe neighborhood. But some lack the resources or the know-how to solve neighborhood problems.

That's why the City recently introduced the Pride in Your Neighborhood program in seven communities — Arcadia Park, Arlington Park, Beverly Hills, Cedar Oaks, Dixon Circle, Fordham Road and Singing Hills.

A joint venture of Sanitation Services and the non-profit Keep Dallas Beautiful, the program is intended to provide residents tools to combat crime and blight.

Those tools could be as simple as shovels and rakes for collecting trash and debris, paint and brushes for covering graffiti, or training and education to form crime-watch programs, neighborhood advisory boards and community action plans.

Since the program began, pilot neighborhoods have sponsored clean-up events, beautification projects, leadership workshops and environmental programs for youths (as many as 50 high school students can earn up to \$200 for community service). To give the program a little more financial muscle, the City is even offering \$1,000 home-improvement incentives to approximately 34 to 40 homeowners per neighborhood (when matching funds are secured).

Ultimately, everyone wins. Safe, clean neighborhoods increase property values and improve the quality of life for every resident.

**Greetings!**

The Maple Avenue Transformation was a big success story for District 2 in 2008. From Oak Lawn to Mockingbird, Maple Avenue is a strategic growth area in Dallas, encompassing 5,000 businesses, more than 100,000 jobs and producing 25 percent of the taxes collected by the City. Many District 2 residents have been actively involved in homeowners associations, crime-watch groups and civic organizations, so your participation in the Maple Avenue Transformation was certainly no surprise.

With this effort, we proved again that by working together we can make a difference! Litter and trash are gone, along with illegal signs, overgrown vegetation and tree limbs blocking street signs and names. The result: a nicer, cleaner environment; increased security and less crime. And the Dallas Police Department's Sky Tower showed residents that the commitment to improving security along Maple Avenue was real. Their presence has proven to be a valuable tool for public safety for both retailers and shoppers.

Creation of the Maple Avenue Economic Development Committee by the Greater Dallas Hispanic Chamber of Commerce is a key strategic planning and marketing initiative. Property owners are helping the clean-up, learning about City ordinances and understanding how the economic plan will benefit all Maple Street businesses. Incentives have also been created for businesses to boost curb appeal, including a "First Monday" event to help Maple Avenue merchants bring in more customers.

Looking ahead, the new DART green line Inwood Station opening in 2010 will contribute to future development and enrich adjacent neighborhoods, including Oak Lawn, Love Field West and Arlington Park. The proposed Mockingbird/Maple Tax Increment Financing (TIF) District will redevelop obsolete multifamily and commercial buildings, inadequate retail centers and underused industrial facilities. A second phase of the project will include an investment of \$22 million for construction of 250 new apartment homes.

The lead project for the new TIF District is the West Love Market, which will contain 400,000 square feet of retail space valued at approximately \$35 million. The Mockingbird/Maple TIF District plan calls for a total of \$16.5 million in improvements and upgrades. The City's goal is to create \$140 million in additional taxable value from private investment over the next five years, and by \$450 million over the 25-year term of the TIF District. This investment will encourage the construction of new retail businesses in the area, including supermarkets and family restaurants.

I am so very proud of the progress we have made in District 2, and I know that progress is due to the dedication and involvement of our residents. I thank you for your efforts, and I will continue to do my best to make our District one of the best places to live in Dallas.

Please contact my office with any concerns, ideas or suggestions. Together, we can build a strong, vibrant community.

**Best regards,  
Pauline Medrano, District 2**

# Community champions

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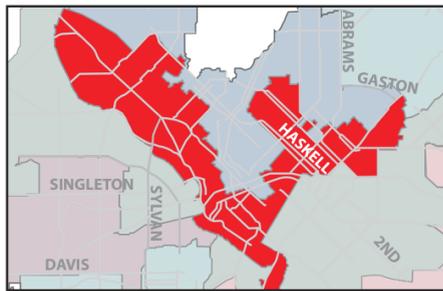
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**District 2 Community Prosecutors**

	Bachman Lake area Charlotta Ekelof 214-671-1299		Oak Lawn area Michelle Buendia 214-671-0568		Old East Dallas area Cody McCullar 214-671-0470	Not pictured: Jubilee Park area Maureen Milligan 214-828-1821
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**DISTRICT 2**



**Libraries:**

Central Library, 1515 Young St.  
214-670-1400

Grauwylar Park, 2146 Gilford St.  
214-671-1447

**Recreation Centers:**

Arlington Park, 1505 Record Crossing Road  
214-670-6326

Grauwylar, 7780 Harry Hines Blvd.  
214-670-6302

Pike, 2807 Harry Hines Blvd.  
214-670-1491

Reverchon, 3505 Maple Ave.  
214-670-7720

Samuell Grand, 6200 E. Grand Ave.  
214-670-1383

Ignacio Zaragoza, 4550 Worth St.  
214-670-7867

**Police Divisions:**

Northwest: Sgt. Christopher Jaquez  
214-670-6202

Central: Sgt. Dennis Craig  
214-670-4420

Southeast: Sgt. Sheila Zimmerman  
214-671-0147

South Central: Sgt. Melissa Gregg  
214-671-4532

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# Mission: possible



Code department focuses on relationships, solutions in District 2

**District 2 Central Division**

	Division Manager Jim McKissick 214-288-0334		Neighborhood Code Representative Kelly Price 214-664-7406
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*"Code Compliance will have more success through education rather than citation."*  
— Kelly Price

**District 2 Northwest Division**

	Division Manager Kathryn Hernandez 972-768-3453			Neighborhood Code Representatives Rodney Patterson • 972-333-2725 Angela Nation • 469-261-0658
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**District 2 South Central Division**

	Division Manager Steven Williams 469-441-5900			Neighborhood Code Representatives Opal White • 214-994-0566 Sherri Steele • 214-693-0888
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**District 2 Southeast Division**

	Division Manager Phyllis Sparks-Goode 972-693-3438				Neighborhood Code Representatives Paul Johnson Jr. • 469-233-7196 Norris Booth • 214-694-4470 Eddie Jackson • 214-659-3985
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# Taking pride, making strides

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Kathryn Hernandez is manager for the Northwest Division, which includes part of District 2. Trash and vegetation in alleys is a particular concern in her district. Many of the area's narrow alleys were not originally designed with large sanitation trucks in mind, she said, which makes it crucial to keep them clear. Another of the most prevalent issues in her area is the placement of illegal banners for businesses as well as "bandit signs" for garage sales and work-from-home schemes. These have been a particular nuisance on Maple Avenue, Harry Hines Boulevard and Inwood Road.

"We're in the process of enforcing the new sign code, so we're changing the facade of the areas where there are a lot of illegal signs," she says. "They're coming down."

The department is taking a holistic approach, working together with other City departments including Police, Streets, Sanitation and Building Inspection. This is crucial, as noncompliant properties frequently have other problems outside the scope of Code, such as crime, structural failure or street damage. Managers and neighborhood

representatives are making a habit of attending meetings of crime watch groups and homeowners associations.

Code also sees a need for a more citizen-friendly approach, with an emphasis on education and the occasional helping hand. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help.

Neighborhood Code Representative Opal White is part of the team working to help neighbors stay in compliance with City codes. For example, resident Margaret Weils, who is visually impaired, needed immediate assistance.

"The grass in her yard was almost as tall as her house," Ms. White says. The Rev. Michael Jarmon, who is not a District 2 resident but heads up a Dallas volunteer group, came to the rescue.

"He got a lawnmower, and not only cut her grass, his group also

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

donated paint and equipment so we could get volunteers to paint Mrs. Weils' home," Ms. White says.

Steven Williams, interim manager for the South Central Division, which also includes part of District 2, encourages everyone to take an interest in a neighbor who may be elderly, ill or bedridden.

"That's what being a good neighbor is all about," Mr. Williams says.

Greetings!

Our District 3 covers 52 square miles and is home to three distinct communities: West Dallas, Oak Cliff and Mountain Creek. With more than 50 neighborhood organizations in our district, it's clear that each area is engaged and taking an active role in working with City government to inform and empower their communities to improve quality-of-life issues.

Throughout the past year, I've been working to link our communities to each other — and to the rest of the City. Together, we've been able to better match City services such as Code Compliance, police patrol and animal control with our neighborhood needs. We also established a District 3 Partners Program that connects our business community with unmet neighborhood needs. It's been a great partnership — and it's getting results.

During this fiscal year, we will continue those efforts while expanding our focus. We are moving from Code Enforcement to Code Compliance by providing staff with the resources and tools to help educate residents on how to bring their properties into compliance and enhance the curb appeal of our neighborhoods. We are also working to obtain an additional police patrol for Mountain Creek, initiate a pilot program in Oak Cliff to move the entire district towards once-weekly garbage and recycling pick-up, reduce residential burglaries and redevelop the Wynnewood Village Shopping Center, among other projects.

As Chairman of the Trinity River Corridor Project, I continue to do everything possible to expedite the project's timetable. Once we reclaim our river, improve flood control, construct the Trinity Parkway and invest in new parks and trails, sustainable development will follow. Already we are seeing investors construct new, mixed-use developments for the next generation and we've recently opened the Trinity River Audubon Center and Trinity Overlook. You can keep track of our progress by signing up for My Trinity River News by writing mytrinityriver@dallascityhall.com

Please contact my office at 214-670-0776 or e-mail me at david.neumann@dallascityhall.com with any concerns, ideas or suggestions. Together, we can continue to build a strong, vibrant community and city.

Sincerely, Dave Neumann, District 3

Community champions

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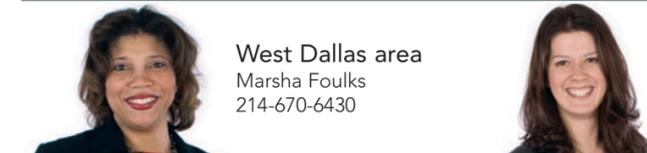
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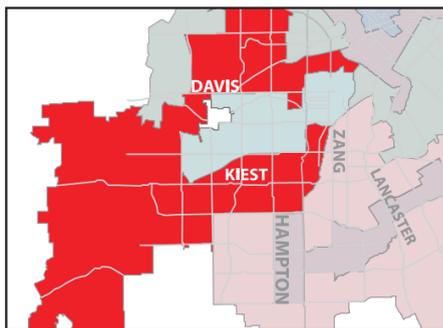


West Dallas area Marsha Foulks 214-670-6430



West Oak Cliff area Whitney (Blake) Sanderlin 214-671-0281

DISTRICT 3



Libraries:

- Hampton-Illinois, 2951 S. Hampton Road 214-670-7646
Dallas West, 2332 Singleton Blvd. 214-670-6445
Mountain Creek, 6102 Mountain Creek Parkway 214-670-6704

Recreation Centers:

- Arcadia, 5420 N. Arcadia Drive 214-670-1909
Kiest, 3080 S. Hampton Road 214-670-1918
Mattie Nash/Myrtle Davis, 3710 N. Hampton Road 214-670-6194
Park in the Woods, 6801 Mountain Creek Parkway 214-671-0218

Police Divisions:

- Southwest: Sgt. Sharise Hadnot 214-670-6792
South Central: Sgt. Melissa Gregg 214-671-4532

Are you helping to build a Greener Dallas?



Take the first step and make a commitment to recycle by joining the City's "Too Good To Throw Away" program. In District 3, each household participating in the program is recycling an average of 8 pounds per household per month! That's a really good start — but the City's goal is to increase that amount to 30 pounds for each household each month. Want to help? Call 311 to get a Big Blue recycling cart delivered to your home.

Mission: possible



Code department focuses on relationships, solutions in District 3

District 3 South Central Division



Division Manager Steven Williams 469-441-5900

Neighborhood Code Representatives Opal White • 214-994-0566 Sherri Steele • 214-693-0888

One of our big successes is attending career days at elementary schools to teach kids about Code Compliance and what we do. - Travella King, Southwest Division NCR

District 3 Southwest Division



Division Manager Paul Ramon 214-415-8969

Neighborhood Code Representatives Travella King • 972-998-4608 Janet Huerta • 214-597-0704 Harry Christle • 214-864-6995

District 3 looks



It's been a year since the City of Dallas launched www.GreenDallas.net as part of its commitment to environmental responsibility. This comprehensive site is dedicated solely to environmental issues.

Dallas is well on its way to becoming one of the greenest cities in the nation. But such an effort requires the involvement of government and residents alike in District 3.

Here are five simple ways to build a greener Dallas:

- 1. RECYCLE, RECYCLE, RECYCLE Dallas offers single-stream recycling — that means no sorting. It all goes in the same Big Blue container. If you don't have yours already, then call 311 and order your recycle roll-cart today.
2. GREEN YOUR GROCERIES Have you noticed the latest fashion accessory? It's the reusable bag. Next time you're asked "Paper or plastic?" just say "Neither." Many stores now offer their own cloth reusable bags.
3. SAVE A TREE By paying your bills online, you'll not only save a tree, but also time

and postage. Of course, you can always make the world a little greener by planting a tree.

- 4. MAKE EVERY DROP COUNT Although 70 percent of Earth's surface is covered in water, we need to conserve all that we can. Run your dishwasher and washing machine only when you've got a full load; water your lawn in the evening (less water will evaporate); take shorter showers; and turn off the faucet when brushing your teeth.
5. CLEAN THE AIR BY GREENING YOUR RIDE Did you know you can help clean the air by doing routine maintenance on your vehicle? Inflate your tires — you'll get better gas mileage and spew fewer emissions from your tailpipe. Fuel up in the evening — the gas fumes won't bake in the Texas sun all day and cause smog/ozone. Consider carpooling, riding DART, biking to work or telecommuting.

This approach recently worked in a blighted area of West Dallas, where the City surveyed citizens about concerns. Crime was the first issue cited, but vacant homes, open structures, high weeds and litter were also high on residents' lists of concerns.

"In one week's time, we went into this area and we addressed about 340 locations," he says. "We went in and eliminated all the code violations, and police did drug arrests and traffic stops. If you send one firefighter to a house on fire, you may succeed," he adds. "But if you send a brigade, which Code did with the Streets and Sanitation departments as well as police, you're really more effective. Then all you really have to do is maintain."

Code also sees a need for a more citizen-friendly approach, with an emphasis on education and the occasional helping hand. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help.

"If someone is elderly, disabled, has money issues and can't resolve the problems, our Code reps step in and try to

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

find resources to help them alleviate the problems without taking compliance action against them," Mr. Ramon says. "Because really, you're not helping the situation [by fining them], you're just creating another burden."



**Dear District 4 Resident:**

I hope you had a great holiday season. As we begin 2009, I continue to strive to make District 4 the best in the city.

While you may see me working with our mayor on large projects on behalf of the entire city, we have not lost sight of our mission to improve District 4 “One Block at a Time.”

To bring the development that District 4 deserves, we must continue to work together and clean up our neighborhoods. From clean-up days to increased code enforcement, our efforts are making a difference.

All over the District, I have been working to clean up crime trouble spots and remove blight from neighborhoods. In October, we celebrated the demolition of the motels on Lancaster Road that are next to our District.

As promised, I have worked to create the Convenience Store Crime Ordinance, requiring stores to be more visible from the outside by reducing window-covering signs and allowing police to enforce loitering laws outside of stores. I have also been proactive in talking to store-owners throughout our District, and many have removed unneeded signs ahead of the compliance date. This ordinance will prevent crime at these venues and reduce blight.

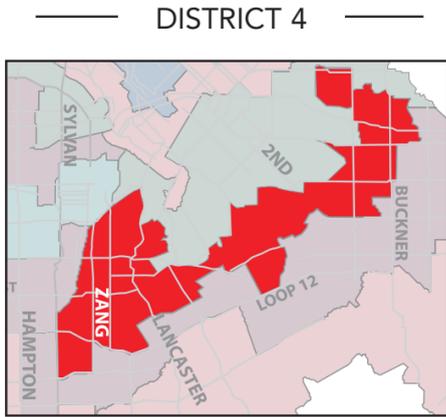
We are currently drafting a new multifamily crime ordinance, which will increase safety within apartment complexes throughout the District and our city.

As we move forward, we must continue to work together to improve our District. More than ever, I need your help.

Together, we can make District 4 the best in the city.

**Best Regards,**

**Dwaine Caraway**  
Deputy Mayor Pro Tem  
District 4



**Libraries:**  
Paul Lawrence Dunbar Lancaster-Kiest,  
2008 E. Kiest Blvd.  
214-670-1952  
Skyline, 6006 Everglade Road  
214-670-0938

**Recreation Centers:**  
Beckley-Saner, 114 W. Hobson Ave.  
214-670-7595  
Umphress, 7616 Umphress Road  
214-670-0956

**Police Divisions:**  
South Central: Sgt. Melissa Gregg  
214-671-4532  
Southeast: Sgt. Sheila Zimmerman  
214-671-0147



**Mission: possible**

Code department focuses on relationships, solutions in District 4

**District 4 South Central Division**



**Division Manager**  
Steven Williams  
469-441-5900  
**Neighborhood Code Representatives**  
Opal White • 214-994-0566  
Sherri Steele • 214-693-0888

**District 4 Southeast Division**



**Division Manager**  
Phyllis Sparks-Goode  
972-693-3438  
**Neighborhood Code Representatives**  
Paul Johnson Jr. • 469-233-7196  
Norris Booth • 214-694-4470  
Eddie Jackson • 214-659-3985

“Anytime we educate our citizens so that they can comply with an ordinance, we consider it a success.”  
– Paul Johnson Jr., Southeast Division NCR

With a newly reorganized department and the addition of 20 neighborhood representatives, Dallas Code Compliance is starting to get tougher on code violations.

But that doesn't mean it's getting tough on citizens. Rather, the new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

The City recently decentralized and reorganized its Code Compliance districts so that neighborhood representatives can respond more quickly to resident requests. The goal of these changes is to allow Code employees to get to know a specific area: the people and businesses, the compliant properties and the troubled areas.

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“That's huge in the South Central Division,” he says. “The City Manager's office has asked the City Attorney's office to bring that issue to the forefront. What they're doing is to have a municipal court that is in place to do just that. They're asking for 30 substandard cases per month from each district to put on the docket.”

Phyllis Sparks-Goode is manager of the Southeast Division, which covers the eastern part of District 4. Like Mr. Williams, she sees substandard housing as a primary concern.

“Most of the houses were built in the 1940s and are starting to show signs of wear,” she says. “Also, there's a problem with open and vacant houses that are abandoned or have probate issues because they often invite criminal elements trespassing on the properties.”

One of her favorite success stories is last year's weeklong Joppa Jubilee Clean-up.

“We dedicated a staff for a whole week and went to an area that consists of 17 streets and cleaned up the whole area,” she says. “We assisted property owners in cleaning up their backyards and we painted structures. We had over 15 tons of debris removed. We're really proud of that project.”

The department is taking a holistic approach, working together with other City departments including Police, Streets, Sanitation and Building Inspection. This is crucial, as noncompliant properties frequently have other problems outside the scope of Code, such as crime, structural failure or street damage. Managers and neighborhood representatives are making a habit of attending meetings of crime-watch groups and homeowners associations.

“At crime-watch and homeowners association meetings, we try and provide information as to the types of violations that do occur in the area and how to resolve or remedy them,” Ms. Sparks-Goode says.

The department also sees a need for a more citizen-friendly approach, with an emphasis on education and the occasional helping hand. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help.

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**Community champions**

The Lone Ranger had Tonto. Batman had Robin. But who can help you fight chronic crime and complex code cases?

Contact a Community Prosecutor. They work in partnership with residents, law enforcement and Code Compliance staff to develop long-term, community-based solutions to quality-of-life issues such as code and noise violations, prostitution, alcohol offenses and transient crimes. In addition to three national awards from the Department of Justice, the Community Prosecution program continues to be recognized for its ability to use creative and applicable

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**District 4 Community Prosecutors**



**Pleasant Grove area**  
Kandace Walter  
214-789-2271



**South Dallas/Fair Park area**  
Keena Miller  
214-671-0199

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**Dear District 5 Constituents:**

Once again, I am delighted to report to you about the activities and successes of the District during the past year. As a District, we continue to be on the move!

Clean, graffiti-free neighborhoods remains a top District priority. Our May 2008 "Trash Attack and Graffiti Wipeout" — like our earlier "Trash Attack" — brought together City employees and neighborhood volunteers to remove litter, debris and graffiti in neighborhoods around the Singing Hills and Pleasant Oaks recreation centers. The high level of community participation in this initiative highlights the pride that District 5 residents take in our neighborhoods.

In August 2008, more than 2,500 residents participated in our first annual "Grove Fest." Jointly sponsored by the City of Dallas, Pleasant Grove Mission Possible, Inc., Carnival Supermarket, Minyard Food Stores and Sack 'n Save, this awesome event highlighted Pleasant Grove businesses and City of Dallas services. Special thanks are due to Dr. Shirley King of Pleasant Grove Weed and Seed, Mr. Keith McKeague of Mission Possible, and Mr. Steven Williams and Ms. Glenda Aguirre of the City of Dallas for making this Pleasant Grove extravaganza truly "PLEASANT."

Additionally, in Pleasant Grove, Eastfield College broke ground on a new campus that will open in September 2009. This beautiful and technologically advanced facility will bring much-needed educational resources to an historically underserved segment of our District.

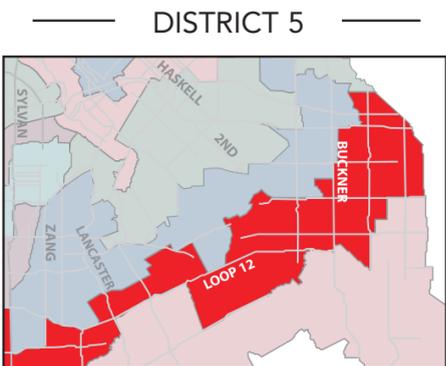
In the Oak Cliff sector of the District, we were able to provide the financial resources to purchase the building on Westmoreland that had been slated to open as an adult video store. Teaming District 5 finances and District 8 activism enabled us to prevent what could have become a blight on our area. Instead, the building is a City-owned facility that will house a Code Compliance office.

While I am proud to report our successes, I look forward to working with you, and for you, on our continuing challenges. These include:

- (1) High-quality retail development;
- (2) Enhanced code compliance; and
- (3) Continued crime reduction.

Please continue to partner with me as we work for the betterment of our District. I continue to believe that "together we can make a difference."

**Grace and peace...  
Vonciel Jones Hill, District 5**



**Libraries:**  
Pleasant Grove, 1125 S. Buckner Blvd.  
214-670-0965

Polk Wisdom, 7151 Library Lane  
214-670-1947

**Recreation Centers:**  
Cummings, 2976 Cummings St.  
214-670-6876

Fruitdale, 4408 Vandervoort Drive  
214-670-7600

Janie C. Turner, 6424 Elam Road  
214-670-8277

Pleasant Oaks, 8701 Greenmound Ave.  
214-670-0945

Thurgood Marshall, 5150 Mark Trail Way  
214-670-1928

**Police Divisions:**  
Southeast: Sgt. Sheila Zimmerman  
214-671-6792

South Central: Sgt. Melissa Gregg  
214-671-4532

Southwest: Sgt. Sharise Hadnot  
214-670-6792

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**District 5 Community Prosecutor**

**Pleasant Grove area**  
Kandace Walter  
214-789-2271

“I am working with various community leaders and organizations to bring the pleasant back to the grove!”  
— Kandace Walter



**Taking pride, making strides**

Most residents want the same thing: a clean, safe neighborhood. But some lack the resources or the know-how to solve neighborhood problems.

That's why the City recently introduced the Pride in Your Neighborhood program in seven communities — Arcadia Park, Arlington Park, Beverly Hills, Cedar Oaks, Dixon Circle, Fordham Road and Singing Hills. A joint venture of Sanitation Services and the non-profit Keep Dallas Beautiful, the program is intended to provide residents tools to combat crime and blight.

Those tools could be as simple as shovels and rakes for collecting trash and debris or paint and brushes for covering graffiti. Or they could be training and education to form crime-watch programs, neighborhood advisory boards and community action plans.

Since the program began, pilot neighborhoods have sponsored clean-up events, beautification projects, leadership workshops and environmental programs for youths (as many as 50 high school students can earn up to \$200 for community service). To give the program a little more financial muscle, the City is even offering \$1,000 home-improvement incentives to approximately 34 to 40 homeowners per neighborhood (when matching funds are secured).

Ultimately, everyone wins. Safe, clean neighborhoods increase property values and improve the quality of life for every resident.



**Greetings:**

Progress is all around us in many areas of West and northwest Dallas. The positive changes we have been awaiting in District 6 are happening, and we are moving forward with many of the public projects that have been planned for years.

Work continues on the Calatrava Bridge and Singleton Boulevard. Plans are to complete City-sponsored Municipal Water Designation for commercial areas to spur private development. The City will coordinate a spring clean-up in West Dallas with Keep Dallas Beautiful and Code Enforcement.

With construction of DART light rail stations at Bachman Lake, Walnut Hill and Royal Lane, we are working with the Greater Dallas Asian American Chamber of Commerce and local business and property owners to identify plans for transit-oriented developments and infrastructure needs.

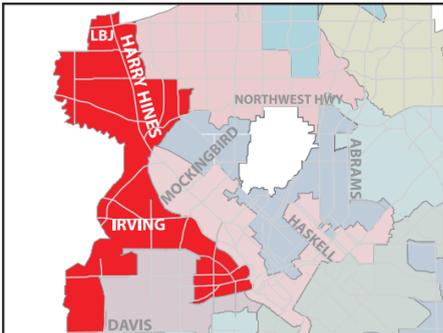
Redevelopment efforts continue at Bachman Lake. With many vacant properties, we are working to develop an economic strategy to market retail properties at the International Convention of Shopping Centers in 2009. At Northlake Cypress Waters, a large mixed-use development is in the works, with projected revenue of \$450 million over the next 25 years.

And our vision for the Trinity River Corridor Project is now evident for all to see. Wetlands have been developed, and design experts have been engaged to build lakes, parks, athletic fields and more. And most important, the project addresses crucial flood-control issues that will protect District 6 and the entire city. The Margaret Hunt Hill Bridge is now under construction, and the Trinity River Audubon Center at Loop 12, east of Interstate 45, is now open.

The look of our District and city is changing. I want you to be a part of that progress and prosperity. Please contact my office with any concerns, ideas or suggestions. Together, we will build a strong, vibrant community.

**Your City Councilman,  
Steve Salazar, District 6**

**DISTRICT 6**



**Libraries:**

Bachman Lake, 9480 Webb Chapel Road  
214-670-6376

Arcadia Park, 1302 N. Justin Road  
214-670-6446

**Recreation Centers:**

Anita Martinez, 3212 N. Winnetka Ave.  
214-670-7773

Bachman, 2750 Bachman Drive  
214-670-6266

Jaycee Zaragoza, 3114 Clymer St.  
214-670-6188

Arcadia Park, 5420 N. Arcadia  
214-670-1909

**Police Divisions:**

Northwest: Sgt. Christopher Jaquez  
214-670-6202

Central: Sgt. Dennis Craig  
214-670-4420

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**Division Manager**  
Kathryn Hernandez  
972-768-3453

**Neighborhood Code Representatives**  
Rodney Patterson • 972-333-2725  
Angela Nation • 469-261-0658

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Paul Ramon is manager for the Southwest Division, which includes the southern section of District 6. He believes the new approach and increased staffing will help the City more effectively address code issues.

“The way we're going to be effective now as a new department is really the staffing,” Mr. Ramon says. “The reorganization means there's a smaller area for each officer to cover. A smaller area for an officer to cover means that officer will be more effective and more visible in the field.”

Kathryn Hernandez is manager for the Northwest Division, which includes the northern part of District 6. One of the most prevalent issues in her area is the placement of illegal banners for businesses as well as “bandit signs” for garage sales and work-from-home schemes. These have been a particular nuisance along the Harry Hines business corridor. The ongoing effort to clean up that area is one of her favorite success stories. Businesses that are in violation receive letters listing typical violations and given a 30-day notice.

“It hasn't been enforced along the business area from Forest to Northwest Highway for a while,” she says. “We're out there walking. It's getting rid of the clutter, and also people are getting certificates of occupancy, which a lot of them don't have.”

Other typical concerns are bulk trash, vegetation in alleys, high weeds, litter and houses abandoned due to mortgage failures.

“There are houses in the area with pools, and people walk away from them,” Ms. Hernandez says. “We have to keep those up because the neighbors are living in nice areas.”

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“If someone is elderly, disabled, has money issues and can't resolve the problems, our Code reps step in and try to find resources to help them alleviate the problems without taking compliance action against them,” Mr. Ramon says. “Because really, you're not helping the situation [by fining them], you're just creating another burden.”

**Community champions**

The Lone Ranger had Tonto. Batman had Robin. But who can help you fight chronic crime and complex code cases?

strategies to gain voluntary compliance with code violators, and its use of neighborhood partnerships to enact positive change in the community. Last year, the Community Prosecution team worked approximately 660 active egregious code cases, to gain compliance.

**Community Prosecutors:**

- Listen to community members' public safety concerns and take those concerns to the courthouse;
- Participate in neighborhood meetings that address crime and quality of life issues;
- Serve as a prosecutorial resource to law enforcement, City departments and community members; and
- Develop and implement innovative strategies to educate the public about the criminal justice system and to prevent crimes.

**How can community members get involved with problem-solving efforts?** Each targeted neighborhood has an A.C.T.I.O.N. team (for “All Coming Together In Our Neighborhood”) that meets once a month. Contact a Community Prosecutor to learn about A.C.T.I.O.N. meeting times and locations.

**District 6 Community Prosecutors**



**Bachman Lake Area**  
Charlotta Ekelof  
214-671-1299

**West Dallas Area**  
Marsha Foulks  
214-670-6430

**West Oak Cliff Area**  
Whitney (Blake) Sanderlin  
214-671-0281

**Dear Friends:**

This is an exciting time for all of us in District 7, with tremendous opportunities on the horizon. These opportunities will transform and revitalize our community.

On Nov. 15, we were pleased to announce the location for a new branch library and a new recreation center that will serve the White Rock community. The White Rock Hills Branch Library and the recreation center will provide educational opportunities for youth and adults and will also be a catalyst for economic development that will benefit the entire City.

We're also on track to leverage the tremendous traffic and activity generated by Fair Park. With more than 7 million visitors annually, Fair Park is a District 7 gem. Redevelopment of this area is key to achieving our vision: making Fair Park a major destination in Dallas and the region. The Bexar Street Redevelopment Corridor will provide retail shops, urban townhomes, pedestrian improvements and plazas, DART linkages, public infrastructure improvements, employment and job-training facilities, as well as links to the Trinity River.

The Trinity River Corridor Project will improve the quality of life for all residents. In District 7, we will soon see increased flood protection from newly built levees. Conversion of the S.M. Wright Freeway will reduce traffic and lower speeds, thus improving safety and allowing more pedestrian amenities. The Trinity Corridor will also create greater access to public parks and other recreational areas, plus economic development opportunities that will benefit all members of the Dallas community.

A partnership with the City and the Dallas Housing Authority has helped us substantially redevelop the Frazier Neighborhood. A \$228,000 Community Block Grant from the City provided 310 new townhomes, and future projects include a senior housing facility and a planned mixed-use entertainment district.

Community Housing Development Organizations have been building homes and fulfilling dreams for local families for decades. As a Council member, I've seen the tremendous difference a house can make to one family, and what a neighborhood of new homes can mean to an entire community. Many of these organizations work in partnership with the City and their basic missions are to offer quality affordable homes and focus on the revitalization of neighborhoods. I salute their efforts in District 7.

More changes and opportunities are in our future. I'm proud to represent your interests, and I ask for your help in keeping the momentum going. Please let me know your concerns, observations and ideas about how we can continue to improve the quality of life in our District.

Together, we will make a difference.

**Best regards,  
Carolyn R. Davis  
District 7**

# Community champions

The Lone Ranger had Tonto. Batman had Robin. But who can help you fight chronic crime and complex code cases?

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strategies to gain voluntary compliance with code violators, and its use of neighborhood partnerships to enact positive change in the community. Last year, the Community Prosecution team worked approximately 660 active egregious code cases, to gain compliance.

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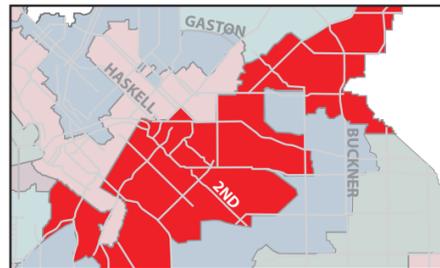
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**District 7 Community Prosecutors**

	<b>South Dallas/ Fair Park area</b> Keena Miller 214-671-0199		<b>White Rock Hills area</b> Daniel Ryan 214-724-8892	Not pictured: <b>Jubilee Park area</b> Maureen Milligan 214-828-1821
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**DISTRICT 7**



**Library:**

Martin Luther King Jr.,  
2922 Martin Luther King Jr. Blvd.  
214-670-0344

**Recreation Centers:**

Exline, 2525 Pine St. • 214-670-6781

J.C. Phelps, 3030 Tips Blvd.  
214-670-7525

Juanita J. Craft, 4500 Spring Ave.  
214-670-8391

Larry Johnson, 3700 Dixon Ave.  
214-670-8495

Martin Luther King Jr.,  
2922 Martin Luther King Jr. Blvd.  
214-670-8363

Mildred Dunn, 3322 Reed Lane  
214-670-8028

Rhoads Terrace, 5712 Pilgrim Drive  
214-670-8527

**Police Divisions:**

Central: Sgt. Dennis Craig  
214-670-4420

Northeast: Sgt. Steve Armon  
214-670-7768

South Central: Sgt. Melissa Gregg  
214-671-4532

Southeast: Sgt. Sheila Zimmerman  
214-671-0147

**Are you helping to build a Greener Dallas?**



Take the first step and make a commitment to recycle by joining the City's "Too Good To Throw Away" program. In District 7, each household participating in the program is recycling an average of 9 pounds per household per month! That's a really good start — but the City's goal is to increase that amount to 30 pounds for each household each month. Want to help? Call 311 to get a Big Blue recycling cart delivered to your home.

# Mission: possible



Code department focuses on relationships, solutions in District 7

**District 7 Northeast Division**

	<b>Division Manager</b> Bob Curry 214-876-8258		<b>Neighborhood Code Representatives</b> Sherry Benham • 972-978-2067 Barry Boyd • 214-405-3372
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**District 7 South Central Division**

	<b>Division Manager</b> Steven Williams 469-441-5900		<b>Neighborhood Code Representatives</b> Opal White • 214-994-0566 Sherri Steele • 214-693-0888
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**District 7 Southeast Division**

	<b>Division Manager</b> Phyllis Sparks-Goode 972-693-3438		<b>Neighborhood Code Representatives</b> Paul Johnson Jr. • 469-233-7196 Norris Booth • 214-694-4470 Eddie Jackson • 214-659-3985
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“Anytime we educate our citizens so that they can comply with an ordinance, we consider it a success.”  
– Paul Johnson Jr., Southeast Division NCR



# Taking pride, making strides

Most residents want the same thing: a clean, safe neighborhood. But some lack the resources or the know-how to solve neighborhood problems.

That's why the City recently introduced the Pride in Your Neighborhood program in seven communities — Arcadia Park, Arlington Park, Beverly Hills, Cedar Oaks, Dixon Circle, Fordham Road and Singing Hills.

A joint venture of Sanitation Services and the non-profit Keep Dallas Beautiful, the program is intended to provide residents tools to combat crime and blight.

Those tools could be as simple as shovels and rakes for collecting trash and debris, paint and brushes for covering graffiti, or training and education to form crime-watch programs, neighborhood advisory boards and community action plans.

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But that doesn't mean it's getting tough on citizens. Rather, the new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

The City recently decentralized and reorganized its Code Compliance districts so that neighborhood representatives can respond more quickly to resident requests. The goal of these changes is to allow Code employees to get to know a specific area: the people and businesses, the compliant properties and the troubled areas.

Phyllis Sparks-Goode is manager of the Southeast Division, which covers the central part of District 7. She sees substandard housing as a chief concern in her area. Steven Williams is interim manager for the South Central Division, which includes part of District 7. Both consider substandard housing a primary concern.

“The City Manager's office has asked the City Attorney's office to bring that issue to the forefront,” Mr. Williams says. “What they're doing is to have a municipal court that is in place to do just that. They're asking for 30 substandard cases per month from each district to put on the docket.”

The department is taking a holistic approach, working together with other City departments including the police, streets, sanitation and building inspection departments. This is crucial, as noncompliant properties frequently have other problems outside the scope of the department, such as crime, structural failure or street damage. Managers and neighborhood representatives are making a habit of attending meetings of crime-watch groups and homeowners associations.

“At crime-watch and homeowners association meetings, we try and provide information as to the types of violations that do occur in the area and how to resolve or

remedy them,” Ms. Sparks-Goode says.

Bob Curry manages the Northeast Division, which includes the northern tip of District 7. He sees cooperation with police and neighborhood groups as crucial to Code Compliance's success.

“We're developing a good relationship with police, attending neighborhood watch meetings and inviting them to Code meetings,” he says. “Also, the Building Inspection and Streets departments. Sometimes historically there has been pushing the puck back and forth, which is not always helpful, and we hope to alter that.”

The Code Compliance department sees a need for a more citizen-friendly approach, with an emphasis on education and the occasional helping hand. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help.

Mr. Williams believes interaction with citizens can be more helpful than writing citations.

“Our mandate is to take a friendlier approach as it relates to Code,” he says. “We're asking the officers to just knock on

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

the door of a home where they see that the grass is a little tall. When they do that, they may discover that the homeowner's been ill, or something of that nature. Now, as opposed to writing a citation, we're going to use other resources.”

**Greetings!**

Dallas is growing and so is District 8.

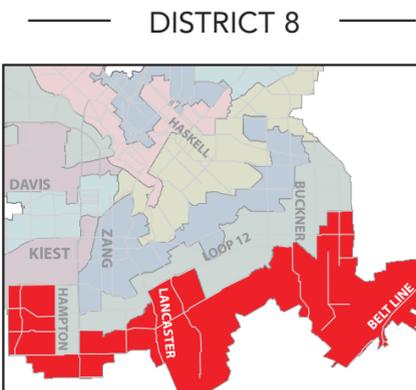
As we begin this new year, we have many positive things to be thankful for in District 8: our driving economic forces — the Inland Port and Dallas Executive Airport; two colleges — the University of North Texas at Dallas and Paul Quinn College; new police and fire stations; redevelopment projects and ample land awaiting future development. Still, District 8 has its challenges. Often, these challenges are interconnected. A lack of jobs means lower neighborhood income, which limits the type of available housing, and schools often don't have the neighborhood resource base to support enrichment activities.

Despite these challenges, there is good news. The solutions are right in our backyards. For instance, the University of North Texas at Dallas is now offering degrees in Logistics and Supply Chain Management. These degrees can be put to work right here in District 8 in one of the many logistics jobs through the Inland Port. Who better to work here than those who already live here? University and community leaders want to ensure that area residents have learning opportunities to better qualify them for those jobs. Starting salaries of logistics professionals are believed to be more than \$48,000.

I am happy to say that our residents are working together to take back our neighborhoods. We had a very successful National Night Out this past fall. Neighbors met neighbors; residents met their police beat officers and were able to put names with faces; most important, a sense of community could be felt. It's that sense of a strong community that is essential to the quality of life we all want to enjoy.

It's an honor to represent you and to work for what's important: greater economic development, safer and cleaner neighborhoods, more affordable housing, new retail opportunities and vibrant schools — all of which are vital to building a sense of community.

**Best regards,  
Tennell Atkins  
District 8**



**Libraries:**  
Highland Hills, 3624 Simpson Stewart Road  
214-670-0987  
Kleberg-Rylie, 1301 Edd Road  
214-670-8471

**Recreation Centers:**  
Fireside, 8601 Fireside Drive  
214-670-0959  
Kleberg-Rylie, 1515 Edd Road  
214-670-8648  
Singing Hills, 1909 Crouch Road  
214-670-7550

Tommie M. Allen, 7071 Bonnieview Road  
214-670-0986

**Police Divisions:**  
South Central: Sgt. Melissa Gregg  
214-671-4532

Southeast: Sgt. Sheila Zimmerman  
214-671-0147

Southwest: Sgt. Sharise Hadnot  
214-670-6792

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**Code department focuses on relationships, solutions in District 8**

**District 8 South Central Division**

**Division Manager**  
Steven Williams  
469-441-5900  
**Neighborhood Code Representatives**  
Opal White • 214-994-0566  
Sherri Steele • 214-693-0888

**District 8 Southeast Division**

**Division Manager**  
Phyllis Sparks-Goode  
972-693-3438  
**Neighborhood Code Representatives**  
Paul Johnson Jr. • 469-233-7196  
Norris Booth • 214-694-4470  
Eddie Jackson • 214-659-3985

**District 8 Southwest Division**

**Division Manager**  
Paul Ramon  
214-415-8969  
**Neighborhood Code Representatives**  
Travella King • 972-998-4608  
Janet Huerta • 214-597-0704  
Harry Christle • 214-864-6995

**“We’re problem solvers. We love knowing that we’ve helped people.”**  
— Opal White, South Central Division NCR

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This common-sense approach is not only more citizen-focused, but will also help resolve problems in a way that citations will not, says Southwest Division manager Paul Ramon, whose area includes the western tip of District 8.

“If someone is elderly, disabled, has money issues and can't resolve the problems, our Code reps step in and try to find resources to help them alleviate the problems without taking compliance action against them,” Mr. Ramon says. “Because really, you're not helping the situation [by fining them], you're just creating another burden.”

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

“It's bringing to light some of the things we seem to have forgotten,” he adds. “We need to be able to go out and help each other. Not just enforce, but try to provide solutions.”

**Community champions**

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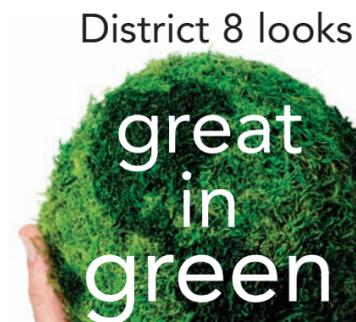
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**District 8 Community Prosecutors**

**Pleasant Grove area**  
Kandace Walter  
214-789-2271

**South Oak Cliff area**  
Mitzi Willis  
214-671-4585



**District 8 looks**

It's been a year since the City of Dallas launched www.GreenDallas.net as part of its commitment to environmental responsibility. This comprehensive site is dedicated solely to environmental issues.

Dallas is well on its way to becoming one of the greenest cities in the nation. But such an effort requires the involvement of government and residents alike in District 8. Here are five simple ways to build a greener Dallas:

**1. RECYCLE, RECYCLE, RECYCLE**

Dallas offers single-stream recycling — that means no sorting. It all goes in the same Big Blue container. If you don't have yours already, then call 311 and order your recycle roll-cart today.

**2. GREEN YOUR GROCERIES**

Have you noticed the latest fashion accessory? It's the reusable bag. Next time you're asked “Paper or plastic?” just say “Neither.” Many stores now offer their own cloth reusable bags.

**3. SAVE A TREE**

By paying your bills online, you'll not only save a tree, but also

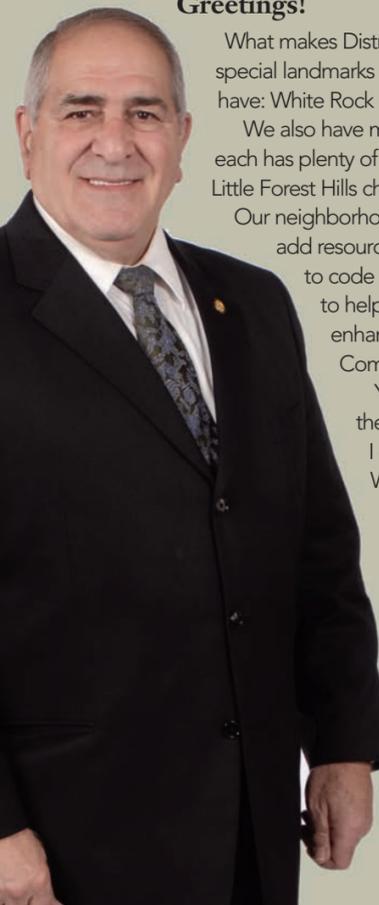
time and postage. Of course, you can always make the world a little greener by planting a tree.

**4. MAKE EVERY DROP COUNT**

Although 70 percent of Earth's surface is covered in water, we need to conserve all that we can. Run your dishwasher and washing machine only when you've got a full load; water your lawn in the evening (less water will evaporate); take shorter showers; and turn off the faucet when brushing your teeth.

**5. CLEAN THE AIR BY GREENING YOUR RIDE**

Did you know you can help clean the air by doing routine maintenance on your vehicle? Inflate your tires — you'll get better gas mileage and spew fewer emissions from your tailpipe. Fuel up in the evening — the gas fumes won't bake in the Texas sun all day and cause smog/ozone. Consider carpooling, riding DART, biking to work or telecommuting.



Greetings!

What makes District 9 a great place to live and raise a family? It's the people, and the special landmarks we've all enjoyed for many generations. Think of all the special places we have: White Rock Lake, the Dallas Arboretum and the most popular dog park in the city.

We also have many unique neighborhoods. Each has its own style and character and each has plenty of proud homeowners. Mid-century moderns, sprawling ranches and funky Little Forest Hills charmers — there's a fit for every taste.

Our neighborhoods are our best asset, so that's why I worked hard this past budget season to add resources to reinvent our Code department. We are moving from code enforcement to code compliance by providing staff with the resources and tools to help educate residents on how to bring their properties into compliance and enhance the curb appeal of our neighborhoods. We have added a new Community Prosecutor who will help make our neighborhoods even better.

You may have noticed that work is under way for improvement and repair of the White Rock Spillway. Construction is to be completed in the spring of 2010. I encourage you to keep track of our progress and get updates on the project Web site: [http://www.dallascityhall.com/dwu/whiterock\\_spillway.html](http://www.dallascityhall.com/dwu/whiterock_spillway.html)

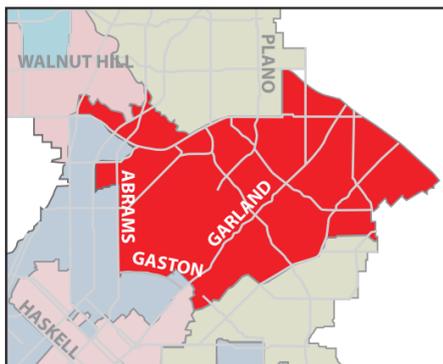
And we are also working to expand our trail system. In the coming months, you'll hear about expansions to the Katy Trail as well as development of new ones, such as the East Dallas Veloway, Trinity Strand, Cottonwood, Preston Ridge and Five Mile Creek trail.

We have recently secured funding to move forward with the Garland Road Vision plan. This is exciting.

I am committed to serving you. Please contact my office with any concerns, ideas or suggestions. Together, we can continue building a strong, vibrant community.

Best regards,  
Sheffie Kadane  
District 9

DISTRICT 9



Library:

Casa View, 10355 Ferguson Road  
214-670-8403

Recreation Centers:

Harry Stone, 2403 Millmar Drive  
214-670-0949

Ridgewood/Belcher, 6818 Fisher Road  
214-670-7115

Police Division:

Northeast: Sgt. Keitric Jones  
214-670-7768

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Take the first step and make a commitment to recycle by joining the City's "Too Good To Throw Away" program. In District 9, each household participating in the program is recycling an average of 22 pounds per household per month! That's a really good start — but the City's goal is to increase that amount to 30 pounds for each household each month. Want to help? Call 311 to get a Big Blue recycling cart delivered to your home.



Mission: possible

Code department focuses on relationships, solutions in District 9

District 9 Code Manager



Northeast  
Bob Curry  
214-876-8258

"We're developing a good relationship with police, attending neighborhood watch meetings and inviting them to Code meetings."  
— Bob Curry

District 9 Neighborhood Code Representative



Northeast  
Sharon Benham  
972-978-2067

"We have more than 900 City codes, so it's difficult for the average citizen to know them all. That's why we're here — to educate people and keep them abreast of any changes. It's a kinder, gentler approach."  
— Sharon Benham

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Bob Curry is manager of the Northeast Division, which includes District 9. He calls the area a "very interesting, diverse area." In the district's transitional neighborhoods, for example, the influx of Hispanics has led to complaints caused by what essentially boils down to cultural misunderstandings.

"Otherwise, it's pretty routine," he says. "The main complaint I hear these days is about illegal carports. As you can see all over town, there are thousands of them, and they've been there many years. But neighbors don't like them and want them taken down, and it causes a lot of discussion."

To diffuse tensions, a good working relationship with law enforcement can come in handy, he says. That's why Code is taking a holistic approach, working together with other City departments, including Police, Streets, Sanitation and Building Inspection. This coordinated approach is crucial, as noncompliant properties frequently have other problems outside the scope of the department, such as crime, structural failure or street damage. By working together, the departments have a much better chance to solve core community problems. Managers and neighborhood representatives are making a habit of attending meetings of crime-

watch groups and homeowners associations. Mr. Curry sees cooperation with police and neighborhood groups as crucial to Code Enforcement's success.

"We're developing a good relationship with police, attending neighborhood watch meetings and inviting them to Code meetings," he says. "Also, the Building Inspection and Streets departments. Sometimes historically there has been pushing the puck back and forth, which is not always helpful, and we hope to alter that."

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One of Mr. Curry's favorite success stories came from just such an approach.

"A guy and some friends from a motorcycle group went over and helped replace the roof on this guy's shed," Mr. Curry says. "He'd had issues with compliance, but didn't have the resources and was mentally

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and physically challenged. We saw that there wasn't a City program that fit, so we went over and did it. Earth-shaking? Not really. But in terms of expressing our heart, I think that it was a good situation."

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District 9 Community Prosecutor



White Rock Hills area  
Daniel Ryan  
214-724-8892

"My goal is to open another line of communication between the community members and the City to help make Dallas an even better place to live."  
— Daniel Ryan

District 9 looks



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2. GREEN YOUR GROCERIES

Have you noticed the latest fashion accessory? It's the reusable bag. Next time you're asked "Paper or plastic?" just say "Neither." Many stores now offer their own cloth reusable bags.

3. SAVE A TREE

By paying your bills online, you'll not only save a tree, but also

time and postage. Of course, you can always make the world a little greener by planting a tree.

4. MAKE EVERY DROP COUNT

Although 70 percent of Earth's surface is covered in water, we need to conserve all that we can. Run your dishwasher and washing machine only when you've got a full load; water your lawn in the evening (less water will evaporate); take shorter showers; and turn off the faucet when brushing your teeth.

5. CLEAN THE AIR BY GREENING YOUR RIDE

Did you know you can help clean the air by doing routine maintenance on your vehicle? Inflate your tires — you'll get better gas mileage and spew fewer emissions from your tailpipe. Fuel up in the evening — the gas fumes won't bake in the Texas sun all day and cause smog/ozone. Consider carpooling, riding DART, biking to work or telecommuting.

**Greetings!**

What makes District 10 a great place to live and raise a family? It's the people — with our "can do" attitude and community spirit, we've developed exemplary schools and unique neighborhoods.

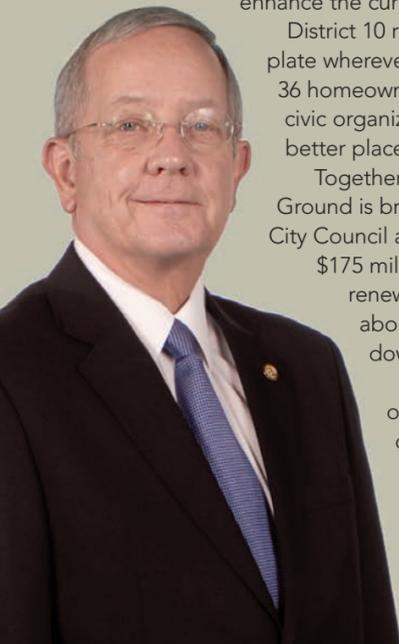
Our neighborhoods are our best asset, so that's why I worked hard this past budget season to add resources to reinvent our Code department. We are moving from code enforcement to code compliance by providing staff with the resources and tools to help educate residents on how to bring their properties into compliance and enhance the curb appeal of our neighborhoods.

District 10 residents have always volunteered and stepped up to the plate wherever and whenever they're needed. Take, for example, the 36 homeowners' organizations, several crime-watch groups and many civic organizations whose sole purpose is making our community a better place to live, work and play.

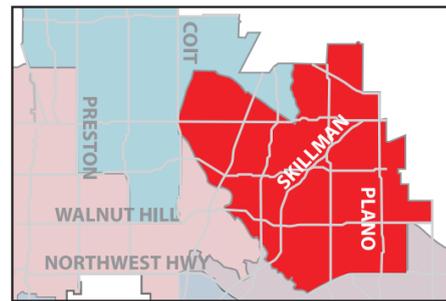
Together, we have accomplished a lot over the past several months. Ground is broken on the \$400 million town center. And, with your help, City Council approved zoning for four additional projects representing \$175 million of redevelopment. I am also working hard to bring a renewed focus to the Skillman corridor. You'll be hearing more about that in the coming months. Most important, crime is going down citywide — we're talking double-digit declines.

I encourage you to get involved in our community. Join one of the many groups and organizations that have been a part of this great neighborhood for many years.

**Best regards,  
Jerry Allen  
District 10**



**DISTRICT 10**



**Libraries:**

Audelia Road, 10045 Audelia Road  
214-670-1350

Forest Green, 9015 Forest Lane  
214-670-1335

**Recreation Centers:**

Lake Highlands North,  
9940 White Rock Trail  
214-670-7794

Willie B. Johnson, 12225 Willowdell Drive  
214-670-6182

**Police Division:**

Northeast: Sgt. Keitric Jones  
214-670-7768

**Are you helping to build a Greener Dallas?**



Take the first step and make a commitment to recycle by joining the City's "Too Good To Throw Away" program. In District 10, each household participating in the program is recycling an average of 31 pounds per household per month! That beats the City's goal of having each household recycling an average of 30 pounds each month. Want to join the success? Call 311 to get a Big Blue recycling cart delivered to your home.

**Mission: possible**



**Code department focuses on relationships, solutions in District 10**

**District 10 Code Manager**



Northeast  
Bob Curry  
214-876-8258

"We're developing a good relationship with police, attending neighborhood watch meetings and inviting them to Code meetings."  
– Bob Curry

**District 10 Neighborhood Code Representative**



Northeast  
Sharon Benham  
972-978-2067

"We have more than 900 City codes, so it's difficult for the average citizen to know them all. That's why we're here — to educate people and keep them abreast of any changes. It's a kinder, gentler approach."  
– Sharon Benham

With a newly reorganized department and the addition of 20 neighborhood representatives, Dallas Code Compliance is starting to get tougher on code violations.

But that doesn't mean it's getting tough on citizens. Rather, the new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

The City recently decentralized and reorganized its Code Compliance districts so that neighborhood representatives can respond more quickly to resident requests. The goal of these changes is to allow Code employees to get to know a specific area: the people and businesses, the compliant properties and the troubled areas.

Bob Curry is manager of the Northeast Division, which includes District 10. He calls the area a "very interesting, diverse area."

Code is taking a holistic approach, working together with other City departments, including Police, Streets, Sanitation and Building Inspection. This coordinated approach is crucial, as non-compliant properties frequently have other problems outside the scope of the department, such as crime, structural failure or street damage.

"We're developing a good relationship with police, attending neighborhood watch meetings and inviting them to Code meetings," Mr. Curry says. "Also, the Building Inspection and Streets departments. Sometimes historically there has been pushing the puck back and forth, which is not always helpful, and we hope to alter that."

By working together, the departments have a much better chance to solve core community problems, he adds. Managers and neighborhood representatives are making a habit of attending meetings of crime-watch

groups and homeowners associations. Mr. Curry sees cooperation with law enforcement and neighborhood groups as essential to Code Compliance's success.

One of Mr. Curry's favorite success stories, and an example of this approach, involves the Lake Highlands Volunteer in Code pilot program. Modeled after a similar police program, the Volunteer in Code program provides extensive training of volunteers who then become the eyes and ears of the community, helping increase compliance in areas with chronic code violations.

He also credits the Lake Highlands Area Improvement Association for being particularly helpful.

"It's a network of 32 individual neighborhood organizations that are very active in having vibrant neighborhoods," he explains.

Code sees a need for a more citizen-friendly approach, with an emphasis on education and the occasional helping hand. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help. In order to maintain clean communities, the department must have the resources to help citizens who can't comply on their own.

**Community champions**

The Lone Ranger had Tonto. Batman had Robin. But who can help you fight chronic crime and complex code cases?

Contact a Community Prosecutor. They work in partnership with residents, law enforcement and Code Compliance staff to develop long-term, community-based solutions to quality-of-life issues such as code and noise violations, prostitution, alcohol offenses and transient crimes. In addition to three national awards from the Department of Justice, the Community Prosecution program continues to be recognized for its ability to use creative and applicable

strategies to gain voluntary compliance with code violators, and its use of neighborhood partnerships to enact positive change in the community. Last year, the Community Prosecution team worked approximately 660 active egregious code cases, to gain compliance.

**Community Prosecutors:**

- Listen to community members' public safety concerns and take those concerns to the courthouse;
- Participate in neighborhood meetings that address crime and quality of life issues;
- Serve as a prosecutorial resource to law enforcement, City departments and community members; and
- Develop and implement innovative strategies to educate the public about the criminal justice system and to prevent crimes.

**How can community members get involved with problem-solving efforts?** Each targeted neighborhood has an A.C.T.I.O.N. team (for "All Coming Together In Our Neighborhood") that meets once a month. Contact a Community Prosecutor to learn about A.C.T.I.O.N. meeting times and locations.

**District 10 Community Prosecutor**



Lake Highlands area  
Kelly Gegan  
214-601-1091

"I plan to utilize open lines of communication to implement consistent enforcement strategies that improve the Lake Highlands area for its citizens."  
– Kelly Gegan

**District 10 looks**



It's been a year since the City of Dallas launched www.GreenDallas.net as part of its commitment to environmental responsibility. This comprehensive site is dedicated solely to environmental issues.

Dallas is well on its way to becoming one of the greenest cities in the nation. But such an effort requires the involvement of government and residents alike in District 10.

Here are five simple ways to build a greener Dallas:

**1. RECYCLE, RECYCLE, RECYCLE**

Dallas offers single-stream recycling — that means no sorting. It all goes in the same Big Blue container. If you don't have yours already, then call 311 and order your recycle roll-cart today.

**2. GREEN YOUR GROCERIES**

Have you noticed the latest fashion accessory? It's the reusable bag. Next time you're asked "Paper or plastic?" just say "Neither." Many stores now offer their own cloth reusable bags.

**3. SAVE A TREE**

By paying your bills online, you'll not only save a tree, but also

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**4. MAKE EVERY DROP COUNT**

Although 70 percent of Earth's surface is covered in water, we need to conserve all that we can. Run your dishwasher and washing machine only when you've got a full load; water your lawn in the evening (less water will evaporate); take shorter showers; and turn off the faucet when brushing your teeth.

**5. CLEAN THE AIR BY GREENING YOUR RIDE**

Did you know you can help clean the air by doing routine maintenance on your vehicle? Inflate your tires — you'll get better gas mileage and spew fewer emissions from your tailpipe. Fuel up in the evening — the gas fumes won't bake in the Texas sun all day and cause smog/ozone. Consider carpooling, riding DART, biking to work or telecommuting.

**Greetings!**



What do people want in a neighborhood? They want a clean, safe place to live — a place that makes their quality of life better. That's exactly what District 11 has to offer to its residents.

Our little corner of Dallas has beautiful parks, access to the Cottonwood Trail, and quality recreation centers and libraries. Plus, we've got great shopping! But none of these assets are worth much if residents don't feel safe.

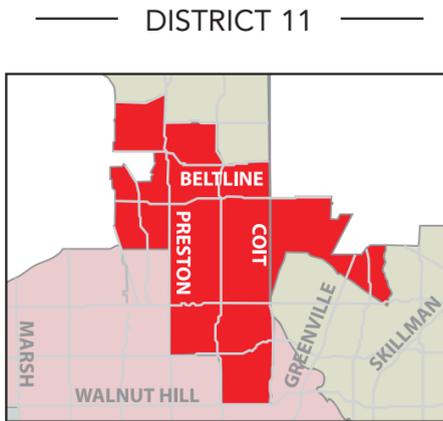
We are proud to announce that crime is going down citywide — we're talking double-digit declines. Fortunately, the crime rate in our district is one of the lowest in the city. Much of the credit goes to our hardworking Dallas Police Department (DPD). But their job is made easier because of you, the residents. We have one of the largest participation rates in the city in the VIP: Volunteer in Patrol program. VIP, hosted by DPD, allows citizens to go through a training course and then patrol their own neighborhoods and report any suspicious or criminal activity to the police. Programs like this make District 11 one of the best places to live in Dallas.

We are not without our challenges. We are working to get a number of run-down apartment complexes replaced. They've served us well, but the demand for urban-style, mixed-use, high-rise living and transit-oriented development is creating a climate of change. In addition, some neighborhoods are even seeing numerous code violations, which in turn, impact all of our property values.

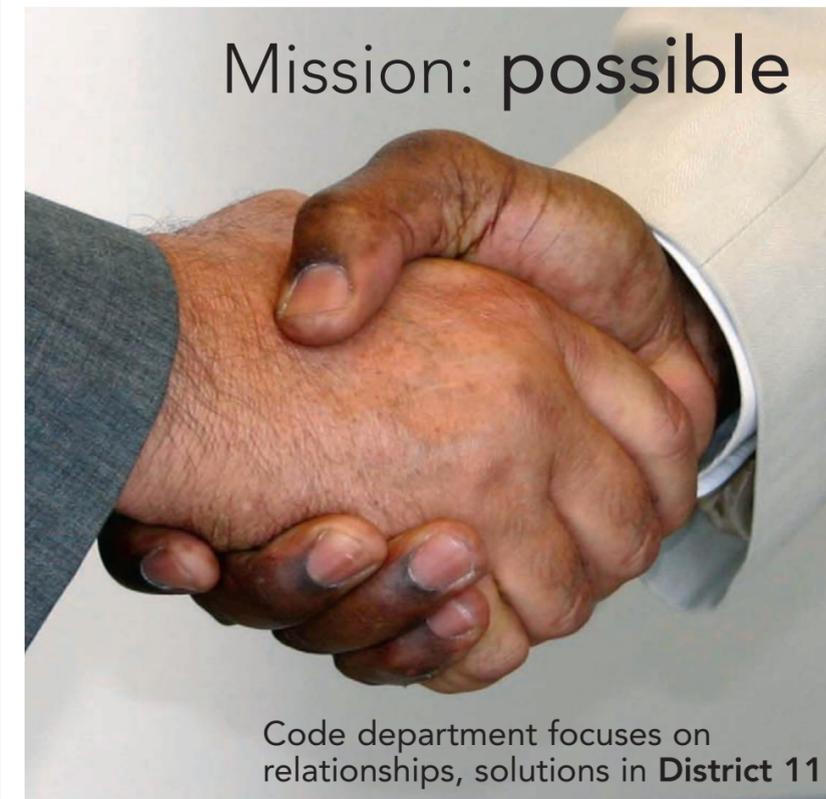
Our neighborhoods are our best asset so that's why I worked hard this past budget season to add resources to reinvent our Code Department. We are moving from Code Enforcement to Code Compliance by providing staff with the resources and tools to help educate residents on how to bring their properties into compliance and enhance the curb appeal of our neighborhoods.

I commend those of you who have taken a vital interest in your neighborhoods by getting involved — your participation makes for cleaner, safer neighborhoods.

**Best regards,  
Linda Koop  
District 11**



- Library:**  
Fretz Park, 6990 Belt Line Road  
214-670-6420
- Recreation Centers:**  
Churchill, 6906 Churchill Way  
214-670-6477
- Fretz Park, 6950 Belt Line Road  
214-670-6203
- Police Divisions:**  
North Central: Sgt. Michael Nonnenmacher  
214-670-7247
- Northeast: Sgt. Keitric Jones  
214-670-7768



Mission: possible

Code department focuses on relationships, solutions in District 11

**District 11 North Central Division**



Division Manager  
Macklin Wright  
469-556-8919



Neighborhood Code Representative  
Kelli Stevens • 214-517-6722

**District 11 Northeast Division**



Division Manager  
Bob Curry  
214-876-8258



Neighborhood Code Representatives  
Sharon Benham • 972-978-2067  
Barry Boyd • 214-405-3372

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But that doesn't mean it's getting tough on citizens. Rather, the new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

The City recently decentralized and reorganized its Code Compliance districts so that neighborhood representatives can respond more quickly to resident requests. The goal of these changes is to allow Code employees to get to know a specific area: the people and businesses, the compliant properties and the troubled areas.

Macklin Wright is manager of the North Central Division, which includes most of District 11. He lists bandit signs, bulk trash and foreclosed properties among his primary concerns.

Mr. Wright and his neighborhood representatives are busy familiarizing themselves with the concerns of residents in the district. They are getting quite a bit of hands-on experience with one of those concerns: illegal signs.

"I spend at least eight hours per week pulling signs," he says. "I also put calls in to the sign violators and the business owners to educate them regarding the sign ordinance. We are all out there, including managers."

Code officers are also working to strengthen their relationship with the

Police, Streets and Sanitation and Building Inspection departments. This coordinated approach is crucial, as noncompliant properties frequently have other problems outside the scope of the Code department, such as crime, structural failure or street damage. By working together, the departments have a much better chance to solve core community problems.

Managers and neighborhood representatives are making a habit of attending meetings of crime-watch groups and homeowners associations. Mr. Wright sees cooperation with police and neighborhood groups as crucial to Code Compliance's success.

Code sees a need for a more citizen-friendly approach, with an emphasis on education and the occa-

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

sional helping hand, Mr. Wright adds. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help.

“ We have more than 900 City codes, so it's difficult for the average citizen to know them all. That's why we're here — to educate people and keep them abreast of any changes. It's a kinder, gentler approach. ”  
— Sharon Benham, Northeast Division NCR

# Community champions

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strategies to gain voluntary compliance with code violators, and its use of neighborhood partnerships to enact positive change in the community. Last year, the Community Prosecution team worked approximately 660 active egregious code cases, to gain compliance.

**Community Prosecutors:**

- Listen to community members' public safety concerns and take those concerns to the courthouse;
- Participate in neighborhood meetings that address crime and quality of life issues;
- Serve as a prosecutorial resource to law enforcement, City departments and community members; and
- Develop and implement innovative strategies to educate the public about the criminal justice system and to prevent crimes.

**How can community members get involved with problem-solving efforts?** Each targeted neighborhood has an A.C.T.I.O.N. team (for "All Coming Together In Our Neighborhood") that meets once a month. Contact a Community Prosecutor to learn about A.C.T.I.O.N. meeting times and locations.

**District 11 Community Prosecutor**



Kelly Gregan  
214-601-1091

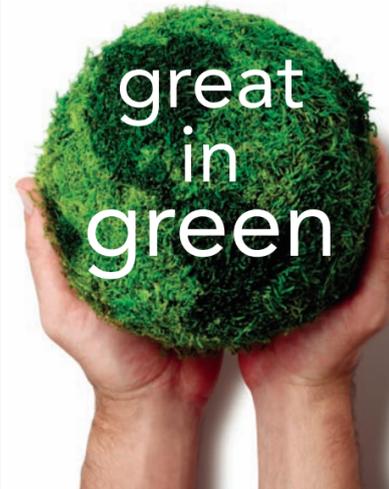
"I plan to utilize open lines of communication to implement consistent enforcement strategies that improve the area for its citizens."  
— Kelly Gregan

## Are you helping to build a Greener Dallas?



Take the first step and make a commitment to recycle by joining the City's "Too Good To Throw Away" program. In District 11, each household participating in the program is recycling an average of 38 pounds per household per month! That beats the City's goal of having each household recycling an average of 30 pounds each month. Want to join the success? Call 311 to get a Big Blue recycling cart delivered to your home.

## District 11 looks



It's been a year since the City of Dallas launched www.GreenDallas.net as part of its commitment to environmental responsibility. This comprehensive site is dedicated solely to environmental issues.

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Here are five simple ways to build a greener Dallas:

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Greetings!

District 12 is one of the best places to live, work and play in Dallas. From our beautiful neighborhoods to our parks and the ever-expanding Preston Ridge Trail, the quality of life offered is envied by the rest of the city.

Our neighborhoods are our best asset. That's why I worked hard this past budget season to continue adding 200 police officers to keep our city safe and maintain essential City services. We were also able to provide additional resources to reinvent our Code Department. We are moving from code enforcement to code compliance by providing staff with the resources and tools to help educate residents on how to bring their properties into compliance and enhance the curb appeal of our neighborhoods. We were able to do all of this without a tax rate increase.

Maintaining lawns and eliminating high weeds, and placing garbage/recycling at the curb on the appropriately assigned day makes a neighborhood more aesthetically pleasing. If we all take pride in our communities and focus on complying with our City codes rather than relying on officers to enforce them, we can ensure that we'll have cleaner, safer neighborhoods.

Many of you have volunteered and stepped up to the plate wherever and whenever you're needed. Take, for example, the volunteers who planted 1,400 trees along the Preston Ridge Trail, together with the dozens of homeowners' organizations, the VIP and crime-watch groups and many civic organizations whose sole purpose is making our community a better place to live, work and play. You are the eyes and ears of our district and I appreciate your involvement.

For those of you who have sat on the sidelines, I encourage you to get involved in our community. Join one of the many groups and organizations that have been a part of this great neighborhood for many years.

I am honored to represent you on the Dallas City Council and assure you I will continue to work full-time to make District 12 and the entire city a showplace.

As always, please contact my office with any concerns, ideas or suggestions. Together, we can make our district and our city an even better place to live and raise our families.

Best regards,  
Ron Natinsky, District 12

# Moving along on the Preston Ridge Trail

Construction on the Phase II portion of the Preston Ridge Trail is nearing completion, adding 1.3 miles to the trail's length.

The new 6.5-mile trail will start at the intersection of Hillcrest Road and the Bush Turnpike and wind its way toward the intersection of Coit and Spring Valley roads.

Significant new landmarks have been created, including a 100-foot pedestrian bridge and several new trail amenity nodes that feature benches, trash receptacles, bicycle racks and doggie waste-bag dispensers.

Together with businesses and community volunteers, the City is working to make the trail corridor a more attractive, park-like environment. Oncor Electric Delivery Company played an essential role in making Preston Ridge Trail a reality, as the trail is located primarily on company property and easements. The community stepped up to assist the City with more than 1,400 tree plantings and the required ongoing watering to keep them thriving. These trees will provide seasonal color and enhance the trail's natural beauty. Plans are under way to continue tree plantings during the next three years along the entire length of the trail.

Although the trail offers recreational and fitness opportunities, it also provides a means of alternative transporta-

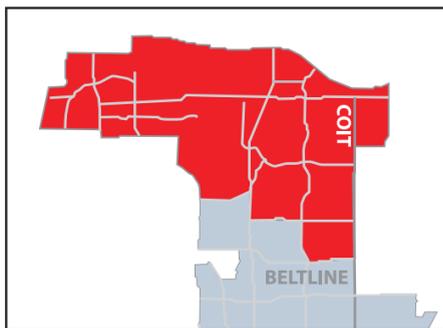
tion from neighborhoods to multiple schools, parks and other destinations by connecting to other trails that will have connections to DART light rail stations.

The Preston Ridge Trail is an essential link in the City's existing and planned trail network, which will eventually connect the northern limits of the city to areas such as the East Dallas/White Rock area, downtown and the Trinity River Corridor. The City is also working on plans for the Cotton Belt Trail

To view the City's Trail Network Master Plan, visit [www.dallasparcs.org](http://www.dallasparcs.org), where you'll see how the City is working to develop a premier trail system that everyone can be proud of.



## DISTRICT 12



### Libraries:

Renner Frankford, 6400 Frankford Road  
214-670-6100

Timberglen, 18505 Timberglen Road  
214-671-1365

### Recreation Centers:

Campbell Green, 16600 Parkhill  
214-670-6314

Timberglen, 3810 Timberglen Road  
214-671-0644

### Police Division:

North Central: Sgt. Michael Nonnenmacher  
214-670-7247

## Are you helping to build a Greener Dallas?



Take the first step and make a commitment to recycle by joining the City's "Too Good To Throw Away" program. In District 12, each household participating in the program is recycling an average of 46 pounds per household per month! That's up from last year's 25 pounds per month, and it beats the City's goal of having each household recycling an average of 30 pounds each month. Want to join the success? Call 311 to get a Big Blue recycling cart delivered to your home.

# Mission: possible



Code department focuses on relationships, solutions in District 12

### District 12 Code Manager



North Central  
Macklin Wright  
469-556-8919

"We're problem solvers. We love knowing that we've helped people"  
– Macklin Wright

### District 12 Neighborhood Code Representative



North Central  
Kelli Stevens  
214-517-6722

"My goal is to educate our citizens about City codes. That's the best way to get compliance."  
– Kelli Stevens

With a newly reorganized department and the addition of 20 neighborhood representatives, Dallas Code Compliance is starting to get tougher on code violations.

But that doesn't mean it's getting tough on citizens. Rather, the new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

The City recently decentralized and reorganized its Code Compliance districts so that neighborhood representatives can respond more quickly to resident requests. The goal of these changes is to allow Code employees to get to know a specific area: the people and businesses, the compliant properties and the troubled areas.

Macklin Wright is manager of the North Central Division, which includes District 12.

"It's a great thing," he says of the reorganization. "When we get a call, we can get right out there. When the citizens have a concern, they can just come to our office at 8940 Adlora [Mapsco 27T] or give us a call."

Mr. Wright and his neighborhood representatives are busy familiarizing themselves with the concerns of residents in the district. They are getting quite a bit of hands-on experience with one of those concerns: illegal signs and banners.

"These violations take many forms, including using merchandise such as rugs and banners to advertise," he says. "In an effort to improve aesthetics and build attractive neighborhoods, we address complaints received through calls to 311 and designate specific times each week to sweep neighborhoods for illegal signs."

Bulk trash set out for pickup too early or late is another area that needs to be addressed, he says. Another chief concern is foreclosed properties with code violations. Bringing such properties into compliance with City ordinances is one of his goals.

Code is taking a holistic approach, working together with other City departments,

including Police, Streets, Sanitation and Building Inspection. This coordinated approach is crucial, as noncompliant properties frequently have other problems outside the scope of Code Compliance, such as crime, structural failure or street damage. By working together, the departments have a much better chance to solve core community problems. Managers and neighborhood representatives are making a habit of attending meetings of crime-watch groups and homeowners associations. Cooperation with police and neighborhood groups is crucial to Code Compliance's success.

This initiative is not just helpful for code compliance, but also supplements law enforcement strategies.

Another important part of improving code compliance is taking a more citizen-friendly approach, with an emphasis on education and the occasional helping hand. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help.

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

The department's new approach calls for Code employees to be more proactive with residents and property owners, helping them solve problems before citations are issued.

"We've increased our efforts to educate businesses about recent amendments to the sign ordinance and to enforce illegal signage and banners along storefronts," Mr. Wright says. "We're problem solvers. We love knowing that we've helped people."

## District 12 looks



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**Greetings!**

What makes District 13 a great place to live and raise a family? It's the people that live in our district. So many of you are engaged in our communities — there's no shortage of involvement and that makes for clean, safe neighborhoods.

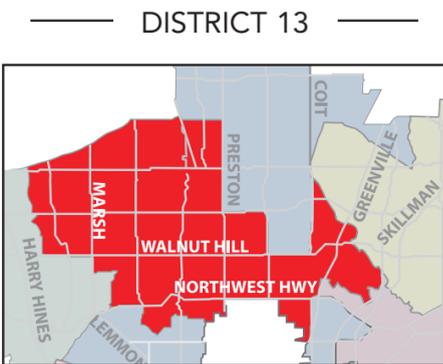
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Residents' involvement is desperately needed. So many of you have volunteered and stepped up to the plate wherever and whenever you're needed. Take, for example, the 35 homeowners' organizations, several crime-watch groups and many civic organizations whose sole purpose is making our community a better place to live, work and play. You are the eyes and ears of our district and I appreciate your involvement.

I encourage you to get involved in our community. Join one of the many groups and organizations that have been a part of this great District for many years.

As many of you know, this is my last term on the City Council due to term limits. It has been a pleasure and honor to serve District 13 for the past eight years. I'm here to serve you until June 2009, so please contact my office with any concerns, ideas or suggestions. Together, we can make our district an even better place to live and raise our families.

**Best regards,  
Mitchell Rasansky  
Dallas City Councilmember  
District 13**



**Libraries:**  
Park Forest, 3421 Forest Lane  
214-670-6333  
Preston Royal, 5626 Royal Lane  
214-670-7128

**Recreation Centers:**  
Marcus, 3003 Northaven Road  
214-670-6599  
Marcus Annex, 2910 Modella Ave.  
214-671-0644  
Walnut Hill, 10011 Midway Road  
214-670-7112

**Police Divisions:**  
North Central: Sgt. Michael Nonnenmacher  
214-670-7247  
Northeast: Sgt. Keitric Jones  
214-671-7768  
Northwest: Sgt. Christopher Jaquez  
214-671-6202

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**Mission: possible**

**Code department focuses on relationships, solutions in District 13**

**District 13 North Central Division**

**Division Manager**  
Macklin Wright  
469-556-8919  
**Neighborhood Code Representative**  
Kelli Stevens • 214-517-6722

**District 13 Northeast Division**

**Division Manager**  
Bob Curry  
214-876-8258  
**Neighborhood Code Representatives**  
Sherry Benham • 972-978-2067  
Barry Boyd • 214-405-3372

**District 13 Northwest Division**

**Division Manager**  
Kathy Hernandez  
972-768-3453  
**Neighborhood Code Representatives**  
Rodney Patterson • 972-333-2725  
Angela Nation • 469-261-0658

**“My goal is to educate our citizens about City codes. That's the best way to get compliance.”**  
– Kelli Stevens, North Central Division NCR

With a newly reorganized department and the addition of 20 neighborhood representatives, Dallas Code Compliance is starting to get tougher on code violations.

But that doesn't mean it's getting tougher on citizens. Rather, the new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

The City recently decentralized and reorganized its Code Compliance districts so that neighborhood representatives can respond more quickly to resident requests. The goal of these changes is to allow Code employees to get to know a specific area: the people and businesses, the compliant properties and the troubled areas.

Kathryn Hernandez is manager for the Northwest Division, which includes the western part of District 13. One of the most prevalent issues in her area is the placement of illegal banners for businesses as well as “bandit signs” for garage sales and work-from-home schemes. Businesses that are in violation receive letters listing typical violations and giving a 30-day notice. Other typical concerns are bulk trash, vegetation in alleys, high weeds, litter and houses abandoned due to mortgage failures.

“There are houses in the area with pools, and people walk away from them,” Ms. Hernandez says. “We have to keep those up because the neighbors are living in nice areas.”

Macklin Wright is manager of the newly created North Central Division, which oversees code enforcement in the central part of District 13. He and his neighborhood representatives are busy familiarizing themselves with the concerns of residents in the district. They are getting quite a bit of hands-on experience with one of those concerns: illegal signs.

“I spend at least eight hours per week pulling signs,” he says. “I also put calls in to the sign violators and the business owners to educate them regarding the sign ordinance.”

We are all out there, including managers.”

Code is taking a holistic approach, working together with other City departments, including Police, Streets, Sanitation and Building Inspection. This coordinated approach is crucial, as noncompliant properties frequently have other problems outside the scope of the department, such as crime, structural failure or street damage. By working together, the departments have a much better chance to solve core community problems. Managers and neighborhood representatives are making a habit of attending meetings of crime-watch groups and homeowners associations.

Such cooperation with police and neighborhood groups as crucial to Code Compliance's success.

“We're developing a good relationship with police, attending neighborhood watch meetings and inviting them to Code meetings,” Mr. Wright says. “Also, the Building Inspection and Streets departments. Sometimes historically there has been pushing the puck back and forth, which is not always helpful, and we hope to alter that.”

Code sees a need for a more citizen-friendly approach, with an emphasis on

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

education and the occasional helping hand. Because homeowners and business owners often do not know every ordinance that applies to their properties, a neighborhood representative will inform a noncompliant citizen of a violation, offer solutions and, if necessary, suggest resources he or she can call for help.

**Turning red to green**

Dallas' newest firehouse is also a “green” house.

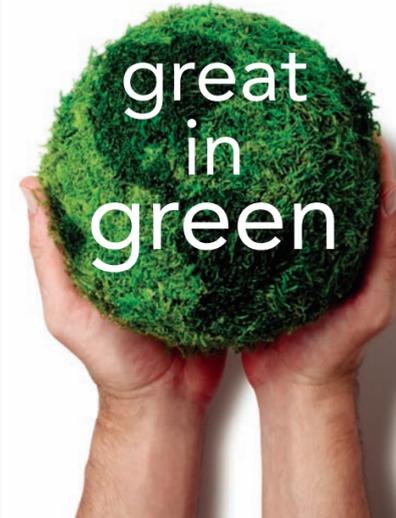
The city's newest fire station, Number 35, opened Dec. 1 at 3822 Walnut Hill Lane and is Leadership in Energy and Environmental Design (LEED) certified.

The 12,000-square-foot station has highly efficient light fixtures and day lighting strategies that will save significantly on electricity. A new drainage system captures storm water and wash-off water that is filtered for secondary use. And, more than 75 percent of all waste generated during construction was recycled and nearly a third of all the construction materials used in the building of Station 35 were made of recycled content.

“Making this new station as ‘green’ as we could was one of the most important considerations,” says Fire Chief Eddie Burns. “We think we've succeeded in combining the greenest criteria while making it efficient and comfortable for the men and women who will be staffing it around the clock.”



**District 13 looks**



**great in green**

It's been a year since the City of Dallas launched www.GreenDallas.net as part of its commitment to environmental responsibility. This comprehensive site is dedicated solely to environmental issues.

Dallas is well on its way to becoming one of the greenest cities in the nation. But such an effort requires the involvement of government and residents alike in District 13.

Here are five simple ways to build a greener Dallas:

- 1. RECYCLE, RECYCLE, RECYCLE**  
Dallas offers single-stream recycling — that means no sorting. It all goes in the same Big Blue container. If you don't have yours already, then call 311 and order your recycle roll-cart today.
- 2. GREEN YOUR GROCERIES**  
Have you noticed the latest fashion accessory? It's the reusable bag. Next time you're asked “Paper or plastic?” just say “Neither.” Many stores now offer their own cloth reusable bags.
- 3. SAVE A TREE**  
By paying your bills online, you'll not only save a tree, but also

time and postage. Of course, you can always make the world a little greener by planting a tree.

**4. MAKE EVERY DROP COUNT**  
Although 70 percent of Earth's surface is covered in water, we need to conserve all that we can. Run your dishwasher and washing machine only when you've got a full load; water your lawn in the evening (less water will evaporate); take shorter showers; and turn off the faucet when brushing your teeth.

**5. CLEAN THE AIR BY GREENING YOUR RIDE**  
Did you know you can help clean the air by doing routine maintenance on your vehicle? Inflate your tires — you'll get better gas mileage and spew fewer emissions from your tailpipe. Fuel up in the evening — the gas fumes won't bake in the Texas sun all day and cause smog/ozone. Consider carpooling, riding DART, biking to work or telecommuting.

**Dear District 14 Resident:**

Earlier this year, I was honored to have been selected as an American Marshall Memorial Fellow. The Fellowship gives 50 young American leaders the opportunity to travel to Europe and meet with a range of policymakers and prominent members of the business, government, political and nonprofit communities. In October, I spent 3½ weeks in Europe (at no taxpayer expense), focusing on municipal issues and evaluating best practices in Belgium, Germany, Italy, Serbia and Denmark.

In Italy, I met with the former mayor of Turin who brought the 2006 Winter Olympics to his city. He ensured that the Olympic Games were not merely a two-week sporting event designed to generate short-term economic benefits, but rather a catalyst for long-term, transformational infrastructure improvements to Turin, especially in the area of transportation. Turin's most impressive infrastructure improvement was the relocation of a wide, commercial rail line that had divided Turin for decades. The rail line was relocated underground, replaced by a beautiful boulevard that knit the city back together. As part of a pedestrian makeover, inner-city plazas that had been given over to cars as through-streets and parking lots were reclaimed as "Areas Pedonale" — lively pedestrian-only zones with parking beneath. Turin's leaders also expanded the region's on-street light rail to re-connect the city and reduce automobile congestion.

Dallas can adopt many of Turin's transportation improvements, starting with a streetcar system that will connect downtown's burgeoning archipelago of activity: the Arts District, Victory, Farmers Market, the Convention Center, the West End and Deep Ellum. We can also continue to improve the pedestrian experience throughout the heart of our city by creating wide, unobstructed sidewalks.

In Copenhagen, Denmark, I witnessed the city's remarkable bicycle and pedestrian infrastructure, with more bicycles than vehicles on the streets during rush hour. The bicycle lanes are much more than stripes on existing roadways: they are wide, grade-separated routes that provide cyclists access to the entire city, while protecting them from dangerous interactions with automobiles. This model will serve Dallas well as we expand the Katy Trail into downtown Dallas and beyond.

Germany also provided some inspired examples for our city. In Lübeck, I visited a state-of-the-art biomechanical waste disposal facility, where they use mechanical sorting and anaerobic digestion to generate electricity and divert about 75 percent of waste from their landfill. As Dallas continues to expand its recycling program, we must now look to create facilities such as this to further reduce our non-recycled waste, extend the life of our landfill and recapture energy.

I am proud to have represented Dallas abroad, but more importantly, excited to bring back some practical ideas to improve our city. As always, I welcome your input. If you need assistance with City issues, or want to share your comments or suggestions with me, please call me at 214-670-5415 or e-mail angela.hunt@dallascityhall.com.

Best regards,  
Angela Hunt, District 14

# Community champions

The Lone Ranger had Tonto. Batman had Robin. But who can help you fight chronic crime and complex code cases?

Contact a Community Prosecutor. They work in partnership with residents, law enforcement and Code Compliance staff to develop long-term, community-based solutions to quality-of-life issues such as code and noise violations, prostitution, alcohol offenses and transient crimes. In addition to three national awards from the Department of Justice, the Community Prosecution program continues to be recognized for its ability to use creative and applicable

strategies to gain voluntary compliance with code violators, and its use of neighborhood partnerships to enact positive change in the community. Last year, the Community Prosecution team worked approximately 660 active egregious code cases, to gain compliance.

**Community Prosecutors:**

- Listen to community members' public safety concerns and take those concerns to the courthouse;
- Participate in neighborhood meetings that address crime and quality of life issues;
- Serve as a prosecutorial resource to law enforcement, City departments and community members; and
- Develop and implement innovative strategies to educate the public about the criminal justice system and to prevent crimes.

**How can community members get involved with problem-solving efforts?** Each targeted neighborhood has an A.C.T.I.O.N. team (for "All Coming Together In Our Neighborhood") that meets once a month. Contact a Community Prosecutor to learn about A.C.T.I.O.N. meeting times and locations.

"I hope to proactively create and maintain effective lines of communication, and to coordinate efforts between citizens, our exceptional police force and diligent City officials."

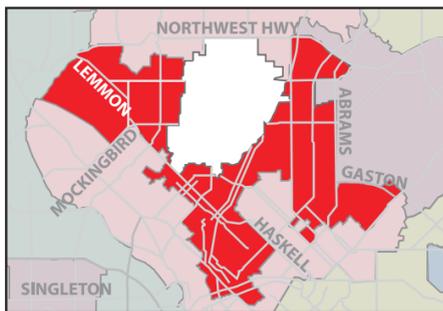
– Cody McCullar

**District 14 Community Prosecutor**



Old East Dallas Area  
Cody McCullar  
214-671-0470

**DISTRICT 14**



**Libraries:**

Lakewood, 6121 Worth St.  
214-670-1376

Oak Lawn, 4100 Cedar Springs Road  
214-670-1359

Skillman Southwestern, 5707 Skillman St.  
214-670-6078

**Recreation Centers:**

Exall, 1355 Adair St.  
214-670-7812

K.B. Polk, 6801 Roper St.  
214-670-6308

**Police Divisions:**

Central: Sgt. Dennis Craig  
214-670-4420

Northeast: Sgt. Keitric Jones  
214-670-7768

Northwest: Sgt. Christopher Jaquez  
214-670-6202

**Are you helping to build a Greener Dallas?**



Take the first step and make a commitment to recycle by joining the City's "Too Good To Throw Away" program. In District 14, each household participating in the program is recycling an average of 25 pounds per household per month! That's a really good start — but the City's goal is to increase that amount to 30 pounds for each household each month. Want to help? Call 311 to get a Big Blue recycling cart delivered to your home.

# Mission: possible



Code department focuses on relationships, solutions in District 14

**District 14 Central Division**



Division Manager  
Jimmy McKissick  
214-288-0334



Neighborhood Code Representative  
Kelly Price • 214-664-6406

**District 14 Northeast Division**



Division Manager  
Bob Curry  
214-876-8258



Neighborhood Code Representatives  
Sherry Benham • 972-978-2067  
Barry Boyd • 214-405-3372

**District 14 Northwest Division**



Division Manager  
Kathryn Hernandez  
972-768-3453



Neighborhood Code Representatives  
Rodney Patterson • 972-333-2725  
Angela Nation • 469-261-0658

“Code Compliance will have more success through education rather than citation.”  
– Kelly Price, Central Division NCR

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"There are houses in the area with pools, and people walk away from them," Ms. Hernandez says. "We have to keep those up because the neighbors are living in nice areas."

Another change is that Code is taking a holistic approach, working together with other City departments, including Police, Streets, Sanitation and Building Inspection. This coordinated approach is crucial, as non-compliant properties frequently have other problems outside the scope of the department, such as crime, structural failure or street damage. By working together, the departments have a much better chance to solve core community problems. Managers and neighborhood representatives are making a habit of attending meetings of crime-watch groups and homeowners associations.

Bob Curry manages the Northeast Division, which is in charge of the northernmost portion of District 14. He sees such cooperation as crucial to code compliance.

"We're developing a good relationship with police, attending neighborhood watch meetings and inviting them to Code meetings," Mr. Wright says. "Also, the Building Inspection and Streets departments. Sometimes historically there has been pushing the puck back and forth, which is not always helpful, and we hope to alter that."

Jim McKissick, manager for the Central Division, agrees.

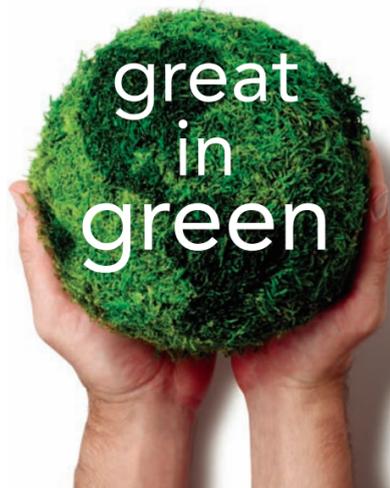
"I have a good relationship with Deputy Chief Vincent Goldbeck," he says. "Any time we need police assistance, we just call a neighborhood patrol officer, who's different than regular patrol and beat officers. They interact with the community and get to know everybody and the different code officers."

One of his favorite success stories is the clean-up of a graffiti-tagged building, an inspirational model of interdepartmental cooperation. The City's Police, Public Works and Transportation departments worked together to remove the eyesore.

The new neighborhood representatives are putting a face on the department by acting as liaisons between citizens and Code.

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# 'Yippee!'

Once-weekly trash pick-up perks up recycling efforts

When it comes to Dallas residents' recycling efforts, the numbers are picking up, thanks to the success of a pilot program in two City Council districts.

Because of Districts 11 and 12 residents' enthusiastic participation in once-weekly, same-day garbage and recycling pick-up, Sanitation Services is expanding same-day service. In the operation's second phase, called One Day Dallas, about 35,000 additional households, this time in northwest Dallas, will see garbage and recycling trucks once a week on the same day starting in February. By February 2010, residents in northeast Dallas will join the once-a-week schedule, and eventually the rest of the city will get on board.

Though not everyone immediately embraced the idea of garbage pick-up only once a week, with recycling pick-up on the same day, the pioneers in Districts 11 and 12 blazed the trail and exceeded the City's expected goal. Residents there increased their recycling on average from 28 pounds per household to 51 pounds within six months. Overall participation in the recycling program reached about 60 percent.

Those are numbers that make Sanitation Director Mary Nix proud.

"Residents quickly realized that we've rebalanced their waste stream collection to better reflect the contents of what they discard each week," she says.

If the average homeowner tossed all the materials that can be recycled into a Big Blue cart, the ratio of recycling to garbage would be close to 50-50, she says.

By introducing once-weekly pick-up, Dallas joins more than 85 percent of major U.S. cities that do the same to support ecology and economy. For example, even though fuel costs went up this year, the City was

able to minimize sanitation cost increases because of a reduced number of truck trips, Ms. Nix says.

In the long run, however, cost savings and environmental impacts will add up in a hurry. By limiting garbage trips to once-weekly, truck emissions, fuel costs, wear-and-tear on vehicles and wear-and-tear on streets and alleys are significantly reduced.

When residents separate their discards and toss more into the Big Blue carts, they contribute directly in two significant ways. Diverting recyclable waste extends the life of the landfill, and sales of recycled materials reap revenues for the city. In the first year, the city brought in almost \$1 million from the sale of plastic, glass and paper, and doubled that sum the following year.

Savings are nice, but the One Day Dallas program most likely met early success because residents liked the convenience, Ms. Nix says. It's easy to remember that

both carts go out on the same day each week. Those individuals who worried initially that they needed twice-weekly garbage pick-up realized quickly that by diverting waste to recycling, they could rebalance their load.

To those who think they don't have room for two containers, Ms. Nix advises sharing with

a neighbor or using blue bags for recycling. The department also offers a smaller version of Big Blue. Either way, it's possible for every household to help minimize garbage and join other city residents who have tripled the tonnage recycled since 2006.

"One Day Dallas has been successful beyond expectations," Ms. Nix says. "We have e-mails and phone calls, even notes to Council members. Residents wrote letters to the editor in support of the one-day weekly pick-up. While we expected to hear it was working, we were delighted to hear, 'Yippee!'"

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## Home Is Where The Help Is

### MORTGAGE ASSISTANCE PROGRAM (MAP)

Limited to first-time homebuyers earning 80 percent or less of the Dallas Area Median Family Income. (The household income for a typical family of four is \$53,200. First-time buyers earning \$42,500 or less would qualify. Visit [dallasmap.org](http://dallasmap.org) for details.) Borrowers may be eligible to obtain a second lien loan of up to \$10,000. MAP funds may be used for down payment and assistance with closing costs. A maximum of \$3,000 of the MAP may be used to pay the borrower's closing costs. A \$1,500 grant is also available if the home needs repairs to bring up to minimum housing standards. For details, call 214-670-3645.

### MAJOR SYSTEM REPAIR PROGRAM

Provides qualified homeowners a forgivable, deferred loan for the repair or replacement of up to two major system repairs. City-certified independent contractors who bid on projects do the work. Contractors provide a one-year warranty on repairs. Repair costs cannot exceed \$15,000 and no more than two systems may be failing.

Systems eligible for repair: roofs, plumbing, electrical, and heating/air-conditioning. For details, call 214-670-3644.

### RECONSTRUCTION PROGRAM

This program provides qualified homeowners, whose homes cannot be repaired (because all major systems are failing) a deferred loan of \$87,500 to demolish and rebuild a home on their property. Each home is built to Energy Star Certification standards. One-time property tax and insurance assistance is available after project completion. For details, call 214-670-3644.

### PEOPLE HELPING PEOPLE PROGRAM

This program provides qualified elderly, disabled, low-income homeowners exterior repair and paint. The program supplies the materials and volunteers provide the labor. Annual professional pest extermination, window glass replacement and heating services and repairs are also available to qualified homeowners. For details, call 214-670-7320.

### Service Area Coordinators (from left):

- North Central Area – Mick McCord, 214-671-8876
- Southeast Area – Corey Morgan, 214-671-8913
- South Central Area – Katina Johnson, 214-671-8057
- Northeast Area – Staci Thetford, 214-671-8058
- Southwest Area – Kevin Acosta, 214-671-8874
- Central Area – Pamè La Ashford, 214-671-8875
- Northwest Area – Maibel Medina, 214-671-8871



## At your service

They've been called the "eyes and ears" of City management, but think of Service Area Coordinators as your ombudsmen with Dallas City Hall.

Not sure why so many different City crews are working in your area? Experiencing complex problems in your neighborhood? Need to know how to organize a neighborhood clean-up? Or maybe you just don't know who to contact to address your needs. One of seven geographically assigned Service Area Coordinators is ready to take on such community problems and much more.

Service Area Coordinators are a select group of the 13,000 City of Dallas employees who work for you to provide outstanding service every day. They work with you and other City employees to cut through the red tape and bureaucratic clutter to achieve the best results.

To contact your Service Area Coordinator, simply call them. When it comes to customer service, Dallas delivers because it's what you deserve!

# Basic instincts



Animal Services seeks to improve life for pets and the people who keep them.



**Animal Services**  
From left: Kent Robertson, Pameli Anderson, Tyrone McGill and Adrian Vela

When Kent Robertson walks through the animal shelter, he pleads with hundreds of dogs to tell him where they live. They hang out their tongues and wag their tails, but they can't answer.

That's the story Mr. Robertson, the new manager of the shelter, tells groups of school children to make the point that every dog deserves an ID tag.

"If dogs get lost, it's a tough world for them," he tells the kids. "But if I have one with a tag, I know where he lives."

Teaching children responsible pet ownership is an important part of Mr. Robertson's job. In the past year, since the City tightened the rules on pets — for the animal's welfare and for the health and well-being of residents — education has become a focus for all Animal Services staff.

Though it should be common sense to treat "man's best friend" with dignity and care, the number of calls for negligence was growing, which prompted the City Council to revisit the rules. Tethering a dog, for example, can harm the animal and lead to aggressive behavior in some cases. Now the rules clearly state when, why and for how long a dog may be tethered.

On first offense, you may receive a

personal visit and information explaining the new rules. On subsequent visits, if you fail to comply, Animal Services officers could leave you a ticket.

The new spaying and neutering requirements take aim at pet overpopulation, says Mr. Robertson. "We euthanize thousands of pets every year, another 1,000 are picked up dead by Sanitation, and another 1,000 or so are abused or neglected. Packs of dogs are creating safety problems in some neighborhoods. We simply have more dogs and cats than humans to care for them."

To reduce the number of unwanted animals, owners must get their dogs and cats spayed or neutered. Low-income residents may qualify for free or low-cost services for up to two pets per household, as long as they use a participating veterinarian.

The next step for all owners is to submit proof of current vaccinations and proof of spaying or neutering, along with the annual fee (\$7 for sterilized animals). You'll receive in the mail a registration tag for your dog or cat and peace of mind. Rest assured, if Fluffy turns up among the masses at the shelter, Mr. Robertson or a member of his staff can simply glance at the tag and know immediately where she belongs.

## SPAYED, NEUTERED AND INTACT ANIMALS

All dogs and cats in the City of Dallas must either be spayed/neutered or exempted for one of the following reasons:

- The animal is under 6 months of age
- The procedure will hurt the animal's health
- The animal is a service dog to assist disabled persons or law-enforcement officers
- The animal is competing in select events
- The animal is up for adoption at Dallas Animal Service or other welfare group or for sale at a pet retail store
- The owners have obtained an intact animal permit

Call Dallas Animal Services at 214-670-8246 for information on free or low-cost spay/neuter services or to request an Intact Animal Permit application.

## Bone up on new rules for responsible pet ownership

- Dogs and cats must be spayed, neutered.
- A combined total of four dogs and/or cats can live in a single-family dwelling that shares a common wall with another unit. Only six pets are allowed in a detached single-family home. Up to eight are allowed in a single-family home on property of a half-acre or more.
- All outdoor animals must be confined and restrained at all times in a fenced yard, in an enclosed pen or structure, or on a leash held by hand. Dogs confined outdoors must have at least 150 square feet per animal, and must have access to shelter that is of adequate size and structurally sound.
- Dogs deemed dangerous can be seized and impounded.
- Unsupervised dogs can be tethered only for the length of time it takes you to complete a temporary task, never more than three hours in a 24-hour period.

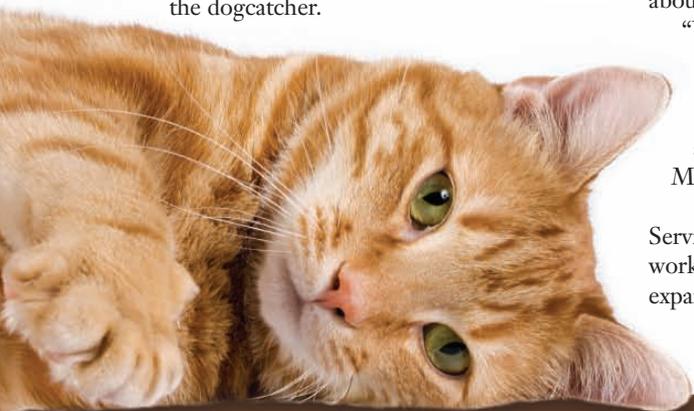
For more information on registering your pet, visit [www.dallascityhall.com](http://www.dallascityhall.com) and click on Animal Services, or call Dallas Animal Services at 214-670-6800.



## To the rescue

Dallas residents know to call 311 when they spot trouble.

They made that call 67,300 times last year to report a stray or menacing dog. But only about 35,000 animals were picked up, which means that plenty of canines didn't wait around for the dogcatcher.



To increase their percentages and to improve their response time for essential calls, Animal Services is taking the offensive.

Now, you can call a Rapid Response hotline on weekdays from 6 a.m. to 6 p.m. (214-670-FAST). A team of officers will arrive quickly, as they may be roving nearby already. Look for one of the distinctive Rapid Response vans and you may witness this elite dog patrol scouring areas known for loose-dog problems.

Their presence is a reminder to neighbors and owners who let their dogs roam that the City is serious about reducing the number of loose animals.

"We are really rescuing the dogs," says Animal Services manager Kent Robertson. "It's a tough life out there for an animal."

In the year since the introduction of the elite sweep team, an additional 4,000 dogs were rescued, Mr. Robertson says.

Of the 20 new staff members who will join Animal Services by the end of the current fiscal year, half will work in the kennel and another 10 will be on the streets, expanding the sweep activities.

To report a loose animal, call 214-670-3278, Monday through Friday from 6 a.m. to 6 p.m.

# From the desk of City Manager Mary Suhm

Dear Residents,

The City of Dallas has been “going green” for many years. Unfortunately, no one but the Environmental Protection Agency seemed to know about Dallas’ accomplishments. And why would they? We didn’t brag about our green efforts.

After extensive assessment of all of the City’s efforts, initiatives and accomplishments, it became clear that the City of Dallas had a green story to tell. In fact, we had some impressive achievements.

To be sure, the City of Dallas has an obligation to share its success — not only so we can be recognized for our efforts, but because today’s world requires it. And Dallas’ future depends on it. Businesses are

looking to move to cities that take environmental responsibility seriously; and people not only want to live green themselves, they want to know that the cities they live in are doing their part, too.

That’s why “Green Dallas” was launched a year ago. Since then, we’ve received more than 1 million hits on the Web site and have become a source of information for residents, corporate citizens and journalists.

The primary goal of the Green Dallas campaign is simple: to change perception. The City of Dallas already had green initiatives in place, we just had to let people know about them and change the way people thought about Dallas from an environmental perspective.

Second, Green Dallas is about education. Through our primary vehicle, GreenDallas.net, we are educating businesses and the public from two angles:

- What the City of Dallas is doing to be green; and
- What people and businesses can do to be green.

Our various City departments also have educational materials and booths they set up when participating in community events.

Finally, the Green Dallas campaign is about changing behavior. Our City environmental experts tell us that in order for Dallas to continuously reduce its carbon footprint, clean the air, conserve water, save energy, etc., the people of Dallas have to get involved. The City government can only achieve so much on its own.

Thank you in advance for helping us build a greener Dallas.



Mary K. Suhm  
City Manager

FROM LEFT: City Manager Mary Suhm, First Assistant City Manager Ryan Evans; Assistant City Managers Forest Turner, Ramon Miguez, Jill Jordan and A.C. Gonzalez; and Chief Financial Officer David Cook.

## Fast Fix gives residents a spring in their step

Fast Fix is a new resident-funded sidewalk replacement program that gives citizens the ability to have their sidewalks repaired or replaced without having to wait.

Property owners pay 100 percent of the repair cost prior to the work being done through an existing City of Dallas price agreement with a contractor. The program also

includes replacement/repair of curbs and gutters, driveway approaches and barrier free ramps.

“There are several advantages to using this program,” says Rick Galceran, director of Public Works and Transportation. “The property owner doesn’t have to wait nearly as long or go to the trouble of selecting a ‘reputable’ contractor and secure a building permit. All you do is call 214-948-4287 and ask for Fast Fix. The work requested will be done in a few weeks after payment.”

The other program available to residents is the traditional Cost Share Program where the City partners with residents to share half the cost of replacement of sidewalks. Repairs are made on a first-come, first-served basis until the City funding is depleted.

It is important to note that by City ordinance when a sidewalk or drive approach becomes defective, unsafe or hazardous, the abutting property owner is responsible for repair/replacement.



**HANG OUT**

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