

Memorandum



CITY OF DALLAS

DATE August 5, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – August 4, 2022**

Affordable Connectivity Program

The [Affordable Connectivity Program](#) is an FCC benefit program that helps ensure households can afford the broadband they need for work, school, healthcare and more. The benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price. The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household. The attached social media graphic was created to assist in amplifying and sharing information related to the program. Residents can receive individualized support at the Mayor's Back to School Fair on August 5, 2022 by visiting the City's booth. Should you have any questions or concerns, please contact Genesis D. Gavino, Chief of Staff to the City Manager, at genesis.gavino@dallas.gov.

The Small Business Center - FreshStart Employment Program

In collaboration with Workforce Solutions Greater Dallas and the Dallas Public Library, the Small Business Center will host the FreshStart Pipeline Hiring Event at the J. Erik Jonsson Central Library on August 5, 2022, from 10 AM to 4 PM. The event will allow internal hiring departments to recruit FreshStart eligible candidates for an assortment of vacancies. The objectives of the event is to assist with internal staffing needs and to build an enduring second-chance workforce pipeline in the City of Dallas. Should you have any questions, please contact Kim Benn, Program Manager of the Small Business Center, at kim.benn@dallas.gov.

City of Dallas Employee Health Expo 2022

Please join the City of Dallas and Well-Being First for the Employee Health Expo on August 25 from 9:00am-1:00pm. The goal of the Health Expo is to increase employee engagement through showcasing the availability of internal and external health offerings and resources. There will be several wellness vendors that will offer interactive activities such as chair massages, bodyfat testing, and a destressing demonstration. Entertainment and food trucks will also be available during the event. The food trucks will offer a free "pre-selected" menu for the event. As total health and well-being of our employees is one of our top priorities as an organization, we have advised all directors to please allow employees to attend. For those employees that are not located at City Hall, parking will be available in the City Hall garage, metered parking, and potentially convention

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center parking for employees. In addition, this year we will have a drive-thru option for employees who are mobile and cannot attend in-person. A flyer of the event is attached.

Volunteers may sign up at the following link: <https://www.signupgenius.com/go/10C0E48ABA828A6F8CF8-health>.

Should you have any questions, please contact Carmel Fritz, HR Assistant Director, at carmel.fritz@dallas.gov.

Mill Creek Drainage Tunnel

The Big Tex tunnel-boring machine (TBM), named after the State Fair of Texas icon, reached the end of the five-mile underground Mill Creek Drainage Relief Tunnel at the Woodall Rodgers Intake, on Monday, July 25th. The TBM was utilized to excavate a tunnel about 35 feet in diameter and is designed to carry a maximum storm water flow of nine million gallons per minute. Completion of the underground tunnel excavation marks a major milestone in the drainage and flood relief project.

The fully assembled 38-foot diameter by 230 feet long TBM is the largest TBM ever assembled in the state of Texas. This modern marvel has been working underground on the largest hard rock tunnel project underway in North America for just over two years.

The Dallas Water Utilities' Mill Creek Drainage Relief Tunnel is a five-mile underground tunnel that will provide drainage and flood relief for over 2,200 properties in areas of east and southeast Dallas and uptown. The project is scheduled for completion in 2025. Additional information about the project can be found at <http://millcreektunnel.com>.

Should you have any questions, please contact Terry Lowery, Director of Dallas Water Utilities at terry.lowery@dallas.gov.

Code Compliance Engages with Community, Graduates 20 New Members

On Saturday, July 30th, 2022, Code Compliance along with 75 local volunteers and Act Justice, a local non-profit, made a difference in the South Oak Cliff community. Code Compliance assisted by providing tools and resources for an organized cleanup of lots and helping the neighborhood's back-to-school-drive.

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For the first time in over two years, Code held two in-person Code Academy sessions for Dallas residents in July. The sessions allowed residents in District 12 and District 6 to learn more about the top ten Code violations, how to file a complaint, and learn about what the day-to-day operations are like for a Code inspector.

Code is also happy to announce 20 new members to the department on Monday, August 2. The department is eager and excited for the new recruits to start across the City of Dallas and to improve the health and safety of our residents.

Should you have any questions, please contact Eric Onyechefule, Public Information Coordinator for Code Compliance, at eric.onyechefule@dallascityhall.com.

Department of Aviation Achieves Level 1 ACI World Customer Experience Accreditation

The Department of Aviation is pleased to announce that Dallas Love Field has earned Level 1 accreditation in the Airports Council International World's Customer Experience Program for its enhanced customer experience management. The Airport Customer Experience Accreditation is a five-level, eight-domain accreditation program developed by ACI World to guide airports towards achieving excellence in customer experience management. It is the only accreditation program in the airport industry to provide a 360° view of customer experience management. Dallas Love Field is also proud to share it is the first airport in North Texas to achieve accreditation in the program and second in the state after San Antonio International Airport. Should you have any questions or require more information, please contact Director of Aviation Mark Duebner at mark.duebner@dallas.gov.

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Service Request Improvements

The 311 Configuration Team is excited to announce that service request outcomes have been updated. To provide the most accurate information to residents requesting services, City workers responding to service requests will now be required to provide an outcome response (external response) for many of the commonly created service requests. Providing better information to residents will help reduce the number of repeat requests and complaints regarding service request handling. Should you have any questions, please contact Sheila Gray, Configuration Team Manager for 311, at Sheila.gray@dallas.gov.

Fresh Start Program Dashboard

The Office of Data Analytics and Business Intelligence, in collaboration with the Small Business Center, has created a dashboard for the [Fresh Start Program](#). The dashboard was presented at the Workforce, Education and Equity Committee on June 13, 2022 and was published online in July 2022. The objective of creating this dashboard is to provide transparency into the hiring, retention, and separation of employees under this program. The dashboard will be updated every month.

Should you have any questions or concerns please contact Dr. Brita Andercheck, Chief Data Officer and Director of the Office of Data Analytics and Business Intelligence, at Brita.Andercheck@dallascityhall.com.

City Procurement Opportunities

The Office of Procurement Services (OPS) is excited to announce new contract opportunities in the attached document. More information can be found on the City's [electronic bid portal](#). We are also pleased to share the latest, [Procurement Quarterly](#) listing citywide opportunities for the current quarter (of the fiscal year) and published on the OPS [website](#).

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

OHS Street Outreach Update

The DRTRR team of homeless service providers, co-led by OHS and MDHA, is currently targeting several encampments, which will result in closure through the housing of those unsheltered individuals throughout the year. The team will outreach to these sites and meet with various persons experiencing homelessness to assess their needs in preparation for site closure via housing. During this time, the OHS Street Outreach Team will continue to engage with unsheltered residents through normal street outreach, connecting people with the needed resources,

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such as: getting IDs, working with Community Courts on expunging eligible tickets and offenses from their records, identifying medical needs, and getting them access to the Coordinated Access System (CAS). The DRTRR Community Dashboard is live and may be found [here](#).

Please see the attached schedule for homeless encampment cleaning the week of June 27 through July 1, 2022. Please note that these will be for debris removal and outreach only. All encampment cleaning requests are being resolved as time allows. We appreciate everyone’s patience.

Encampment Resolution (Cleaning) Schedule August 1 – August 5, 2022

LOCATION
747 Hotel St.
I 30 & Munger
I 35 & Medical District
I 35 & Walnut Hill
635 & Josey Ln.
635 & Webb Chapel
I 75 & Forest Ln.
I 75 & Meadow
I 75 & Walnut Hill
I 75 & Lovers
635 & Coit

OHS continues to urge people who see an encampment to report it via 311 or 311’s OurDallas smartphone app to ensure strategic alignment with comprehensive OHS outreach. The OHS Service Request dashboard can be utilized to track the progress of encampment resolution efforts. Please visit the [dashboard](#) and feel free to share this tool with residents. If you have any questions please reach out to Christine Crossley, Director of the Office of Homeless Solutions.

Media Inquiries

As of August 1, 2022, the Communications, Outreach, and Marketing (COM) Department has received various media inquiries available to view [here](#). Should you have any questions, please contact Catherine Cuellar, Director of Communications, Outreach, & Marketing.

The following storylines reference the major media inquiries addressed by Dallas Fire-Rescue (DFR) during the period dating from July 26th – August 1st. A more detailed account of the department’s responses to those inquiries, and others, can

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be viewed at [this link](#). Should you have any questions or concerns, please contact Fire Chief, Dominique Artis.

- DFR Continues Increased Number of Response to Heat-Related Calls
- One Injured After Small Plane Crash Near Dallas Executive Airport
- Damage to Marquita Avenue Apartment Building Not as Bad as Initially Thought
- DFR Units Deployed to Large South Dallas Grass Fire
- South Dallas Grass Fire Burns Home in Trailer Park

City Council Briefings Forecast

August 9, 2022

- City Manager's Recommended Budget for FY 23 and 24

August 17, 2022

- Bond Program Update

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



T.C. Broadnax
City Manager

c: Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

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