

# Memorandum



CITY OF DALLAS

DATE July 14, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Development Services Department Continues to experience IT Connectivity issues**

This memorandum serves as an update on the progress and efforts the Development Services Department (DSD) has made on improving the previously reported queue of single-trade permits.

On June 30, 2023, DSD reported a queue of single-trade (re-roofs, fence permits, foundation repairs, demolition) permit applications at **870** due to delays caused by the May 2023 Ransomware Attack. Staff's efforts and activities to improve the progress of single-trade permits consist of staff working overtime and weekends, in conjunction with cross training additional team members from various work groups to perform the needed task.

Those efforts contributed to the current number of single-trade permit applications in the queue decreasing to a total of **52**. Additionally, all new permit application submittals are being issued the same day over the counter.

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

A handwritten signature in blue ink, appearing to read 'M. Al-Ghafry'.

Majed A. Al-Ghafry, P.E.  
Assistant City Manager

c: T.C. Broadnax, City Manager  
Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Billierae Johnson, City Secretary  
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Genesis D. Gavino, Chief of Staff to the City Manager  
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# Memorandum



CITY OF DALLAS

DATE July 14, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Follow up from June 21, 2023, Council Briefing: 2023 Community Survey Results**

The following information is provided in response to questions posed by City Council at the June 21 City Council Briefing on the results of the 2023 Community Survey conducted by the ETC Institute.

**1. What are some of the nuances for the decline in satisfaction for survey responses?**

According to ETC Institute, “most communities that ETC Institute has surveyed in 2023 have experienced a decrease in satisfaction with local government services compared to previous years. There are many factors that contribute to this nationwide trend.”

Prior to the 2023 Community Survey, the most recent statistically valid survey was conducted in early 2020. Since 2020, the ‘many factors’ included in ETC’s response includes the pandemic, shift in political climate, racial injustice, economic uncertainty, and workforce changes. While these factors may not have a direct correlation to our 2023 Community Survey results, they may have indirect effect on resident perceptions in the decline in overall satisfaction.

**2. Please provide the total surveys mailed and responses by mail, online, and phone, including data on no responses.**

A total of 10,000 surveys were mailed to residents, and 1,475 responses were received with at least 100 responses from each Council District to ensure statically valid results. Surveys were completed by mail (729 responses), online (708 responses), and phone (38 responses). The response rate for the survey was 15%, which is higher than the typical 10-12% average.

Attached is data for surveys mailed to residents and includes the number of mailed surveys with the completed responses by zip code. Surveys with the lowest response rate (or no responses) by zip code are highlighted.

**Follow up from June 21, 2023, Council Briefing: 2023 Community Survey Results**

**3. Provide the number of responses\* for each of the Council District top 3 priorities.**

CD	Priority #1	# of Responses	Priority #2	# of Responses	Priority #3	# of Responses
1	Maintenance of Infrastructure	66	Police services	53	Social services	39
2	Maintenance of Infrastructure	63	Police services	57	Social services	37
3	Maintenance of Infrastructure	51	Police services	50	Neighborhood code enforcement	43
4	Maintenance of Infrastructure	61	Police services	51	Neighborhood code enforcement	40
5	Police services	46	Maintenance of Infrastructure	45	Social services	36
6	Maintenance of Infrastructure	60	Police services	42	Neighborhood code enforcement	30
7	Maintenance of Infrastructure	59	Police services	51	Social services	42
8	Maintenance of Infrastructure	48	Police services	47	Neighborhood code enforcement	36
9	Maintenance of Infrastructure	70	Police services	58	Traffic management	50
10	Police services	69	Maintenance of Infrastructure	68	Traffic management	35
11	Maintenance of Infrastructure	65	Police services	54	Social services	36
12	Maintenance of Infrastructure	63	Police services	49	Ambulance/emergency medical	30
13	Maintenance of Infrastructure	78	Police services	64	Traffic management	32
14	Maintenance of Infrastructure	76	Police services	48	Traffic management	35

\*Residents had options to select from other priorities (not listed) for [“Major Categories of City Services Residents Think Should Be the City’s Top Priorities”](#)

**4. Please provide additional data for homeowners vs. renter’s percentage data for responses by Council District, individual Council District reports, demographic data, and number of responses (including percentage) for survey questions.**

The following reports are available on [Geographic Comparisons](#):

- Homeowners vs. Renter’s – includes all survey responses by homeowners vs. renter’s
- Demographic data – responses by age, income, race (respondents had the option to provide information)
- Report by number of responses (including percentage)
- Council District Reports – survey responses by each Council District

**5. What comparative data is available based on large communities for “Value Received for City taxes?”**

Survey responses show that 24% of residents rated “strongly agree” or “agree” for “I receive good value for the taxes I pay.” According to ETC Institute, other large communities reported 33%.

As a reminder, the [Annual Budget Priorities Survey](#) (non-statistically valid survey) is conducted through July 30. This survey is available on the Financial Transparency page of the City’s website ([Upcoming Budget](#)). Additionally, the survey is available at high-impact equity areas at recreation centers and libraries. Locations include:

<b>Dallas Park and Recreation Centers</b>	<b>Dallas Public Library Branches</b>
<ul style="list-style-type: none"> <li>• Arcadia</li> <li>• Eloise Lundy</li> <li>• Exline</li> <li>• Fireside</li> <li>• Harry Stone</li> <li>• Hiawatha Williams</li> <li>• J.C. Phelps</li> <li>• Janie C. Turner</li> <li>• Martin Luther King, Jr.</li> <li>• Martin Weiss</li> <li>• Singing Hills</li> <li>• Thurgood Marshall</li> <li>• Tommie Allen</li> <li>• Umphress</li> </ul>	<ul style="list-style-type: none"> <li>• Arcadia Park Branch</li> <li>• Bachman Lake Branch</li> <li>• Dallas West Branch</li> <li>• Highland Hills Branch</li> <li>• Martin Luther King, Jr. Branch</li> <li>• PL Dunbar Lancaster-Kiest Branch</li> <li>• Pleasant Grove Branch</li> <li>• Polk-Wisdom Branch</li> <li>• Prairie Creek Branch</li> <li>• Skyline Branch</li> <li>• Vickery Meadow Branch</li> </ul>

The compiled survey data (non-statistically valid survey) will be presented with the City Manager’s Recommended Biennial Budget for FY 2023-24 and FY 2024-25 on August 8.

DATE July 11, 2023  
SUBJECT **Follow up from June 21, 2023, Council Briefing: 2023 Community Survey Results**  
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If you have any questions, please contact me or Janette Weedon, Director of Budget & Management Services.



Jack Ireland  
Chief Financial Officer

c: T.C. Broadnax, City Manager  
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# Dallas 2023 Resident Survey Response Rate by Zip Code

Zip Code	# Mailed	# Completed	Response Rate (%)
75001	1	0	0%
75007	5	1	20%
75019	3	0	0%
75036	3	0	0%
75051	15	2	13%
75116	5	1	20%
75137	1	0	0%
75150	1	0	0%
75180	2	0	0%
75201	61	17	28%
75202	2	2	100%
75203	133	11	8%
75204	153	33	22%
75205	19	5	26%
75206	216	34	16%
75207	23	4	17%
75208	347	59	17%
75209	143	22	15%
75210	104	11	11%
75211	570	53	9%
75212	272	32	12%
75214	273	51	19%
75215	243	16	7%
75216	660	63	10%
75217	732	84	11%
75218	211	50	24%
75219	194	30	15%
75220	225	46	20%
75221	2	0	0%
75222	18	0	0%
75223	113	12	11%
75224	271	35	13%
75225	88	16	18%
75226	33	2	6%
75227	507	70	14%
75228	481	83	17%
75229	236	61	26%
75230	187	49	26%
75231	145	27	19%
75232	377	52	14%
75233	102	26	25%
75234	26	6	23%
75235	152	29	19%
75236	104	10	10%
75237	155	10	6%
75238	219	44	20%
75240	99	24	24%

# Dallas 2023 Resident Survey Response Rate by Zip Code

Zip Code	# Mailed	# Completed	Response Rate (%)
75241	434	40	9%
75243	336	53	16%
75244	54	14	26%
75246	22	4	18%
75247	15	1	7%
75248	342	79	23%
75249	160	14	9%
75251	22	0	0%
75252	98	21	21%
75253	123	21	17%
75254	70	10	14%
75260	1	0	0%
75287	106	24	23%
75301 (PO Boxes)	1	0	0%
75313 (PO Boxes)	11	0	0%
75315 (PO Boxes)	14	0	0%
75336 (PO Boxes)	6	4	67%
75339 (PO Boxes)	10	3	30%
75342 (PO Boxes)	2	0	0%
75354 (PO Boxes)	14	0	0%
75355 (PO Boxes)	6	0	0%
75356 (PO Boxes)	5	0	0%
75357 (PO Boxes)	12	0	0%
75360 (PO Boxes)	7	0	0%
75367 (PO Boxes)	9	0	0%
75370 (PO Boxes)	79	3	4%
75371 (PO Boxes)	1	0	0%
75372 (PO Boxes)	7	0	0%
75374 (PO Boxes)	25	0	0%
75376 (PO Boxes)	26	0	0%
75379 (PO Boxes)	8	1	13%
75380 (PO Boxes)	29	0	0%
75382 (PO Boxes)	13	0	0%
<b>Grand Total</b>	<b>10,000</b>	<b>1,475</b>	<b>15%</b>

Note: PO Box recipients were required to verify their physical address so it could be assigned to the correct Council District.

# Memorandum



CITY OF DALLAS

DATE July 14, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Follow-up to the June 21 City Council Briefing: Biennial Budget Update**

The following information is provided in response to questions posed by members of the City Council at the June 21 City Council Briefing on the Biennial Budget update.

**1. How many of the animal adoptions through Dallas Animal Services (DAS) are covered by donations received due to waived fees?**

In FY 2022-23, all adoption fees have been waived and adopted pets are microchipped, spayed/neutered, and vaccinated at no cost to the customer. As of May 2023, DAS has processed 5,682 adoptions, and 2,615 adoptions were covered by donations.

**2. How many employees received a pay increase in the current year as a result of the city increasing our minimum wage? What type of positions were included?**

In FY 2022-23, 1,440 employees received an increase resulting from the City's minimum wage increase to \$18 per hour from \$15 per hour, of which 1,042 are in the General Fund. There were 66 job titles filled by existing staff impacted by the increase – of which, the majority were comprised of Recreation Center Assistants (252), Parks Maintenance Workers II (98), Lifeguards (83), Customer Service Representatives – Aquatic (81), Library Circulation Specialists (75), Custodians (67), Office Assistant IIs (64), Water Meter Technicians (50), and many others.

**3. Do the top priorities in the 2023 Community Survey (statistically valid) match the top priorities in the annual Budget Priorities Survey (non-statistically valid)?**

In evaluating both the 2023 Community Survey (statistically valid) responses for "[Major Categories of City Services](#)" and the results thru June 30 of the annual Budget Priorities Survey (non-statistically valid) "[increase funding to three service areas](#)" **police services** and **infrastructure (maintaining streets)** appear in the top three (3) categories. Budget & Management Services will identify further alignment when the [Budget Priorities Survey](#) concludes on July 30.

DATE July 14, 2023  
SUBJECT **Follow-up to the June 21 City Council Briefing: Biennial Budget Update**  
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**4. How many positions are uniform and non-uniform in the current fiscal year?**

The total positions in FY 2022-23 are 15,900. Uniform positions are 5,622 and non-uniform positions are 10,278.

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



Jack Ireland  
Chief Financial Officer

c: T.C. Broadnax, City Manager  
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# Memorandum



CITY OF DALLAS

DATE July 12, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Sales Tax Receipts**

The May 2023 sales tax receipts from the State Comptroller's Office are \$35.8 million and represents a 7.7% increase in total collections compared to the same reporting period last year. Over the most recent 12 months, sales tax receipts have increased by 8.2%.

• May 2022 actual	\$33,254,120
• May 2023 budget	\$34,060,402
• May 2023 actual	\$35,825,917

As part of the FY 2022-23 mid-year budget ordinance approved by the City Council on May 10, we increased the sales tax revenue budget by \$15.5 million from \$417.2 million to \$432.8 million. The budget increase was possible based on year-to-date actual collections.

The FY 2022-23 year-to-date trend is positive and consultation with Dearmon Analytics (contract economist) predicts slowing to a more historical growth rate should occur over the next several months. We will continue to monitor our sales tax forecast closely and provide additional information as it becomes available.

If you have any questions, please contact me or Janette Weedon, Director of Budget and Management Services

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

Jack Ireland  
Chief Financial Officer

[Attachment]

c: T.C. Broadnax, City Manager  
Tammy Palomino, Interim City Attorney  
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# Sales Tax

as of May 2023

Month	Actual FY 22	Budget FY 23	Amended Budget FY 23	Actual FY 23	YTD Variance FY 2022-23	YTD Variance FY 2022-23	FY 2022-23	FY 2022-23
					Actuals versus	Actuals versus	Actuals versus	Actuals versus
					FY 2021-22 Actuals	FY 2021-22 Actuals	Amended	Amended
					(\$)	(%)	Budget	Budget
October	\$ 30,717,609	\$ 30,857,310	\$ 33,546,824	\$ 33,546,824	\$ 2,829,215	9.2%	\$ -	0.0%
November	30,461,440	30,389,940	34,320,398	34,320,398	3,858,958	12.7%	\$ -	0.0%
December	39,784,802	41,477,877	43,576,728	43,576,728	3,791,926	9.5%	\$ -	0.0%
January	28,760,595	29,196,263	32,196,210	32,196,210	3,435,615	11.9%	\$ -	0.0%
February	27,238,115	27,350,419	31,149,534	31,149,534	3,911,419	14.4%	\$ -	0.0%
March*	39,832,144	40,266,992	40,266,992	38,794,242	(1,037,902)	-2.6%	(1,472,750)	-3.7%
April	34,139,323	34,661,953	34,661,953	32,534,853	(1,604,470)	-4.7%	(2,127,100)	-6.1%
May	33,254,120	34,060,402	34,060,402	35,825,917	2,571,797	7.7%	1,765,515	5.2%
June	38,602,297	39,913,555	39,913,555					
July	32,646,635	34,850,176	34,850,176					
August	32,060,088	33,125,024	33,125,024					
September	39,811,956	41,082,472	41,082,472					
<b>Total</b>	<b>\$ 407,309,124</b>	<b>\$ 417,232,383</b>	<b>\$ 432,750,269</b>	<b>\$ 281,944,706</b>	<b>\$ 17,756,558</b>	<b>6.7%</b>	<b>\$ (1,834,335)</b>	<b>-0.7%</b>

\* Restated to reflect self reported sales tax

