

# Memorandum



CITY OF DALLAS

DATE August 03, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – August 03, 2023**

Mayor and City Council,

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

## New Information

- Heat Advisory
- Wastewater treatment plants receive the National Association of Clean Water Agencies' (NACWA) Peak Performance Awards
- Bonds and Racial Equity
- Cities Addressing Fines and Fees Equitably (CAFFE)
- North Texas IT Leaders Cybersecurity Discussion with CISA
- Dallas CIO Named Top 10 City CIO for 2023 by Government CIO Outlook
- FreshStart Employment Program weekly pre-screening

## Weekly Updates

- Convention and Event Services Weekly Event Report
- Office of Procurement Services New Opportunities
- Office of Homeless Solutions Update
  - R.E.A.L. Time Rehousing
  - OHS Street Outreach Update
  - Give Responsibly Campaign Outreach Update
  - H.A.R.T/eam Update
- Media Inquiries

## [NEW INFORMATION](#)

### **Heat Advisory**

While a heat advisory is in effect, partners within the local Continuum of Care are offering additional services so that our unsheltered neighbors may seek relief from the heat, as well as accepting in-kind donations. For all other donations please see the link provided here. The attached information sheet provides details on what services are being offered by our partners during the heat advisory. Contact information for each organization is listed on the information sheet, all other inquires may be directed to [ohsinfo@dallas.gov](mailto:ohsinfo@dallas.gov).

### **Wastewater treatment plants receive the National Association of Clean Water Agencies' (NACWA) Peak Performance Awards**

The Dallas Water Utilities' Southside and Central Wastewater Treatment Plants earned the National Association of Clean Water Agencies' (NACWA) Peak Performance Awards. Both plants received the Peak Performance Silver Award that recognizes treatment facilities with no more than five (5) violations during a single calendar year. The annual award program offers national recognition. Both facilities were among member agencies recognized throughout the U.S. for excellence in wastewater treatment as measured by compliance with their NPDES permit. Should you have any questions, please contact Sarah Standifer, Director (I) of Dallas Water Utilities at [Sarah.Standifer@dallas.gov](mailto:Sarah.Standifer@dallas.gov).

### **Bonds and Racial Equity**

In a collaborative effort led by Assistant City Manager Liz Cedillo-Pereira, the Offices of Equity and Inclusion, City Controllers, Bond and Construction Management, Arts and Culture, City Manager's Office, Housing and Neighborhood Revitalization, City Attorney's Office, and the Ethics officer represented Dallas as one of eight Cities in the inaugural cohort to embed racial equity into bonds issuance. The meeting was hosted by The Public Finance Initiative (PFI), PFM Group Consulting LLC (PFM GC), and Government Alliance on Race and Ethnicity (GARE). During the two-day meeting, technical assistance was provided to the various cities.

For more information, please contact Assistant City Manager Liz Cedillo-Pereira at [liz.cedillopereira@dallas.gov](mailto:liz.cedillopereira@dallas.gov).



### **Cities Addressing Fines and Fees Equitably (CAFFE)**

The Office of Equity and Inclusion in partnership with Dallas Animal Services and the Office of Community Care are pleased to share that the City of Dallas joined the National League of Cities (NLC) convening from June 26-28, 2023. Dallas was one of eight cities (Birmingham, AL; Las Vegas, NV; Maywood, IL; Montgomery, AL; Pueblo, CO; St. Louis,

MO; and Washington, DC) selected for the 2023 CAFFE Cohort to address the impacts of municipal fines and fees on residents.

During the convening, the team was able to explore financial inclusion of services and programs, engage in peer learning, and share Dallas’ comprehensive and cross collaborative approach to addressing disparities. The national partnership with NLC (CAFFE) and cross-collaborative departmental efforts is a part of the continuous work to advance the City’s Racial Equity Plan’s - Big Audacious Goals.

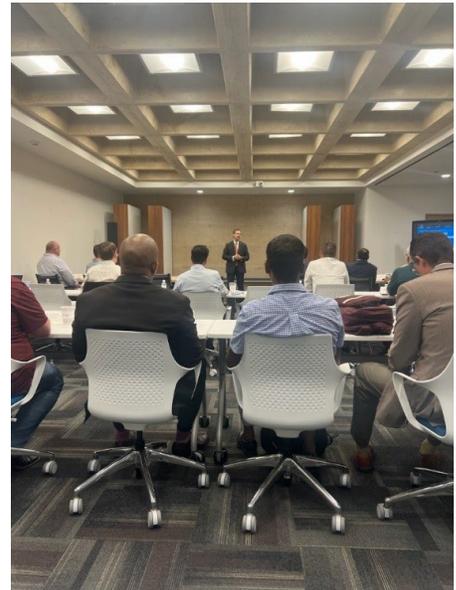
To learn more about the [CAFFE Cohort click here](#). Should you have any questions, contact Dr. Lindsey Wilson, Director of the Office of Equity and Inclusion, at [lindsey.wilson@dallas.gov](mailto:lindsey.wilson@dallas.gov).



### **North Texas IT Leaders Cybersecurity Discussion with CISA**

On Thursday, July 27<sup>th</sup>, the City of Dallas Information & Technology Services (ITS) Department hosted a North Texas IT Leaders Cyber Discussion featuring a team from the Federal Department of Homeland Security’s (DHS) Cybersecurity Infrastructure Security Agency (CISA). The in-person session was held at Dallas City Hall and attended by CIOs, CTOs, & CISOs from local governmental entities in the greater Dallas-Fort Worth area. Executives from the Washington D.C. CISA team, along with CISA’s Texas regional

team attended. All told, there were more than 35 IT leaders representing municipalities ranging in size from less than 6,000 residents (Bridgeport, TX) to large cities with a million or more residents (Fort Worth, TX and Dallas, TX), 5 large independent school districts (Dallas, Fort Worth, Plano, Richardson, & Carrollton/Farmer’s Branch), a major university (University of North Texas), and the Dallas Area Rapid Transit (DART). CISA provided targeted content relevant to the audience, such as the current ransomware environment, technical implementation frameworks, and cybergrants available to local governmental entities. We received many positive comments from attendees and suggestions for creating a quarterly session focused on common technology-related issues for the community. Should you have questions, contact Dr. Brian Gardner, Information & Technology Services, at [brian.gardner@dallas.gov](mailto:brian.gardner@dallas.gov).



### **Dallas CIO Named Top 10 City CIO for 2023 by Government CIO Outlook**

For their July/August 2023 issue, Government CIO Outlook magazine named City of Dallas Chief Information Officer Bill Zielinski to their list of top 10 City CIOs for 2023. The recognition is given to those CIOs that have played a critical role in implementing technological and operational processes delivering vital services to the residents and businesses of their cities. Along with Dallas, CIOs for the cities of Bellevue (WA), Atlanta (GA), Mesa (AZ), Oakland (CA), Goodyear (AZ), Chattanooga (TN), Burbank (CA), Fort Lauderdale (FL), and Arvada (CO) were recognized for the work in their cities. In response to the award, Zielinski stated, “This recognition reflects the good work of the people across the city of Dallas, from those in the IT department, to the mission departments they serve, and the technology partners that support us. It is an honor to be selected.” The full article can be viewed at Government CIO Outlook: <https://civic-engagement.govciooutlook.com/awards/top-10-city-govt-cios-2023-2/>. Should you have questions, contact Michelle Favors, Information & Technology Services, at [michelle.favors@dallas.gov](mailto:michelle.favors@dallas.gov).



### **FreshStart Employment Program weekly pre-screening**

On-site applicant pre-screening to determine eligibility for the FreshStart Employment Program and employment with the City of Dallas is being conducted every Tuesday from 12:00 PM to 5:00 PM at the West Dallas Multipurpose Center, 2828 Fish Trap Rd. Dallas, TX 75212. Also, every Wednesday from 10:00 AM to 1:00 PM at the Janie C. Turner Recreation Center, 6424 Elam Rd. Dallas, TX 75217.

Should you have any questions, please contact Marcus Stewart, Reentry Workforce Coordinator for the Small Business Center at [marcus.stewart@dallas.gov](mailto:marcus.stewart@dallas.gov) or [freshstartemployment@dallas.gov](mailto:freshstartemployment@dallas.gov)

### **WEEKLY UPDATES**

#### **Convention and Event Services Weekly Event Report**

Each week, Convention and Event Services will provide a report featuring two weeks of upcoming events that are either coordinated with the Office of Special Events or hosted at the Kay Bailey Hutchison Convention Center Dallas. The report highlights the dates, location, and Council District for each event, and is attached for your convenience. Should you have any questions or concerns, please contact Rosa Fleming, Director of Convention and Event Services [at rosa.fleming@dallas.gov](mailto:rosa.fleming@dallas.gov).

#### **Office of Procurement Services New Opportunities**

The Office of Procurement Services (OPS) is excited to announce the following new contract opportunities. More information can be found on the City's [electronic bid portal](#):

<b>Opportunity No.</b>	<b>Opportunity Name</b>
CIZ-DWU-23-349/350E	Small and Medium Sized Water and Wastewater Main Designs in Various Locations within the City of Dallas
BQZ23-00022386	Off Duty Management Services

We are also pleased to share the latest, [Procurement Quarterly](#) listing citywide opportunities for the current quarter (of the fiscal year) and published on the OPS [website](#). The City of Dallas Office of Procurement Services will host in-person and virtual meetings to engage business and non-profit vendors with technical assistance regarding "Doing Business with the City of Dallas". For more information about the City of Dallas Office of Procurement Services or to schedule an appointment, please contact Angela Akins, at [Angela.akins@dallas.gov](mailto:Angela.akins@dallas.gov) or call 972.243.2127

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

## **Office of Homeless Solutions Updates**

### **R.E.A.L. Time Rehousing**

The Dallas Real Time Rapid Rehousing (D.R.T.R.R.) team of homeless service providers, co-led by the Office of Homeless Solutions (OHS) and Housing Forward is on track to house over 2,700 unique individuals by 2023. The City and its partners now have a new goal of housing 6,000 unique individuals by 2025 and have rebranded the initiative to reflect the rehousing of those individuals across the expanse of the metroplex to R.E.A.L. Time Rehousing (RTR).

### **OHS Street Outreach Update**

Outreach is currently targeting several encampments, which will result in closure through the housing of those unsheltered individuals throughout the year. The team will outreach to these sites and meet with various persons experiencing homelessness to assess their needs in preparation for site closure via housing. During this time, the OHS Street Outreach Team will continue to engage with unsheltered residents through normal street outreach, connecting people with the needed resources, such as: getting IDs, working with Community Courts on expunging eligible tickets and offenses from their records, identifying medical needs, and getting them access to the Coordinated Access System (CAS). The RTR Community Dashboard is live and may be found here.

Please see the attached schedule for homeless encampment cleaning the week of July 31 through August 4, 2023. Please note that these will be for debris removal and outreach only. All encampment cleaning requests are being resolved as time and weather allows and are subject to modification in response to special requests by City leadership.

### **Give Responsibly Campaign Outreach Update**

The Office of Homeless Solutions and Code Compliance work together to promote the Give Responsibly Campaign (GRC). This initiative aims to prevent street charity and illegal solicitation in the community through education and engagement. While providing alternative solutions for our residents experiencing homelessness.

The Office of Homeless Solutions Community Liaison and Code Compliance Neighborhood Code Representatives are partnering to visit businesses in hot spots across all districts, which started May 16, 2023. So far, OHS has visited businesses in Districts 2 and 8 with plans to visit Districts 3,4,6,11, and 12 scheduled for June, July, and August. This joint effort aims to address issues related to homelessness and the adverse effects street charity and illegal solicitation have on the community. It will provide education on sustainably supporting those in need while ensuring a safer and more comfortable environment for businesses and their patrons. For more information on the GRC, to request GRC materials, or to request event/meeting presence, please reach out to the OHS Community Liaison, Marci Jackson, at [Marci.Jackson@dallas.gov](mailto:Marci.Jackson@dallas.gov).

### **H.A.R.T/eam Update**

The Homeless Action Response Team (H.A.R.T/eam) is led by the Office of Homeless Solutions (OHS) and encompasses four teams comprised of a core team of the following: Crisis Intervention Team (CIT), Dallas Animal Services (DAS), Dallas Marshals, and Code Compliance (Code). This team is supplemented by Parks and Recreation, Dallas Fire & Rescue, and Public Works as needed. The purpose of H.A.R.T/eam. is to provide a quick response to immediate safety concerns around homeless encampments and hot spots. To report a critical issue regarding an encampment or panhandling, please submit a service request to 311 or the OurDallas smartphone app. For any questions or concerns please reach out to the H.A.R.T. Supervisor, Anthony Virgil, at [Anthony.Virgil@dallas.gov](mailto:Anthony.Virgil@dallas.gov).

The teams are assigned and respond to time-sensitive, critical issues received via 311 and via email which are defined as:

- Issues raised by City Leadership and members of City Council requests
- Issues presenting an immediate safety concern (the presence of firearms, uncontrolled fires, reports of threatening behavior)
- Any issues which would derail the normal street outreach service resolution process
- Panhandling

Please see the attached the H.A.R.T/eam's performance measures for the week of July 24 through July 29, 2023, and the H.A.R.T/eam's encampment resolution schedule for July 31 through July 29, 2023. OHS staff will also send individual H.A.R.T. encampment resolution reports bi-weekly to applicable Districts for a more comprehensive report out on the data outside of the TCB.

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

### **COM Media Inquiries**

As of July 31, 2023, the Communications, Outreach, and Marketing (COM) Department has received various media inquiries available to view [here](#). For more information, contact Catherine Cuellar, [catherine.cuellar@dallas.gov](mailto:catherine.cuellar@dallas.gov).

### **Dallas Fire-Rescue Media Inquiries**

The following storylines reference the major media inquiries addressed by Dallas Fire-Rescue (DFR) during the period dating from July 25<sup>th</sup> – 31<sup>st</sup>. A more detailed account of the department's responses to those inquiries, and others, can be viewed at

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[link](#). Should you have any questions or concerns, please contact Fire Chief, Dominique Artis, at [dominique.artis@dallasfire.gov](mailto:dominique.artis@dallasfire.gov).

- DFR Continues to Focus Efforts on Personnel’s Mental Health
- DFR Dispatches Six Alarm Response to Church Fire
- Crews Battle Large Grass Fire in South Dallas

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



T.C. Broadnax  
City Manager

c: Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

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

# HEAT-RELATED ILLNESSES

## WHAT TO LOOK FOR

## WHAT TO DO

### HEAT STROKE

- High body temperature (103°F or higher)
  - Hot, red, dry, or damp skin
  - Fast, strong pulse
  - Headache
  - Dizziness
  - Nausea
  - Confusion
  - Losing consciousness (passing out)
- Call 911 right away-heat stroke is a medical emergency
  - Move the person to a cooler place
  - Help lower the person's temperature with cool cloths or a cool bath
  - Do not give the person anything to drink

### HEAT EXHAUSTION

- Heavy sweating
  - Cold, pale, and clammy skin
  - Fast, weak pulse
  - Nausea or vomiting
  - Muscle cramps
  - Tiredness or weakness
  - Dizziness
  - Headache
  - Fainting (passing out)
- Move to a cool place
  - Loosen your clothes
  - Put cool, wet cloths on your body or take a cool bath
  - Sip water
- Get medical help right away if:**
- You are throwing up
  - Your symptoms get worse
  - Your symptoms last longer than 1 hour

### HEAT CRAMPS

- Heavy sweating during intense exercise
  - Muscle pain or spasms
- Stop physical activity and move to a cool place
  - Drink water or a sports drink
  - Wait for cramps to go away before you do any more physical activity
- Get medical help right away if:**
- Cramps last longer than 1 hour
  - You're on a low-sodium diet
  - You have heart problems

### SUNBURN

- Painful, red, and warm skin
  - Blisters on the skin
- Stay out of the sun until your sunburn heals
  - Put cool cloths on sunburned areas or take a cool bath
  - Put moisturizing lotion on sunburned areas
  - Do not break blisters

### HEAT RASH

- Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases)
- Stay in a cool, dry place
  - Keep the rash dry
  - Use powder (like baby powder) to soothe the rash



## Heat Plan for Unsheltered Residents

The following **Salvation Army** Dallas locations have Cooling Stations open for those that need to seek refuge from the heat. Snacks and bottled water are available. Additionally, the locations will distribute bottled water and box fans (beginning mid-July) through their food pantries.

- The Salvation Army Carr P. Collins Social Service Center—5302 Harry Hines Boulevard, Dallas; open 7 days a week
- The Salvation Army Pleasant Grove Corps Community Center—8341 Elam Road, Dallas; open M-F 9:00-5:00
- The Salvation Army Oak Cliff Corps Community Center—1617 W. Jefferson Boulevard, Dallas; open M-F 9:00-5:00

Details can also be found here: <https://salvationarmytx.org/north-texas/heat-relief>

**Union Gospel Mission Dallas** is extending check-in times to 7:00PM daily at Calvert Place Men's Shelter located at 3211 Irving Blvd. The chapel area has been converted into a pop-up cooling area. The shelter needs bottled water, Gatorade and donations for the purchase of a commercial outdoor misting system. For more information about UGM, please visit <https://ugmdallas.org/>

**Our Calling** is open on Monday through Saturday and will remain open if the heat index reaches 105 degrees. The facility will be open until 5:00 PM or until the heat index drops below 105. The heat index is determined using [weather.gov](http://weather.gov) for zip code 75215. The facility is closed on Sundays and holidays. There is a great need for bottled water. For more information, please visit <https://www.ourcalling.org>.

**Austin Street Center** will be providing access to their lobby for air conditioning, hydration and phone charging from 8am – 6pm daily. Any and all are welcome to use the lobby.

- Austin Street will be increasing their bed count to ensure the most vulnerable are able to gain access to a shelter bed. They will be waiving the requirement of having an ID.
- In-kind Donations needed include: Blankets, Towels, feminine products, shampoo, conditioner, toothbrush and toothpaste. A full list can be found at <https://austinstreet.org/donate/>
- All donations can be dropped off at 1717 Jeffries Street, Dallas TX 75229 daily from 9am – 5pm.

Staff from **The Bridge Homeless Recovery Center**, located at 1818 Corsicana St., are patrolling the immediate area and offering water to individuals. During these engagements, staff is encouraging unsheltered homeless citizens to go to The Bridge's campus to shower, cool down, and take advantage of all services. For more information at about The Bridge, visit <https://www.bridgehrc.org/>

# ➤ FreshStart Employment Program

## PRE-SCREENING

This event is to determine eligibility for the FreshStart Employment Program and employment with the City of Dallas.



- » Gainful and stable employment
- » Benefits that start on day one
- » A starting salary of \$18 per hour
- » Growth and advancement opportunities

Every Wednesday | 10 a.m. to 1 p.m.  
Janie C. Turner Recreation Center  
6424 Elam Rd.  
Dallas, TX 75217



For more information about the FreshStart Employment Program and program eligibility, visit [bit.ly/FreshStartDallas](https://bit.ly/FreshStartDallas)  
Email us to register: [freshstartemployment@dallas.gov](mailto:freshstartemployment@dallas.gov)

# ➤ Programa de empleo FreshStart

## EVALUACIÓN PRELIMINAR

Este evento es para determinar si cumples con los requisitos para el programa de empleo FreshStart y para ser contratado por la Ciudad de Dallas.



- » Empleo remunerado y estable
- » Beneficios desde el primer día
- » Salario inicial de \$18 la hora
- » Oportunidades de crecimiento y ascenso

Todos los miércoles | 10 a.m. a 1 p.m.  
Janie C. Turner Recreation Center  
6424 Elam Rd.  
Dallas, TX 75217



Para más información sobre el programa de empleo FreshStart y los requisitos, visita  
[bit.ly/FreshStartDallas](https://bit.ly/FreshStartDallas)

Envía un correo para registrarte: [freshstartemployment@dallas.gov](mailto:freshstartemployment@dallas.gov)

# ➤ FreshStart Employment Program

## PRE-SCREENING

This event is to determine eligibility for the FreshStart Employment Program and employment with the City of Dallas.



- » Gainful and stable employment
- » Benefits that start on day one
- » A starting salary of \$18 per hour
- » Growth and advancement opportunities

Every Tuesday | 12 to 5 p.m.  
West Dallas Multipurpose Center  
2828 Fish Trap Rd.  
Dallas, TX 75212



For more information about the FreshStart Employment Program and program eligibility, visit [bit.ly/FreshStartDallas](https://bit.ly/FreshStartDallas)  
Email us to register: [freshstartemployment@dallas.gov](mailto:freshstartemployment@dallas.gov)

# ➤ Programa de empleo FreshStart

## EVALUACIÓN PRELIMINAR

Este evento es para determinar si cumples con los requisitos para el programa de empleo FreshStart y para ser contratado por la Ciudad de Dallas.



- » Empleo remunerado y estable
- » Beneficios desde el primer día
- » Salario inicial de \$18 la hora
- » Oportunidades de crecimiento y ascenso

Todos los martes | 12 a 5 p.m.  
West Dallas Multipurpose Center  
2828 Fish Trap Rd.  
Dallas, TX 75212



Para más información sobre el programa de empleo FreshStart y los requisitos, visita  
[bit.ly/FreshStartDallas](https://bit.ly/FreshStartDallas)

Envía un correo para registrarte: [freshstartemployment@dallas.gov](mailto:freshstartemployment@dallas.gov)



**City of Dallas**

**Convention and Event Services  
Weekly Events Report  
August 4, 2023**

<b>Event Type</b>	<b>Name</b>	<b>Dates</b>	<b>Location</b>	<b>District</b>
Special Event	Dallas BootNiQ!	8/5/2023	2459 Givendale Rd.	8
Special Event	Queens' Market	8/5/2023	1508 Commerce St.	14
Special Event	Happiest Hour Summer Nights with DJ Deux Twins #1	8/5/2023	2616 Olive St.	14
Special Event	Urban Heat Island Mapping -Volunteer Drop Off-Pick Up Area	8/5/2023	1500 Marilla St.	2
Special Event	Hatch 2023 #2	8/12/2023	4349 W. Northwest Hwy.	13
Special Event	Blue Mass	8/12/2023	2215 Ross Ave.	14
Special Event	International Youth Day Celebration	8/12/2023	4212 East Grand Ave.	7
Special Event	Deep Ellum Outdoor Market #15	8/12/2023	100 - 100 N. Crowdus St.	2
Special Event	Faith on Fire – Worship, Prayer & Street Outreach	8/12/2023	1500 Marilla St.	2
Special Event	For Oak Cliff Back to School Festival	8/12/2023	907 E. Ledbetter Dr.	4
Special Event	TxDOT – Drive Sober. No Regrets Labor Day Campaign	8/16/2023	1500 Marilla St.	2
Special Event	Groves-Wilson Rehearsal Dinner	8/18/2023	2821 Turtle Creek Blvd.	14

**KBHCCD Schedule of Events**

KBHCC	Global Business Travel Association Annual 2023	8/14/2023	650 S. Akard St.	2
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**City of Dallas  
Office of Homeless Solutions  
TCB Update – August 3, 2023**

**Encampment Resolution (Cleaning) Schedule  
July 31 – August 4, 2023**

<b>Location</b>	<b>District</b>
300 Henry	2
2222 S Cesar Chavez	2
Taylor & Canton	2
500 S Peak St & E RL Thornton	2
Semmons at Oaklawn & Harry Hines	2
75 Initiative	Multiple
4420 W. Kiest Dr	3

**OHS  
H.A.R.T. Outreach and Advocacy  
July 24 – July 29, 2023**

<b>Performance Measure</b>	<b>Total</b>
Number of Service Request Closed within 10 days	12
Number of Service Request still open (pending closure)	39
Number of MCC's received for the week	9
Number of Locations Visited	38
Number of Individuals Engaged	44
Number of HMIS Entered	5
Number of Panhandlers Engaged	1

**H.A.R.T. Encampment Resolution (Cleaning) Schedule  
July 31 – August 5, 2023**

<b>Location</b>	<b>District</b>
Harry Hines Bridge	2
8020 S Polk St	1