

Memorandum



CITY OF DALLAS

DATE September 22, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT **FAQ and Communications Plan for Service Modification related to Houston - Hurricane Harvey Debris Collection Request**

As shared last week, on September 27th, the Dallas City Council will consider approval of a Mutual Aid agreement with the City of Houston to send a debris collection response team to help clean-up Houston for up to 30 days. If approved, this agreement will require the voluntary cooperation of Dallas residents to limit the type and amount of large waste (brush/bulk) they place for collection until the end of the year.

The attached **Frequently Asked Questions** may be used to help address questions. If the Mutual Aid agreement is approved, the attached draft **Communications Plan** can be quickly implemented to alert the public to the proposed modification and how they can participate. This plan was developed to assure a layering of coverage to inform and remind customers of the modification and how they can help Dallas be a good neighbor during the hurricane cleanup.

If you would like more information about either the FAQs or the Communications Plan, please let me know.

A handwritten signature in black ink, appearing to read 'Jody Puckett', written over a white background.

Jo M. (Jody) Puckett
Assistant City Manager (Interim)

[Attachments]

c: T.C. Broadnax, City Manager
Larry ~~Casto~~, City Attorney
Craig D. Kinton, City Auditor
Biliera Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
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Modified Brush and Bulk Collection FAQs

Why send City workers to help in Houston?

By helping Houston, the City of Dallas and Dallas residents have the chance to be good neighbors. The City of Houston recently experienced unprecedented flooding and flood damage due to Hurricane Harvey. Due to the extensive flood damage to homes and personal property, Houston has estimated that over 8 million cubic yards of waste debris will be generated because of Hurricane Harvey. The Mayor of Houston asked Dallas' Mayor for help. On September 27th, the City Council is scheduled to approved a mutual aid agreement with the City of Houston for debris removal assistance

How much will it cost for the Dallas' debris removal effort?

We anticipate the cost to be approximately \$1.8M and the mutual aid agreement allows for us to be reimbursed. Dallas' debris removal team will utilize about 35% of Dallas Sanitation Services bulk and brush collection crews, as well as personnel from Dallas Water Utilities, Street Services and Trinity Watershed Management. The crews, comprised of approximately 60 employees and over 50 pieces of equipment may be deployed in Houston for up to 30 days.

Why are we modifying the brush and bulky waste service for 90 days when we will be in Houston for 30 days?

First, we are deploying 35% of our available team to help Houston. Based on recent experience, without a voluntary service adjustment, the volumes of material may exceed our remaining crews' capacity to manage the collections within the collection weeks for October and then could impact service for November and December. By utilizing this approach, we believe it will help us smooth out the volumes of material allowing us to return to normal service levels no later than January 2018.

What is the proposed modified brush and bulky waste schedule?

Between October and December, Dallas residents are being asked to voluntarily restrict the amount and type of items they leave at the curb for monthly brush and bulk waste collection. Although early set-out times and collection weeks will remain the same, we are asking residents to follow the modified bulk/brush collection program recommendations below:

Amount—Please limit the volume of set-outs if possible

October-- Brush/yard waste only

November-- Bulky waste only

December-- Brush/yard waste only

Use the landfill or transfer stations for self-hauling and disposal



City of Dallas

Modified Brush and Bulk Collection FAQs

What is brush/yard and bulky waste?

Brush/yard waste includes tree limbs, shrubbery, and bagged leaves from resident's yards.

Bulky waste includes old furniture, appliances without Freon, mattresses, and oversized materials that don't fit into the garbage roll cart. It does not include electronics, construction debris, bricks, glass, concrete, rocks, auto parts, or tires. For proper disposal of these items call 3-1-1.

What else can residents do to help?

If you are using a contractor for seasonal tree trimming, landscaping, or other improvement projects, you might ask your contractor about the inclusion of disposal services (rather than leaving the items at the curb in front of your home). For a reasonable fee, commercial customers can utilize the City's Bachman Transfer Station or the McCommas Bluff landfill for disposal.

Where are the transfer stations and is there a charge to use them?

Dallas citizens (with proof of residency, such as a current driver's license or Dallas water bill) may transport materials from their residence in cars, station wagons, pickup trucks or trailers less than fifteen feet in length at no charge, to the landfill and transfer stations.

McCommas Bluff Landfill

5100 Youngblood Road

(214) 670-0977

Monday – Friday 5:00 am to 8:00 pm

Saturday – 6:00 am to 4:00 pm

Sunday - Closed

Northeast (Fair Oaks) Transfer Station (Wednesday and Saturday Only)

7677 Fair Oaks Avenue

(214) 670-6126

Wednesday & Saturday 7:30 am to 5:00 pm

Northwest (Bachman) Transfer Station

9500 Harry Hines Boulevard

(214) 670-6150

Monday – Saturday 7:30 am to 5:00 pm

Southwest (Oak Cliff) Transfer Station

4610 S. Westmoreland Road

(214) 670-1927

Wednesday & Saturday 7:30 am to 5:00 pm



Modified Brush and Bulk Collection FAQs

What if I forget and put out the wrong thing one month? Will I get a citation from Code Compliance?

No, the City will not issue Code Compliance citations to residents who might forget and put out too much, or who might accidentally put out the wrong thing during the temporary collection modification period. **However, residents will still be required to set-out items within the specified collection timeframe. Items that are set-out too early or during the wrong week will still be subject to possible citations. To verify your week of service, call 3-1-1 or download the City of Dallas Sanitation app.**

How will I know when it's time to go back to the regular schedule?

Sanitation Services expects to resume normal operations in January 2018. Information will be shared with customers through social media such as Twitter, NextDoor and Facebook, as well as on the city's website.

If I have questions, where can I get more detail?

For more information about the temporary brush and bulky waste collection schedule go to the Sanitation department pages at www.dallascityhall.com or call 3-1-1.



Modified Brush and Bulk Collection

Communications Overview

Key Messages:

1. By helping Houston, the City of Dallas and **Dallas residents are being good neighbors.**
2. **The brush and bulky waste collection change is temporary.** Normal collections will resume in January 2018.
3. **The change will require voluntary and easy customer changes.**
4. **Residents who forget to voluntarily follow the collection changes will not be ticketed.**

Channels & Tools

Audience	Tool	Message	Send Date(s)
Customers	Bilingual robocall using customer phone numbers	1,2,3, for detail download Sanitation app or call 3-1-1	September 27
Customers	Dallas Sanitation App (text, calls, and emails)	1,2,3,4	Sept 27; Oct 5, 12, 19, 26; Nov 2, 9, 16, 23, 30; Dec 7,14, 21, 28
Customers	Water bill insert	Thank You, return to normal schedule, 2018 brush calendar	December 2017
General Public	Email blast to contacts using Salesforce	1,2,3,4, for detail download Sanitation app or call 3-1-1	Sept 27/28; Oct 5/6; Nov 2/3; Dec 7/8 (this format is initial date/resend to unopened date)
General Public	Post on Dallas City News	1,2,3,4	Sept 27; Oct 5; Nov 2; Dec 7
General Public	Post on Sanitation Page of City Website	1,2,3,4, for detail download Sanitation app	Sept 27; Oct 5; Nov 2; Dec 7
General Public	Scheduled social media messages on NextDoor and official social media accounts for SAN and City; share with MCC for voluntary distribution	1,2,3,4 for detail go to city website	Sept 27; Oct 5, 12, 19, 26; Nov 2, 9, 16, 23, 30; Dec 7,14, 21, 28
General Public	Digital billboards	1, 3 for detail go to city website	September 28
MCC	Memo, COMM Overview & FAQs	1,2,3,4	Sept 21
311 staff	FAQs	1,2,3,4	Sept 20
SAN staff	Email blast from Director	1,2	Sept 27
SAN staff	Message on dept radio system from Director	1,2,	Sept 29



Modified Brush and Bulk Collection

Communications Overview

Media	Press Availability following Council Vote	1,2,3,4	Sept 27
Media	Press release distribution	1,2,3,4	Sept 27
Media	Live Interviews when crews leave Dallas headed to Houston	1,2,3, for detail download Sanitation app	Oct 1
Homeowners and influential bloggers	Email blast to self-subscribers to the city's database	1,2,3,4 for detail go to city website	Sept 27; Oct 5, 12, 19, 26; Nov 2, 9, 16, 23, 30; Dec 7, 14, 21, 28

Memorandum



CITY OF DALLAS

DATE September 22, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT **September 27, 2017 Agenda Item #4 – Utility Invoice Printing, Insertion, Mailing and Document Composition**

Agenda Item #4 will be presented to the City Council on the September 27, 2017 Agenda, authorizing a five-year service contract with two one-year renewal options for the printing, insertion, mailing, and document composition services of invoices for Dallas Water Utilities (DWU) and Court & Detention Services (CTS).

Dallas Water Utilities: Approximately 300,000 accounts are invoiced monthly for charges related to water, wastewater, sanitation, and storm water services with approximately 250,000 of those being printed and mailed. In addition to invoices and notices, DWU also provides informational inserts and remittance envelopes in the mailings. Invoices are printed, inserted with additional communication material and mailed each business day.

This contract will provide services to DWU not currently available:

- The ability to track the envelopes with a printed intelligent mail barcode
- Secured hosted web portal to manage ad-hoc letters/forms and messages
- Access to multi-color printing
- Online quality control
- Disaster recovery and redundancy
- Access to prevalent technologies in the printing, insertion and mailing industry

The current annual cost of this service for DWU is approximately \$2.12 million and the new contract's annual cost is \$1.73 million, reducing expenditures by approximately \$400,000. The contract will maintain United States Postal Service (USPS) compliance, achieving the most economical first-class postage rate and ensuring customers receive their invoices within one to two days. Approximately 70% of the contract's cost is related to postage.

To reduce printing and mailing costs, DWU offers paperless billing and online payment:

- The **"Go Green. Go Paperless"** Initiative to promote paperless billing and online payment was established in 2013 and advertised through bill inserts, the invoice, back of the invoice envelope, public meetings, and at www.gopaperlessdwu.com.
- Customers can sign up at www.epay.dallascityhall.com to view bills and make one-time or recurring draft payments from their bank accounts or credit cards.
- Customers can also use their own bank's online bill pay service, pay by phone, mail, authorized pay station location, City Hall Lobby, or the Ervay Street Drop Box

DATE September 22, 2017
SUBJECT September 27, 2017 Agenda Item #4 – Utility Invoice Printing, Insertion, Mailing and Document Composition

- Paperless participation has increased since 2013. In the current fiscal year, just under 20% of DWU customers are paperless.

Courts & Detention Services: CTS provides administrative and clerical support for the Dallas Municipal Court which includes processing criminal and civil cases for city law enforcement departments. The court corresponds with defendants, attorneys, and jurors by mail. Since 2014, CTS also began sending reminder letters to defendants upon receiving a citation. In accordance with the State Office of Court Administration, the court must send reminder letters when a defendant defaults on a payment plan. Other types of letters sent are warrant notifications, court settings, and juror summonses.

This contract provides CTS with many of the same benefits listed for DWU. In addition, this contract provides these services that are not currently available:

- Reports showing addresses matched to the National Change of Address database
- Real-time online status report of all print jobs
- The ability to identify and suppress addresses that are not valid with the USPS

The current annual cost of this service for CTS is approximately \$252,000 and the new service contract cost is \$202,000, reducing expenditures by \$50,000. There may be additional savings on postage as invalid addresses can be suppressed and not mailed. These benefits will significantly enhance the Courts ability to communicate with defendants, jurors, and attorneys in an efficient, timely and cost-effective manner.

When this contract is fully implemented, Business Development & Procurement Services will review staffing levels and duties of staff within the operation. Some authorized full-time positions have been intentionally left vacant until City Council makes a final decision on this item and other operational changes.

Please let me know if you have any questions.



Majed A. Al-Ghafry
Assistant City Manager

C: T.C. Broadnax, City Manager
Larry Caslo, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Jo M. (Jody) Puckett, Assistant City Manager (Interim)

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
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Theresa O'Donnell, Chief of Resilience
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Memorandum



CITY OF DALLAS

DATE September 22, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT **September 27, 2017 Agenda Item #41 – Elm Fork Water Treatment Plant Pump Station No. 1 Replacement**

Agenda Item #41 will be presented to the City Council on the September 27, 2017 Agenda, authorizing a contract for the construction of a new pump station to replace the existing Pump Station No. 1 at the Elm Fork Water Treatment Plant in the amount of \$50,090,500.

Pump Station No. 1 was constructed in 1952 and served as the plant's original raw water and potable water pump station. Replacement of the facility is necessary to address aging infrastructure and bring the facility up to current standards and capacity requirements. This project was identified as the third highest pump station replacement priority in the 2007 Water Capital Infrastructure Assessment Report.

The new pump station will incorporate more efficient technology and provide greater flexibility in pumping operations. The project includes new raw water and potable water pumps, as well as associated yard piping, valves, and electrical improvements necessary to connect the new pump station. Also included are chlorine and ammonia feeds to improve water quality and a connection point for the proposed 72-inch water main between the Bachman Water Treatment Plant and the Elm Fork Water Treatment Plant.

Rehabilitation and replacement of the facility were both evaluated during the design process. Replacement of the facility was recommended based on several factors, including: ability to meet current standards, accessibility to equipment and worker safety, and ability to maintain service during construction. The project is expected to last 36 months with the facility being placed into service by December 2020.

Please let me know if you have any questions.

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

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

DATE September 22, 2017

SUBJECT

September 27, 2017 Agenda Item #41 – Elm Fork Water Treatment Plant Pump Station No. 1 Replacement

- c: T.C. Broadnax, City Manager
Larry ~~Casto~~, City Attorney
Craig D. Kinton, City Auditor
Biliera Johnson, City Secretary (Interim)
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CITY OF DALLAS

DATE September 22, 2017

Honorable Members of the Government Performance & Financial Management Committee: Jennifer S. Gates (Chair), Scott Griggs (Vice Chair), Sandy Greyson, Lee M. Kleinman, Philip T. Kingston, Tennell Atkins, Kevin Felder

SUBJECT **Follow-up to Questions from September 18 Government Performance & Financial Management Committee Meeting**

Please find below answers to questions committee members asked during the September 18 Government Performance and Financial Management Committee meeting.

Delinquent Tax Collection Performance Report

1. Where are the delinquencies located, by district and/or by zip code?

Linebarger Law Firm does not break out their data by Council District or zip code. They are reaching out to the Appraisal District and possibly the Tax Office to gather the necessary data to provide this information to Council.

2. What percentage of your cases are pro bono?

Linebarger Law Firm does not currently break out data on non-revenue generating cases, and they requested some additional time to gather information on this number.

Communications Related to the FY 2016 Audit

3. Provide the aggregate dollar amount that Grant Thornton spent in 2016 and projects to spend in 2017 for all MWBE contractors.

FY 2016 Audit- Actual Payments	FY 2017 Audit – Projected Payments
Hopkins & Associates - \$81,790	Hopkins and Associates - \$81,300
Logan & Associates - \$81,790	Logan and Associates - \$81,300
Serna & Associates - \$52,700	Serna and Associates - \$52,030
Owens & Thurman - \$110,880	Owens & Thurman - \$110,579

DATE September 22, 2017
SUBJECT Follow-up to Questions from September 18 Government Performance & Financial Management Committee Meeting

4. Provide copies of the audit reports.

Audited financials for current and past years are available online on the Financial Transparency webpage at:

<http://www.dallascityhall.com/departments/officefinancialservices/financialtransparency/pages/audited-financials.aspx>

Please let me know if you need additional information.



M. Elizabeth Reich
Chief Financial Officer

Attachment

c: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
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DATE September 22, 2017
TO Honorable Mayor and Members of the City Council
SUBJECT **City License Applications**

Attached is a list of the most recent Dance Hall and/or Sexual Oriented Business applications received for the week of September 4-8, 2017 by the Strategic Deployment Bureau Licensing Squad of the Dallas Police Department.

Please have your staff contact Sergeant Lisette Rivera, #7947 at (214) 670-4811 and/or by email at lisette.rivera@dpd.ci.dallas.tx.us should you need further information.



Jon Fortune
Assistant City Manager

cc: T.C. Broadnax, City Manager
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Weekly License Application Report

September 04, 2017 - September 08, 2017

<i>BEAT</i>	<i>DIST.</i>	<i>NAME OF BUSINESS</i>	<i>ADDRESS</i>	<i>LICENSE</i>	<i>STATUS</i>	<i>LATE HOUR</i>	<i>DATE</i>	<i>APPLICANT</i>
516	2	039 NIGHTCLUB	1820 W. MOCKINGBIRD #34	DH-CLASS A	RENEWAL	YES	9/6/2017	MENDOZA, PEDRO
512	6	ODYSSEY ADULT VIDEO MEGA	910 W. MOCKINGBIRD LANE	SOB- BOOKSTORE	NEW	NO	9/6/2017	BHATT, NIVA
154	14	LIZARD LOUNGE	2424 SWISS AVENUE	DH-CLASS A	RENEWAL	YES	9/6/2017	NEDLER, DONALD

License Definitions: ***DH - Class "A" -Dance Hall - Dancing Permitted 3 Days Or More A Week***
DH - Class "B" Dance Hall - Dancing Permitted Less Than Three Days a Week
DH - Class "C" Dance Hall - Dancing Scheduled One Day At A Time
DH - Class "E" Dance Hall - Dancing Permitted Seven Days A Week for Persons Age 14 through Age 18 Only
LH - Late Hours Permit - Can Operate A Dance Hall Until 4:00
BH - Billiard Hall - Billiards Are Played
***SOB - Sexually Oriented Business - Adult Arcade / Adult Book/Video Store / Adult Cabaret / Adult
Adult Theater / Escort Agency / Nude Model Studio***