

Memorandum



DATE December 15, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT **DHA Inspection and Quality of Life Program**

Over the past few months City staff have been working with the Dallas Housing Authority (DHA) to develop guidelines by which the two entities can work together and improve the quality of life and reduce crime on DHA property. I am pleased to inform you that we have established a proactive and collaborative inspection process to ensure the highest standard of living for tenants, and a framework for us to work together to the mutual benefit of Dallas residents and DHA tenants residing in public/assisted housing properties.

I have attached a copy of the new DHA Inspection and Quality of Life Program for you to reference. The program provides a structured process for standard and effective communication between the two entities via the Cooperative Inspection and Quality of Life Committee that will meet monthly. The program further addresses inspection protocols based on an alternative inspection program designed to leverage existing federal and state inspections, for which DHA is required to adhere. Finally, the program will help to address criminal and nuisance activity on DHA property by requiring specific strategies be developed to reduce abatable crime. If at any time DHA fails to participate or work to address abatable crime, the City may recommend a specific property to the City's RISK Nuisance Abatement Program.

The DHA Inspection and Quality of Life Program will begin in January 2018. I am excited about the implementation of the program, and believe that it represents a new era of cooperation and collaboration between the City and DHA. Please review the attached program document and let me know if you have any specific questions or comments.



T.C. Broadnax
City Manager

[Attachment]

cc: Larry Casto, 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
Majed A. Al-Ghafry, Assistant City Manager
Jo M. (Jody) Puckett, Assistant City Manager (Interim)

Jon Fortune, Assistant City Manager
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Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Dallas Housing Authority Inspection and Quality of Life Program

Objective: Establish a proactive and collaborative inspection process between the City of Dallas (City) and the Dallas Housing Authority (DHA) to ensure the highest standard of living for its tenants. The City and DHA will work together to the mutual benefit of Dallas residents and DHA tenants residing in public/assisted housing properties. The following alternative inspection program is designed to leverage existing federal and state inspection protocols, which DHA as an administrator of the some of the nation's affordable housing programs is required to adhere to, develop measurable property specific goals/objectives related to quality of life services, and enhance the lines of communications between the City and DHA.

1. Communication

- Establish a Committee with representatives from both DHA and City Departments known as the Cooperative Inspection and Quality of Life Committee (Committee).
- City team members to include representatives from the following departments: Dallas Police Department, City Attorney's Office (community prosecutor), Fire Marshal, Housing & Neighborhood and Revitalization, and Code Enforcement. DHA team members to include representatives from the following departments: Housing Operations, Legal, Compliance and Executive as well as contracted vendors.
- The Committee will meet on the 4th Monday of each month at alternating locations to collaboratively review crime data, resolve any code or public/tenant documented complaints and establish property specific public safety goals and objectives. To address these and any other identified quality of life concerns, the Committee may also initiate the planning and coordination of City and DHA resources such as access to and the use of surveillance video cameras, crime data analysis, sex offender registry, coordination of 3rd party security service, hiring of off-duty DPD officers and/or other law enforcement personnel, DHA lease enforcement, use of off-line DHA public housing units, use of DHA community space for police athletic leagues, covert/undercover stings, warrant round-up, crime watch groups, and etc.
- The Committee will review DHA inspection reports and/or tenant complaints provided to DHA and/or the City regarding living conditions, public safety or other inspection issues.
- The Committee will establish mutually acceptable property specific measurable outcomes and goals to resolve identified issues or challenges.
- Establish, where appropriate, quantifiable performance standards and agree to reporting protocols.

- The Committee will maintain meeting minutes (DHA to provide administrative support as needed) as well as present formal crime prevention/suppression plans for each DHA property to the executive team.
- The executive teams of the City and DHA, including the City Manager and Executive Director of DHA, will meet at least quarterly to review formal crime prevention/suppression plans, measure progress of established strategies and allocate additional resources where necessary.
- As part of its governance structure, DHA shall provide quarterly written status reports of the Committee's work to its Board of Commissioners and the City Manager for review and comment.
- To improve communication and coordination, DHA and the City will provide a joint annual briefing of the Committee's Annual Plan to the Dallas Housing Authority Board of Commissioners and City Council for review and comment.

2. Code and public safety related issues.

- Property Inspections
 - To determine the physical condition of each DHA asset. DHA properties are inspected by 3rd party agents of the U.S. Department of Housing and Urban Development (HUD) and/or by the Texas Department of Housing and Community Affairs (TDHCA) (depending on the property type and source of financing). Both federal and state inspections follow the Uniform Physical Condition Standards (UPCS) protocol. A copy of each UPCS inspection report shall be made available for the City for review. DHA inspection reports will be provided via a shared data access drive.
 - DHA agrees to address UPCS inspection or tenant identified deficiencies within 30-days.
 - City will accept the 3rd party UPCS inspection reports in lieu of City inspection.
 - On the condition that DHA is subject to 3rd party UPCS inspections and provides the reports to the City, and demonstrates a willingness to cooperate, it will not be necessary for the City to perform inspections per the City Rental Inspection Program.
 - City and DHA agree that HUD Real Estate Assessment Center (REAC) – UPCS inspection reports with a failing score, as defined by HUD, may trigger additional inspection per the City Rental Inspection Program.
 - If a City inspection is warranted, per the agreed to standards above, an initial inspection report (rather than citations) will be provided to the DHA and City Committee to review DHA's established plan for resolution.

- The Committee will monitor and review DHA plans and progress to address noted inspection items.
 - Items not addressed after two months may be subject to citation.
 - City cannot waive the need for Fire inspections per this process.
 - Life safety issues will be addressed immediately by DHA.
- **Criminal or Nuisance Activity**
 - DHA and City will work collaboratively to address abatable crime and other nuisance activity that may occur on DHA property.
 - DPD will provide weekly, monthly, and annual address level crime data for all DHA properties. These reports shall include but are not limited to: calls for services and offense committed/arrest reports. DPD reports will be provided (e-mailed) to DHA at least two weeks prior to monthly Committee meetings.
 - Based on the submitted crime data reports, DHA will invite property managers from the highest crime target areas and DPD will invite relevant officer and command staff to the monthly Committee meetings.
 - DPD will also provide weekly, monthly, and annual City wide per capita crime data for comparison analysis.
 - City and DHA will perform an analysis of the data and identify property specific crime patterns/trends to develop specific measurable crime reduction strategies.
 - These goals and objectives shall also be provided to the DHA Board of Commissioners
 - Utilizing the following criteria, the City and DHA will identify specific DHA properties that may be eligible for a **Cooperative Abatement Program (CAP)**:
 - Crime trends on property
 - General reputation of property
 - Prevalence and severity of problems identified in the Annual Physical Needs Assessment prepared by DHA
 - Proximity to community services (schools, churches, library, etc.)
 - Other agreed to standards by DHA and City
 - For identified CAP properties, DPD will provide monthly crime trend reports for review by the Committee.
 - DHA, with support from DPD and the Committee, will proactively engage DHA security to develop strategies (property specific action plans) that address the *recurring* abatable criminal activity. Collaborative strategies may include the use of drug detection dogs or undercover surveillance.

- Strategies established to abate crime will be employed for a period of 45 to 60 days, and then reevaluated.
- DHA to demonstrate compliance/abatement to the Committee following the first 60-day period.



- Following re-evaluation and if the problem still exists, the CAP property will be inspected by a joint DHA and City team to determine if there are other strategies that may be employed.



- If at any time DHA fails to participate or work to address abatable crime problems identified by the Committee for a CAP property, the City may recommend that the property would be eligible for the City's RISK Nuisance Abatement Program.
 - In unusual, severe, or unforeseen circumstances, the City reserves the right to make immediate referral of a DHA property to the RISK Nuisance Abatement Program.
 - The determination as to whether the property will be classified as a RISK case may be made by City Manager and/or City Attorney.
- Assessment
 - As this is a cooperative effort, the Committee will regularly evaluate the success of the alternative inspection process to determine if changes or modifications are needed.
 - The Committee will prepare an annual report to the DHA Board of Commissioners and the Dallas City Council on the new alternative inspection program.

Memorandum



CITY OF DALLAS

DATE December 15, 2017

TO Councilmember Scott Griggs

SUBJECT **Customer Refund Checks**

Thank you for alerting me to the message from your constituent, who was concerned about the origin of a refund check he received. Dallas Water Utilities (DWU) operates an SAP billing system, which not only bills customers for water, but also handles the billing for several special collections, including alarm permits, beer and liquor licenses and special permits. DWU processes almost 4 million payments per year and issues about 120 refund checks per day related to water bills, either by check or a credit to the water account. Special collections tend to be one-time payments; therefore, DWU does not normally issue any refunds related to special collections. However, in the past several weeks, DWU sent 760 refund checks associated with a change in security alarm billing.

On February 22, 2017, the City Council approved a resolution to contract with Public Safety Corporation (dba CryWolf) for security alarm permit processing and billing; previously, the City processed payments in-house using DWU's SAP billing system. The Dallas Police Department, which responds to security alarm calls, and the Office of Public Affairs and Outreach notified customers of the upcoming change via press releases and email blasts. Notices are still posted on the City website.

When the City completed the transition to CryWolf on October 1, some customers continued to send applications and payments directly to Dallas Water Utilities, and the City bundled those applications and payments and sent them to CryWolf daily for processing. Further, we discovered some customers were sending false alarm fee payments or permit applications directly to the City's lockbox (a banking service that simplifies collection and processing of accounts receivable by having customers' payments mailed directly to the bank). The bank systematically deposited those payments in the City of Dallas' bank account.

After we discovered this, we issued refunds to 760 individual customers. If any of these payments were related to applications, the vendor processed the application to ensure the customer still has an active permit. We are currently working with the vendor to notify these permit holders they will need to submit a new payment directly to the vendor for the permit to remain active. Customers who received a refund for false alarm fee payments will also be notified to remit payment to CryWolf. We have a process in place to identify any future payments sent to the lockbox and notify the customer of our transition to an outside vendor.

DATE December 15, 2017
SUBJECT Customer Refund Checks

Customers who have security alarms and believe they may have received a refund will see “BMS” in the payment request column of the check stub – they may call Special Collections’ customer service number at 214-670-3438 for more information. Customer refunds related to water accounts are identifiable by “DWU” in the payment request column of the check stub, and they may call DWU’s customer service number at 214-651-1441 for more information. I have also reminded all Accounts Payable staff in the City Controller’s office of procedures to follow when a check recipient calls with questions related to a Special Collections or DWU check.

CryWolf will notify all security alarm permit customers in the future when they have an outstanding balance or need to renew their permit.

Please let me know if you have any additional questions.



M. Elizabeth Reich
Chief Financial Officer

- c:
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| Honorable Mayor and Members of the City Council | Jon Fortune, Assistant City Manager |
| T.C. Broadnax, City Manager | Joey Zapata, Assistant City Manager |
| Larry Casto, City Attorney | Jo M. (Jody) Puckett, Assistant City Manager (Interim) |
| Craig D. Kinton, City Auditor | Nadia Chandler Hardy, Chief of Community Services |
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| Majed A. Al-Ghafry, Assistant City Manager | |

Memorandum



CITY OF DALLAS

DATE December 15, 2017

TO Honorable Mayor and Members of the City Council

SUBJECT Trinity River Corridor Local Government Corporation

The Trinity River Corridor Local Government Corporation (TRCLGC) will be holding its formation meeting on December 19, 2017 at 10:00am at Dallas City Hall, Room 6ES. Since this meeting is intended to serve as the formation meeting, the TRCLGC will be adopting the City Council approved bylaws and slating officers. The meeting agenda is attached and is posted on the City's website.

Should you have any questions, please contact me at 214-670-5365.

A handwritten signature in black ink, appearing to read 'Jo M. Puckett', with the date '12/15/17' written below it.

Jo M. Puckett
Assistant City Manager (Interim)

[Attachment]

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary (Interim)
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Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

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CITY SECRETARY
DALLAS, TEXAS

TRINITY RIVER CORRIDOR
LOCAL GOVERNMENT CORPORATION
BOARD MEETING

TUESDAY, DECEMBER 19, 2017
CITY HALL

COUNCIL BRIEFING ROOM, 6ES

1500 MARILLA
DALLAS, TEXAS 75201
10:00 A.M. – 11:30 A.M.

Board Members

Chair, Mike Ablon

Randy Bowman

Stacey Dorè

Sophia R. Johnson

Wendy Lopez

Pat Priest

Dr. Andrew Quicksall

1. Welcome
2. Introduction of Board Members
3. Adoption of Bylaws
4. Adoption of Slate of Officers
5. 2018 Calendar
6. Introduction of Volunteer Coordinator
7. Chair's Statement of Local Government Corporation (LGC) Vision, Strategy and Plan
8. Adjourn

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1. Contemplated or pending litigation or matters where legal advice is requested of the City Attorney. Section 551.071 of the Texas Open Meetings Act.
2. The purchase, exchange, lease or value of real property, if the deliberation in an open meeting would have a detrimental effect on the position of the LGC in negotiations with a third person. Section 551.072 of the Texas Open Meetings Act.
3. A contract for a prospective gift or donation to the LGC if the deliberation in an open meeting would have a detrimental effect on the position of the LGC in negotiations with a third person. Section 551.073 of the Texas Open Meetings Act.
4. Personnel matters involving the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer or employee or to hear a complaint against an office or employee. Section 551.074 of the Texas Open Meeting Act.
5. The deployment or specific occasions for implementation of security personnel or devices. Section 551.076 of the Texas Open Meetings Act.
6. Deliberations regarding Economic Development negotiations. Section 551.087 of the Texas Open Meetings Act.
7. Deliberating security assessments or deployments relating to information resources technology, network security information, or the deployment or specific occasions for implementations of security personnel, critical infrastructure, or security devices. Section 551.089 of the Texas Open Meeting Act.

Handgun Prohibition Notice for Meeting of Governmental Entities

Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun.

"De acuerdo con la sección 30.06 del código penal (ingreso sin autorización de un titular de una licencia con una pistola oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola oculta."

Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly.

"De acuerdo con la sección 30.07 del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola a la vista."