

Memorandum



CITY OF DALLAS

DATE August 3, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **School Crossing Guard Contract**

The City's contract for school crossing guards with All City Management Services (ACMS) became effective August 1, 2018. Oversight of this contract resides within the City Marshal's Office of the Department of Court & Detention Services.

To date, ACMS has fully staffed the program's requirement of 393 crossing guards needed to cover the approximate 280 intersections. Of the 415 crossing guards hired, 294 transitioned from Dallas County Schools with an additional 121 school crossing guards hired. In addition, ACMS will use volunteers to fill in when a school crossing guard calls in sick or is unavailable to work.

Of the 280 intersections to be covered by school crossing guards, the City's Transportation Department has completed their review of all the intersections and is confident that the intersections with crossing guards meet the established school crossing guard criteria. Any additional requests for crossing guards will first be evaluated by Transportation using the same criteria to ensure consistency.

There are four dates, schools in the City of Dallas will begin requiring crossing guards:

August 13, 2018 – 14 crossing guards

Carrollton/Farmers Branch ISD
Plano ISD
All Saints

August 15, 2018 – 10 crossing guards

Duncanville ISD
Life School
St. Monica
St. Thomas
Trinity Basin Preparatory

August 20, 2018 – 368 crossing guards

Dallas ISD
Mesquite ISD
Richardson ISD

August 23, 2018 – 1 crossing guard

Highland Park ISD

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Currently, the City's website is being updated to inform the public about the School Crossing Guard program, how to contact the City with questions and how to report any problems with the crossing guard program. The final design of the website is scheduled to be available by August 10th, before school starts.

The public will be instructed to call 311 with questions or issues surrounding the crossing guard program and 311 is prepared for the public's calls. The Service Request process for crossing guards has been developed and requests generated from 311 calls will be sent to the Contract Administrator, Cheritta Johnson, and the contractor, ACMS.

The City's Contract Administrator is responsible for ensuring the contractor, ACMS, is meeting the required service level. A list of all intersections in the City requiring a crossing guard has been provided to the City Marshal's Office. City staff will spot check these intersections to assist the Contract Administrator in ensuring ACMS is following the terms of the contract.

Should you have any questions, you may contact me at 214-670-3316.



Jon Fortune
Assistant City Manager

c: Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
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