

Memorandum



CITY OF DALLAS

DATE June 26, 2020

TO Honorable Members of the Government Performance & Financial Management Committee

SUBJECT **Answers to Questions from the Government Performance & Financial Management Committee Meeting on June 22, 2020**

During Monday's GPFM committee, committee members asked questions about the Budget Accountability Report (BAR) that required follow-up:

Question 1: What equipment is Public Works purchasing with the unplanned revenue received from Dallas County?

Response 1: The funds received from Dallas County will purchase one milling machine, two asphalt street pavers, and two distributor trucks to be used by in-house crews for street maintenance. .

Question 2: Dallas 365 #32 states "percentage of 311 calls answered within 90 seconds." The goal is to answer 70 percent within the 90 seconds. The end-of-year forecast is to answer 40 percent within the 90 seconds. What is the current average time for answering calls?

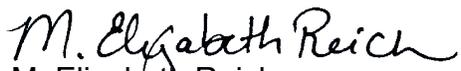
Response 2: As of June 21, the year-to-date ASA (average speed of answer) for all calls (311, DWU, DAS, TRN, etc.) is 4 minutes 52 seconds.

Question 3: The variance note for Dallas Fire Rescue indicates that a civilian hiring freeze is in place. Is Dallas Police Department subject to the civilian hiring freeze?

Response 3: Yes. The civilian hiring freeze is applicable to all funds and departments. However, a process is in place for departments (including DPD) to request exceptions to the civilian hiring freeze. Exception requests are submitted to the Office of Budget. Each week, the City Manager reviews the requests for exceptions and will either approve or deny them based on operational needs of the City.

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Thank you for a robust committee discussion. Should you have any further questions, please contact me or Jack Ireland, Director of the Office of Budget.


M. Elizabeth Reich
Chief Financial Officer

c: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Jon Fortune, Assistant City Manager

Majed A. Al-Ghafry, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
Laila Aleqresh, Chief Innovation Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors