

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Reschedule Briefing Update and Discussion on Dallas Public Facilities Corporation**

This memorandum is to provide information on the date change from June 24, 2024, to August 26, 2024, for the Dallas Public Facilities Corporation presentation on the Housing and Homelessness Solutions Committee meeting due to the anticipated time needed for the discussion on the topic.

Should you have any questions or require additional information, please contact me or Cynthia Rogers-Ellickson, Director, Department of Housing & Neighborhood Revitalization [cynthia.rogersellic@dallas.gov](mailto:cynthia.rogersellic@dallas.gov) or 214-670-3601.

Service First, Now!

A handwritten signature in blue ink that reads "Robin Bentley".

Robin Bentley  
Assistant City Manager (I)

c: Kimberly Bizer Tolbert City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **100-Day Transition Playbook, Primary Focus Area / Recruitment and Retention: Adjustments to Personal Appearance Standards for Dallas Fire-Rescue (DFR) and Dallas Police Department (DPD)**

When Interim City Manager Kimberly Bizer Tolbert assumed her role in early May, she outlined six Primary Focus Areas to tackle in her 100-day Transition Playbook. Recruitment and Retention was one of the areas. ICM Tolbert committed to support the Dallas Police Department (DPD) and Dallas-Fire Rescue (DFR) recruitment and retention by updating grooming standards allowing for tattoos and beards. The timeline projected for delivering on this priority was within first sixty days.

Please accept this memorandum and a copy of the press release as notification of achieving this goal, effective today, Friday, June 21, 2024.

For DFR, the ***Manual of Procedures 710, Personal Appearance and Uniform Standards***, has been updated to include the limited allowance of visible tattoos. For DPD, ***General Orders 804.00, Personal Appearance***, has been updated to allow groomed, natural beards and approved, visible body art.

This update has involved the extensive research of industry best practices, and collaborative efforts between DFR and DPD leadership, City of Dallas leadership, Human Resources, the City Attorney's Office, and department employee associations.

Both DFR and DPD believe these changes better reflect the current cultural and societal opinions of the practice of body modification. Additionally, they will have a positive impact on department morale and our recruiting and retention efforts. These are procedures also currently in place in other large police and fire departments within the State of Texas.

Should you have questions or requests for further information, please contact Police Chief Eddie Garcia at [eddie.garcia@dallaspolice.gov](mailto:eddie.garcia@dallaspolice.gov) or interim Fire Chief Justin Ball at [justin.ball@dallasfire.gov](mailto:justin.ball@dallasfire.gov).

Service First, Now!

DATE June 21, 2024

SUBJECT **100-Day Transition Playbook, Primary Focus Area / Recruitment and Retention:  
Adjustments to Personal Appearance Standards for Dallas Fire-Rescue (DFR) and  
Dallas Police Department (DPD)**



**Dominique Artis**  
**Chief of Public Safety (I)**  
**[Attachment]**

c: Kimberly Bizzor Tolbert, City Manager (I)  
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Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors



**June 21, 2024**

**For Immediate Release:**

Contacts:

Jason L. Evans, PIO, DFR: 214-670-7949, [jason.evans@dallasfire.gov](mailto:jason.evans@dallasfire.gov)

Kristin Lowman, Assistant Director, PIO, DPD: 214-671-4065, [pio@dpd.dallascityhall.com](mailto:pio@dpd.dallascityhall.com)

**Dallas Fire-Rescue and Dallas Police Department Update Appearance Procedures to Further Reduce Barriers for Recruitment and Retention**

**Dallas, TX**

Dallas Fire-Rescue (DFR) and Dallas Police Department (DPD) announce an update to their personal appearance standards and procedures.

These procedures include those including the departments' personal appearance and uniform standards. For Dallas Fire Rescue, the ***Manual of Procedures 710, Personal Appearance and Uniform Standards***, has been updated to include the limited allowance of visible tattoos. For the Dallas Police Department, ***General Orders 804.00, Personal Appearance***, has been updated to allow groomed, natural beards and approved, visible body art.

Dallas Fire-Rescue and the Dallas Police Department continually strive to provide members with the most up to date and effective procedures. These procedures include those including the departments' personal appearance and uniform standards. For Dallas Fire Rescue, the ***Manual of Procedures 710, Personal Appearance and Uniform Standards***, has been updated to include the limited allowance of visible tattoos. For the Dallas Police Department, ***General Orders 804.00, Personal Appearance***, has been updated to allow groomed, natural beards and approved, visible body art.

This update has involved the extensive research of industry best practices, and collaborative efforts between DFR and DPD leadership, City of Dallas leadership, Human Resources, the City Attorney's Office, and department employee associations.

DFR and DPD believe these changes better reflect the current cultural and societal opinions of the practice of body modification. Additionally, they will have a positive impact department morale,

and our recruiting and retention efforts. These procedures are also currently in place in other large police and fire Departments within the State of Texas.

The changes are effective today, Friday, June 21, 2024, for both Dallas Fire-Rescue and the Dallas Police Department.

**Background:**

*When Dallas Interim City Manager Kimberly Bizer Tolbert assumed her role in early May, she outlined six Primary Focus Areas to tackle in her 100-day Transition Playbook. Recruitment and Retention was one of the areas. ICM Tolbert committed to support the Dallas Police Department and Dallas-Fire Rescue recruitment and retention by updating grooming standards allowing for tattoos and beards. The timeline projected for delivering on this priority was within her first sixty days of the transition.*

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# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Recommendation for the Dallas Convention Center Hotel Development Corporation President**

On June 26, the City Council will consider an item approving of Jack Ireland, Chief Financial Officer, as the newly appointed president for the Dallas Convention Center Hotel Development Corporation (DCCHDC) board of directors.

The DCCHDC, a local government corporation, was established in September 2008, to aid, assist, and act on behalf of the City of Dallas in the performance of governmental functions related to the Omni Dallas Hotel. Pursuant to the by-laws of the DCCHDC, the board of directors for the entity shall include three persons, appointed by the City Council at the recommendation of the City Manager, and must be an employee of the city and a qualified elector within the boundaries of the city of Dallas.

By September 30 or thereafter of the second year of service on the board, board members are to be re-appointed, with no member serving more than six consecutive years or until such time as an appropriate replacement is recommended. Board members have historically been selected from among senior or executive staff.

Kimberly Bizer Tolbert currently serves as the DCCHDC Board of Directors' President. Other members include John Johnson – Director of Building Services (Treasurer) and Daisy Fast – Director of 3-1-1 (Vice President). With the City Council appointment of Kimberly Bizer Tolbert as interim city manager, her position as President requires the appointment of another individual. The June 26 agenda provides a staff and City Manager recommendation that Jack Ireland, CFO, receive City Council approval as the appointee.

Should you have any questions, please contact Rosa Fleming, Director of Convention and Event Services at 214.939.2755 or at [rosa.fleming@dallas.gov](mailto:rosa.fleming@dallas.gov).

Service First, Now!



Robin Bentley  
Assistant City Manager (I)

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Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Grant Acceptance: Texas Historical Commission**

## Summary

On June 26, City Council will consider acceptance of a Certified Local Government Grant from the Texas Historical Commission in the amount of \$50,000 for a historic resources survey of Wheatley Place and Colonial Hills National Register Districts and historic research and report.

## Background

The Wheatley Place and Colonial Hill National Register Historic Districts were designated in 1995, almost thirty years ago. A resurvey of these districts will help the community and preservation staff better understand and assess the condition of the historic resources in the neighborhood and will help with future neighborhood-oriented planning and preservation efforts in neighborhoods experiencing an overwhelming mix of demolitions and development pressure.

The updated surveys would help preserve the city's historic fabric in two important ways:

First, while Wheatley Place is currently designated as a City of Dallas Historic District, the information regarding the status of each property as contributing or non-contributing to the historic fabric of the district is almost thirty years old. Many homes have undergone rehabilitation or may have been demolished. A new survey will give the neighborhood, Landmark Commission, and City staff updated information on the condition of the houses and resources.

A survey of Wheatley Place would update the list of contributing and non-contributing structures and help guide staff in determining whether proposed work is appropriate in this City-designated historic district. Contributing structures are significant historic structures built during the period of significance for the district. A non-contributing structure was built after the period of significance or was built during the significant period but has been so significantly altered from its original appearance that it is no longer considered contributing. Contributing structures must meet more stringent criteria for additions or renovations to a structures' exterior and are also better protected from demolition. Buildings once considered non-contributing may have undergone rehabilitation and become contributing to the Wheatley Place Historic District.

DATE June 18, 2024  
SUBJECT **Grant Acceptance: Texas Historical Commission**  
PAGE **2 of 2**

Second, Colonial Hill is a National Register Historic District whose residents have recently shown interest in possible City designation as a Conservation or Historic District. The district is subject to the existing demolition delay provisions in the ordinance, which include a 45-day waiting period, but is not subject to other historic or conservation district provisions. An updated historic resource survey of the neighborhood would help property owners and staff better understand the current condition of the neighborhood, including extant houses and buildings and vacant lots.

A survey for Colonial Hills will include properties that are at least 50 years old and listed as contributing structures located in a National Register District, are individually listed on the National Register of Historic Places, or are designated as Recorded Texas Historic Landmarks (RTHL), State Antiquities (Archeological) Landmarks, or National Historic Landmarks. The previous survey and the National Register nomination only identified buildings constructed prior to 1945. In the 29 years since the National Register nomination, many more structures in the district have likely come of age and achieved contributing status but have never been identified through a survey or nomination.

The \$50,000 Certified Local Government Grant is a reimbursable grant. The grant requires a one-to-one local match of \$50,000 to be provided by the Planning and Urban Development Department. The contract for the survey will be procured by Administrative Action, Special Needs Request for a \$100,000.00 contract in June 2024.

Should you have any questions, please contact Arturo Del Castillo, Assistant Director of the Department of Planning and Urban Design, at (214) 670-3718 or [arturo.delcastillo@dallas.gov](mailto:arturo.delcastillo@dallas.gov).

Service First, Now!



Robin Bentley,  
Assistant City Manager (I)

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# Memorandum



CITY OF DALLAS

DATE June 21, 2024

Honorable Members of the Government Performance and Financial Management  
TO Committee: Chad West (Chair), Paula Blackmon (Vice Chair), Cara Mendelsohn,  
Jesse Moreno, Jaime Resendez

SUBJECT **Dallas 365 Performance Measures**

We exist solely to provide the services upon which residents rely – from emergency response to meeting critical community needs. City services are available 24 hours per day, 7 days a week, 365 days a year. Dallas 365 was created in January 2018 to better inform City Council, residents, businesses, and visitors about the progress of specific city programs and services and reflects the 365 service delivery model.

As part of our annual budget development process, we review the performance measures included in Dallas 365 and edit them as necessary. As you are aware, we have aligned 35 performance measures to the 8 strategic priority areas, and we track and report on them each month as part of the Budget Accountability Report (BAR).

The City Manager's Recommended FY 2024-25 and FY 2025-26 Biennial Budget that will be presented to you in August will reflect an updated strategic priority structure, and updated high level goal statements. The update structure will build on a SAFE, VIBRANT, and GROWING Dallas, by transforming our Foundational Structure to become a more LIVABLE, SUSTAINABLE, and FISCALLY SOUND city, with strong, aligned systems at its CORE. The specific measures included in Dallas 365 guide the work of city staff over the next biennium and will align to this updated structure.

If you have any suggestions for staff as we update the Dallas 365 measures for FY 2024-25 now is the time to do so. The attached file includes the current Dallas 365 measures (highlighted) as well other department performance measures that are routinely tracked. This list may be considered if you want to suggest potential changes to Dallas 365. Please note, this file includes proposed measures as of June 20. As communicated in City Council committees this spring some of these measures and targets have been updated and others may change as departments finalize their final recommendations for the upcoming budget.

DATE June 21, 2024  
SUBJECT **Dallas 365 Performance Measures**

Please provide any input that you may have regarding Dallas 365 no later than Friday, July 5. If you have any questions, please contact me or Janette Weedon, Director of Budget & Management Services.



Jack Ireland  
Chief Financial Officer

[Attachment]

c: Kimberly Bizer Tolbert, City Manager (I)  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
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Directors and Assistant Directors

## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
1	ATT - City Attorney	Percentage of cases resolved through municipal prosecution (New)	N/A	85.0%	85.0%
2	ATT - City Attorney	*Percentage of low to moderate income persons served in community courts program	60.0%	60.0%	60.0%
3	ATT - City Attorney	Percentage of matters closed by community prosecution (New)	N/A	95.0%	95.0%
4	ATT - City Attorney	Number of training and advisory opinions completed, and number of complaints closed (New)	N/A	360	360
5	ATT - City Attorney	Number of open records requests reviewed	1,000	1,000	1,000
6	ATT - City Attorney	Number of ordinances, resolutions, and legal opinions drafted	1,500	1,500	1,500
7	ATT - City Attorney	Number of contracts/agreements/AAs prepared	1,750	1,750	1,750
8	ATT - City Attorney	Amount collected by litigation	2,550,000	2,550,000	2,550,000
9	ATT - City Attorney	Number of active claims, lawsuits, third-party subpoenas, and administrative hearings	200	900	900
10	AUD - City Auditor	Percentage of audit report recommendations agreed to by management	90.0%	90.0%	90.0%
11	AUD - City Auditor	Percentage of department hours spent on direct project services	82.0%	82.0%	82.0%
12	AUD - City Auditor	Number of Audit/Attestation Reports	19	19	19

Last updated: June 20, 2024

For review only - Final version will be published in the August budget document

Equity-focused measures aligned with Racial Equity Plan (\*)

Measures new for FY 2024-25 are indicated as (New)

## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
13	AUD - City Auditor	*Number of completed equity-focused audit projects	1	1	1
14	AVI - Aviation	Overall customer satisfaction index (scale 1-5)	4.56	4.30	4.40
15	AVI - Aviation	Sales per enplaned passenger (SPEP)	14	15	15
16	AVI - Aviation	*Percentage of Black, Asian, Hispanic, or Native American collegiate interns	20.0%	100.0%	100.0%
17	AVI - Aviation	Percentage increase in private and public sector investment at Dallas Executive Airport	10.0%	10.0%	10.0%
18	AVI - Aviation	Percentage of customer complaints resolved within 15 days	100.0%	100.0%	100.0%
19	BMS - Office of Financial Services	General Fund revenue variance as percent of estimate	5.0%	3.0%	3.0%
20	BMS - Office of Financial Services	Percentage of stakeholders attending meetings, reporting grant-related presentations were helpful and informative	90.0%	90.0%	90.0%
21	BMS - Office of Financial Services	*Percentage of departments with equity-focused performance measures	85.0%	90.0%	90.0%
22	BMS - Office of Financial Services	Percentage increase of financial transparency website visitors	10.0%	10.0%	10.0%
23	BSD - Building Services Department	Number of custodial service requests received	1,200	1,200	1,200
24	BSD - Building Services Department	Percentage of passing quality inspections at contracted custodial facilities (New)	N/A	80.0%	80.0%

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Measures new for FY 2024-25 are indicated as (New)

## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
25	BSD - Building Services Department	*Number of HVAC indoor air quality upgrades completed in equity priority areas	18	15	15
26	BSD - Building Services Department	Number of HVAC system sustainability upgrades from R-22 to new environmentally friendly refrigerant	40	30	30
27	CCO - City Controller's Office	Percentage of invoices paid within 30 days	85.0%	85.0%	85.0%
28	CCO - City Controller's Office	Percentage of electronic vendor payments (excluding refunds)	87.0%	90.0%	90.0%
29	CCO - City Controller's Office	*Percentage of M/WBE vendor invoices paid within 30 days	85.0%	85.0%	85.0%
30	CCO - City Controller's Office	Percentage of permanent employees enrolled in City's Voluntary Deferred Compensation Plan (excluding employees with	55.0%	45.0%	45.0%
31	CCO - City Controller's Office	Payroll error rate	0.4%	0.4%	0.4%
32	CCS - Code Compliance	Percentage of food establishments inspected timely	95.0%	95.0%	95.0%
33	CCS - Code Compliance	Percentage of mosquito activities completed within 48 hours	95.0%	95.0%	95.0%
34	CCS - Code Compliance	Number of food establishment inspections conducted per FTE	575	575	575
35	CCS - Code Compliance	Average number of days to demolish a substandard structure after receiving a court order	60	60	60
36	CCS - Code Compliance	Percentage of 311 service requests completed within estimated response time	96.0%	96.0%	96.0%

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## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
37	CCS - Code Compliance	Percentage of service requests brought into compliance within 180 days by the Intensive Case Resolution Team	85.0%	85.0%	85.0%
38	CCS - Code Compliance	Percentage of litter and high weeds service requests closed within SLA	85.0%	85.0%	85.0%
39	CCS - Code Compliance	Percentage of graffiti violations abated within 2 days	90.0%	90.0%	90.0%
40	CCS - Code Compliance	Percentage of illegal dumping sites abated within 2 days	90.0%	90.0%	90.0%
41	CCS - Code Compliance	Percentage of open and vacant structures abated within 48 hours	90.0%	90.0%	90.0%
42	CCT - Convention And Event Services	Percentage of client survey respondents rating their overall experience at KBHCCD as "excellent" or "good"	90.0%	90.0%	90.0%
43	CCT - Convention And Event Services	Number of planned safety repairs completed	36	12	6
44	CCT - Convention And Event Services	Percentage of Kay Bailey Hutchison Convention Center Master Plan contract awards to M/WBE firms	48.0%	54.0%	50.0%
45	CCT - Convention And Event Services	Number of hospitality and tourism internships	4	8	12
46	CCT - Convention And Event Services	Percentage completion of the KBHCCD Master Plan	4.0%	33.0%	40.0%
47	CCT - Convention And Event Services	Percentage of next business day inspections performed on time	80.0%	80.0%	80.0%

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Measures new for FY 2024-25 are indicated as (New)

## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
48	CDV - Community Development	Percentage of plans reviewed by CDV staff for alignment to housing initiatives (New)	N/A	30.0%	30.0%
49	CMO - City Manager's Office	Overall Quality of Life Satisfaction Rating (Community Survey)	70.0%	70.0%	70.0%
50	CMO - City Manager's Office	Percentage of City Council Agendas posted on time and without correction	95.0%	95.0%	95.0%
51	CSC - 311 Customer Services	Percentage of 311 calls abandoned	10.0%	10.0%	10.0%
52	CSC - 311 Customer Services	*Percentage of City Hall On-the-Go visits/events in majority Black and Hispanic neighborhoods	63.0%	63.0%	63.0%
53	CSC - 311 Customer Services	Percentage of customers satisfied with call experience	88.0%	88.0%	88.0%
54	CSC - 311 Customer Services	Percentage of 311 calls answered within 90 seconds	70.0%	70.0%	70.0%
55	CSC - 311 Customer Services	Percentage of water customer service calls answered in 90 seconds	45.0%	45.0%	45.0%
56	CTJ - Municipal Court-Judiciary	Percentage of alias warrants per cases filed	33.0%	33.0%	33.0%
57	CTJ - Municipal Court-Judiciary	Percentage of capias warrants per cases filed	18.0%	18.0%	18.0%
58	CTJ - Municipal Court-Judiciary	Percentage of case dispositions per new cases filed (case clearance rate)	95.0%	95.0%	95.0%
59	CTJ - Municipal Court-Judiciary	Percentage of cases disposed of within 60 days of citation	90.0%	90.0%	90.0%

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## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
60	CTJ - Municipal Court-Judiciary	Number of cases docketed	175,000	175,000	175,000
61	CTJ - Municipal Court-Judiciary	Number of jury trials held	80	80	80
62	CTS - Court - Detention Services	Percentage of contested hearings completed and adjudicated within a month (New)	60.0%	97.0%	97.0%
63	CTS - Court - Detention Services	Average wait time for the Customer Service windows	10.0 min	10.0 min	10.0 min
64	CVS - Civil Service	Percentage of hiring managers reporting a satisfaction rating (Satisfied) to post-hire questionnaire	85.0%	85.0%	85.0%
65	CVS - Civil Service	*Number of Hispanic, Black, Asian American, and Native American recruitment and outreach efforts	15	15	15
66	CVS - Civil Service	Percentage of certified registers to hiring authority within five business days (civilian positions)	93.0%	93.0%	93.0%
67	CVS - Civil Service	Percentage of certified registers to hiring authority within five business days (uniform positions)	93.0%	93.0%	93.0%
68	CVS - Civil Service	Percentage of Civil Service trial board appeal hearings heard within 90 business days	100.0%	100.0%	100.0%
69	DAS - Dallas Animal Services	Percentage decrease in year-over-year loose and loose-owned dog bite rate	2.0%	2.0%	2.0%
70	DAS - Dallas Animal Services	Percentage increase in dogs and cats transferred to rescue partners	5.0%	5.0%	5.0%
71	DBI - Data Analytics and Business Intelligence	Percentage of data-oriented city staff trained on data governance, to educate and ensure best practice over data assets (New)	N/A	20.0%	20.0%

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## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
72	DBI - Data Analytics and Business Intelligence	Percentage of citywide Data Platforms are up and available (New)	N/A	95.0%	95.0%
73	DBI - Data Analytics and Business Intelligence	Percentage increase of data automation 2% (from 250 to 255), to increase efficiencies in city services and operations (New)	N/A	2.0%	2.0%
74	DBI - Data Analytics and Business Intelligence	Number of major data projects to increase efficiency and transparency in city services (New)	N/A	20	20
75	DBI - Data Analytics and Business Intelligence	*Percentage of equity element in projects in alignment with City's Racial Equity Plan (REP) (New)	N/A	95.0%	95.0%
76	DEV - Development Services	Average number of business days to complete first review of new residential permit application	10	7	7
77	DEV - Development Services	*Average number of business days to complete first review of residential permit applications in 75210, 75216, 75215	10	7	7
78	DEV - Development Services	Average number of business days to complete first review of new commercial permit application	15	15	15
79	DEV - Development Services	Average number of business days to complete commercial permit application prescreen	5	5	5
80	DEV - Development Services	Average number of business days to complete resubmitted residential permit applications	5	3	3
81	DEV - Development Services	Average number of business days to complete resubmitted commercial permit applications	7	7	7
82	DEV - Development Services	Percentage of next business day inspections performed on time	98.0%	98.0%	98.0%
83	DFD - Dallas Fire Department	Percentage of EMS responses within nine minutes or less (NFPA Standard 1710)	90.0%	90.0%	90.0%

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## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
84	DFD - Dallas Fire Department	Percentage of first company responses to structure fires within five minutes and 20 seconds of dispatch (NFPA Standard 1710)	90.0%	90.0%	90.0%
85	DFD - Dallas Fire Department	*Percentage of apparatus pumps tested and passed annually (NFPA Standard 1911)	100.0%	100.0%	100.0%
86	DFD - Dallas Fire Department	Number of high-risk multi-family dwellings inspected (per MIT study)	120	120	120
87	DFD - Dallas Fire Department	*Number of smoke detectors installed in vulnerable populations	3,500	3,500	3,500
88	DFD - Dallas Fire Department	Percentage of Parking Adjudication Hearings conducted in person	4	1	N/A
89	DPD - Dallas Police Dept	Percentage of officers trained in alternative solutions, de-escalation, and less-lethal tactics	100.0%	100.0%	100.0%
90	DPD - Dallas Police Dept	Number of community events attended	1,732	2,500	3,000
91	DPD - Dallas Police Dept	Homicide clearance rate	60.0%	60.0%	60.0%
92	DPD - Dallas Police Dept	Crimes against persons (per 100,000 residents)	2,000	2,000	2,000
93	DPD - Dallas Police Dept	Percentage of responses to Priority 1 calls within eight minutes or less	60.0%	60.0%	60.0%
94	DPD - Dallas Police Dept	Percentage of 911 calls answered within 10 seconds	90.0%	90.0%	90.0%
95	DPD - Dallas Police Dept	*Communities of Color Proportional Representation Ratio to Sworn DPD Employees	(14.2)%	(14.0)%	(14.0)%

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## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
96	DSV - Communication - Info Svcs	Percentage of 911 system availability (Vesta)	100.0%	100.0%	100.0%
97	DSV - Communication - Info Svcs	*Number of events targeting minority students through IT initiatives, PTECH, and Innovation Lab	7	8	8
98	DSV - Communication - Info Svcs	Percentage of service desk issues resolved within SLA	95.0%	95.0%	95.0%
99	DSV - Communication - Info Svcs	Percentage of availability of public safety radio network (excluding planned City-approved outages)	99.9%	99.9%	99.9%
100	DSV - Communication - Info Svcs	Percentage of priority 1 repair requests resolved within 24 hours (radio devices)	99.9%	99.9%	99.9%
101	DSV - Communication - Info Svcs	Percentage of telephone and data network availability (excluding planned City-approved outages)	99.5%	99.5%	99.5%
102	DWU - Water Utilities	Value of capital projects awarded	323,658,500	323,658,500	323,658,500
103	DWU - Water Utilities	*Percentage decrease of unserved areas for water and wastewater services	33.0%	33.0%	33.0%
104	DWU - Water Utilities	Main breaks per 100 miles of main	25	25	25
105	DWU - Water Utilities	Number of miles of small diameter pipelines replaced annually	72	72	72
106	DWU - Water Utilities	Average response time to emergency sanitary sewer calls	60.0 min	60.0 min	60.0 min
107	DWU - Water Utilities	Number of sanitary sewer overflows per 100 miles of main (cumulative rate number)	6.20	6.20	6.20

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## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
108	DWU - Water Utilities	Compliance with state and federal standards and regulations for drinking water	100.0%	100.0%	100.0%
109	DWU - Water Utilities	Meter reading accuracy rate	99.0%	99.0%	99.0%
110	ECO - Office Of Economic Development	Dollars in capital investment fostered through written commitment	250,000,000	250,000,000	250,000,000
111	ECO - Office Of Economic Development	Number of business outreach activities/contacts (Business Development and Catalytic Development divisions)	240	240	240
112	ECO - Office Of Economic Development	Three-year rolling average number of jobs created or retained through written commitment	2,500	2,500	2,500
113	ECO - Office Of Economic Development	Percentage of attracted private investment documented by contract that occurs in Target Areas	40.0%	40.0%	40.0%
114	ECO - Office Of Economic Development	*Three-year rolling average number of minimum wage required jobs indexed to the MIT Living Wage Calculator (of total commitment for jobs to be created/retained)	1,500	1,500	1,500
115	EFM - Equipment and Fleet Management	Percentage of vehicles receiving preventive maintenance on schedule (Compliance I)	65.0%	65.0%	65.0%
116	EFM - Equipment and Fleet Management	Percentage of fleet that uses alternative fuels or hybrid fueling technologies	40.0%	40.0%	40.0%
117	EFM - Equipment and Fleet Management	*Maximum deviation rate of vehicles and equipment receiving on-time preventative maintenance by service area (Compliance I)	15.0%	15.0%	15.0%
118	EQU - Office of Equity	Percentage of non-litigated cases closed within 120 days	50.0%	50.0%	50.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
119	EQU - Office of Equity	Percentage increase of immigrant and refugee-related WCIA community engagements	40.0%	40.0%	40.0%
120	EQU - Office of Equity	Percentage increase of multilingual engagements and messaging	20.0%	20.0%	20.0%
121	EQU - Office of Equity	*Percentage of annual Racial Equity Plan department progress measures completed	75.0%	75.0%	75.0%
122	EQU - Office of Equity	Number of specialized ADA trainings provided annually to prioritized City of Dallas departments by identifying ADA intersections and providing customized training tailored to their activities (New)	N/A	4	4
123	EQU - Office of Equity	Number of planned City of Dallas buildings reviewed for ADA compliance encompassing detailed identification of all barriers in need of remediation to improve access (New)	N/A	3	3
124	EQU - Office of Equity	Number of architectural barriers removed in City of Dallas public-facing buildings to improve ADA access (New)	N/A	50	50
125	EQU - Office of Equity	Number of new Fair Housing intakes received monthly (New)	N/A	10	10
126	EQU - Office of Equity	Percentage of citizenship clinic attendees that apply for naturalization	50.0%	50.0%	50.0%
127	EQU - Office of Equity	Average Fair Housing programming attendance	11	20	20
128	HOU - Housing-Community Services	*Percentage of affordable housing created in Equity Strategy Target Areas/City	19.0%	50.0%	50.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
129	HOU - Housing-Community Services	*Percentage of all DHAP funding within Equity Strategy Target Areas (New)	N/A	50.0%	50.0%
130	HOU - Housing-Community Services	*Percentage of home repair funding within Equity Strategy Target Areas (New)	N/A	50.0%	50.0%
131	HOU - Housing-Community Services	Percentage of development funding leveraged by private sources	60.0%	80.0%	80.0%
132	IGS - Office of Strategic Partnership	Percentage of legislative priorities achieved (federal and state)	50.0%	50.0%	75.0%
133	IGS - Office of Strategic Partnership	Competitive grant dollars received per general fund dollar spent on fund development salaries	55	55	80
134	IGS - Office of Strategic Partnership	*Number of community engagement activities together feedback on the City's federal and state legislative priorities in ZIP codes 75216, 75241, 75210, and 75211	4	4	4
135	IGS - Office of Strategic Partnership	Number of grant referrals sent to other departments	120	120	120
136	IPS - Office of Integrated Public Safety	Percentage of crisis intervention calls handled by the RIGHT Care team	80.0%	80.0%	70.0%
137	IPS - Office of Integrated Public Safety	Percentage decrease in crime after dark (lighting enhanced areas only)	5.0%	8.0%	8.0%
138	IPS - Office of Integrated Public Safety	Percentage increase of social service referrals and individuals responded to by Crisis Intervention within 72 hours	80.0%	85.0%	85.0%
139	IPS - Office of Integrated Public Safety	*Percentage decrease of DPD calls and crime incidents in high risk terrain modeling-defined areas	5.0%	5.0%	5.0%

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## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
140	IPS - Office of Integrated Public Safety	Percentage increase of individuals assisted by Crisis Intervention	110.0%	110.0%	110.0%
141	LIB - Library	Satisfaction rate with library programs	95.0%	95.0%	95.0%
142	LIB - Library	Percentage increase in unique users of e-material platforms	10.0%	10.0%	10.0%
143	LIB - Library	*Percentage of users who reported learning a new skill through adult learning or career development programs	92.0%	92.0%	92.0%
144	LIB - Library	*Number of S.M.A.R.T. Summer Reading Challenge enrollments in 75216, 75241, 75210, and 75211	1,102	1,102	1,102
145	MCC - Mayor - Council	Percentage increase in public participation at council budget district townhall meetings	10.0%	10.0%	10.0%
146	MCC - Mayor - Council	Number of professional hours opportunities offered for MCC staff	20	20	20
147	MCC - Mayor - Council	Number of City initiatives communications distributed	12,000	12,000	12,500
148	MCC - Mayor - Council	*Average number of equity and inclusion professional development hours offered per MCC staff	8	8	8
149	MCC - Mayor - Council	Number of public engagements with 2 or more Councilmembers	10	10	10
150	MSH - City Marshal's Office	Number of warrants served (New)	N/A	1,025	1,050
151	MSH - City Marshal's Office	Number of illegal dumping investigations (New)	2,000	850	875

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
152	MSH - City Marshal's Office	Percentage of individuals accepting services at the Sobering Center (New)	N/A	15.0%	15.0%
153	MSH - City Marshal's Office	Number of park patrols conducted (New)	N/A	4,700	5,000
154	MSH - City Marshal's Office	Number of encampments addressed by H.A.R.T. Team (New)	N/A	825	850
155	MSH - City Marshal's Office	Average response time to security incidents	3.0 min	3.0 min	2.5 min
156	OBP - Bond & Construction Management	Percentage of appropriated projects completed	91.0%	92.1%	95.0%
157	OBP - Bond & Construction Management	Percentage of projects awarded for design and construction	99.4%	98.6%	99.7%
158	OBP - Bond & Construction Management	Percentage of bond appropriations awarded (ITD)	97.0%	97.7%	99.0%
159	OBP - Bond & Construction Management	*Percentage of 2017 bond appropriations awarded within Racially or Ethnically Concentrated Areas of Poverty (R/ECAPs)	98.0%	99.0%	99.6%
160	OCA - Office Of Arts and Culture	Number of attendees at City-owned cultural facilities	2,600,000	2,800,000	2,800,000
161	OCA - Office Of Arts and Culture	Attendance at Office of Arts and Culture-supported events	5,250,000	5,400,000	5,400,000
162	OCA - Office Of Arts and Culture	Dollars leveraged by partner organizations	190,000,000	195,000,000	195,000,000
163	OCA - Office Of Arts and Culture	*Percentage of cultural services funding to ALAANA (African, Latinx, Asian, Arab, Native American) artists and organizations	35.0%	37.0%	37.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
164	OCA - Office Of Arts and Culture	Number of Public Art events creating active engagement and participation by Dallas residents with the City's Public Art Collection	40	44	44
165	OCA - Office Of Arts and Culture	WRR 101.1 FM maintain or grow market share of at least 1.9 percent in partnership with KERA (as reported by Nielsen ratings or comparable market sources)	1.90	1.90	1.90
166	OCC - Office of Community Care	Percentage of over the counter Vital Statistics applications processed within 15 minutes	90.0%	92.5%	92.5%
167	OCC - Office of Community Care	Number of WIC clients receiving nutrition services monthly	71,185	75,000	75,750
168	OCC - Office of Community Care	Number of unduplicated children in Early Childhood and Out of School Time (ECOST) childcare program	300	330	330
169	OCC - Office of Community Care	Number of unduplicated individuals accessing financial coaching	1,000	1,000	1,000
170	OCC - Office of Community Care	Number of clients receiving HOPWA Short-term Rental Mortgage Utility (STRMU) assistance (New)	N/A	298	298
171	OCC - Office of Community Care	Number of financial counseling sessions completed (New)	N/A	2,000	2,000
172	OCC - Office of Community Care	Percentage of long-term Housing Opportunities for Persons with AIDS (HOPWA) clients that have a housing plan for maintaining or establishing stable, on-going housing	90.0%	95.0%	95.0%
173	OCC - Office of Community Care	Number of clients receiving ESG-Homelessness Prevention (New)	450	120	120

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## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
174	OCC - Office of Community Care	Number of clients accessing meals initiative through community centers	4,500	4,100	4,100
175	OEM - Office Of Emergency Management	Increase in Community Preparedness Program Outreach and Education attendees	10.0%	10.0%	10.0%
176	OEM - Office Of Emergency Management	Department of Homeland Security Financial Management Compliance Rate (Grant Reporting)	100.0%	100.0%	100.0%
177	OEM - Office Of Emergency Management	Percentage of OEM emergency managers trained in Emergency Operation Center response procedures	100.0%	100.0%	100.0%
178	OEM - Office Of Emergency Management	Participating rating of excellent or above average for the Community Preparedness Programs	85.0%	80.0%	80.0%
179	OEM - Office Of Emergency Management	*Increase in number of partnerships with landlords of multi-dwelling units in equity priority areas	13	14	14
180	OEQ - Office Of Environmental Quality	*Percentage increase of engagements in equity priority areas	5.0%	5.0%	5.0%
181	OEQ - Office Of Environmental Quality	Percentage of CECAP actions underway annually	75.3%	75.3%	75.3%
182	OEQ - Office Of Environmental Quality	Percentage of departments demonstrating continual improvement on environmental objectives	90.0%	90.0%	90.0%
183	OEQ - Office Of Environmental Quality	Percentage of service requests responded to within SLA	98.0%	98.0%	98.0%
184	OEQ - Office Of Environmental Quality	Number of construction tailgate consultation events	216	216	216

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
185	OEQ - Office Of Environmental Quality	Number of gallons saved through incentive-based water conservation programs	76,000,000	82,000,000	82,000,000
186	OEQ - Office Of Environmental Quality	Number of single family residential households evaluated for recycling participation and compliance	1,750	1,750	1,750
187	OHS - Office of Homeless Solutions	Percentage of service requests resolved within 21 days	85.0%	85.0%	85.0%
188	OHS - Office of Homeless Solutions	Percentage of service requests resolved within 10 days (HART Team)	90.0%	90.0%	90.0%
189	OHS - Office of Homeless Solutions	Percentage of unduplicated person placed in permanent housing who remain housed after six months	85.0%	85.0%	85.0%
190	OHS - Office of Homeless Solutions	Percentage of persons exited to positive destinations through the Landlord Subsidized Leasing Program	80.0%	80.0%	80.0%
191	OHS - Office of Homeless Solutions	Percentage of persons connected to services through street outreach	90.0%	90.0%	90.0%
192	OHS - Office of Homeless Solutions	Percentage of beds utilized under the Pay-to-Stay program	90.0%	90.0%	90.0%
193	OHS - Office of Homeless Solutions	Number of unduplicated homeless clients with mental illness/co-occurring substance use/primary care health issues receiving services	750	750	750
194	OHS - Office of Homeless Solutions	Percentage of service requests responded within 24-48 hours (HART TEAM)	90.0%	90.0%	90.0%
195	OPO - Office of Police Oversight	Monthly complaint resolution rate (DPD and OCPO)	70.0%	70.0%	70.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
196	OPO - Office of Police Oversight	Number of public events	25	25	25
197	OPO - Office of Police Oversight	Percentage of Community Police Oversight Board independent investigations completed (cases eligible for review)	85.0%	85.0%	85.0%
198	OPO - Office of Police Oversight	*Number of community, outreach, and engagement events in majority Black and Hispanic neighborhoods	12	12	12
199	ORM - Risk Management	Average cost per workers' compensation claim	6,600	6,600	6,600
200	ORM - Risk Management	Claimant contact within 24 hours of new claim notice rate	98.0%	98.0%	100.0%
201	ORM - Risk Management	Commercial Driver's License (CDL) workforce drug test rate	50.0%	50.0%	50.0%
202	ORM - Risk Management	Subrogation monies recovered	456,898	456,898	456,898
203	ORM - Risk Management	Percentage of monies recovered from subrogation claims	27.5%	27.5%	27.5%
204	ORM - Risk Management	Number of safety training courses offered outside of regular hours (multi-shift schedule)	95	95	95
205	ORM - Risk Management	*Number of employee training courses offered in Spanish	18	18	18
206	PAO - Communication, Outreach, and Marketing	Percentage increase of advertisement related to citywide and department-specific initiatives	25.0%	25.0%	25.0%
207	PAO - Communication, Outreach, and Marketing	Percentage increase of original content created at the Fair Park Multimedia Center	25.0%	25.0%	25.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
208	PAO - Communication, Outreach, and Marketing	Percentage increase of engagement with original Spanish content	20.0%	20.0%	20.0%
209	PAO - Communication, Outreach, and Marketing	Percentage increase of engagement with City of Dallas social media content	20.0%	20.0%	20.0%
210	PAO - Communication, Outreach, and Marketing	Value of positive earned media mentions	100,000,000	100,000,000	100,000,000
211	PAO - Communication, Outreach, and Marketing	*Percentage increase of Spanish text notification subscribers	15.0%	15.0%	15.0%
212	PBW - Public Works	Percentage of planned sidewalk projects completed	100.0%	100.0%	100.0%
213	PBW - Public Works	*Planned lane miles improved in equity priority areas (115 of 575)	100.0%	100.0%	100.0%
214	PBW - Public Works	Planned lane miles improved (575 of 11,770 miles)	100.0%	100.0%	100.0%
215	PBW - Public Works	Percentage of planned lane miles completed through In-House Onyx Preservation (80 miles)	100.0%	100.0%	100.0%
216	PBW - Public Works	Percentage of abandonment/license applications routed within five days	95.0%	90.0%	90.0%
217	PBW - Public Works	Percentage of potholes repaired within three days	98.0%	98.0%	98.0%
218	PBW - Public Works	Dollars spent on sidewalk master plan projects	4,300,000	347,780	347,780
219	PBW - Public Works	Percentage of asphalt service requests completed within SLA	92.0%	92.0%	92.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
220	PBW - Public Works	Percentage of concrete service requests completed within SLA	92.0%	92.0%	92.0%
221	PER - Human Resources	Percentage increase in wellness program participation from prior year	5.0%	5.0%	5.0%
222	PER - Human Resources	Percentage increase in annual physical completion from prior year	5.0%	5.0%	5.0%
223	PER - Human Resources	*Dollar increase in minimum wage	19	19	19
224	PER - Human Resources	Percentage of civilian investigations completed within 25 days	90.0%	90.0%	90.0%
225	PER - Human Resources	Number of days from offer to start date for labor positions	25	25	25
226	PER - Human Resources	Number of days from offer to start date for executive position	45	45	45
227	PKR - Park - Recreation	Number of daily visits to partnership programs/facilities including the Arboretum, Cedar Ridge Preserve, Zoo, and Audubon Center	4,052,191	2,539,083	2,551,529
228	PKR - Park - Recreation	Percentage of residents within half mile of a park	73.0%	73.0%	74.0%
229	PKR - Park - Recreation	Operating expenditures per acre of land managed or maintained	1,651	302	297
230	PKR - Park - Recreation	Percentage decrease in park-related incidents/calls to DPD	0.0%	10.0%	10.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
231	PKR - Park - Recreation	Percentage of planned park visits completed by Park Rangers (1,800 visits per month)	95.0%	93.0%	93.0%
232	PKR - Park - Recreation	Average number of recreation programming hours per week (youth, seniors, and athletic leagues)	2,300	1,650	1,650
233	PKR - Park - Recreation	*Percentage increase in active/fitness program enrollment in target areas	5.0%	5.0%	5.0%
234	PKR - Park - Recreation	Dollar value of volunteer hours for park system	4,017,600	6,572,717	6,885,703
235	PKR - Park - Recreation	Percentage increase in youth athletic activities registration	10.0%	10.0%	10.0%
236	PNV - Planning and Urban Design	*Percentage of engagement/public meetings in majority Black and Hispanic neighborhoods	50.0%	50.0%	50.0%
237	PNV - Planning and Urban Design	Percentage of Comprehensive Plan project milestones completed	100.0%	100.0%	100.0%
238	PNV - Planning and Urban Design	Percentage of zoning change requests increasing housing density	80.0%	80.0%	80.0%
239	PNV - Planning and Urban Design	Percentage of zoning change requests with CPC and Council decision following staff recommendation	90.0%	90.0%	90.0%
240	PNV - Planning and Urban Design	Percentage decrease of zoning change requests	15.0%	15.0%	15.0%
241	PNV - Planning and Urban Design	Percentage of zoning requests following the CPC schedule	90.0%	90.0%	90.0%
242	PNV - Planning and Urban Design	Percentage of routine maintenance certificates of appropriateness completed within seven days	95.0%	95.0%	95.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
243	PNV - Planning and Urban Design	Number of historical preservation outreach events (education and awareness presentations / publications)	4	4	4
244	PNV - Planning and Urban Design	Number of training sessions provided to landmark commissioners	2	2	2
245	PNV - Planning and Urban Design	*Number of historic preservation outreach events in underserved communities of color (education, and awareness presentations / publications)	3	3	3
246	POM - Office of Procurement Services	Dallas Contracting Officer Representative Program Completion Rate	75.0%	75.0%	75.0%
247	POM - Office of Procurement Services	Percentage of extensions completed within 15 business days	80.0%	85.0%	85.0%
248	POM - Office of Procurement Services	*Percentage of procurement Masterclass training and technical assistance in majority Black and Hispanic neighborhoods	50.0%	85.0%	85.0%
249	POM - Office of Procurement Services	Completion rate for informal solicitations	80.0%	85.0%	85.0%
250	POM - Office of Procurement Services	Percentage of reprographic completed within three business days	95.0%	95.0%	95.0%
251	POM - Office of Procurement Services	Percentage of mail delivered to post office same day received	90.0%	95.0%	95.0%
252	SAN - Sanitation Svcs	Percentage of on-time bulk and brush collections	95.5%	95.5%	96.0%
253	SAN - Sanitation Svcs	*Percentage of targeted outreach efforts in areas with highest bulk and brush pickup violations	50.0%	50.0%	50.0%

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#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
254	SAN - Sanitation Svcs	Tons of CH4 (methane) captured by McCommas Bluff Landfill Gas System	47,000	47,000	47,000
255	SAN - Sanitation Svcs	Residential recycling tons collected	58,000	58,000	58,000
256	SAN - Sanitation Svcs	Residential recycling diversion rate	20.5%	21.0%	21.0%
257	SAN - Sanitation Svcs	Percentage of garbage and recycling routes completed on time	95.0%	95.0%	95.0%
258	SBC - Small Business Center	Number of Fresh Start clients hired	200	100	100
259	SBC - Small Business Center	Fresh Start client 12 month retention rate	50.0%	55.0%	55.0%
260	SBC - Small Business Center	*Percentage increase of workforce development grant participants in underserved populations	60.0%	50.0%	50.0%
261	SBC - Small Business Center	*Percentage of funds awarded to small businesses (grants/loans) (New)	N/A	15.0%	15.0%
262	SBC - Small Business Center	Number of small businesses who receive funding (grants/loans) (New)	N/A	5	5
263	SBC - Small Business Center	Percentage spent with local businesses	40.0%	45.0%	45.0%
264	SBC - Small Business Center	*Percentage of dollars spent with local M/WBE businesses	70.0%	75.0%	75.0%
265	SDM - Stormwater Drainage Management	Number of major data projects to increase efficiency and transparency in city services	92.0%	92.0%	92.0%

Last updated: June 20, 2024

For review only - Final version will be published in the August budget document

Equity-focused measures aligned with Racial Equity Plan (\*)

Measures new for FY 2024-25 are indicated as (New)

## FY 2024-25 PROPOSED | DEPARTMENT PERFORMANCE MEASURES

#	Department	Performance Measure	FY 2023-24 Budget	FY 2024-25 Proposed	FY 2025-26 Planned
266	SEC - City Secretary	Percentage of background checks initiated within three business days	100.0%	100.0%	100.0%
267	SEC - City Secretary	Percentage of City Council voting agendas processed within 10 working days	100.0%	100.0%	100.0%
268	SEC - City Secretary	Percentage of public meeting notices processed and posted within one hour	100.0%	100.0%	100.0%
269	SEC - City Secretary	Percentage of campaign finance reports locked down within one business day	100.0%	100.0%	100.0%
270	SEC - City Secretary	Percentage of service requests completed within 10 business days	100.0%	100.0%	100.0%
271	SEC - City Secretary	Percentage of Open Records Requests responded to within 10 business days	100.0%	100.0%	100.0%
272	TRN - Transportation	Percentage of signal malfunction responses within 120 minutes	91.0%	80.0%	80.0%
273	TRN - Transportation	Percentage of traffic signal preventative maintenance for full system PM within 12 months	70.0%	50.0%	50.0%
274	TRN - Transportation	Percentage of long line pavement marking miles restriped (170 of 1,700 miles)	50.0%	10.0%	10.0%

Last updated: June 20, 2024

For review only - Final version will be published in the August budget document

Equity-focused measures aligned with Racial Equity Plan (\*)

Measures new for FY 2024-25 are indicated as (New)

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Office of Community Care Agenda Item for acceptance of TDCJ Reentry Funds**

On June 26, 2024, Dallas City Council will consider the following Office of Community Care item as an Addition to the planned council agenda.

**Item 24-1966:** Authorize (1) an extension of the Interlocal Agreement from the Texas Department of Criminal Justice (TDCJ) Reentry Pilot Program Grant (Contract No. 696-TC-24-24-L046) and acceptance of FY 2025 TDCJ Reentry funds in the amount not to exceed \$500,000.00 for reentry services to individuals being released from TDCJ who are returning to the City of Dallas (Reentry Services) for the period of September 1, 2024 through August 31, 2025; (2) the acceptance of additional grant funding from the TDCJ Reentry Services for the FY 2024 TDCJ Reentry Pilot Program Grant (Contract No. 696-TC-24-24-L046) in an amount not to exceed \$250,000.00 for reentry services to individuals being released from TDCJ who are returning to the City of Dallas (Reentry Services) for the period of September 1, 2024 through August 31, 2025; (3) an increase in appropriations in an amount not to exceed \$750,000.00 in the FY23-24 TDCJ Reentry Pilot Program Grant; (4) the receipt and deposit of funds in an amount not to exceed \$750,000.00 in the FY 2024 TDCJ Reentry Pilot Program Grant; and (5) and execution of the Interlocal Agreement with the Texas Department of Criminal Justice and all terms, conditions, and documents required by the contract - Not to exceed \$750,000.00 from \$500,000.00 to \$1,250,000.00 - Financing: FY 2024 TDCJ Reentry Pilot Program Grant Fund **(2)** acceptance of additional grant funding from Texas Department of Criminal Justice Reentry Services for the FY 2024 TDCJ Reentry Pilot Program Grant (Contract No. 696-TC-24-24-L046) in the amount not to exceed \$250,000.00 for reentry services to individuals being released from TDCJ who are returning to the City of Dallas (Reentry Services) for the period of September 1, 2024 through August 31, 2025; **(3)** increase appropriations in an amount not to exceed \$750,000.00 in the FY23-24 TDCJ Reentry Pilot Program Grant; **(4)** receipt and deposit of funds in an amount not to exceed \$750,000.00 in the FY 2024 TDCJ Reentry Pilot Program Grant; and **(5)** and execution of the interlocal Agreement with Texas Department of Criminal Justice and all terms, conditions, and documents required by the contract - Not to exceed \$750,000.00 from \$500,000.00 to \$1,250,000.00, Financing: FY 2024 TDCJ Reentry Pilot Program Grant Fund

## **Background**

This item represents the acceptance of additional funding for the Texas Department of Criminal Justice contract to support reentry services. The current contract is a two-year agreement, with the first year's funding having been accepted at the time of contract authorization. This item will authorize two amendments to this contract. Amendment

DATE June 21, 2024

SUBJECT **Upcoming Office of Community Care Agenda Item for Reacceptance of TDCJ Reentry Funds**

M001 provides for funding for FY25 in the amount of \$500,000.00, and Amendment M002 accepts additional funding to the \$1,000,000.00 for the two-year contract period, in the amount of \$250,000.00.

The Reentry Services Program was established by the Texas State Legislature to support projects in Dallas and Houston that strive to support individuals being released from TDCJ facilities and returning to the Dallas or Houston area. This project has been supported through appropriations in the 84th, 86th, 87th, and now the 88th Texas State Legislative Session in 2023. Funding was once again appropriated within the budget for the Texas Department of Criminal Justice (TDCJ) to enter into an agreement with the City of Dallas to establish and operate a program for reentry services to individuals released from TDCJ facilities who are returning to the Dallas area. The City of Dallas may enter into agreements with non-profit entities, faith-based organizations, community groups and the private sector for the provision of services.

### **Reentry Services**

This contract provides for both the second allocation of funds tied to our current agreement, as well as additional funds beyond that initial allocation. The Office of Community Care has worked closely with Texas Department of Criminal Justice (TDCJ) to seek insight and guidance related to our delivery of reentry services, leading to an increased allocation of funds. Over the last year, staff from the Office of Community Care, Office of Integrated Public Safety Solutions, Dallas Police Department, Human Resources, Small Business Center and City Manager's Office have worked to develop an updated strategy for the provision of reentry services, in part due to the funder's insight.

In accepting these new funds, oversight of Reentry Services Programming and Strategy will be transitioned fully to the Office of Community Care as the hub for reentry services. These TDCJ funds will support Coordination of Reentry services, Community Integration and Wraparound Social Services, Housing Stability, and Outreach and Engagement.

### **Prior Action/Review (Council, Boards, Commission)**

On April 27, 2016, the City Council authorized the acceptance of a grant from the Texas Department of Criminal Justice (Contract No. 696-TC-16-17-L063), to develop and operate a pilot program for reentry services for the period September 1, 2015, through August 31, 2017; and execution of the grant agreement by Resolution No. 16-0635.

On January 22, 2020, the City Council authorized the acceptance of a grant from the Texas Department of Criminal Justice (Contract No. 696-TC-20-21-L098, to develop and operate a pilot program for reentry services for the period September 1, 2019 through August 31, 2021; and execution of the grant agreement by Resolution No. 20-0207.

On December 8, 2021, the City Council authorized the acceptance of a grant from the Texas Department of Criminal Justice (TDCJ) (Contract No. 696-TC-22-23-L026) in the amount of \$1,000,000.00 (\$500,000.00 for FY 2021-2022 and \$500,000.00 for FY 2022-

DATE June 21, 2024  
SUBJECT **Upcoming Office of Community Care Agenda Item for Reacceptance of TDCJ Reentry Funds**

2023) for reentry services to individuals being released from TDCJ who are returning to the City of Dallas area by Resolution No. 21-2024.

On November 8, 2023, the City Council authorized the acceptance of a grant from the Texas Department of Criminal Justice (TDCJ) (Contract No. 696-TC-24-24-L046) in the amount of \$500,000.00 for reentry services to individuals being released from TDCJ who are returning to the City of Dallas area for the period September 1, 2023, through August 31, 2024, by Resolution No. 23-1569.

On June 10, 2024, the Workforce, Education and Equity Committee was briefed via memorandum on a prior version of this item which reflected the amendment and additional \$500,000.00. The City has since received the second amendment, inclusive of additional funding, and has thus updated the agenda item to authorize both amendments and accept all additional funding.

If you have any questions, please contact Office of Community Care Director, Jessica Galleshaw.



**M. Elizabeth (Liz) Cedillo-Pereira**  
Assistant City Manager

c: Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager

Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Members of the Government Performance and Financial Management Committee: Chad West (Chair), Paula Blackmon (Vice Chair), Cara Mendelsohn, Jesse Moreno, Jaime Resendez

SUBJECT **June 26, 2024, Upcoming Agenda Items – 24-1945 and 24-2057 – Extension of the Waterworks and Sewer System Commercial Paper Notes, Series F and Series G**

The June 26, 2024, City Council Agenda includes two items related to the extension of the respective Waterworks and Sewer System Commercial Paper Notes, Series F (“Series F Notes”) and Series G (“Series G Notes”); with JPMorgan Chase Bank, N.A. (“JPMorgan”) in support of the Series F Notes, and State Street Bank and Trust Company (State Street) in support of the Series G Notes.

## BACKGROUND

Commercial paper provides interim financing for Dallas Water Utilities (DWU) capital projects. The use of commercial paper permits more cost-efficient use of funds as short-term debt minimizes borrowing costs and allows DWU greater flexibility to manage the award of capital project contracts and ongoing cash needs. Commercial paper notes are normally sold at rates of interest that are lower than rates available at the same time on long-term debt. Commercial paper issuance is supported by lines of credit from highly rated banks. These lines of credit assure investors that the notes will be paid in the unlikely event that a note cannot be sold to another investor at maturity. Outstanding commercial paper is periodically reduced by refinancing it with long-term debt.

In 1987, City Council authorized an ordinance establishing a commercial paper program as interim financing for DWU capital improvements for a period of 10 years, ending in September 1997, with a maximum issuance amount of \$100 million. Since 1987, DWU’s initial commercial paper program has been reauthorized several times and increased in total size to \$600 million. The current \$600 million program was authorized in June 2021 to be issued as Series F Notes, supported by lines of credit from JPMorgan (Sub-Series F-1) for \$225 million and Bank of America, N.A. (Sub-Series F-2) for \$75 million; and Series G Notes supported by a line of credit from State Street for \$300 million. The current agreements expire on July 8, 2024.

## SERIES F NOTES EXTENSION

JPMorgan has agreed to absorb the entirety of the \$300 million Series F notes in an amended agreement and to extend the agreement from expiring on July 8, 2024, to July 8, 2027. On June 12, 2024, the City Council approved a resolution authorizing the execution of the Amended and Restated Revolving Credit Agreement and Amended and

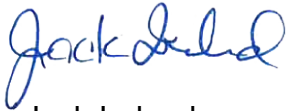
DATE June 21, 2024  
SUBJECT **June 26, 2024, Upcoming Agenda Items – 24-1945 and 24-2057 – Extension of the Waterworks and Sewer System Commercial Paper Notes, Series F and Series G**

Restated Fee Letter Agreement with JPMorgan in support of the Series F Notes extension under the same terms and conditions and a modified fee structure. This item authorizes the issuance of the Series F notes via an updated ordinance, as required by the Attorney General's Office.

### **SERIES G NOTES EXTENSION**

State Street has agreed to an amended agreement of the \$300 million Series G notes to extend the agreement from expiring on July 8, 2024, to October 4, 2024. This item provides authorization to extend the agreement for three-months with State Street under the same terms and conditions. The extension of the program is necessary to provide liquidity for the Waterworks and Sewer System Commercial Paper Notes, Series G while a new commercial paper liquidity provider is procured.

Please let me know if you need any additional information.



Jack Ireland  
Chief Financial Officer

- c:
- |  |  |
|--|--|
| Tammy Palomino, City Attorney                              | Alina Ciocan, Assistant City Manager                             |
| Mark Swann, City Auditor                                   | Donzell Gipson, Assistant City Manager (I)                       |
| Biliera Johnson, City Secretary                            | Robin Bentley, Assistant City Manager (I)                        |
| Preston Robinson, Administrative Judge                     | Jack Ireland, Chief Financial Officer                            |
| Dominique Artis, Chief of Public Safety (I)                | Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I) |
| Majed A. Al-Ghafry, Assistant City Manager                 | Directors and Assistant Directors                                |
| M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager |  |

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

Honorable Members of the Government Performance and Financial Management  
TO Committee: Chad West (Chair), Paula Blackmon (Vice Chair), Cara Mendelsohn, Jesse  
Moreno, Jaime Resendez

SUBJECT **June 26, 2024, Upcoming Agenda Items – 24-1292, 24-1294, 24-1477, 24-1478 –  
Texas Water Development Board Grant and Loan for Flood Infrastructure Funding**

The June 26, 2024, City Council agenda includes four items related to the Texas Water Development Board (TWDB) for grant and loan financial assistance to the City of Dallas for eligible projects through the Flood Infrastructure Fund (FIF). The City is requesting an amount up to \$113,190,000 to fund flood risk management projects associated with the Dallas levee system improvements to reduce flood risk, and an amount up to \$16,675,712 to fund flood risk management projects associated with the infrastructure relocation related to the Dallas Floodway Extension.

## BACKGROUND

The FIF program was created by the Texas Legislature and approved by voters in 2019 and provides financial assistance in the form of loans and grants for flood control, flood mitigation, and drainage projects. On September 17, 2020, the TWDB approved the Prioritization List and Eligible Funding Amounts under the FIF, including two projects for the Modified Dallas Floodway Project, relating to an extension of the floodway and levee system. The Dallas Floodway Levee System is locally owned and operated, federally regulated by the U.S. Army Corps of Engineers (USACE), and provides flood risk mitigation for an area that encompasses over \$14 billion in real and personal property and over 400,000 residents. The levee system currently has two ongoing federal projects that have completed all environmental clearances, received their Record of Decisions, and appropriated funds through the USACE Civil Works Program. Per executed project partnership agreements between the USACE and the City, the City is obligated to cost participate in the design and construction activities for the flood risk management components of the project.

The combined project costs for the Modified Dallas Floodway projects related to the Dallas levee system improvements total approximately \$457.7 million. The USACE contribution to the project is approximately \$297.4 million, with the City contributing approximately \$47.0 million in in-kind contributions. The City is seeking to finance the remaining project costs with financial assistance from TWDB through the FIF. The terms of the financial assistance from TWDB include \$23.1 million in FIF grant funding and a \$90.1 million long-term, fixed rate FIF loan, offered at zero percent interest.



DATE June 21, 2024

SUBJECT **June 26, 2024, Upcoming Agenda Items – 24-1292, 24-1294, 24-1477, 24-1478 – Texas Water Development Board Grant and Loan for Flood Infrastructure Funding**

The combined project costs for the Modified Dallas Floodway projects related to the Dallas Floodway Extension total approximately \$559.5 million. The USACE contribution to the project is approximately \$517.4 million, with the City contributing approximately \$25.4 million in in-kind contributions. The City is seeking to finance the remaining project costs with financial assistance from TWDB through the FIF. The terms of the financial assistance from TWDB include \$2.5 million in FIF grant funding and a \$14.2 million long-term, fixed rate FIF loan, offered at zero percent interest.

### **ACCEPTANCE OF AWARD**

Agenda items 24-1477 and 24-1478 authorize the acceptance of the grants and loans for low-cost financial assistance through the FIF for the Modified Dallas Floodway projects related to the Dallas levee system improvements and Dallas Floodway Extension. This is the second City Council action required by the TWDB to accept and execute the Financing Agreements for the FIF grant award and borrowing, as provided by TWDB to participate in the FIF financial assistance program. Previously, on September 13, 2023, the City Council authorized the submission of financial assistance applications for the FIF program.

### **AUTHORIZATION OF BONDS**

The terms of the financial assistance from TWDB include long-term, fixed rate FIF loans, offered at zero percent interest. The loans are issued as bonds to the TWDB and require approval of an ordinance to authorize the issuance of the bonds. Agenda item 24-1292 authorizes the issuance and sale of City of Dallas, Texas Drainage Utility System Revenue Bonds, Series 2024A in the amount of \$14,175,000 to the TWDB for projects related to the Dallas Floodway Extension; and agenda item 24-1294 authorizes the issuance and sale of City of Dallas, Texas Drainage Utility System Revenue Bonds, Series 2024B, in the amount of \$90,090,000 to the TWDB for projects related to the Dallas levee system improvements. The debt service on the bonds is payable from the City's existing stormwater drainage utility system.

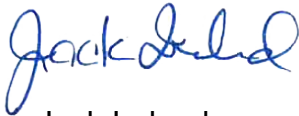
### **IN SUMMARY**

Pending City Council approval of the items required by the TWDB, the bonds are scheduled to close, wherein Dallas Water Utilities will receive the funds for the authorized projects, in July 2024.

DATE June 21, 2024

SUBJECT **June 26, 2024, Upcoming Agenda Items – 24-1292, 24-1294, 24-1477, 24-1478 – Texas Water Development Board Grant and Loan for Flood Infrastructure Funding**

Please let me or Sarah Standifer, Director of Dallas Water Utilities, know if you need any additional information.



Jack Ireland  
Chief Financial Officer

c: Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billieae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
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Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

Honorable Members of the Government Performance and Financial Management  
TO Committee: Chad West (Chair), Paula Blackmon (Vice Chair), Cara Mendelsohn, Jesse  
Moreno, Jaime Resendez

SUBJECT **June 26, 2024, Upcoming Agenda Item – 24-1849 – Resolution Authorizing the  
Selection of an Underwriting Syndicate for the Issuance of Bonds Related to the  
Kay Bailey Hutchison Convention Center Dallas Venue Project and Fair Park  
Venue for Fiscal Year 2025**

The June 26, 2024, City Council Agenda includes a resolution authorizing the selection of an underwriting syndicate for the issuance of bonds related to the Kay Bailey Hutchison Convention Center Dallas Venue Project and Fair Park Venue for Fiscal Year 2025.

On January 24, 2024, the City established an Underwriting Pool (“Pool”) comprised of 36 underwriting firms for the purpose of establishing underwriter syndicates on future negotiated bond financings and other debt transactions, as required. The City has historically maintained a pool of underwriters for negotiated bond financings, and underwriter syndicates are selected from firms within the Pool via the issuance of a mini-Request for Proposals (mini-RFP) specific to the individual bond transaction. Minority/Women-owned Business (M/WBE) firms are included in underwriter syndicates in accordance with the M/WBE participation goal. Firms included in the Pool can potentially serve in the capacity of Senior, Co-Senior, or Co-Managing underwriter.

On February 27, 2024, the City issued a mini-RFP to the Pool of qualified firms for Special Tax Revenue (Kay Bailey Hutchison Convention Center Dallas Venue and Fair Park Venue Projects) Financing Debt Underwriting and received 28 submissions in response. To accommodate this transaction the City’s co-financial advisors, Hilltop Securities, Inc. and Estrada Hinojosa & Co., Inc., recommended a syndicate of 10 underwriting firms; comprised of a mix of national and regional firms, three M/WBE firms, and one veteran-owned firm. Following review by the selection committee, the City plans to use an underwriting syndicate team comprised of J.P. Morgan Securities LLC; Ramirez & Co., Inc.; Mesirow Financial, Inc.; Bancroft Capital, LLC; Frost Bank Capital Markets; Jefferies LLC; Loop Capital Markets, LLC; Siebert Williams Shank & Co., LLC; Stifel, Nicolaus & Company, Inc.; and Truist Securities, Inc. The Bookrunning Senior Manager will be J.P. Morgan Securities LLC, and Ramirez & Co., Inc. and Mesirow Financial, Inc. will serve as the Co-Senior Managers.

DATE June 21, 2024

SUBJECT **June 26, 2024, Upcoming Agenda Item – 24-1849 – Resolution Authorizing the Selection of an Underwriting Syndicate for the Issuance of Bonds Related to the Kay Bailey Hutchison Convention Center Dallas Venue Project and Fair Park Venue for Fiscal Year 2025**

The issuance and sale of the bonds is contingent upon the City Council's approval (1) to begin preparations of the issuance and (2) of parameters Ordinances currently planned for consideration and approval in the first quarter of Fiscal Year 2025.

Please let me know if you need any additional information.



Jack Ireland  
Chief Financial Officer

c: Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Update on Amendments to Chapter 47A for Horse-Drawn Carriages**

The proposed ordinance amending Chapter 47A, "Transportation for Hire," of the Dallas City Code, is attached for your review and will be considered by the City Council at your next meeting on Wednesday, June 26, 2024. This ordinance removes and repeals all sections of Chapter 47A that allow horse-drawn carriages as a permitted form of transportation for hire.

As stated in the June 7, 2024 Council memo on horse-drawn carriages, discussions were held with Council Members over the last two weeks to answer any outstanding questions. Key takeaways included:

- Horse-drawn carriages would still be able to operate on private property.
- Horse-drawn carriages for special events such as weddings, funerals, parades, commercial filming, etc. would be handled on a case-by-case basis through the Office of Special Events in the Department of Convention and Event Services.
- Provider(s) could opt to offer transportation for hire utilizing an electric carriage under other sections of Chapter 47A.
- Currently, routes must be approved by the Department of Transportation and include specified pick-up and drop-off locations along those routes.
- Staff contacted Visit Dallas and horse-drawn carriages are not part of their tourism promotion strategy.

Should you have any questions, please contact Patrick Carreno, Director, Department of Aviation at (214) 670-6149 or [patrick.carreno@dallas.gov](mailto:patrick.carreno@dallas.gov).

Service First, Now!



Kimberly Bizer Tolbert  
City Manager (I)

[Attachment]

c: Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billierae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager  
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Robin Bentley, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

ORDINANCE NO. \_\_\_\_\_

An ordinance amending Chapter 47A, “Transportation for Hire,” of the Dallas City Code, by amending Sections 47A-1.5, 47A-3.2, and 47A-3.4; amending the definitions to remove horse and horse-drawn carriage; repealing requirements for horses in service; amending the requirements for an application for operating authority; providing a penalty not to exceed \$500; providing a saving clause; providing a severability clause; and providing an effective date.

Now, Therefore,

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. That Section 47A-1.5, “Definitions,” of Article I, “General Provisions,” of Chapter 47A, “Transportation for Hire,” of the Dallas City Code, is amended to read as follows:

**“SEC. 47A-1.5. DEFINITIONS.**

The definition of a term in this section applies to each grammatical variation of the term. In this chapter, unless the context requires a different definition:

(1) BUS means a motor vehicle that has a manufacturer's rated seating capacity of more than 15 passengers.

(2) CARPOOLING means any voluntary sharing of transportation without compensation.

(3) COMPENSATION means any money, service, or other thing of value that is received, or is to be received, in return for transportation-for-hire services.

(4) CONTINGENT PRIMARY LIABILITY COVERAGE means a liability insurance policy that will act as a primary liability policy in the event that no other applicable primary liability policy exists or a policy exists but denies coverage.

(5) COURTESY VEHICLE means a vehicle that is not for hire, is not used to transport passengers for compensation, and is operated by or for a business that provides free transportation to customers as an accessory to the main business activity.

(6) DEPARTMENT means the department designated by the city manager to enforce and administer this chapter.

(7) DIRECTOR means the director of the department designated by the city manager to enforce and administer this chapter and includes representatives, agents, or department employees designated by the director.

(8) DISPATCH means any communication system that conveys passenger ride requests to drivers.

(9) DRIVE means to control the physical movements of a transportation-for-hire vehicle.

(10) DRIVER means an individual who drives or otherwise controls the physical movements of a transportation-for-hire vehicle.

(11) DRIVER PERMIT means the permit required by this chapter to drive a transportation-for-hire vehicle.

(12) HAILABLE VEHICLE means a transportation-for-hire vehicle that can be immediately summoned by a passenger without the use of dispatch, and that meets the requirements in Section 47A-2.4.9.

(13) ~~[HORSE means any member of the species Equus Caballus.~~

(14) ~~HORSE-DRAWN CARRIAGE means a non-motorized vehicle designed to carry passengers while being pulled by one or more horses.~~

~~(15)]~~ METER means a device that measures the time and distance of a trip.

~~(14[16])~~ NON-MOTORIZED PASSENGER TRANSPORT VEHICLE means a ~~[horse-drawn carriage or a]~~ pedicab.

~~(15[17])~~ OPERATING AUTHORITY means a person who is granted operating authority under this chapter to provide transportation-for-hire services.

~~(16[18])~~ OPERATING AUTHORITY PERMIT means the permit required by this chapter to provide transportation-for-hire services.

~~(17[19])~~ PEDICAB means a non-motorized vehicle with three or more wheels propelled by human power or human-assisted power with seating for one or more passengers.

~~(18[20])~~ PERSON means an individual; corporation; government or governmental subdivision; or agency, trust, partnership, or two or more persons having a joint or common economic interest.

(19[21]) PUBLICLY REMOTELY ACCESSIBLE DATA SITE means a website, digital platform, or mobile application ("app") that provides content in a manner that is accessible to the public through a network.

(20[22]) SHUTTLE VEHICLE means a van-type motor vehicle that has a manufacturer's rated seating capacity of not less than seven passengers and not more than 15 passengers.

(21[23]) TRANSPORTATION-FOR-HIRE SERVICE means the business of offering or providing transportation of persons for compensation. The term does not include a transportation network company as defined in Section 2402.001(5) of the Texas Occupations Code, as amended.

(22[24]) TRANSPORTATION-FOR-HIRE VEHICLE means any vehicle used to offer or provide transportation-for-hire services.

(23[25]) VEHICLE PERMIT means the permit required by this chapter for a vehicle to operate as a transportation-for-hire vehicle.

(24[26]) WHEELCHAIR ACCESSIBLE VEHICLE means a vehicle designed or modified to transport passengers in wheelchairs or other mobility devices and conforming to the requirements of the Americans with Disabilities Act (ADA), as amended.”

SECTION 2. That Section 47A-3.2, “Requirements for Horses in Service,” of Article III, “Regulations Specific to Non-Motorized Passenger Transport Vehicles,” of Chapter 47A, “Transportation for Hire,” of the Dallas City Code, is amended to read as follows:

“SEC. 47A-3.2.                    **RESERVED.**    ~~[REQUIREMENTS FOR HORSES IN SERVICE.~~

(a)    ~~Before any horse may be used in a non-motorized passenger transport service, the operating authority permit holder must furnish the director with:~~

(1)    ~~a state certificate of veterinarian inspection identifying the horse by description or photograph and showing that the horse has been examined at least once within the preceding six months by a veterinarian licensed by the State of Texas who specializes in equine medicine;~~

(2)    ~~proof that the horse has had tetanus, rabies, and Eastern Western encephalitis vaccinations; and~~

(3)    ~~photographs showing identifying markings of the horse.~~

(b)    ~~A horse used in a non-motorized passenger transport service must:~~



- ~~(1) be appropriately shod to work on paved streets; if a horse loses a shoe while working, an "easy" type boot may be used to finish the scheduled work day;~~
- ~~(2) not have any open wound, oozing sore, cut below skin level, or bleeding wound;~~
- ~~(3) not have evidence of lameness, such as but not limited to head bobbing or irregular rhythm;~~
- ~~(4) be offered not less than five gallons of drinking water at least every two hours;~~
- ~~(5) have at least a 10-minute rest period after every 50 minutes worked;~~
- ~~(6) not work longer than eight hours in a 24-hour period with a minimum of 12 hours rest;~~
- ~~(7) have all harnesses properly fitted and in good repair with no deficiencies that could reasonably be deemed a safety hazard;~~
- ~~(8) be properly cleaned with no offensive odors or caked dirt or mud;~~
- ~~(9) wear a special sanitary device for containing animal excrement;~~
- ~~(10) not work when the outside temperature exceeds 99 degrees Fahrenheit, or the thermal heat index exceeds 150, as measured by the National Weather Service at Love Field; and~~
- ~~(11) be examined at least once every six months by a veterinarian licensed by the State of Texas who specializes in equine medicine and receive a state certificate of veterinarian inspection, which must be submitted to the director.~~

~~(c) The director, or a designated representative of the department, may require the operating authority or driver of a horse-drawn carriage to remove from service any horse that appears to be ill, overtired, undernourished, overloaded, injured, or lame or whose health or life, in the opinion of a veterinarian or qualified equine animal services officer, is in imminent danger. To reinstate a horse removed from service, the horse must be re-examined and a new state certificate of veterinarian inspection issued for the horse by a veterinarian licensed by the State of Texas and specializing in equine medicine, which certificate must be submitted to the director.~~

~~(d) A person commits an offense if he harasses or startles, or attempts to harass or startle, any horse while the horse is pulling a carriage or at rest or otherwise treats a horse inhumanely while it is working in a non-motorized passenger transport service.~~

~~(e) An operating authority and driver shall use a trailer to transport a horse to a job location in the city that is more than three miles from the location where the horse is stabled.~~

~~(f) For purposes of this section, a horse is considered to be working any time it is on a public street or sidewalk, or other public right of way, during any hour of operation of the non-motorized passenger transport service that is authorized by and on file with the director.]”~~

SECTION 3. That Section 47A-3.4, “Application for Operating Authority,” of Article III, “Regulations Specific to Non-Motorized Passenger Transport Vehicles,” of Chapter 47A, “Transportation for Hire,” of the Dallas City Code, is amended to read as follows:

**“SEC. 47A-3.4. APPLICATION FOR OPERATING AUTHORITY.**

In addition to the information required by Section 47A-2.1.2 of this chapter, to obtain an operating authority permit for transportation-for-hire service offered by non-motorized passenger transport vehicles, the verified application statement filed with the director must include[=

~~(1) the number of horses the applicant proposes to use in the operation of the service with a description or photograph and a state certificate of veterinarian inspection for each horse; and~~

~~(2)] the proposed routes to be offered.”~~

SECTION 4. That, unless specifically provided otherwise by this ordinance or by state law, a person violating a provision of this ordinance is, upon conviction, punishable by a fine not to exceed \$500.

SECTION 5. That Chapter 47A of the Dallas City Code shall remain in full force and effect, save and except as amended by this ordinance.

SECTION 6. That any act done or right vested or accrued, or any proceeding, suit, or prosecution had or commenced in any action before the amendment or repeal of any ordinance, or part thereof, shall not be affected or impaired by amendment or repeal of any ordinance, or part thereof, and shall be treated as still remaining in full force and effect for all intents and purposes as if the amended or repealed ordinance, or part thereof, had remained in force.

SECTION 7. That the terms and provisions of this ordinance are severable and are governed by Section 1-4 of Chapter 1 of the Dallas City Code, as amended.

SECTION 8. That this ordinance shall take effect immediately from and after its passage and publication in accordance with the provisions of the Charter of the City of Dallas, and it is accordingly so ordained.

APPROVED AS TO FORM:

TAMMY L. PALOMINO, City Attorney

By \_\_\_\_\_  
Assistant City Attorney

Passed \_\_\_\_\_

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Age 65 or Older or Disabled Property Tax Exemption**

City Council has demonstrated commitment to providing property tax relief for homeowners that are age 65 or older or disabled. Over the last seven years, the City Council has increased the over-65/disabled exemption five times from \$64,000 to \$139,400 or approximately 118%. This exempts a portion of the properties' value from being taxed, therefore, reducing the owner's tax bill. On June 26, City Council will have the opportunity to provide additional property tax relief for homeowners that are over-65/disabled.

On June 12, you discussed an agenda item regarding the over-65/disabled exemption and chose to defer the item to June 26. On June 12, you considered approval of an increase in the over-65/disabled exemption from the current exemption of \$139,400 to \$153,400 or as an alternative, you considered an increase from the current exemption of \$139,400 to \$145,400. In both cases, this represents an increase to the over-65/disabled exemption and provides additional property tax relief.

On Wednesday, June 26, you will again have the opportunity to consider the exemption. In order to change the exemption for the upcoming tax year, it is necessary that changes be approved by the City Council and communicated to the Central Appraisal Districts no later than June 30.

As a point of background, the City Council has an approved Financial Management Performance Criteria (FMPC) that speaks to this exemption.

**FMPC #23. Over-65 and Disabled Homestead Exemption.** The City will compare the current disabled and over-65 exemption to the most recent annual Consumer Price Index for the Elderly (CPI-E), and the year-over-year change in the average residential market value (whichever is greater) annually and provide the analysis of each scenario to City Council for consideration prior to June 30 for possible modification of this property tax exemption. Changes to property tax exemptions must be provided to the appraisal districts no later than June 30.

On May 21, 2024, the Government Performance and Financial Management (GPFM) Committee was [briefed](#) on Ad Valorem Tax Relief for Over-65 or Disabled homeowners using the two calculations outlined in the FMPC. The committee requested additional calculations that were provided by [memorandum](#) on May 24.

While the FMPC specifies that the year-over-year change in the average residential market value be considered, GPFM requested a calculation that considers the year-over-year change in the median residential market value. Average is an appropriate measure when all of the values are more evenly distributed, while median is a more appropriate measure when the values have significant outliers that would otherwise skew the results. In the case of residential property values in Dallas, there are several high-valued properties that are outliers. The below table shows the calculations provided to GPFM by memorandum on May 24.

		Option A	Option B	Option C	Option D	Option E
	Current Exemption	Change in CPI-E	Year-over-Year change in Average Value <sup>1</sup>	Change in CPI <sup>2</sup>	Year-over-Year change in Median Value <sup>3</sup>	Average of Option A and Option B - Blended <sup>4</sup>
Percent Change in Exemption		3.65%	9.99%	3.36%	4.30%	6.82%
Change in Exemption		\$5,086	\$13,937	\$4,684	\$5,999	\$9,512
Exemption	\$139,400	\$144,486	\$153,337	\$144,084	\$145,399	\$148,912
# of 65/over or Disabled Accounts	72,571	72,571	72,571	72,571	72,571	72,571
Value of Exemption	\$8.5B	+\$369.1M	+\$1.0B	+\$339.9M	\$435.4M	\$690.3M
Total Revenue Foregone	\$62.7M	+\$2.7M	+\$7.4M	+\$2.5M	+\$3.2M	+\$5.1M
City Tax Bill	\$1,540.10	\$1,502.68	\$1,437.56	\$1,505.64	\$1,495.96	\$1,470.12
Change in City Tax Bill	\$-	(\$37.42)	(\$102.53)	(\$34.46)	(\$44.14)	(\$69.98)

<sup>1</sup>FMPC #23 effective FY22-Current, requires a comparison of the exemption to the most recent Consumer Price Index for the Elderly (CPI-E), and the year-over-year change in the average residential market value (whichever is greater).

<sup>2</sup>FMPC #23 effective FY19-FY21 compare the current disabled and over-65 exemption to the most recent annual Consumer Price Index (CPI) every two years and provide an analysis to City Council.

<sup>3</sup>On May 21, 2024, the Government Performance and Financial Management (GPFM) Committee requested a comparison of the year-over-year change in median value.

<sup>4</sup>On May 21, 2024, the GPFM Committee requested a "blended" option for consideration - Option E provides an average of the change in CPI-E and year-over-year change in average market value.

Your June 26 agenda item was prepared using the calculation as directed in the FMPC which is listed as Option B in the table above. This would increase the over-65/disabled exemption from \$139,400 to \$153,400. The subject of the agenda item reads as follows:


Authorize an increase in the homestead property tax exemption for persons who are disabled or 65 or older from \$139,400 to \$153,400 beginning with the 2024 tax year (fiscal year beginning October 1, 2024) - Total Estimated Annual Revenue Foregone: General Fund (\$5,402,040) and Debt Service Fund (\$2,072,628) (This item was deferred on June 12, 2024)

DATE June 21, 2024  
SUBJECT **Age 65 or Older or Disabled Property Tax Exemption**  
PAGE **3 of 3**

On June 12, City Council considered setting the over-65/disabled exemption based on the year-over-year change in median residential market value which is listed as Option D in the table above. This would increase the over-65/disabled exemption from \$139,400 to \$145,400.

Both options provide more property tax relief to over-65/disabled homeowners than offered in the current year.

If you have any questions, please contact me or Janette Weedon, Director of Budget and Management Services.



**Jack Ireland**  
**Chief Financial Officer**

c: Kimberly Bizer Tolbert, City Manager (I)  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **M/WBE Participation for June 26, 2024 Council Agenda**

The policy of the City of Dallas is to engage certified Minority and Women-owned Business Enterprises (M/WBEs) to the greatest extent feasible on the City’s architecture & engineering, construction, goods, and professional services contracts. The City’s Business Inclusion and Development Policy (BID Policy) is overseen by the Business Inclusion and Development (BID) division of the Small Business Center, which is providing this summary of M/WBE subcontracting participation for the June 12, 2024 City Council Agenda.

As a reminder, the M/WBE goals that became effective on October 1, 2020 are:

<b>Architecture &amp; Engineering</b>	<b>Construction</b>	<b>Professional Services</b>	<b>Other Services*</b>	<b>Goods</b>
34.00%	32.00%	38.00%	N/A	32.00%

For this agenda, BID reviewed **32** agenda items; **22** items on this agenda include an M/WBE goal. Of those **22** items, **10** exceeded the goal, **4** met the goal, **8** did not meet the goal. This agenda includes **10** items that did not have an applicable M/WBE goal. The table below provides a summary of M/WBE participation for this agenda.

#	Contract Amount	Procurement Category	M/WBE Goal	M/WBE Subcontracting %	M/WBE Overall Participation %	M/WBE Overall \$	Status
2	\$755,980.00	Other Services	N/A	N/A	100.00%	\$755,980.00	M/WBE N/A Emergency Procurement
14	\$5,900,000.00	Construction	32.00%	32.00%	32.00%	\$1,888,000.00	Meets M/WBE Subcontracting goal
15	\$257,504.58	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Cooperative Agreement
16	\$726,688.70	Goods	N/A	N/A	100.00%	\$726,688.70	M/WBE N/A Cooperative Agreement; Prime is WBE
19	\$1,239,202.00	Construction	32.00%	32.28%	100.00%	\$1,239,202.00	Exceeds MWBE Subcontracting Goal
20	\$3,379,173.00	Construction	32.00%	35.45%	35.45%	\$1,197,795.00	Exceeds MWBE Subcontracting Goal
21	\$14,521,628.72	Construction	32.00%	24.97%	24.97%	\$3,626,429.51	Does not meet MWBE Subcontracting Goal
23	\$500,000.00	Architecture & Engineering	34.00%	45.43%	45.43%	\$227,165.00	Exceeds MWBE Subcontracting Goal
24	\$203,650.00	Architecture & Engineering	34.00%	34.00%	34.00%	\$69,241.00	Meets MWBE Subcontracting Goal
25	\$295,000.00	Architecture & Engineering	34.00%	34.03%	34.03%	\$100,400.00	Exceeds MWBE Subcontracting Goal

#	Contract Amount	Procurement Category	M/WBE Goal	M/WBE Subcontracting %	M/WBE Overall Participation %	M/WBE Overall \$	Status
26	\$533,300.00	Architecture & Engineering	34.00%	34.01%	34.01%	\$181,360.00	Exceeds MWBE Subcontracting Goal
27	\$431,792.00	Architecture & Engineering	34.00%	37.39%	37.39%	\$161,468.00	Exceeds MWBE Subcontracting Goal
28	\$427,920.00	Architecture & Engineering	34.00%	36.23%	36.23%	\$155,029.00	Exceeds MWBE Subcontracting Goal
29	\$400,081.00	Architecture & Engineering	34.00%	34.39%	34.39%	\$137,590.00	Exceeds MWBE Subcontracting Goal
30	\$0.00	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Interlocal Agreement
31	\$300,000.00	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Cooperative Agreement
34	\$101,700.00	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Other Services
35	\$1,537,350.00	Goods	32.00%	0.00%	0.00%	\$0.00	Does not meet MWBE Subcontracting Goal
36	\$741,456.00	Goods	32.00%	0.00%	0.00%	\$0.00	Does not meet MWBE Subcontracting Goal
37	\$4,479,000.00	Other Services	23.00%	0.00%	0.00%	\$0.00	Does not meet MWBE Subcontracting Goal
38	\$1,784,030.00	Other Services	N/A	6.64%	94.78%	\$1,690,900.00	M/WBE N/A Other Services; Prime is WBE
39	\$1,563,550.00	Other Services	N/A	61.85%	61.85%	\$967,200.00	M/WBE N/A Other Services: WBE firm is subcontracted
40	\$0.00	Professional Services	38.00%	0.00%	0.00%	\$0.00	Does not meet M/WBE subcontracting goal
41	\$5,508,709.50	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Other Services
42	\$108,000.00	Other Services	23.80%*	0.00%	0.00%	\$0.00	Does not meet MWBE Subcontracting Goal
48	\$714,075.00	Architecture & Engineering	34.00%	48.73%	45.66%	\$348,000.00	Exceeds MWBE Subcontracting Goal
49	\$2,054,100.00	Architecture & Engineering	34.00%	34.00%	34.00%	\$698,400.00	Meets MWBE Subcontracting Goal
50	\$512,048.00	Architecture & Engineering	34.00%	34.00%	34.00%	\$174,096.00	Meets MWBE Subcontracting Goal
51	\$271,832.00	Architecture & Engineering	34.00%	35.58%	35.58%	\$96,710.00	Exceeds MWBE Subcontracting Goal
59	\$2,440,248.77	Construction	25.00%*	0.82%	47.52%	\$1,260,795.98	Does not meet MWBE Subcontracting Goal; Prime is MBE
60	\$130,049.68	Architecture & Engineering	34.00%	20.28%	33.85%	\$26,370.00	Does not meet MWBE Subcontracting Goal
64	\$110,133.00	Other Services	N/A	N/A	N/A	N/A	M/WBE N/A Other Services

\*This item has the previous M/WBE goal.

**The following items do not meet the M/WBE subcontracting goal:**



DATE June 21, 2024  
SUBJECT **SUBJECT**  
PAGE 3 of 4

**Agenda Item No. 21**

Authorize a construction services contract ~~with Hammett Excavation Inc., approved as to form by the City Attorney,~~ for the construction of two Municipal Waste Cells for a total of 57 acres, Cell 7A and 7B, at the McCommas Bluff Landfill; and site improvements that included upgraded drain pumps, control panels, electric service, and discharge systems - Hammett Excavation Inc., lowest responsible bidder of two - Not to exceed \$14,521,628.72 - Financing: Sanitation Capital Improvement Fund. The Request for Bid method of procurement resulted in the lowest responsive bidder being selected.

**Agenda Item No. 35**

Authorize a three-year master agreement with Avery Dennison Corporation for the purchase of reflective and non-reflective sheeting material for sign making for the Department of Transportation. The Request for Bid method of procurement resulted in the lowest responsive bidder being selected. Award amount will not exceed \$1,537,350.00.

**Agenda Item No. 36**

Authorize a three-year master agreement with Standard Fusee Corp. dba Orion Safety Products for the purchase of emergency road flares for the Police Department and Fire-Rescue Department. Award amount will not exceed \$741,456.00. The Request for Bid method of procurement resulted in the lowest responsive bidder being selected.

**Agenda Item No. 37**

Authorize a three-year service price agreement with Acme Utility Inspection Services, Inc. for wet well, pump station, and stormwater drainpipe inspection and cleaning services. Award amount will not exceed \$4,479,000.00. The Request for Bid method of procurement resulted in the lowest responsive bidder being selected.

**Agenda Item No. 40**

Authorize Supplemental Agreement No. 1 to extend the service contract with Primary Health, Inc. dba CareNow for a drug and alcohol testing program and medical examination services. There is no cost consideration to the City.

**Agenda Item No. 42**

Authorize Supplemental Agreement No. 3 with GovOS, Inc. to exercise the one-year renewal option to the service contract for licenses, training, maintenance, and support of a vendor hosted hotel occupancy tax and short-term rental online portal. Award amount will not exceed \$108,000.00. The initial prime vendor was M/WBE certified and then acquired by a Non-M/WBE firm.

**Agenda Item No. 59**

Authorize an increase in the construction services contract with BAR Constructors, Inc. for additional work associated with the construction of a new pump station to replace the existing Pump Station No. 1 at the Elm Fork Water Treatment Plant. Increase amount

will exceed not \$2,440,248.77. Total award to-date will be \$54,043,468.71. One M/WBE firm is impacted on this increase. Eight M/WBE firms are subcontracted on this project to-date.

**Agenda Item No. 60**

Authorize Supplemental Agreement No. 2 to the professional services contract with HDR Engineering, Inc. for additional engineering services, additional storm drainage design, geotechnical engineering, and survey work for the Nandina Pine Trail area and the King’s Branch culvert. Supplemental amount will not exceed \$130,049.68. Award amount to-date will be \$1,027,802.78. Two M/WBE firms are impacted on this supplemental agreement. Five M/WBE firms are subcontracted on this project to-date.

**Local Businesses**

The table below provides the count of businesses by location for prime contractors and M/WBE subcontractors. There is a total of 33 prime contractors considered in this agenda.

Vendor	Local		Non-Local		Total
<b>Prime</b>	16	57.14%	12	42.86%	28
<b>M/WBE Prime</b>	2	40.00%	3	60.00%	5
<b>M/WBE Sub</b>	35	66.04%	18	33.96%	53

Please feel free to contact me or Joyce Williams, Director of the Small Business Center, if you have any questions or should you require additional information.

Service First, Now!

Robin Bentley  
 Assistant City Manager (I)

- c: Kimberly Bazor Tolbert City Manager
- Tammy Palomino, City Attorney
- Mark Swann, City Auditor
- Biliera Johnson, City Secretary
- Preston Robinson, Administrative Judge
- Dominique Artis, Chief of Public Safety (I)
- Majed A. Al-Ghafry, Assistant City Manager
- M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

- Alina Ciocan, Assistant City Manager
- Donzell Gipson, Assistant City Manager (I)
- Jack Ireland, Chief Financial Officer
- Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)
- Directors and Assistant Directors



**M/WBE Agenda Item Matrix**  
**June 26, 2024 City Council Agenda**

<b>Agenda Item #</b>	<b>Contract Amount</b>	<b>Procurement Category</b>	<b>M/WBE Goal</b>
24-1346 2	\$755,980.00	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	N/A	100.00% WF	\$755.980.00
Subject:	Authorize a service contract for emergency repairs and modernization of the four elevators within the Hall Arts Garage located at 2301 Ross Avenue with K & M Elevator, LLC, the lowest responsible bidder of three - Not to exceed \$755,980.00 - Financing: Capital Construction Fund		
<b>The Business Inclusion and Development Policy does not apply to Emergency Procurements, however the Prime is WBE.</b>			
<b>K &amp; M Elevator, LLC, Non-Local, WF, 100.00% - Elevator Repairs (Prime)</b>			
K & M Elevator, LLC – Non-local; Workforce – 20.96% Local			



**M/WBE Agenda Item Matrix**  
**June 26, 2024 City Council Agenda**

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1970 14	\$5,900,000.00	Construction	32.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	32.00%	32.00%	\$1,888,000.00
<b>Subject:</b>	<p>Authorize <b>(1)</b> the amendment of Resolution No. 23-0543 rescinding all authorizations in favor of UCR Development Services, LLC; <b>(2)</b> the City Manager to <b>(a)</b> execute a conditional grant agreement in an amount not to exceed \$2,345,273.00 for a term of twenty years sourced with 2017 General Obligation Bond, Homeless Assistance J Funds (Prop J); <b>(b)</b> execute a development agreement with forgivable loan and land conveyance in an amount not to exceed \$2,444,727.00 sourced with HOME Investment Partnership Funds for a term of twenty years, each with St. Jude Inc., and/or its affiliates (Developer/Provider), as the top ranking and best qualified NOFA proposer and approved as to form by the City Attorney <b>(a)</b> and <b>(b)</b> for a total amount not to exceed \$4,790,000.00; <b>(c)</b> negotiate and execute a property management and supportive services agreement with Developer/Provider requiring a Good Neighbor Agreement (to the extent it does not violate the Fair Housing Act, 42 U.S.C. §§ 3601-19), substantially in the form of Exhibit A to the Resolution, approved as to form by the City Attorney, for a minimum of 20 years; and <b>(d)</b> convey the Property to Developer/Provider subject to restrictive covenants, a right of reverter with the right of reentry and recording of all necessary documents pursuant to Texas Local Government Code Section 272.001(g) and applicable laws and regulations. Financing: Homeless Assistance (J) Fund (2017 General Obligation Bond Fund) (\$2,345,273.00) and HOME Investment Partnerships Funds (HOME) (\$2,444,727.00)</p>		
<b>This contract meets the M/WBE subcontracting goal.</b>			
Add M/WBE Participation Information			
St Jude, Inc. – Local; Workforce – 50.00% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1925 15	\$257,504.58	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	N/A	N/A	N/A
<b>Subject:</b>	<p>Authorize a two-year cooperative purchasing agreement for hardware support and maintenance on the City’s existing data aggregation platform services for the Department of Information and Technology Services with Mark III Systems, Inc. through The U.S. General Services Administration cooperative agreement - Not to exceed \$257,504.58 - Financing: Data Services Fund (subject to annual appropriations)</p>		
<b>The Business Inclusion and Development Policy does not apply to Cooperative Purchasing Agreements.</b>			
Mark III Systems, Inc. - Non-local; Workforce - 0.00% Local			



**M/WBE Agenda Item Matrix**  
**June 26, 2024 City Council Agenda**

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1947 16	\$726,688.70	Goods	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	N/A	100.00% WF	\$726,688.70
<b>Subject:</b>	Authorize a five-year cooperative purchasing agreement to extend existing software license and maintenance agreement for routers and data networks for the Department of Information and Technology Services with GTS Technology Solutions, Inc. through the Texas Department of Information Resources Cooperative Agreement - Total estimated amount of \$726,688.70 - Financing: Data Services Fund (subject to annual appropriations)		
<b>The Business Inclusion and Development Policy does not apply to Cooperative Purchasing Agreements, however, the Prime is a certified WBE firm.</b>			
<b>GTS Technology Solutions, Inc., Non-local, WF, 100.00% - Prime</b>			
GTS Technology Solutions, Inc. - Non-local; Workforce - 0.00% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1411 19	\$1,239,202.00	Construction	32.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	32.28%	100.00% BM, HM, WF	\$1,239,202.00
<b>Subject:</b>	Authorize a construction services contract for the construction of Street Reconstruction Group 17-1406 (list attached to the Agenda Information Sheet) - Aushill Construction, LLC lowest responsible bidder of seven - Not to exceed \$1,239,202.00 - Financing 2023 Certificate of Obligation (\$986,714.00), Water Capital Improvement G Fund (\$230,938.00), Wastewater Construction Fund (\$8,500.00), and Water Construction Fund (\$13,050.00)		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
<b>Aushill Construction LLC, Local, BM, 67.72% - Prime</b>			
JRB Pipeline, Local, HM, 12.10% - Utility			
Big D Concrete, Inc, Local, WF, 20.18% - Concrete Supplier			
Aushill Construction, LLC– Non-local; Workforce – 65.00% Local			



**M/WBE Agenda Item Matrix**  
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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1596 20	\$3,379,173.00	Construction	32.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	35.45%	35.45% HM, BM	\$1,197,795.00
<b>Subject:</b>	Authorize a construction services contract for the construction of Street and Alley Petition and Target Neighborhood Group 17-1302 (list attached to the Agenda Information Sheet) - Jeske Construction Company, lowest responsible bidder of four - Not to exceed \$3,379,173.00 - Financing: 2024B Certificate of Obligation Fund (\$2,320,430.00), Wastewater Capital Improvement F Fund (\$378,288.00), Water Capital Improvement G Fund (\$644,865.00), Wastewater Construction Fund (23,990.00), and Water Construction Fund (11,600.00)		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
Logan Trucking, Local, BM, 0.89% - Hauling			
Flowline Utilities, Local, HM, 34.56% - Utilities			
Jeske Construction Company– Local; Workforce – 85.00% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-743 21	\$14,521,628.72	Construction	32.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	24.97%	24.97% WF	\$3,626,429.51
<b>Subject:</b>	Authorize a construction services contract <del>with Hammett Excavation Inc., approved as to form by the City Attorney,</del> for the construction of two Municipal Waste Cells for a total of 57 acres, Cell 7A and 7B, at the McCommas Bluff Landfill; and site improvements that included upgraded drain pumps, control panels, electric service, and discharge systems - <a href="#">Hammett Excavation Inc.</a> , lowest responsible bidder of two - Not to exceed \$14,521,628.72 - Financing: Sanitation Capital Improvement Fund		
<b>This contract does not meet the M/WBE subcontracting goal.</b>			
Falcon Environmental Lining Systems, Inc, Non-Local, WF, 24.97% - Line			
Hammett Excavation Inc – Non-local; Workforce – 26.03% Local			



## M/WBE Agenda Item Matrix

### June 26, 2024 City Council Agenda

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1863 23	\$500,000.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	45.43%	45.43%	\$227,165.50
<b>Subject:</b>	Authorize a professional engineering services contract with Freese & Nichols, Inc. to provide a truck route traffic feasibility study and preliminary/schematic design services to reroute the truck traffic and create a context sensitive design/road diet on Martin Luther King Junior Boulevard from State Highway 352 to Botham Jean Boulevard for CSJ 0918-47-375 - Not to exceed \$500,000.00 - Financing: Texas Department of Transportation Grant Funds		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
Brownstone Associates, Local, BM, 6.02% - Public Engagement CivTech, Local, WF, 14.87% - Traffic Truck Study GRAM North Texas, Non-Local, WF, 1.74% - Traffic Counts PJB Surveying, Non-Local, NM, 22.80% - Survey			
Freese & Nichols, Inc. – Local; Workforce – 35.48% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1864 24	\$203,650.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	34.00%	34.00% BM, WF	\$69,241.00
<b>Subject:</b>	Authorize a professional engineering services contract with Kimley-Horn & Associates, Inc. for the design of pedestrian, bicycle, geometric, and landscaping improvements in the Elmwood Neighborhood along South Edgefield Avenue from Lebanon Avenue to West Illinois Avenue - Not to exceed \$203,650.00 - Financing: Street and Transportation (A) Fund (2017 General Obligation Bond Fund)		
<b>This contract meets the M/WBE subcontracting goal.</b>			
JBJ Management, Local, BM, 8.93% - Public Engagement CCA Landscape, Local, WF, 10.11% - Landscape and Irrigation Design Yellow Rose Mapping, LLC, Local, WF, 14.96% - Survey			
Kimley-Horn and Associates, Inc.– Local; Workforce – 14.57% Local			



**M/WBE Agenda Item Matrix**  
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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1865 25	\$295,000.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	34.03%	34.03% BM, WF	\$100,400.00
<b>Subject:</b>	Authorize a professional engineering services contract with Kimley-Horn & Associates, Inc. for the design of pedestrian, geometric, and traffic signal improvements along Lakeland Drive from Ferguson Road to Eustis Avenue and at the intersection of West Colorado Boulevard and North Tyler Street/Sylvan Avenue - Not to exceed \$295,000.00 - Financing: Street and Transportation Improvement Fund (\$150,000.00), Street and Transportation (A) Fund (\$100,000.00), and General Fund (\$45,000.00)		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
JBJ Management, Local, BM, 11.46% - Public Engagement Yellow Rose Mapping LLC, Non-Local, WF, 21.02% - Survey, SUE GRAM Traffic North Texas, Inc., Non-Local, WF, 1.55% - Traffic Counts Kimley-Horn – Local; Workforce – 14.57% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1868 26	\$533,300.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	34.01%	34.01% HM, PM, HF, WF	\$181,360.00
<b>Subject:</b>	Authorize a professional engineering services contract with Kimley-Horn and Associates, Inc. for traffic signal design services for the following four intersections selected as part of the 2023 Dallas Area Rapid Transit (DART) Public Transportation Improvement Program: South Adams Avenue at Jefferson Boulevard; South Bishop Avenue at Jefferson Boulevard; South Bishop Avenue at West Twelfth Street; Jefferson Boulevard at South Madison Avenue; and other related tasks - Not to exceed \$533,300.00 - Financing: DART Transportation Projects Fund		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
Othon, Inc., Local, HM, 11.25% - Signal Design Lim & Associates, Inc, Local, PM, 16.01% - Survey The Rios Group, Inc., Local, HF, 6.09% - SUE Gram Traffic North Texas, Inc., Non-Local, WF, 0.66% - Traffic Counts Kimley-Horn – Local; Workforce – 14.57% Local			





**M/WBE Agenda Item Matrix**  
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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1857 27	\$431,792.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	37.39%	37.39% HM, BM, WF	\$161,468.00
<b>Subject:</b>	Authorize a professional engineering services contract with Lee Holdings, Inc., DBA Lee Engineering, LLC., for traffic signal design services for the following six intersections: Knox Street at Katy Trail (Pedestrian Hybrid Beacon); Lake June Road at Prichard Lane; Mountain Creek Parkway at Fox Creek Trail; North Jim Miller Road at Piedmont Drive; Telephone Road at Bonnie View Road; Lake June Road at Houghton Road (Pedestrian Hybrid Beacon); and other related tasks - Not to exceed \$431,792.00 - Financing: General Fund (\$215,896.00) and Street and Transportation (A) Fund (2017 General Obligation Bond Fund) (\$215,896.00)		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
Salcedo Group, Inc., Local, HM, 10.19% - Survey, SUE, Roadway Inspection, Design Solaray Engineering, Inc, Local, HM, 15.63% - SUE Alliance Geotechnical Group, Inc, Local, BM, 2.31% - Geotechnical Gorrondona & Associates, Inc., Local, HM, 6.20% - Surveying Accessology Too, LLC, Non-Local, WF, 1.53% - Accessibility PROWWAG and TAS Inspection Gram Traffic North Texas, Inc., Non-Local, WF, 1.53% - Traffic Data Collection			
Lee Engineering LLC – Local; Workforce – 13.33% Local			



**M/WBE Agenda Item Matrix**  
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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1866 28	\$427,920.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	36.23%	36.23% WF, HM	\$155,029.00
<b>Subject:</b>	Authorize a professional engineering services contract with Stantec Consulting Services, Inc. for traffic signal design services for the following four intersections selected as part of the 2023 Dallas Area Rapid Transit (DART) Public Transportation Improvement Program: West Camp Wisdom Road at Greenspan Avenue; Hillburn Drive at Lake June Road; Bonnie View Road at Corrigan Drive/Stag Road; Millmar Drive at Peavy Road; and other related tasks - Not to exceed \$427,920.00 - Financing: DART Transportation Projects Fund		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
Access by Design Inc., Local, WF, 3.74% - ADA Plan Review Solaray Engineering, Local, HM, 13.28% - SUE Teal Engineering Services, Inc., Non-Local, WF, 6.57% - Traffic Engineering Gorrondona & Associates, Inc., Non-Local, HM, 11.71% - Survey GRAM Traffic North Texas, Inc., Non-local, WF, 0.93% - Traffic Data Reporting Stantec Consulting Services, Inc. – Non-local; Workforce – 4.72% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1867 29	\$400,081.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	34.39%	34.39% HM	\$137,590.00
<b>Subject:</b>	Authorize a professional engineering services contract with WSB, LLC for traffic signal design services for the following four intersections selected as part of the 2023 Dallas Area Rapid Transit (DART) Public Transportation Improvement Program: Brookriver Drive at West Mockingbird Lane; Park Lane at Caruth Plaza; Abrams Road at Flickering Shadow Drive; Ferguson Road at Millmar Drive; and other related tasks - Not to exceed \$400,081.00 - Financing: DART Transportation Projects Fund		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
Solaray Engineering, Inc., Local, HM, 14.98% - Subsurface Utility Engineering (SUE) Othon, Inc., Local, HM, 2.63% - TDLR Review Gorrondona & Associates, Inc., Non-Local, HM, 16.78% - Survey, Utility Engineering, SUE WSB, LLC – Local; Workforce – 75.00% Local			



**M/WBE Agenda Item Matrix**  
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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1869 30	\$0.00	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	N/A	N/A	N/A
<b>Subject:</b>	Authorize Amendment No. 1 to the Interlocal Agreement between the City of Dallas and Dallas Area Rapid Transit (DART) to provide "on-demand" transportation services for the residents of the Joppa neighborhood utilizing DART's "on-demand" transportation services to (1) extend the term of the agreement from November 15, 2024 to March 15, 2027; (2) increase the authorized destinations from six to nine destinations; and (3) increase the number of allowed trips per day from two to four trips at no additional cost, during the construction of a pedestrian bridge over the Union Pacific Railroad tracks that parallel the existing Linfield vehicular bridge - Financing: No cost consideration to the City		
<b>The Business Inclusion and Development Policy does not apply to Interlocal Purchasing Agreements.</b>			
Dallas Area Rapid Transit (DART) – Local; Workforce – 0.00% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1981 31	\$300,000.00	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	N/A	N/A	N/A
<b>Subject:</b>	Authorize a one-year Cooperative Agreement with SAFEBuilt, LLC for permit plan review and inspection services for the Development Services Department for the period July 1, 2024 through June 30, 2025 - Estimated amount of \$300,000.00 - Financing: Building Inspection Fund		
<b>The Business Inclusion and Development Policy does not apply to Cooperative Purchasing Agreements.</b>			
SAFEBuilt, LLC – Non-local; Workforce – 0.00% Local			



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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1873 34	\$101,700.00	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	N/A	N/A	N/A
<b>Subject:</b>	Authorize (1) the rejection of proposals received for Groups A, B, and D for digital content services for the Library; (2) the re-advertisement of the solicitation for Groups A, B, and D for new proposals; and (3) a three-year service price agreement with one three-year renewal option for Group C for digital music streaming services for the Library - Midwest Tape, L.L.C., most advantageous proposer of five - Estimated amount of \$101,700 - Financing: General Fund (subject to annual appropriations)		
<b>This item is Other Services and no availability and disparity in the market.</b>			
Midwest Tape, L.L.C. - Non-local; Workforce - 0.00% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1816 35	\$1,537,350.00	Goods	32.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	0.00%	0.00%	\$0.00
<b>Subject:</b>	Authorize a three-year master agreement for the purchase of reflective and non-reflective sheeting material for sign making for the Department of Transportation - Avery Dennison Corporation, lowest responsible bidder of five - Estimated amount of \$1,537,350.00 - Financing: General Fund (subject to annual appropriations)		
<b>The Request for Bid method of procurement resulted in the lowest responsive bidders being selected.</b>			
Avery Dennison Corporation – Non-local; Workforce – 0.00% Local			



**M/WBE Agenda Item Matrix**  
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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1872 36	\$741,456.00	Goods	32.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	0.00%	0.00%	\$0.00
<b>Subject:</b>	Authorize a three-year master agreement for the purchase of emergency road flares for the Police Department and Fire-Rescue Department - Standard Fusee Corp. dba Orion Safety Products, lowest responsible bidder of two - Estimated amount of \$741,456.00 - Financing: General Fund		
<b>The Request for Bid method of procurement resulted in the lowest responsive bidders being selected.</b>			
Standard Fusee Corp. dba Orion Safety Products - Non-local; Workforce - 0.00% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1817 37	\$4,479,000.00	Other Services	23.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	0.00%	0.00%	\$0.00
<b>Subject:</b>	Authorize a three-year service price agreement for wet well, pump station, and stormwater drain pipe inspection and cleaning services for the Water Utilities Department - Acme Utility Inspection Services, Inc., lowest responsible bidder of three - Estimated amount of \$4,479,000.00 - Financing: Stormwater Drainage Management Fund (subject to annual appropriations)		
<b>The Request for Bid method of procurement resulted in the lowest responsive bidders being selected.</b>			
Acme Utility Inspection Services, Inc. – Local; Workforce – 43.33% Local			



**M/WBE Agenda Item Matrix**  
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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1818 38	\$1,784,030.00	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	6.64%	94.78% WF	\$1,690,900.00
<b>Subject:</b>	Authorize a three-year service price agreement for citywide irrigation system maintenance, sprinkler services, repairs, and purchase of irrigation system parts - Good Earth Corporation in an estimated amount of \$1,690,900.00 and Abescape Group LLC in an estimated amount of \$93,130.00, lowest responsible bidders of six - Total estimated amount of \$1,784,030.00 - Financing: General Fund (\$1,177,140.00), Aviation Fund (\$302,420.00), Dallas Water Utilities Fund (\$224,470.00), and Stormwater Drainage Management Fund (\$80,000.00) (subject to annual appropriations)		
<b>The Request for Bid method of procurement resulted in the lowest responsive bidders being selected, however Prime is certified WBE.</b>			
<b>Good Earth Corporation, Local, WF, 88.14% - Prime</b> XD Ventures, Non-Local, WF, 6.64% - Fuel			
Good Earth Corporation – Local; Workforce – 94.82% Local Abescape Group LLC – Non-local; Workforce – 44.11% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1513 39	\$1,563,550.00	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	61.85%	61.85% HF	\$967,200.00
<b>Subject:</b>	Authorize a two-year service price agreement for consulting services for financial compliance of the Coronavirus State and Local Fiscal Recovery Fund Program for Budget and Management Services - Horne LLP, most advantageous proposer of fourteen - Estimated amount of \$1,563,550.00 - Financing: ARPA Redevelopment Fund (subject to annual appropriations)		
<b>This item is Other Services and no availability and disparity in the market, however there is 43.21% WBE participation.</b>			
Elysian Consulting, LLC, Non-Local, HF, 61.85% - Monitoring and Compliance Horne, LLP - Non-local; Workforce - 0.00% Local			



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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1975 40	\$0.00	Professional Services	38.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	0.00%	0.00%	\$0.00
<b>Subject:</b>	Authorize Supplemental Agreement No. 1 to extend the service contract with Primary Health, Inc. dba CareNow for a drug and alcohol testing program and medical examination services for the Office of Risk Management from August 12, 2024 through February 12, 2025 - Financing: No cost consideration to the City		
<b>The Request for Bid method of procurement resulted in the lowest responsible bidder being selected.</b>			
Primary Health, Inc. dba CareNow – Local, Workforce – 0.00% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-2020 41	\$5,508,709.50	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	N/A	N/A	N/A
<b>Subject:</b>	Authorize a three-year service price agreement for removal and pruning of public trees, emergency activation and storm response services, and plant health care treatments for citywide use - Shawnee Mission Tree Service, Inc. dba Arbor Masters, lowest responsible bidder of eight - Estimated amount of \$5,508,709.50 - Financing: General Fund (\$5,164,394.90) and Stormwater Drainage Management Fund (\$344,314.60) (subject to annual appropriations)		
<b>The Request for Bid method of procurement resulted in the lowest responsible bidder being selected.</b>			
Shawnee Mission dba Arbor Masters – Non-local, Workforce – 0.00% Local			



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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1870 42	\$108,000.00	Other Services	23.80%*
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	0.00%	0.00%	\$0.00
<b>Subject:</b>	Authorize Supplemental Agreement No. 3 to exercise the one-year renewal option to the service contract with GovOS, Inc. for licenses, training, maintenance, and support of a vendor hosted hotel occupancy tax and short-term rental online portal for the City Controller's Office - Not to exceed \$108,000.00 - Financing: Convention and Event Services Fund (subject to annual appropriations)		
*This item reflects the previous Business Inclusion and Development MWBE goal			
<b>This contract does not meet the M/WBE subcontracting goal..</b>			
GovOS, Inc. – Non-local; Workforce – 0.00% Local			





**M/WBE Agenda Item Matrix**  
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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1918 48	\$714,075.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	48.73%	This Item 48.73% IM, HM, WF Overall MWBE Participation 45.66% IM, HM, WF	\$348,000.00
<b>Subject:</b>	Authorize a Supplemental Agreement No. 1 to the professional services contract with Hahnfeld Associates, Architects and Planners, Inc. for professional services that include schematic design, design development, construction documents, bidding and construction administration for a multipurpose center and park located at 9759 Forest Lane - Not to exceed \$714,075.00, from \$99,875.00 to \$813,950.00 - Financing: ARPA Redevelopment Fund (\$714,075.00)		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
<b>Supplemental Agreement No. 1 – 45.66% Overall MWBE Participation</b>			
JQ Infrastructure, Local, IM, 12.76% - Civil Engineering Campos Engineering, Local, HM, 9.74% - MEP Engineering Ponce-Fuess, Local, HM, 6.68% - Structural Engineering CCA Landscape, Non-Local, WF, 16.23% - Landscape Consultant BDA Accessibility, Non-Local, WF, 0.25% - TAS Consulting			
<b>This Item – 48.73% MWBE Participation</b>			
JQ Infrastructure, Local, IM, 14.55% - Civil Engineering Campos Engineering, Local, HM, 10.50% - MEP Engineering Ponce-Fuess, Local, HM, 6.98% - Structural Engineering CCA Landscape, Non-Local, WF, 16.41% - Landscape Consultant BDA Accessibility, Non-Local, WF, 0.29% - TAS Consulting			
Hahnfeld Associates, Architects and Planner Inc. – Local; Workforce – 12.82% Local			



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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1429 49	\$2,054,100.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	34.00%	34.00% HM, IM, HF	\$698,400.00
<b>Subject:</b>	Authorize a professional services contract with Halff Associates, Inc., to provide engineering services for storm drainage system improvements at three locations along Williamson Branch - Not to exceed \$2,054,100.00 - Financing: 2024 Certificate of Obligation Fund		
<b>This contract meets the M/WBE subcontracting goal.</b>			
Garcia Land Data, Local, HM, 5.39% - Surveying HVJ North Texas – Chelliah Consultants Inc, Local, IM, 4.61% - Geotechnical Urban Engineers Group Inc, Local, HF, 24.00% - Civil Engineering, Base Maps Halff Associates, Inc– Local; Workforce – 19.00% Local			

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1659 50	\$512,048.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	34.00%	34.00% PM, BM	\$174,096.00
<b>Subject:</b>	Authorize a professional services contract with O'Brien Engineering, Inc., to provide engineering services for storm drainage system and erosion control improvements at three locations (list attached to the Agenda Information Sheet) - Not to exceed \$512,048.00 - Financing: 2024 Certificate of Obligation Fund		
<b>This contract meets the M/WBE subcontracting goal.</b>			
Lim & Associates, Inc, Local, PM, 22.31% - Surveying Services & additional ROW events Alliance Geotechnical Group, Local, BM, 6.32% - Geotechnical Engineering Services Jakan Engineering PLLC, Non-Local, PM, 5.37% - Structural Design O'Brien Engineering, Inc– Local; Workforce – 82.00% Local			



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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1754 51	\$271,832.00	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	35.58%	35.58% HM, IM, BM, WF	\$96,710.00
<b>Subject:</b>	Authorize a professional services contract with Kimley-Horn and Associates, Inc., to provide engineering services for storm drainage and erosion control improvements at two locations (list attached to the Agenda Information sheet) - Not to exceed \$271,832.00 - Financing: 2024 Certificate of Obligation Fund		
<b>This contract exceeds the M/WBE subcontracting goal.</b>			
ARS Engineers Inc, Local, IM, 21.60% - Survey Engineering Alliance Geotechnical Group Inc, Local, BM, 8.59% - Geotechnical Integrated Environmental Solutions LLC, Non-Local, WF, 1.71% - Environmental Iconic Consulting Group, Inc, Local, BM, 3.68% - Engineering Review			
Kimley Horn & Associates – Local; Workforce – 35.00% Local			



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Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1383 59	\$2,440,248.77	Construction	25.00%*
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	0.82%	This Item 0.82% HM, HF Overall MWBE Participation 47.52% HM, NM, HF, WF	\$1,260,795.98
<b>Subject:</b>	Authorize an increase in the construction services contract with BAR Constructors, Inc. for additional work associated with the construction of a new pump station to replace the existing Pump Station No. 1 at the Elm Fork Water Treatment Plant - Not to exceed \$2,440,248.77, from \$51,603,219.94 to \$54,043,468.71 - Financing: Water Capital Improvement G Fund		
*This item reflects the previous Business Inclusion and Development MWBE goal			
<b>This contract does not meet the M/WBE subcontracting goal, however, the Prime is a certified MBE firm.</b>			
<b>Change Order No 4 – 47.52% Overall MWBE Participation</b> <b>BAR Constructors, Local, HM, 41.66% - Prime</b> ARC-TRT, LLC dba Alphine Roofing, Local, NM, 0.52% - Roofing C Green Scaping, LP, Non-Local, HF, 0.02% - Hydromulch DFW Aggregates, LLC, Local, HF, 1.89% - Hauling Partnering for Success, Inc, Non-Local, HF, 0.04% - Partnering Ram Tool, Local, WF, 0.13% - Misc. Consumables Ricochet Fuel, Non-Local, WF, 0.37% Fuel ROC Construction, Local, HM, 2.82% - Masonry Capa Concrete, Local, HF, 0.02% - Concrete <b>This Item – 0.82% MWBE Participation</b> <b>BAR Constructors, Local, HM, 51.05% - Prime</b> Capa Concrete, Local, HF, 0.82% - Concrete BAR Constructors, Inc– Local; Workforce – 35.00% Local			



**M/WBE Agenda Item Matrix**  
**June 26, 2024 City Council Agenda**

Agenda Item #	Contract Amount	Procurement Category	M/WBE Goal
24-1626 60	\$130,049.68	Architecture & Engineering	34.00%
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	20.28%	This Item 20.28% PM, HM Overall MWBE Participation 33.85% HM, IM, PM, BM	\$26,370.00
<b>Subject:</b>	Authorize Supplemental Agreement No. 2 to the professional services contract with HDR Engineering, Inc. for additional engineering services required for water and wastewater relocations, additional storm drainage design, geotechnical engineering and survey work for the Nandina Pine Trail area, and additional design for King's Branch culvert at Genoa - Not to exceed \$130,049.68, from \$897,753.10 to \$1,027,802.78 - Financing: Flood Control (D) Fund (2017 General Obligation Bond Fund) (\$38,763.10), Water Capital Improvement G Fund (\$43,817.56), and Wastewater Capital Improvement F Fund (\$47,469.02)		
<b>This contract does not meet the M/WBE subcontracting goal.</b>			
<b>Supplemental Agreement No 2 – 33.85% Overall MWBE Participation</b>			
Civil Reel LLC, Non-Local, HM, 7.29% - Plan Production/CADD			
JQ Infrastructure LLC, Local, IM, 3.37% - Structural			
Lim & Associate, Local, PM, 19.67% Land Surveying & Engineering Design			
T. Smith Inspection & Testing LLC, Local, 2.46% - Geotechnical Services			
SurvWest LLC, Non-Local, HM, 1.06% - Subsurface Investigation			
<b>This Item – 20.28% MWBE Participation</b>			
Lim & Associate, Local, PM, 3.67% Land Surveying & Engineering Design			
Civil Reel LLC, Non-Local, HM, 16.61% - Plan Production/CADD			
HDR Engineering, Inc – Local; Workforce – 23.80% Local			



**M/WBE Agenda Item Matrix**  
**June 26, 2024 City Council Agenda**

<b>Agenda Item #</b>	<b>Contract Amount</b>	<b>Procurement Category</b>	<b>M/WBE Goal</b>
24-1240 64	\$110,133.00	Other Services	N/A
	<b>M/WBE Subcontracting %</b>	<b>M/WBE Overall %</b>	<b>M/WBE Overall Participation \$</b>
	N/A	N/A	N/A
<b>Subject:</b>	Authorize a contract with Wright Choice Group, LLC for the term of fourteen months for consultant services to include meeting design and facilitation services, plan development, and project recommendations, starting on December 13, 2023, for city-owned property located at 2929 South Hampton Road, Dallas, Texas 75233 for persons experiencing housing instability or homelessness - Not to exceed \$110,133.00 - Financing: General Fund (subject to annual appropriations) (This item was deferred on December 13, 2023 and March 27, 2024)		
<b>This item is Other Services and no Availability and Disparity in the market.</b>			
Wright Choice Group, LLC – Non-local; Workforce – 0.00% Local			

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **2024 Community Survey Results**

Budget and Management Services (BMS) partnered with ETC Institute for the 2024 Community Survey, which ran April through May. The Community Survey previously conducted biennially is now conducted annually starting in 2023. Management recognizes the need for a standard mechanism to engage residents and to receive customer feedback that will allow the city to monitor long-term aggregated trends related to customer perceptions. The Community Survey allows the city to understand and respond to the trends, use the information to assess resident perceptions of Dallas, and make resource allocations during the annual budget development process.

In lieu of a City Council briefing we are pleased to present the findings of the 2024 Community Survey. Notably, satisfaction with City Services is higher in Dallas than other large U.S. cities. The survey results also highlight areas that have improved as well as opportunities which will help inform our preparation of the next biennial budget.

ETC Institute has conducted research for more major U.S. cities than any other firm. Other clients include San Antonio, Philadelphia, Phoenix, and San Diego. The detailed report including the questions used for the survey is posted on [Financial Transparency](#).

If you have any questions, please contact me or Janette Weedon, Director of Budget & Management Services.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland  
Chief Financial Officer

[Attachment]

c: Kimberly Bizer Tolbert, City Manager (I)  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

# 2024 Community Survey

## City of Dallas, Texas



PRESENTED BY

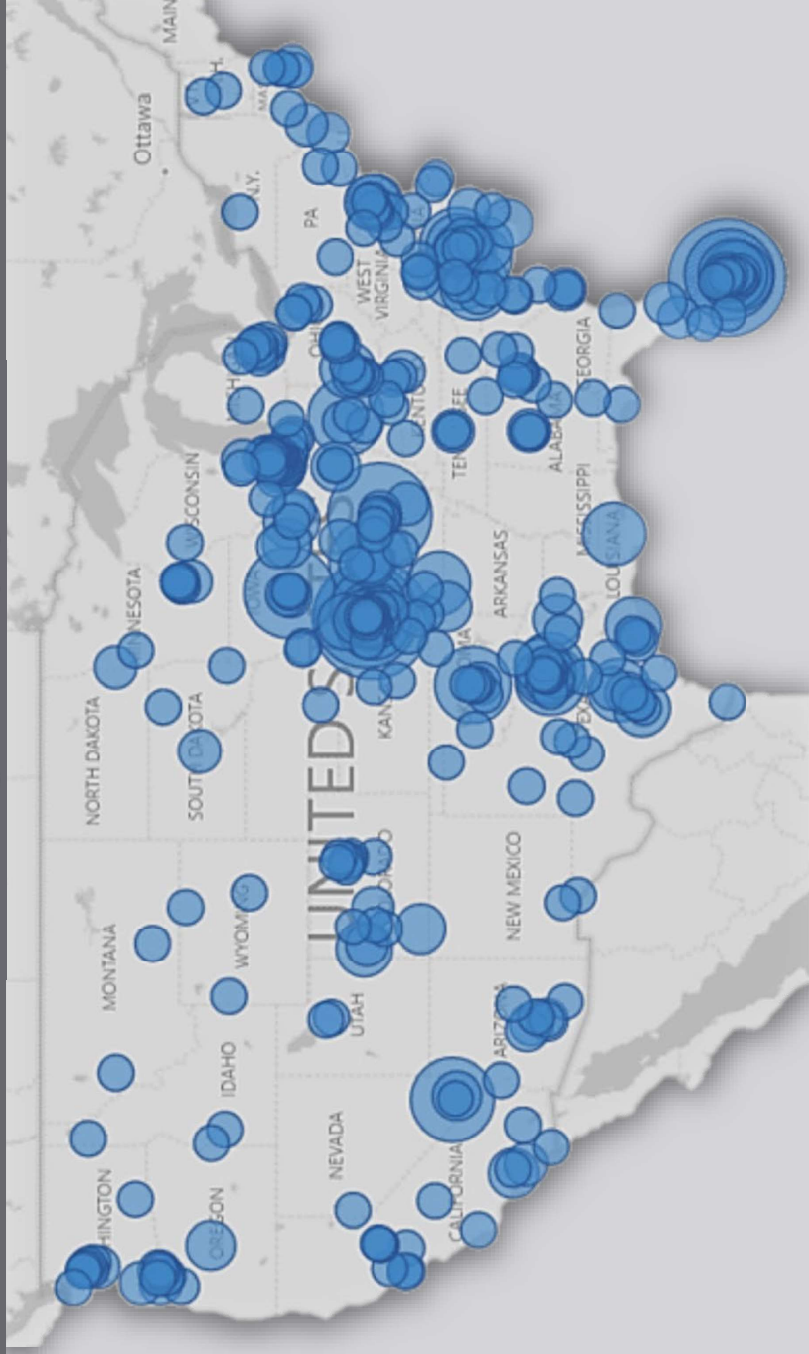


JUNE 2024



# **ETC Institute** is a National Leader in Market Research for Local Governmental Organizations

*For over 40 years, our mission has been to help city and county governments gather and use survey data to enhance organizational performance.*



More Than 3,000,000 Person's Surveyed Since 2014 for More Than 1,000 Communities in 49 States

## Large Cities in ETC Institute's Database

- Austin, TX
- Dallas, TX
- El Paso, TX
- Fort Worth, TX
- San Antonio, TX
- Atlanta, GA
- Columbus, OH
- Charlotte, NC
- Cincinnati, OH
- Denver, CO
- Detroit, MI
- Indianapolis, IN
- Kansas City, MO
- Las Vegas, NV
- Louisville, KY
- Memphis, TN
- Miami, FL
- Milwaukee, WI
- Nashville, TN
- Oklahoma City, OK
- Philadelphia, PA
- Phoenix, AZ
- Raleigh, NC
- San Diego, CA
- San Francisco, CA
- Tampa, FL
- Virginia Beach, VA

# Agenda

Purpose and Methodology

What We Learned

Major Findings

Summary

Questions



# Purpose

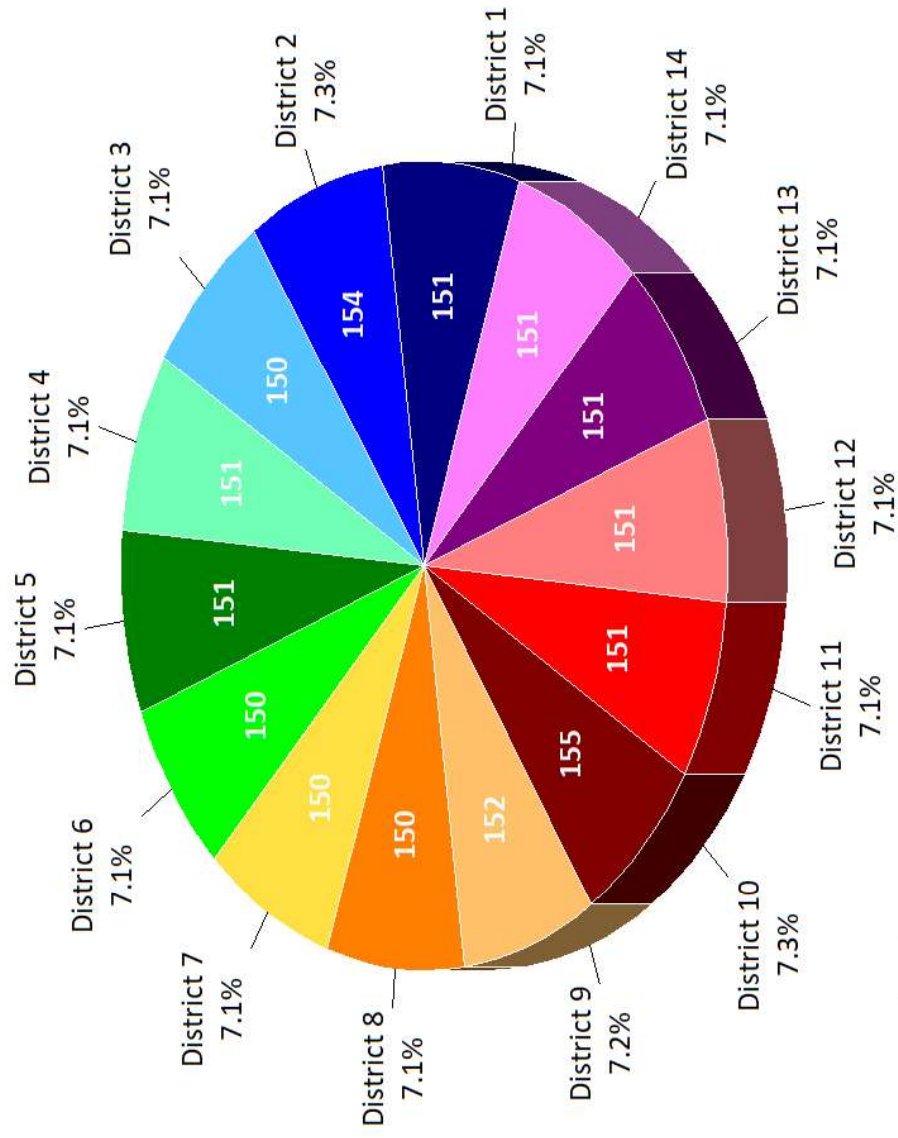
- Gather input from residents to objectively assess the perception of City services
- Help determine priorities for the community
- Track the City's performance over time
- Help identify opportunities for improvement

# Methodology

- **Survey Description**
  - Six-page survey
  - Took 15-20 minutes to complete
- **Method of Administration**
  - By mail, online and phone to randomly selected sample of households throughout the City
  - The survey was available in English, Spanish and Vietnamese
- **Sample Size**
  - 2,118 completed surveys; including at least 150 per City Council District
  - Margin of error: +/- 2.1% at the 95% level of confidence
  - Demographics of survey respondents reflects the actual population of the City

# Survey Respondents by City Council District

by percentage of respondents

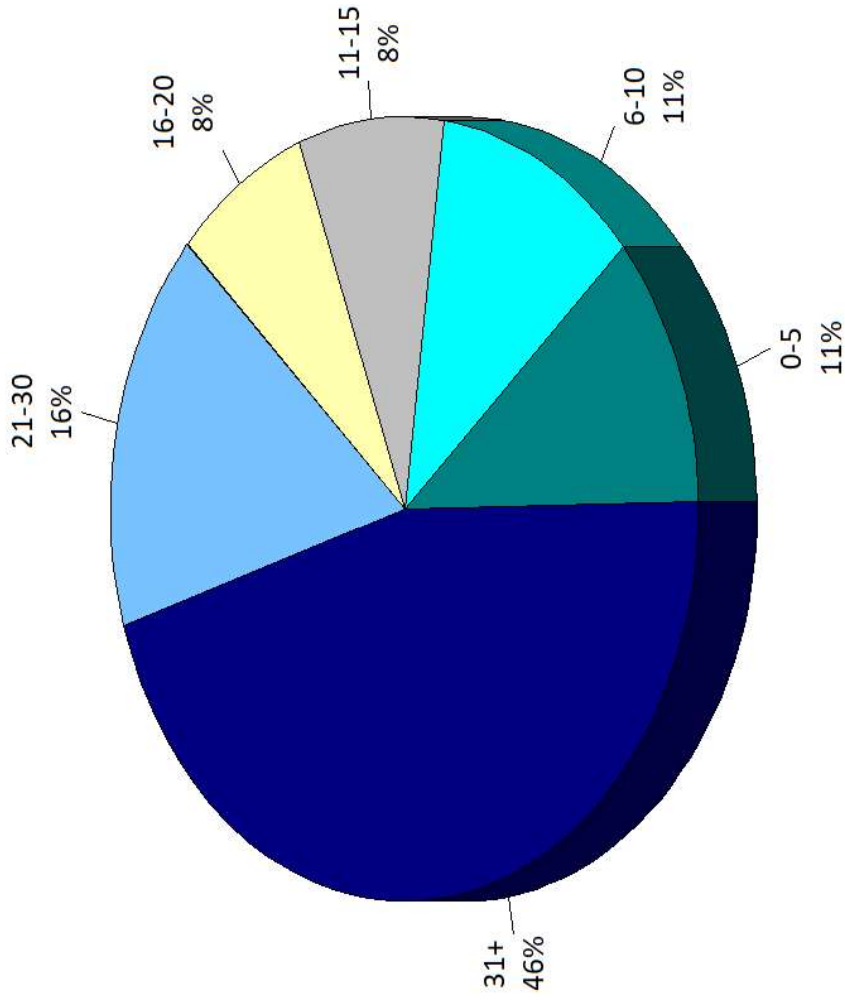


Source: ETC Institute (2024)

Good Representation by Council District

## Q22. How many years have you lived in Dallas?

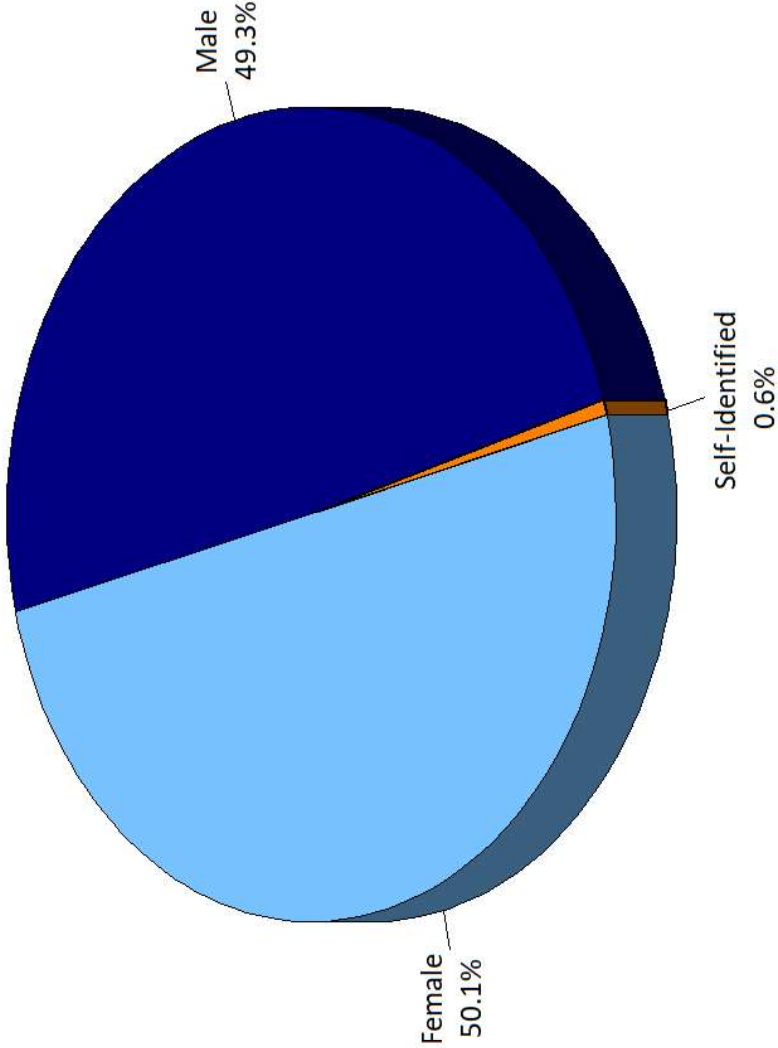
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2024)

# Q24. What is your gender?

by percentage of respondents

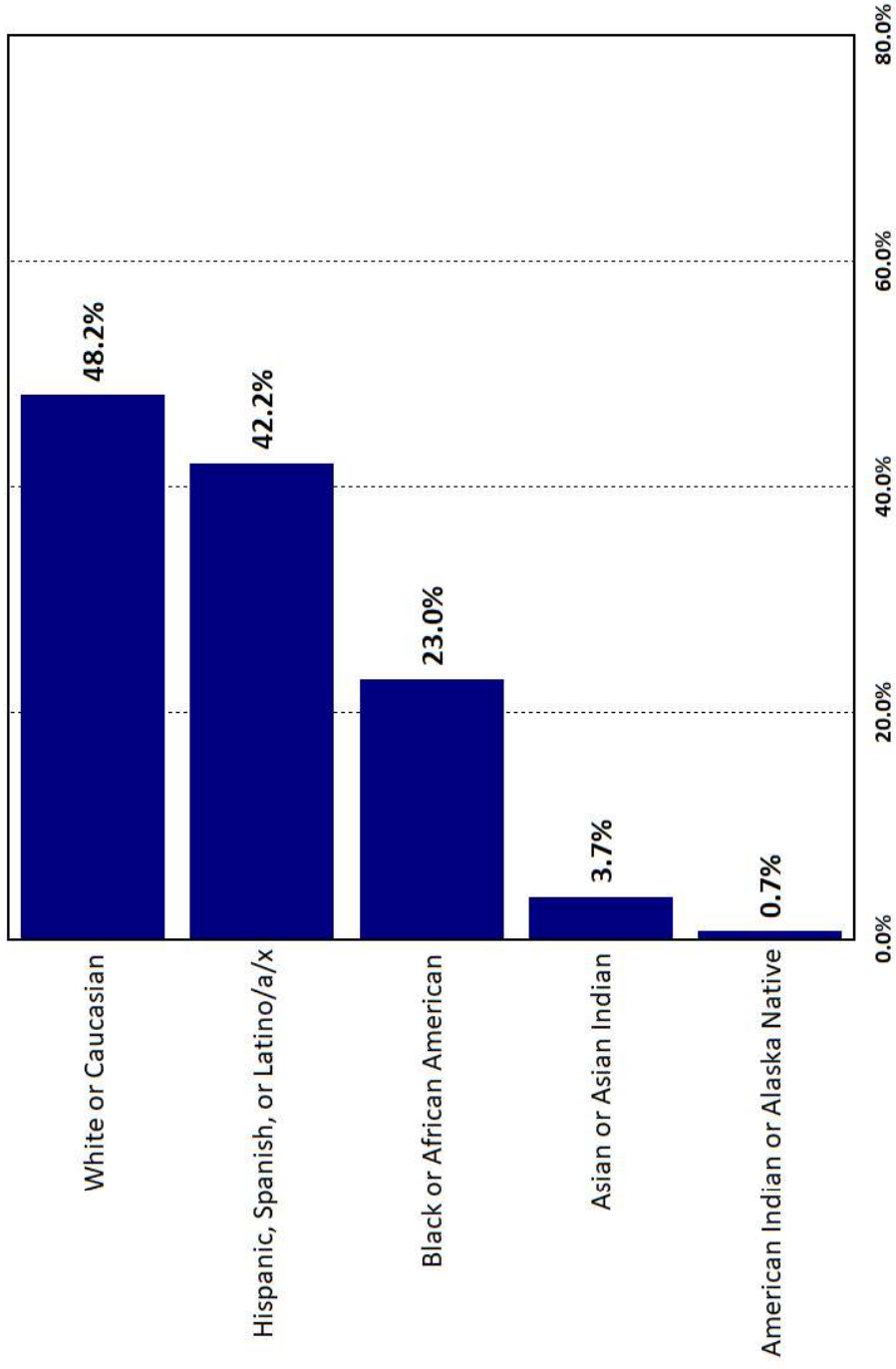


Source: ETC Institute (2024)



### Q26. Which of the following best describes your race/ethnicity?

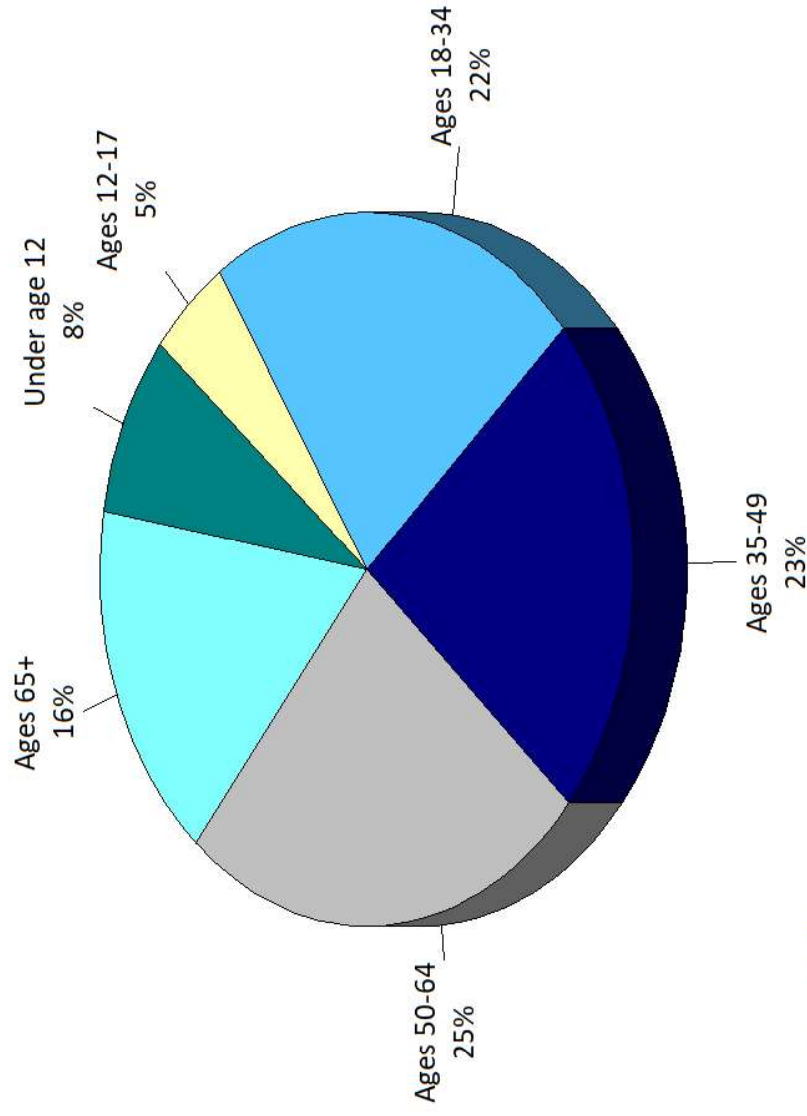
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2024)

## Q27. Including yourself, how many people in your household are in the following age groups?

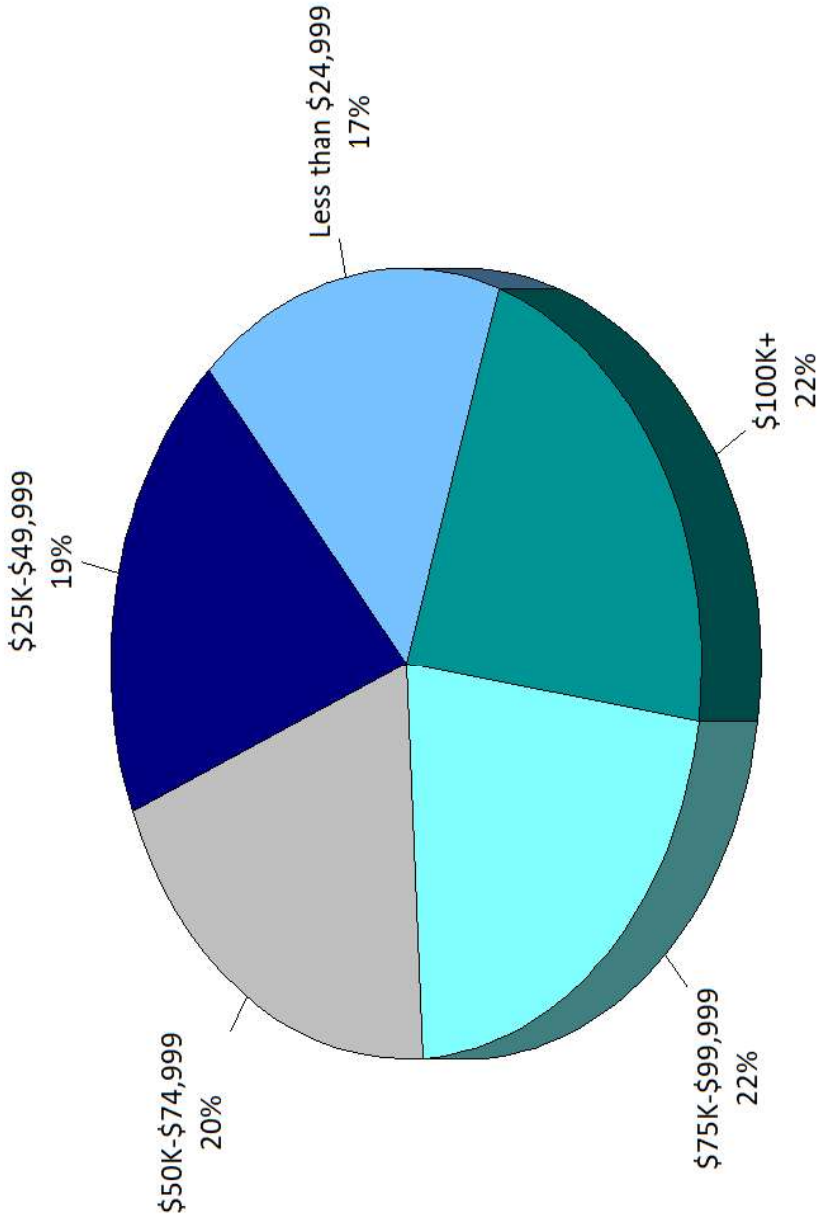
by percentage of persons in household



Source: ETC Institute (2024)

# Q29. What is your total annual household income?

by percentage of respondents (excluding "not provided")



Source: ETC Institute (2024)

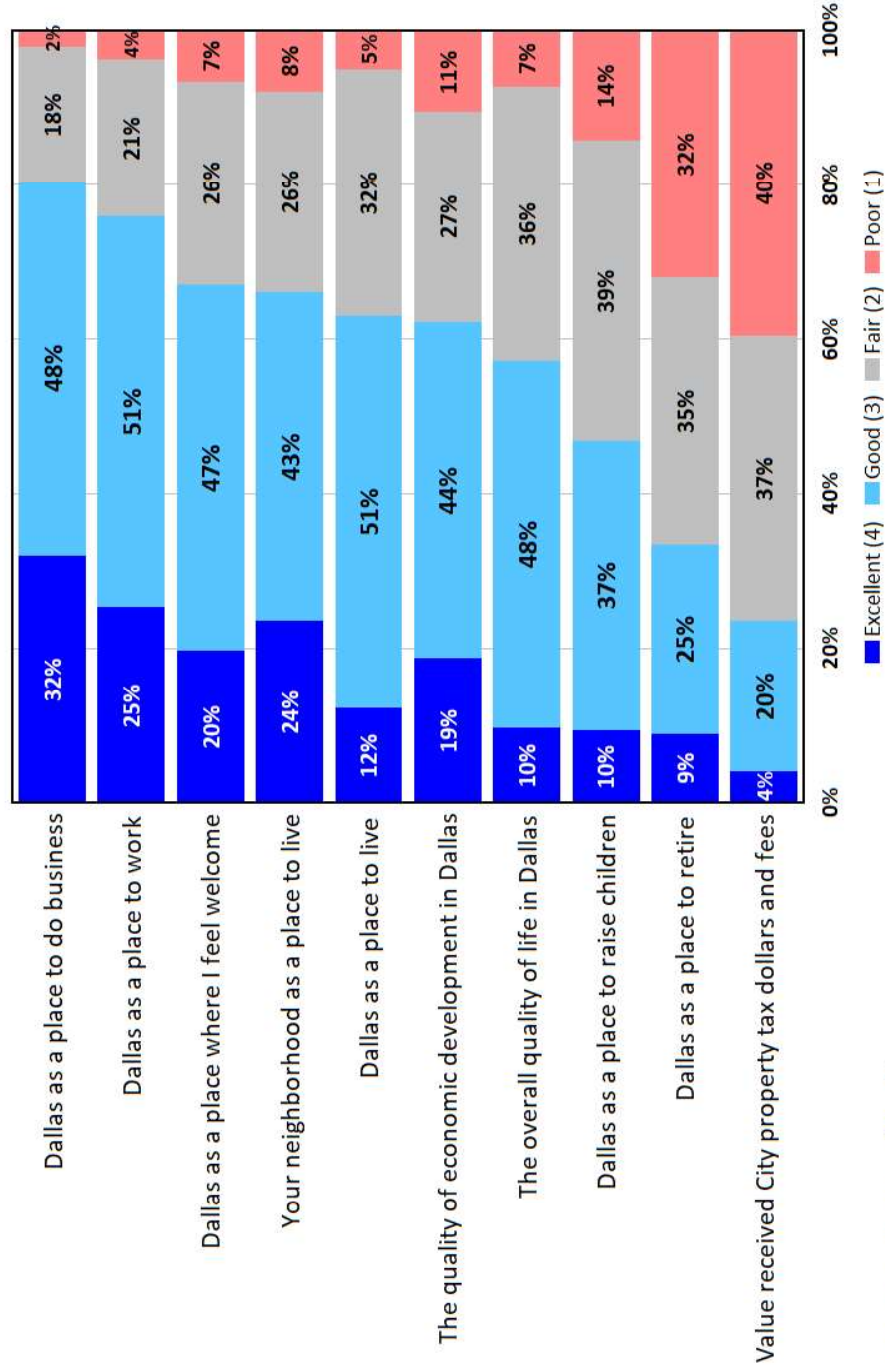
## What We Learned

- **Residents Have a Positive Perception of the City of Dallas**
  - 66% Rated Their Neighborhood as an Excellent or Good Place to Live; Only 8% Gave a Rating of Poor
- **The City Is Moving in the Right Direction**
  - Satisfaction Ratings Have Increased in 75 of 127 Areas Since 2023
- **Satisfaction with City Services Is Higher in Dallas Than Other Large U.S. Cities**
- **Top Overall Priorities for City Services**
  - Infrastructure Maintenance
  - Police Services

**Topic #1**  
**Residents Have a Positive Perception  
of the City**

## Q1. Quality of Life Ratings

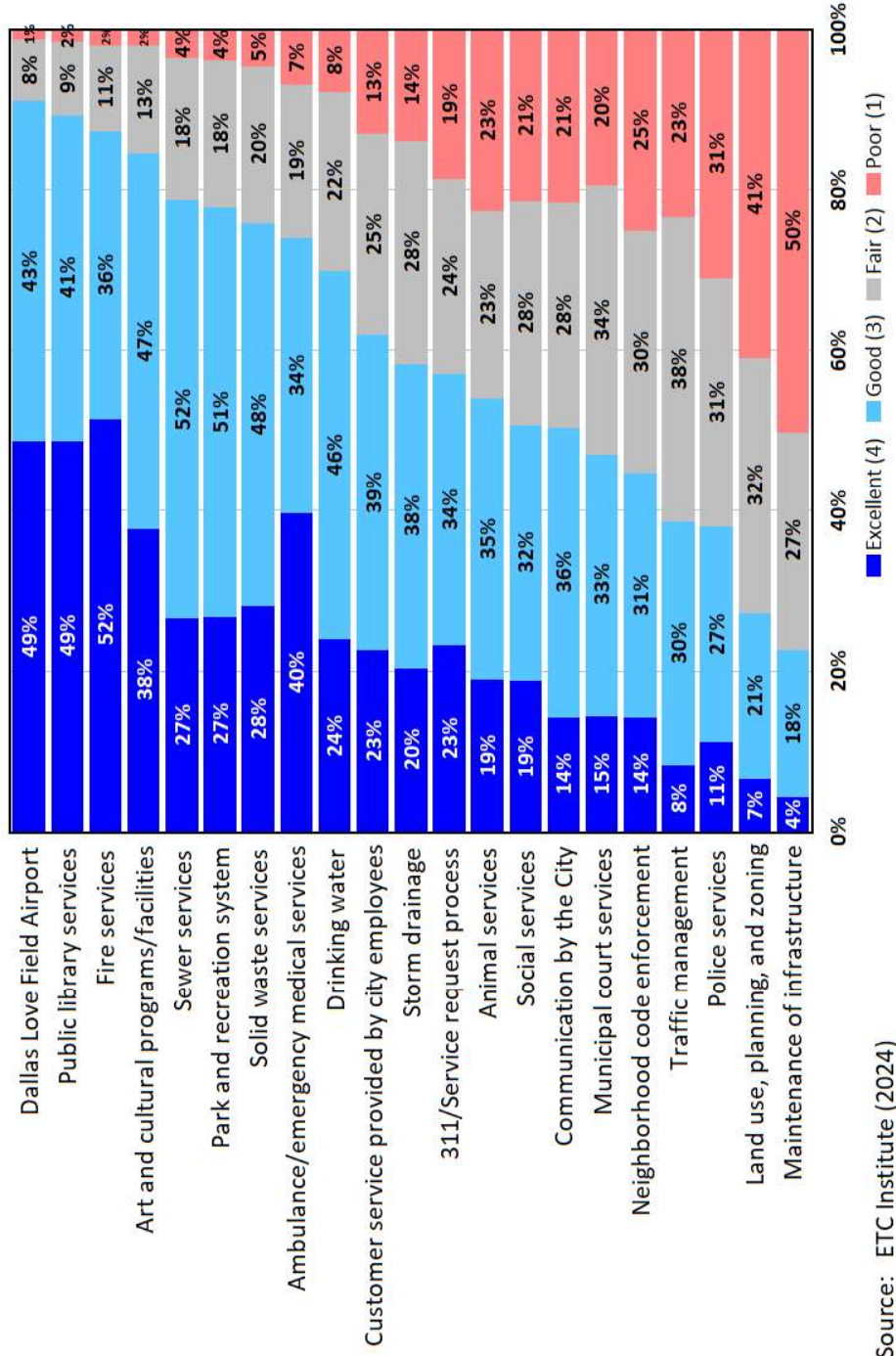
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)



Source: ETC Institute (2024)

## Q7. Ratings of Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" (excluding don't knows)

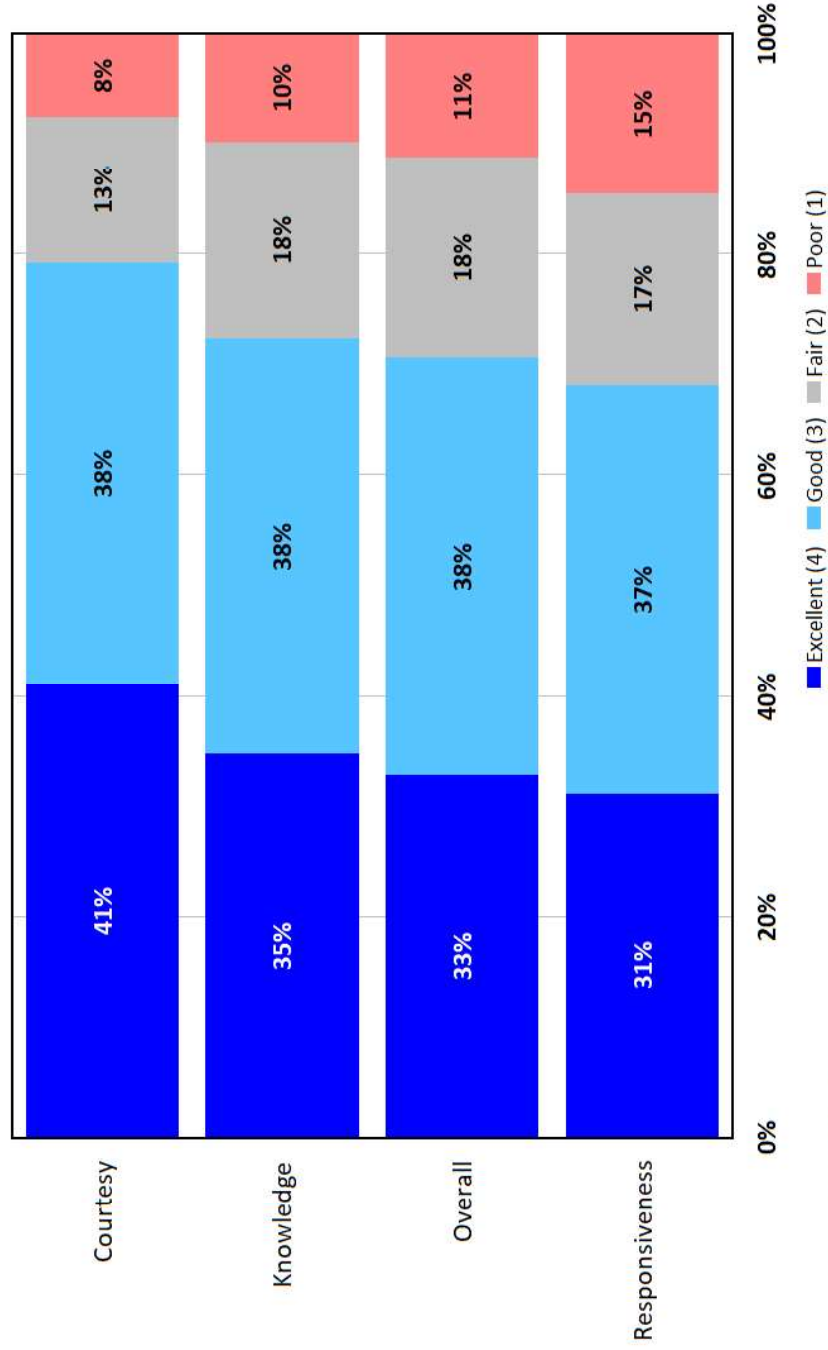


Source: ETC Institute (2024)

## Most Major City Services Received High Ratings

## Q20a. Ratings of Customer Service Provided by City Employees

by percentage of respondents who had contact with a City employee during the previous year and rated the item as a 1 to 4 on a 4-point scale, where a rating of 4 is "excellent" and a rating of 1 is "poor" [excluding don't knows]



Source: ETC Institute (2024)

Residents Have Had Positive Interactions with City Employees

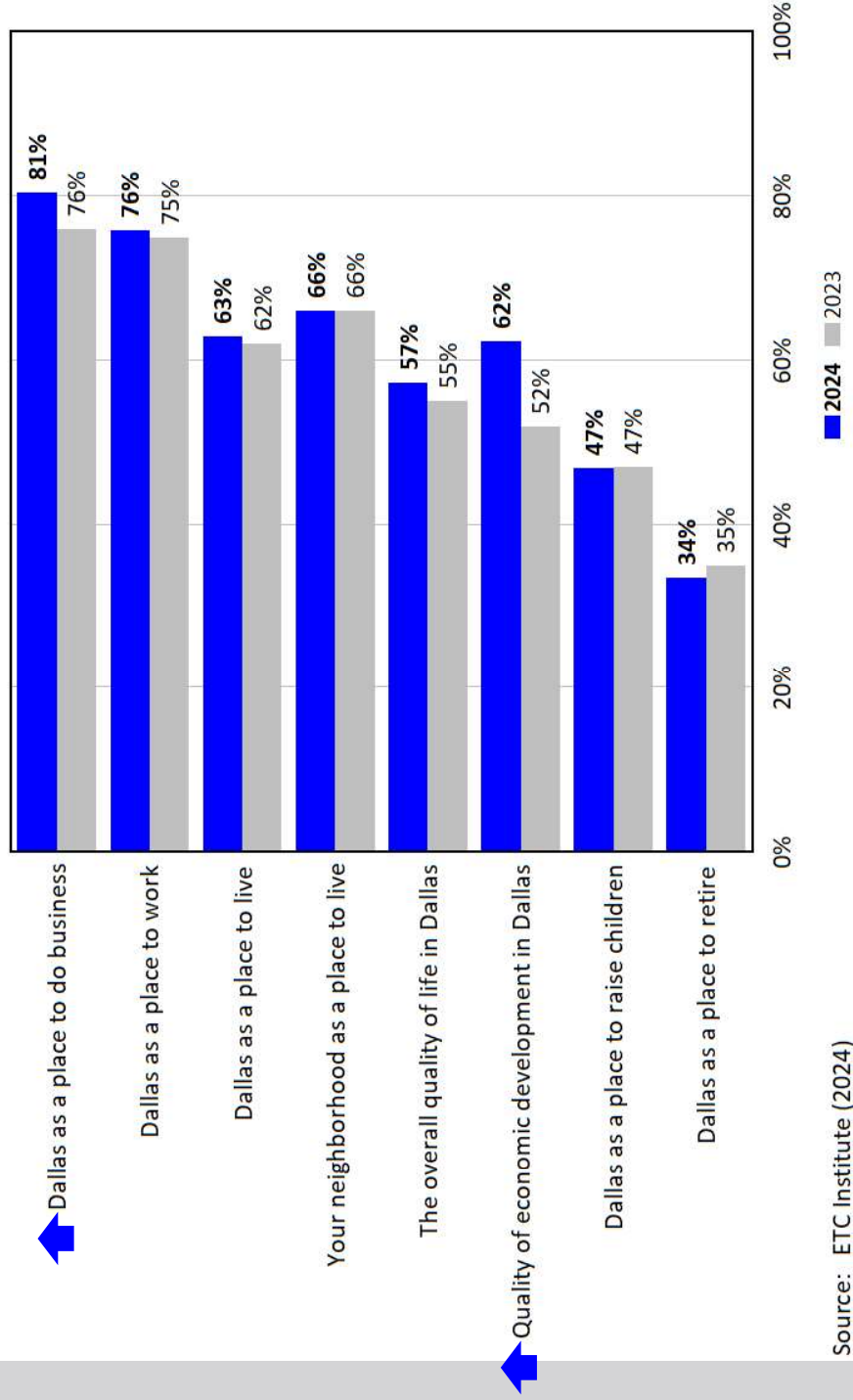


## Topic #2

# The City Is Moving in the Right Direction

# Q1. Quality of Life Ratings Trends - 2023 & 2024

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



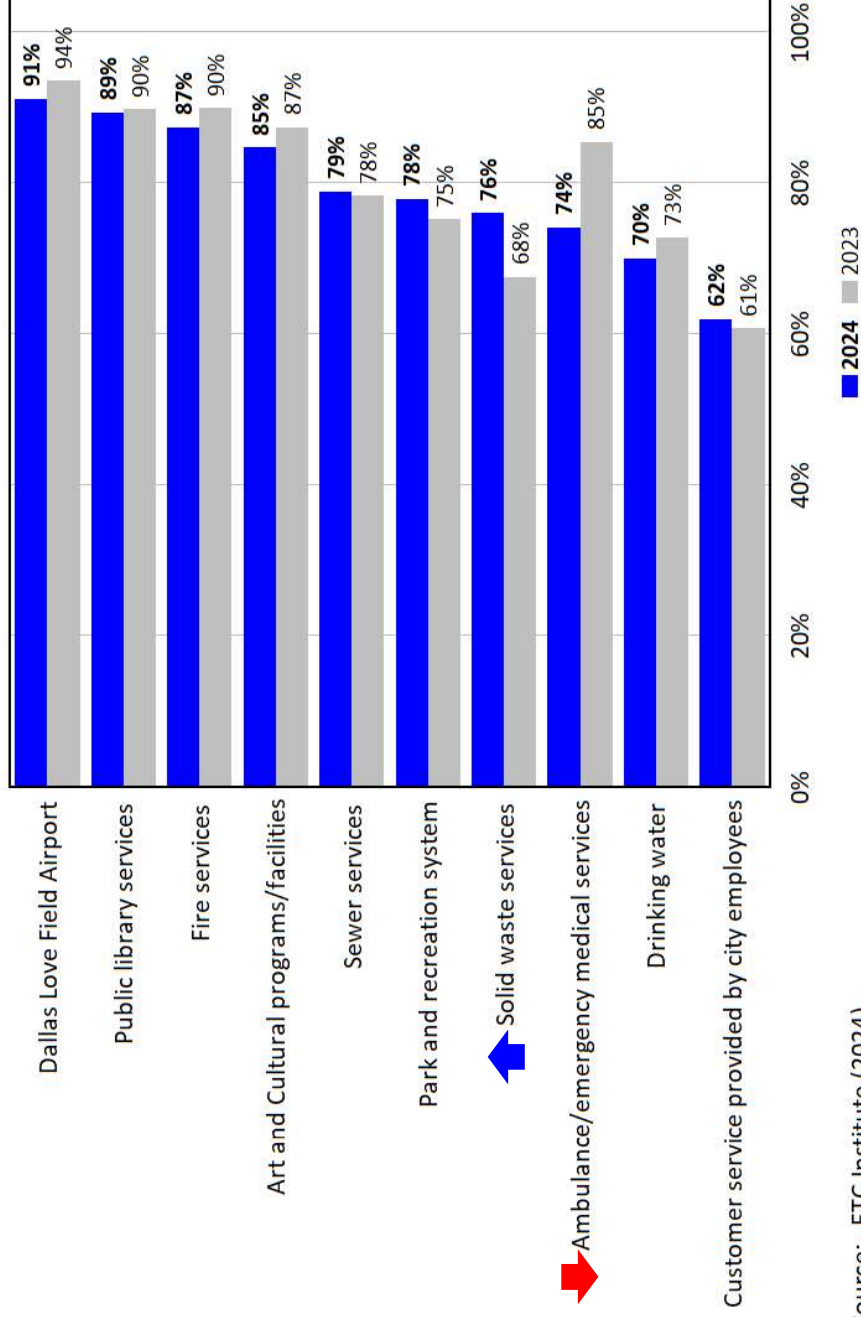
Source: ETC Institute (2024)

Significant Increase Since 2023

Significant Decrease Since 2023

## Q7. Ratings of Major Categories of City Services Trends - 2023 & 2024

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Source: ETC Institute (2024)

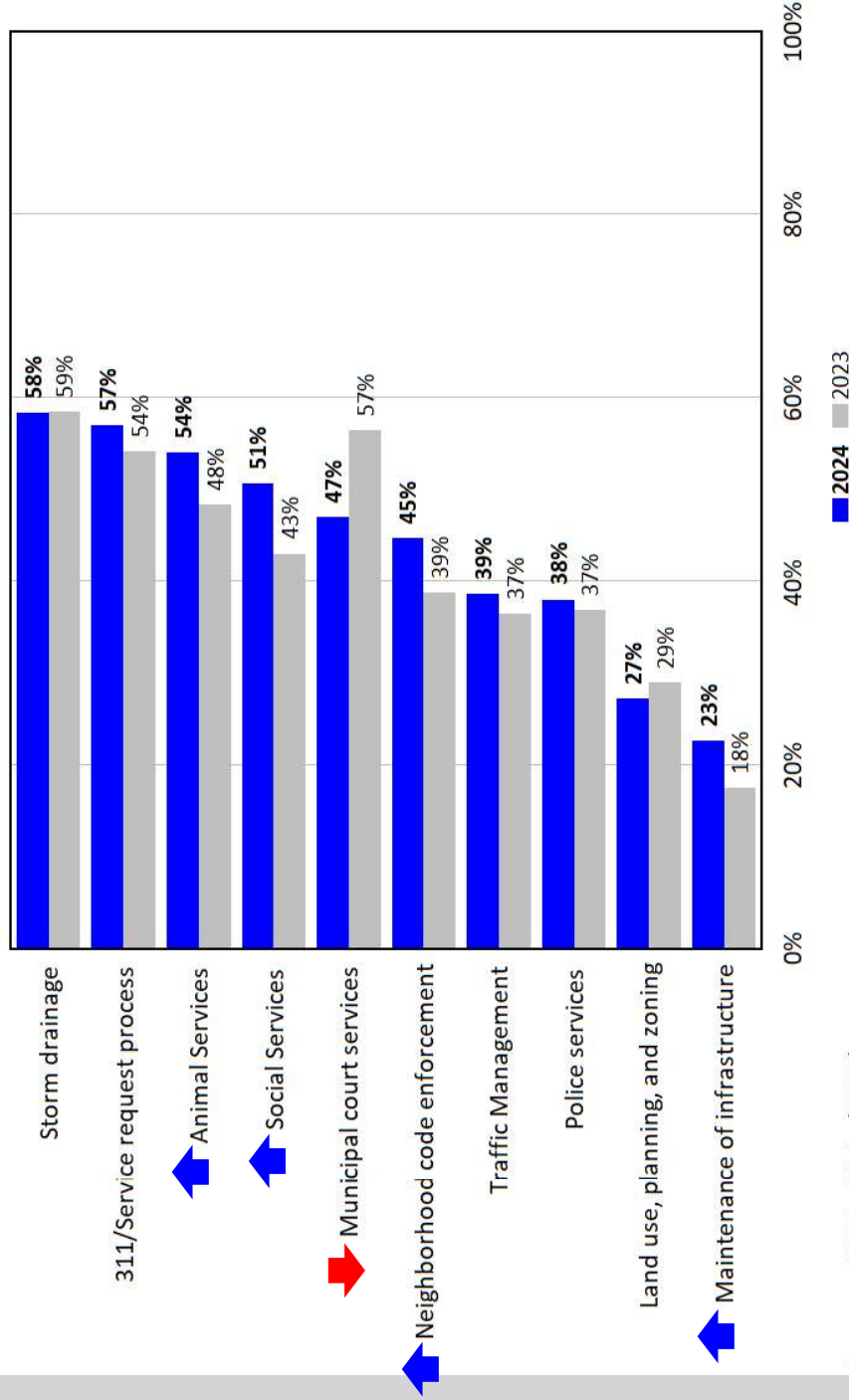
Significant Increase Since 2023

Significant Decrease Since 2023

## Q7. Ratings of Major Categories of City Services (Cont.)

### Trends - 2023 & 2024

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



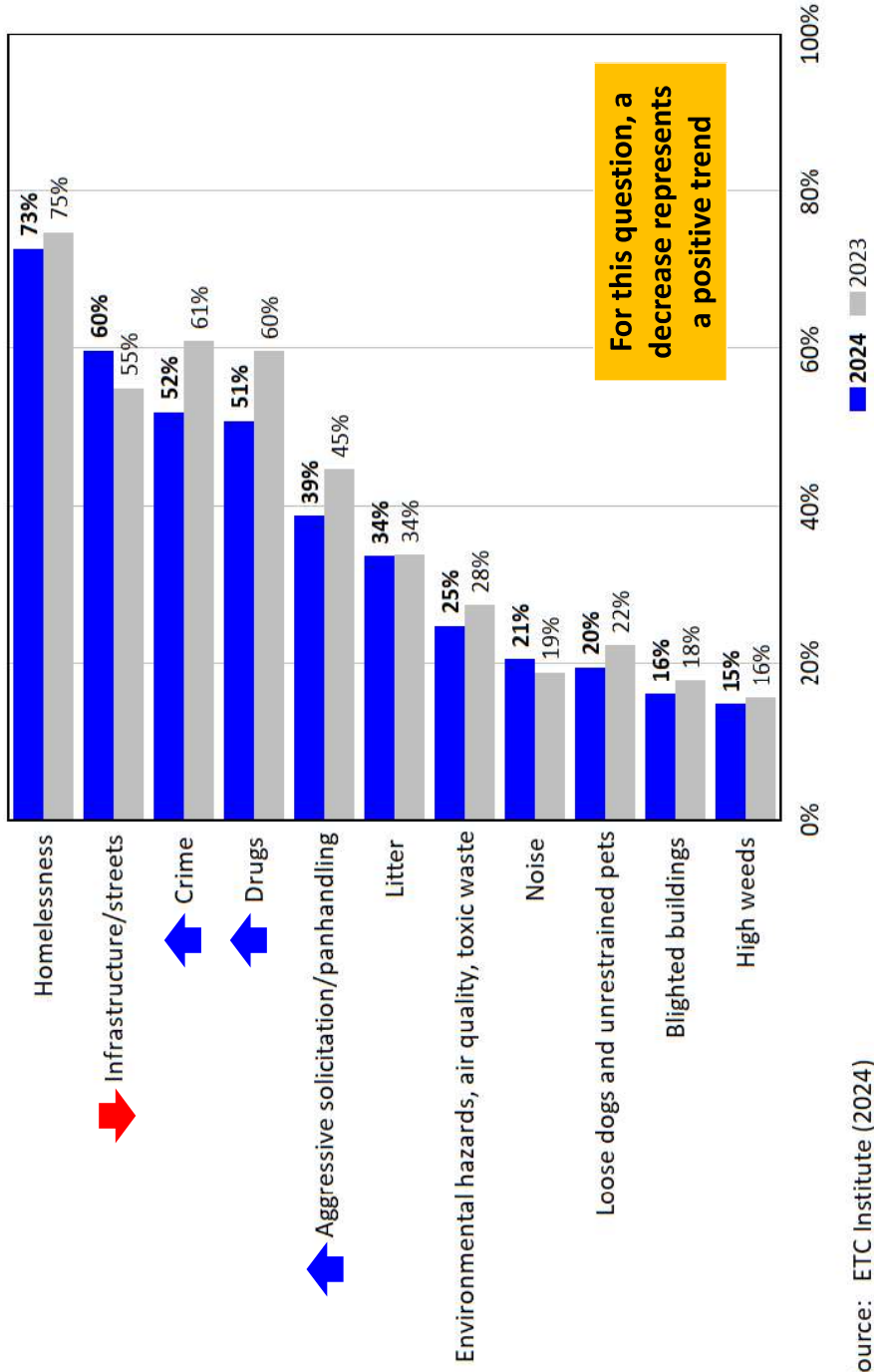
Source: ETC Institute (2024)

Significant Increase Since 2023

Significant Decrease Since 2023

## Q5. Perceptions of Problems in the City of Dallas Trends - 2023 & 2024

by percentage of respondents who rated the item as a "major problem" (excluding don't knows)



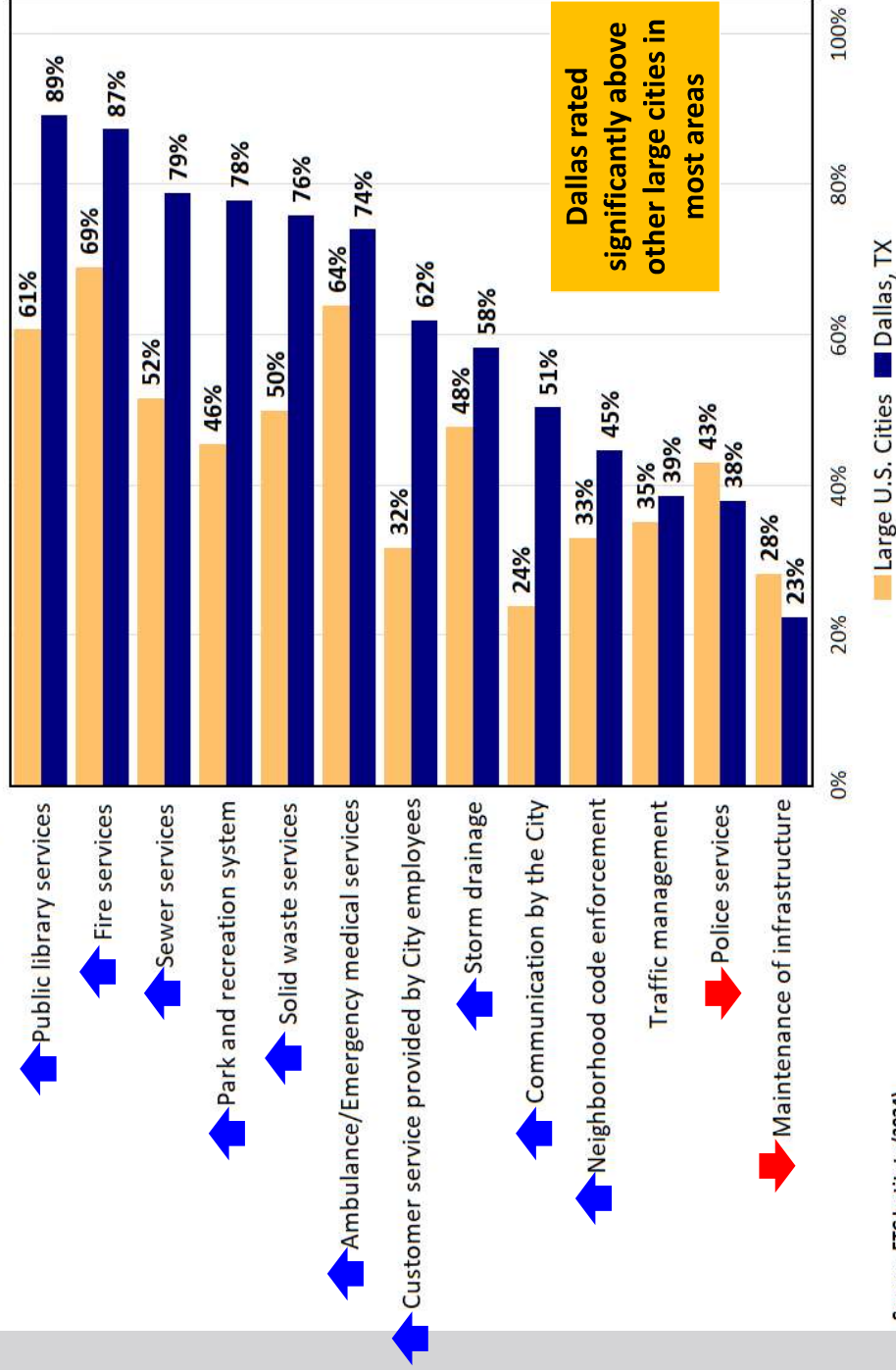
## Topic #3

**Satisfaction with City Services Is Higher in Dallas  
Than Other Large Cities**

# Benchmarking: Satisfaction with Major Categories of City Services

## Dallas vs. Large U.S. Cities

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (without "don't know")



Source: ETC Institute (2024)

Significantly Higher

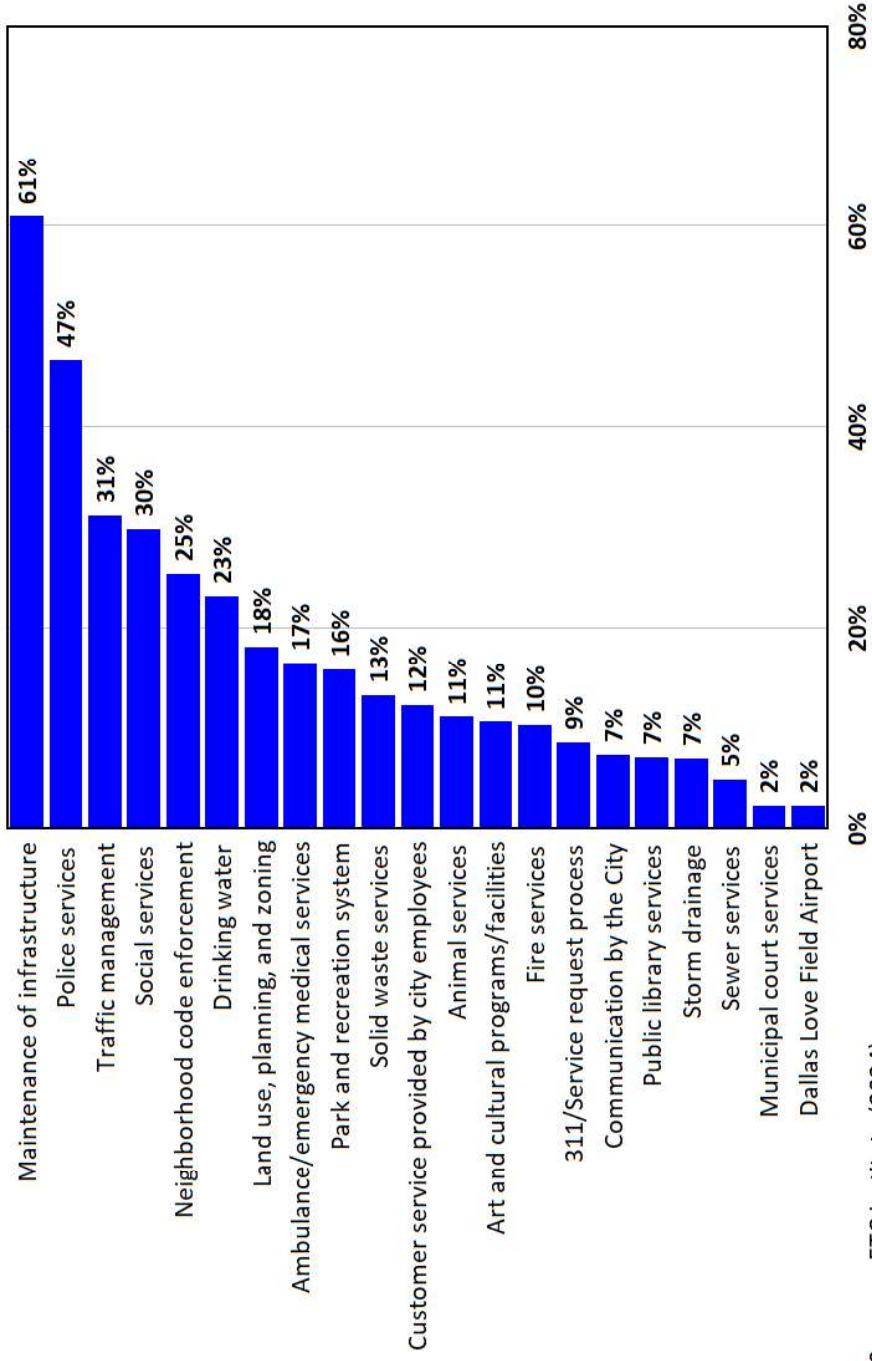
Significantly Lower

# Topic #4 Top Priorities



## Q8. Major Categories of City Services Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2024)

## 2024 Importance-Satisfaction Rating

Dallas, Texas

### Major Categories of City Services

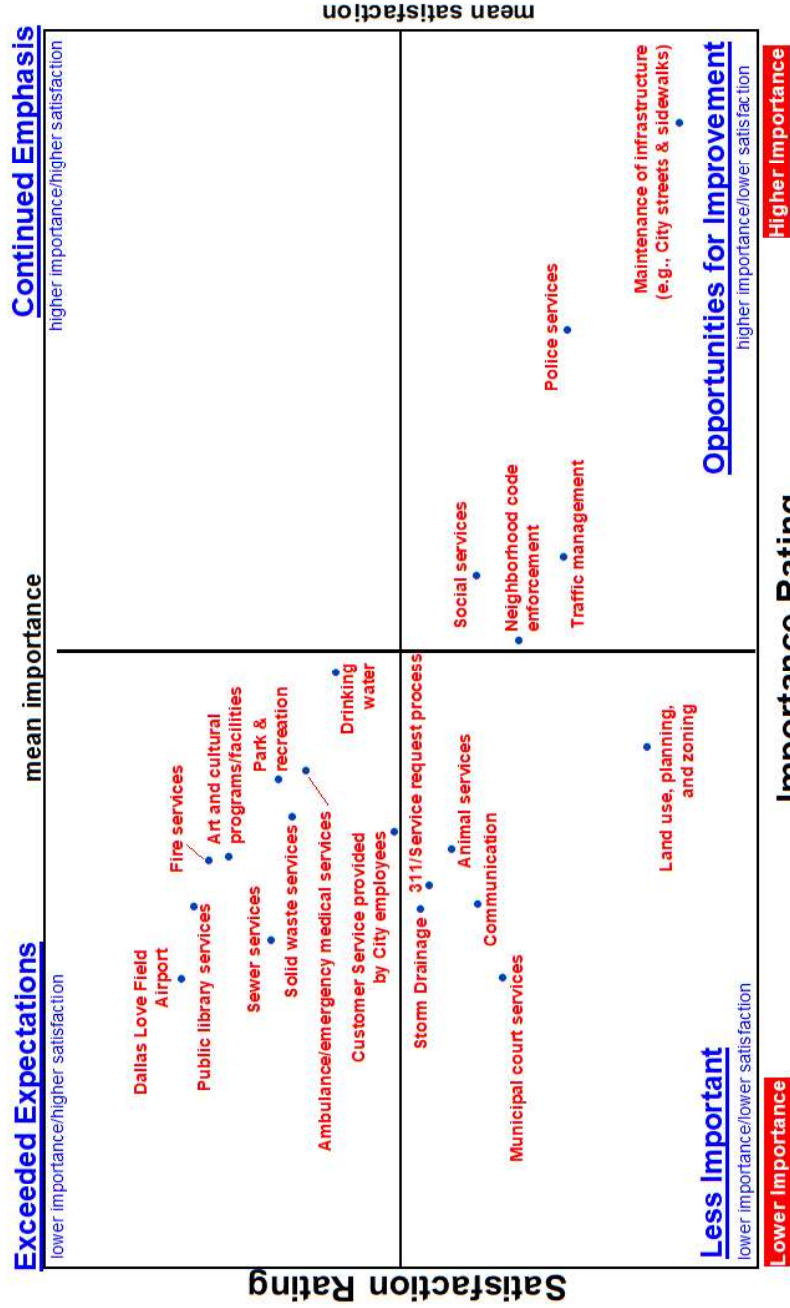
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt; .20)</b>						
Maintenance of infrastructure	61%	1	23%	21	0.4715	1
Police services	47%	2	38%	19	0.2891	2
<b>High Priority (IS .10-.20)</b>						
Traffic management	31%	3	39%	18	0.1913	3
Social services	30%	4	51%	14	0.1474	4
Neighborhood code enforcement	25%	5	45%	17	0.1402	5
Land use, planning, and zoning	18%	7	27%	20	0.1318	6
<b>Medium Priority (IS &lt; .10)</b>						
Drinking water	23%	6	70%	9	0.0696	7
Animal services	11%	12	54%	13	0.0509	8
Customer service provided by city employees	12%	11	62%	10	0.0467	9
Ambulance/emergency medical services	17%	8	74%	8	0.0427	10
311/Service request process	9%	15	57%	12	0.0369	11
Communication by the City	7%	16	51%	15	0.0361	12
Park and recreation system	16%	9	78%	6	0.0351	13
Solid waste services	13%	10	76%	7	0.0319	14
Storm drainage	7%	18	58%	11	0.0291	15

### Overall Priorities

# 2024 City of Dallas Community Survey Importance-Satisfaction Assessment Matrix

## -Major Categories of City Services-

(points on the graph show deviations from the mean importance and agreement ratings given by respondents to the survey)



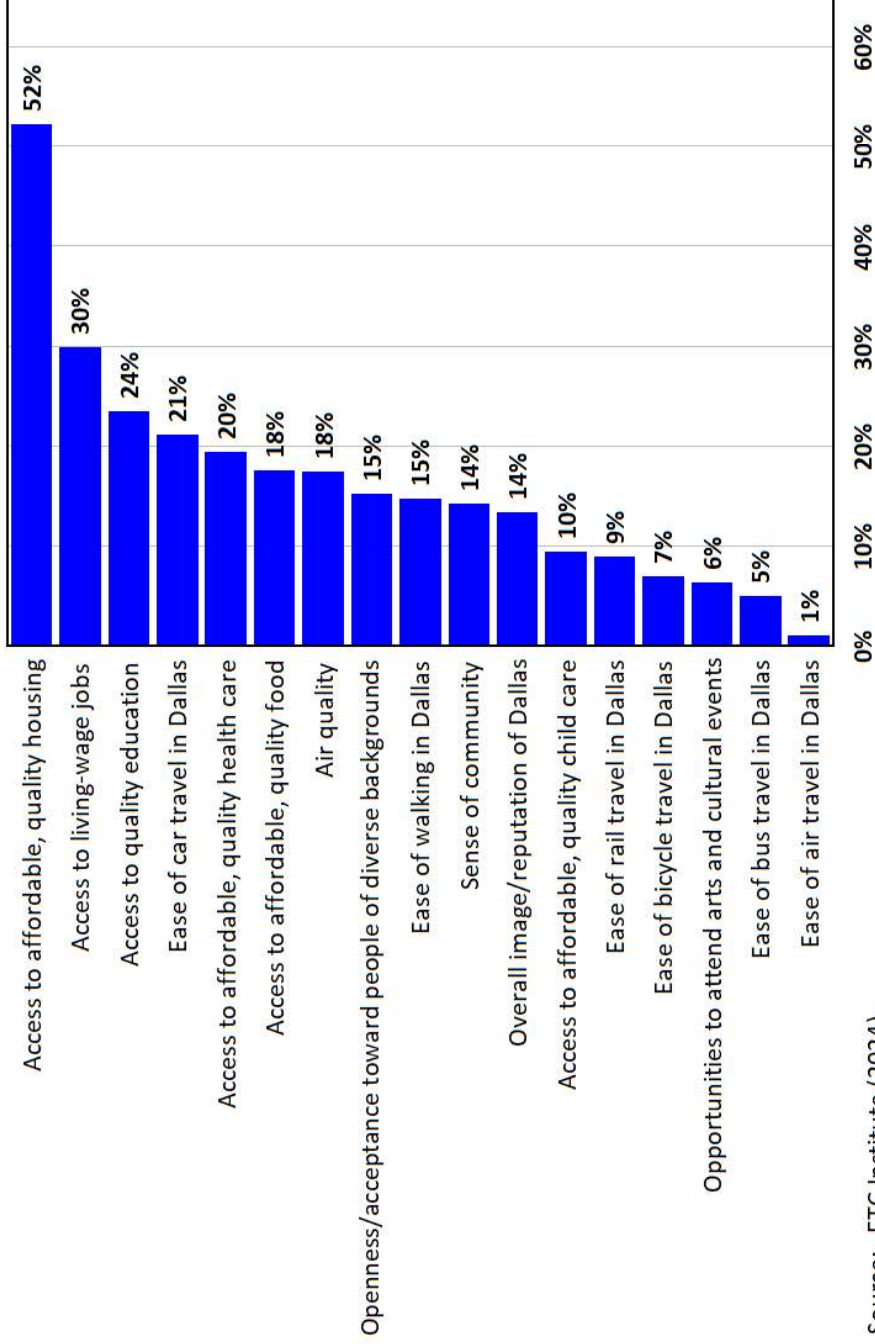
Source: ETC Institute (2024)

Importance Rating

Higher Importance

### Q3. Characteristics of the Community Residents Think Should Be the City's Top Priorities

by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2024)

# Summary

- **Residents Have a Positive Perception of the City of Dallas**
  - 66% Rated Their Neighborhood as an Excellent or Good Place to Live; Only 8% Gave a Rating of Poor
- **The City Is Moving in the Right Direction**
  - Satisfaction Ratings Have Increased in 75 of 127 Areas Since 2023
- **Satisfaction with City Services Is Higher in Dallas Than Other Large U.S. Cities**
- **Top Overall Priorities for City Services**
  - Infrastructure Maintenance
  - Police Services

**Questions?**

**Thank You!!**

# Appendix

# Top 3 Priorities by Council District

CD#	Priority #1	Priority #2	Priority #3
1	Maintenance of Infrastructure	Police Services	Traffic Management
2	Maintenance of Infrastructure	Traffic Management	Social Services
3	Maintenance of Infrastructure	Police Services	Neighborhood Code Enforcement
4	Police Services	Maintenance of Infrastructure	Neighborhood Code Enforcement
5	Maintenance of Infrastructure	Police Services	Social Services
6	Maintenance of Infrastructure	Police Services	Drinking Water
7	Maintenance of Infrastructure	Police Services	Neighborhood Code Enforcement
8	Maintenance of Infrastructure	Police Services	Traffic Management
9	Maintenance of Infrastructure	Police Services	Social Services
10	Maintenance of Infrastructure	Police Services	Traffic Management
11	Maintenance of Infrastructure	Police Services	Traffic Management
12	Maintenance of Infrastructure	Police Services	Traffic Management
13	Maintenance of Infrastructure	Police Services	Traffic Management
14	Maintenance of Infrastructure	Police Services	Traffic Management



# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Fee and Rate Adjustments in the FY 2024-25 Proposed Budget**

In compliance with the City's Financial Management Performance Criterion #12, we review selected fees and charges annually to determine the extent to which we recover the full cost of the associated services by revenue. This year's study included Library, Park and Recreation, Public Works, and Transportation.

The studied fees are listed in the attachment along with the current fee and the full cost recovery fee. Please note, the full cost recovery fee listed may not be the final recommended fee. Currently, departments are reviewing the full cost recovery analysis and final recommendations will be presented to City Council as part of the City Manager's Biennial Budget recommendation on August 13.

If you have any questions, please contact me or Janette Weedon, Director of Budget and Management Services.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland  
Chief Financial Officer

[Attachment]

- c:
- |   |  |
|---|--|
| Kimberly Bizer Tolbert, City Manager (I)    | M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager       |
| Tammy Palomino, City Attorney               | Alina Ciocan, Assistant City Manager                             |
| Mark Swann, City Auditor                    | Donzell Gipson, Assistant City Manager (I)                       |
| Biliera Johnson, City Secretary             | Robin Bentley, Assistant City Manager (I)                        |
| Preston Robinson, Administrative Judge      | Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I) |
| Dominique Artis, Chief of Public Safety (I) | Directors and Assistant Directors                                |
| Majed A. Al-Ghafry, Assistant City Manager  |  |

Department	Fee Name	Current Fee	Full Cost Recovery Fee
Public Works	Fee for processing abandonments	\$ 7,800.00	\$ 11,155.59
Public Works	Nonrefundable application fee	\$ 4,595.00	\$ 6,002.60
Public Works	Easement in Excess of Five	\$ 1,000.00	\$ 1,182.66
Public Works	Surplus Property fees(Undevelopable)	\$ 3,000.00	\$ 10,226.93
Public Works	Surplus Property fees(Developable)	\$ 7,500.00	\$ 14,034.14
Public Works	Barricade Application Fee	\$ 40.00	\$ 34.00
Public Works	Monument Verification Survey	\$ -	\$ 307.87
Public Works	Request for Alternate Monumentation	\$ -	\$ 265.85

Department	Fee Name	Current Fee	Full Cost Recovery Fee
Library	Branch Conference Room - Profit 1-2 hrs	\$ 20.00	\$ 45.07
Library	Branch Conference Room - Profit - 2-4 hrs	\$ 20.00	\$ 45.07
Library	Branch Conference Room - Profit - 4+ hrs	\$ 20.00	\$ 45.07
Library	Branch Conference Room - Non Profit - 1-2 hrs	\$ 20.00	\$ 45.07
Library	Branch Conference Room - Non Profit - 2-4 hrs	\$ 20.00	\$ 45.07
Library	Branch Conference Room - Non Profit - 4+ hrs	\$ 20.00	\$ 45.07
Library	Branch Black Box - Non profit - 1-2 hrs	\$ 20.00	\$ 45.07
Library	Branch Black Box - Non profit - 2-4hrs	\$ 20.00	\$ 45.07
Library	Branch Black Box - Non profit - 4+ hrs	\$ 20.00	\$ 45.07
Library	Branch Black Box - Profit - 1-2 hrs	\$ 20.00	\$ 45.07
Library	Branch Black Box - Profit - 2-4hrs	\$ 20.00	\$ 45.07
Library	Branch Black Box - Profit - 4+ hrs	\$ 20.00	\$ 45.07
Library	Branch Conference/Classroom - Profit 1-2 hrs	\$ 20.00	\$ 45.23
Library	Branch Conference/Classroom - Profit - 2-4 hrs	\$ 20.00	\$ 45.23
Library	Branch Conference/Classroom - Profit - 4+ hrs	\$ 20.00	\$ 45.23
Library	Branch Conference/Classroom - Non Profit - 1-2 hrs	\$ 20.00	\$ 45.23
Library	Branch Conference/Classroom - Non Profit - 2-4 hrs	\$ 20.00	\$ 45.23
Library	Branch Conference/Classroom - Non Profit - 4+ hrs	\$ 20.00	\$ 45.23
Library	Branch Auditorium - Non profit - 1-2 hrs	\$ 20.00	\$ 45.23
Library	Branch Auditorium - Non profit - 2-4hrs	\$ 20.00	\$ 45.23
Library	Branch Auditorium - Non profit - 4+ hrs	\$ 20.00	\$ 45.23
Library	Branch Auditorium - Profit - 1-2 hrs	\$ 20.00	\$ 45.23
Library	Branch Auditorium - Profit - 2-4hrs	\$ 20.00	\$ 45.23
Library	Branch Auditorium - Profit - 4+ hrs	\$ 20.00	\$ 45.23
Library	Processing Fee (Lost/Damaged Items)	\$ 17.00	\$ 26.00
Library	Mail Reference Fee - Each 30 minutes of staff time & 4 photocopies/no tax for out of state requests	\$ 17.50	\$ 25.23
Library	Annual Fee (Non-Resident Cards)	\$ 250.00	\$ 265.15
Library	Auditorium - Non-Profit - 1-2 Hours	\$ 100.00	\$ 573.00
Library	Auditorium - Non-Profit - 2-4 Hours	\$ 140.00	\$ 573.00
Library	Auditorium - Non-Profit - 4+ Hours	\$ 180.00	\$ 573.00
Library	Auditorium - Profit - 1-2 Hours	\$ 175.00	\$ 573.00
Library	Auditorium - Profit - 2-4 Hours	\$ 200.00	\$ 573.00
Library	Auditorium - Profit - 4+ Hours	\$ 350.00	\$ 573.00
Library	Classroom - Non-Profit - 1-2 Hours	\$ 50.00	\$ 573.00
Library	Classroom - Non-Profit - 2-4 Hours	\$ 60.00	\$ 573.00
Library	Classroom - Non-Profit - 4+ Hours	\$ 70.00	\$ 573.00
Library	Classroom - Profit - 1-2 Hours	\$ 125.00	\$ 573.00
Library	Classroom - Profit - 2-4 Hours	\$ 150.00	\$ 573.00
Library	Classroom - Profit - 4+ Hours	\$ 200.00	\$ 573.00

Department	Fee Name	Current Fee	Full Cost Recovery Fee
Library	Conference - Non-Profit - 1-2 Hours	\$ 100.00	\$ 573.00
Library	Conference - Non-Profit - 2-4 Hours	\$ 140.00	\$ 573.00
Library	Conference - Non-Profit - 4+ Hours	\$ 180.00	\$ 573.00
Library	Conference - Profit - 1-2 Hours	\$ 150.00	\$ 573.00
Library	Conference - Profit - 2-4 Hours	\$ 175.00	\$ 573.00
Library	Conference - Profit - 4+ Hours	\$ 350.00	\$ 573.00

Department	Fee Name	Current Fee	Full Cost Recovery Fee
Transportation	Thoroughfare Plan Amendment Fee - First Quarter Mile	\$ 5,325.00	\$ 6,355.64
Transportation	Dockless Vehicle Permit Application - Initial	\$ 2,000.00	\$ 2,661.53
Transportation	Traffic Signal Plans Review	\$ 1,000.00	\$ 3,531.00
Transportation	311-T Review (Development Plan Review)	\$ 2,500.00	\$ 2,521.79
Transportation	Traffic Control Plan Review	\$ 1,000.00	\$ 2,124.87
Transportation	Traffic Signals Field Adjustments	\$ 1,500.00	\$ 9,049.54
Transportation	Valet Parking- License Application	\$ 800.00	\$ 1,739.53
Transportation	Petition - No Parking	\$ 240.00	\$ 282.80
Transportation	Resident Parking Only-Application Fee	\$ 50.00	\$ 830.88
Transportation	Resident Parking Only-hangtag - Deep Ellum District	\$ 25.00	\$ 24.13
Transportation	Resident Parking Only-hangtag - Deep Ellum District - replacements	\$ 15.00	\$ 24.13
Transportation	Resident Parking Only-hangtag	\$ 6.00	\$ 24.13
Transportation	Resident Parking Only Sign	\$ 47.00	\$ 70.53
Transportation	Resident Parking Only Sign - change/modification	\$ 25.00	\$ 70.53
Transportation	Parking Meter Hooding - Administration Fee	\$ 55.00	\$ 39.59
Transportation	Temporary Pkg Meter Removal	\$ 75.00	\$ 144.81
Transportation	Reinstallalation of Temporarily Removed Parking Meter	\$ 140.00	\$ 144.81
Transportation	Street Lights Plan Review	\$ 500.00	\$ 584.01
Transportation	No Parking Sign Fee (18 inch by 24 inch)	\$ 25.00	\$ 274.88
Transportation	Crime Watch - sign fee (18 inch by 24 inch)	\$ 24.00	\$ 242.93
Transportation	Street Name Change Fee - Blades (9 inch by 48 inch)	\$ -	\$ 361.22
Transportation	Street Name Change Fee - Mast Arm	\$ -	\$ 453.56
Transportation	Ceremonial Street Signs	\$ 30.00	\$ 131.80
Transportation	Neighborhood Sign Toppers - 19 or less signs (9 inch by 30 inch)	\$ 35.00	\$ 94.45
Transportation	Neighborhood Sign Toppers - 20 or more signs (9 inch by 30 inch)	\$ 30.00	\$ 94.45
Transportation	Commemorative Signs for Ceremonial Purposes Only	\$ 30.00	\$ 114.45

Department	Fee Name	Current Fee	Full Cost Recovery Fee
<b>Rec Centers</b>			
Park and Recreation	Basketball Fee Half Court - Half Court (Per Hour)	\$ 38.00	\$ 71.00
Park and Recreation	Basketball Fee Full Court - Full Court (Per Hour)	\$ 50.00	\$ 112.00
Park and Recreation	Small -350 sq. ft. to 700 sq. ft.	\$ 12.00	\$ 60.00
Park and Recreation	Large Room	\$ 48.00	\$ 74.00
Park and Recreation	Fitness Centers (Per Month) - Greater than 700 sq. ft.	\$ 18.00	\$ 23.00
Park and Recreation	Senior Rates 60+ Fitness Centers (Per Month) - Greater than 700 sq. ft.	\$ 14.00	\$ 23.00
Park and Recreation	Recreation Small Room Reservation Fees (Per Hour) - Small Room	\$ 22.00	\$ 136.00
Park and Recreation	Fitness Centers (Per Month) - Universal Access	\$ 25.00	\$ 28.00
Park and Recreation	Recreation Large Room Fee (Per Hour) - Assembly Room	\$ 75.00	\$ 145.00
Park and Recreation	Less than 350 sq. ft.	\$ 5.00	\$ 35.00
Park and Recreation	Less than 350 sq. ft. -- Senior Rates	\$ 5.00	\$ 35.00
<b>Golf</b>			
Park and Recreation	Golf Green Fees - Weekday Regular	\$ 21.00	\$ 31.98
Park and Recreation	Golf Green Fees - Weekend Regular	\$ 25.00	\$ 29.79
Park and Recreation	Golf Green Fees - Twilight Weekday Regular	\$ 14.00	\$ 31.56
Park and Recreation	Golf Green Fees - Twilight Weekend Regular	\$ 16.00	\$ 33.16
Park and Recreation	Golf Green Fees - Sundown Weekday Regular	\$ 12.00	\$ 30.52
Park and Recreation	Golf Green Fees - Sundown Weekend Regular	\$ 13.00	\$ 29.08
Park and Recreation	Cedar Crest Crestview Banquet Room - Resident (M-Th)	\$ 120.00	\$ 600.80
Park and Recreation	Cedar Crest Crestview Banquet Room - Resident (Fri-Sun)	\$ 180.00	\$ 595.20
Park and Recreation	Golf Green Fees - Weekday Regular	\$ 30.00	\$ 28.00
Park and Recreation	Golf Green Fees - Weekend Regular	\$ 42.00	\$ 21.00
Park and Recreation	Golf Green Fees - Twilight Weekday Regular	\$ 23.00	\$ 28.00
Park and Recreation	Golf Green Fees - Twilight Weekend Regular	\$ 28.00	\$ 24.00
Park and Recreation	Golf Green Fees - Sundown Weekday Regular	\$ 17.00	\$ 27.00
Park and Recreation	Golf Green Fees - Sundown Weekend Regular	\$ 22.00	\$ 26.00
<b>Athletic Field Rentals</b>			
Park and Recreation	Kiest Complex - Tournament Daily Rate	\$ 150.00	\$ 885.00
Park and Recreation	Kiest Complex - Unlighted	\$ 31.00	\$ 83.00
Park and Recreation	Kiest Complex - Lighted	\$ 61.00	\$ 182.00
Park and Recreation	Winfrey Point Resident (M-Th)	\$ 125.00	\$ 332.43
Park and Recreation	Winfrey Point Non-Resident (M-Th)	\$ 150.00	\$ 332.43
Park and Recreation	Winfrey Point Resident (Fri-Sun)	\$ 200.00	\$ 256.37
Park and Recreation	Winfrey Point Non-Resident (Fri-Sun)	\$ 240.00	\$ 256.37
Park and Recreation	Big Thicket Resident (M-Th)	\$ 75.00	\$ 385.79
Park and Recreation	Big Thicket Non-Resident (M-Th)	\$ 90.00	\$ 385.79
Park and Recreation	Big Thicket Resident (Fri-Sun)	\$ 95.00	\$ 376.52
Park and Recreation	Big Thicket Non-Resident (Fri-Sun)	\$ 105.00	\$ 376.52
Park and Recreation	Tournament Event Fee	\$ 200.00	\$ 1,120.11
Park and Recreation	Registered League Unlighted	\$ 26.00	\$ 28.57
Park and Recreation	Registered League Lighted	\$ 51.00	\$ 54.03
Park and Recreation	Practice Use Unlighted	\$ 26.00	\$ 32.94
Park and Recreation	Practice Use Lighted	\$ 51.00	\$ 51.19

Department	Fee Name	Current Fee	Full Cost Recovery Fee
Park and Recreation	Youth League Weekday Unlighted	\$ 13.00	\$ 14.08
Park and Recreation	Youth League Weekday Lighted	\$ 31.00	\$ 31.37
Park and Recreation	Youth League Weekend Unlighted	\$ 21.00	\$ 24.73
Park and Recreation	Youth League Weekend Lighted	\$ 31.00	\$ 150.76
Park and Recreation	Reverchon #1 Unlighted	\$ 31.00	\$ 142.00
Park and Recreation	Reverchon #1 Lighted	\$ 61.00	\$ 252.00
Park and Recreation	Reservable Picnic Areas (Mon-Sun) Per Hour	\$ 30.00	\$ 29.94
Park and Recreation	Flagpole Hill Per Hour	\$ 30.00	\$ 37.97
<b>Acquatics</b>			
Park and Recreation	Swimming Pools 11 and Under - CFAC Youth Admission	\$ 4.00	\$ 8.00
Park and Recreation	Swim Pool Family/ Season Pass - CFAC Season Pass	\$ 50.00	\$ 73.00
Park and Recreation	RFAC youth admission	\$ 6.00	\$ 60.00
Park and Recreation	RFAC Season Pass	\$ 70.00	\$ 80.83
Park and Recreation	Bahama Beach Season Pass (Does not include \$10.00 resident discount)	\$ 60.00	\$ 84.00
Park and Recreation	Umbrella Rental	\$ 75.00	\$ 89.00
Park and Recreation	Cabana Rental	\$ 50.00	\$ 67.00
Park and Recreation	Table Rental	\$ 25.00	\$ 90.00
Park and Recreation	General Admission (Does not include \$2.00 resident discount)	\$ 15.00	\$ 16.00
Park and Recreation	Cooler Entry Fee at Bahama Beach Waterpark	\$ 5.00	\$ 6.00
Park and Recreation	Locker Rental at Bahama Beach Waterpark	\$ 4.00	\$ 14.00
Park and Recreation	Jr. Admission Fee at Bahama Beach (Does not include \$2.00 resident discount)	\$ 11.00	\$ 12.00
<b>Programming</b>			
Park and Recreation	Staff Taught Rec Classes - After School	\$ 25.00	\$ 171.00
Park and Recreation	Seasonal Camps - Summer Camp (Non-resident)	\$ 85.00	\$ 98.25
Park and Recreation	Staff Taught Rec Classes - After School (Resident)	\$ -	\$ 101.69
Park and Recreation	Seasonal Camps - Spring Break	\$ 65.00	\$ 96.78
Park and Recreation	Seasonal Camps - Holiday Camp	\$ 60.00	\$ 83.58
Park and Recreation	Seasonal Camps - Summer Camp (Resident)	\$ 75.00	\$ 98.25

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Budget Accountability Report – April 2024**

Please find attached the March Budget Accountability Report (BAR) based on information through April 30, 2024. You may view all published reports on the [Financial Transparency website](#). The monthly BAR provides a financial forecast for all operating funds, update on General Obligation Bond spending, economic indicators, status of Dallas 365, updates for highlighted budget initiatives, and status of active process improvement projects.

If you have any questions, please contact me or Janette Weedon, Director of Budget & Management Services.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland  
Chief Financial Officer

[Attachment]

c: Kimberly Bizer Tolbert, City Manager (I)  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billierae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager

M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors



# BUDGET ACCOUNTABILITY REPORT FY 2023-24

As of April 30, 2024



Cover Photo Credit: "Trinity Flood Plain" by Don Raines, Jr., Planning & Urban Design



**Budget & Management  
Services**

# EXECUTIVE SUMMARY

## Financial Forecast Report

Operating Fund	Year-End Forecast vs. Budget	
	Revenues	Expenses
General Fund	✓	✓
Aviation	✓	✓
Convention and Event Services	✓	✓
Development Services	8% under budget	✓
Municipal Radio	28% over budget	13% under budget
Sanitation Services	6% over budget	✓
Storm Drainage Management	✓	✓
Dallas Water Utilities	✓	✓
Bond and Construction Management	✓	✓
Equipment and Fleet Management	✓	✓
Express Business Center	✓	✓
Information Technology	✓	5% under budget
Radio Services	✓	✓
9-1-1 System Operations	✓	✓
Debt Service	✓	✓

✓ YE forecast within 5% of budget

### Dallas 365

#### Year-to-Date

✓ 22  
On Target

! 7  
Near Target

✗ 6  
Not on Target

#### Year-End Forecast

✓ 26  
On Target

! 5  
Near Target

✗ 4  
Not on Target

### Budget Initiative Tracker

● 6  
Complete

⏸ 1  
On Hold

✓ 25  
On Track

! 3  
At Risk

✗ 0  
Canceled



# FINANCIAL FORECAST REPORT

The Financial Forecast Report (FFR) provides a summary of financial activity through April 30, 2024, for the General Fund and other annual operating funds of the City. The Adopted Budget column reflects the budget adopted by City Council on September 22, 2023, effective October 1, 2023, through September 30, 2024. The Amended Budget column reflects City Council-approved transfers between funds and programs, department-initiated transfers between expense objects, approved use of contingency, and other amendments supported by revenue or fund balance.

Year-to-date (YTD) actual amounts represent revenue or expenses/encumbrances that have occurred through the end of the most recent accounting period. Departments provide the year-end (YE) forecast, which projects anticipated revenues and expenditures as of September 30, 2024. The variance is the difference between the FY 2023-24 amended budget and the YE forecast. Variance notes are provided when the YE forecast is +/- five percent of the amended budget and/or if YE expenditures are forecast to exceed the amended budget.

## General Fund Overview

The General Fund overview provides a summary of financial activity through April 30, 2024.

	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
Beginning Fund Balance	\$323,159,062	\$323,159,062		\$345,178,891	\$22,019,829
Revenues	1,837,576,470	1,840,372,470	1,420,831,856	1,840,884,269	511,799
Expenditures	1,837,576,470	1,840,372,470	996,986,304	1,839,080,620	(1,291,850)
Ending Fund Balance	\$323,159,062	\$323,159,062		\$346,982,540	\$23,823,478

**Fund Balance.** As of April 30, 2024, the beginning fund balance for the adopted and amended budgets and YE forecast reflects the FY 2022-23 audited unassigned ending fund balance and includes FY 2022-23 YE savings.

**Revenues.** Through April 30, 2024, General Fund revenues are projected to be \$512,000 over budget due to increased intergovernmental revenue, interest earnings, and charges for service, partially offset by reduced property tax, sales tax, and miscellaneous revenues.

**Expenditures.** Through April 30, 2024, General Fund expenditures are projected to be \$1,292,000 under budget due to salary savings from vacant uniform and non-uniform positions across General Fund departments, partially offset by uniform and non-uniform overtime expenditures and increased supplies related to Dallas Fire-Rescue fleet maintenance and repair, Fair Park utility costs, and street light maintenance.

**FY 2023-24 Amended Budget.** City Council amended the General Fund budget on:

- May 8, 2024, by ordinance #32723 in the amount of \$2,796,000 due to use of contingency reserve. This allocation will be used for Fair Park maintenance, Old City Park programming, and real estate appraisals and brokerage services.

## FY 2023-24 Financial Forecast Report

**GENERAL FUND REVENUE**

Revenue Category		FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
1	Property Tax	\$1,047,595,636	\$1,047,595,636	\$1,020,615,376	\$1,046,173,537	(\$1,422,099)
2	Sales Tax	451,745,839	451,745,839	222,178,997	446,222,810	(5,523,029)
3	Franchise and Other	126,633,664	126,633,664	55,029,524	124,764,840	(1,868,824)
4	Charges for Services	117,236,140	117,236,140	69,569,371	119,988,256	2,752,116
5	Fines and Forfeitures	20,117,759	20,117,759	10,985,504	18,941,382	(1,176,377)
6	Operating Transfers In	28,086,049	30,882,049	8,842,156	30,882,049	0
7	Intergovernmental	16,177,900	16,177,900	16,352,900	21,052,734	4,874,834
8	Miscellaneous	9,882,543	9,882,543	3,608,418	9,022,837	(859,706)
9	Licenses and Permits	6,100,940	6,100,940	4,308,386	6,835,824	734,884
10	Interest	14,000,000	14,000,000	9,341,225	17,000,000	3,000,000
	<b>Total Revenue</b>	<b>\$1,837,576,470</b>	<b>\$1,840,372,470</b>	<b>\$1,420,831,856</b>	<b>\$1,840,884,269</b>	<b>\$511,799</b>

**VARIANCE NOTES**

General Fund revenue variance notes are provided below for revenue categories with YE forecast variances of +/- five percent and revenue with an amended budget.

**2 Sales Tax.** Based on actual collection trends and analysis provided by our contract economist, sales tax is projected to be \$5,523,000 under budget for FY 2023-24.

**4 Charges for Services.** Charges for Services revenue is projected to be \$2,752,000 over budget due to increased traffic control permits and increased revenue associated with State Fair patrol and emergency services, partially offset by lower-than-budgeted income from leasing City-owned property, reduced activity for the DPD Expanded Neighborhood Patrol (ENP) program, and reduced use of City of Dallas metered parking.

**5 Fines and Forfeitures.** Fines and Forfeitures revenue is projected to be \$1,176,000 under budget due to a decrease in auto pound storage fee collections and declines in citations filed with Dallas Municipal Court. Year-to-date revenue for citations is averaging 10 percent higher than the same reporting period last year, however a 6 percent decline in citations issued, primarily for non-traffic violations, is causing revenue projections to be \$598,000 under budget for FY 2023-24.

**6 Operating Transfers In.** City Council increased Operating Transfers In revenue by \$2,796,000 on May 8, 2024 by ordinance #32723 for Fair Park maintenance, Old City Park programming, and real estate appraisals and brokerage services.

**7 Intergovernmental.** Intergovernmental revenue is projected to be \$4,875,000 over budget due to higher-than-budgeted payments from the DFW Airport revenue-sharing agreement with the City of Euless, the City of Irving, and anticipated revenues from the school resource officer program.

**8 Miscellaneous.** Miscellaneous revenue is projected to be \$860,000 under budget due to a delay in implementing various traffic-related developer review fees and a delay in the online application and payment system for convenience store registration due to Payment Card Industry (PCI) compliance issues. Additionally, a court injunction halts enforcement and registration for the CCS short-term rental program resulting in reduced projected revenues.

## VARIANCE NOTES

General Fund revenue variance notes are provided below for revenue categories with YE forecast variances of +/- five percent and revenue with an amended budget.

**9 Licenses and Permits.** Licenses and Permits revenue is projected to be \$735,000 over budget due to increased collections for Real Estate division license fees.

**10 Interest.** Interest revenue is projected to be \$3,000,000 over budget due to improved market conditions.

## FY 2023-24 Financial Forecast Report

**GENERAL FUND EXPENDITURES**

	Expenditure Category	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
	Non-uniform Pay	\$298,421,415	\$298,873,702	\$163,817,145	\$289,184,953	(\$9,684,749)
	Non-uniform Overtime	7,963,253	7,963,253	8,111,572	13,546,494	5,579,241
	Non-uniform Pension	42,275,230	42,245,830	24,080,876	41,681,493	(564,337)
	Uniform Pay	544,271,659	544,271,664	295,694,343	528,632,235	(15,639,429)
	Uniform Overtime	72,658,144	81,158,144	55,553,463	98,578,576	17,420,432
	Uniform Pension	187,861,142	187,857,480	101,492,802	185,904,282	(1,953,198)
	Health Benefits	97,632,432	97,632,434	33,621,438	97,632,434	0
	Workers Comp	13,051,299	13,051,300	13,051,300	13,051,300	0
	Other Personnel Services	14,204,686	14,205,250	7,725,209	14,279,511	74,261
<b>1</b>	<b>Total Personnel Services</b>	<b>\$1,278,339,260</b>	<b>\$1,287,259,057</b>	<b>\$703,148,148</b>	<b>\$1,282,491,277</b>	<b>(\$4,767,780)</b>
<b>2</b>	<b>Supplies</b>	<b>92,646,763</b>	<b>92,975,589</b>	<b>52,641,202</b>	<b>99,113,892</b>	<b>6,222,225</b>
<b>3</b>	<b>Contractual Services</b>	<b>531,126,582</b>	<b>691,816,997</b>	<b>265,605,596</b>	<b>695,207,291</b>	<b>3,017,210</b>
<b>4</b>	<b>Capital Outlay</b>	<b>25,239,244</b>	<b>25,911,965</b>	<b>13,618,474</b>	<b>26,135,140</b>	<b>512,338</b>
<b>5</b>	<b>Reimbursements</b>	<b>(89,775,379)</b>	<b>(257,591,138)</b>	<b>(38,027,117)</b>	<b>(263,866,980)</b>	<b>(6,275,842)</b>
	<b>Total Expenditures</b>	<b>1,837,576,470</b>	<b>\$1,840,372,470</b>	<b>\$996,986,304</b>	<b>\$1,839,080,620</b>	<b>(\$1,291,850)</b>

**VARIANCE NOTES**

General Fund expenditure variance notes are provided below for expenditure categories with YE forecast variances of +/- five percent. The Amended Budget column reflects department-initiated transfers between expense objects.

**1 Personnel Services.** Personnel Services are projected to be \$4,768,000 under budget due to salary savings associated with vacant uniform and non-uniform positions across General Fund departments, partially offset by uniform overtime expenses in Dallas Police Department (\$13,215,000), Dallas Fire-Rescue (\$4,206,000), and non-uniform overtime expenses.

**2 Supplies.** Supplies are projected to be \$6,222,000 over budget due to Dallas Fire-Rescue expenses for fleet maintenance and repair, increased costs for office reconstruction in Park and Recreation, reimbursed utility costs associated with Fair Park First, street light maintenance and signage, and increased building material costs in Building Services.

**3 Contractual Services.** City Council increased the Contractual Services budget by \$159,316,000 on February 28, 2024 by ordinance #32663 in order to fund a transfer to the ARPA Redevelopment Fund. This funding will be used for the continuation of projects originally funded under the American Rescue Plan Act (ARPA). City Council also increased the Contractual Services budget by \$2,796,000 on May 8, 2024 by ordinance #32723 for Fair Park maintenance, Old City Park programming, and real estate appraisals and brokerage services.

**5 Reimbursements.** City Council increased Reimbursements budget by \$159,316,000 on February 28, 2024 by ordinance #32663 due to ARPA funding to be used for eligible Dallas Fire-Rescue salary expenses.

## FY 2023-24 Financial Forecast Report

**GENERAL FUND EXPENDITURES**

#	Expenditure by Department	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
1	Budget & Management Services	\$4,420,110	\$4,420,110	\$2,120,990	\$4,396,180	(\$23,930)
2	Building Services	31,078,791	31,078,791	19,769,388	31,078,791	0
3	City Attorney's Office	23,799,058	23,799,058	12,398,892	23,486,001	(313,057)
4	City Auditor's Office	3,266,138	3,266,138	1,744,026	3,143,985	(122,153)
5	City Controller's Office	9,162,430	9,162,430	5,312,583	9,086,940	(75,490)
6	Independent Audit	767,071	767,071	757,500	767,071	0
7	City Manager's Office	3,389,700	3,809,497	1,822,120	3,939,384	129,887
8	City Marshal's Office	21,905,930	21,905,930	12,165,830	21,764,977	(140,953)
9	Jail Contract	8,594,776	8,594,776	3,581,157	8,594,776	0
10	City Secretary's Office	3,509,388	3,509,388	1,974,849	3,536,060	26,672
11	Elections	1,946,292	1,946,292	783,568	1,917,835	(28,457)
12	Civil Service	2,762,162	2,762,162	1,582,654	2,953,365	191,203
13	Code Compliance	45,562,455	45,562,455	22,538,629	44,992,555	(569,900)
14	Dallas Animal Services	19,180,051	19,180,051	12,921,951	19,486,020	305,969
15	Dallas Fire-Rescue	413,381,222	413,381,222	234,366,522	414,375,829	994,607
16	Dallas Municipal Court	8,370,958	8,370,958	4,342,102	8,029,145	(341,813)
17	Dallas Police Department	656,936,353	656,936,353	360,425,690	658,697,944	1,761,591
18	Data Analytics & Business Intelligence	6,108,162	6,108,162	3,027,284	6,108,162	0
19	Housing & Neighborhood Revitalization	6,920,100	6,920,100	2,570,988	6,806,113	(113,987)
20	Human Resources	9,186,760	9,186,760	5,768,609	9,102,988	(83,772)
21*	Judiciary	4,397,241	4,397,241	2,442,384	4,505,755	108,514
22	Library	43,489,755	43,489,755	22,787,603	43,445,005	(44,750)
	Management Services					
23	311 Customer Service Center	6,331,204	6,331,204	3,466,071	5,803,924	(527,280)
24*	Communications, Outreach, & Marketing	3,777,588	3,777,588	1,786,973	3,432,898	(344,690)
25	Office of Community Care	10,114,699	10,114,699	3,911,545	10,082,151	(32,548)
26	Office of Community Development	754,620	754,620	228,110	635,969	(118,651)
27	Office of Community Police Oversight	784,565	784,565	324,230	709,198	(75,367)
28	Office of Emergency Management	1,251,963	1,251,963	668,478	1,312,133	60,170
29	Office of Environmental Quality and Sustainability	6,244,743	6,244,743	4,457,908	5,792,563	(452,180)
30	Office of Equity and Inclusion	3,785,554	3,785,554	1,994,705	3,759,091	(26,463)
31	Office of Government Affairs	1,112,725	1,112,725	602,746	1,033,419	(79,306)
32	Office of Homeless Solutions	17,850,149	17,850,149	13,976,934	17,850,149	0
33	Office of Integrated Public Safety Solutions	5,822,887	5,822,887	2,098,873	5,822,887	0
34	Small Business Center	4,354,640	4,354,640	1,319,849	4,349,271	(5,369)
35	Mayor & City Council	7,399,447	7,399,447	3,530,349	7,277,574	(121,873)
36	Non-Departmental	128,443,112	128,443,112	21,932,958	128,443,112	0
37	Office of Arts & Culture	23,180,773	23,180,773	21,216,948	23,154,875	(25,898)
38	Office of Economic Development	3,679,042	3,679,042	2,745,717	3,573,160	(105,882)
39	Park & Recreation	120,076,933	122,236,933	76,344,144	122,228,032	(8,901)
40	Planning & Urban Design	8,024,033	8,024,033	3,352,648	7,438,077	(585,956)
41	Procurement Services	3,500,823	3,500,823	1,529,474	3,268,427	(232,396)
42	Public Works	88,552,090	89,188,090	61,219,159	89,188,090	0
43	Transportation	59,125,541	59,125,541	31,685,224	58,856,101	(269,440)
	<b>Total Departments</b>	<b>\$1,832,302,034</b>	<b>\$1,835,517,831</b>	<b>\$993,598,363</b>	<b>\$1,834,225,981</b>	<b>(\$1,291,850)</b>
44	Financial Reserves		0	0	0	0
45	Liability/Claims Fund Transfer	3,387,941	3,387,941	3,387,941	3,387,941	0
46	Salary & Benefit Stabilization	1,886,495	1,466,698	0	1,466,698	0
	<b>Total Expenditures</b>	<b>\$1,837,576,470</b>	<b>\$1,840,372,470</b>	<b>\$996,986,304</b>	<b>\$1,839,080,620</b>	<b>(\$1,291,850)</b>

\*BMS did not receive a department update for the April reporting month. Forecast was prepared by BMS staff.



## VARIANCE NOTES

General Fund variance notes are provided below for departments with YE forecast variances of +/- five percent, amended budgets, or YE forecasts projected to exceed budget.

**7 City Manager's Office.** City Council increased CMO's budget by \$420,000 on May 8, 2024 by ordinance #32723 for anticipated termination payouts for the City Manager. CMO is projected to be \$130,000 over budget due to salary expenses related to position classification actions to better meet department operations and executive support functions, partially offset by salary savings associated with two vacant positions.

**10 City Secretary's Office.** SEC is projected to be \$27,000 over budget due to termination payouts for retiring employees, partially offset by salary savings associated with two vacant positions.

**12 Civil Service.** CVS is projected to be \$191,000 over budget due to salary expenses associated with prior year elimination of funding for vacant positions, one of which was already filled.

**14 Dallas Animal Services.** DAS is projected to be \$306,000 over budget due to animal food, security services, day labor, and professional service expenditures as a result of shelters being over capacity, partially offset by salary savings associated with 31 vacant positions.

**15 Dallas Fire-Rescue.** DFR is projected to be \$995,000 over budget due to uniform overtime expenses, civilian overtime expenses due to shortages in fleet maintenance division, the high cost of repairs to fire engines damaged in accidents, and costs of parts and labor for routine maintenance expenses.

**17 Dallas Police Department.** DPD is projected to be \$1,762,000 over budget due to uniform overtime expenses related to increased Priority 1 calls and salary expenses related to a decrease in forecasted attrition.

**21 Judiciary.** CTJ is projected to be \$109,000 over budget due to salary expenses associated with five positions transferred from DPD with anticipated start dates in June 2024 and July 2024.

**23 311 Customer Service Center.** 311 is projected to be \$527,000 under budget due to salary savings from 36 vacant positions.

**24 Communications, Outreach, & Marketing.** COM is projected to be \$345,000 under budget due to salary savings associated with seven vacant positions.

**26 Office of Community Development.** CDV is projected to be \$119,000 under budget due to salary savings associated with three vacant positions.

**27 Office of Community Police Oversight.** OCPO is projected to be \$75,000 under budget due to salary savings associated with one vacant position.

**28 Office of Emergency Management.** OEM is projected to be \$60,000 over budget due to termination payouts for two retiring employees, partially offset by salary savings associated with two vacant positions.

**29 Office of Environmental Quality and Sustainability.** OEQS is projected to be \$452,000 under budget due to salary savings associated with 15 vacant positions and increased reimbursements to offset vehicle purchases.

**31 Office of Government Affairs.** OGA is projected to be \$79,000 under budget due to salary savings associated with two vacant positions.



## VARIANCE NOTES

General Fund variance notes are provided below for departments with YE forecast variances of +/- five percent, amended budgets, or YE forecasts projected to exceed budget.

**35 Mayor & City Council.** MCC is projected to be \$122,000 under budget due to salary savings associated with 10 vacant position, partially offset by expenses related to the relocation of a community district office and the City Council lunch catering contract.

**39 Park & Recreation.** City Council increased PKR's budget by \$2,160,000 on May 8, 2024 by ordinance #32723 for Fair Park building and grounds maintenance and Old City Park programming costs for summer 2024.

**40 Planning & Urban Design.** PNV is projected to be \$586,000 under budget due to salary savings associated with 17 vacant positions.

**41 Procurement Services.** OPS is projected to be \$232,000 under budget due to salary savings associated with 16 vacant positions.

**42 Public Works.** City Council increased PBW's budget by \$636,000 on May 8, 2024 by ordinance #32723 for appraisal costs, brokerage services, and Request for Proposals (RFP) development services for potential redevelopment of city-owned properties.

**46 Salary & Benefit Stabilization.** The FY 2023-24 Budget Ordinance authorizes the City Manager to transfer appropriations from S&B to any department as allowed by City Charter Chapter XI (Section 3). \$420,000 was transferred to CMO to address overages related to termination payouts.

## FY 2023-24 Financial Forecast Report

**ENTERPRISE FUNDS**

Department	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
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**1 AVIATION**

Beginning Fund Balance	\$87,104,190	\$87,104,190		\$108,814,479	\$21,710,289
Total Revenues	182,592,444	182,592,444	113,023,825	185,488,986	2,896,542
Total Expenditures	184,832,684	184,832,684	106,463,347	184,832,684	0
Ending Fund Balance	\$84,863,950	\$84,863,950		\$109,470,781	\$24,606,831

**2 CONVENTION & EVENT SERVICES**

Beginning Fund Balance	\$56,656,767	\$56,656,767		\$69,854,331	\$13,197,564
Total Revenues	137,145,998	137,145,998	68,393,140	\$141,025,015	3,879,017
Total Expenditures	137,145,998	152,931,223	54,450,289	\$152,931,223	0
Ending Fund Balance	\$56,656,767	\$40,871,542		\$57,948,123	\$17,076,581

**3 DEVELOPMENT SERVICES**

Beginning Fund Balance	\$20,815,859	\$20,815,859		\$19,390,635	(\$1,425,224)
Total Revenues	45,465,884	45,465,884	19,780,320	41,989,431	(3,476,453)
Total Expenditures	53,952,347	53,952,347	28,373,287	53,626,229	(326,118)
Ending Fund Balance	\$12,329,396	\$12,329,396		\$7,753,836	(\$4,575,560)

**4 MUNICIPAL RADIO**

Beginning Fund Balance	\$337,211	\$337,211		\$176,692	(\$160,519)
Total Revenues	636,398	636,398	279,480	816,355	179,957
Total Expenditures	636,398	636,398	415,682	556,129	(80,269)
Ending Fund Balance	\$337,211	\$337,211		\$436,918	\$99,707

**5 SANITATION SERVICES**

Beginning Fund Balance	\$23,377,689	\$23,377,689		\$20,910,931	(\$2,466,758)
Total Revenues	152,709,535	152,709,535	96,769,333	162,146,885	9,437,350
Total Expenditures	153,689,531	153,689,531	71,466,383	153,689,531	0
Ending Fund Balance	\$22,397,693	\$22,397,693		\$29,368,285	\$6,970,592

**6 STORM DRAINAGE MANAGEMENT—DALLAS WATER UTILITIES**

Beginning Fund Balance	\$9,962,402	\$9,962,402		\$21,744,930	\$11,782,528
Total Revenues	80,093,972	80,093,972	46,267,962	80,093,972	0
Total Expenditures	80,093,972	89,089,948	41,421,910	95,085,924	0
Ending Fund Balance	\$9,962,402	\$966,426		\$6,752,978	\$11,782,528

**7 WATER UTILITIES**

Beginning Fund Balance	\$97,247,412	\$97,247,412		\$157,544,609	\$60,297,197
Total Revenues	791,276,133	791,276,133	452,960,906	800,298,038	9,021,905
Total Expenditures	791,275,376	865,275,376	421,158,698	865,275,376	0
Ending Fund Balance	\$97,248,169	\$23,248,169		\$92,567,271	\$69,319,102

## FY 2023-24 Financial Forecast Report

**INTERNAL SERVICE FUNDS**

Department	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
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**8 BOND & CONSTRUCTION MANAGEMENT**

Beginning Fund Balance	\$64,982	\$64,982		(\$243,843)	(\$308,825)
Total Revenues	22,043,477	22,043,477	4,994,727	21,204,057	(839,420)
Total Expenditures	22,043,477	22,043,477	11,327,788	20,960,214	(1,083,263)
Ending Fund Balance	\$64,982	\$64,982		\$0	(\$64,982)

**9 EQUIPMENT & FLEET MANAGEMENT**

Beginning Fund Balance	\$6,399,526	\$6,399,526		\$5,511,197	(\$888,329)
Total Revenues	68,778,781	71,089,693	25,624,572	71,089,693	0
Total Expenditures	71,794,210	74,105,122	38,833,959	73,936,100	(169,022)
Ending Fund Balance	\$3,384,097	\$3,384,097		\$2,664,790	(\$719,307)

**10 EXPRESS BUSINESS CENTER**

Beginning Fund Balance	\$7,212,164	\$7,212,164		\$6,268,575	(\$943,589)
Total Revenues	2,868,790	2,868,790	1,405,805	2,994,562	125,772
Total Expenditures	2,152,280	2,152,280	993,908	2,187,330	35,050
Ending Fund Balance	\$7,928,674	\$7,928,674		\$7,075,807	(\$852,867)

**11 INFORMATION TECHNOLOGY**

Beginning Fund Balance	\$19,328,923	\$19,328,923		\$21,691,826	\$2,362,903
Total Revenues	121,639,867	121,639,867	58,666,441	121,782,945	143,078
Total Expenditures	131,784,124	131,784,124	86,545,381	125,124,462	(6,659,662)
Ending Fund Balance	\$9,184,666	\$9,184,666		\$18,350,308	\$9,165,642

**12 RADIO SERVICES**

Beginning Fund Balance	\$2,825,954	\$2,825,954		\$6,283,792	\$3,457,838
Total Revenues	22,264,018	22,264,018	12,033,196	22,476,017	211,999
Total Expenditures	18,873,781	18,873,781	7,925,573	18,227,219	(646,562)
Ending Fund Balance	\$6,216,191	\$6,216,191		\$10,532,590	\$4,316,399

## FY 2023-24 Financial Forecast Report

**OTHER FUNDS**

Department	FY 2023-24 Adopted Budget	FY 2023-24 Amended Budget	YTD Actual	YE Forecast	Variance
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**13 9-1-1 SYSTEM OPERATIONS**

Beginning Fund Balance	\$4,811,495	\$4,811,495		\$9,451,258	\$4,639,763
Total Revenues	12,897,076	12,897,076	5,821,068	13,187,294	290,218
Total Expenditures	12,866,761	12,866,761	6,575,623	12,370,575	(496,186)
Ending Fund Balance	\$4,841,810	\$4,841,810		\$10,267,977	\$5,426,167

**14 DEBT SERVICE**

Beginning Fund Balance	\$114,061,997	\$114,061,997		\$100,972,008	(\$13,089,989)
Total Revenues	443,871,742	443,871,742	413,421,792	446,301,290	2,429,548
Total Expenditures	420,687,511	420,687,511	289,614,102	403,341,437	(17,346,075)
Ending Fund Balance	\$137,246,228	\$137,246,228		\$143,931,862	\$6,685,634

**15 EMPLOYEE BENEFITS**

City Contributions	\$134,878,640	\$134,878,640	\$47,313,669	\$134,947,865	\$69,225
Employee Contributions	46,665,178	46,665,178	28,149,792	46,665,178	0
Retiree	25,583,019	25,583,019	11,504,150	25,583,019	0
Other	0	0	36,209	36,209	36,209
Total Revenues	207,126,836	207,126,836	87,003,819	207,232,271	105,435
Total Expenditures	\$205,942,598	\$205,942,598	\$117,086,359	\$213,055,372	\$7,112,774

Note: FY 2023-24 YE forecast reflects claim expenses expected to occur in the fiscal year. Fund balance (not included) reflects incurred but not reported (IBNR) claims.

**16 RISK MANAGEMENT**

Worker's Compensation	\$18,362,599	\$18,362,599	\$19,126,158	\$19,126,158	\$763,559
Third Party Liability	10,033,670	10,033,670	10,227,492	10,227,492	193,822
Purchased Insurance	18,139,030	18,139,030	18,128,146	18,128,146	(10,884)
Interest and Other	0	0	556,028	556,028	556,028
Total Revenues	46,535,299	46,535,299	48,037,825	48,037,825	1,502,526
Total Expenditures	\$60,094,967	\$60,094,967	\$33,219,863	\$58,125,779	(\$1,969,188)

Note: FY 2023-24 YE forecast reflects claim expenses expected to occur in the fiscal year. Fund balance (not included) reflects the total current liability for Risk Management (worker's compensation/liability/property insurance).

## VARIANCE NOTES

The Enterprise, Internal Service, and Other Funds summaries include the beginning fund balance with the YE revenue and expenditure forecasts. As of April 30, 2024, the beginning fund balance for the adopted and amended budgets and YE forecast represents the FY 2022-23 audited unassigned ending fund balance and includes FY 2022-23 YE savings. Variance notes are provided below for funds with a YE forecast variance of +/- five percent, YE forecast projected to exceed budget, or projected use of fund balance.

**1 Aviation.** AVI revenues are projected to be \$2,897,000 over budget due to greater-than-forecasted enplanements which has driven higher garage parking, concessions, terminal rental, and landing fee revenues.

**2 Convention & Event Services.** City Council increased CCT's expense budget by \$15,785,000 on May 8, 2024 by ordinance #32723 for a capital construction transfer. CCT revenues are projected to be \$3,879,000 over budget due to increased tourism related revenues, specifically Hotel Occupancy Tax (HOT) and Alcohol Beverage Tax (ABT).

**3 Development Services.** DEV revenues are projected to be \$3,476,000 under budget due to delayed implementation of the 2023 fee recommendations. City Council approved the fee updates on March 27, 2024; the new fees will go into effect on May 1, 2024.

**4 Municipal Radio.** WRR revenues are projected to be \$180,000 over budget due to the inclusion of revenues not accounted for in FY 2022-23, but now recognized in FY 2023-24. WRR expenses are projected to be \$80,000 under budget due to Pension Obligation Bond Debt Service costs lower than initially budgeted to reflect updated staffing.

**5 Sanitation Services.** SAN revenues are projected to be \$9,437,000 over budget due to higher volume of disposal business from commercial haulers.

**6 Storm Drainage Management.** City Council increased SDM's expense budget by \$5,996,000 on December 13 by resolution 23-1699 for a construction contract with Merrell Bros, Inc. for dredging at five locations and by \$3,000,000 on May 8, 2024 by ordinance #32723 for a capital construction transfer.

**7 Water Utilities.** City Council increased DWU's expense budget by \$74,000,000 on May 8, 2024 by ordinance #32723 for a transfer to capital construction. DWU revenues are projected to be \$9,022,000 over budget due to higher water consumption.

**8 Bond & Construction Management.** BCM revenues are projected to be \$839,000 under budget due to lower expenses. BCM expenses are projected to be \$1,083,000 under budget due to salary savings associated with 47 vacant positions. BCM charges each capital project budget for project implementation costs. Savings in actual implementation expenses result in fewer charges to the capital project.

**9 Equipment and Fleet Management.** City Council increased EFM's expense budget by \$2,311,000 on May 8, 2024 by ordinance #32723 for vehicle parts and outside labor.

**10 Express Business Center.** EBC revenues are projected to be \$126,000 over budget due to interest earnings and surplus revenues from retail items, copies, and notary services. EBC expenses are projected to be \$35,000 over budget due to temporary staffing costs to cover vacant positions.

**11 Information Technology.** ITS revenues are projected to be \$143,000 over budget due to interest earnings. ITS expenses are projected to be \$6,660,000 under budget due to a delay in the Master Lease program.

## VARIANCE NOTES

The Enterprise, Internal Service, and Other Funds summaries include the beginning fund balance with the YE revenue and expenditure forecasts. As of April 30, 2024, the beginning fund balance for the adopted and amended budgets and YE forecast represents the FY 2022-23 audited unassigned ending fund balance and includes FY 2022-23 YE savings. Variance notes are provided below for funds with a YE forecast variance of +/- five percent, YE forecast projected to exceed budget, or projected use of fund balance.

**12 Radio Services.** Radio Services revenues are projected to be \$212,000 over budget due to interest earnings. Radio Services expenses are projected to be \$647,000 under budget due to a delay in the Master Lease program.

**13 9-1-1 System Operations.** 9-1-1 System Operations revenues are projected to be \$290,000 over budget due to increased 9-1-1 fee collections for residential and commercial wireline services based on year-to-date receipts.

**14 Debt Service.** Debt Service revenues are projected to be \$2,430,000 over budget due to higher interest earnings, partially offset by reduced property tax revenues. Debt Service expenses are projected to be \$17,346,000 below budget primarily due to the postponement of a Master Lease program, the refunding of the General Obligation Refunding and Improvement Bonds, Series 2013A and Series 2014, as well as a more advantageous debt structure for a litigation judgement, and General Obligation Refunding Bonds Series 2024A.

**15 Employee Benefits.** Employee Benefits revenues are projected to be \$105,000 over budget due to interest earnings and City Contributions based on forecast usage. Employee Benefits expenses are projected to be \$7,113,000 over budget due to the increased cost of inpatient and outpatient medical and pharmacy claims from October 2023 to April 2024. The 2024 health plan enrollment also increased by 434 participants. The resulting effect is an estimated 3.7 percent increase in the enrollment in comparison to last fiscal year.

**16 Risk Management.** Risk Management revenues are projected to be \$1,503,000 over budget due to interest earnings and higher-than-budgeted Worker's Compensation subrogation recovery. Risk Management expenses are projected to be \$1,969,000 under budget due to lower-than-budgeted insurance claims and a delay in anticipated claims that have been moved from FY 2023-24 to FY 2024-25.

## FY 2023-24 Financial Forecast Report

**GENERAL OBLIGATION BONDS****2017 Bond Program**

Proposition		Authorized by Voters	ITD Appropriations	ITD Expenditures	Current Encumbered	Unencumbered
A	Street and Transportation	\$533,981,000	\$533,981,000	\$355,339,323	\$127,411,838	\$51,229,838
B*	Park and Recreation Facilities	\$261,807,000	255,807,000	\$183,491,592	\$11,864,908	\$60,450,500
C	Fair Park	\$50,000,000	50,000,000	\$42,940,674	\$1,502,954	\$5,556,372
D	Flood Protection and Storm Drainage	\$48,750,000	48,750,000	\$21,669,347	\$14,728,487	\$12,352,167
E	Library Facilities	\$15,589,000	15,589,000	\$14,918,344	\$159,552	\$511,104
F	Cultural and Performing Arts Facilities	\$14,235,000	14,235,000	\$13,224,706	\$340,836	\$669,459
G	Public Safety Facilities	\$32,081,000	32,081,000	\$27,385,175	\$134,171	\$4,561,654
H	City Facilities	\$18,157,000	18,157,000	\$3,760,503	\$713,636	\$13,682,861
I	Economic Development	\$55,400,000	55,400,000	\$22,689,927	\$9,460,131	\$23,249,942
J	Homeless Assistance Facilities	\$20,000,000	20,000,000	\$17,428,025	\$58,115	\$2,513,860
<b>Total</b>		<b>\$1,050,000,000</b>	<b>\$1,044,000,000</b>	<b>\$702,847,615</b>	<b>\$166,374,628</b>	<b>\$174,777,757</b>

\*Inception-to-date appropriations were reduced \$6,000,000 because the Midtown Project required matching funds, which were not secured by the time the City Council scheduled the 2024 bond program election.

**2012 Bond Program**

Proposition		Authorized by Voters	ITD Appropriations	ITD Expenditures	Current Encumbered	Unencumbered
1	Street and Transportation Improvements	\$260,625,000	\$266,938,887	\$260,945,744	\$2,983,183	\$3,009,960
2	Flood Protection and Storm Drainage Facilities	326,375,000	326,375,000	256,795,705	58,262,560	11,316,734
3	Economic Development	55,000,000	55,000,000	39,111,855	5,025,181	10,862,964
<b>Total</b>		<b>\$642,000,000</b>	<b>\$648,313,887</b>	<b>\$556,853,303</b>	<b>\$66,270,925</b>	<b>\$25,189,659</b>

**2006 Bond Program**

Proposition		Authorized by Voters	ITD Appropriations	ITD Expenditures	Current Encumbered	Unencumbered
1	Street and Transportation Improvements	\$390,420,000	\$406,490,554	\$393,841,426	\$9,257,310	\$3,391,818
2	Flood Protection and Storm Drainage Facilities	334,315,000	342,757,166	307,068,397	9,441,046	26,247,723
3	Park and Recreation Facilities	343,230,000	353,343,060	350,126,091	1,103,682	2,113,288
4	Library Facilities	46,200,000	52,148,600	47,679,684	96,927	4,371,989
5	Cultural Arts Facilities	60,855,000	63,821,447	63,151,488	46,127	623,831
6	City Hall, City Service and Maintenance Facilities	34,750,000	36,216,478	33,313,960	314,104	2,588,414
7	Land Acquisition Under Land Bank Program	1,500,000	1,500,000	1,474,169	0	25,831
8	Economic Development	41,495,000	45,060,053	42,735,357	2,075,221	249,475
9	Farmers Market Improvements	6,635,000	6,933,754	6,584,013	0	349,741
10	Land Acquisition in the Cadillac Heights Area	22,550,000	22,727,451	11,818,529	22,150	10,886,772
11	Court Facilities	7,945,000	8,146,606	7,869,762	0	276,844
12	Public Safety Facilities and Warning Systems	63,625,000	66,072,938	65,385,969	411,256	275,714
<b>Total</b>		<b>\$1,353,520,000</b>	<b>\$1,405,218,107</b>	<b>\$1,331,048,846</b>	<b>\$22,767,822</b>	<b>\$51,401,438</b>

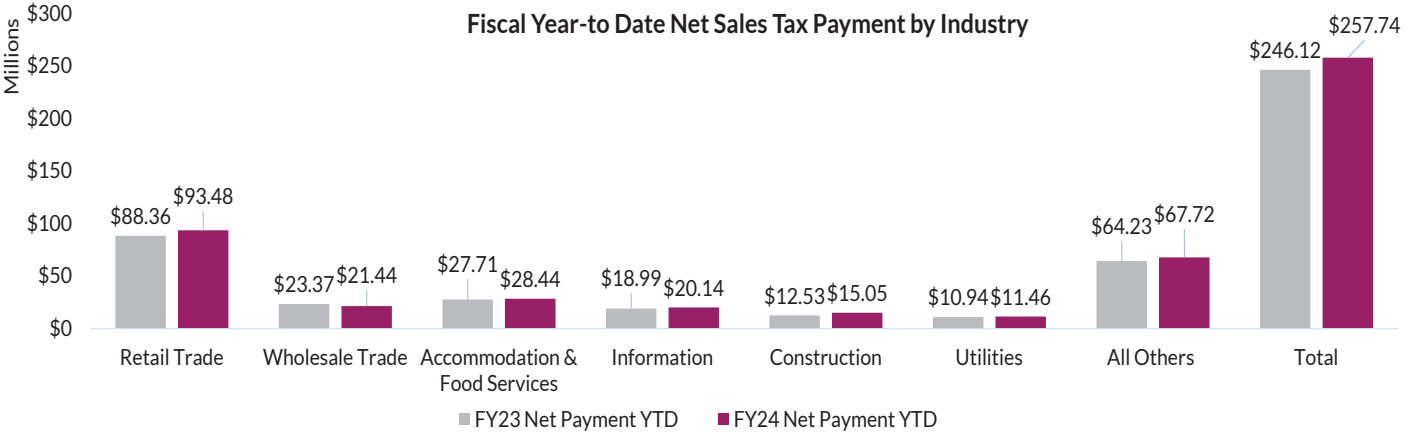
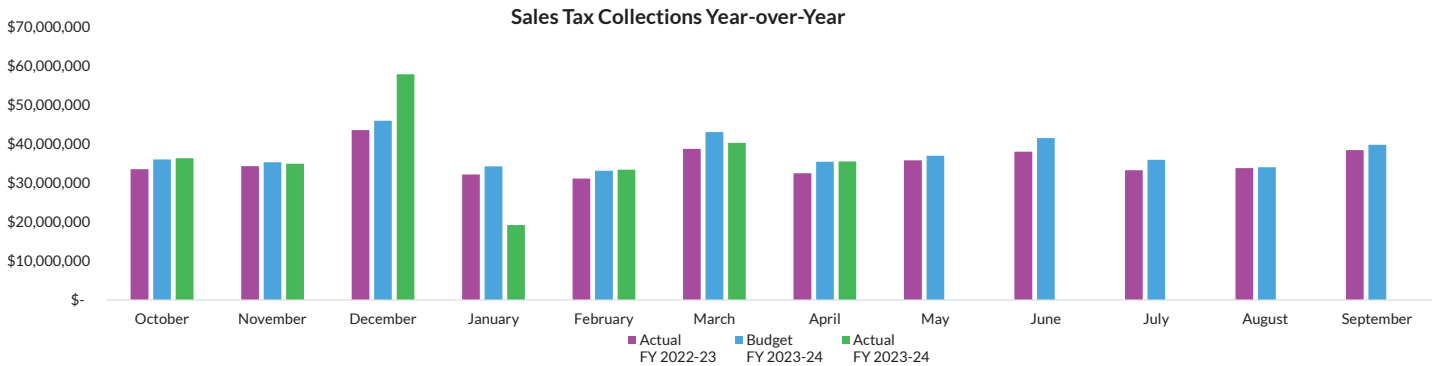
Note: The tables above reflect expenditures and encumbrances recorded in the City's financial system of record. They do not include commitments that have not yet been recorded in the system, such as amounts recently approved by City Council.



# ECONOMIC INDICATORS

## Sales Tax

The current sales tax rate is 8.25 percent - 6.25 percent goes to the state, one percent to the City, and one percent to DART. The FY 2023-24 Sales Tax Budget is \$451,745,839 and the year-end forecast is \$446,222,810 due to actual collection trends and analysis provided by our contract economist. We will update the forecast throughout the year as additional information becomes available. The charts in this section provide more information about sales tax collections.





## FY 2023-24 Financial Forecast Report

**ECONOMIC INDICATORS**

Year-over-Year Change in Sales Tax Collections		
Industry	April FY24 over April FY23	FYTD24 over FYTD23
Retail Trade	9%	6%
Wholesale Trade	0%	-8%
Accommodation and Food Services	10%	3%
Information	18%	6%
Construction	8%	20%
Utilities	15%	5%
All Others	10%	5%
Total Collections	9%	5%

**Retail Trade.** Includes establishments engaged in selling (retailing) merchandise, generally without transformation, and rendering services incidental to the sale of merchandise. The retailing process is the final step in the distribution of merchandise, so retailers are organized to sell merchandise in small quantities to the general public.

**Wholesale Trade.** Includes establishments engaged in wholesaling merchandise, generally without transformation, and rendering services incidental to the sale of merchandise. Wholesalers are organized to sell or arrange the purchase or sale of (a) goods for resale to other wholesalers or retailers, (b) capital or durable non consumer goods, and (c) raw and intermediate materials and supplies used in production.

**Accommodation and Food Services.** Includes establishments providing customers with lodging and/or preparing meals, snacks, and beverages for immediate consumption.

**Information.** Includes establishments engaged in (a) producing and distributing information and cultural products, (b) providing the means to transmit or distribute these products as well as data or communications, and (c) processing data.

**Construction.** Includes establishments primarily engaged in the construction of buildings or engineering projects (e.g., highways and utility systems). Establishments primarily engaged in the preparation of sites for new construction or in subdividing land for sale as building sites are also included in this sector.

**Utilities.** Includes establishments providing electric power, natural gas, steam supply, water supply, and sewage removal.

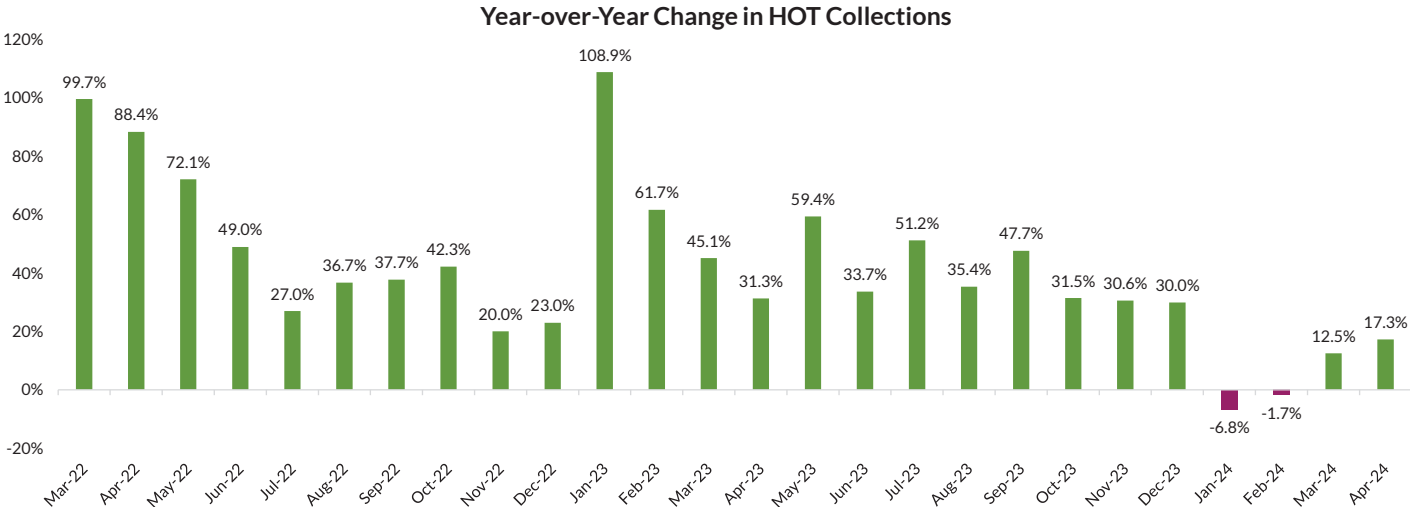
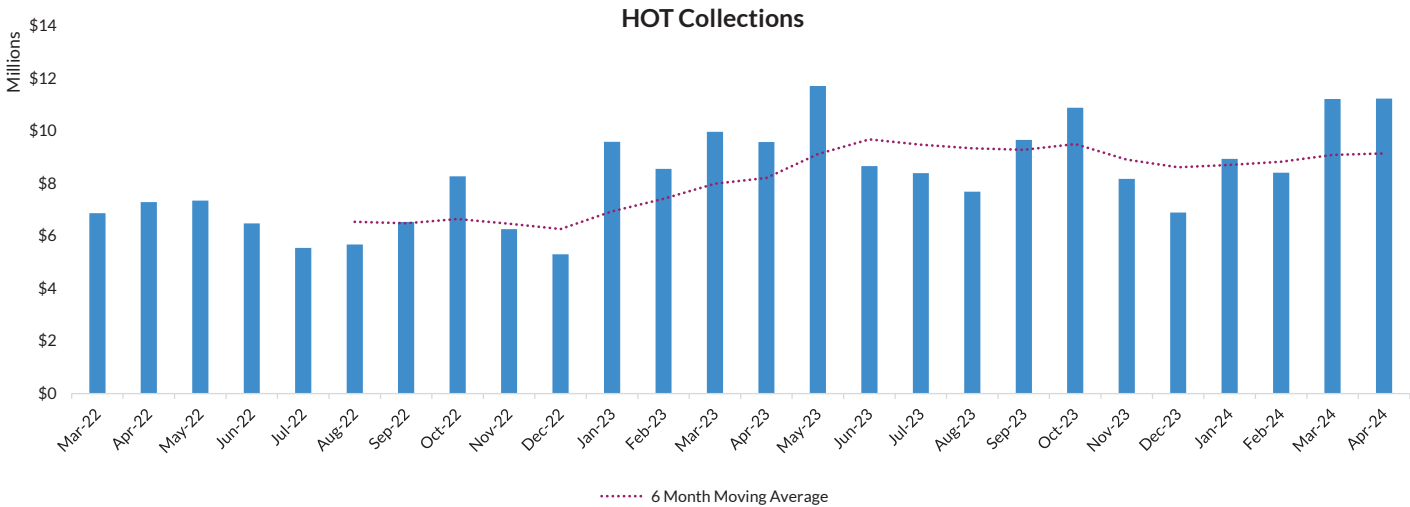
**All Others.** Includes but is not limited to manufacturing, professional and business services, financial activities, education and health services, and natural resources and mining.

FY 2023-24 Financial Forecast Report

# ECONOMIC INDICATORS

## Hotel Occupancy Tax

The City collects hotel occupancy taxes (HOT) on hotel, motel, bed and breakfast, and short-term rentals in the city limits. The HOT rate in Dallas is 15 percent of the cost of the room (not including food served or personal services not related to cleaning and readying the space for the guest)—six percent goes to the state, and nine percent goes to the City. Of the nine percent to the city, two percent is to be used for the Convention Center Expansion and the Fair Park Facilities Venue Projects and seven percent is allocated for Visit Dallas, Office of Arts and Culture, and Kay Bailey Hutchison Convention Center Dallas. HOT is the largest single revenue source for the Kay Bailey Hutchison Convention Center, and data is typically updated every two months.



Beginning November 2022, the HOT rate collected by the City of Dallas increased from seven to nine percent. HOT allocations including the additional two percent are reflected beginning in January 2023.

January 2024 and February 2024 data were revised to include HOT revenues related to Fair Park and Omni.



FY 2023-24 Financial Forecast Report

# ECONOMIC INDICATORS

## Convention Center Event Bookings

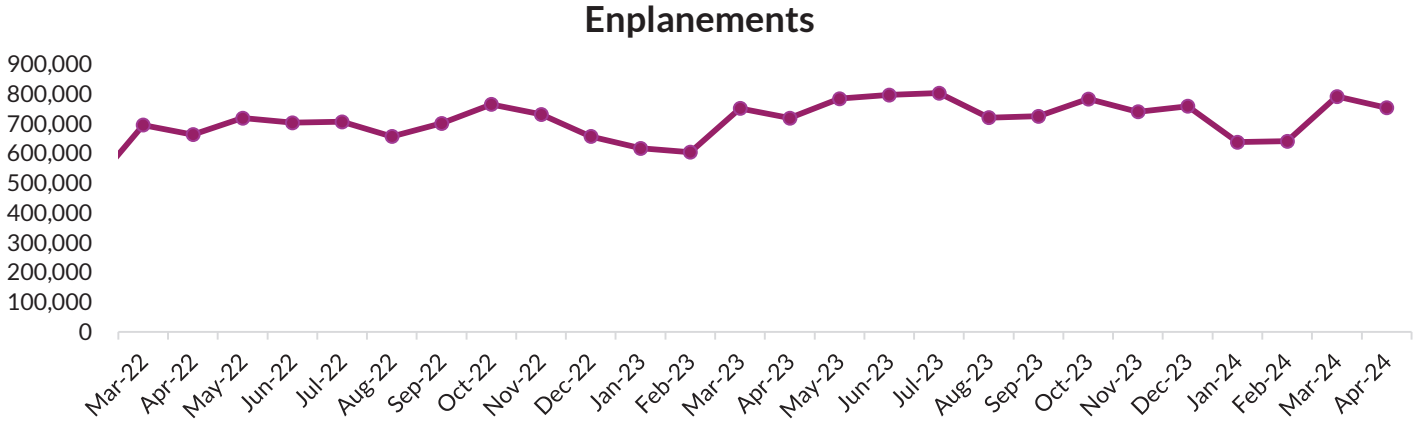
The table below lists the number of actual, planned, and forecast events at the KBHCCD for the last three fiscal years. Please note if no event takes place, it results in an equal reduction in revenue and expenses.

	FY22 Actual	FY23 Actual	FY24 Planned	FY24 Actual/Forecast*
October	6	10	11	11
November	5	2	4	4
December	9	12	6	7
January	4	5	7	10
February	10	14	10	15
March	13	10	8	11
April	8	6	3	4
May	6	10	9	8
June	11	12	9	9
July	4	5	6	5
August	8	5	7	7
September	10	5	3	3
<b>Total</b>	<b>94</b>	<b>96</b>	<b>83</b>	<b>94</b>

\* Due to shifts in cancellations and rescheduling, FY24 actuals for prior months may be updated.

## Love Field Enplanements

An enplanement is when a revenue-generating passenger boards an aircraft. Enplanements are the most important air traffic metric because enplaned passengers directly or indirectly generate 80 percent of Aviation revenues. Typically, Aviation generates only 20 percent of total operating revenues from non-passenger-related activities.



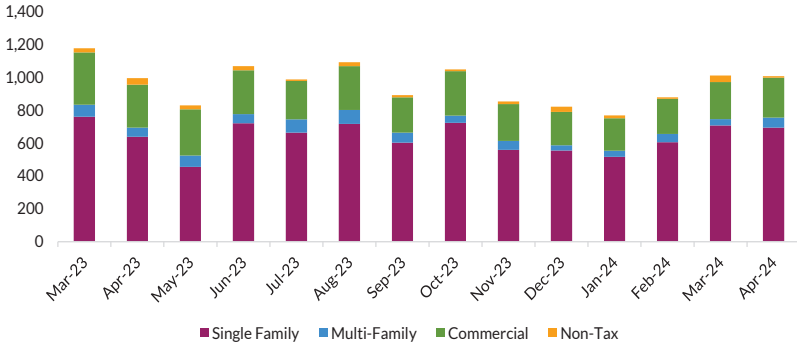
FY 2023-24 Financial Forecast Report

# ECONOMIC INDICATORS

## Building Permits

Building permits (required for all construction in Dallas) can provide insight into upcoming activity in the housing market and other areas of the economy. Permits are a key indicator of the confidence developers have in the economy; likewise, a decline can indicate developers do not anticipate economic growth in the near future. In some cities, this measure may be a leading indicator of property tax value growth, but in Dallas, the property tax forecast model includes other variables like wage/job growth, housing supply, gross domestic product, population, vacancy rates, and others.

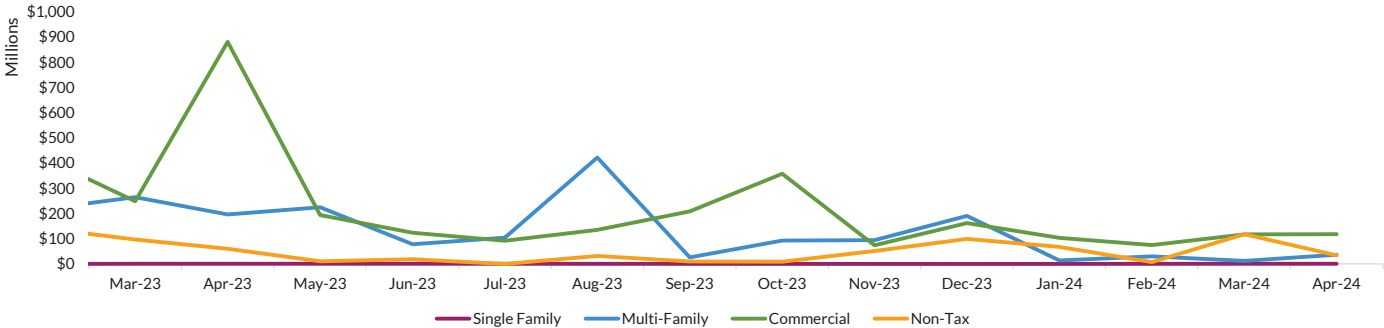
Number of Submitted Building Permits



Source: Data from POSSE Land Management software (Development Services)

\*October 2023 to December 2023 were revised to reflect submitted building permit data

Submitted Building Permit Valuations



Source: Data from POSSE Land Management software (Development Services)

\*Single-family home valuations are estimations only.

\*\*October 2023 to December 2023 were revised to reflect submitted building permit data



# DALLAS 365

The Dallas 365 initiative aligns 35 key performance measures to our eight strategic priorities. The department responsible for each measure is noted at the end of the measure’s description, and last year’s performance is included if available. If FY 2023-24 data is not available, N/A is listed.

Year-to-date (YTD) and year-end (YE) targets are presented for each measure. YTD targets may vary based on seasonality of the work. Each month, we compare 1) the YTD target with the actual performance for the current reporting period and 2) the YE target with the department’s forecasted performance as of September 30, 2023.

Measures are designated “on target” (green) if actual YTD performance is equal to or greater than the YTD target. If actual YTD performance is within five percent of the YTD target, it is “near target” (yellow). Otherwise, the measure is designated “not on target” (red). The same methodology applies to YE forecasts. Variance notes are provided for each red measure.



#	Measure	FY 2022-23 Actual	YTD Target	YTD Actual	YE Target	YE Forecast
<b>Economic Development</b>						
1*	Average number of business days to complete first review of residential permit application (Development Services)	8	10	1	10	8
2*	Average number of business days to complete first review of commercial permit application (Development Services)	2	15	10	15	15
3	Percentage of attracted private investment documented by contract that occurs in Target Areas (Office of Economic Development)	N/A	40.0%	100.0%	40.0%	48.0%
4	Percentage spent with local businesses (Small Business Center)	59.0%	40.0%	39.8%	40.0%	40.0%
5	Percentage of dollars spent with local M/WBE businesses (Small Business Center)	80.9%	70.0%	75.0%	70.0%	75.0%
<b>Government Performance &amp; Financial Management</b>						
6	Percentage of invoices paid within 30 days (City Controller's Office)	79.7%	85.0%	81.9%	85.0%	82.6%
7	Percentage of vehicles receiving preventive maintenance on schedule (Compliance I) (Equipment & Fleet Management)	N/A	65.0%	72.3%	65.0%	65.0%
8	Percentage of customers satisfied with call experience (311 Customer Service Center)	89.1%	88.0%	92.4%	88.0%	92.4%

\* For most measures, high values indicate positive performance, but for these measures, the reverse is true.



## FY 2023-24 Dallas 365

#	Measure	FY 2022-23 Actual	YTD Target	YTD Actual	YE Target	YE Forecast
9	Completion rate for informal solicitations (Procurement Services)	22.2%	80.0%	93.0%	80.0%	93.0%
<b>Housing &amp; Homelessness Solutions</b>						
10	Percentage of development funding leveraged by private sources (Housing & Neighborhood Revitalization)	89.7%	60.0%	80.8%	60.0%	60.0%
11	Percentage of service requests resolved within 21 days (Office of Homeless Solutions)	87.0%	85.0%	93.5%	85.0%	93.5%
12	Percentage of beds utilized under the Pay-to-Stay program (Office of Homeless Solutions)	100.0%	90.0%	137.1%	90.0%	137.1%
<b>Parks, Trails, &amp; the Environment</b>						
13	Percentage of CECAP actions underway annually (Office of Environmental Quality & Sustainability)	75.3%	75.3%	72.2%	75.3%	77.3%
14	Average number of recreation programming hours per week (youth, seniors, and athletic leagues) (Park & Recreation)	3,269	2,300	3,795	2,300	3,795
15	Residential recycling diversion rate (Sanitation Services)	18.2%	20.5%	17.6%	20.5%	17.8%
16	Percentage of garbage and recycling routes completed on time (Sanitation Services)	99.9%	95.0%	99.8%	95.0%	99.8%
<b>Public Safety</b>						
17	Percentage of EMS responses within nine minutes or less (Dallas Fire-Rescue)	85.4%	90.0%	85.2%	90.0%	85.2%
18	Percentage of first company responses to structure fires within five minutes and 20 seconds of dispatch (Dallas Fire-Rescue)	87.0%	90.0%	89.4%	90.0%	89.4%
19*	Crimes against persons (per 100,000 residents) (Dallas Police Department)	1,936	1,147	1,104	2,000	1,104
20	Percentage of responses to Priority 1 calls within eight minutes or less (Dallas Police Department)	61.5%	60.0%	51.6%	60.0%	51.6%
21	Percentage of 911 calls answered within 10 seconds (Dallas Police Department)	93.3%	90.0%	93.7%	90.0%	93.7%
22	Monthly complaint resolution rate (DPD and OCPO) (Office of Community Police Oversight)	78.3%	70.0%	84.6%	70.0%	84.6%
23	Percentage of crisis intervention calls handled by the RIGHT Care team (Office of Integrated Public Safety Solutions)	59.8%	60.0%	54.5%	60.0%	53.4%

\* For most measures, high values indicate positive performance, but for these measures, the reverse is true.

## FY 2023-24 Dallas 365

#	Measure	FY 2022-23 Actual	YTD Target	YTD Actual	YE Target	YE Forecast
<b>Quality of Life, Arts, &amp; Culture</b>						
24	Number of cases resolved by community prosecution (City Attorney's Office)	211	266	444	450	450
25	Percentage of litter and high weed service requests closed within SLA (Code Compliance)	98.4%	85.0%	94.7%	85.0%	94.7%
26	Percentage increase in dogs and cats transferred to rescue partners (Dallas Animal Services)	41.9%	5.0%	12.0%	5.0%	12.0%
27	Satisfaction rate with library programs (Library)	98.1%	95.0%	100.0%	95.0%	98.3%
28	Percentage of cultural services funding to ALAANA (African, Latinx, Asian, Arab, Native American) artists and organizations (Office of Arts & Culture)	32.8%	35.0%	34.4%	35.0%	34.4%
<b>Transportation &amp; Infrastructure</b>						
29	Planned lane miles improved (792 of 11,770 miles) (Public Works)	98.4%	40.0%	67.0%	100.0%	100.0%
30	Percentage of planned sidewalk projects completed (Public Works)	N/A	44.0%	50.0%	100.0%	100.0%
31	Percentage of potholes repaired within three days (Public Works)	97.7%	98.0%	97.3%	98.0%	97.3%
32	Percentage of signal malfunction responses within 120 minutes (Transportation)	90.4%	80.0%	79.8%	80.0%	79.8%
33	Percentage of long line pavement marking miles restriped (611 of 1,223 miles) (Transportation)	50.0%	23.6%	20.1%	50.0%	50.0%
<b>Workforce, Education, &amp; Equity</b>						
34	Percentage of users who reported learning a new skill through adult learning or career development programs (Library)	94.0%	92.0%	85.8%	92.0%	92.0%
35	Percentage of annual Racial Equity Plan department progress measures completed (Office of Equity & Inclusion)	N/A	40.0%	62.7%	75.0%	75.0%

\* For most measures, high values indicate positive performance, but for these measures, the reverse is true.

## FY 2023-24 Dallas 365

**VARIANCE NOTES**

**15** While Recycling tonnage remains consistent each month at 17 to 18 percent, collection depends on residents' behavior and participation in the program. The Sanitation Outreach Team is actively educating and informing the public about the City's recycling program to encourage the program. As of April 2024, the Sanitation Outreach Team hosted 110 events across various Sanitation and Council districts.

**17** DFR continues to experience increased EMS response times due to several factors: emergency response call volume is increasing (typical for this time of year), and DFR's EMS transport rate continues to be over 60 percent (compared to historical rates of 40-45 percent). High call volume and transport rates result in a decrease in the number of available units and an increase in unit hour utilization, which in turn causes increases in response times. However, DFR has seen an overall improvement in EMS response times since the beginning of the fiscal year. DFR remains confident that recent improvements to the emergency response model will continue this positive trend.

**20** DPD continues to emphasize hiring to increase the percentage of calls answered within eight minutes. This fiscal year, DPD's hiring goal is 250 police officers, with 93 hired as of April 2024. Additionally, DPD is working to create a referral incentive program to further accelerate future hiring. An increase in police personnel will provide more resources to call response and result in better response times.

**23** There has been continued improvement in the number of incoming behavioral health calls responded to by RIGHT Care. The proportion of calls initially dispatched as non-behavioral health-related but later handled by the unit has remained high, primarily due to increased patrol requests for assistance. The continued use of partner response teams is assisting with the increased rate of response to behavioral health calls, and we are addressing recent staffing and vehicle limitations within the RIGHT Care Unit to improve response rates. Despite these challenges, the unit is on pace to answer more than 12,000 calls for service in FY 2023-24 and is on pace to meet the annual target.

**33** TRN is under target due to rain delays in April 2024. Performance is expected to increase during the summer months and 50 percent is still an accurate forecast for the fiscal year.

**34** LIB is under target due to the recent expansion of the Career Launchpad program to all full-service library locations. Due to the novelty of the program, staff and customers are still adjusting to its requirements. Performance is expected to increase as program training for staff continues. The YTD Actual anticipates improvement by June 2024.



# BUDGET INITIATIVE TRACKER

The Budget Initiative Tracker reports on 35 activities included in the FY 2023-24 budget. For each initiative included in this report, you will find the initiative number, title, description, status, and measure. At the end of each description, the responsible department is listed. Each month, the responsible department provides a current status for the initiative and indicates whether the initiative is “complete” (blue circle), “on track” for completion by the end of the fiscal year or life of the program initiative (green check mark), "on hold" by City Manager's Office (black circle), “at risk” of not being completed by the end of the fiscal year (yellow exclamation mark), or “canceled” (red x).



## In the Spotlight


### Keep Dallas Beautiful



The Department of Code Compliance (CCS) developed the Keep Dallas Beautiful program to align with Keep Texas Beautiful and Keep America Beautiful in focusing on litter prevention, recycling initiatives, and beautification efforts. Keep Dallas Beautiful is aimed to reduce blight and foster clean, healthy, and safe communities through ongoing investments and engagement. Keep Dallas Beautiful features

purposeful projects and campaigns such as: Love Your Block, encouraging residents to take pride in their neighborhoods by engaging in activities such as planting flowers, mowing lawns, and picking up litter; Adopt-A-Spot, working with residents to maintain selected areas in Dallas for up to one year making sure the location is litter-free; and Community Clean Trash-Off, CCS hosted free cleanup event with residents to discard bulk trash, hazardous waste, and shredding of documents resulting in thousands of pounds of debris being removed throughout the City of Dallas.

## FY 2023-24 Budget Initiative Tracker

**ECONOMIC DEVELOPMENT****1 Augmentation of Planning and Zoning** 

**INITIATIVE** Augment planning and zoning staff with additional funding to address high demand for new development. In FY 2023-24, PNV will invest \$400,000 to decrease the review time for new development initiatives from 10 months to four months (PNV).

**STATUS** The expansion and update of the contract with existing provider was presented to City Council for approval on April 10, 2024. PNV staff has commenced discussions with Freese and Nichols to explore integrating their expertise into other projects.

**2 Community Development Team** 

**INITIATIVE** Launch a Community Development Team to advance community-oriented real estate projects with catalytic potential. In FY 2023-24, OCD will implement affordable housing initiatives to revitalize neighborhoods that align with the Comprehensive Environmental and Climate Action Plan (CECAP), the Connect Dallas Strategic Mobility Plan (Connect Dallas), the Racial Equity Plan (REP), the Economic Development Policy (EDP), the Economic Development Incentives Policy (Incentives Policy), and the Housing Policy 2033 (DHP33) (OCD).

**STATUS** As of April 2024, OCD has attended introductory meetings with 14 departments, participated in 31 collaborative community and public engagements, and has initiated notable catalytic projects (such as the Martin Luther King Jr. Dart Station Project) to fulfill the department mission in partnering with stakeholders, local emerging developers, and business owners to advance real estate projects in priority areas.

**3 Infrastructure Investment Fund** 

**INITIATIVE** Allocate up to \$5.987 million in available funding from the Infrastructure Investment Fund to stimulate private investments in distressed areas as part of implementation of the Economic Development Policy (ECO). In FY 2023-24, ECO will report the cumulative amount of Infrastructure Investment Funds awarded to date by administrative action and/or City Council for new development in Southern Dallas and/or other historically underinvested areas (ECO).

**STATUS** As of April 2024, no applications have been awarded for the infrastructure investment fund. The infrastructure investment fund, alongside other funding sources, may be used to offer incentives in development agreements with private partners. While ongoing incentive applications are in process, the most suitable funding sources will be determined after completing the analysis, underwriting, and negotiation process, to potentially make incentive offers involving infrastructure investment funds in FY 2023-24.

**4 Development Services** 

**INITIATIVE** DEV will focus on updating fees to ensure maintenance of at least 30 days of budgeted operations and maintenance expense in net working capital and avoid cash deficit. In FY 2023-24, DEV will implement fee study recommendations resulting from the 2023 cost of service study and implement an annual fee cost escalator by February 2024 (DEV).

**STATUS** Development Services' outcomes from the 2023 fee study were presented to the City Council on March 27, 2024. The City Council approved the proposed changes to the fees, with an effective start date of May 1, 2024. All fee changes have since been fully enacted. The new fees are aimed to align with the actual costs incurred, ensuring that the department maintains sufficient funds to cover operational and maintenance expenses in its net working capital, thus avoiding cash deficits.

**5 Kay Bailey Hutchison Convention Center Dallas (KBHCCD) Master Plan** 

**INITIATIVE** Continue implementation of the Kay Bailey Hutchison Convention Center Dallas (KBHCCD) Master Plan. In FY 2023-24, CCT will complete the A&E design for the first phase of the expansion plan - 3C West of Lamar & Dallas Memorial Auditorium and award a contract for construction services (CCT).

**STATUS** The Request for Qualifications (RFQ) for Component 1 Architecture / Engineering Design (AED) closes on June 14, 2024. Convention and Event Services (CCT) will issue the corresponding Request for Proposals (RFP) for AED shortly thereafter. CCT anticipates awarding the AED contract at the first council meeting August 2024. A two-step RFQ/RFP process to procure a Construction Manager at Risk (CMaR) is also underway; CCT anticipates awarding the AED contract in August 2024.

## FY 2023-24 Budget Initiative Tracker

# GOVERNMENT PERFORMANCE & FINANCIAL MANAGEMENT

## 6 Modernize Key Software Applications

**INITIATIVE** Invest in Information Technology infrastructure to optimize and support the digital ecosphere, improve productivity, and ensure the City's network is amply protected in everyday operations. In FY 2023-24, ITS will complete implementation of network resilience through advanced technology and connectivity and modernizing technology such as upgrading financial and budget system and expanding the use of the Salesforce platform to an additional five departments (City Manager's Office, Code Compliance, Dallas Police and the Offices of Procurement Services and Community Care). ITS will also implement projects to improve operations for public safety including the rehosting of all 911 Computer Aided Dispatch and 911 call recording servers, replacement of the Dallas Fire Rescue Station Alerting System, and updates to the Dallas Police body worn camera infrastructure (ITS).

**STATUS** As of April 2024, ITS has invested \$2,995,000 for infrastructure optimization towards diverse network resilience initiatives.

ITS is currently in the following process phases: (1) the discovery phase for OPS' Solicitation Management project, (2) the procurement phase for DFR's Station Alerting System, (3) the configuration phase for OCC's Online Grant Management to expand salesforce and CMO's Enterprise Community & Employee Engagement project, (4) the testing phase for AdvantageDallas project to upgrade the financial and budget systems for implementation October 2024, and lastly, (5) CCS' Inventory & Asset Management and DPD's Procurement Automation have completed testing pending final approval.

ITS has completed the rehosting of 911 Computer Aided Dispatch system (CAD) and call recording servers while updates continue for DPD's body-worn camera infrastructure. The implementation of Software Defined Wide Area Networking (SD-WAN) for 29 DPD facilities is ongoing to improve operations. The Code Compliance Inventory project went live April 2024.

## 7 Procurement Services - Enhanced Services

**INITIATIVE** Ensure support of citywide solicitations and contract management are maintained and optimized per industry standards. In FY 2023-24, POM will increase staffing capacity by adding five positions to procure goods and services more efficiently and decrease contract development by 45 days (OPS).

**STATUS** As of April 2024, OPS has onboarded three of the four Procurement Specialists and one Procurement Manager. The remaining Procurement Specialist vacancy is expected to hire by summer 2024. Through staffing and process improvements, OPS is actively working to track and monitor the decrease to contract development by 45 days.

FY 2023-24 Budget Initiative Tracker

# HOUSING & HOMELESSNESS SOLUTIONS

**8 Addressing Homelessness - Rebranded RTR**

**INITIATIVE** The Dallas R.E.A.L Time Rapid Rehousing (DRTRR) initiative’s team of homeless providers has now been rebranded as the R.E.A.L. Time Rehousing (RTR) initiative with a new goal of housing a combined 6,000 unique individuals by the end of 2025 (OHS).

**STATUS** From October 2021 to April 2024, the Real Time Rehousing Initiative housed 10,775 individuals. Of those housed, 46 percent consisted of adults with children and 49 percent were of adults only. OHS is partnering with Housing Forward to continue encampment decommissioning effort to offer individuals in established encampment housing solutions.

**9 Minor Home Repair Program**

**INITIATIVE** Support senior residents and invest \$1.7 million in the Minor Home Repair Program. In FY 2023-24, HOU will approve up to 150 applications for grants up to \$10,000 to improve accessibility within the home and increase safety and efficiency (HOU).

**STATUS** As of April 2024, HOU has consolidated multiple home repair programs into one streamlined initiative, investing \$1,700,000 in the Minor Home Repair Program. The proposal was adopted by City Council on March 27, 2024. HOU is working on qualifying residents for the program, but no cases have been approved.

## FY 2023-24 Budget Initiative Tracker

**PARKS, TRAILS, & THE ENVIRONMENT****10 Strengthen Park Security Presence** ✓

**INITIATIVE** Strengthen park security presence and enhance parks and trails enforcement by installing additional lighting, security cameras, and Emergency Blue Light tower phones. In FY 2023-24, PKR will hire eight City Marshals (including supervisor), hire four park rangers, install new lighting, install new security cameras, and install Emergency Blue Light tower phones (PKR).

**STATUS** The City Marshal's Office is currently recruiting and interviewing for the eight City Marshal positions with three positions expected to be sent to PKR after training. For park security, 20 cameras are currently pending installation in 17 different parks, trails, and tennis court locations. Light installations are completed in West Trinity and Northhaven with more scheduled for various parks around the city. Weather has delayed the installation of lights for the five remaining parks. Camera trailers have been delivered to MSH and ITS is currently working with the vendor to connect to servers.

**11 Urban Agriculture Infrastructure Grant Program** ✓

**INITIATIVE** Invest in an Urban Agriculture Infrastructure grant program to aid urban agriculture stakeholders (OEQS). In FY 2023-24, OEQS will establish a grant program and award at least one grant, not to exceed \$10,000 to an urban agricultural organization seeking to implement urban agricultural facilities (OEQS).

**STATUS** The Urban Agriculture team met with the Office of Procurement Services and completed an administrative action proposal to partner with Dallas County Health and Human Services (DCHHS) to develop and manage the distribution of grants. DCHHS is the leading organization in the area for distributing grants to local growers and will be tracking metrics and reports on evaluations of recipients to OEQS monthly. The proposal is now under CAO review and the procurement process is anticipated to conclude by June 2024, at which point DCHHS will release the grant announcement and begin to accept applications. Per the interlocal agreement, DCHHS will have one year to implement the program and distribute the funds.

**12 Composting Site** ✓

**INITIATIVE** In furtherance of CECAP and Zero Waste goals, SAN is leading efforts to identify and implement policies, programs, and infrastructure needed to manage solid waste and recyclable materials generated in the City over the next 50 years. In FY 2023-24, SAN will initiate a feasibility study and development of a composting site and processing system at McCommas Bluff to support commercial and resident self-haul to turn waste into resources (SAN).

**STATUS** City Council authorized the acceptance of a grant and execution of a grant agreement from the North Central Texas Council of Governments (NCTCOG) to fund a feasibility study on April 10, 2024. Upon contract execution on April 30, 2024, and receipt of notice to proceed from NCTCOG, SAN is in the process of securing the services of a solid waste engineering firm to conduct this study and finalize a composting site location. SAN anticipates completion by grant period ending August 2025.

**13 Solar Installation** ✓

**INITIATIVE** Invest \$500,000 in FY 2023-24 for solar energy initiative at City facilities (BSD).

**STATUS** A portion of the \$500,000 allocated in FY 2023-24 for solar energy initiatives will be used for maintenance and repair of existing failed solar equipment installed at City facilities. An RFP solicitation for providing maintenance and repair for Solar Power Equipment was submitted to the Office of Procurement Services in May 2024. Once the contract is awarded and an exact amount for repairs and maintenance is known, any remaining funds will be used to expand the City's solar PV system infrastructure to additional City facilities.

## FY 2023-24 Budget Initiative Tracker

**PUBLIC SAFETY****14 Police Response Times** 

**INITIATIVE** Improve response times to high priority calls by hiring 250 police officers in FY 2023-24 and implement retention incentive program targeted at reducing the attrition rate of experienced officers for a total of 3,144 police officers by September 30, 2024 (DPD).

**STATUS** As of April 2024, DPD has hired 93 personnel, which includes laterals, rehires, and trainees. Two classes remain with a target of 50 officers graduating per class for an end of year total of 237 recruits. Current trends show that DPD is unlikely to hit the target headcount due to higher attrition in FY 2022-23 causing the starting headcount to be 3,058, which is lower than FY 2023-24 budgeted headcount of 3,069.

**16 Single Function Paramedic Program** 


**INITIATIVE** Expand the Single Function Paramedic Program to increase recruiting flexibility, improve response times, and increase operational efficiency. In FY 2023-24, DFR will expand the Single Function Paramedic Program from six units to eight units to be deployed throughout the City to improve response times (DFR).

**STATUS** Through April 2024, DFR has filled 16 Single Function Paramedics positions of the allocated 32 positions. The vacant Single Function Paramedic shifts are being covered by Fire-Rescue Officers and it is anticipated that by June 2024 the additional two units will be covered by Single Function Paramedics and not by Fire-Rescue Officers. DFR has expanded from six to eight units to increase operational efficiency.

**18 Dallas Police Department Forensic Lab** 

**INITIATIVE** Streamline the forensic analysis of digital evidence and ensure compliance with statutory regulations. In FY 2023-24, DPD will create a Forensic Lab in the Police Technology unit (DPD).

**STATUS** The Police Technology unit has finalized Standard Operating Procedures (SOP), equipment details, and working to maintain accreditation standards. DPD is currently working with HR to reclassify the five positions identified.

**15 Right Size the Fire Department** 

**INITIATIVE** Right size the fire department staffing model by adding 100 firefighters and increasing overtime funding. In FY 2023-24, DFR will implement four (4) classes of 60 recruits each in addition to 40 lateral hires with a goal to end the year with 2,187 uniformed personnel by September 30, 2024 (DFR).

**STATUS** As of April 2024, DFR has hired 207 personnel, which includes laterals, rehires, trainees, and Single Function Paramedics. An additional academy class is scheduled for July of 2024. Current trends show that DFR is likely to hit the target ending headcount of 2,187 for FY 2023-24.

**17 Dallas Police Department Technology** 

**INITIATIVE** Continue to invest in the safety of Dallas residents by ensuring that public safety equipment including software, technology, and equipment is readily available to police officers and will be deployed in high crime areas. In FY 2023-24, DPD will install 120 stationary Automated License Plate Recognition (ALPR) cameras and 1,540 ALPR for marked squad cars (DPD).

**STATUS** DPD has integrated the ALPR Technology into the dash cams in all marked squad cars. The mobile and portable radio project is complete with 3,900 radios being issued and the remainder are being stored for new staff or replacements. Taser 7 is currently being issued during training academy, with about 2,400 devices deployed. ITS and DPD are migrating the existing Records Management System (RMS) system to update servers to address Criminal Justice Information Services (CJIS) compliance issues."

**19 Investigations and Operations** 

**INITIATIVE** Respond to the growing volume of digital evidence and improve efficiency and effectiveness of the investigative process. In FY 2023-24, DPD will hire 20 non-uniform positions to relieve sworn detectives of certain administrative tasks related to researching, retrieving, and transferring digital evidence, saving an estimated 5,180 hours of sworn detective time per year. Additionally, these positions will ensure compliance with the Richard Miles Act (SB111, 2021) (DPD).

**STATUS** DPD reassigned 20 non-uniform positions to investigations and operations from other areas in DPD while DPD completes recruitment efforts in March 2024. There are 16 positions that have been filled. Of the remaining four positions, two candidates have been selected and interviews are currently being coordinated for the remaining two positions.

## FY 2023-24 Budget Initiative Tracker

**QUALITY OF LIFE, ARTS, & CULTURE****20 Short-Term Rental Registration Program** 

**INITIATIVE** Create a short-term rental registration program and inspection team to ensure compliance and oversight of rental properties (CCS).

**STATUS** A court injunction, with court proceedings set to begin in June 2024, has halted CCS enforcement and registration for the Short-Term rental program. CCS staff is working to ensure prompt resumption of the program after the court decision. As of December 2023, staff have been onboarded and are supporting temporary assignments within the department awaiting direction to prepare for immediate action in the event the injunction is lifted. The staff are inspecting and upholding standards for boarding home facilities, single-family rentals, and multi-tenant registrations.

**22 Beautification Program** 

**INITIATIVE** Continue investments to reduce blight and foster clean, healthy, and safe communities. In FY 2023-24, CCS will add three positions to expand Keep Dallas Beautiful Program to perform 75 Community Clean-ups, two vacant lot beautifications, and perform three decorative board-up projects on blighted properties (CCS).

**STATUS** The Keep Dallas Beautiful program has filled two out of the three positions and the third is awaiting applicants. As of April 2024, the Volunteer Community Clean-Up program has completed 65 community cleanups and anticipates completing an additional 10 by September 2024. Additionally, the Community Clean Trash-Off program has completed 14 events and anticipates another five to be completed by September 2024.

**24 Expanding Library Access** 

**INITIATIVE** Provide Library access to invaluable resources, programs, and services. Expand library hours and staffing levels at 15 additional locations to six (6) days per week of service so residents can enhance their lives through education, workforce development, and senior and early literacy programs (LIB).

**STATUS** In April 2024, the Library was able to hire sufficient positions to allow for the additional hours to be covered with non-overtime shifts beginning on January 30, 2024.

**21 Reduce Blight** 

**INITIATIVE** Continue investments to remove dangerous properties and improve the quality of life in neighborhoods. In FY 2023-24, CCS will demolish 19 properties with increased investment of \$250,000 (CCS).

**STATUS** In January 2024, City Council approved a demolition vendor agreement. As of April 2024, demolition has been completed at 17 properties and six properties are in queue to be demolished expecting court orders to be received in summer 2024.

**23 Night Entertainment Team** 

**INITIATIVE** Address nuisances created by after-hours entertainment venues. In FY 2023-24, CCS will hire staff (5 positions) and ensure entertainment venues are operating within their approved scope and ensure better adherence with promoters and vending ordinances (CCS).

**STATUS** CCS has filled all five positions and are currently being onboarded. CCS staff are operating the designated overnight shift and addressing entertainment venues-related ordinance.

**25 Spay and Neuter Program** 

**INITIATIVE** Add \$250,000 in operational funding to Dallas Animal Services to support spay and neuter services and promote responsible pet ownership. In FY 2023-24, DAS will provide an estimated 2,000 low-cost surgeries to aid in population control resulting in less animals housed in the shelter (DAS).

**STATUS** As of April 2024, DAS has completed 642 surgeries. DAS will host spay and neuter events each month averaging 170 low-cost surgeries in targeted areas with the additional funding. These additional surgeries will help reduce the animal population, increase the spay/neuter capacity, increase compliance with violations and citations, and reduce the loose animal population in Dallas.

FY 2023-24 Budget Initiative Tracker

# TRANSPORTATION & INFRASTRUCTURE

## 26 Sidewalk Master Plan

**INITIATIVE** Continue improvements in pedestrian mobility by reconstruction and repairing sidewalks in the Sidewalk Master Plan. In FY 2023-24, PBW will spend \$4.3 million to complete nine sidewalk projects which equates to approximately 7.3 miles of sidewalk improvements (PBW).

**STATUS** As of April 2024, PBW has spent \$2,848,000 to continue work on sidewalk improvements for the Sidewalk Master Plan FY 2023-24. PBW is on track to complete nine sidewalk projects which equates to approximately 7.3 miles of sidewalk improvements by September 2024.

## 28 Parking Management

**INITIATIVE** Invest \$500,000 to implement a comprehensive approach to parking management citywide by upgrading approximately 500 of the combined totals of 2,800 2G and coin operated meters (TRN).

**STATUS** On January 10, 2024, City Council approved a cooperative purchasing agreement for electronic intelligent parking technology which has been executed as of February 2024. The procurement of 500 meters has been completed and the implementation schedule is in progress to be completed August 2024.

## 30 Drainage Improvements

**INITIATIVE** Invest \$35.1 million in capital funding for stormwater and drainage management to minimize flooding in 31 areas (SDM).

**STATUS** As of April 2024, SDM has spent \$11,812,000 citywide on the completion of one project, one project under construction, eight projects in design, and 21 that are in development.

## 27 Street Maintenance

**INITIATIVE** Invest \$141.0 million in funding to improve approximately 792 street lane miles (PBW).

**STATUS** As of April 2024, PBW completed 212.4 lane miles of street maintenance work and spent \$58,174,000 in funding.

## 29 Public Safety Street Light Program

**INITIATIVE** Invest \$2.0 million in corridor lighting and continuation of public safety street lighting along Walton Walker/Loop 12 (TRN).

**STATUS** TRN streetlight team has completed its review of lighting options for corridor lighting along Walton Walker/ Loop 12. TRN has sent a project extent map of streetlights to TxDOT for review. TRN has issued a Request for Proposals for the streetlight analysis and design with bids due by April 26, 2024. The design award will be presented to City Council for approval August 14, 2024.





## FY 2023-24 Budget Initiative Tracker

**WORKFORCE, EDUCATION, & EQUITY****31 Small Business Center**

**INITIATIVE** Expand the Small Business Center (SBC) capacity to support the development of a pipeline of diverse contractors, vendors, and suppliers to increase economic stability and workforce development. In FY 2023-24, SBC will help lift-up and expand capacity of minority and women-owned business enterprises by 25 percent in collaboration with local minority business organizations utilizing an Accelerators Pilot Program (SBC).

**STATUS** As of April 2024, the Business & Community Leaders of Texas (BCL) started its Accelerator program on April 23, 2024. Black Chamber of Commerce, Hispanic Chamber of Commerce, and BCL have begun program operations with the training of 45 participants. SBC has advertised for a second program cohort which has been extended until May 7, 2024 for all three program operators, with an additional 40 participants expected to attend.

**33 Expand Green Job Skills Program**

**INITIATIVE** Expand the Green Job Skills Program that empowers local contractors looking to increase their skill set and fulfill high-demand green jobs in Dallas and by expanding the number of participants courses offered from four to six. (OEQS).

**STATUS** OEQS met with Dallas College and the Regional Black Contractors Association on February 20, 2024, to introduce the Green Job Skills program and discuss gaps in formal instruction around sustainability topics. OEQS and Dallas College have not confirmed courses; however, the two alternative options will be to review the list of Building Performance Institute (BPI)-accredited courses offered by Santa Fe Community College, Energy Smart Academy, and to collaborate with SBC to support their workforce program at Dallas College with a focus on electric vehicle charging station installation and maintenance. A meeting between Dallas College and Small Business Center is scheduled for May 2024 to discuss electric vehicle courses.

**35 Fair Housing Equity Plan**

**INITIATIVE** Reduce disparities while improving outcomes in fair housing through the development of a New Fair Housing Equity Plan. In FY 2023-24, OEI will procure a consultant that will support the development of thorough, inclusive plan that will support the actions of affirmatively further fair housing in Dallas (OEI).

**STATUS** OEI has selected a vendor to assist with an Analysis of Impediments, which must be completed before the New Fair Housing Equity Plan can be developed. OEI and HOU are working together to select a separate vendor to develop the New Fair Housing Equity Plan, with an estimated procurement completion date of August 2024.

**32 Day Labor Program**

**INITIATIVE** Improve workforce initiatives for day laborers through a facility or mobile workstation and staff to support a Day Labor Center Program (SBC).

**STATUS** SBC has been working closely with Real Estate on site assessment and selection for SBC Labor Center location(s). The feasibility study of the proposed site will include an overview of risk factors and is expected to be brought to City Council at the end of May 2024 with a mobile workstation to be completed July 2024.

**34 Senior Services**

**INITIATIVE** Support awareness of senior services and cross-departmental alignment of existing senior programs through the appointment of an Age-Friendly Officer and awarding the contract for a comprehensive senior needs assessment and strategic plan to strengthen community engagement and better support future senior programs and services (OCC).

**STATUS** The Age-Friendly Officer position was posted on January 17, 2024, and closed on February 2, 2024. A candidate has been selected for the position and is currently in the onboarding process with Human Resources, with a tentative start date of early June 2024. Once the candidate begins, evaluation of senior needs and services within the community will commence in earnest.

## FY 2023-24 Budget Initiative Tracker

**MULTI-YEAR INITIATIVES**

While most initiatives can be completed in a single fiscal year, several FY 2018-19, FY 2019-20, and FY 2020-21 initiatives required additional time because of the scope and term of the project, as well as delays due to COVID-19. We will continue to report the status of these fourteen initiatives below, using the initiative numbers from the prior reports for reference.


**1**  
Complete


**9**  
On Track


**0**  
On Hold


**4**  
At Risk


**0**  
Canceled
**FY 2021-22****1 Economic Development Entity** 

**INITIATIVE** Launch the economic development entity called for in the Economic Development Policy with \$7 million over three years to pay formation costs and hire staff to begin the entity's business and real estate development work, after which it will be self-sustaining. In FY 2021-22, ECO will spend \$2.0 million to launch operations, hire a new Economic Development Corporation Director, develop a 3-year work plan, and develop an operational budget for Year 2 (FY 2022-23) and Year 3 (FY 2023-24) (ECO).

**STATUS** The EDC board met in January 2024 and approved the website, logo, and branding. CEO candidate is slated to begin July 2024, once the CEO is onboarded a 3-year work plan and budget will be developed.

**13 Affordable Housing Units** 

**INITIATIVE** Incentivize developers to build affordable housing by subsidizing \$10 million worth of water and sewer infrastructure required for up to 250 new affordable single-family and 1,000 multifamily units over the life of the program (based on the mix of projects and the amount of funding requested). The program will be implemented from FY 2022-23 through FY 2023-24 with new units projected in years 2 and 3 due to construction timelines (HOU).

**STATUS** Housing is implementing this funding along with other measures through the existing Notice of Funding Availability. On January 12, 2022, City Council approved the first project utilizing these funds, providing \$1,800,000 million to be used for water infrastructure related to the development of 125 for-sale single-family homes. On August 24, 2022, City Council approved authorizing \$4,100,000 to be allocated to Cypress Creek at Montfort, a mixed-income multifamily development in District 11. This project is currently waiting for an environmental review which is anticipated to be completed within six to eight months. Due to increased development costs, on December 13, 2023, Housing allocated an additional \$7,600,000 in CDBG-DR funds to Cypress Creek at Monfort.

**14 Preservation of Affordable Housing** 

**INITIATIVE** Devote \$11.3 million for the preservation of affordable housing and investment in water and sewer infrastructure in qualified census tracts. In FY 2021-22, HOU will spend \$2 million for neighborhood infrastructure and \$2 million to preserve 20 housing units (HOU).

**STATUS** In December 2021, City Council approved \$11,250,000 in ARPA for home repair and infrastructure improvements within specified qualified neighborhoods in Dallas. As of April 2024, \$2,900,000 has been spent or encumbered for 13 homes under construction and 18 that have been completed. By summer 2024, \$4,500,000 will be encumbered for infrastructure improvements including water, wastewater, and sewer utilities.

**27 Wi-Fi at Park Facilities** 

**INITIATIVE** Install Wi-Fi at 63 park facilities (PKR).

**STATUS** The cabling installation of 14 high-priority sites was completed in December 2022, four in February 2024, and five in April 2024 for a total of 23 sites. The remaining 40 Wi-Fi sites have received Access Point equipment and scheduling with the cable companies has begun.

## FY 2023-24 Budget Initiative Tracker

**MULTI-YEAR INITIATIVES****29 Traffic Signals** 

**INITIATIVE** Devote \$14 million over three years to leverage over \$50 million in matching federal funds to replace 100 traffic signals as part of our Vision Zero strategy. This initiative was started in FY 2021-22 and implemented in three phases. In FY 2021-22 spend \$2.0 million to design 50 traffic signals to leverage federal and county funds. In FY 2022-23, spend \$2.1 million to design 44 traffic signals (FY 2022-23 initiative 28 and FY 2021-22 initiative 29 combined) (TRN).

**STATUS** Traffic signal replacement will be a multi-year effort and is delayed due to the extended TxDOT approval process. This initiative includes both design and construction/replacement components for 100 traffic signals. This multi-year initiative to devote \$14,000,000 over three years will be completed in FY 2024-25. As of April 2024, TRN has spent and encumbered \$10,400,000 on the design of 65 signals and construction of 75 signals associated with both FY 2021-22 and FY 2022-23 initiatives.

**32 Bike Lanes** 

**INITIATIVE** The project to improve the bike lane network is a multiyear effort and multiyear initiatives have been combined for reporting. This initiative now reflects FY 2022-23 initiative #31 (spend \$2.5 million to design and/or implement 10 lane miles), and FY 2021-22 initiative #32 (spend \$2.0 million to design and/or implement 18 lane miles). FY 2021-22 projects have been prioritized for completion before moving on to future projects related to bike lanes (TRN).

**STATUS** TRN presented the bike plan update to City Council on November 1, 2023. The bike lane update included recommended future bike lane locations and facility types, updated design standards, and prioritized a phased implementation plan. As of April 2024, TRN has spent \$2,000,000 of the \$4,500,000 in available funding on design, study, or completion of 15.9 lane miles and the installation of 1.0 mile of bike lanes for the Akard Street Bike Lane is complete. TRN is presenting a bike lane engineering contract to City Council for approval on June 26, 2024.

**34 Accessibility** 

**INITIATIVE** Implement software system to track identified American Disabilities Act (ADA) compliance issues and barrier removal costs (OEI).

**STATUS** As of May 2024, ITS and OEI have submitted for approval a request to procure the ADA software directly from one source. Once implemented, OEI and its core internal partners will have enhanced capacity to effectively track accessibility barriers in public-facing City of Dallas buildings until we remediate them through infrastructure improvements. Through effective tracking, OEI will enhance required reporting to government agencies, in addition to streamlining updates to the City's ADA Action Log available to the public so they can know OEI's progress in creating a more accessible and inclusive city for all residents.

**35 Water/Wastewater Service** 

**INITIATIVE** Accelerate the extension of water and sewer services to all 47 occupied and unserved areas of the City (DWU). In FY 2021-22, DWU will award approximately \$9.5 million for the design of 211,219 feet and construction of 9,960 feet of new pipelines in Mesquite Heights, Killough Blvd & Wasco Lane, and Gooch Street areas (DWU).

**STATUS** In December 2023, construction contracts were awarded for pipelines in 11 unserved and occupied areas, totaling 28,415 feet in length. The final designs for the remaining unserved and occupied areas are being completed. Additional locations ready for construction will be packaged for advertisement in spring 2024 with planned construction awarded by summer 2024 using the remaining \$8,900,000 in ARPA funds.

## FY 2023-24 Budget Initiative Tracker

**MULTI-YEAR INITIATIVES****FY 2022-23****2 City Development Code** ✓

**INITIATIVE** Overhaul the City's Development Codes (Chapters 51, 51A, and 51P) to develop a modern, updated, and user-friendly development code that is streamlined, consistent, clear, and aligned with all City plans and policies. In FY 2022-23, PNV will execute a consultant contract, work alongside the consultant to perform a technical analysis of the effectiveness of current development codes and begin the public engagement process to ultimately reduce the total land development timeline (PNV).

**STATUS** The consultant has completed the diagnostics phase, which includes cataloging the current code standards, benchmarking the code per best practices, GIS Analysis, and outlining the website content. A working document has been forwarded to staff for review and discussion. The document is anticipated for public release in early fall of 2024.

**5 Water Conservation Five-Year Work Plan** ✓

**INITIATIVE** Update the Water Conservation Five-Year Work Plan to be incorporated into the 2024 state required Water Conservation Plan and Long-Range Water Supply Plan that will update population, water demand and supply, and re-evaluate strategies to meet future needs for Dallas' water system (DWU).

**STATUS** The Long Range Water Supply and associated Water Conservation Plan updates were awarded in fall 2022. A kick-off meeting was held in February 2023 between consultants and the City to review the current plan, analyze conservation strategies, and update and index the plan against customer cities, including the southwest cities. The City delivered the data to the consultant and the drafted plan was approved by City Council in May and submitted to the state in compliance with the Water Conservation and Drought Contingency regulatory requirements.

**17 Innovative Equipment and Technology** ✓

**INITIATIVE** Invest in the tools and technology to deliver effective and innovative public safety solutions within the Dallas Police Department. In FY 2022-23, DPD will integrate Automatic License Plate Reader (ALPR) technology into dash cameras installed in marked squad cars, replace over 4,000 portable and mobile radios, convert the public safety records management system to a web-based RMS system, and upgrade tasers to newer Taser 7 model (DPD).

**STATUS** DPD has integrated the ALPR Technology into the dash cams in all marked squad cars. The mobile and portable radio project is complete with 4,000 radios being issued. DPD has begun training and issuance of Taser 7. Specifications are being developed for a system that will combine the functionality of RMS and CAD programs to provide efficiency for DPD.

**20 City Facility Security Assessment** ✓

**INITIATIVE** In FY 2022-23, initiate \$2.9 million [of \$6.4 million allocated] of high-priority improvements identified through the City Facility Security Assessment including perimeter access control, security camera systems, radio systems, officer shelter space, vehicles access control, panic notification, lighting, weapons screening, security operating center upgrades, security staffing, and intrusion detection (DMC and MSH).

**STATUS** As of April 2024, Dallas Municipal Court (DMC) and City Marshal's Office (MSH) have initiated over 103 projects and completed 32 of them. Currently, 66 of these projects are in the installation/construction phase. The remaining projects are in the design/pre-construction phase pending City Council approval of the new Master Agreement scheduled for April 2024. The completed projects include park lighting surveillance systems, access controls, window treatments, radios, and garage doors. DMC and MSH have spent \$4,600,000 of the total \$6,400,000 ARPA allocations. There were no new encumbrances of ARPA funds for FY 2023-24 due to the expiration of the Master Agreement, which was renewed by the Council on May 8, 2024. CTS is collaborating with the Dallas Public Library on a \$1,200,000 project to upgrade surveillance and door badge access controls.

FY 2023-24 Budget Initiative Tracker

# MULTI-YEAR INITIATIVES

**25 Sidewalk Master Plan**

**INITIATIVE** Continue improving pedestrian mobility by reconstructing and repairing sidewalks in the Sidewalk Master Plan. In FY 2022-23, PBW will spend \$5.0 million in bond funds (Certificate of Obligation Bonds), \$1.0 million in Community Development Block Grant (CDBG) funds, and \$0.3 million from the General Fund to complete 17 sidewalk projects, which equates to approximately 14.25 miles of sidewalk improvements (PBW).

**STATUS** As of April 2024, PBW spent \$5,042,000 appropriations to complete 17 sidewalk projects and 14.84 lane miles of sidewalk improvements.

**30 School Zone Flashing Beacons**

**INITIATIVE** Replace 1,000 outdated school zone flashing beacons with state-of-the-art technology to protect students as they walk to school. This initiative began in FY 2021-22 and will be implemented in three phases. In FY 2022-23 spend \$2.5 million to procure equipment and complete installation for 500 school zone flashing beacons (TRN).

**STATUS** As of April 2024, TRN has spent or encumbered \$2,600,000 of \$5,000,000 allocated in FY 2021-22 through FY 2023-24, with 449 flashing beacons installed. Due to supply chain issues, the manufacturer was unable to deliver school zone flashing beacon equipment as planned which impacted installation. The manufacturer has resumed shipping new equipment as of September 2023. Replacement of the school zone flashing beacons will be conducted when the flashers are inactive. The remaining 51 school zone flashing beacons will be updated FY 2023-24.


# PROCESS IMPROVEMENT

The Process Improvement Team aims to create a cultural shift within the City by encouraging issue identification and interdepartmental collaboration to effectively analyze and address problems. Using data, strong business skills, and proven best practices, we strive to increase productivity, improve customer satisfaction, and reduce waste.




The following table summarizes current Process Improvement projects for FY 2023-24. Projects are reported as Complete, On Track, Delayed, or Pre-Kickoff. A key component of continuous improvement is using baseline measures, which serve as a reference point for evaluating progress and effectiveness. These measures capture the current performance level before any changes are implemented, allowing for clear comparisons as improvements are made. This data-driven approach fosters a culture of continuous evaluation and refinement, ultimately driving operational excellence. Most projects will utilize baseline measures, however not all projects will have a baseline measure provided.

**Project Status**




**3**

Complete




**2**

On Track





**0**

Delayed



**0**

Pre-Kickoff

#	Project	Status	Timeline	Measure	Baseline
1	<p><b><u>DPD Workload Optimization</u></b></p> <p>Assess current operational demands to identify process improvement opportunities for workload management</p>		<p>January 2022 - December 2023</p>	<p>% Accurately Reported Hours</p>	<p>Unknown</p>
		<p><b>Status Update:</b> <i>The review protocols, dashboard, and reports that will trigger leadership action have been identified. The project is complete and the technology option implemented.</i></p>			
2	<p><b><u>DWU/DEV/DFR</u></b></p> <p>Map water and wastewater permitting process, from start to finish including installation of items. Cross training and provide understanding of entire process for stake holders</p>		<p>April 2023 - November 2023</p>	<p>Reduce Errors, Breakdown Silos, Improving Communication</p>	<p>N/A</p>
		<p><b>Status Update:</b> <i>The four main improvement items are as follows: 1) Prioritizing New Fire Hydrants with DWU, a joint memo from DFR and DWU addressing the issue was released in March 2024 detailing an implementation outline in the next few months; 2) Transitioning the City to Utilize 811 for DWU utility line locations; 3) Eliminating the "City" option to purchase utility connections; 4) Creating a permitting team within DWU and incorporating the inspection process with Building Inspection. Items 2, 3, and 4 are currently being addressed and will be adopted within the FY 2024-25 budget. This project is complete from a Process Improvement Team (PIT) standpoint; however, the PIT continues to support the implementation of improvements.</i></p>			



#	Project	Status	Timeline	Measure	Baseline
3	<p><b><u>Low Sterrett Prisoner Intake</u></b>                      Reduce the amount of time DPD officers spend processing prisoners at Low Sterrett</p>		July 2023 - January 2024	Cycle Time/Arrest	228 mins/ arrest
		<p><b>Status Update:</b> The project was relaunched in July 2023, initially connected with the 'Low Sterrett Officer Turn Around Process' project. An Executive Report-Out was completed in January 2024. Customized report writing approval from ITS occurred in February 2024. Enhancements implemented include establishing a Single Arrest Line and transitioning an existing Parkland nurse from night to day shift. Detailed reporting requirements for warrants were given to ITS in March 2024. Driving While Intoxicated (DWI) reports will be sent to ITS in May 2024, and assaults with a family violence component report will be sent to ITS in June 2024. Once implemented, these customized reports are expected to save DPD officers 19,000 labor hours annually. The Process Improvement team continues to collaborate with the Dallas County Sheriff's Department to adjust group transfers from other cities to balance volume throughout the working day. While the project is complete from a Process Improvement Team (PIT) standpoint, the PIT continues to support the implementation of improvements.</p>			
4	<p><b><u>DPD Sworn Hiring Process</u></b>                      Reduce unnecessary attrition and decrease the number of days it takes to hire an applicant.</p>		February 2024 - April 2024	Calendar days between application and hire	134
		<p><b>Status Update:</b> The Executive Report-Out was held in April 2024, including four recommendations for Civil Service and seven recommendations for DPD. These recommendations could reduce the hiring process from 11.5 weeks to 7.8 weeks.</p>			
5	<p><b><u>311/Water Customer Service</u></b>                      Increase speed-of-answer, and reduce abandonment rate.</p>		April 2024- October 2024	Speed-of-Answer (SoA) and Abandonment Rate (AR)	SoA = 15:30 AR = 30%
		<p><b>Status Update:</b> The project kicked off in April 2024 intending to improve speed-of-answer and reduce the abandonment rate. However, the project quickly converted to a Kaizen Blitz, to help address the DallasGo issues experienced by City customers, 311, and DWU. The team is currently identifying quick-win opportunities within DWU and Paymetrics websites to be implemented in May 2024.</p>			





# Memorandum



DATE June 21, 2024

CITY OF DALLAS

TO Honorable Mayor and Members of the City Council

SUBJECT **City of Dallas Functional Reimagining and Realigning for Results: Planning and Urban Design and Development Services Departments**

Today I am excited to announce a second departmental reorganization to better serve our community.

We continue to examine our organizational functions to “Build on a **Safe, Vibrant, and Growing** Dallas by transforming our Foundational Structure to become a more **Livable, Sustainable, and Fiscally Sound** city with strong, aligned systems at its **Core**.” As you recall, last week I announced a strategic realignment of the Small Business Center.

Effective June 27, the Planning and Urban Design Department and the Development Services Department will combine into one department, to be known as the Planning and Development Department. This new department will house all land use and permitting functions in one organization, combine zoning implementation and interpretation teams, restructure the permitting function to provide clearer ownership and accountable service delivery, and create a new team focused entirely on customer and team excellence. The goal of this departmental reorganization is to ensure that planning, zoning, and permitting staff are directly aligned in a cohesive workflow to elevate the customer experience for our development community.

Earlier today I communicated this realignment with the impacted departments, and later today I will meet with each group in person at Dallas City Hall and the Oak Cliff Municipal Center.

The goal of the new Planning and Development Department is to achieve positive outcomes that build trust with the Dallas development community and encourage robust investment at the speed of business. The following summarizes the objectives of this departmental reorganization:

- Streamline processes and improve efficiencies in permitting to further reduce the median issuance time for all permitting types
- Enhance coordination, reduce confusion, and ensure consistency, predictability, and faster decision-making
- Provide a single point of contact for developers and the public, making it easier to navigate the regulatory process

- Survey national best practices and implement ongoing technology advancements across all functional areas
- Investigate and implement recommendations to improve the existing zoning and building codes, with the input of stakeholders in the development community and the public
- Guide the adoption and implementation of the Forward Dallas Land Use Plan to guide future development and infrastructure investment in an intentional, equitable, and sustainable manner
- Implement the Historic Preservation Strategy to protect culturally sensitive areas and landmarks and assist communities in protecting their history and culture
- Provide cross-training, enhance team members' skills and knowledge, and increase overall team expertise and flexibility
- Implement Accela and other technology improvements to improve the customer experience and speed staff processing times
- Move from a hybrid of paper and electronic application submissions to fully electronic submissions online
- Continue to expand permitting dashboards to provide greatest transparency and accountability, and investigate ways to use dashboards to provide similar transparency to other departmental functions
- Rethink customer support intervention strategies to prevent multiple, time-consuming turns of permit applications
- In collaboration with the cross-departmental strike teams introduced in the 100-Day Transition Playbook, reimagine the predevelopment meeting process to provide better guidance to customers prior to submission of zoning/permitting applications
- Build a culture of collegiality, professionalism, and results.

### **Reimagined Services and Staffing Alignment**

The new Planning and Development Department will be led by Director Emily Liu. I am introducing a new deputy director title to provide senior, experienced leadership and create clear succession planning. Elevating these deputies will also give the public one clear point of contact for each of the four core functions. The four core functions are:

1. **Planning**, led by Deputy Director Andrea Gilles;
2. **Zoning**, led by Deputy Director Andreea Udrea;
3. **Permitting**, led by Interim Deputy Director and Chief Building Official Sam Eskander; and
4. **Customer/Team Excellence**, led by Deputy Director Vernon Young.

The chart below shows the new department’s organization and functions by team. I would like to draw particular attention to the Permitting function, which has been structured in conformance with the recommendations of the Matrix Consulting Group. In its 2022 Development Services study, the Matrix team called for the creation of dedicated residential and commercial permitting teams. This recommendation is long overdue for implementation and will create clear lines of accountability for each permit type.

PLANNING AND DEVELOPMENT DEPARTMENT Director (Emily Liu)						
Deputy Director - Planning and Chief Planning Officer (Andrea Gilles)	Deputy Director - Zoning (Andreea Udrea)	Interim Deputy Director - Permitting and Chief Building Official <sup>1</sup> (Sam Eskander)			Deputy Director - Customer and Team Excellence (Vernon Young)	
AD - Planning (Arturo Castillo)	AD - Zoning Code (TBD)	AD - Residential Permitting (TBD)	AD - Commercial Permitting (TBD)	AD - Inspections (TBD)	AD - Team Excellence (TBD)	AD - Customer Experience (TBD)
Long Range Planning, Forward Dallas, Area Plans, Neighborhood Planning, Authorized Hearings, CLUP, Historic Preservation, Conservation Districts, Urban Design, UDPRP, Landmark Commission	Zoning requests, special zoning projects, Subdivision and Platting, Public Hearings, CPC, ZOAC, Annexes, Street Name Changes, Code Amendments, Land Use Termination Cases, Board of Adjustment, Landscaping Review/Arborist, Signs, Zoning Interpretation	Residential Permitting, including RSVP program. This division will also oversee all minor permit reviews.	Commercial Permitting, including Q Team and the new pre-development process to be implemented through the cross departmental review process.	Inspections, including all inspectors for zoning, electrical, mechanical, plumbing, water/waste water, building inspection, health, etc.	Budget, HR, IT, Fee Collection, staff training, procurement, fleet and equipment, GIS and data, process and policy, innovation	Records management, open records, call center, external training, marketing and outreach, VIP/ Escalation/ Concierge services

This departmental reorganization results in no immediate budget impact. However, future year budget savings are anticipated to be created by rethinking the quantity and quality of staff positions across all functions and increasing the efficiency of departmental processes. As an example, the new department has an overpopulation of senior positions and a lack of entry-level positions. As natural attrition occurs, positions will be reclassified down to allow for hiring at an entry level of experience, and to ensure that team members have a career path for growth. Similarly, as the department transitions to 100 percent online submissions, departmental leadership will rethink how to best utilize intake, records

<sup>1</sup> Chief Building Official assignment is effective today, with all required testing to be complete within 6 months in conformance with City Code.

management, and administrative staff currently deployed to deal with the large volume of paper submissions.

Development Services Department Director Andrew Espinoza will stay with the City through August 5. He has been reassigned to Assistant City Manager (I) Donzell Gipson and will assist with critical projects related to the Core portfolio.

### **Path Forward**

- Two items will be placed on the June 26 City Council agenda: (1) to reallocate the Planning and Urban Development and Development Services departmental budgets to the new Planning and Development Department, and (2) to make appropriate updates to the department names and references to the department officials in the Dallas City Code.
- Each of the vacant Assistant Director positions listed in the chart above will be posted no later than July 31. Interim assistant directors will be named to ensure continuity of work, and a national search will be done to fill the positions permanently.
- During July, the Director and Deputy Directors will collaborate with the City Manager's Office, Human Resources, and Civil Service to develop a final organizational chart and to update social media, websites, etc. with new branding, contact information, and relevant content.

For your ease of convenience, the attached Frequently Asked Questions summarizes the aforementioned information.

Please feel free to reach out to me directly with questions or concerns, or for additional information please contact Assistant City Manager (I) Robin Bentley at 214.671.9942 or [robin.bentley@dallas.gov](mailto:robin.bentley@dallas.gov).

Service First, Now!



Kimberly Bizzor Tolbert  
City Manager (I)

### **[Attachment]**

c: Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

July 21, 2024  
City of Dallas Functional Reimagining and  
Realigning for Results:  
Planning & Development Department  
FAQ's



**Background:**

- Interim City Manager Kimberly Tolbert continues her commitment to reimagine and realign service delivery for residents to “Build on a **Safe, Vibrant, and Growing** Dallas by transforming our Foundational Structure to become a more **Livable, Sustainable, and Fiscally Sound** city with strong, aligned systems at its **Core,**” contributes to building greater synergy, leading to more effective and efficient service delivery.
- As of June 27, the Planning and Urban Design Department and the Development Services Department will combine into one department, to be known as the *Planning and Development Department*.
- This functional reimagining and realigning for results support ICM Tolbert’s transformational approach to enhance Service first with the urgency of Now!

**Why did the City of Dallas combine two departments into one?**

The goal of this departmental reorganization is to ensure that planning, zoning, and permitting staff are directly aligned in a cohesive workflow to elevate the customer experience for our development community, achieve positive outcomes that build trust with the Dallas development community, and encourage robust investment at the speed of business.

**How will the leadership be structured?**

The new Planning and Development Department will be led by Emily Liu (current Director, Planning and Urban Design). Each of the four core functions will be led by Deputy Directors who are senior, experienced leaders. This is designed to create clear succession planning and publicly assigns contact for each of the four core functions:

1. **Planning**, led by Deputy Director Andrea Gilles;
2. **Zoning**, led by Deputy Director Andreea Udrea;
3. **Permitting**, led by Interim Deputy Director and Chief Building Official Sam Eskander (*Interim because he needs to take the Building Official exam. Per City Code he has six months after his appointment*); and
4. **Customer/Team Excellence**, led by Deputy Director Vernon Young.

**What kind of financial impact does this reorganization have on the City of Dallas?**

This departmental reorganization results in no immediate budget impact. Future year budget savings are anticipated to be created by rethinking the quantity and quality of staff positions across all functions and increasing the efficiency of departmental processes.

**Previously, Development Services underwent an assessment that recommended a path for separating the residential and commercial permitting processes. How does this reorganization address that?**

The Permitting function has been structured in conformance with the recommendations of the Matrix Consulting Group. In its 2022 Development Services study, the Matrix team called for the creation of dedicated residential and commercial permitting teams. This recommendation is long overdue for implementation and will create clear lines of accountability for each permit type.

**How will the Planning and Development department be organized? What are its functions?**

PLANNING AND DEVELOPMENT DEPARTMENT Director (Emily Liu)						
Deputy Director - Planning and Chief Planning Officer (Andrea Gilles)	Deputy Director - Zoning (Andreea Udrea)	Interim Deputy Director - Permitting and Chief Building Official <sup>1</sup> (Sam Eskander)			Deputy Director - Customer and Team Excellence (Vernon Young)	
AD - Planning (Arturo Castillo)	AD - Zoning Code (TBD)	AD - Residential Permitting (TBD)	AD - Commercial Permitting (TBD)	AD - Inspections (TBD)	AD - Team Excellence (TBD)	AD - Customer Experience (TBD)
Long Range Planning, Forward Dallas, Area Plans, Neighborhood Planning, Authorized Hearings, CLUP, Historic Preservation, Conservation Districts, Urban Design, UDPRP, Landmark Commission	Zoning requests, special zoning projects, Subdivision and Platting, Public Hearings, CPC, ZOAC, Annexes, Street Name Changes, Code Amendments, Land Use Termination Cases, Board of Adjustment, Landscaping Review/Arborist, Signs, Zoning Interpretation	Residential Permitting, including RSVP program. This division will also oversee all minor permit reviews.	Commercial Permitting, including Q Team and the new pre-development process to be implemented through the cross departmental review process.	Inspections, including all inspectors for zoning, electrical, mechanical, plumbing, water/waste water, building inspection, health, etc.	Budget, HR, IT, Fee Collection, staff training, procurement, fleet and equipment, GIS and data, process and policy, innovation	Records management, open records, call center, external training, marketing and outreach, VIP/ Escalation/ Concierge services

**What happens now?**

Two items will be placed on the June 26 City Council agenda: (1) to reallocate the Planning and Urban Development and Development Services departmental budgets to

<sup>1</sup> Chief Building Official assignment is effective today, with all required testing to be complete within 6 months in conformance with City Code.

the new Planning and Development Department, and (2) to make appropriate updates to the department names and references to the department officials in the Dallas City Code.

Each of the vacant Assistant Director positions listed in the chart above will be posted no later than July 31. Interim assistant directors will be named to ensure continuity of work, and a national search will be done to fill the positions permanently.

During July, the Director and Deputy Directors will collaborate with the City Manager's Office, Human Resources, and Civil Service to develop a final organizational chart.

**How will you let the public know?**

Once the final organization chart is created, the Planning and Development Department team will collaborate with the City's Communications team to update social media, all relevant websites, etc. with new branding, contact information, and relevant content. City leadership will also engage with stakeholders to ensure they are informed of the changes.

**What are you doing now to ensure a smooth transition?**

A component of ICM Tolbert's 100-day Transition Playbook is to elevate how the City of Dallas Connects, Collaborates, and Communicates internally and externally. We are actively improving our information flow to create a more responsive and aligned organization.

We are dedicating time to cross-departmental workshops to implement necessary process improvement tools, including in the Development Services function. A Strike Team made up of members who are involved in the process is working together – in real time - to identify and de-bottleneck pain points within the customer journey to create ownership and best practices, improve internal collaboration, and the speed and quality of City service delivery.

This hands-on work will continue during and after the departmental transformation.

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **June 26, 2024 City Council FINAL Agenda – Additions/Revisions/Deletions Memorandum**

On June 14, 2024, a DRAFT City Council Agenda June 26, 2024, was provided for your review. This memorandum outlines any additions, revisions or deletions made to the FINAL agenda after the distribution of the DRAFT agenda. In addition, we have highlighted agenda items which have been briefed to the City Council and/or Committee by briefing memorandums.

Additional items and deletions to the DRAFT agenda are outlined below, including *revisions* to the FINAL agenda are underlined in blue and *deletions* are strikethrough in red. A brief explanation for the revisions along with staff's contact information is provided.

## Additions:

66. 24-1890 An ordinance amending Ordinance No. 32554, previously approved on September 20, 2023, as amended by Ordinance No. 32663, previously approved on February 28, 2024, as further amended by Ordinance No. 32723, previously approved on May 8, 2024, authorizing **(1)** certain transfers and appropriation adjustments for FY 2023-24 for the maintenance and operation of various departments, activities, and amending the capital budget; and **(2)** the City Manager to implement those adjustments - Not to exceed \$4,108,213,070 - Financing: General Fund (\$1,840,372,470), Enterprise Funds, Internal Service, and Other Funds (\$1,770,985,265), and Grants, Trust, and Other Funds (\$496,855,335)

67. 24-1897 An ordinance amending Sections 2-26.7, 2-41, 2-42, 2-52, 2-53, 2-26.7, and 2-98 of Chapter 2, "Administration"; Section 6-4 of Chapter 6, "Alcoholic Beverages"; amending Section 14-4 of "Fees" of Chapter 14 "Dance Halls"; Section 41A-6, "Fees," of Chapter 41A, "Sexually Oriented Businesses"; Sections 43-121 and 43-126.5 of Chapter 43, "Streets and Sidewalks"; Section 49-1 of Chapter 49, "Water and Wastewater"; Section 51-2.102 of Chapter 51, "Dallas Development Code: Ordinance No. 10962, as amended"; Sections 51A-1.105, 51A-2.102, 51A-3.103, 51A-4.127, 51A-4.206, 51A-4.211, 51A-4.502, 51A-4.803, 51A-5.102, 51A-5.105, 51A-5.209, 51A-6.108, 51A-7.932, 51A-8.201, 51A-8.402, 51A-8.403, 51A-8.404, 51A-8.506, 51A-8.604, 51A-8.611, 51A-8.612, 51A-9.102, 51A-9.305, and 51A-10.140 of Chapter 51A, "Dallas Development Code: Ordinance No. 19455, as amended"; **(1)** changing the name of the Department of Development Services to the Department of Planning and Development; **(2)** providing a saving clause; **(3)** providing a severability clause; and **(4)** providing an effective date - Financing: No cost consideration to the City



68. 24-2057 An ordinance authorizing **(1)** the issuance by the City of Dallas of its Waterworks and Sewer System Commercial Paper Notes, Series F, in an aggregate principal amount at any one time outstanding not to exceed \$300,000,000, to provide interim financing to pay Project Costs for Eligible Projects and to refund obligations issued in connection with Eligible Projects; authorizing the issuance and delivery of promissory notes in connection with the issuance, sale and delivery of Commercial Paper Notes, and prescribing the terms, features and characteristics of such instruments; approving and authorizing certain authorized officers and employees to act on behalf of the City in the selling and delivery of such Commercial Paper Notes, within the limitations and procedures specified herein; making certain covenants and agreements in connection therewith; resolving other matters incident and related to the issuance, sale, security and delivery of such Commercial Paper Notes, including **(2)** the approval and authorizing the execution of a Credit Agreement with JPMorgan Chase Bank, National Association; **(3)** approving a Dealer Agreement and a related Issuing and Paying Agent Agreement in the manner herein provided; **(4)** approving the use of an Offering Memorandum in connection with the sale from time to time of such Commercial Paper Notes; and **(5)** providing an effective date - Not to exceed \$6,230,579 - Financing: Dallas Water Utilities Fund (\$683,300 upfront closing costs, plus three-year cost of \$5,547,279) (subject to annual appropriations)
69. 24-2061 A resolution authorizing **(1)** an increase in the joint election agreement and election services contract between the City of Dallas and Collin County for the May 4, 2024 special election in an amount not to exceed \$11,037.46, from \$28,000.00 to \$39,037.46; and **(2)** an increase in appropriations in an amount not to exceed \$14,038.00 in the City Secretary's Office budget - Not to exceed \$11,037.46, from \$28,000.00 to \$39,037.46 - Financing: General Fund
70. 24-2059 An ordinance ordering a special election to be held in the City of Dallas on Tuesday, November 5, 2024, for the purpose of submitting to the qualified voters of the City, proposed amendments to the Dallas City Charter - Financing: No cost consideration to the City
71. 24-2060 Authorize an Interlocal Agreement with Dallas County, Texas ("County") on behalf of the Dallas County Elections Department for assistance and services related to verifying four City petitions - Not to exceed \$90,000.00 - Financing: General Funds
72. 24-2099 Authorize continued negotiations with Global Spectrum LP (dba OVG360), the City's operator of the Kay Bailey Hutchison Convention Center Dallas (KBHCCD), and a soccer federation to facilitate a nine-month user agreement for use of the KBHCCD in 2026 and the drafting of a joinder of City to the same for the City provide additional requests by the federation not covered by OVG360's KBHCCD agreement with the City - Financing: No cost consideration to the City

73. 24-2017 An ordinance abandoning a portion of a drainage easement to Wal-Mart Real Estate Business Trust, the abutting owner, containing approximately 3,964 square feet of land, located near the intersection of R. L. Thornton Freeway and Short Boulevard; and providing for the dedication of approximately 4,637 square feet of land needed for a drainage easement - Revenue: General Fund \$7,800.00, plus the \$20.00 ordinance publication fee
74. 24-2058 An ordinance abandoning a portion of an alley to 13 Jefferson, LLC, the abutting owner, containing approximately 6,290 square feet of land, located near the intersection of Comal Street and Ewing Avenue; and authorizing the quitclaim - Revenue: General Capital Reserve Fund (\$167,128.00) General Fund (\$20,000.00), plus the \$20.00 ordinance publication fee
75. 24-2000 An ordinance amending Section 12A-26 amending the one-year limitation on subsequent representation by former councilmembers and former members of boards, commissions, and other city bodies - Financing: No cost consideration to the City
76. 24-1966 Authorize **(1)** an extension of the Interlocal Agreement from the Texas Department of Criminal Justice (TDCJ) Re-Entry Pilot Program Grant (Contract No. 696-TC-24-24-L046) and acceptance of FY 2025 TDCJ Re-Entry funds in the amount not to exceed \$500,000.00 for re-entry services to individuals being released from TDCJ who are returning to the City of Dallas (Re-entry Services) for the period of September 1, 2024 through August 31, 2025; **(2)** the acceptance of additional grant funding from the TDCJ Re-Entry Services for the FY 2024 TDCJ Re-Entry Pilot Program Grant (Contract No. 696-TC-24-24-L046) in an amount not to exceed \$250,000.00 for re-entry services to individuals being released from TDCJ who are returning to the City of Dallas (Re-entry Services) for the period of September 1, 2024 through August 31, 2025; **(3)** an increase in appropriations in an amount not to exceed \$750,000.00 in the FY23-24 TDCJ Re-Entry Pilot Program Grant; **(4)** the receipt and deposit of funds in an amount not to exceed \$750,000.00 in the FY 2024 TDCJ Re-Entry Pilot Program Grant; and **(5)** and execution of the Interlocal Agreement with the Texas Department of Criminal Justice and all terms, conditions, and documents required by the contract - Not to exceed \$750,000.00 from \$500,000.00 to \$1,250,000.00 - Financing: FY 2024 TDCJ Re-Entry Pilot Program Grant Fund

**Revisions:**

2. 24-1346 Authorize [the ratification of the](#) a service contract for emergency repairs and modernization of the four elevators within the Hall Arts Garage located at 2301 Ross Avenue - K & M Elevator, LLC, lowest responsible bidder of three - Not to exceed \$755,980.00 - Financing: Capital Construction Fund  
**This item is being revised to update the Agenda Information Sheet and Resolution. Please contact John Johnson, Director, Department of Building Services, at 214-670-3550, for more information.**

8. 24-1292 An ordinance authorizing the issuance and sale of City of Dallas, Texas Drainage Utility System Revenue Bonds, Series 2024A, in the amount of \$14,175,000 to the Texas Water Development Board; awarding the sale of the bonds; approving the execution of agreements in connection with the sale of the bonds; and all other matters related thereto - Not to exceed \$71,000 - Financing: ~~Dallas Water Utilities~~ [Stormwater Drainage Management](#) Fund  
**This item is being revised to reflect the correct funding. Please contact Sheri Kowalski, City Controller, City Controller’s Office, at 214-670-3856, for more information.**
9. 24-1294 An ordinance authorizing the issuance and sale of City of Dallas, Texas Drainage Utility System Revenue Bonds, Series 2024B, in the amount of \$90,090,000 to the Texas Water Development Board; awarding the sale of the bonds; approving the execution of agreements in connection with the sale of the bonds; and all other matters related thereto - Not to exceed \$250,000 - Financing: ~~Dallas Water Utilities~~ [Stormwater Drainage Management](#) Fund  
**This item is being revised to reflect the correct funding. Please contact Sheri Kowalski, City Controller, City Controller’s Office, at 214-670-3856, for more information.**
11. 24-1477 Authorize the **(1)** acceptance of a loan from the Texas Water Development Board (TWDB) for low-cost financial assistance through the Flood Infrastructure Fund for Texas in an amount up to \$90,090,000; **(2)** acceptance of a grant from the TWDB through the Flood Infrastructure Fund for Texas, in an amount up to \$23,100,000, for eligible projects included in the Dallas Water Utilities Capital Improvement Program and designated by the TWDB as Project No. 40208; and **(3)** execution of the Financing Agreements and related documents - Financing: This action has no cost consideration to the City (see Fiscal Information)  
**This item is being revised to update the Resolution. Please contact Sheri Kowalski, City Controller, City Controller’s Office, at 214-670-3856, for more information.**
21. 24-743 Authorize a construction services contract ~~with Hammett Excavation Inc., approved as to form by the City Attorney,~~ for the construction of two Municipal Waste Cells for a total of 57 acres, Cell 7A and 7B, at the McCommas Bluff Landfill; and site improvements that included upgraded drain pumps, control panels, electric service, and discharge systems – [Hammett Excavation Inc., lowest responsible bidder of two](#) - Not to exceed \$14,521,628.72 - Financing: Sanitation Capital Improvement Fund  
**This item is being revised to update the Agenda Information Sheet and Resolution. Please contact Juanita Ortiz, Assistant Director, Department of Sanitation at 214-671-9259, for more information.**

31. 24-1981 Authorize a one-year Cooperative Agreement with SAFEBuilt [Texas](#), LLC for permit plan review and inspection services for the Development Services Department for the period July 1, 2024 through June 30, 2025 - Estimated amount of \$300,000.00 - Financing: Building Inspection Fund  
**This item is being revised to update the Agenda Information Sheet and Resolution. Please contact Andres Espinoza, Director, Development Services, at 214-671-9148, for more information.**
39. 24-1513 Authorize a two-year service price agreement for consulting services for financial compliance of the Coronavirus State and Local Fiscal Recovery Fund Program for Budget and Management Services - Horne LLP, most advantageous proposer of fourteen - Estimated amount of \$1,563,550.00 - Financing: ARPA Redevelopment Fund (subject to annual appropriations)  
**This item is being revised to update the MWBE section. Please contact Joyce Williams, Director, Small Business Center Department, at 214-500-1417, for more information.**
41. 24-2020 Authorize a three-year service price agreement for removal and pruning of public trees, emergency activation and storm response services, and plant health care treatments for citywide use - Shawnee Mission Tree Service, Inc. dba Arbor Masters, lowest responsible bidder of eight - Estimated amount of \$5,508,709.50 - Financing: General Fund (\$5,164,394.90) and Stormwater Drainage Management Fund (\$344,314.60) (subject to annual appropriations)  
**This item is being revised to update the MWBE section. Please contact Joyce Williams, Director, Small Business Center Department, at 214-500-1417, for more information.**
48. 24-1918 Authorize a Supplemental Agreement No. 1 to the professional services contract with ~~Hahnfeld Associates, Architects and Planners, Inc.~~ [AEC Holdco, LLC dba Grace Hebert Curtis Architects, LLC](#) for professional services that include schematic design, design development, construction documents, bidding and construction administration for a multipurpose center and park located at 9759 Forest Lane – Not to exceed \$714,075.00, from \$99,875.00 to \$813,950.00 - Financing: ARPA Redevelopment Fund  
**This item is being revised to update the Agenda Information Sheet and Resolution. Please contact John Jenkins, Director, Park & Recreation Department, at 214-670-4073, for more information.**
49. 24-1429 Authorize a professional services contract with Halff Associates, Inc. to provide engineering services for storm drainage system improvements at three locations along Williamson Branch - Not to exceed \$2,054,100.00 - Financing: 2024 Certificate of Obligation Fund  
**This item is being revised to update the contract id number. Please contact Sarah Standifer, Director, Water Utilities Department, at 214-671-9581, for more information.**

- Z13. 24-1955 A public hearing to receive comments regarding an application for and **(1)** an ordinance granting a new subdistrict for WMU-8 Walkable Urban Mixed Use District uses; **(2)** an ordinance granting the removal of an SH Shopfront Overlay on a portion; and **(3)** an ordinance granting the termination of a D Liquor Control Overlay on property zoned Subdistrict E within Planned Development District No. 468, the Oak Cliff Gateway Special Purpose District, with an SH Shopfront Overlay and a D Liquor Control Overlay, in an area bound by North Beckley Avenue, East Fifth Street, North Zang Boulevard, and East Sixth Street
- Recommendation of Staff: **(1)** Approval of a new subdistrict for WMU-8 Walkable Urban Mixed-Use District uses, subject to a development plan and conditions, **(2)** approval of the removal of an SH Shopfront Overlay on a revised portion; and **(3)** approval of the termination of a D Liquor Control Overlay
- Recommendation of CPC: **(1)** Approval of a new subdistrict for WMU-8 Walkable Urban Mixed-Use District uses, subject to a development plan and conditions, **(2)** approval of the removal of an SH Shopfront Overlay on a revised portion; and **(3)** approval of the termination of a D Liquor Control Overlay
- Z212-357(MP)
- This item is being revised to update the Agenda Information Sheet. Please contact Emily Liu, Director, Planning & Urban Design, at 214-670-5404, for more information.**

A memorandum was previously provided to the City Council and/or Committee regarding the following items. A link to the specific memorandums is also attached for more information.

**Memorandums:**

2. 24-1346 Authorize [the ratification of the](#) a service contract for emergency repairs and modernization of the four elevators within the Hall Arts Garage located at 2301 Ross Avenue - K & M Elevator, LLC, lowest responsible bidder of three - Not to exceed \$755,980.00 - Financing: Capital Construction Fund  
[The Transportation & Infrastructure Committee was briefed by memorandum regarding this matter on June 14, 2024.](#)
6. 24-1849 A resolution authorizing the selection of an underwriting syndicate for the issuance of bonds related to the Kay Bailey Hutchison Convention Center Dallas Venue Project and Fair Park Venue for Fiscal Year 2025 - Financing: No cost consideration to the City  
**The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on June 24, 2024.**

7. 24-1945 A resolution authorizing the **(1)** execution of the First Amendment to Revolving Credit Agreement with State Street Bank and Trust Company in support of the City of Dallas, Texas Waterworks and Sewer System Commercial Paper Notes, Series G; and **(2)** the execution of any other agreements pertaining thereto, and resolving other matters related thereto, for a three-month extension from July 8, 2024 to October 4, 2024- Not to exceed \$278,000- Financing: Dallas Water Utilities Fund (subject to annual appropriations)  
**The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on June 24, 2024.**
8. 24-1292 An ordinance authorizing the issuance and sale of City of Dallas, Texas Drainage Utility System Revenue Bonds, Series 2024A, in the amount of \$14,175,000 to the Texas Water Development Board; awarding the sale of the bonds; approving the execution of agreements in connection with the sale of the bonds; and all other matters related thereto - Not to exceed \$71,000 - Financing: ~~Dallas Water Utilities~~ [Stormwater Drainage Management](#) Fund  
**The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on June 24, 2024.**
9. 24-1294 An ordinance authorizing the issuance and sale of City of Dallas, Texas Drainage Utility System Revenue Bonds, Series 2024B, in the amount of \$90,090,000 to the Texas Water Development Board; awarding the sale of the bonds; approving the execution of agreements in connection with the sale of the bonds; and all other matters related thereto- Not to exceed \$250,000- Financing: ~~Dallas Water Utilities~~ [Stormwater Drainage Management](#) Fund  
**The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on June 24, 2024.**
10. 24-1478 Authorize the **(1)** acceptance of a loan from the Texas Water Development Board for low-cost financial assistance through the Flood Infrastructure Fund for Texas, in an amount up to \$14,175,000; **(2)** acceptance of a grant from the Texas Water Development Board through the Flood Infrastructure Fund for Texas, in an amount up to \$2,500,712, for eligible projects included in the Dallas Water Utilities Capital Improvement Program and designated by the TWDB as Project No. 40209; and **(3)** execution of the Financing Agreements and related documents- Financing: Financing: This action has no cost consideration to the City (see Fiscal Information)  
**The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on June 24, 2024.**

11. 24-1477 Authorize the **(1)** acceptance of a loan from the Texas Water Development Board (TWDB) for lowcost financial assistance through the Flood Infrastructure Fund for Texas in an amount up to \$90,090,000; **(2)** acceptance of a grant from the TWDB through the Flood Infrastructure Fund for Texas, in an amount up to \$23,100,000, for eligible projects included in the Dallas Water Utilities Capital Improvement Program and designated by the TWDB as Project No. 40208; and **(3)** execution of the Financing Agreements and related documents- Financing: This action has no cost consideration to the City (see Fiscal Information)  
**The Government Performance and Financial Management Committee will be briefed by memorandum regarding this matter on June 24, 2024.**

14. 24-1970 Authorize **(1)** the amendment of Resolution No. 23-0543 rescinding all authorizations in favor of UCR Development Services, LLC; and **(2)** the City Manager to **(a)** execute a conditional grant agreement in an amount not to exceed \$2,345,273.00 for a term of twenty years sourced with 2017 General Obligation Bond, Homeless Assistance J Funds (Prop J); **(b)** execute a development agreement with forgivable loan and land conveyance in an amount not to exceed \$2,444,727.00 sourced with HOME Investment Partnership Funds for a term of twenty years, each with St. Jude Inc., and/or its affiliates (Developer/Provider), as the top ranking and best qualified Notice of Funding Availability proposer and approved as to form by the City Attorney **(a)** and **(b)** for a total amount not to exceed \$4,790,000.00; **(c)** negotiate and execute a property management and supportive services agreement, that includes a scope of work substantially similar to **Exhibit A** to the Resolution, with Developer/Provider requiring a Good Neighbor Agreement (to the extent it does not violate the Fair Housing Act, 42 U.S.C. §§ 3601-19), substantially in the form of **Exhibit B** to the Resolution, approved as to form by the City Attorney, for a minimum of twenty years; and **(d)** convey the Property to Developer/Provider subject to restrictive covenants, a right of reverter with the right of reentry and recording of all necessary documents pursuant to Texas Local Government Code Section 272.001(g) and applicable laws and regulations, for redevelopment of the real property located at 1950 Fort Worth Avenue, Dallas, Texas - Not to exceed \$4,790,000.00 - Financing: Homeless Assistance (J) Fund (2017 General Obligation Bond Fund) (\$2,345,273.00) and HOME Investment Partnerships Funds (HOME) (\$2,444,727.00)  
[The Housing and Homelessness Solutions Committee was briefed by memorandum regarding this matter on May 24, 2024.](#)

[The City Council was briefed by a memorandum regarding this matter on June 7, 2024.](#)

22. 24-445 Authorize a Multiple Use Agreement with the Texas Department of Transportation permitting the use of right-of-way for operation and maintenance of the pedestrian crossing from the Dallas Area Rapid Transit Victory Station to the Interstate Highway 35E Southbound Frontage Road – Financing: No cost consideration to the City  
[The Transportation and Infrastructure Committee was briefed by memorandum regarding this matter on February 20, 2024.](#)
30. 24-1869 Authorize Amendment No. 1 to the Interlocal Agreement between the City of Dallas and Dallas Area Rapid Transit (DART) to provide “on-demand” transportation services for the residents of the Joppa neighborhood utilizing DART’s “on-demand” transportation services to **(1)** extend the term of the agreement from November 15, 2024 to March 15, 2027; **(2)** increase the authorized destinations from six to nine destinations; and **(3)** increase the number of allowed trips per day from two to four trips at no additional cost, during the construction of a pedestrian bridge over the Union Pacific Railroad tracks that parallel the existing Linfield vehicular bridge – Financing: No cost consideration to the City  
[The City Council was briefed by memorandum regarding this matter on October 2, 2020.](#)
31. 24-1981 Authorize a one-year Cooperative Agreement with SAFEBuilt [Texas](#), LLC for permit plan review and inspection services for the Development Services Department for the period July 1, 2024 through June 30, 2025 - Estimated amount of \$300,000.00 - Financing: Building Inspection Fund  
[The City Council was briefed by memorandum regarding this matter on June 12, 2024.](#)
32. 24-1823 Authorize amendments to the City of Dallas Economic Development Corporation (EDC) Bylaws as recommended by the EDC Board of Directors - Financing: No cost consideration to the City  
[The Economic Development Committee was briefed by memorandum regarding this matter on June 3, 2024.](#)
62. 24-1971 An ordinance amending Chapter 47A, “Transportation for Hire,” of the Dallas City Code by amending Sections 47A-1.5, 47A-3.2 and 47A-3.4; **(1)** amending the definitions to remove horse and horse-drawn carriage; **(2)** repealing requirements for horses in service; **(3)** amending the requirements for an application for operating authority; **(4)** providing a penalty not to exceed \$500.00; **(5)** providing a saving clause; **(6)** providing a severability clause; and **(7)** providing an effective date - Financing: No cost consideration to the City  
[The City Council was briefed by memorandum regarding this matter on June 7, 2024.](#)



64. 24-1240 Authorize a contract with Wright Choice Group, LLC for the term of fourteen months for consultant services to include meeting design and facilitation services, plan development, and project recommendations, starting on December 13, 2023, for city-owned property located at 2929 South Hampton Road, Dallas, Texas 75233 for persons experiencing housing instability or homelessness - Not to exceed \$110,133.00 - Financing: General Fund (This item was deferred on December 13, 2023 and March 27, 2024)  
[The Housing and Homelessness Solutions Committee was briefed by memorandum regarding this matter on December 12, 2023.](#)
66. 24-1890 An ordinance amending Ordinance No. 32554, previously approved on September 20, 2023, as amended by Ordinance No. 32663, previously approved on February 28, 2024, as further amended by Ordinance No. 32723, previously approved on May 8, 2024, authorizing **(1)** certain transfers and appropriation adjustments for FY 2023-24 for the maintenance and operation of various departments, activities, and amending the capital budget; and **(2)** the City Manager to implement those adjustments - Not to exceed \$4,108,213,070- Financing: General Fund (\$1,840,372,470), Enterprise Funds, Internal Service, and Other Funds (\$1,770,985,265), and Grants, Trust, and Other Funds (\$496,855,335)  
[The City Council was briefed by memorandum regarding this matter on June 21, 2024.](#)
67. 24-1897 An ordinance amending Sections 2-26.7, 2-41, 2-42, 2-52, 2-53, 2-26.7, and 2-98 of Chapter 2, "Administration"; Section 6-4 of Chapter 6, "Alcoholic Beverages"; amending Section 14-4 of "Fees" of Chapter 14 "Dance Halls"; Section 41A-6, "Fees," of Chapter 41A, "Sexually Oriented Businesses"; Sections 43-121 and 43-126.5 of Chapter 43, "Streets and Sidewalks"; Section 49-1 of Chapter 49, "Water and Wastewater"; Section 51-2.102 of Chapter 51, "Dallas Development Code: Ordinance No. 10962, as amended"; Sections 51A-1.105, 51A-2.102, 51A-3.103, 51A-4.127, 51A-4.206, 51A-4.211, 51A-4.502, 51A-4.803, 51A-5.102, 51A-5.105, 51A-5.209, 51A-6.108, 51A-7.932, 51A-8.201, 51A-8.402, 51A-8.403, 51A-8.404, 51A-8.506, 51A-8.604, 51A-8.611, 51A-8.612, 51A-9.102, 51A-9.305, and 51A-10.140 of Chapter 51A, "Dallas Development Code: Ordinance No. 19455, as amended"; **(1)** changing the name of the Department of Development Services to the Department of Planning and Development; **(2)** providing a saving clause; **(3)** providing a severability clause; and **(4)** providing an effective date - Financing: No cost consideration to the City  
[The City Council was briefed by memorandum regarding this matter on June 21, 2024.](#)
68. 24-2057 An ordinance authorizing **(1)** the issuance by the City of Dallas of its Waterworks and Sewer System Commercial Paper Notes, Series F, in an aggregate principal amount at any one time outstanding not to exceed \$300,000,000, to provide interim financing to pay Project Costs for Eligible Projects and to refund obligations issued in connection with Eligible Projects;

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authorizing the issuance and delivery of promissory notes in connection with the issuance, sale and delivery of Commercial Paper Notes, and prescribing the terms, features and characteristics of such instruments; approving and authorizing certain authorized officers and employees to act on behalf of the City in the selling and delivery of such Commercial Paper Notes, within the limitations and procedures specified herein; making certain covenants and agreements in connection therewith; resolving other matters incident and related to the issuance, sale, security and delivery of such Commercial Paper Notes, including **(2)** the approval and authorizing the execution of a Credit Agreement with JPMorgan Chase Bank, National Association; **(3)** approving a Dealer Agreement and a related Issuing and Paying Agent Agreement in the manner herein provided; **(4)** approving the use of an Offering Memorandum in connection with the sale from time to time of such Commercial Paper Notes; and **(5)** providing an effective date - Not to exceed \$6,230,579 - Financing: Dallas Water Utilities Fund (\$683,300 upfront closing costs, plus three-year cost of \$5,547,279) (subject to annual appropriations)  
[The City Council was briefed by memorandum regarding this matter on June 7, 2024.](#)

Please feel free to reach out to me or Vhee Anastacio, City Agenda Manager if you have questions or should you require additional information at this time.

Service First, Now!



Kimberly Bizer Tolbert  
City Manager (I)

- c: Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
- Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement and Alignment (I)  
Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Technology Accountability Report – May 2024**

Please find attached the Technology Accountability Report (TAR) based on information through May 31, 2024. The TAR is a progress report reflecting the performance and operational status of the city in purchasing, implementing, operating, and securing technology to achieve the city's priorities and service objectives.

If you have any questions, please contact Dr. Brian Gardner, Chief Information Officer (I) and Director of Information & Technology Services.

A handwritten signature in cursive script that reads "Donzell Gipson".

**Donzell Gipson**  
Assistant City Manager (I)

c: Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billieae Johnson, City Secretary  
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Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

# Technology Accountability Report (TAR)



City of Dallas

**As of May 31, 2024**

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**Prepared by Information & Technology Services**

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**1500 Marilla Street, 4DS  
Dallas, TX 75201**

**214-671-9868**

# Executive Summary

The highlight of accomplishments achieved in May 2024 include:

- Section 1: IT Programs & Projects – Since the April 2024 TAR report, one major project was completed and removed from the report:
  - The **Asset Management System** project was implemented for Code Compliance to manage several different of assets to include ballistic vests, uniform items (pants, belts, reflective vests, shirts, jackets) issued to officers, and other equipment deployed to their staff to perform their duties. *(Previously Project #6 on April TAR Report)*
  
- Section 1: IT Programs & Projects – Since the May 2024 TAR report, three new major projects have been approved by the ITS Governance Board:
  - **Online Grant Management and Reporting Software – ARPA**  
An online system to automate the receipt of grant reports (financial, supporting documents, target analysis, performance metrics and demographics), as well as reminders to providers for report submissions that will save significant time.
  
  - **External WIC Website Design Proposal**  
The Office of Community Care (OCC) wants to implement a resource website that is designed/ built to provide our WIC Clients a resource center for education and services to improve their quality of life.

Executive Summary *continued*

- **Chesnut Health Systems - GAINS Online Tool**

- SaaS (Software As Service) solution for the City Attorney Office to automate bio-psychosocial screening, appraisal, intervention scheduling and referral, clinical assessment, and monitoring of individual needs within the legal domain.

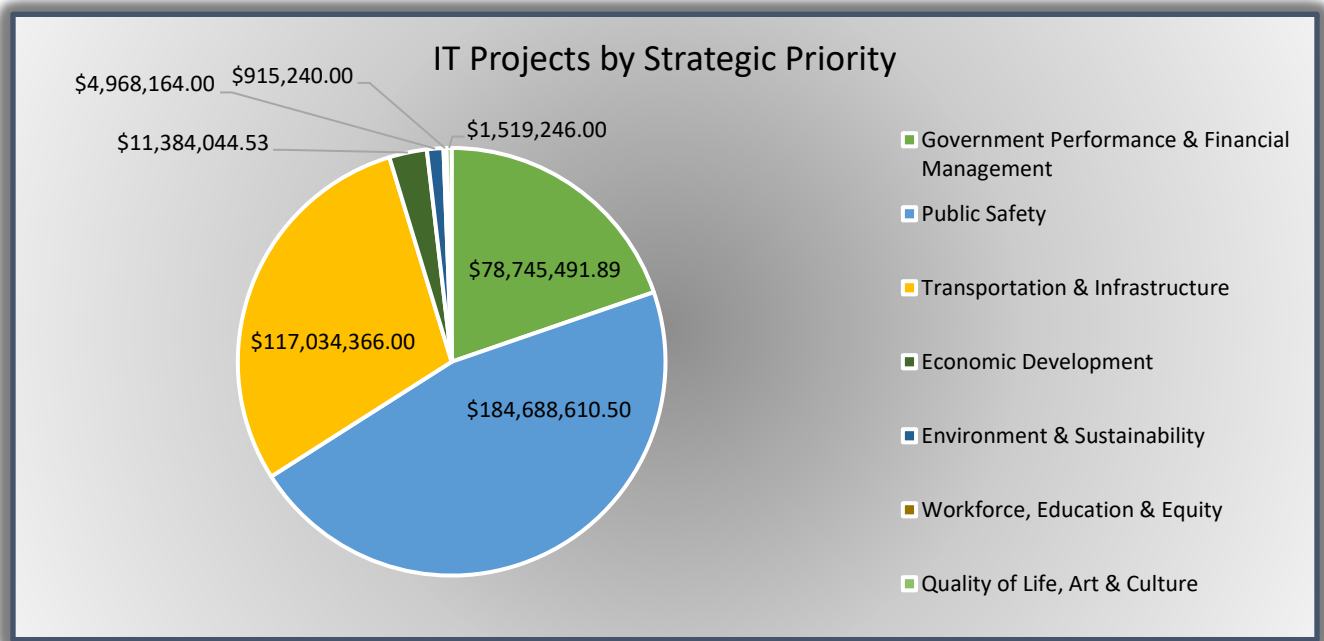
- Section 2: IT Operations – adds a new Subsection C that provides metrics for the fuel status and run time at each of the City’s Radio Site Generators. The ITS Radio/Mobile Technology team maintains twenty-nine (29) tower sites in operation of the P25 radio system that provides coverage for the City and several surrounding agencies for Public Safety and the City’s Public Works departments.
- The May storms presented several challenges to the ITS department. The new P25 radio system was tested in operations as multiple towers failed over to backup power in the aftermath of the storm. The systems performed well, with emphasis placed on ensuring all fuel reserves continue to be maintained, ensuring a high readiness state for that system. ITS worked with the radio system vendor support to ensure any issues were addressed and the system brought to a high level of operations for public safety.

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# Section 1: IT Programs & Projects

## A. Project Pipeline

### 1. IT Projects by Strategic Priority

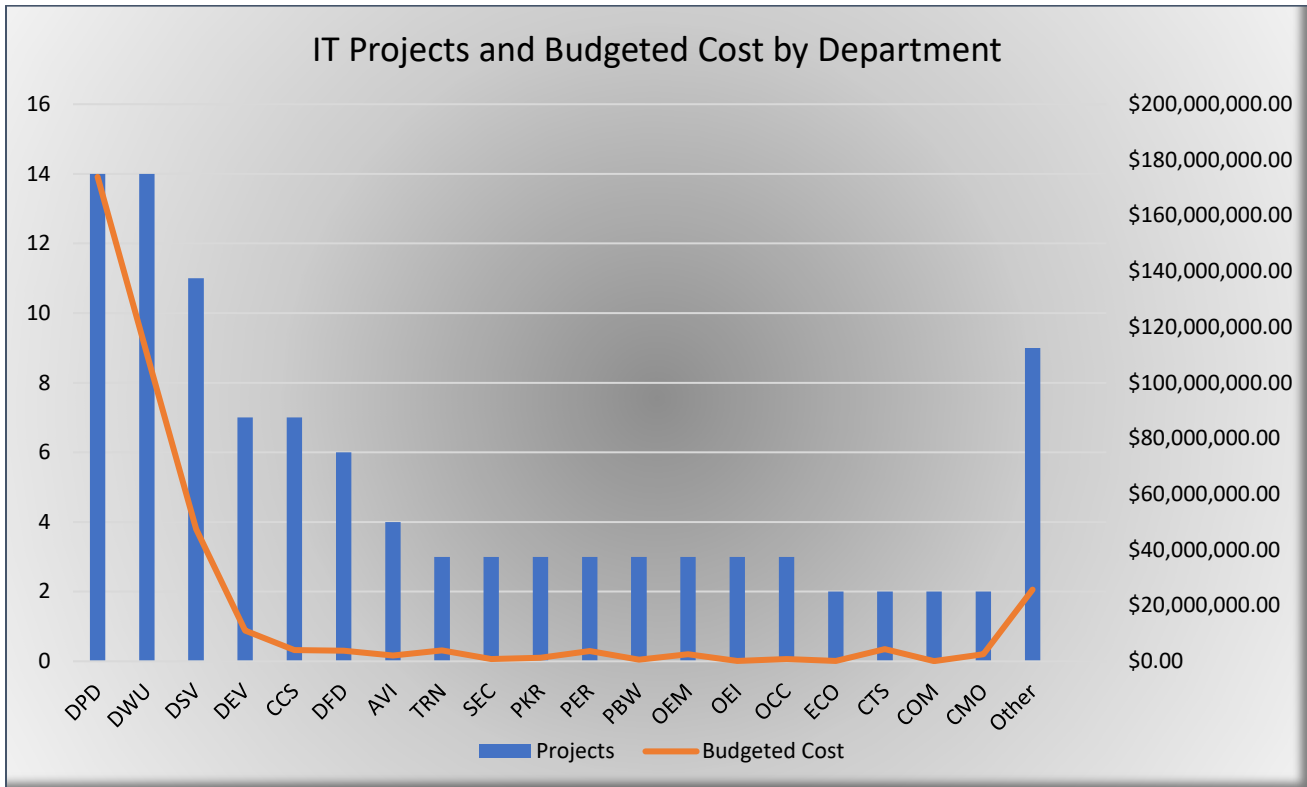


#### NOTES:

1. As of 05/31/2024, ITS has 105 approved IT projects in the pipeline.
2. The total budgeted costs for the 105 projects are \$399,255,162.
3. Project pipeline includes at least one project in 7 of the identified 8 strategic priorities.
4. The highest number of active IT projects are aligned to the Public Safety Strategic Priority with 25 projects at a total budgeted cost of \$184.7M, and Governance Performance Financial Management with a total of 27 projects at a total budgeted cost of \$78.7M, and followed by Transport & Infrastructure with 24 projects at a total budgeted cost of \$117.03M, and Environment & Sustain with 9 projects at a total budgeted cost of \$4.9M.



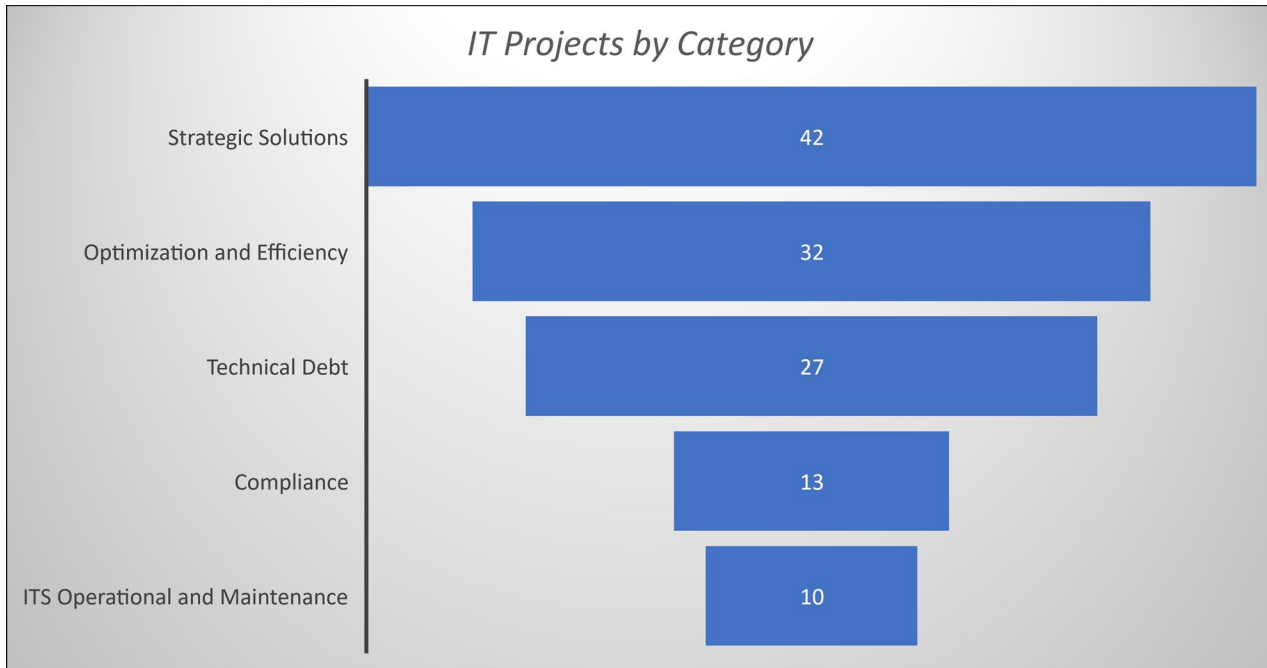
2. IT Projects and Budgeted Cost by City Department



**NOTES:**

1. Twenty-nine City Departments are represented across the 105 approved IT projects in the pipeline.
2. Dallas Police Department has 14 active projects at a total budgeted cost of \$173.9M, followed by Dallas Water Utilities with 14 active projects at a total budgeted cost of \$110.4M, Information & Technology Services with 11 projects at a total budgeted cost of \$47.5M, Code Compliance with 7 projects at a total budgeted cost of \$4.01M, and Development Services with 7 active projects at a total budgeted cost of \$10.9M and Dallas Fire and Rescue with 6 active projects at a total budgeted cost of \$3.8M.
3. Nine Departments have 1 active project each, making up the Other (OTH) group in figure 2 above.

3. IT Projects and Budgeted Cost by Category



**NOTES:**

1. Forty-two projects implement Strategic Solutions of new products or services with a budgeted cost of \$68.02M.
2. Thirty-two projects aim to increase Optimization and Efficiency of City processes and systems with a budgeted cost of \$274.13M.
3. Twenty-seven projects focus on reducing Technical Debt with a budgeted cost of \$109.95M.
4. Thirteen projects address Compliance Standards to meet industry regulations, government policies, or security frameworks with a budgeted cost of \$98.98M.
5. Ten projects are internal Operations and Maintenance projects with a budgeted cost of \$1.05M.

\*The number of projects spread among these categories total to more than 105 due to some projects falling into more than one category.


## B. Major Project Status

**\*\*LEGEND:**




- **Cancelled:** The project has not finished, and work on the project will not continue.
- **Completed:** Work on the project has finished, and all deliverables/tasks have been completed.
- **Delayed:** The project is still active, but we have passed the initial estimated completion date.
- **In Process:** The project is currently being worked on by the project team.
- **On Hold:** The project has not finished, and work on the project has been suspended.
- **Ongoing:** The project consists of multiple phases or is an operational project. Some portions have been completed, but the project has not fully reached fruition.






-  : Addresses Technical Debt


-  : PCI project


#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
1.	Enterprise Contact Center (ECC) Solution	The Enterprise Contact Center application within the City of Dallas is a secure, reliable, and scalable call platform to meet the high call volumes and growth to meet the needs of city residents. The ECC includes Natural Language Processing (NLP), Knowledge Base, Workforce Management, Interactive Voice Response (IVR), Courtesy Call Back, and other core call center capabilities to support multiple departments across the city. (\$2,134,245)	GPFM	311	Planning	In Process	
2.	Department of Aviation INDMEX AirBOSS Vehicle Tracking	This system provides the airport staff with a user friendly, browser-based means to track vehicle, aircraft movements, increase operational safety, and create a common operational picture. The Vehicle Tracking technology in this system allows the airport staff to track ground vehicles, driver positions while the Runway Incursion Warning System (RIWS) will alert vehicle operators in advance of a possible incident on runways. (TBD)	Transport & Infra	AVI	Planning	In Process	
3.	Veoci Dallas Airport System Phase 2 Implementation	This system provides the airport staff with a multifunctional platform providing emergency, safety management systems. This system allows users to create, share and manage all information related to unlimited number of emergencies, incidents, events and facilitates emergency mass communications to internal and external stakeholders of Dallas Love Field Airport. (TBD)	Transport & Infra	AVI	Jun-24	In Process	

#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
4.	AdvantageDallas Financial Upgrade	The CGI Advantage 3 system is utilized by all departments within the City for processing and recording of all budgets, procurement, and financial accounting transactions and interfaces with many enterprise business applications. This major upgrade will move the City's core financial system to a cloud-based solution providing advanced capabilities and incorporating modern technologies such as robotic process automation (RPA) and machine learning (ML) to improve the quality and speed of financial transactions. (\$22,095,745)	GPFM	CCO	Oct-24	In Process	
5.	Consumer Protection Online Salesforce Application/ Permitting system	This system will allow the department to implement online permit process for seven applications (wood vendor, motor vehicle repairs, Credit access, electronic repairs, home repair, scrap tire). Will allow business owners to access, complete, submit, and track their business permit applications online. (\$318,050)	Environment & Sustain	CCS	Planning	In Process	
6.	Body Worn Cameras for Code Personnel (CCS)	Code Compliance is implementing body-worn cameras to enhance citizen interactions, officer safety, and provide investigatory evidence for field inspections. The department has completed a pilot with limited staff and will move forward with a phased rollout.	Environment & Sustain	CCS	Planning	In Process	
7.	Envision Connect Replacement	This project will replace the current Restaurant Inspection System - Envision Connect. Envision Connect is at the end of life for support. The vendor is requesting to move to a newer application for restaurant inspections. (\$482,611)	Environment & Sustain	CCS	Planning	In Process	
8.	Vacant Property Registration Salesforce Platform	This project will develop a registration platform and process for identifying and tracking vacant properties. This City-wide process will be managed by the Code Compliance Department. It will also enable citizens to access an online platform to register and pay for vacant properties they own. (TBD)	Environment & Sustain	CCS	May-24	On Hold	
9.	Electronic Citation (eCitation) System	This project will implement an electronic citation system to support the Code Compliance department's operations. On an annual basis, the department issues over 69,000 Notices of Violation and over 10,000 citations. This system will improve operational efficiency by reducing the amount of time officers spend on-site, reducing paper waste, as well as data entry mistakes from hand-written citations. (TBD)	Environment & Sustain	CCS	Aug-24	In Process	




#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
10.	Safety Tracking, and Hazardous Identification and Inspections	This electronic system monitors training records and certifications. It permits the sharing of policies and procedures with a confirmation acknowledgement, conducts hazard identification inspections, audits, checklists, and conduct job safety hazard analysis. (TBD)	Environment & Sustain	CCS	Aug-24	In Process	
11.	Convention and Event Svcs - Office of Special Events - Customer Relation Mgmt System	Convention and Event Services Customer Relation Management System is currently operational but is not accepting Credit Card payments. This project implements PCI requirements to allow the system to eventually accept credit card payments. (TBD)	ECO	CCT	Planning	In Process	
12.	Enterprise Community and Employee Engagement Solution	This solution streamlines the city's ability to inform the public, solicit opinions, and conduct surveys to better support the citizens. It facilitates city authorities' active communication with residents and will help to better inform residents about service changes. (TBD)	GPFM	CMO	Sep-24	In Process	
13.	RFCSF for Court Case Management System	The current Court Case Management System (Tyler Technologies) contract will expire June 2024. CTS wishes to conduct market research and conduct a competitive procurement to ensure the best solution is selected to upgrade and improve Court Case Management. (\$4,371,720)	Public Safety	CTS	Planning	In Process	
14.	Development Services Training Simulator	The building permitting and inspection process involves several different components operating independently on separate software platforms. The purpose of this project is to develop a training simulator that allows for cross-collaboration across city divisions to improve quality and efficiency of processes. (\$50,000)	ECO	DEV	Planning	On Hold	
15.	Customer Queuing Software	Customers currently walking into the permit center need to be able to "sign in" and set appointments remotely. DEV needs to be able to offer this service to their customers to better track the data associated with their customers' experiences; volume, wait times, types of service...etc. This project will identify, procure, and implement a customer queue management solution for Development Services. (\$60,000)	ECO	DEV	Planning	In Process	
16.	Expand OnBase to the Entire SDC Department	The OnBase content management system was originally implemented only for the Building Inspection division within the Development Services Department (DEV). Purpose of this project is to implement the content management system to all divisions within DEV. (\$180,712)	ECO	DEV	Dec-24	On Hold	



#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
17.	iNovah Upgrade	This project upgrades existing software to the most recent version and provide new hardware for iNovah, the Point of Sale/cashiering system for Sustainable Development. <b>(\$56,365)</b>	ECO	DEV	Dec-24	In Process	
18.	DallasNow	The city's current permitting system has reached end of life, cannot interact with the new geospatial technology standards, and is difficult to change to support new business requirements, and workflows. This project will deploy a new system to replace the existing system and to add efficiencies in the permitting process. <b>(\$9,746,780)</b>	ECO	DEV	Sep-25	In Process	
19.	Smart Device/ Technology Behavioral Health App for DFR Members	This project will provide a Peer Support Contact App for Dallas Fire-Rescue (DFR) personnel. At Dallas Fire-Rescue (DFR), the City is promoting whole-person wellness. This new application will supplement existing mental health support services available to the City's DFR members. <b>(\$170,000)</b>	Public Safety	DFD	Planning	In Process	
20.	Telestaff-Workday Integration Phase 2	Telestaff automated scheduling and staffing system for City of Dallas Fire Department 24-hr employees' integration with Workday Payroll System. <b>(\$731,238)</b>	Public Safety	DFD	Jun-24	In Process	
21.	Dispatch/ Communications Video Wall	This video system will be a "video wall" solution to display relevant information regarding Fire and EMS dispatches. It will include Traffic Camera inputs, weather information, and other information to enhance DFR's dispatchers as they work Fire and EMS teams in real-time. <b>(TBD)</b>	Public Safety	DFD	Sep-24	In Process	
22.	Fire Station Alerting System	Dallas Fire Rescue dispatches resources from 58 fire stations strategically deployed throughout the City. To avoid response delays, DFR relies on a station Alerting System that integrates with our Computer Aided Dispatch (CAD) system to advise firefighter/paramedics of assistance calls. The current station alerting system is end of life, difficult to maintain, and lacks the full range of functionality more modern solutions provide. This project will conduct market research, procure, and implement a new modern station alerting system for Dallas Fire Rescue. <b>(\$1,860,000)</b>	Public Safety	DFD	Oct-24	In Process	
23.	IT Infrastructures for New Fire Stations 19, 21, 36, 41, 46, 58 & 59	Total of 8 new and rebuild Dallas Fire Stations are being constructed in scope Sta. 46, 36, 59, 41 Temp, 41 Replacement, 19, 58 and 21 FS/AVI Center. All new IT infrastructures including cabling, network, workstations, printers, radio alerting system equipment, etc., will be activated in line with facility openings. <b>(\$131,688)</b>	Public Safety	DFD	May-25	In Process	




#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
24.	DPD Gun Range Software	This system supports the Firearms Training Center (FTC). It will provide tracking of weapons training and weapons qualifications for rifle, pistol and shotgun training. It will also need to keep track of weapons maintenance and other information related to officer's firearm training. (TBD)	Public Safety	DPD	Planning	In Process	
25.	County CAD Collaboration	Upgrade and expand the city's Computer-Aided Dispatch (CAD), extending it to the County to improve collaborate on emergency 911 call center responses. This project is also required to fully implement the upgrade of the 911 call center's telecommunications infrastructure. (\$0)	Public Safety	DPD	Planning	In Process	
26.	WEB-RMS	This project will migrate DPD's current law enforcement Records Management System (RMS) case management system from the current onsite solution to an upgraded Web-based system. The upgraded RMS will give the department needed functionality that is not available to the department currently in the on-premises solution. Current limitations require process workarounds creating potential errors and inefficiencies which will be resolved with the upgrade. (\$1,010,000)	Public Safety	DPD	Planning	In Process	
27.	Ricoh-Fortis Document Management System Replacement	The DPD Fortis document management system is at end of life and no longer supported. This project will replace and upgrade the DPD document management system. (\$217,633)	Public Safety	DPD	Planning	In Process	
28.	Fusus Devices Implementation for DPD	The Fusus product suite will provide a video and data collaboration platform to expedite intelligence gathering and efficiency of response to situations as they unfold throughout the community. Further, providing a tool for identifying the location of cameras in proximity that may provide valuable information to aid in the response and/or subsequent investigation. (\$478,589)	Public Safety	DPD	July-24	In Process	
29.	Off-Duty Job Application	This system will manage all elements of off duty jobs for DPD employees including tracking of personnel off-duty jobs, and number of hours worked. It will handle payments to employees for off-duty work and payments to the City for the use of any City assets. (TBD)	Public Safety	DPD	Nov-24	In Process	
30.	Use of Force – Police Strategies LLC	This project will provide a data analytics platform which produces analytic dashboards which provides comparative analysis by extracting data from incident reports, officer narratives, analyzes the data using established algorithms, and produces written summary reports used by DPD leadership in focusing resources. (\$1,383,800)	Public Safety	DPD	Jul-26	Ongoing	

#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
31.	Surveillance Cameras and Real Time Crime Center	This project will provide a “Real Time Crime Center” capability within Jack Evans police station. It will include: 1) building a new command center video room (Real Time Crime Center), 2) building camera installations, 3) video camera software, video storage, and surveillance camera installations at intersections, and 4) trailer camera installations. (\$20,409,944)	Public Safety	DPD	Sep-26	In Process	
32.	CAD & RMS Universal Replacement	This project will replace the current Computer Aided Dispatch (CAD) system and the Records Management System (RMS) with a holistic, universal solution to support the Dallas Police Department, Dallas Fire-Rescue, and the Dallas Marshal’s office. The goal of this project is a solution utilizing industry best practices, while also providing uniformity across both platforms. This will support better tracking of incidents from initiation through investigations to final resolution. (TBD)	Public Safety	DPD	Oct-26	In Process	
33.	In Car Video Body Worn Camera Interview Room	There is a Federal Requirement to video record public safety stops. In car systems involve video in patrol cars. Body worn cameras involve wearable video camera systems for officers and replacing video equipment in Public Safety interview rooms. (\$146,855,764)	Public Safety	DPD	Planning	In Process	
34.	Relocate Development Services to New Facility	In September 2022, the City of Dallas purchased a new facility at 7800 N. Stemmons Freeway which will serve as the offices and storefront for the Development Services Department (DEV). This project will provide all new IT infrastructure including cabling, network, workstations, printers, radio equipment, etc. in line with the facility opening. (\$5,000,000)	GPFM	DSV	Planning	In Process	
35.	Network Unified Communications Upgrade	The City’s current collaboration suite is at end of life and requires an update to maintain functionality and reduce risk. This project will upgrade the Unified Communications Management (UCM) to the latest version available. (\$618,180)	GPFM	DSV	Aug-24	On Hold	
36.	PCI DSS Requirements Validation Project	This project focuses on protecting Cardholder Data (CHD) and the Cardholder Data Environment (CDE) by utilizing PCI Data Security Standards. The goal of Payment Card Information Data Security Standards (PCI DSS) is to ensure the protection (privacy) of cardholder data and sensitive authentication data wherever it is processed, stored or transmitted. This project initially focuses on current active projects with PCI components and will expand to cover other projects and systems, as necessary. (TBD)	GPFM	DSV	Oct-24	In Process	



#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
37.	IT Project and Portfolio Management Tool	This project will implement a new Project and Portfolio Platform (PPM) tool suite to provide a centralized and automated project management portfolio, assist with project intake, and improve the tracking and management of IT projects. (\$300,134)	GPFM	DSV	Nov-24	In Process	
38.	ServiceNow Phase 2	ServiceNow Phase 2 comprises 4 major tasks or subprojects – “IT Software and Hardware Asset Management”, “ServiceNow Stabilization and Workflow Improvement”, “ServiceNow Fedramphotell Cloud Migration”, and “ServiceNow Version Upgrade to San Diego Q1 2022”. (\$1,305,890)	GPFM	DSV	Dec-24	In Process	
39.	Digital Equity Infrastructure	This project seeks to meet the City’s vision of ensuring that all Dallas households will have high-speed, reliable internet and access to devices in their homes by seeking commercial telecommunication service providers to develop and implement digital equity infrastructure which addresses established gaps in targeted communities. (\$40,000,000)	GPFM	DSV	Dec-26	In Process	
40.	Unsupported Software Remediation	Identify servers and databases running unsupported versions of software and applications that will require modifications to bring up to supported software levels. As well as develop a plan to upgrade in a sequenced fashion. (\$0)	GPFM	DSV	Dec-26	Ongoing	
41.	Enterprise Capital Project Management System (ECPMS) Phase 2	Phase 2 Implementation of the Enterprise Capital Project Management System (ECPMS), IBM Tririga, to support the DWU Capital Projects division. Also, includes the delivery of reporting enhancements and efficiencies to the Phase 1 implementation. (\$2,169,090)	Transport & Infra	DWU	Planning	In Process	
42.	LIMS Acquisition and Implementation Phase 3	DWU is implementing a Laboratory Information Management System (LIMS) for one Analytical Lab, five treatment plants, the Water Quality Division and the Watershed-Reservoir Division to increase regulatory compliance, productivity, efficiency and effectiveness. (TBD)	Transport & Infra	DWU	Sep-24	In Process	
43.	Enterprise Work Order and Asset Management (EWAMS) Phase 2	Implementation of an Enterprise Work Order and Asset Management System (EWAMS), that can be utilized as the standard for the City of Dallas. The Phase 2 effort of this Enterprise platform implementation will manage Work Orders and Maintenance. (\$4,901,864)	Transport & Infra	DWU	Sep-25	In Process	
44.	Enterprise Work Order and Asset Management (EWAMS) Phase 3	This professional service contract allows for continuous consultant services for the expansion of the Enterprise Work Order and Asset Management System (EWAMS). Phase 3 will oversee the implementation of Dallas Water Utilities (DWU) Meter Services division. (\$12,989,751)	Transport & Infra	DWU	May-28	In Process	

#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
45.	Library Website Update	The library’s website needs to be updated to meet the current and future needs of the library including being able to support additional online content, online programs, and education. (TBD)	QOL	LIB	Dec-25	In Process	
46.	Neighborhood Expansion Fair Housing	The purpose of the software is to complete the Fair Housing assessment of housing projects. This ensures we affirmatively further fair housing in the City as required by the Fair Housing Act and HUD. (\$25,700)	WEE	OEI	Planning	Delayed	
47.	Stormwater Compliance Information Management System	OEQ staff currently manage mission-critical and legally sensitive environmental management consent decree (EMCD) /permit-required tasks through a 20-year-old “homemade” information system built on MS Access 2002 and InfoPath. This project will procure and implement a new, modern system which provides timely information through dashboards and reports. (\$49,900)	Environment & Sustain	OEQ	Jul-24	In Process	
48.	Real Estate Case Management System	This project will streamline the leasing of properties and the utilization of right-of-way by introducing an online application process. It will also give applicants the ability to track progress of their application in real time. (TBD)	Transport & Infra	PBW	Planning	In Process	
49.	Snow & Ice Response	This project supports emergency response during snow and ice events. It will streamline the City’s emergency response capability and will allow the Public Works department to quickly provide updated sanding information to other departments, to include Public Affairs Outreach Dept., Office of Emergency Management, Dallas Fire and Rescue, and Dallas Water Utilities. (TBD)	Transport & Infra	PBW	Oct-24	In Process	
50.	Document and Automate COD Worker On-Offboarding Process(es)	This project will document and improve city Onboarding and Offboarding processes and system interactions. (TBD)	GPFM	PER	Nov-24	In Process	
51.	Historical Data Repository Solution for Select HR System Data	This project will provide an approved data warehouse solution for HR data being migrated from offboarding applications. This project will define data governance rules and enable compliant retention of City data from numerous current Human Resources (HR) systems. It will provide for an approved Data Warehouse for operational support, reporting and regulatory (data retention) compliance. The final solution will integrate with the HR Workday (WD) system. (\$1,961,406)	GPFM	PER	Feb-25	In Process	

#	Project Name	Description	Strategic Priority	Dept	Estimated Completion Date	Project Status	Value Adds
52.	Replace Human Capital Management System Ph 2	This initiative involves the strategic implementation of HR modules for Performance and Talent Management, Recruiting and Onboarding, Learning Management System, Benefits Administration, and Advanced Compensation. In addition, we are orchestrating a meticulous Data Migration process, ensuring a seamless transition from legacy applications. <b>(\$3,016,700)</b>	GPFM	PER	Feb-25	In Process	
53.	Installation of Lighting and Security Cameras on the Runyon Creek Trail	This project will install cameras and lighting along the Runyon Creek Trail. It will enhance safety for the 2.7-mile Runyon Creek Trail in southern Dallas. <b>(\$186,464)</b>	QOL	PKR	Planning	In Process	
54.	PKR Asset Inventory, Amenity, and Maintenance Management System	This project will implement an integrated park asset, work order, operations and maintenance, along with resource management for the Park and Recreation Department. <b>(TBD)</b>	QOL	PKR	Nov-24	In Process	
55.	Payment Vendor (SAP Users – DWU)	This project is to migrate DWU and other user departments of online (Biller Direct) and IVR payments to a new payment platform which provides real-time information for payments and reconciliation. <b>(\$15,000,000)</b>	Transport & Infra	SAP	Planning	In Process	
56.	DWU Billing CIS and Customer Portal Replacement	DWU’s current CIS system, SAP, will reach its end of life in 2025. DWU must replace SAP by 2025 to ensure continuity for billing. <b>(\$0)</b>	Transport & Infra	SAP	July-28	In Process	
57.	Build an Ethics Financial Reporting Solution	The purpose of this system is to promote and support ethical financial compliance. <b>(\$15,000)</b>	GPFM	SEC	Planning	On Hold	
58.	SEC Records Inventory Management Solution	Replace the current obsolete and unsupported FoxPro database with a state-of-the-art software application (preferably SaaS) that provides full functionality for operating a records center. Replacing this application will improve the management of the 70,000+ <b>(\$231,440)</b>	GPFM	SEC	July-24	In Process	
59.	Electronic Document Management (EDMS)	Project provides Electronic Document Management and Document Archive System for the City Secretary’s Office. <b>(\$336,562)</b>	GPFM	SEC	Dec-24	On Hold	

**NOTES:**

1. **Enterprise Contact Center (ECC) Solution.** Project is still in process. Anticipate approximately 3 – 6 months' work to implement Single Sign On. The final phase of procurement was finalized 11/20/2023. Estimated Completion Date will be updated after phase planning is complete.
2. **Department of Aviation INDMEX AirBOSS Vehicle Tracking.** This project is in the initiation phase. End date will be adjusted once planning phase is complete.
3. **Veoci Dallas Airport System Phase 2 Implementation.** This project is in the planning stage. Completion date will be updated, as necessary, upon completion of planning phase.
4. **Advantage Dallas Financial Upgrade.** This project has been renamed from "Core Financial Systems Upgrade" to "ADVANTAGE Dallas Financial Upgrade".
13. **RFCSP for Court Case Management System.** The RFCSP is pending and expected to be released by Procurement by April 2024.
14. **Development Services Training Simulator.** This project is on hold due to competing priorities.
17. **iNovah Upgrade.** The iNovah project reconvened with the goal of upgrading the application to the newest software version of 2.70 from the 2.64 version. During the process the team will also upgrade all cashiering stations with the latest cashiering devices.
19. **Smart Device/Technology Behavioral Health App for DFR members.** Project has moved to procurement phase.
20. **Telestaff-Workday Integration Phase 2.** Telestaff-Workday Integration(s) Phase 2 - Fire and CCO-Payroll started Parallel Payroll testing March 2024 - June 2024. TS-WD Integration(s) for Fire uniform anticipated Go-live in Production June 2024.
23. **IT Infrastructures for New Fire Stations 19, 21, 36, 41, 46, 58 & 59.** Project is being implemented in an agile fashion. Fire Stations complete to date include Sta. 46, 36, 41, 58, 59 and 19. Remaining FS 21/AVI Center, the contract is being developed.
24. **DPD Gun Range Software.** This project is beginning the procurement process. Completion date will be provided when available.
26. **WEB-RMS. Procurement Process has been completed,** Project Meetings have been started both internal and external meeting cadence established. Vendor will be on site the week of 15 for Internal Meetings.

- 27. **Ricoh-Fortis Document Management System Replacement.** This project is in the planning stages. New timeline is being developed. New date will be provided when available.
- 29. **Off-Duty Job Application.** This project is beginning the procurement process. Completion date will be provided when available.
- 30. **Use of Force - Police Strategies LLC. All initial project tasks have been completed.** End date of project is 2026 because Dallas will continue to provide data on a quarterly basis until the end of the contract.
- 41. **Enterprise Capital Project Management System (ECPMS) Phase 2.** Additional GIS enhancements have been documented and approved by the Business Unit and vendor before adding additional scope to the project. Purchasing request in progress.
- 52. **Replace Human Capital Management System Ph 2.** The Workday Modules Implementation will be done in three phases. Recruiting-Onboarding and Talent-Performance is Now Live in Production. Benefits anticipated Go-live is January 2025. Advanced Comp and LMS (Learning Mgmt. System) anticipated Go-live March 2025.
- 57. **Build an Ethics Financial Reporting Solution.** Project date will be updated after this project has completed the procurement process.
- 58. **SEC Records Inventory Management Solution.** Project is on schedule per our project plan. Team is currently moving into UAT and training phases. Documents for PCI Compliance have been requested from the vendor.
- 59. **Electronic Document Management - EDMS.** The EDMS project is part of a group of projects relying on the Hyland Software System, which are being developed serially. We are currently re- validating project budget, scope, and participating department and will then re-work the schedule.

## C. Changes to Major Project Status List

1. Major Projects implemented or closed since last report.
  - a. Asset Management System – Project #6 on April 2024 report
  
2. New Projects approved by the IT Governance Board.
  - a. Online Grant Management and Reporting Software – ARPA
  - b. External WIC Website Design Proposal
  - c. Chesnut Health Systems - GAINS Online Tool

# Section 2: IT Operations

## A. Outage Report

### 1. Monthly Service Desk Report

The IT Service Desk functions as the single point of contact (SPOC) between the City’s IT organization and its end users. The Service Desk handles a variety of requests that include distribution to support, setting user passwords, and troubleshooting issues. It assists customers with incident resolution and service request management. The Monthly Service Desk Report provides metrics and trends of the IT service desk performance.

#### Service Desk Call Metrics

Category	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Total Calls	5528	5698	8195	6344	6228	5836	3034	3719	4108	5720	6419	6621
Answered	5005	5513	7941	6056	6143	5759	3006	3693	4070	5628	6315	6480
Abandoned	523	185	254	288	85	77	28	26	38	92	104	141
Abandoned (<10sec)	175	71	103	122	55	57	12	19	18	52	23	22
Abandoned %(<10sec)	3.5	1.3	1.3	2.0	1	1	1	1	0	1	1	1

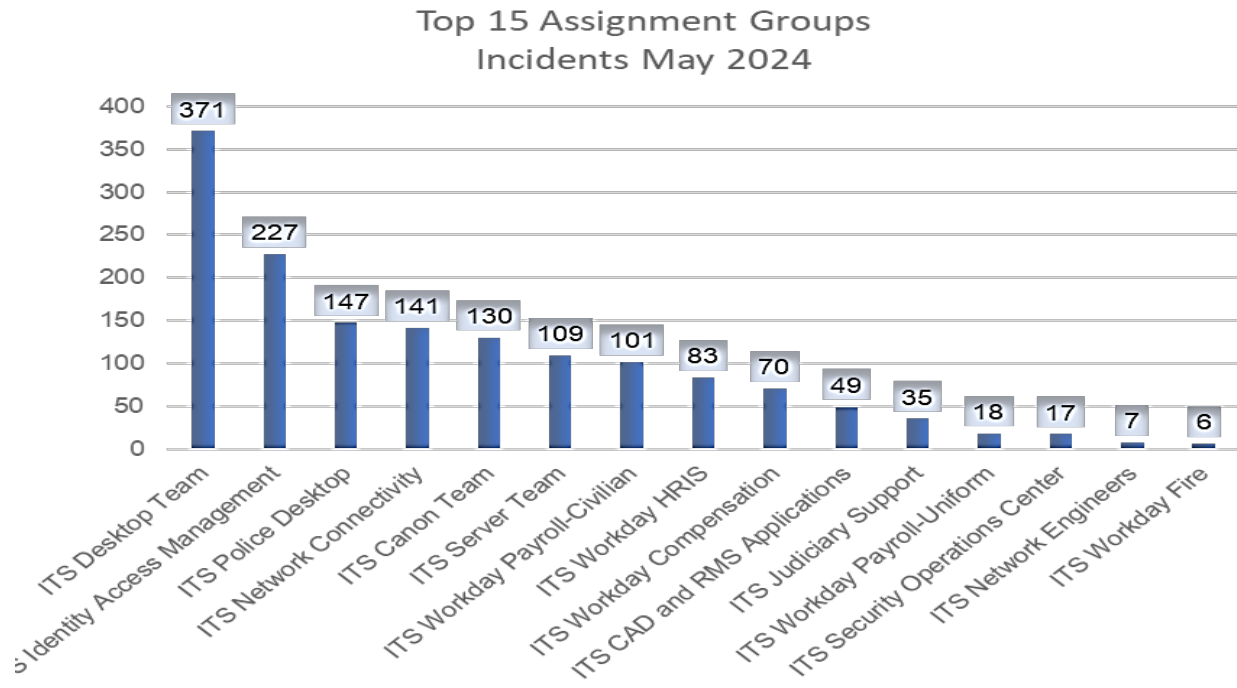
Metric	Metric	Current Month	Trend						
Average Speed to Answer – Voice	Average Speed to Answer - Voice	00:18							
Password Related Incidents	Password Related Incidents	74%	<table border="1"> <tr><td>69.3%</td><td>71.1%</td><td>73.8%</td></tr> <tr><td>Mar</td><td>Apr</td><td>May</td></tr> </table>	69.3%	71.1%	73.8%	Mar	Apr	May
69.3%	71.1%	73.8%							
Mar	Apr	May							
First Contact Resolution - Incident	First Contact Resolution - Incident	92.06%	<table border="1"> <tr><td>86%</td><td>91%</td><td>92%</td></tr> <tr><td>Mar</td><td>Apr</td><td>May</td></tr> </table>	86%	91%	92%	Mar	Apr	May
86%	91%	92%							
Mar	Apr	May							
Average Duration – Service Desk	Average Duration - Service Desk	0.22 Days* 323 Minutes	<table border="1"> <tr><td>300</td><td>361</td><td>323</td></tr> <tr><td>Mar</td><td>Apr</td><td>May</td></tr> </table>	300	361	323	Mar	Apr	May
300	361	323							
Mar	Apr	May							
Average Duration – Field Services	Average Duration - Field Services	1.73 Days 2505 Minutes	<table border="1"> <tr><td>3365</td><td>4172</td><td>2505</td></tr> <tr><td>Mar</td><td>Apr</td><td>May</td></tr> </table>	3365	4172	2505	Mar	Apr	May
3365	4172	2505							
Mar	Apr	May							
Average Duration - PD Field Services	Average Duration - PD Field Services	2.05 Days 2955 Minutes	<table border="1"> <tr><td>2851</td><td>3455</td><td>2955</td></tr> <tr><td>Mar</td><td>Apr</td><td>May</td></tr> </table>	2851	3455	2955	Mar	Apr	May
2851	3455	2955							
Mar	Apr	May							

**NOTES:**

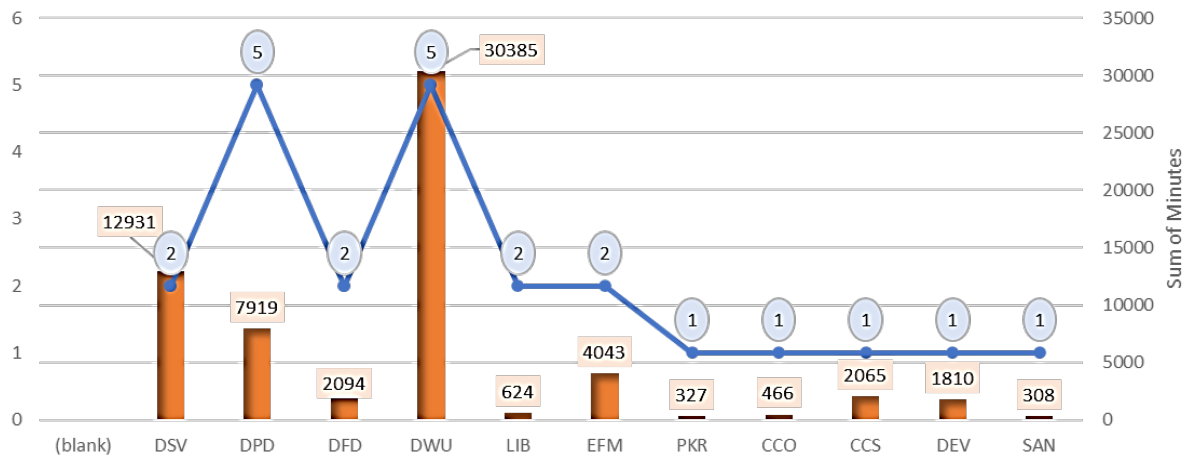
1. In May 2024, the IT Helpdesk received 6621 calls for support. This is an increase of 202 calls over April 2024 which saw 6419 calls, and significantly above the rolling yearly average of ~5620 per month.
2. First Contact Resolution (Incidents) improved to 92.6% in May, compared to April, at 90.8% and above the rolling year average of 83%.
3. Field Services (excluding DPD) average service duration of 1.73 days in May is a significant improvement over April which was 2.35 March.
4. Field Services for DPD average service duration improved to 2.05 days in May compared to 2.4 days in April.



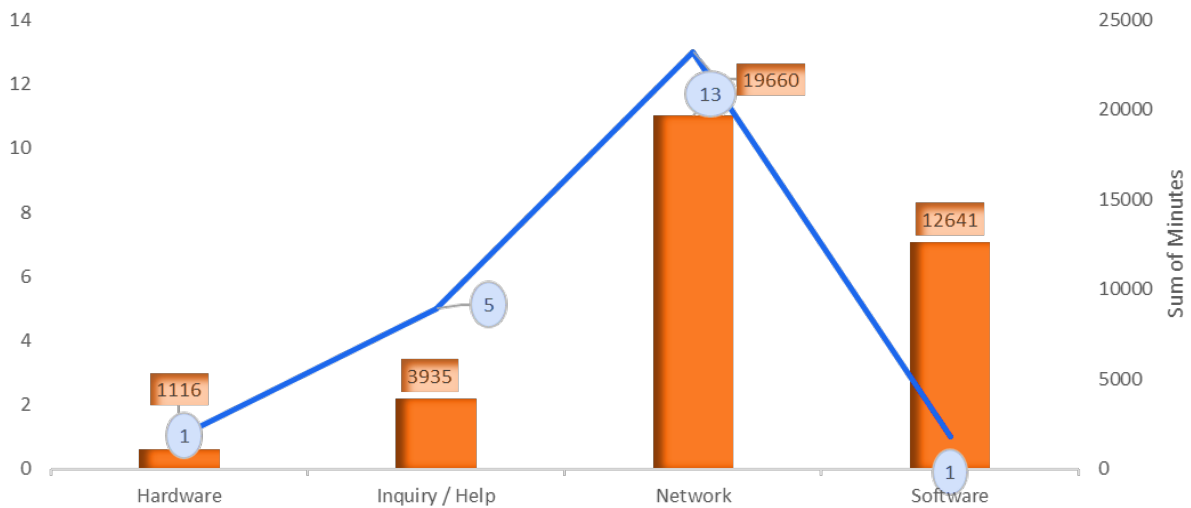
2. Monthly Incident Report (Break/Fix “My Computer Doesn’t Work”)



Impact Minutes by Department  
Severity 1 and Severity 2

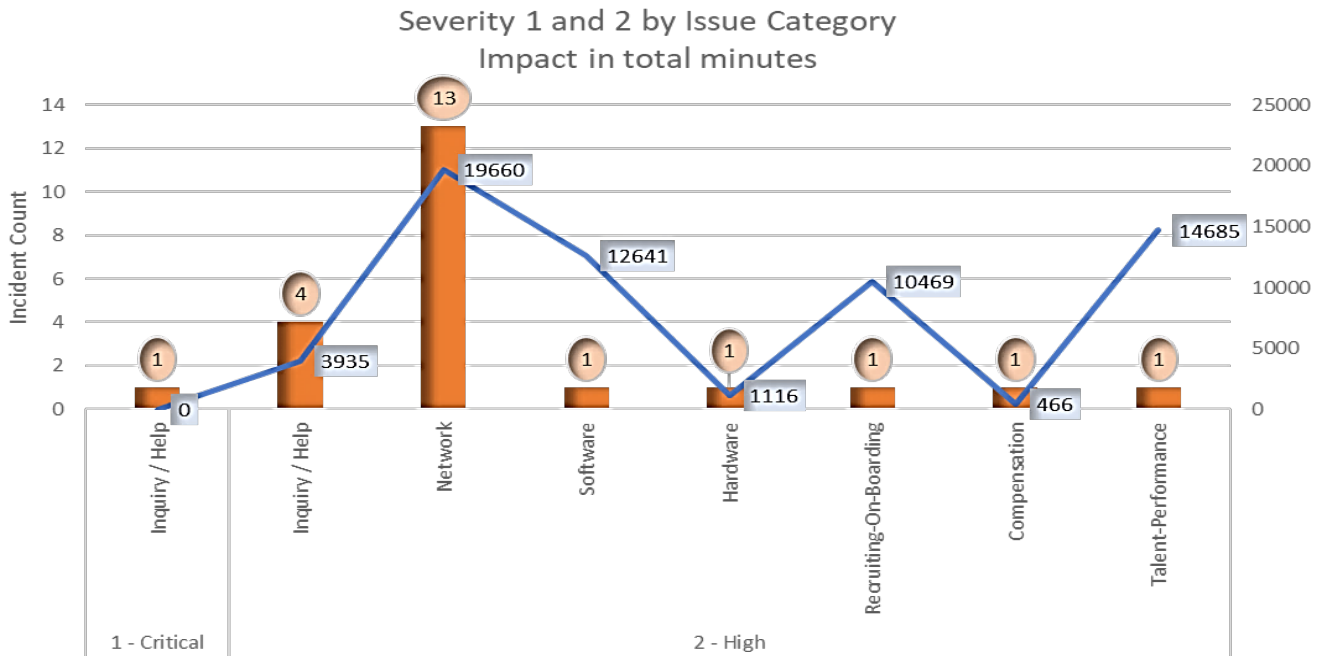


Impact Minutes by Issue Category  
Severity 1 and Severity 2



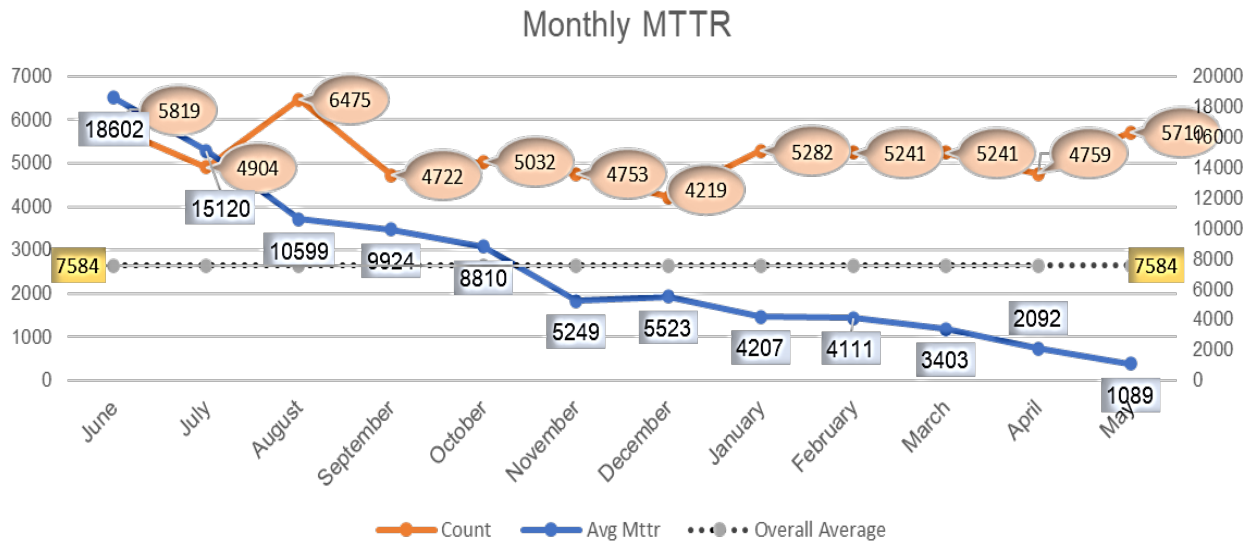
**NOTES:**

1. Severity 1 and Severity 2 incidents are the most severe and most likely result in degraded services or outages that impact the ability of City departments to fulfill their missions.
2. The top chart tracks the number of reported major incidents by department, along with the total number of minutes, the incident(s) potentially impacted them.
3. The lower chart tracks major incidents by category and minutes of impact.



**NOTES:**

1. This chart provides the distribution of major incidents and impact minutes over specific services and delineated by Critical and High severity.
2. Payroll issues are all treated as Critical in nature. Payroll issues are not considered IT related issues.



**NOTES:**

1. This chart provides the trendline for the average mean time to repair (MTTR), an industry standard for tracking the timeliness of resolution on reported incidents.
2. Mean Time to Repair, in these reports, is calculated as the total time from Report of Incident to the Resolution of the Incident.
3. May numbers do not include 481 tickets which remain “in-progress” and as of the reporting date not yet resolved.
4. Previous months MTTR figures have been adjusted to reflect 33 incidents from previous months that were closed in this reporting cycle.
5. Previous months MTTR numbers updated to reflect post reporting month closure validation. May numbers will be updated in June reporting cycle to reflect tickets closed post data compilation.

### 3. Monthly Major Outage Report

Priority	Description	Department	Primary	Assignment Group	Hours
1 - Critical	Error entering shift pay changes for multiple DPD employees	DPD	Inquiry / Help	ITS Workday Compensation	Status Active
2 - High	DFR/DPD Off Site Stations - Not on City Network	CCO	Compensation	ITS Workday HR Apps	7.8
2 - High	Canon Printers   Secure Print not printing	DPD	Hardware	ITS Canon Team	18.6
2 - High	Workday   issue with trying to hire -----for PMxxxx	DWU	Talent-Performance	ITS Workday HRIS	244.8
2 - High	Workday   promotion gives an error message	DWU	Recruiting-On-B	ITS Workday HRIS	174.5
2 - High	Network   Network is unresponsive	CCS	Network	ITS Network Connectivity	34.4
2 - High	Network Unresponsive   Network unresponsive	EFM	Network	ITS Network Connectivity	34.3
2 - High	Network Unresponsive	DWU	Network	ITS Network Connectivity	34.3
2 - High	Network Outage	EFM	Network	ITS Network Connectivity	33.1
2 - High	Network   Network unresponsive	DWU	Network	ITS Network Connectivity	4.0
2 - High	UPGRADE   RMS/FBR SERVERS TO WINDOWS 2016 SERVER	DSV	Software	ITS Server Team	210.7
2 - High	Network  Network Unresponsive	PKR	Network	ITS Network Connectivity	5.5
2 - High	Onbase Electronic Document Management System (Hyland)   Not allowing them to open up documents	DEV	Inquiry / Help	ITS Posse Apps	30.2
2 - High	Vesta   Vesta and Cisco phone lines are not able to dial long-distance numbers	DPD	Inquiry / Help	ITS AT&T Managed Services	25.9
2 - High	Network  Server Reboot	SAN	Inquiry / Help	ITS Server Team	5.1
2 - High	Network   Facility's network is unresponsive	DWU	Network	ITS Network Engineers	49.0
2 - High	P25   Microwave interconnectivity	DSV	Network	ITS Network Radio	4.8
2 - High	Network   Network has become unresponsive	DPD	Network	ITS Network Connectivity	53.6
2 - High	Network   Network Unresponsive	DFD	Network	ITS Network Connectivity	30.2
2 - High	Network   (Network and Phones) Unresponsive	LIB	Inquiry / Help	ITS Network Connectivity	4.4
2 - High	Network   Network unresponsive (Network and phones )	LIB	Network	ITS Network Connectivity	6.0
2 - High	Network   Network unresponsive	DFD	Network	ITS Network Connectivity	4.7
2 - High	Network  network unresponsive	DPD	Network	ITS Network Connectivity	33.9

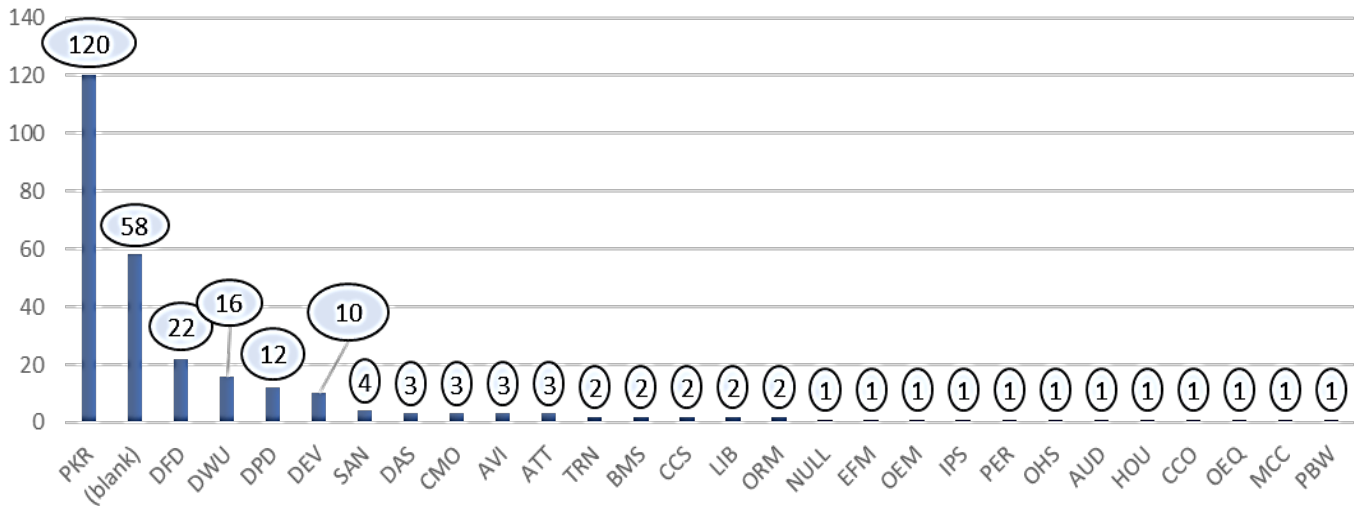
**NOTES:**

1. Major incidents are identified as Severity 1 and Severity 2 that have significant impact to City services or Department’s ability to perform critical functions and last over 4 hours in duration. Major incidents are measured by duration of impact, degraded or full outage of services.
2. May saw an increase in both the average time to repair and total impact time for Major Incidents compared to April. May average MTTR of 47.7 hours compared to 44.4 hours in April. May total impact 1049.5 hours compared to April which had 976.6 hours.
3. Twenty-three major incidents in the month of May, 1 critical and 21 high. An increase of 1 over April of 1 critical and 21 high.
4. The severe storm of May 28<sup>th</sup> accounts for 8 network related high incidents and 186.6 hours of impact.

## B. Service Requests (including new employee onboarding)

### 1. New Hire Report

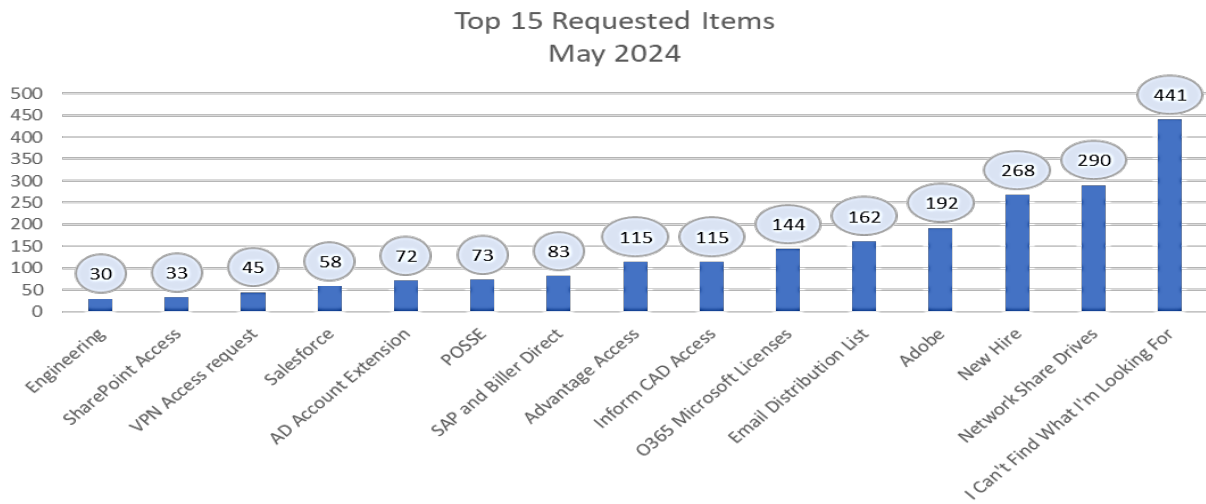
New Hire Requests by Department  
May Total New Hires Requests 276



#### NOTES:

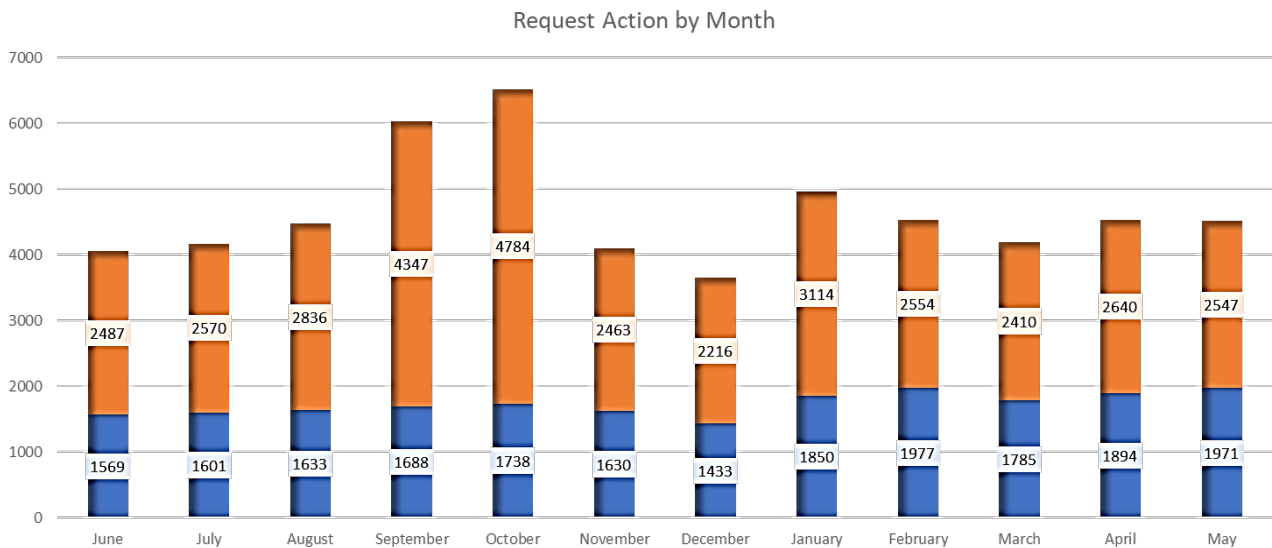
1. In the month of May, a total of 276 request tickets were generated for new employees.
2. PKR, DFD, and DWU were the top 3 New Hire Request departments. \*Excluding blanks
3. Blank indicates no department match was available for the requested onboarding at the time the report was generated.

## 2. Service Request Report (An ask for service – “I Need Software Installed”)



**NOTES:**

1. May Service Requests totaled 2547, a decrease of ~100 over April which totaled 2640. This report depicts the top 15 Request by type that were selected.
2. “I Can’t Find What I’m Looking For” is a category used when a service catalog item does not exist for what the user is asking.



**NOTES:**

This chart illustrates that 1971 Requested Tickets generated 2547 Requested Actions. Frequently, one request generates multiple actions to be completed by one or more teams to fulfill the ask.

### C. Radio Site – Generator Status

The ITS Radio/Mobile Technology team maintains twenty-nine (29) tower sites in operation of the P25 radio system. The P25 system provides radio coverage for the City and several surrounding agencies for Public Safety and the City’s Public Works departments. To maintain constant and emergency availability of the radio network, many of the tower locations are supported by generators. The table below provides information pertaining to each location’s fuel status and estimated run time (in days) based on current capacity. Items with an \* indicates fuel has been requested.

Site Name	Type	LPG %	Tank size	Estimated Run Time
Broadway	Site	80%	1000 Gal	7-8 days
Cedar Hill	Site	65%	1000 Gal	5-6 days
Cedardale	Site	71%	1000 Gal	6-7 days
Crowley Courts	Building & Dispatch	Dallas County Building		
Crown Park	Site	80%	1000 Gal	7-8 days
Desoto	Site	80%	1000 Gal	7-8 days
Dolphin	Site	80%	1000 Gal	7-8 days
Evelyn	Site	80%	500 Gal	7-8 days
Fire Station 37/Greenville	Site	Information Pending		
Florina	Site	80%	1000 Gal	7-8 days
Forest	Site	80%	1000 Gal	7-8 days
Garland/Costa Mesa	Site	No Generator at this site		
Gun Range	Site	67%	1000 Gal	5-6 days
Highland	Site	55%	1000/300	5 days
Holcomb	Site	70%	1000 Gal	6-7 days
Illinois	Site	45%	1000 Gal	4-5 days
Irving Civic Center	Site	Irving Owned Facility		
Irving Northwest	Site	78%	1000 Gal	7-8 days
McKenzie	Site	78%	Diesel	7-8 days
Mesquite Service Center	Site	68%	Diesel	7-8 days
Northwest/Harry Hines	Site	80%	1000 Gal	7-8 days
Oak Lane	Site	75%	1000 Gal	7-8 days
Parkland Hospital	Building & Dispatch	Parkland Owned Facility		
Rosehill	Site	80%	1000 Gal	7-8 days
Sachse	Site	36%	1000 Gal	2 days
Southeast	Site	80%	1000 Gal	7-8 days
Southside	Site	80%	1000/300	7-8 days
TI	Site	Texas Instruments owned Facility		
Wilmer	Site	74%	1000 Gal	6-7 days
Dawson Radio Shop	Radio Shop	50%	500 Gal	4 days



## D. IT Applications Availability

The City's IT Applications Support Team is responsible for maintaining, troubleshooting, and providing user assistance for over 800 plus applications used across the enterprise. Applications, both Public Safety and Non-Public Safety, are rated based on the critical nature of the application, availability requirements, and the departments they support. They are provided with a tier-based rating. Monthly availability of Tier 1 or critical applications is a primary performance indicator.

For the month of May, Dallas Police Department's Record Management System (RMS) experienced one hour of downtime during its normal monthly maintenance window. The RMS system was upgraded to a 2016 operating system to meet CJIS requirements.

Application	Support Team	PS/NonPS	Target	April Hours	April Uptime	May Hours	May Uptime
Computer Aided Dispatch (CAD)	ITS CAD and RMS Applications	Public Safety	99.999%	716	100.00%	739	100.00%
Fire Station Alerting System (Locution)	ITS DFR Applications	Public Safety	99.999%	716	100.00%	739	100.00%
inPursuit Records Management System (RMS)	ITS CAD and RMS Applications	Public Safety	99.999%	716	100.00%	739	100.00%
POSSE	ITS Land and Permit Applications	Non-Public Safety	99.980%	716	100.00%	739	100.00%
Salesforce CRMS	ITS 311 Applications Salesforce CRMS	Non-Public Safety	99.980%	716	100.00%	739	100.00%
CGI/AMS Advantage Financial	ITS Financial App	Non-Public Safety	99.999%	716	100.00%	739	100.00%

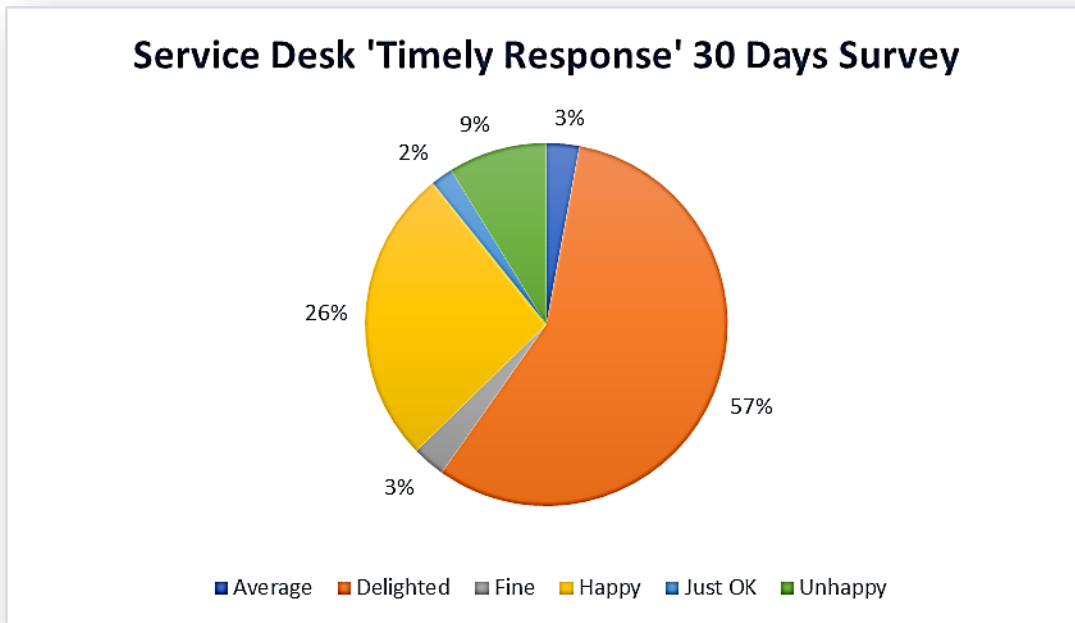
**NOTES:**

1. The table lists the top six Tier 1 applications and the performance indicators for the month of May.
2. The table will be expanded to include the top ten (10) applications and show performance over a period of six (6) months.
3. Target is the expected availability expressed as a percentage, or uptime of the application for the reporting period. Reporting period (month) hours are determined by the number of hours in a reporting period, minus the number of standard maintenance hours an application is allocated in the reporting period. For example, if a reporting period has 720 hours and an application has 4 maintenance hours allocated in the reporting period, the reporting period hours are 739.
4. Reporting period availability is determined by the number of hours, not including the allocated maintenance hours that the application was not available as percentage of the reporting period hours.

## E. IT Service Desk Satisfaction Surveys

The City's IT Service Desk conducts surveys of employees that have submitted incident reports and service requests. These surveys are performed through the ServiceNow platform in the form of email requests directly to the individuals who submitted the request to the IT Service Desk either by calling or submitting through the online ServiceNow platform. Submitters are asked to provide feedback on the timeliness of the disposition of their request and their rating of the overall Service Desk experience. Along with the rating, submitters are asked to provide other feedback which can be used to address specific issues and to improve the overall timeliness and experience.

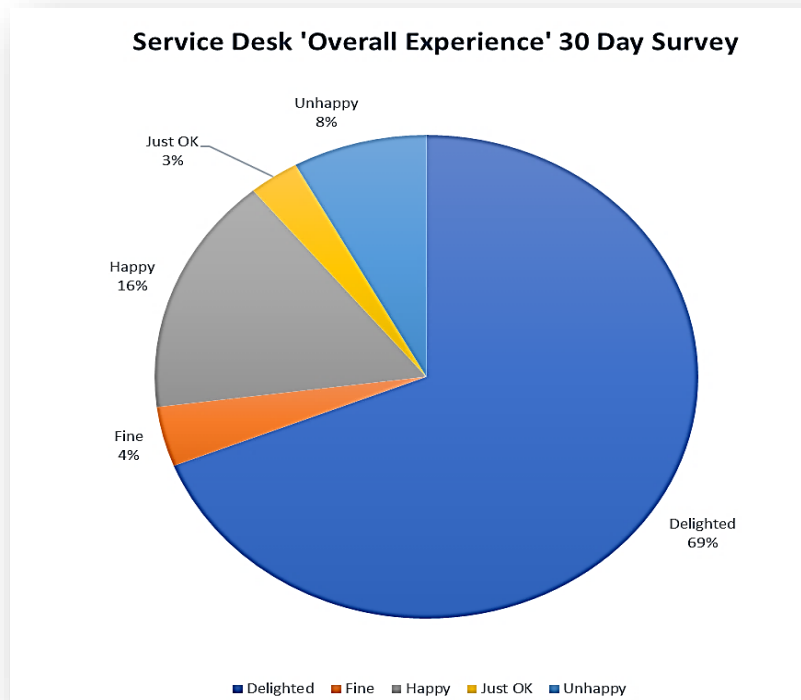
1. IT Service Desk Timeliness Report



**NOTES:**

1. This chart illustrates the overall survey responses to the question of Service Desk timeliness for requests submitted in May 2024.
2. While each IT Service Desk ticket submitted results in a survey request to the submitter, not all survey requests receive a response, and these data represent the results from those responding to the survey.
3. The survey requests employees that have submitted an incident report or service request to the IT Service Desk to rate the timeliness of the service delivery on a scale along five points; Unhappy, Just OK, Average, Fine, Happy, and Delighted.
4. For the May 2024 survey, 86% of respondents rated their perception of timeliness of the service to be either Fine, Happy, or Delighted.

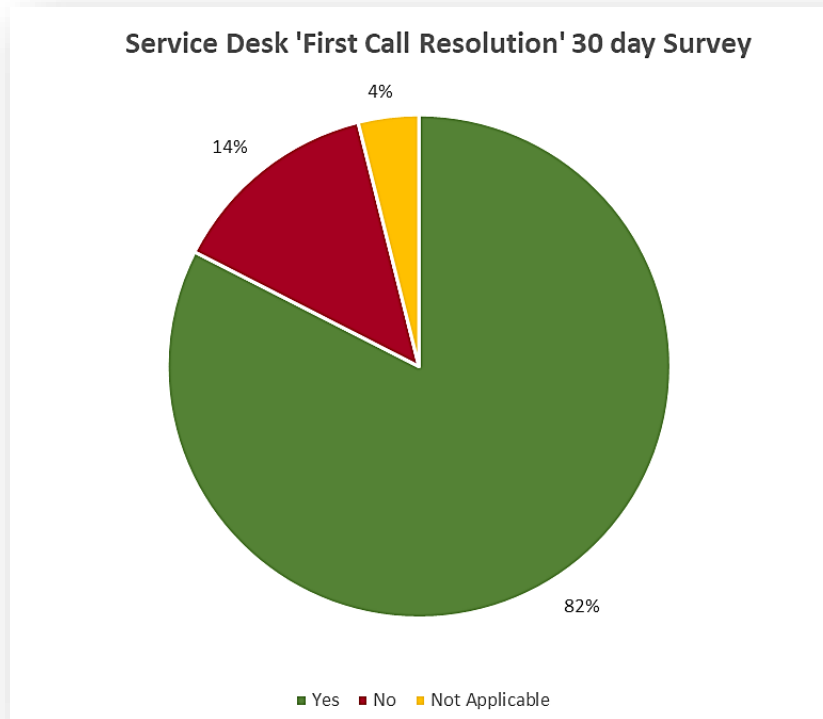
2. IT Service Desk Overall Experience Report



**NOTES:**

1. This chart illustrates the overall survey responses to the question of Service Desk experience for requests submitted in May 2024.
2. While each IT Service Desk ticket submitted results in a survey request to the submitter, not all survey requests receive a response, and these data represent the results from those responding to the survey.
3. The survey requests employees that have submitted an incident report or service request to the IT Service Desk to rate their overall experience of the service delivery on a scale along five points; Unhappy, Just OK, Average, Fine, Happy, and Delighted.
4. For the May 2024 survey, 89% of respondents rated their overall experience with the IT Service Desk to be either Fine, Happy, or Delighted.

3. IT Service Desk First Call Resolution Report



**NOTES:**

1. This chart illustrates the overall survey responses to the question of whether the issue was resolved on the first call to the Service Desk for requests in May 2024.
2. The survey requests employees that have submitted an incident report or service request to the IT Service Desk on whether the issue was resolved with the first call (Yes or No).
3. For the May 2024 survey, 82% of respondents responded that their issue or request was resolved on the first call.

## Section 3: IT Budget Execution

IT Budget Execution provides information on the execution of the IT budget, the management of technology procurements, and the management of IT Human Capital.

### A. Contract/Procurement Management

#### Upcoming/Recent Contracts Requiring Council Approval

##### Items Approved on May 22 Agenda

**Next Generation (NG) 9-1-1 Service** - Authorize the acceptance of a statutory distribution from the Next Generation (NG) 9-1-1 Service Fund to the City of Dallas emergency communication district.

- Distributed Amount - \$6,748,850.65
- Funds will be used to support eligible expenses such as hardware, software, support services for the City's 911 call handling system.

**GTS Technology Solutions, Inc.** – Authorize a cooperative purchasing agreement for help desk and desk-side support services.

- Contract amount - \$949,747, from \$873,105 to \$1,822,852

##### Items on June 26 Agenda

**Mark III** – Authorize a cooperative purchasing agreement for hardware support and maintenance for the City's existing data aggregation platform (Big Data).

- 2-year agreement through GSA (hardware only)
- \$257,504.58

**GTS Technology Solutions, Inc.** – Extend existing cooperative purchasing agreement for cradle point network routers.

- 5-year agreement through DIR
- Contract Amount - \$726,688.70

**GovOS, Inc.** - Exercise renewal option to service contract for licenses, training, maintenance and support for the City's hotel occupancy tax and short-term rental online portal.

- 1-year agreement
- Contract Amount - \$108,000.00

**IBM Corporations** – Increase the service contract to purchase their Cloud Pak for data solution.

- Contract Amount - \$745,305.00



Open Solicitations

**Network Cabling**

- Five-year contract with two (2) two-year renewal options for the design, installation, maintenance, and repair of network cabling.
- Selection committee is evaluating the proposals.

**Broadband and Digital Divide**

- Eight-year initial contract with four (4) three-year (3) renewal options for Digital Equity Infrastructure and Last Mile Connectivity. The City is looking to select one or multiple solution/service providers qualified to design, build, deliver, and manage scalable fiber infrastructure to connect City facilities and high-priority unserved Census Tracts.
- Selection committee is evaluating the proposals.

**Network Managed Services**

- Managed services for voice and data services, as well as the network support helpdesk.
- Selection committee is evaluating the proposals.

**Enterprise Data Repository**

- Three-year master service agreement with two (2) one-year (1-year) renewal options for a solution to migrate data from the City's NeoGov, LearningZen, and BenSelect (Enrollment Benefit Concepts) systems into a robust repository, as well as ongoing maintenance and support services related to the repository.
- Selection committee is evaluating the proposals.

**EMS Inventory Management System**

- System to manage and track acquisitions, distribution of DFR inventory, which include operation/emergency medical supplies, and personnel gear.
- Selection committee is evaluating the proposals.

### **Court Case Management System**

- Court Case Management Solution is seeking a Proposer with the capability to implement a Court Case Management solution in accordance with the needs of the requesting Department(s), primarily the Dallas Municipal Court, including transferring existing data to the solution and integrating with other related software and hardware.
- Open/Advertised Dates – March 21 and March 28
- Pre-Solicitation Conference Dates – April 1 at 2:00 p.m.
- Solicitation Due Date – May 31

B. Budget Performance & Execution – April 2024

**Fund 0191 – 9-1-1 System Operations  
April 2024**

Expenditure Category	FY 2032-24 Adopted Budget	FY 2032-24 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	661,024	661,024	349,751	612,715	(48,309)
Pension	95,983	95,983	54,785	95,983	-
Health Benefits	67,550	67,550	26,050	66,050	(1,500)
Worker's Compensation	1,712	1,712	1,712	1,712	-
Other Personnel Services	14,899	14,899	34,513	38,103	23,204
<b>Total Personnel Services</b>	<b>841,168</b>	<b>841,168</b>	<b>466,811</b>	<b>814,563</b>	<b>(26,605)</b>
Supplies	201,464	201,464	20,858	201,464	-
Contractual Services	11,824,129	11,824,129	6,087,955	11,353,048	(471,081)
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
<b>Total Expenditures</b>	<b>12,866,761</b>	<b>12,866,761</b>	<b>6,575,623</b>	<b>12,369,075</b>	<b>(497,686)</b>

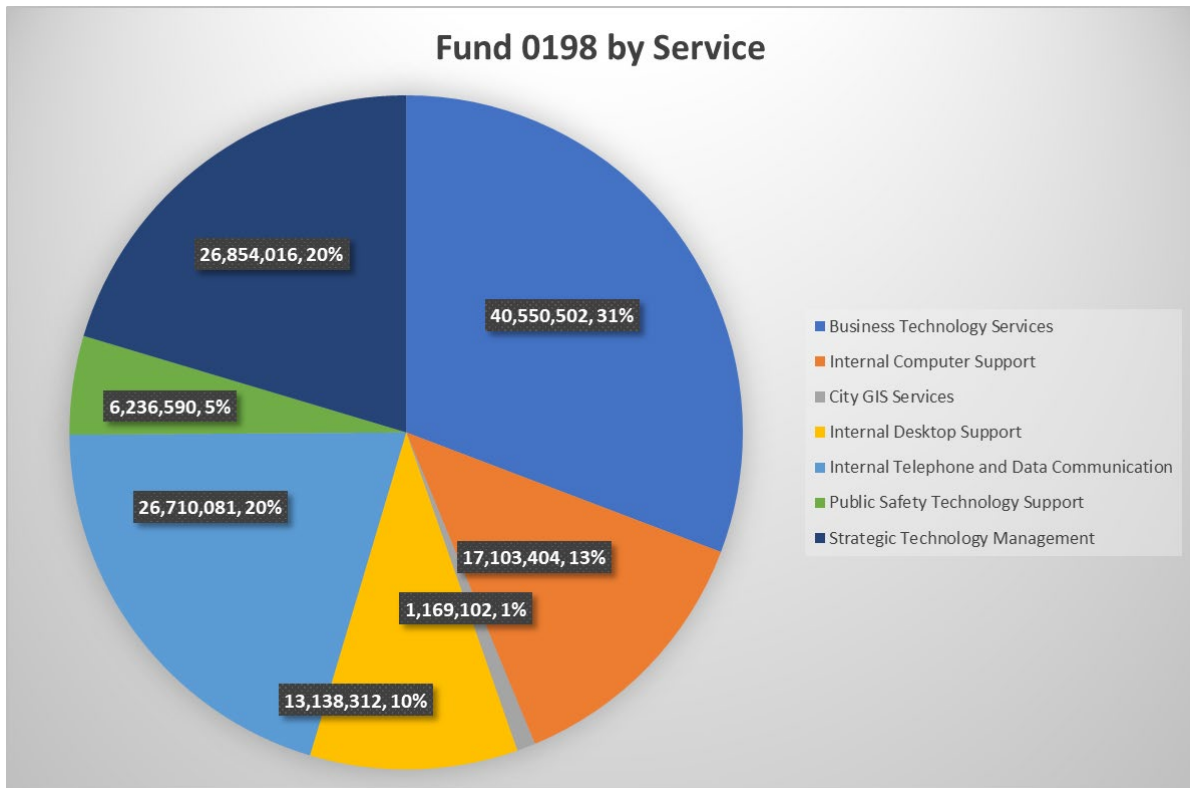
**Fund 0197 – Communication Services (Radio Network)  
April 2024**

Expenditure Category	FY 2032-24 Adopted Budget	FY 2032-24 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	1,995,239	1,995,239	1,065,392	1,767,118	(228,121)
Overtime Pay	96,632	96,632	139,692	154,754	58,122
Pension	303,582	303,582	184,596	303,582	-
Health Benefits	289,500	289,500	100,709	284,000	(5,500)
Worker's Compensation	8,059	8,059	8,059	8,059	-
Other Personnel Services	35,196	35,196	91,381	102,893	67,697
<b>Total Personnel Services</b>	<b>2,728,208</b>	<b>2,728,208</b>	<b>1,589,828</b>	<b>2,620,406</b>	<b>(107,802)</b>
Supplies	1,433,876	1,433,876	242,801	1,424,249	(9,627)
Contractual Services	14,711,697	14,711,697	6,092,945	14,177,064	(534,633)
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
<b>Total Expenditures</b>	<b>18,873,781</b>	<b>18,873,781</b>	<b>7,925,573</b>	<b>18,221.79</b>	<b>(652,062)</b>

## Budget Performance & Execution (continued)

### Fund 0198 – Data Services April 2024

Expenditure Category	FY 2032-24 Adopted Budget	FY 2032-24 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	20,914,938	20,914,938	9,992,142	17,775,342	(3,139,596)
Overtime Pay	31,612	31,612	24,701	24,417	(7,195)
Pension	3,027,737	3,027,737	1,495,869	3,027,737	-
Health Benefits	2,036,150	2,036,150	609,806	1,991,650	(44,500)
Worker's Compensation	53,893	53,893	53,893	53,893	-
Other Personnel Services	1,028,754	1,028,754	574,924	828,367	(200,387)
<b>Total Personnel Services</b>	<b>27,093,084</b>	<b>27,093,084</b>	<b>12,751,336</b>	<b>23,701,406</b>	<b>(3,391,678)</b>
Supplies	764,420	764,420	583,794	954,107	189,687
Contractual Services	103,926,620	103,926,620	73,210,140	100,468,839	(3,457,781)
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
<b>Total Expenditures</b>	<b>131,784,124</b>	<b>131,784,124</b>	<b>86,545,270</b>	<b>125,124,351</b>	<b>(6,659,773)</b>



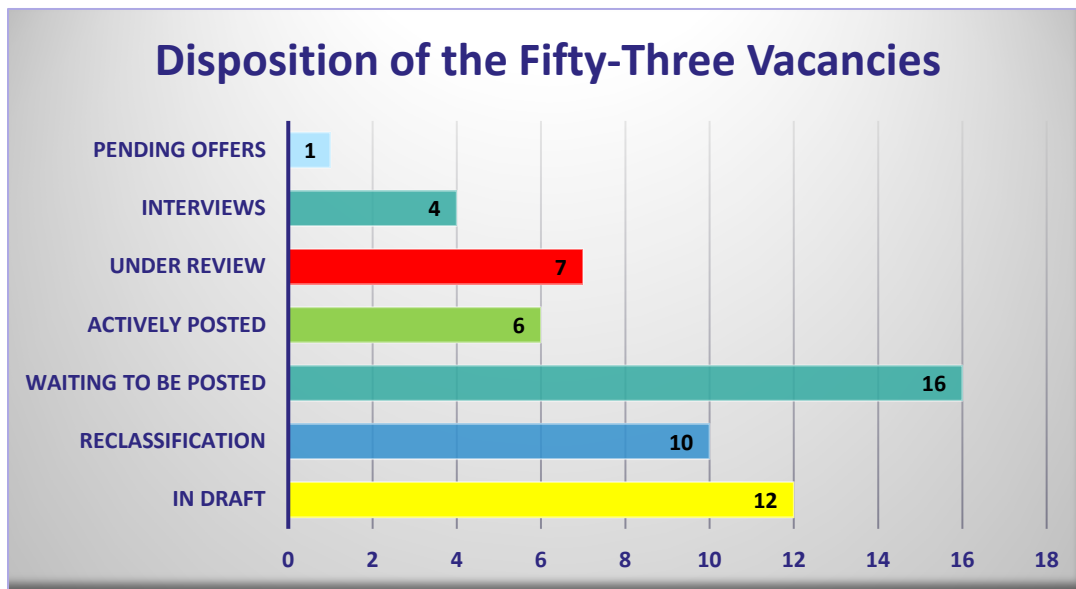
## C. ITS Staffing & Hiring Report

### 1. ITS Funded Staffing Levels

IT Fund	FY 21	FY 22	FY 23	FY 24	FY 25 Plan
<b>Fund 0191 - 9-1-1 Technology Support</b>	7.0	7.0	7.0	7.0	7.0
<b>Fund 0197 - Radio Communications</b>	28.0	30.0	30.0	30.0	30.0
<b>Fund 0198 - Data Services</b>	190.0	204.0	223.0	224.0	229.0
<b>Total</b>	<b>225.0</b>	<b>241.0</b>	<b>260.0</b>	<b>261.0</b>	<b>266.0</b>

### 2. Vacancies and Hiring Activities

- As of May 31, 2024, ITS had 56 vacancies out of the available 259 positions.

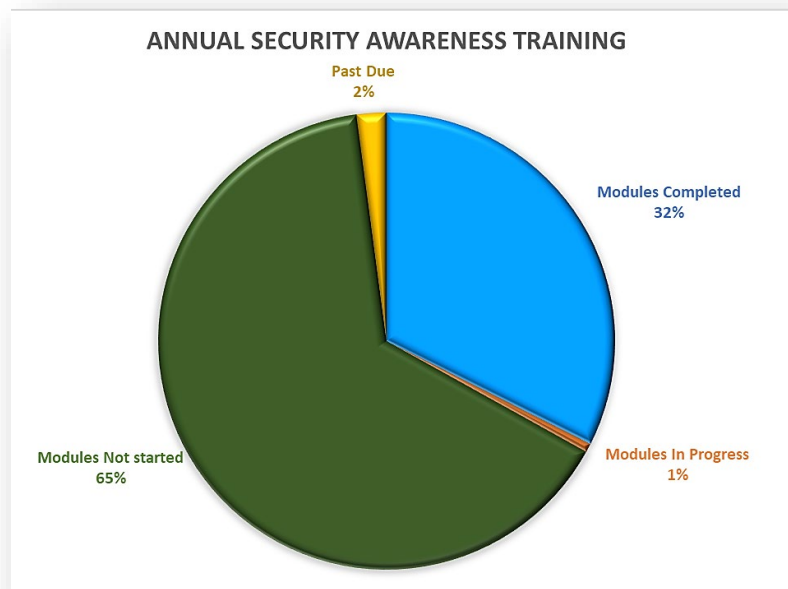


## Section 4: Cybersecurity Programs

### A. Awareness Training

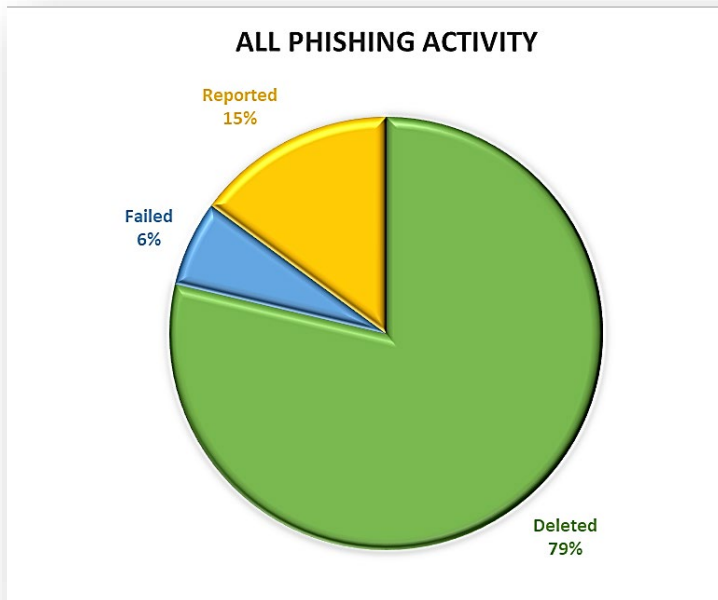
Security Awareness training is measured on an annual basis. Over the last several years ITS has observed a generally positive trend in risk scoring associated with annual employee training. Beginning with each new fiscal year the City will conduct a new set of security awareness courses to meet not only the best practices, but State of Texas House Bill 3834 requirements for all government employees.

However, each year we see new or enhanced requirements from the Texas State Legislature as the risk environment evolves and becomes increasingly more threatening. As such, our security awareness training program must evolve to reflect the latest requirements and latest threats and it is critical that the security awareness training is completed each year. The graph illustrates the enrollment and completion



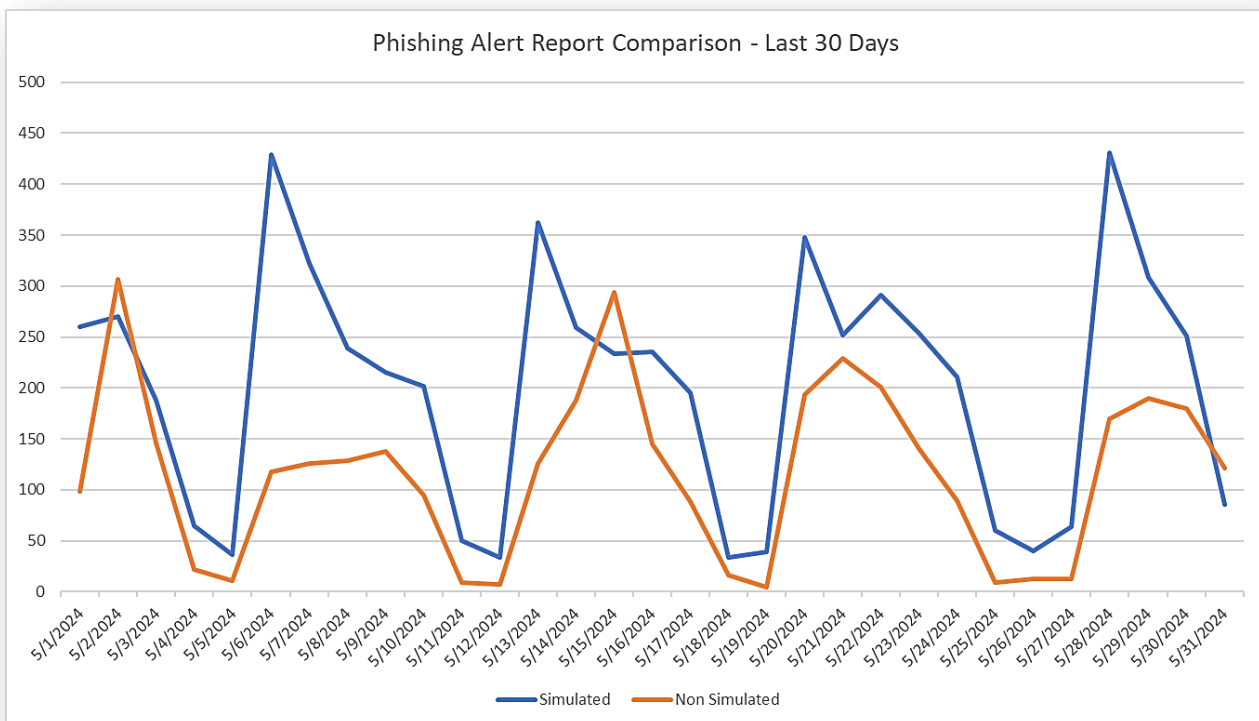
efforts of employee training over the course of the year. For FY 2022-23 the City completed 92% of 30 training campaigns covering HIPAA, PCI, and Cybersecurity. The FY 2023-24 security awareness training campaigns are currently being drafted and scheduled, and ITS will track progress and work with City employees to ensure completion.

- Note employees with less than 25% of job function on technology are not required to complete Cybersecurity Training.



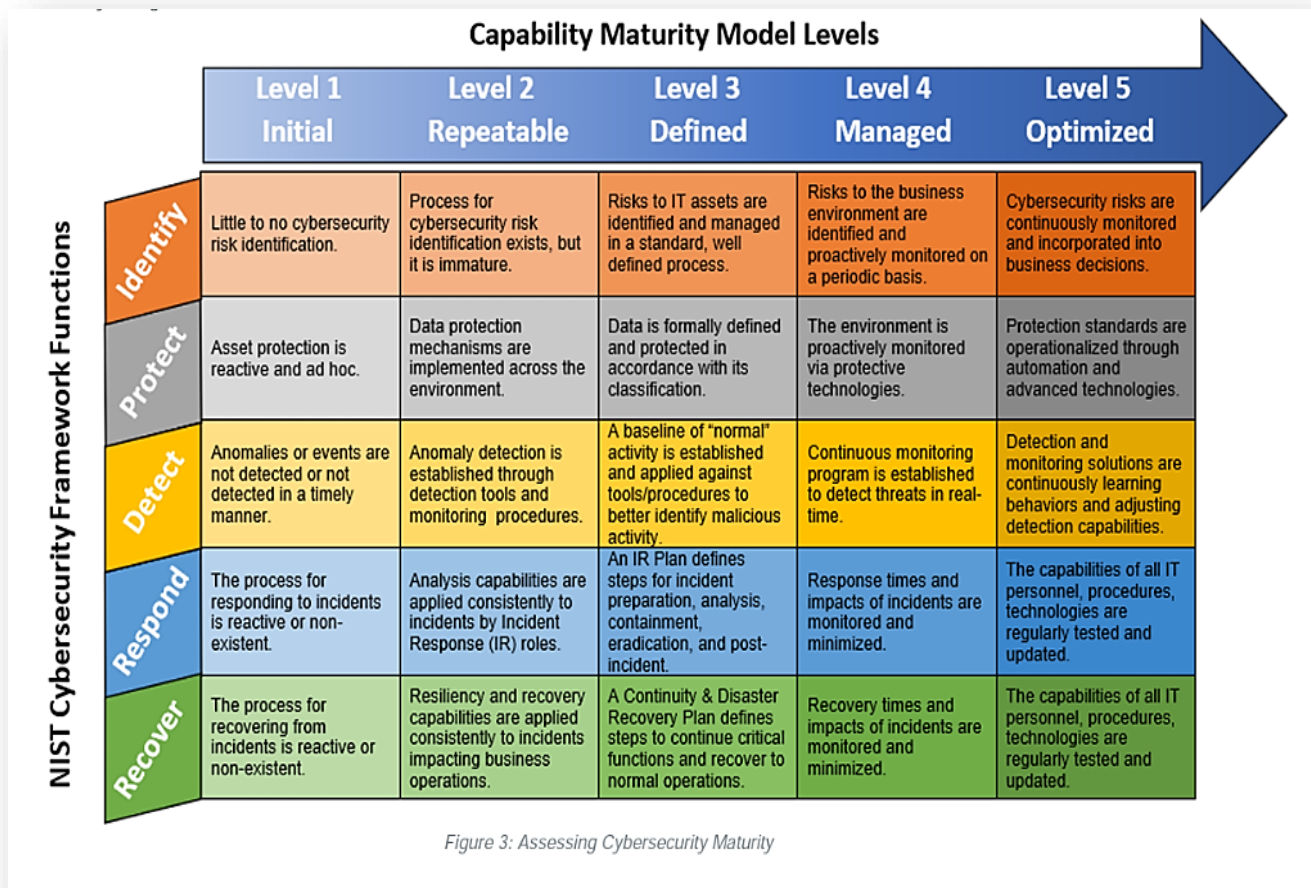
In addition, ITS continuously applies best practices to the employees around phishing and their ability to recognize and appropriately handle phishing incidents. Campaigns designed given real world scenarios, typically taken from recent events are sent out to the employee population to test their ability to distinguish and act. This provides feedback to the employees as well has increased the actual amount of

true phishing reported. As well, a “Report phishing” button added to user’s Outlook has increased both the numbers of test phish and actual phishing emails.



## B. Situational Awareness

Annually ITS assess the overall Security posture of the organization based upon the NIST Cybersecurity Framework (CSF). Each category within the NIST CSF is evaluated for the current level of maturity and expectant maturity level. This process uses current and projected technologies and documented standards and procedures to complete the process. ITS utilizes both internal and external resources to conduct assessments. The results of the assessments are used by ITS to develop security strategy for cybersecurity and privacy. The below figure outlines the maturity model for the CSF. While the TAR does not provide our scores from our self-assessment, ITS can provide this information to Council members and discuss the assessments in depth as requested.

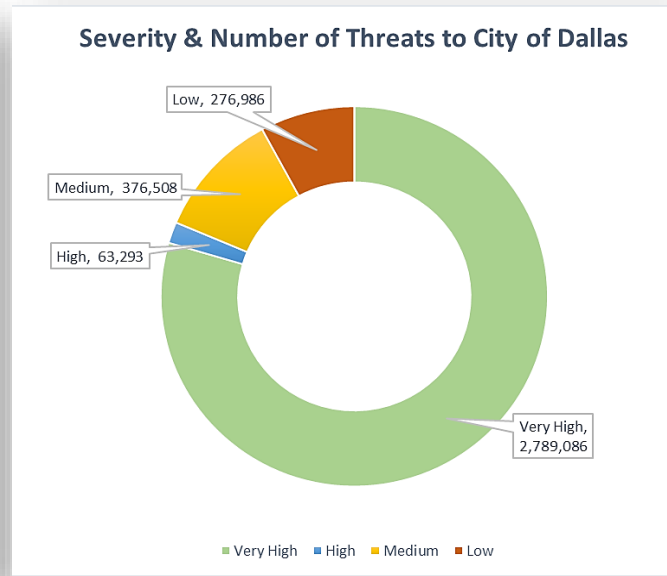
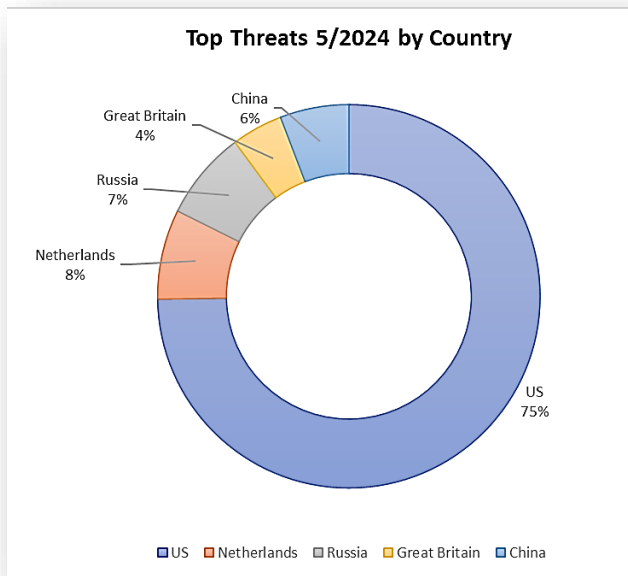




## C. Cyber Threats

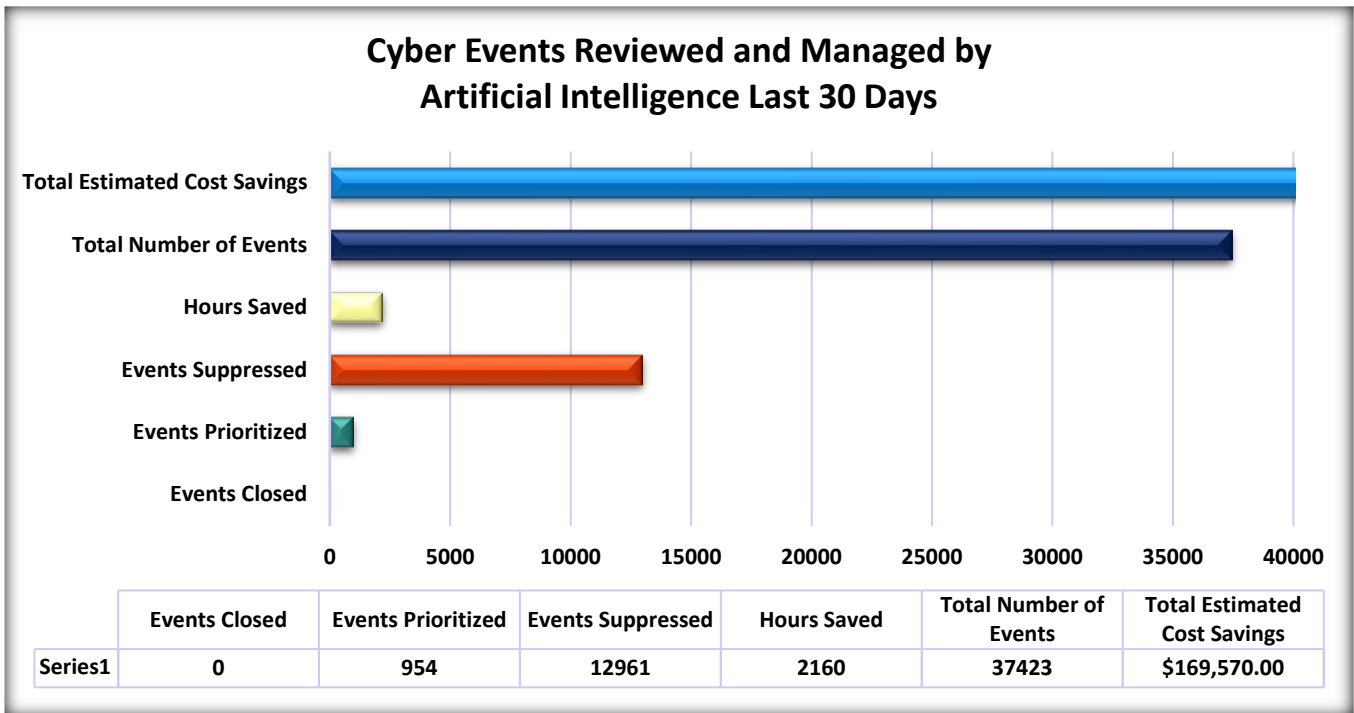
### 1. Global

Global cyber threats represent a multifaceted and pervasive challenge in the modern digital era, encompassing a spectrum of malicious activities that exploit vulnerabilities across cyberspace. From sophisticated malware attacks designed to infiltrate systems and compromise data integrity to deceptive phishing schemes aimed at manipulating individuals into disclosing sensitive information, the landscape of cyber threats are diverse and ever evolving. The proliferation of interconnected devices, coupled with the increasing sophistication of cybercriminals and state-sponsored actors, amplifies the complexity and scale of these threats.



## 2. AI Reviewed Cyber Events

AI’s role in the review and analysis of cyber events by leveraging its capabilities in data processing, pattern recognition, and predictive modeling. Through machine learning algorithms, AI systems can sift through vast volumes of data generated by network logs, security alerts, and user activity to identify anomalous patterns indicative of potential cyber threats.



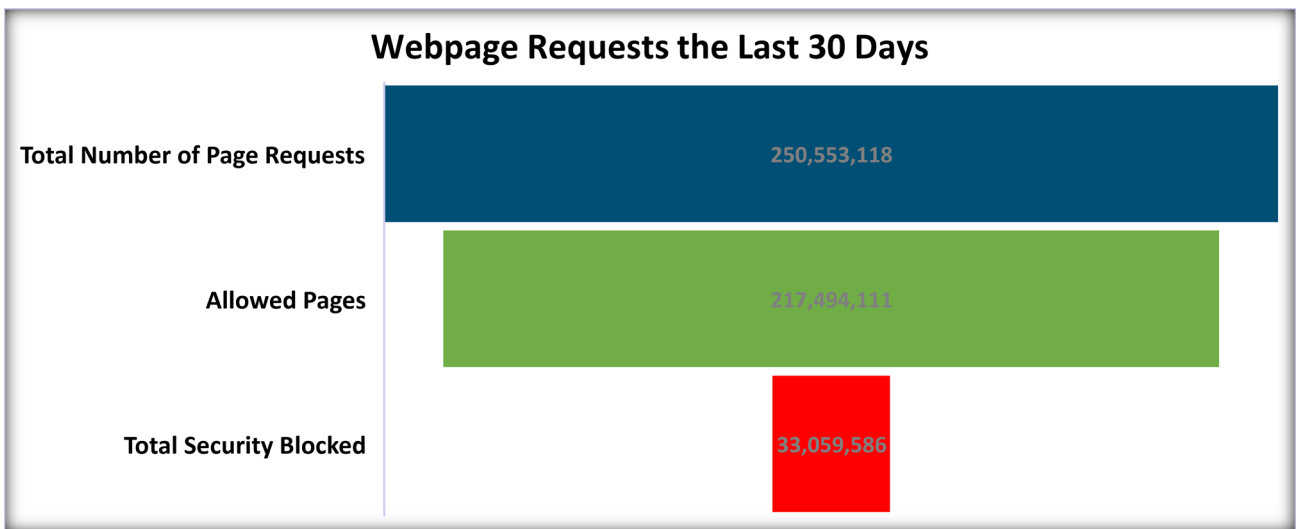
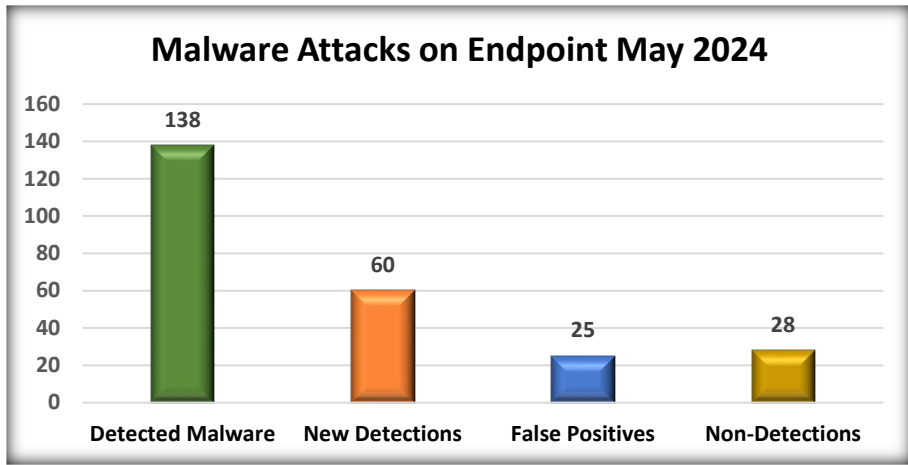
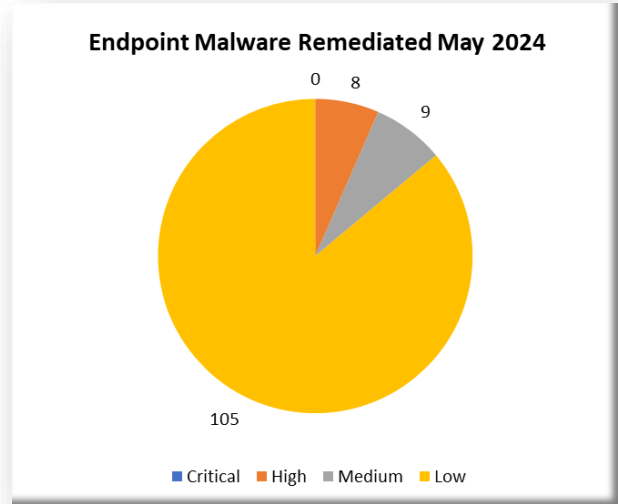
By continuously learning from past incidents and adapting to evolving attack techniques, AI has enhanced the speed and accuracy of threat detection, enabling the city to respond swiftly to emerging risks and mitigate potential damages. Moreover, AI's ability allows for automated routine tasks, such as incident triage and threat prioritization.

## D. Data Protection & Privacy

### 3. Endpoint Protection

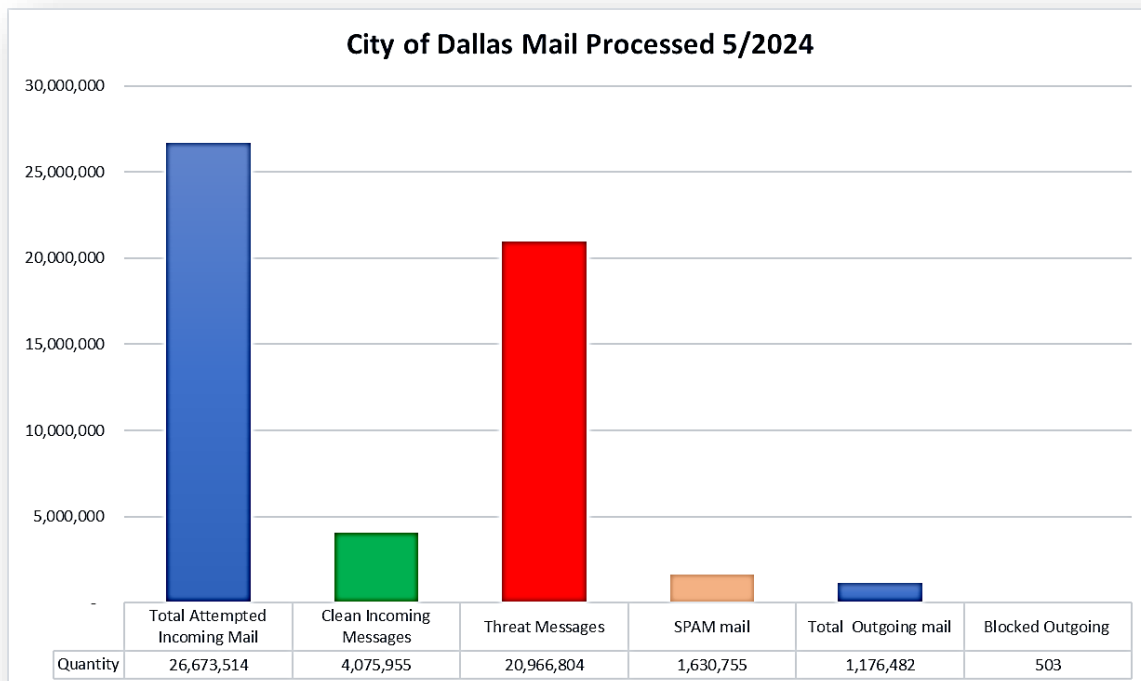
Endpoint protection is one component to the organization’s ability to handle daily malware. Attacks are mitigated through technologies monitoring the systems in real time reacting and responding to those attacks.

Technologies like Firewall and Endpoint Detection and Response are all in place to respond to those attacks. Below is the status metrics.



#### 4. Email Screening

The City of Dallas receives and send millions of emails a month. Phishing is an attack vector that is utilized by bad actors in the form of social engineering, to gain internal access to the network. This can then be used to introduce malware, ransomware, and other malicious software to adversely affect City services. Below provides a picture of mail messages processed and remediated prior to user reception.



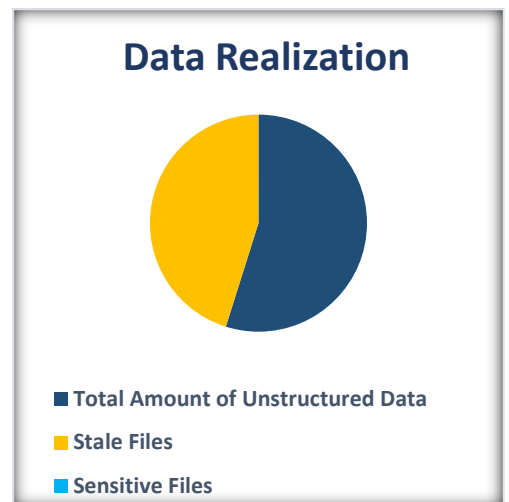
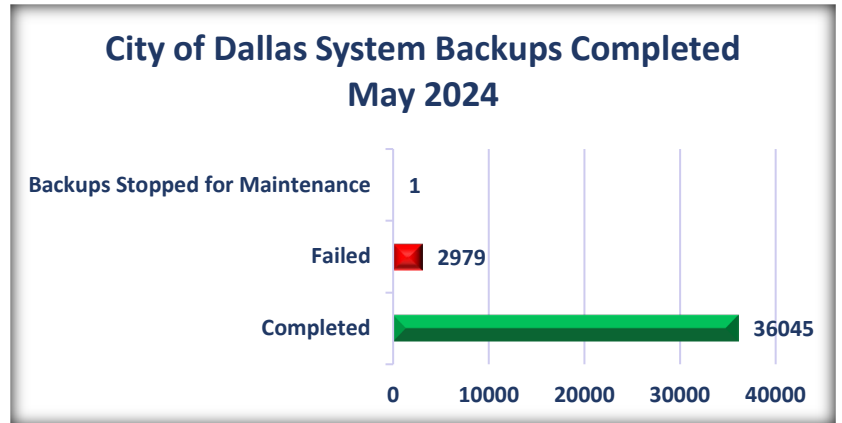
## Section 5: IT Infrastructure

IT Infrastructure information and status updates on efforts to upgrade and improve the IT infrastructure used by the city to reduce technical debt, better meet current needs, and build for future service needs.

### A. Resiliency - Disaster Recovery and Business Continuity

Resilience is essential in the City’s IT environment because it ensures that the system can continue to function effectively and efficiently even when unexpected events occur. This can include things like hardware or software failures, power outages, natural disasters, and cyber-attacks. Lack of resiliency impacts Local government to prolonged outages, data loss, and security breaches. These can be costly in terms of services to residents, loss of public trust, and regulatory penalties.

Resiliency can be achieved through a combination of redundancy, fault tolerance, disaster recovery planning, and proactive monitoring and maintenance. By designing and implementing resilient IT systems, the city can minimize the impact of disruptions and maintain business continuity, ensuring that critical applications and services remain available. ITS has begun evaluating on opportunities to design the City’s IT environment to improve resilience. A critical component of Disaster Recovery and Business Continuity practices is backing up critical data, testing data backups, and conducting exercises to ensure that data backups can be successfully utilized to restore business services.



**Total Data 3.3 PB**  
**Total Backup Data 1.98 PB**  
**Total Files 22.9 m**

## B. Technical Debt

Technical debt refers to the accumulation of design or implementation compromises made during the development of software, applications, or systems. Similar to how financial debt accrues interest over time, technical debt also accumulates and incurs a cost in the form of increased maintenance and development time, reduced quality, and decreased productivity.

Generally, technical debt is categorized by three types:

- Intentional Tech Debt: This is created deliberately by an organization to get technical capability into production more quickly. This form of tech debt involves a premeditated choice where an organization knowingly accepts some level of instability, insecurity, poor performance, user dissatisfaction or some other type of problem in exchange for launching the product sooner. This form of tech debt introduces risk, but represents a known risk that can be documented, tracked, and remedied over time.
- Unintentional Tech Debt: This form of tech debt arises from sloppiness, unexpected complexity, or a lack of technical expertise in designing and implementing software systems. This type of tech debt may be documented, but usually it is not because it often remains unknown until an event occurs revealing the issues or errors. Unintentional tech debt can still be remediated, but the development process will need to be adjusted accordingly, impacting the function and value of software.
- Environmental Tech Debt: This category of tech debt occurs over time and without effort. A system may be developed well, implemented well, and perform well at the time of implementation, but if not managed over time, environmental technical debt is likely to accrue because the environment in which it operates is in flux and changing. The technology will change, the needs of its users will change, and the capabilities of the devices on which it operates will change rendering a system that was originally well-designed unhealthy over time.

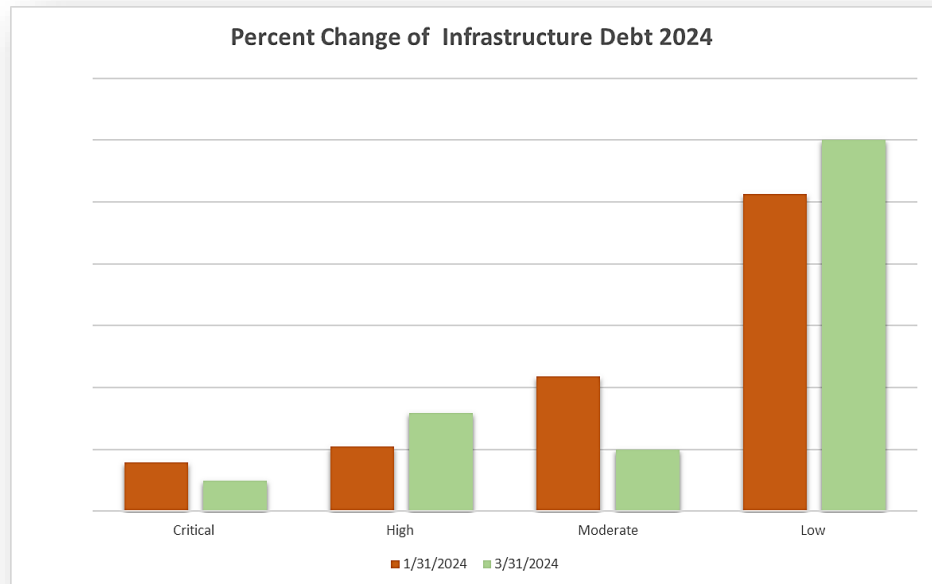
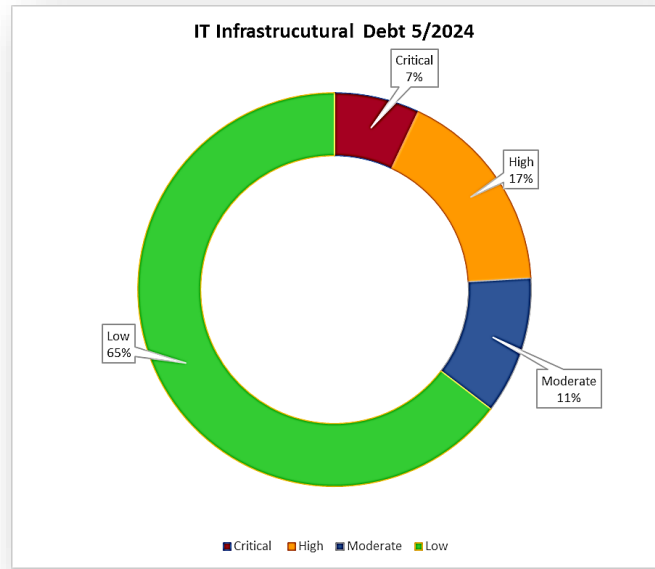
The City of Dallas has each of these types of technical debt present in its technology environment. In many instances there is a combination of multiple types of tech debt present for a given system or service operated in the City.

As a part of the City's IT Infrastructure improvement direction, a proactive approach has been taken that identifies, tracks, and communicates the potential risks and costs associated with technical debt to City departments.

The City's technical debt has accumulated over time, reducing the effectiveness for IT services. Any plan must involve setting aside time and resources, specifically to address the deficit.

ITS is working to build a technical debt remediation

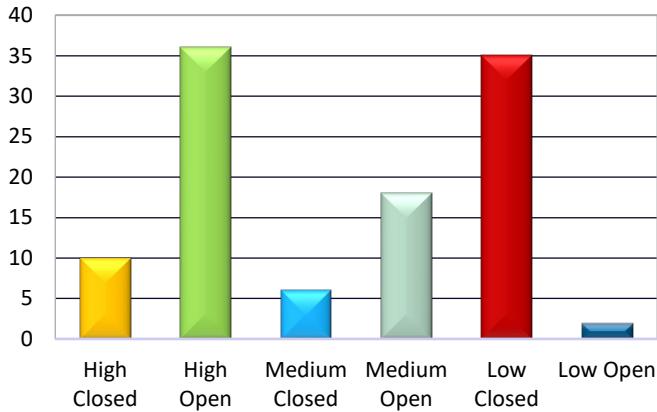
program for addressing technical debt over time. The program shall outline and review changes in the system landscape and the City's strategic priorities. The plan shall track progress toward milestones and adjust the roadmap as needed to ensure that technical debt is not only reduced, but continuously managed.



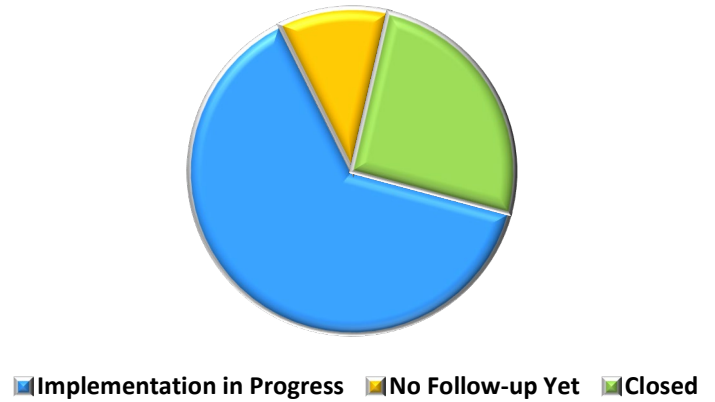
### C. Audit

Currently, the ITS department is working through several audits that impact technology services. Below representative if the Audit remediation efforts and stages.

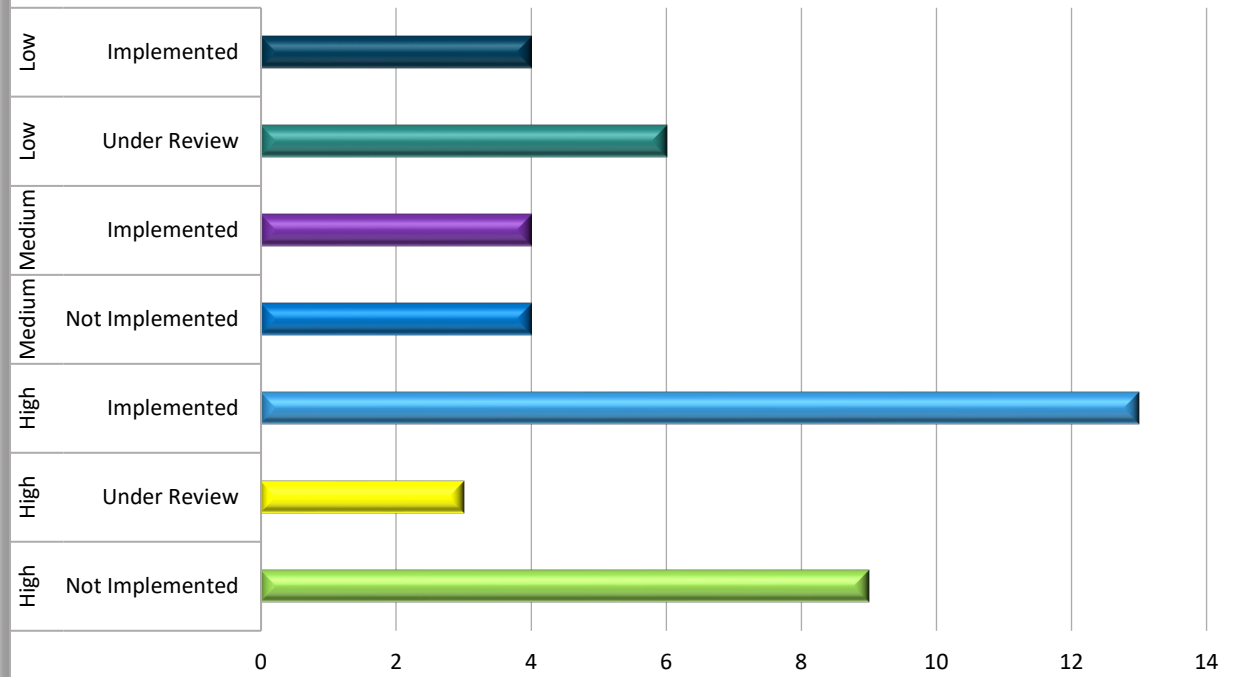
**Current Audit Findings**



**Audit Remediation Stage May 2024**



**Current Audit Findings Status**





# Memorandum



CITY OF DALLAS

DATE June 21, 2024

TO Honorable Chair and Members of the Quality of Life, Art, and Culture Committee

SUBJECT **National League of Cities - Cities Addressing Fines and Fees Equitably: People and Pets Assistance Program Grant Approval**

## **Background**

On November 9, 2022, the Office of Equity and Inclusion (OEI), Office of Community Care (OCC) and Dallas Animal Services (DAS) submitted an application for the NLC Cities Addressing Fines and Fees (CAFFE) cohort in alignment with Dallas' Racial Equity Plan (REP). The application amplified the City's commitment to addressing inequities through the REP, and specifically identified an opportunity to address disparities in DAS' pet fines and fees. The City of Dallas was selected to be one of eight cities (Birmingham, AL; Las Vegas, NV; Maywood, IL; Montgomery, AL; Pueblo, CO; St. Louis, MO; and Washington, DC) to partake in a two phase cohort inclusive of a \$40,000 grant and Technical Assistance and Support to address the impacts of municipal fines and fees on residents.

On October 25, 2023, NLC provided a MOU to the City of Dallas confirming the awarded \$30,000 implementation grant funds to the City in addition to the \$10,000.00 planning (not to exceed \$40,000.00) to support the CAFFE project. The CAFFE initiative aims to strengthen the financial security of families who are at risk of losing income and assets. This is in alignment with Dallas' REP and Equity Indicators Report, which notes disparities in Fines and Fees— specifically, Equity Indicator 40: Fines and Fees (60) that outlines disparities surrounding communities that are fined. According to the 2019 report "High fines and fees may reduce lower-income defendants' ability to pay for other essential needs, such as housing, transportation, or food..."

Communities below I-30 have higher instances of receiving civil citations. 42% of non-payment citations are from five zip codes: 75216, 75217, 75241, 75212, and 75211.

Through the cross-collaborative partnership between OEI, DAS, OCC and NLC CAFFE we are working to address disparities in fines and fees without compromising public safety in the following ways:

1. Incentivizing residents impacted by Dallas Animal Services fines and fees, with a focus on animal at large, no proof of vaccination or tags, not microchipped, or spayed or neutered.
2. Connecting impacted residents to other city services that can support debt reduction such as the Financial Empowerment Center.
3. Acquiring consulting services to support alternatives to ability to pay policy-level recommendations and key practices to address inequitable fines and fees.

DATE June 21, 2024  
SUBJECT **National League of Cities - Cities Addressing Fines and Fees  
Equitably: People and Pets Assistance Program Grant Approval**  
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This multifaceted collaboration will support the City of Dallas to better understand the impact of fines and fees on communities who demonstrate the greatest needs, while developing some actionable steps to address the disparities through service delivery and policy recommendations.

Should you have any questions or would like to provide input, please do not hesitate to contact Dr. Lindsey Wilson, Director of the Office of Equity and Inclusion, at [lindsey.wilson@dallas.gov](mailto:lindsey.wilson@dallas.gov).



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Assistant City Manager

c: Kimberly Bizzor Tolbert, Interim City Manager  
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Mark Swann, City Auditor  
Billieae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Majed A. Al-Ghafry, Assistant City Manager

Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager (I)  
Robin Bentley, Assistant City Manager (I)  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors