

# Memorandum



CITY OF DALLAS

DATE September 27, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Water Utilities – Utility Bill Payment Plans Update**

This is a follow-up to the August 23, 2024, City Council memorandum regarding Dallas Water Utilities (DWU) offering payment plans to customers with accounts that are past due more than 60 days. Accounts that are past due and do not have a payment plan are subject to disconnection and late fees for non-payment.

DWU is committed to working with customers and is offering 6-month payment plans. DWU sent notification letters the week of August 26, encouraging customers with a past due balance of more than 60 days to establish a payment plan either online, by mail or by contacting customer service. Of the 26% of DWU customers that had a past due balance of more than 60 days in August 2024, 34% have now established a payment plan or paid their account in full. Customers subject to disconnection have been notified in accordance with established procedures.

DWU continues to encourage customers to email [dwupaymentplan@dallas.gov](mailto:dwupaymentplan@dallas.gov) for assistance with establishing a payment plan. Customers with questions regarding their account may contact DWU Customer Service at 214-651-1441 between 8 a.m. and 5 p.m., Monday through Friday. Hold times and call volumes may increase during this time. Additionally, staff is attending city events in person to assist customers and is also identifying non-profit agencies that may be able to provide customers with financial assistance.

As a reminder customers have various options for making payments. Payments can be made online by registering for a user profile on DallasGo at [dallas.gov/DallasGo](https://dallas.gov/DallasGo) or using the Guest Pay feature to make a convenient one-time payment. Payments can also be made by mail, by phone at (214) 651-1441, in person at Dallas City Hall between 8 a.m. and 5 p.m., Monday through Friday, at an authorized pay station listed at [bit.ly/DWUPayStations](https://bit.ly/DWUPayStations), or the drop box outside City Hall in the driveway between Young Street and Canton Street.

Should you require additional information, please contact Sarah Standifer, Director of Dallas Water Utilities, at [Sarah.Standifer@dallas.gov](mailto:Sarah.Standifer@dallas.gov).

Service First, Now!

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SUBJECT **Dallas Water Utilities – Utility Bill Payment Plans Update**  
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Dev Rastogi, PE  
Assistant City Manager

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

# Memorandum



CITY OF DALLAS

DATE September 27, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Lead and Copper Rule Revisions Status – Service Line Inventory**

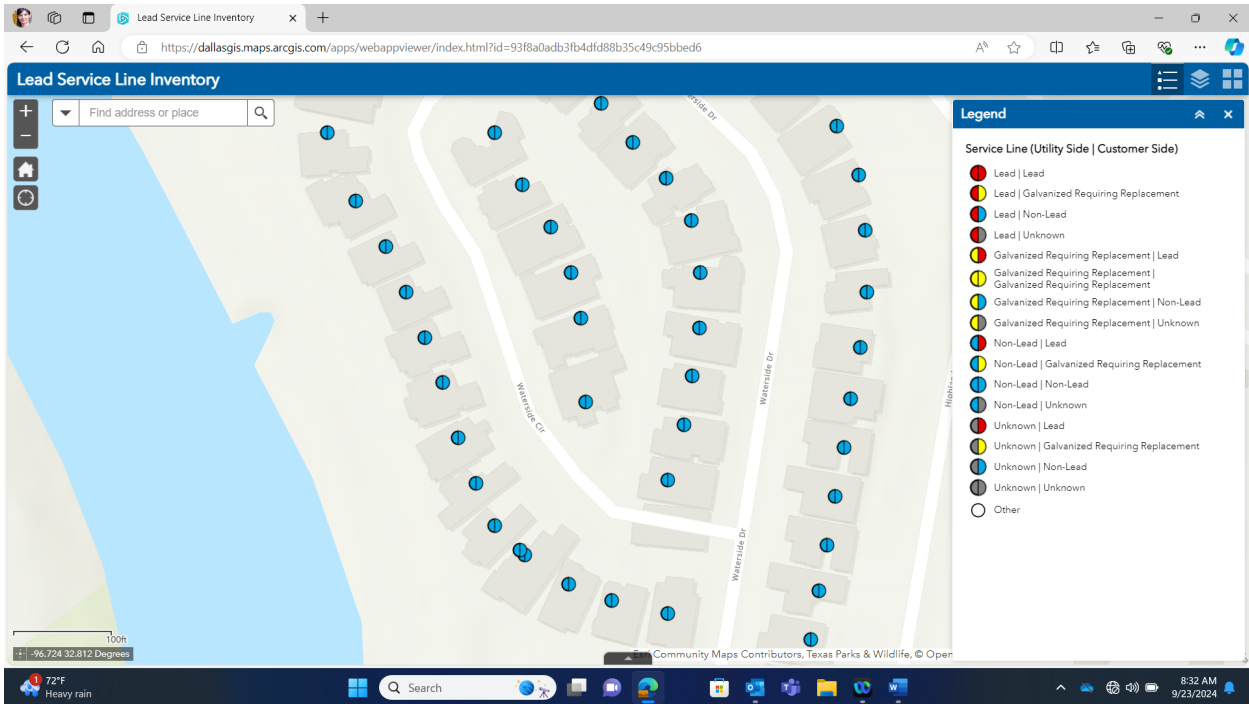
In 1991, Environmental Protection Agency (EPA) published a regulation to control lead and copper in drinking water, known as the Lead and Copper Rule (also referred to as the LCR). Since then, the LCR has undergone various revisions and was revised as the Lead and Copper Rule Revisions (LCRR) published by the EPA on January 15, 2021. On November 30, 2023, the EPA proposed changes as part of the Lead and Copper Rule Improvements (LCRI) and expects to publish the final version in October 2024.

The current LCRR mandates that public water systems develop and submit an initial Service Line Inventory to the Texas Commission on Environmental Quality (TCEQ) and make it available to the public by October 16, 2024. The service line is a pipe that connects the water transmission mains (larger pipes that carry water from the treatment plants) to homes and businesses.

Dallas Water Utilities (DWU) has developed the Service Line Inventory and is actively updating it by identifying service lines with known materials. This includes the review of existing documentation such as plumbing codes, permits, historical capital improvements and master plans, distribution system maps and drawings, inspection records and any other water system records that indicate the material composition of both public and private service line connections and physical inspections.

After initial submission, the Service Line Inventory will be continuously updated by categorizing the material of each service line. The proposed LCRI includes a 10-year timeline for the completion of the Service Line Inventory and the replacement of any lead and galvanized lines requiring replacement, found as part of this effort.

The Service Line Inventory has been incorporated into the Geographic Information Systems (GIS) ESRI LCRR template in compliance with LCRR requirements (example screenshot below). This application maps the active service lines to display their known material status. A web link to the Service Line Inventory and to a Service Line Inventory Survey can be found on the City of Dallas DWU Lead and Copper webpage at [bit.ly/DWULeadInfo](https://bit.ly/DWULeadInfo), ensuring public access.



Additionally, within 30 days after the October 16, 2024 inventory submittal deadline, DWU is required to notify customers with service line materials unknown, lead or galvanized requiring replacement classification. To date, no lead service lines have been found in our distribution system. DWU is adopting the EPA’s notification template and anticipates sending the notification letters the early part of November 2024.

As a reminder, DWU’s Water Quality Division offers customers free lead testing of their water upon request by calling 3-1-1. Staff will continue to provide updates on the LCRR over the next several months. Should you require additional information, please feel contact Sarah Standifer, Director of Dallas Water Utilities, at [Sarah.Standifer@dallas.gov](mailto:Sarah.Standifer@dallas.gov).

Service First, Now!

Dev Rastogi, PE  
 Assistant City Manager

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- Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE September 27, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **The Big Read Down-Fee Amnesty Program**

To create more equitable access to library materials and services, the City Council adopted Resolution 19-0772 on May 22, 2019 to amend Chapter 24 of the Dallas City Code to eliminate library fines for late items. Additionally, to limit further access to materials pending their return, the City maintained fees for the replacement and cataloging of lost or damaged items, but the resolution allows for fee amnesty events to defray or eliminate those fees.

For your awareness, the Dallas Public Library will conduct its semiannual fee amnesty program called “The Big Read Down” from October 1 – 30, 2024. During this period, library customers may log minutes read as well as other activities, such as signing up for library e-materials or participating in a library program, to earn amnesty for accrued fees. The Library has set the value of minutes read and activities completed in alignment with other large urban libraries with similar programs and will utilize our summer reading platform to track success.

The schedule for the fee amnesty program will be as follows:

- 15 minutes read = \$1.00 toward fee amnesty
- Activities completed = \$20.00

Library card holders can read to reduce their own fees or donate toward the fees of others. Minutes read that are not applied to the user will be banked for use toward fee amnesty at the discretion of Library managers. Banked minutes will be distributed to each branch library based upon the poverty rate in that area. This will make it possible to forgive library fees in cases involving lower-income families and individuals, and therefore making access to library services more equitable to all.

More than 16% of our library card holders are currently blocked from checking out materials due to fees. Anecdotally these fees cause patrons to no longer actively use their library card. The Library will continue to follow in the footsteps of library industry pioneers such as the Los Angeles County Public Library that allows patrons to participate in a reading challenge to lower or eliminate fees on their accounts. By offering an opportunity to pay off these fines non-monetarily, the Library has the potential to equitably welcome back library card holders that are blocked from borrowing materials. The Spring 2024 read down produced over 322,275 minutes read and 1003 library activities completed to forgive accrued fees allowing the library to reinstate blocked card holders.

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SUBJECT **The Big Read Down-Fee Amnesty Program**  
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Should you have any questions or need any additional information, please contact myself or Mary Jo Guidice, Director of Dallas Public Library's, at 214-670-7803 or [maryjo.giudice@dallas.gov](mailto:maryjo.giudice@dallas.gov)

Sincerely,



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

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Tammy Palomino, City Attorney  
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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 September 1, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Responses to Questions Regarding the Interim City Manager’s Recommended Biennial Budget for FY 2024-25 & FY 2025-26 (Fourth Set)**

We were pleased to share the City Manager’s FY 2024-25 and FY 2025-26 recommended biennial budget on Tuesday, August 13. Below are responses to questions asked during the budget workshops.

**1. Provide a five-year history of property tax values/revenue versus property values/revenue without SB2 tax rate cuts or unused increment.**

Senate Bill 2 (SB2), 86<sup>th</sup> Legislative Session made several significant changes to the truth-in-taxation process. As a result of SB2, property tax revenue from reappraisals is capped at 3.5% growth and provides an exception that allows municipalities that do not use all of their revenue growth to bank the unused growth as unused increment. The city realized unused increment in July 2020 due to appraisal district delays providing certified values due to the COVID-19 pandemic.

Unused increment was available to the City of Dallas for FY 2021-22, FY 2022-23, and FY 2023-24 (SB2 allows use over three years). The table below show how the additional property tax rate increment resulted in additional General Fund revenue for those three years. There is no additional tax rate increment available for FY 2024-25, therefore, a tax rate reduction was required to offset the growth in reappraised property values.

Fiscal Year	Property Tax Revenue without Unused Increment*	Additional Revenue from Unused Increment	M&O Tax Rate	Total Property Tax Revenue
FY 2019-20	\$780,135,284	-	56.91¢	\$780,135,284
FY 2020-21	818,258,232	-	56.88¢	818,258,232
FY 2021-22	836,802,322	32,349,722	56.58¢	869,152,044
FY 2022-23	875,039,297	78,443,986	54.03¢	953,483,283
FY 2023-24	974,208,965	64,190,550	53.17¢	1,038,399,515
FY 2024-25	\$1,081,383,476	-	51.09¢	\$1,081,383,476

\* Current Year Property Tax Revenue without Unused Increment. Unused increment only available for 3-years (FY22-FY24)

**2. What is the status of implementing the most recent total compensation study for non-uniform positions?**

During FY 2019-20, the City engaged Public Sector Personnel Consultants who completed a total compensation study for the City. The City's personnel classification structure and salary schedules were also reworked. The compensation study was implemented over four phases including FY 2020-21, FY 2021-22, FY 2022-23, and FY 2023-24. The fourth phase was completed in May 2024.

Compensation analysis is an on-going initiative as the market continues to move, and the City must continue to make adjustments to ensure that we are able to recruit and retain employees especially for critical functions and those positions most effected by the competitive job market. In FY 2024-25, we will continue to prioritize hard to fill positions and positions that are off market by more than 5% for possible adjustments. Staff will continue to take a data-driven approach when assessing positions that require compensation adjustments before making any further adjustments in the upcoming fiscal year.

**3. How do security officer and marshal positions compare to market?**

As noted above, the City will take a data-driven approach before identifying which non-uniform positions receive further compensation adjustments in our on-going efforts in FY 2024-25. Both security officer and marshal position classifications have previously been adjusted and currently compare well against market. Please see the following information for each function.

The salary range for Marshals was adjusted based on the compensation study in April 2022 and again in May 2024. Based on current market study, Marshal positions at the City are ahead of the market:

- Deputy City Marshal is approximately 8.66% ahead of the market.
- Sr. Deputy Marshal is approximately 9.96% ahead of the market.

The salary range for Security Officers was adjusted based on the compensation study in April 2022, January 2023, and again in May 2024. Based on current market study, Security Officer positions at the City are ahead of the market:

- Security Officers are 12.3% above the market.
- Senior Security Officers are 10.05% above the market.



4. **Over the last two years, OEQS received additional funding to further CECAP initiatives including for Brownfield Redevelopment and for Landscape Equipment Transition. Is additional funding needed for either of these programs? What is the status of each program?**

OEQS is utilizing both City funds and grant funds received over recent years and available in multi-year funds to implement these two programs. Additional funds are not needed at this time.

In FY 2022-23, OEQS received approximately \$3 million to develop and implement a **Brownfield Redevelopment Program** (BRP) in support of CECAP Goal 6 (Enhancing the City’s Ecosystem) and REP Big Audacious Goal 2.13 (Developing a BF Program). Over the last year, OEQS has worked with EPA to develop the programmatic infrastructure (e.g., hiring an underwriter) to implement a highly regulated program that is capable of successfully funding environmental assessments of contaminated properties and providing loans-grants to owners/developers for site remediation activities. To date, the BRP has conducted a total of 31 Phase I Environmental Site Assessments (ESA) and 15 Phase II ESAs with 1 Regulated Building Material (RBM) Survey and 1 Analysis of Brownfield Cleanup Alternatives (ABCAs) and/or Cleanup/Reuse Plan under consideration. Within the next few months, the program plans to issue its first loan-grant package for site remediation through its new Revolving Loan Fund (RLF) program. The program will also have an upcoming council agenda item to accept a recently awarded \$250,000 EPA RLF Supplemental Grant.

OEQS is in the process of finalizing a **Landscape Equipment Transition Plan** in support of CECAP Goal 8 (Improve Air Quality) and REP Big Audacious Goal 2.3 (Improving Air Quality). In FY 2023-24, OEQS received \$750,000 to support a residential rebate program to assist residents transition from gas-powered landscape equipment to battery-powered equipment. After receiving the funding, OEQS focused on surveying residents to identify existing equipment usage results, trends, and rebate opportunities, updating the plan to reflect state law that restricts the regulation of certain landscaping equipment, and integrating recommendations from residents, the Environmental Commission, and the Parks, Trails, and the Environment Committee. OEQS has briefed an updated plan to the PTE and now expects to brief full council in the near future.

**5. What is OEQS next steps in implementation of a public facing electric vehicle infrastructure program?**

OEQS is developing a public facing electric vehicle infrastructure program, after extensive advocacy from residents, in support of CECAP Goals 3 (Sustainable Transportation) and 8 (Improve Air Quality) and REP Big Audacious Goal 2.3 (Improving Air Quality). OEQS is evaluating multiple approaches to EV infrastructure management, including strategies that would allow the City to own and operate equipment and strategies that would allow a vendor to own and operate equipment on City property. In September 2024, OEQS also submitted an application to the second round of the Department of Transportation's Charging and Fueling Infrastructure (CFI) Grant Program to fund the equitable deployment of EV charging stations in the City. During the first round, Dallas supported the North Central Texas Council of Government's (NCTCOG's) successful award of \$15 million to install up to 100 charging ports throughout the 16-county Dallas-Fort Worth region.

Please contact me or Janette Weedon, Director of Budget and Management Services, if you need additional information.



Jack Ireland  
Chief Financial Officer

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