

Memorandum



CITY OF DALLAS

DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Federal Emergency Management Agency Individual Assistance Update**

The purpose of this memorandum is to provide you with an update on the status of the Federal Emergency Management Agency (FEMA) Individual Assistance program within the City of Dallas.

The City of Dallas was added to the Individual Assistance disaster declaration on June 5th, 2024. This program provides financial and direct services to eligible individuals and households affected by the May 28th Severe Weather incident, who have uninsured or under-insured necessary expenses and serious needs. The deadline for residents to apply for assistance is July 16th.

FEMA does not provide city-level data on the number of residents that have applied for Individual Assistance. As of June 28th, 20,770 Dallas County residents have submitted applications and FEMA has returned 11,435 inspections.

Disaster Survivor Assistance (DSA) Teams continue to work directly within neighborhoods to help residents with the application process. Beginning Monday, July 1st, they will be canvassing large portions of East Dallas. In collaboration with the Office of Emergency Management (OEM), the DSA teams are utilizing storm damage data, including resident-reported damage assessments, to guide their efforts.

As a reminder, there are multiple ways that residents can apply for assistance:

- Go online to <https://www.disasterassistance.gov/>
- Download the FEMA App for mobile devices.
- Call the FEMA helpline at 800-621-3362 between 6 a.m. and 10 p.m. Help is available in most languages.
- Visit any Disaster Recovery Center

The following fixed Disaster Recovery Centers are available to any resident:

Facility Name	Address	Hours of Operation	Status
Williams Elementary School	1821 Oldgate Ln. Garland, Texas 75042	Daily 7:00 am – 7:00 pm	Open
Network of Community Ministries	1500 International Pkwy., Suite 300 Richardson, Texas 75081	Daily 7:00 am – 7:00 pm	Open
Dallas College Eastfield Campus	3737 Motley Dr, Mesquite, TX 75150	Daily 7:00 am – 7:00 pm	Opens July 2 nd

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SUBJECT **Federal Emergency Management Agency Individual Assistance Update**
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FEMA plans to activate additional mobile Disaster Recovery Center sites. Once confirmed, we will share that information with you.

Should a resident disagree with FEMA's decision regarding their application, they may submit an appeal. It must be submitted within 60 days of the decision letter. Additional instructions and details on the appeal process can be found [here](#).

Should you have any questions, please contact Travis Houston at travis.houston@dallas.gov or (214) 422-2715.

Service First, Now!



Dominique Artis
Chief of Public Safety

c: Kimberly Bizer Tolbert, City Manager (I)
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billierae Johnson, City Secretary
Preston Robinson, Administrative Judge
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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

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CITY OF DALLAS

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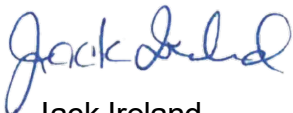
TO Honorable Mayor and Members of the City Council

SUBJECT **Audit Reports for 2023**

We are pleased to report that we have now concluded all external audits for 2023. **The City of Dallas received unmodified or clean opinions for all the 2023 external audits.**

- We previously published the [City of Dallas' Annual Comprehensive Financial Report \(ACFR\)](#), which we completed on February 28, 2024. This report is a summary of the financial activities of the City for the fiscal year ended September 30, 2023. We also published the annual audit reports for the [Airport Revenues Fund](#), [Schedule of Passenger Facility Charges Collected and Expended](#), [Dallas Water Utilities](#), and [Downtown Dallas Development Authority](#).
- On June 7, 2024, we received the City of Dallas' [Federal Single Audit](#) and [State Single Audit](#) reports for fiscal year 2023. The Federal and State Single Audits are annual reports checking for compliance with how the City administers its Federal and State financial assistance as required by the Office of Management and Budget (OMB) and State of Texas Uniform Grant Management Standards.
- On June 21, 2024, we received the audit opinion for the annual financial statements of the [Dallas Convention Center Hotel Development Corporation \(DCCHDC\)](#) for the year ended December 31, 2023.

Thank you for your support of excellent financial management and reporting. We look forward to working with you to further strengthen the City's financial policies and operations. If you have any questions, please contact Sheri Kowalski, City Controller or Lance Sehorn, Assistant City Controller.



Jack Ireland
Chief Financial Officers

c: Kimberly Bizzor Tolbert, City Manager (I)
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CITY OF DALLAS

DATE June 27, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Follow-up to the June 26, 2024 City Council Agenda Meeting – City Charter**

On Wednesday, June 26, the City Council held until August 14 an ordinance ordering a special election for the purpose of submitting proposed amendments to the Dallas City Charter for consideration by qualified voters in the November 5, 2024, general election. As requested by members of the City Council, staff will prepare a briefing for the Wednesday, August 7, City Council meeting to include:

- A summary of the items currently advanced in the draft ordinance brought forward for City Council action on June 26, 2024.
- A summary of any citizen-initiated ballot propositions that may be verified by the City Secretary's Office and will be added to the November 5, 2024, General Election ballot.
- An opportunity to straw vote on any new amendments a City Councilmember wishes to submit.

To allow time for staff preparation, the deadline for City Councilmembers to submit an amendment for consideration at the Wednesday, August 7, City Council meeting is Friday, August 2, at 12 noon. Please [use this link to submit amendments](#). For further staff preparation, please advise of any specific questions for which you would like staff to be prepared to answer. Any items submitted by the August 2 deadline will be eligible for straw voting on Wednesday, August 7. You may also make floor amendments at the August 14, 2024, City Council meeting. The August 14 meeting is **the final City Council agenda meeting** to adopt the ordinance ordering the special election on charter amendments.

If you have any questions, please contact me or Jake Anderson, Manager of Government Affairs, at james.anderson1@dallas.gov.

A handwritten signature in black ink that reads "Carrie Rogers".

Carrie Rogers
Director

Office of Government Affairs

c: Kimberly Bizzor Tolbert, City Manager (I)
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Dominique Artis, Chief of Public Safety (I)
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CITY OF DALLAS

DATE June 26, 2024

TO Honorable Mayor and City Councilmembers

SUBJECT **National League of Cities Centennial City Summit – November 13-16, 2024**

The [National League of Cities \(NLC\)](#) will host its annual City Summit from Wednesday, November 13, through Saturday, November 16, 2024, at the Tampa Marriott Water Street in Tampa Bay, Florida. An agenda will be shared with you once it becomes available. Registration is now open and additional information on membership registration and lodging can be found [here](#). Please note that the advance registration rate ends on September 1, 2024, after which the rates will increase. Attendance at the NLC City Summit is funded through your officeholder account.

The Office of Government Affairs (OGA) will support Council Members during the conference, and will prepare conference packets, including daily itineraries for each Councilmember and their staff. We look forward to attending this year's conference as we prepare for a busy legislative session.

If you plan to attend, or should you have any questions, please contact me at carrie.rogers@dallas.gov or Alexandra Renteria, Senior Government Affairs Coordinator – Federal Relations, at alexandra.renteriana@dallas.gov.

Sincerely,

A handwritten signature in black ink that reads "Carrie Rogers".

Carrie Rogers
Director
Office of Government Affairs

c: Kimberly Bizzor Tolbert, City Manager (I)
Mark Swann, City Auditor
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CITY OF DALLAS

DATE June 26, 2024

TO Honorable Mayor and City Councilmembers

SUBJECT **Texas Municipal League Annual Conference and Exhibition – October 9-11, 2024**

The Texas Municipal League (TML) will host its 112th [TML Conference and Exhibition](#) this year in Houston on Wednesday, October 9, through Friday, October 11, 2024, at the George R. Brown Convention Center. An agenda will be shared with you once it becomes available. Registration will open on Tuesday, July 23. Attendance at the TML Conference is funded through your officeholder account.

The Office of Government Affairs (OGA) will support Council Members during the conference, and will prepare conference packets, including daily itineraries for each Councilmember and their staff. We look forward to attending this year's conference as we prepare for a busy legislative session.

Should you have any questions, please contact me at carrie.rogers@dallas.gov or Linley Youderian, Senior Government Affairs Coordinator – State Relations, at linley.youderian@dallas.gov.

Sincerely,

A handwritten signature in black ink that reads "Carrie Rogers".

Carrie Rogers
Director
Office of Government Affairs

- c: Kimberly Bizzor Tolbert, City Manager (I)
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CITY OF DALLAS

DATE June 27, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Park and Trails Environment Committee Response**

This memorandum serves as a Park and Recreation Department response to outstanding Parks, Trails and Environment Committee Member questions.

Q. Can we get a comparison of how many additional acres of parks and trails we have to ensure that y'all are being adequately funded?

A. *From 2019 to 2024 total park acreage increased by 875 acres to 21,227 and total trail miles increased by 27 miles to 184 miles. Below is a table showing the year-by-year changes for parks and trails. These figures were taken from annual submittals to the Trust for Public Land.*

• Year	• Total Park Acreage	• Total Trail Miles
• 2019	• 20,352	• 157
• 2020	• 20,352	• 157
• 2021	• 20,352	• 157
• 2022	• 20,632	• 157
• 2023	• 20,835	• 177
• 2024	• 21,227	• 184
• Total Increase	• 875	• 27

Q. How are we addressing our unsheltered who are in our parks and requiring encampment cleanups along creek beds and in parks and trails?

A. *PMO Homeless Action Response Team (PMO-HART) cleans along the banks of creek beds. Anything in the water ways is handled by DWU. Volunteer or Friends Groups sometimes provide extra assistance with cleaning up debris along creek beds. Regarding cleaning decommissioned encampments in parks, PMO HART will immediately facilitate cleaning all debris. There are times where DPD/Marshals are needed to provide safety for crews as they clean.*

Q. Is the Stephens Park Golf Course revenue bond proposal reflected in this budget, and if not, where would the budget be adjusted as we move forward with the revenue bond proposal?

A. *No, the budget does not include proposed revenue from the proposed Stephens Golf Course Revenue Bond. If the proposed Bond moves forward, the adjustments that*

DATE June 27, 2024

SUBJECT **Park and Trails Environmental Response**

would be made would be adding capital projects at the Golf Course, which currently are not part of the 2024 Bond Program.

Q. Are we going to have appropriate landscapers and maintenance personnel to be able to keep up our golf courses?

A. We are nearly fully staffed and ready to meet the golf courses' needs.

Q. Can you brief me personally or brief the committee on your goals and metrics for increasing the percentage of residents within half a mile of a park?

A. PKR submits GIS park data to the Trust for Public Land (TPL) who then provides a detailed analysis that calculates the 10 Minute Walk Park access service area as well as identifies priority areas for new parks. PKR will utilize this data when considering future Cool Schools sites and park acquisitions through the 2024 Bond Program and the Parkland Dedication funds. PKR also continues to work with the Dallas Greening Initiative to identify and develop parks on city owned property in target areas.

Q. Can you provide more information about the private partnerships program and the Dallas Golf Initiative?

A. Increasing park access – We will schedule time on Councilman West's calendar to discuss additional strategies to increase park access for Dallas residents as well as discuss the Dallas Golf Initiative and their interest in Tenison golf course.

Q: Can you look into the Friends of Kiest Park and provide insight on how they can be added to the list of partners?

A. Our Community Connectors will be able to communicate with the interested party(ies) and provide guidance on becoming a formal group and partner with them. Our team will contact the Friends of Kiest Park to discuss next steps.

Q. Can you provide additional information on the Nancy Lieberman program?

A. Nancy Lieberman: There is not an existing formal agreement with the Nancy Lieberman Foundation. In the past, we worked with them to provide basketball court upgrades.

Q. Can you clarify the current support for the Grambling game and the increase to \$500,000?

A. Grambling game – The existing stipend payment to the teams is \$150K combined (\$75K to each team). The stipend payment will increase to \$500K combined (\$250K to each team) beginning in FY 24/25.

DATE June 27, 2024

SUBJECT **Park and Trails Environmental Response**

Q. Can you provide a follow-up conversation on the partnerships with DISD?

A. *Dallas ISD partnerships - We have reached out to the Chief Construction Office with DISD and requested a meeting to discuss the potential partnerships in District 4. We will keep council office updated as to when that meeting will be organized.*

Q. Where are we with the naming rights policy?

A. *Naming Policy (Sponsorships) – We have an existing contract with the Superlative Group who is actively soliciting for sponsorships and naming rights deals with corporations from around the country.*

Q. Are we going to see an actual schedule laid out for the bond implementation plan?

A. *Yes. The Park Department will provide project completion schedules for the bond implementation plan.*

Q. If we have questions about the schedule, can we raise those at the council briefing?

A. *Yes. If council members have questions about the schedules, staff will be prepared to address them at the council briefing.*

Please advise if there are additional questions, I can be reached at 214.670.8847 or by email crystal.ross@dallas.gov



Crystal R. Ross, Deputy Director
Dallas Park and Recreation

Kimberly Bizer Tolbert, City Manager (I)
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CITY OF DALLAS

DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Quality of Life, Arts, and Culture Committee Responses**

This memorandum serves to provide follow-up responses to questions from the Quality of Life, Arts, and Culture Committee Member questions.

Item E. Office of Arts and Culture – Budget Review

Q: Do we have a comparative report on revenue? What are your efforts in geographic diversity? How are you working with private donors?

- A. We do not have comparative reports on revenue sources/models from other municipalities.
- A. Some of our efforts in geographic diversity include:
Community Arts division curates arts/culture events across the city where we find geographic gaps in services.
- A. Community Artist Program (CAP) which is a funding program where OAC contract with a roster of ALAANA/BIPOC artists and organizations on an as-needed basis. Community members are able to request these artists to provide their artistic services anywhere in the city.
- A. The project-based funding program, ArtsActivate which favors project proposals that are outside of the Urban Core of the city, mostly reaching more dense residential areas of the city, meeting our residents where they are to provide them with easier access to arts and culture events.
- A. We are in contact with major private donors to gauge the wants, needs, and priorities of the donors and the arts ecosystem. OAC does not prioritize fundraising from such private donors as this would detract such dollars from going to other arts non-profits. Instead, we help connect private donors with organizations when possible. OAC also works with other funding partners to capitalize on each entity's strengths to provide various services for artists and arts organizations. For example, OAC is a major funder of arts non-profits of all sizes and is the only funding entity that funds individual artists directly. The Arts Community Alliance (TACA) provides grants but at a much smaller amount, however, they are very primed to provide arts organizations with capacity building opportunities. Another local arts funder, The Moody Fund, is to provide funding for direct capital expenses while the City is unable to do so with such ease.

Q. How has the transition of WRR to KERA management progressed? Are your services and programs concentrated only in the arts district?

- A. The WRR to KERA management transition has been going very smoothly. There are still a few procedural items OAC and KERA are collaborating on to iron out, but the partnership is communicative, collaborative, and highly effective.
- A. No, our services span across the entire city. We can always use input and suggestions from Council and Commissioners where they see a need for more arts and culture programming and presence.

Q. How many positions are currently open out of the allocated 115?

- A. We currently have 6 vacancies and are actively working to fill all positions.

Q. How are you working with private donors? What are your current and future for geographic diversity? How are you addressing maintenance responsibilities for partner-managed facilities?

- A. As long-term facility management agreements approach expiration, OAC will be reevaluating how best to administer funds to management entities to allow for the most cost effective and efficient ways to maintain the respective facility

Item C. 311 Customer Service – Budget Review

Q. What do you contract out? How do you ensure the security and privacy of resident data?

311 Customer Service	FY 2022-23 Actual	FY 2023-24 Adopted Budget	FY 2023-24 Forecast*	FY 2024-25 Planned Budget
Personnel Services	\$6,962,287	\$8,177,747	\$7,911,132	\$8,431,826
Supplies - Materials	77,640	53,829	53,829	53,946
Contractual – Other Services	1,786,354	2,065,293	2,057,179	2,153,142
Capital Outlay	117,328	0	0	0
Reimbursements	(3,965,665)	(3,965,665)	(3,965,665)	(3,965,665)
Department Expense Total	\$4,977,944	\$6,331,204	\$6,056,475	\$6,673,249
Department Revenue Total	\$0	\$0	\$0	\$0

A. 311’s Contractual – Other Services expense budget of \$2,065,293 in FY2023-24 and \$2,153,142 in FY 2024-25 planned is primarily for ITS internal chargebacks for telephone systems, circuits, and communication equipment totaling \$1,487,514 in FY2023-24 and \$1,574,835 in FY 2024-25 planned. The remaining expenses are primarily for contracts with Envision Dallas to provide 7 dedicated call takers, Language Line to provide over-the phone interpreter services and Procedure Flow software to help guide call agents during a phone call. These contracts total \$500,000 in FY2023-24 and \$381,714 in FY 2024-25 planned. Other expenses are associated with Risk Management internal charge backs, printing costs and personnel development which represent \$75,072 in FY2023-24 and \$174,910 in FY 2024-25 planned. 311 prioritizes the security and privacy of resident data by adhering to the Administrative Directives and Security Standards established by the Dallas Information & Technology Services security program. While call takers need to interact with customers, we use a minimal dataset to adequately identify residents for performing tasks or collecting information for services. Additionally, our department complies with open records regulations regarding the redaction of personally identifiable information (PII) in service requests.

Q. What metrics do you have for the 311-app usage? What is the trend over time for digital versus phone call usage? How are you addressing complaints about service requests being closed with no explanation?

A. At the end of each fiscal year, 311 evaluates service request data, which includes looking at mobile app downloads and service request origin of submission. As you can see in the data below, 311 customers are positively trending towards using the mobile app or online portal to submit service requests instead of calling 3-1-1.

Service Request Origin	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023	FY 2024
Phone Call	67%	66%	61%	62%	60%	56%
Digital (App or Online)	33%	34%	39%	38%	40%	44%
Total	100%	100%	100%	100%	100%	100%

*as of June 14, 2024

311 is working on several ways to enhance the customer’s experience by addressing complaints about service requests being closed with no explanation. Resident’s inability to see detailed contextual information regarding the status of their service request will be improved beginning July 2024. 311 has collaborated

DATE June 28, 2024
SUBJECT **Quality of Life, Arts, and Culture Committee Responses**
PAGE **3 of 3**

with its vendor to expand text display capabilities on both the online portal and Dallas 311 mobile app. Furthermore, a project is underway to improve text messages and emails generated from the 311 system making them visually appealing and more informative regarding the status of their service requests.

Please advise if there are additional questions, I can be reached at 214-708-0151 or by email liz.cedillopereira@dallas.gov

Best Regards,



Liz Cedillo-Pereira, Assistant City Manager, J.D.

c: Kimberly Bizer Tolbert, City Manager (I)
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CITY OF DALLAS

DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Office of Bond and Construction Management – Follow-up to the June 17, 2024, Transportation and Infrastructure Committee Meeting**

On June 17, 2024, the Transportation and Infrastructure Committee (Committee) was provided with a packet that outlined the Office of Bond and Construction Management's (BCM) mission and goals. The packet included an overview of the current year budget, the planned budget as of Summer 2023, and an update on various budget initiatives.

The following information is provided in response to comments posed by members of the Committee.

- In the FY2025 Proposed Budget, please denote the specific cost for the implementation of the bond program. This cost should be clearly separated from other budgeted services and staff.
 - FY 2025 Proposed Budget will include a section for Internal Service and Other Funds. BCM will be included in this section as an Internal Service Fund to account for staff and services supported through the City's bond program funds. BCM positions and services are only reflected in this section and will not be accounted for in the General Fund.
- Please provide the growth of BCM Internal Service Fund over time.
 - As part of the approved 2017 Bond Program, BCM was created as a separate office responsible for oversight and administration of all bond program funding, including funding approved prior to 2017. BCM provides data and support to the executive leadership team regarding the City's high-profile General Obligation Bond Programs. In previous bond programs, personnel services expenditures were accounted for in the administration cost of each approved project under each proposition. The Internal Service Fund was created to provide transparency and accountability for all bond-fund related expenditures in several City departments.

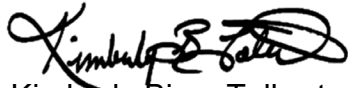
The FY 2018-19 adopted budget supported 160 positions, which included 125 existing positions reallocated from other departments.

The FY 2024-25 Proposed Budget (as of Summer 2023) supports 187 positions responsible for bond program project delivery and administrative expenses within BCM, Department of Public Works and Park and Recreation.

DATE June 28, 2024
SUBJECT **Bond and Construction Management – Follow-up to the June 17, 2024,
Transportation and Infrastructure Committee Meeting**
PAGE **2 of 2**

Should you have any questions, please contact Jennifer Nicewander, P.E., Director of the Office of Bond and Construction Management, at jennifer.nicewander@dallas.gov or 214-671-8450.

Service First, Now!



Kimberly Bizzor Tolbert
City Manager (I)

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DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Texas Department of Transportation State Safety Oversight Program – Annual Status Report**

The Texas Department of Transportation’s (TxDOT) State Safety Oversight (SSO) Program is responsible for addressing state and federal safety standards for the rail fixed guideway public transportation systems that TxDOT oversees, and prepares an annual report summarizing their activities. On June 6, 2024, TxDOT provided the calendar year (CY) 2023 report to City staff and requested that it be shared with the City Council for review (attached).

Currently, there are a total of six Rail Transit Agencies (RTAs) in Texas under the oversight of the SSO Program, three of which operate in the City of Dallas:

- Dallas Streetcar (DSC)
- Dallas Area Rapid Transit (DART)
- McKinney Avenue Transit Authority (MATA)

Each RTA is responsible for submitting a safety plan on an annual basis. DART prepares a safety plan for their system, and in their role as the Operator of the DSC they produce a separate safety plan for the Streetcar. The DSC Safety Plan is approved annually by the City Council, most recently on [February 28, 2024](#).

If you have any questions or concerns, please contact Ghassan “Gus” Khankarli, Ph.D. P.E., PMP, CLTD, Director of the Department of Transportation, at Ghassan.khankarli@dallas.gov.

Service First, Now!

A handwritten signature in black ink, appearing to read 'Kimberly Bizer Tolbert'.

Kimberly Bizer Tolbert
City Manager (I)

[Attachment]

c: Tammy Palomino, City Attorney
Mark Swann, City Auditor
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Calendar Year 2023 State Safety Oversight Program Annual Status Report

Public Transportation Division

June 2024

Purpose

The State Safety Oversight (SSO) Program Annual Status Report is prepared by the Texas Department of Transportation (TxDOT) Public Transportation Division to provide an update on the safety status of the rail transit agencies (RTA) that TxDOT oversees. The report is distributed annually to the Governor, the Lieutenant Governor, the Speaker of the Texas House of Representatives, the Federal Transit Administration (FTA), and the governing body of each RTA.

This report summarizes the activities for calendar year 2023 to meet State and federal safety reporting regulations and includes data from the 2023 Annual Report to the FTA.

Rail Fixed Guideway Public Transportation Systems in Texas

Currently, there are six RTAs in Texas under the safety oversight of the TxDOT SSO Program.

- Dallas Area Rapid Transit (DART)
- Dallas Streetcar (DSC)
- El Paso Streetcar (EPSC)
- Galveston Island Trolley (GIT)
- McKinney Avenue Transit Authority (MATA)
- Metropolitan Transit Authority of Harris County (METRO)

A seventh agency, Capital Metropolitan Transportation Authority (CapMetro) in Austin, is anticipated to enter the TxDOT SSO Program formally within the next 24 months, as a new light rail transit system in development. The Austin Transit Partnership is the local government corporation leading the Austin light rail project, which will be operated by CapMetro. Though not yet formally under TxDOT's safety oversight, the SSO Program actively continues to coordinate with Austin Transit Partnership to monitor the project development process to ensure an effective transition into the SSO Program for pre-operations safety certification.

Federal Transit Administration Proposed Rule Changes

In 2023, FTA published a set of proposed rule changes for the public transportation safety program, the most significant of which TxDOT submitted written comments to the Federal Register. These proposed rules add requirements for TxDOT and the rail agencies in the State Safety Oversight program. They included:

- On April 26 for Section 49 Code of Federal Regulation (CFR) Part 673, The Public Transportation Agency Safety Plan.

- October 26 for 49 CFR 672, the Public Transportation Safety Certification Training Program.
- October 30 for 49 CFR 675, Transit Worker Hours of Service and Fatigue Risk Management. This was an Advanced Notice of Proposed Rulemaking (ANPRM), FTA's method for gathering relevant information prior to a potential Notice of Proposed Rulemaking in the future.
- November 15 for 49 CFR 674, State Safety Oversight.

2023 Federal Transit Administration Triennial Audit of TxDOT SSO Program

On June 26th, 2023, FTA conducted their triennial audit of TxDOT's SSO Program. The audit was successful with only three minor deficiencies. Over the course of the five days, FTA interviewed TxDOT Public Transportation Division leadership, SSO staff, SSO support contractors, and RTA staff. FTA also toured and inspected the facilities of both DART and DSC.

On November 1st, FTA submitted its final report regarding the audit of TxDOT's SSO Program. The final report concluded with three minor deficiencies that required corrective action plans (CAPs):

1. TxDOT did not have a process to verify that some RTA's Public Transportation Agency Safety Plans (PTASP) included all the minimum requirements.
2. TxDOT did not verify that the RTAs notify the TxDOT and the FTA within two hours of any accident.
3. TxDOT did not require that the accident investigation reports include necessary requirements.

The Public Transportation Division had all three deficiencies corrected by the end of May 2024. It is anticipated that FTA will complete review and approval of those corrective actions in the Summer or Fall of 2024.

Public Transportation Agency Safety Plans (PTASP) Status

The PTASP describes a rail agency's safety policies, procedures, objectives, and responsibilities. Rail agencies must review and, if necessary, update their PTASPs annually. TxDOT approved all revisions made to PTASPs. The following table summarizes the dates the rail agencies and TxDOT completed and approved each agency's PTASP.

Table 1: Public Transportation Agency Safety Plan Approvals

Rail Agency	Rail Agency Approval Date	TxDOT Approval Date
Dallas Area Rapid Transit	November 16, 2023	March 1, 2024
Dallas Streetcar	December 22, 2023	March 6, 2024
El Paso Streetcar	December 5, 2023	March 1, 2024
Galveston Island Trolley	December 15, 2023	March 6, 2024
McKinney Avenue Transit Authority	December 2023	February 26, 2024
Metropolitan Transit Authority of Harris County	November 16, 2023	February 26, 2024

Unites Stated Department of Transportation (USDOT) Special Directive to TxDOT

In March 2023, TxDOT began coordination with rail agencies to develop a risk-based inspection (RBI) program draft. TxDOT’s risk-based inspection program uses analyses of rail agency qualitative and quantitative data to assist in the prioritization of inspections to address the highest levels of rail agency safety risk.

The RBI program documents TxDOT’s authority to access rail agency property to conduct inspections, including access for inspections that occur with and without advance notice. Additionally, the program explains the data required from each rail agency, TxDOT’s data analysis and risk prioritizing process, and procedures and requirements for conducting inspections at each rail agency.

TxDOT SSO and rail agencies continued to coordinate on RBI program development throughout 2023 during onsite visits, SSO and RTA semi-annual meetings, conference calls, emails, and document reviews. By December 2023, TxDOT SSO and rail agencies had completed the risk-based inspection program draft.

TxDOT submitted the RBI packet to FTA on April 30, 2024. Upon FTA approval, anticipated by October 2024, TxDOT and rail agencies will implement the RBI program.

TxDOT State Safety Oversight Program Standard

The Texas Department of Transportation issued a revised SSO Program Standard in August 2023. The rail transit agencies were provided an opportunity to submit revision suggestions in June 2023,

and to provide comments on proposed changes in July 2023. The updated Program Standard was emailed to each rail transit agency on August 1, 2023. TxDOT's latest Program Standard is posted on the TxDOT website at: <https://www.txdot.gov/inside-txdot/division/public-transportation/state-safety-oversight.html>

Summary of CY 2023 Rail Transit Agency Annual Safety Report

FTA requires TxDOT to submit an annual report by March 15th that covers safety performance and other information for each rail transit agency overseen by TxDOT. TxDOT is required to certify that it has complied with the SSO Program federal requirements. TxDOT submitted its 2023 Annual Report to FTA on March 13, 2024.

Safety data reported to the State Safety Oversight program by the rail transit agencies shows 102 accidents in 2022 as compared to 84 accidents in 2023. Rail agencies continue to implement safety and security actions to ensure passenger safety.

The six rail agencies cumulatively generated 74 fewer corrective action plans in 2023 than in 2022, due in large part to the greater number of triennial audits conducted by TxDOT in 2022. The current corrective action plan numbers are in line with non-triennial-audit year averages. Activities that result in corrective action development include accidents investigations, which can indicate a need for policy or procedure development, updates, retraining, or other actions needed to improve safety at rail transit agencies.

The following table summarizes the significant safety information and activities provided in the FTA report for CY 2022 and provides a comparison with CY 2023 data.

Table 1: Safety Activities for January 1 through December 31, 2023

Safety Activities	2022 Totals	2023 Totals
Accidents ¹	102	84
Reported Hazards ²	3	2
Corrective Action Plans (CAPs) ³	126	52

¹ In accordance with TxDOT SSO Program Standard and 49 CFR 674.33, accidents must be reported that meet the following thresholds.

- a) Fatality (occurring at the scene or within 30 days following the accident).
- b) One or more persons suffering serious injury.

- c) Property damage resulting from a collision involving a rail transit vehicle; or any derailment of a rail transit vehicle.
 - d) A collision between a rail transit vehicle and another rail transit vehicle.
 - e) A collision at a grade crossing resulting in serious injury or fatality.
 - f) A collision with a person or object resulting in serious injury or fatality.
 - g) A runaway train.
 - h) Evacuation due to life safety reasons.
 - i) Fires resulting in a serious injury or fatality.
- ² Reported Hazards are real or potential conditions that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a rail fixed guideway public transportation system; or damage to the environment; and that meet the RTA's thresholds in their safety plans for reporting to the TxDOT SSO Program
- ³ Corrective action plans (CAPs) are developed by a Rail Transit Agency to describe required actions and associated schedule needed to minimize, control, correct, or eliminate risks and hazards.

Memorandum



CITY OF DALLAS

DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Organizational Realignment: 311 Customer Service and Communications, Outreach, and Marketing**

As a component of my 100-Day transition plan, I made the commitment to create an environment where we would actively listen, and foster a culture of open dialog, to build trust and empower all stakeholders to contribute to our city's success.

I am pleased to announce that we are making strides towards that goal with the consolidation of 311 Customer Service and Communications, Outreach, and Marketing to form the *Office of Communications and Customer Experience*, to be led by Daisy Fast, who has served in various leadership positions within the City for seventeen years.

This consolidation will not result in immediate budget impacts. However, beginning in FY24-25, **savings are anticipated to exceed \$800,000.**

Reimagined Services and Staffing Alignment

This Office will implement new opportunities to evolve 311 call functions, and reimagine the City's communications function, to create more proactiveness, and efficiency and streamline customer experience, and equitable engagement.

The consolidated team will design and implement a unified, cohesive customer-centric and equitable citywide communications and engagement strategy that encompasses all City channels and departments, including marketing and crisis communications response. They will also develop benchmarks for measuring the effectiveness of overall communications and customer experience, at every level, serve as the central hub for language access, translation services, citywide media spokesperson functions, and engagement with multimedia, and multicultural media outlets.

This Office will be positioned to push out up-to-date clear and concise information, better address customer inquiries and concerns, cross-train 311 call agents to better assist residents, and leverage technology to drive our residents to the 311 mobile application, and other City channels.

The following chart provides a summary of the divisions that will make up the new operational functions of the Office:

311	Marketing	Communications	
		External	Internal
Call Center	Website	Media Engagement	Multimedia Center
Training and QA	News Hub	Strategic Messaging	Video Production
System Configuration	Social Media	Crisis Management	Internal Communications Coordination
Call Taker Staffing and Productivity	Graphics Design and Production	Media Spokesperson(s)	Multi-Level Internal Engagement
311 App	Video Content	Citywide Initiative Educational Campaigns	Communications Training
Community Engagement and Outreach	Language Access / Translation Services	Stakeholder Communications	Cross-Department communication

Path Forward

Over the coming weeks, the Office will transform its organizational structure and core functions for each team to reflect our goals. We will keep the City Council abreast of rebranding activities and deliverables from this consolidation.

Should you have any questions or need additional information, please reach out to me or Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I) Elizabeth Saab at 214-670-4549 or Elizabeth.Saab@Dallas.gov.

Service First, Now!



Kimberly Bizzor Tolbert
City Manager (I)

c: Tammy Palomino, City Attorney
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
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 28, 2024

TO Honorable Mayor and Members of the Dallas City Council

SUBJECT **City Leased Properties**

The Government Performance and Financial Management Committee was briefed on June 24, 2024, regarding “*Review of and Update Regarding City Real Estate for Development and Redevelopment Opportunities*”. A request was made to provide a listing of leased properties by the City of Dallas within the private sector. Attached for your review is a listing of these leased properties by department which includes the following:

- Property addresses
- Term
- Lease start and end dates
- Size
- Monthly and Annual rental amounts
- Use

Should you require any further details or have any questions regarding the information provided, please let me know.

Service First, Now!

A handwritten signature in black ink, appearing to read 'Kimberly Bizer Tolbert'.

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

**CITY OF DALLAS
ACQUISITION LEASES**

STREET ADDRESS	TERM	START DATE	END DATE	SQ. FT.	CURRENT BASE RENTAL		DEPARTMENT USE
					MONTHLY	ANNUAL	
CITY ATTORNEY'S OFFICE							
2111 S. CORINTH ST, SUITE 109	20 YRS	22-Feb-2012	21-Feb-32	1,068	\$0.00	\$0.00	SOUTH OAK CLIFF COMMUNITY COURT
BUILDING INSPECTION							
11910 GREENVILLE AVENUE, SUITE 100	7 YRS	1-Oct-2008	31-Oct-29	4,290	\$6,324.18	75890.16	NORTH CENTRAL PERMIT OFFICE
2730 COOMBS CREEK DRIVE	10 YRS	1-Dec-2014	30-Nov-24	4,996	\$8,534.83	\$102,417.96	SOUTHWEST DISTRICT OFFICE
4850 OLSON DRIVE	10 YRS	1-Oct-2020	30-Sep-30	5,000	\$10,000.00	\$120,000.00	SOUTHEAST DISTRICT OFFICE
400 S ZANG BLVD, STE. C-95	5 YRS	1-Mar-2021	28-Feb-26	5,425	\$7,911.46	\$94,937.52	SDC Training Facility
INFORMATION AND TECHNOLOGY SERVICES							
2833 Remond Drive	10 YRS	1-Nov-2013	10-Mar-29	14,895	\$9,000.71	\$10,800.52	BACKUP RADIO COMMUNICATIONS SITE
5200 HARRY HINES BLVD	1 YR	1-Jul-2017	31-Jan-33	1,162	\$0.00	\$1,000.00	MOBIL DATA TERMINAL
501 S. POTTER ST., CEDAR HILL, TX	10 YRS	1-Oct-2019	30-Sep-29	500	\$7,000.00	\$84,000.00	P25 EMERGENCY RADIO SYSTEM
13350 TI BLVD.	15 YRS	15-Aug-2019	14-Aug-34	1,000	\$0.00	\$0.00	P25 EMERGENCY RADIO SYSTEM
CONVENTION CENTER							
701 SPORTS STREET	50 YRS	1-May-1975	30-Apr-25	331,909		1% OF GROSS RECEIPTS	REUNION PARKING
FIRE							
8585 Stemmons , Ste. S720	62 MO	1-Jul-2022	31-Aug-27	2,105	\$2,982.08	\$35,784.96	DFR Services
2734 Burbank St	3-YRS	1-Mar-2023	28-Feb-26	8,371	\$11,000.00	\$132,000.00	EMERGENCY SERVICES DIVISION - SPECIAL EVENT AMBULANCE
GOVERNMENTAL AFFAIRS							
1122 COLORADO ST., STE., 104A AUSTIN, TX	9 MO	1-Apr-2022	31-Jul-24	133	\$900.00	\$10,800.00	LEGISLATIVE AFFAIRS OFFICE
OFFICE OF COMMUNITY CARE							
3202 BUCKNER WIC #130 & 124	8 YRS	1-Jun-2005	31-May-30	8,100	\$11,508.75	\$138,105.00	WIC/NORTHEAST- SITE 26
1111 W LEDBETTER #600	5 YRS	1-Jan-2008	31-Dec-25	9,669	\$15,315.35	\$183,784.20	WIC/SOUTHWEST- SITE 25
828 S. CARRIER PARKWAY	10 YRS	1-May-2014	30-Apr-31	5,000	\$9,479.17	\$113,750.04	WIC/GRAND PRAIRIE-SITE 8

**CITY OF DALLAS
ACQUISITION LEASES**

STREET ADDRESS	TERM	START DATE	END DATE	SQ. FT.	CURRENT BASE RENTAL		DEPARTMENT USE
					MONTHLY	ANNUAL	
1050 S. WESTMORELAND ROAD #316	5 YRS	1-Dec-2008	30-Nov-25	5,030	\$7,850.00	\$94,200.00	WIC/HAMPTON -SITE 3
6925 LAKE JUNE ROAD	7 YRS	1-Aug-2008	31-Jul-25	7,400	\$10,150.33	\$121,803.96	WIC/LAKE JUNE- SITE 5
1110 S. SANTA FE TRAIL DUNCANVILLE	5 YRS	1-Apr-2005	31-Mar-26	3,600	\$5,512.00	\$66,144.00	WIC/DUNCANVILLE - SITE 30
1111 W AIRPORT FREEWAY, SUITE 234	5 YRS	1-Sep-2009	30-Sep-27	6,854	\$7,141.97	\$85,703.64	WIC/IRVING-SITE 9
2600 N. STEMMONS FREEWAY, SUITE 190	10 YRS	1-Nov-2014	October 31,2024	5,873	\$6,362.42	\$76,349.04	WIC/CENTRAL-SITE 34
8202 SPRING VALLEY ROAD, SUITE 100	5 YRS	1-Nov-2010	31-Dec-25	7,980	\$11,562.69	\$138,752.28	WIC/SITE24
6012 ABRAMS ROAD, SUITE 150	10 YRS	1-Sep-2013	31-Aug-28	4,272	\$7,743.00	\$92,916.00	WIC/ SITE 37
2851 DAIRY ROAD, GARLAND TX	10 YRS	1-Jan-2016	31-Dec-25	5,500	\$7,449.92	\$89,399.04	WIC/SITE 11
3207 W Northwest Hwy, Stes., 100, 120 & 150	86 mon	1-Mar-2022	30-Apr-29	6,000	\$8,750.00	\$105,000.00	WIC/SITE 17
618 Clara Barton, Ste., 2, Garland TX	7 YRS	1-Mar-2022	28-Feb-29	2,061	\$4,723.13	\$56,677.56	WIC/SITE 32
10903 Shady Trail, Ste., 160	10 YRS	1-Jul-2022	30-Jun-32	8,333	\$6,944.17	\$83,330.04	WIC Warehouse
LIBRARY							
8687 NORTH CENTRAL EXPWY, H2-1514	1 YR	20-Jun-2007	31-May-25	1,993	\$0.00	\$0.00	LIBRARY
5626 ROYAL LANE	5 YRS	25-Sep-1989	24-Sep-24	20,000	\$0.00	\$0.00	PARKING
PARK							
2700 MEADOWSTONE ROAD	10 YR	1-Dec-2008	30-Nov-28	143,748	\$0.00	\$1.00	PARK USE
621 CLARENDON DRIVE (LIC AGR)	MTM	15-Apr-2009	MTM	4,386	\$0.00	\$0.00	FIRE ACCESS LANE
3500 ARMSTRONG AVE (LIC AGR)	10 YR	1-Sep-2009	31-Aug-29	644	\$0.08	\$1.00	KATY TRAIL ACCESS
1775 CALIFORNIA CROSSING	20 YR	June 1,2015	31-May-35	390,298	\$0.00	\$0.00	MAINTENANCE SERVICE CENTER
17454 MEANDERING WAY (LIC AGR)	MTM	1-Mar-2009	MTM		\$0.00	\$0.00	PRESTON RIDGE TRAIL PED CRSG
1627 PACIFIC AVENUE (THANKSGIVING)	75 YR	1-Jan-1972	31-Dec-2047	23,122	\$5,416.67	\$65,000.00	THANKS GIVING SQUARE TUNNELS
POLICE							
8585 STEMMONS FRWY, SUITE S-525	5 YRS	1-Sep-2018	31-Oct-28	1,950	\$2,640.63	\$31,687.56	DPD SERVICES
5351 SAMUEL BLVD.	5 YRS	March 1, 2013	28-Feb-25	2,500	\$4,800.00	\$57,600.00	YOUTH & FAMILY CRIMES
5310 RED BIRD CTR & 5610 RED BIRD CTR, SUITE 200	5 YRS	1-Aug-2012	31-Jul-27	58,101	\$92,644.43	\$1,111,733.16	POLICE ACADEMY
1000 BELLEVIEW STREET	23 YRS	1-Apr-2000	30-Sep-24	170,814	\$29,167.00	\$350,004.00	PARKING GARAGE
2033 COMMERCE	99 YRS	1-Jan-1955	31-Dec-53	9,990	\$900.00	\$10,800.00	PARKING (COURTS BLDG)
TRANSPORTATION							
1011 AKARD	M-T-M	30-Jan-1998	Indefinite	0	\$0.00	\$0.00	ROOF TOP MONITOR
2500 VICTORY	M-T-M	1-Aug-2001	Indefinite	0	\$0.00	\$0.00	TOWER CAMERA

**CITY OF DALLAS
ACQUISITION LEASES**

STREET ADDRESS	TERM	START DATE	END DATE	SQ. FT.	CURRENT BASE RENTAL		DEPARTMENT USE
					MONTHLY	ANNUAL	
<u>OFFICE OF ENVIRONMENTAL QUALITY</u>							
1415 HINTON (1550 W MOCKINGBIRD)	5 YRS	15-Oct-1994	31-Aug-24	7,761	\$62.50	\$750.00	MONITORING SITE
7724 CARBONDALE ST.	10 YRS	12-Apr-2024	11-Apr-34	UNK	\$0.00	\$0.00	AIR MONITORING SITE
<u>WATER</u>							
2121 MAIN STREET	5 YRS	24-Apr-2014	30-Apr-28	33,967	\$54,290.59	\$651,487.08	OFFICE
8231 & 8239 HOYLE AVE	3 YRS	15-Jun-2001	30-Sep-24	28,000	\$11,580.00	\$138,960.00	OFFICE/WAREHOUSE
<u>PROCUREMENT SERVICES</u>							
10903 SHADY TRAIL, STE., 175	5 yrs	1-May-2022	30-Apr-27	8,330	\$6,941.67	\$83,300.04	CITY STORE
<u>CENTRAL BUSINESS DISTRICT (ARTS)</u>							
Flora and Crockett	200 YRS	31-Dec-88	30-Dec-88			\$200.00	ARTS DISTRICT PARKING

Memorandum



CITY OF DALLAS

DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Organizational Realignment: Real Estate Division**

I have recently connected and collaborated with various stakeholders and leaders within the organization and community, to better understand the specific challenges and issues at hand with property management. As a result of these conversations, and in coordination with other efforts already underway in my 100-day plan to reimagine the delivery of City services, I have identified an opportunity to better align our resources with the City's strategic goals. This realignment will establish a comprehensive framework for the management related to the City's vertical assets and real property. Proper care of the City's portfolio of assets and the proactive and thoughtful disposal of unneeded properties, returning them to the tax rolls, and supporting private development are some of the key motivators for this new approach.

Reimagined Services and Staffing Alignment

Over the coming weeks, the City's Real Estate Division (Real Estate) will transition from the Department of Public Works to the **(new)** Department of Facilities and Real Estate Management (FRM), formerly Building Services Department (BSD). Real Estate and all associated functions and operations, positions, and funding will be transferred to FRM. This realignment aims to streamline operations, improve accountability, and leverage existing resources and expertise within the organization to enhance the overall management of our real estate assets. **This realignment is budget-neutral and does not create additional expenses but will be positioned to enhance revenue by monetizing unneeded and underutilized assets and growing the tax base.**

To enhance the City's current operations and improve real estate management, it is essential to invest appropriately in select professional services, adequate staff support, and resources. In line with the City's Service First Value of "*Excellence*," some of these initiatives may require additional funding to ensure their success and support our continual improvement efforts.

Real Estate has four divisions: Abandonment and Licensing; Acquisitions and Relocations; Leases/Tax, Foreclosure and Surplus Properties; and Business Operations. The chart below provides a summary of each division's operations and staffing realignments.

Current Real Estate Function	Department to Absorb Function	Current Real Estate Positions	# of Positions Under New Structure	How we will deliver Service First: Now!
Abandonment and Licensing	FRM	7	7	The City is required to process transactions related to abandonment and licensing for the public right of way. This includes alleys, streets, and easements in collaboration with abutting property owners/tenants for private development. Providing continued support and adequate resources will ensure the timely collection of associated revenues in support of the general fund.
Acquisitions and Relocations	FRM	10	10	Real Estate will continue to support internal stakeholders with the acquisition of real property to support various City initiatives and goals. Including Facilities in the decision-making process, pre-acquisition, will ensure appropriate maintenance activities and resources are allocated to safeguard the City's vertical assets.
Leases, Tax Foreclosure, and Surplus Properties	FRM	6	6	Co-locating Real Estate with the department responsible for maintenance and repair will ensure that City-owned occupied/vacant and surplus vertical assets have appropriate oversight. This division, along with guidance from a consultant, will assist with developing a comprehensive review of all assets and processes and procedures to guide staff during the redevelopment and/or divestiture of surplus properties.
Business Operations	FRM	6	6	Business operations oversee all intake and customer-facing service delivery processes for approximately 600+ transactions annually. General administrative support with Council agenda items, accounts payable, contract compliance, technology solutions, and records management. Real Estate Business Operations will assist with the revision of AD 6-17 and the development of a new AD to strengthen oversight and formally document processes for vertical asset transactions.

Over the coming months, staff will review current operations to identify where investments can yield the most efficiency and further the City's goals – carefully weighing each need against its anticipated return. This process will allow staff time to research various improvements, prioritize needs, and assess the feasibility of various initiatives, all aimed at maintaining a robust property and asset management operation.

Examples of future potential improvement initiatives include developing and implementing a real estate master plan, upgrading to modern, user-friendly asset management software, leveraging professional property management services, and dedicating maintenance and repair funds for non-City-managed properties.

Path Forward

Many of the issues recently brought to my attention can be effectively addressed by providing clear, updated directions and processes for staff as guidance. As so, and in addition to the planned realignment above, further work is underway to ensure the City maintains its commitment to the effective and efficient management of its assets.

Facilities and Real Estate Management, with input from appropriate stakeholders, will undertake a comprehensive review and revision of Administrative Directive 6-17: *Land and Building Management System*. The revised publication will ensure appropriate direction and guidance are provided on:

- Documenting and compiling details on all the City's real assets
- Maintaining the asset database (LBMS) and clarifying database ownership
- Process for requesting edits to data, database assets, and/or asset details
- Compliance with designated Property Liaison for department-managed assets
- Modernize the annual property examination process for automated data collection
- Recognize the creation and role of the Facilities and Land Management Governance Task Force
- Further refine and improve the City's annual property examination and review process


Further, a new Administrative Directive is proposed to provide detailed guidelines and direction for managing vertical assets and real property. This new Administrative Directive will serve as a resource to staff by providing clarity on roles and responsibilities, ensuring appropriate funding for maintenance is allocated prior to purchase, and providing protocols for required approvals for acquisition/divestiture transactions. The scope of the new Administrative Directive is planned to include guidance on:

- Required due diligence prior to purchase
- Asset acquisition and official assignment to responsible department(s)
- Repurposing of facilities
- Vacant property management
- Divestiture and/or redevelopment of assets

I appreciate your collective support as we implement these significant improvements. Feedback is vital to our success, and I look forward to working together to achieve our shared goals. Attached are talking points/FAQs for your reference.

DATE June 28, 2024
SUBJECT **Organizational Realignment: Real Estate Division**
PAGE **4 of 4**

Should you have any questions or need additional information, feel free to reach out to me or Assistant City Manager (I) Donzell Gipson at donzell.gipson@dallas.gov.



Kimberly Bizer Tolbert
City Manager (I)

[Attachment]

c: Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billierae 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



City of Dallas

June 28, 2024

City of Dallas Functional Reimagining and Realignment for Results: Real Estate

Background

As outlined in City of Dallas Interim City Manager Kimberly Bizer Tolbert's 100-day Transition Playbook, she committed to reimagine and realign service delivery for residents, to enhance Service First with the urgency of Now!

As continued evidence of that commitment, over the coming weeks, the City's Real Estate Division (Real Estate) will be moved from the Department of Public Works (PBW) to the **(new)** Department of Facilities and Real Estate Management (FRM), formerly Building Services Department (BSD). Real Estate and all associated functions and operations, positions, and funding will be transferred to FRM.

This realignment aims to streamline operations, improve accountability, and leverage existing resources and expertise within the organization to enhance the overall management of our real estate assets. **This realignment is budget-neutral and does not create additional expenses but will be positioned to enhance revenue by monetizing unneeded and underutilized assets and growing the tax base.**

What are the services currently performed by Real Estate?

Real Estate has 29 assigned positions responsible for the various operations of four divisions:

1. Abandonment and Licensing
 - a. Manages transactions related to abandonment and licensing of public right-of-way. This operation includes alleys, streets, utility easements and floodway management areas, which are coordinated with abutting property owners and support private development.
2. Acquisitions and Relocations
 - a. Assist departments and stakeholders with the acquisition process of real property and associated relocation benefits, if necessary, to support various City initiatives and goals.
3. Leases/Tax, Foreclosure and Surplus Properties
 - a. Manages transactions related to leasing and the sale of City surplus and tax foreclosure property to support private development and City operations and objectives.
4. Business Operations
 - a. Manages all intake and customer-facing service delivery for approximately 600+ annual transactions. Including Council agenda items, appraisals, human capital management, accounts payable, contract compliance, technology solutions, and records management compliance.

What about the Real Estate staff?

Other than reassignment to the new Department of Facilities and Real Estate Management, no other impact to current employees is expected as a result of this realignment.

What are the main goals of this realignment?

Proper care of the City's portfolio of assets and the proactive and thoughtful disposal of unneeded properties, returning them to the tax rolls, and supporting private development are some of the key motivators for this new approach.

What steps will the City take to minimize disruptions to the Real Estate functions during this transition?

Directors from FRM and PBW are already communicating with Real Estate staff and City leadership to ensure a smooth and efficient transition. Real Estate will continue to support current and planned initiatives for stakeholders during and after the realignment. Real Estate will officially be incorporated into FRM operations on August 14, 2024.

Key Dates:

- June 28, 2024 – notification to Council of realignment
- July City Council Recess – Real Estate's official transition from PBW to FRM
- August 14, 2024 – City Council agenda item to reallocate Real Estate operations to new Department of Facilities and Real Estate Management

Contacts for more information:

- Kimberly Bizer Tolbert, City Manager (I)
- Donzell Gipson, Assistant City Manager (I)

Memorandum



CITY OF DALLAS

DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **711 South St. Paul Street**

In response to feedback received on June 24, 2024, from the committees of Government Performance and Financial Management and Housing and Homeless Solutions regarding management of City property assets, I want to emphasize our commitment to actively engage in the effective management, disposition, development, and or redevelopment of property in the City's portfolio. Proactive efforts are essential in ensuring City properties are not only well maintained, but also optimized to their fullest potential and maximizing their return on investment to the City.

An outline of our plan of action regarding 711 South St. Paul Street will include presenting an item on the August 14, 2024, City Council Agenda meeting, for consideration, as required by Dallas City Code to declare the property as surplus property, and authorize its advertisement for sale, with a minimum reserve amount, by public auction. The timeline and process moving forward is as follows:

Prior to City Council Action:

- Continued monitoring and daily security patrols until the Property is sold
- Engage City auctioneer, Hudson and Marshall to coordinate date and location of upcoming sale
- Prepare an item for City Council approval on the August 14, 2024, City Council Agenda

After City Council Authorization:

30-45 days	
	Advertisement/Marketing period
	Staff to perform statutory advertisement requirements.
	Auctioneer to place for sale signs on Property and market/advertise property locally and nationally
46-90+ Days	
	Hold Public Auction
	Purchase and Sale Contract executed by high bidder and contract/closing documents reviewed and routed for City signatures
	Estimated Closing - Late October/Early November 2024

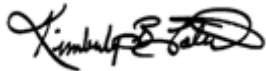
DATE June 28, 2024
SUBJECT **711 South St. Paul Street**
PAGE **2 of 2**

During the July break, staff will continue its ongoing efforts and commitment to completing the sale of this property timely and efficiently.

As mentioned in previous meetings to the Government Performance and Financial Management Committee, the inter-departmental team continues to work with reviewing City Property, underutilized assets and appraising possible opportunities for the sale, development, or redevelopment of assets. Proactively identifying assets to be considered reemphasizes our ongoing commitment and efforts to maximize value and ensure sustainability across our property portfolio.

As appraisals are received and evaluated, staff will prepare a summary update and present the information to the City Council and seek further guidance on how to proceed with the potential sale, development, or redevelopment of the identified properties.

Should you have any questions or need additional information, feel free to reach out to me or Assistant City Manager (I) Donzell Gipson at donzell.gipson@dallas.gov.



Kimberly Bizzor Tolbert
City Manager (I)

c: 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)
Jack Ireland, Chief Financial Officer
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)
Directors and Assistant Directors

Memorandum



CITY OF DALLAS

DATE June 28, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Interim City Manager 100-Day Transition: Department Deliverables Update**

The purpose of this memorandum is to share completed, in-progress and upcoming *Department Deliverables* from my 100-Day Transition Playbook Primary Focus Areas.

July 1 marks 60 days of our transition, and I am pleased to say we are continuing to push ahead on our commitment to delivering *Service First* with the urgency of *Now!*

I have elevated to you several opportunities we are seizing to reimagine and realign our organizational structure, how we are enhancing our ability to *Connect, Collaborate, and Communicate* through our internal and external engagement, and how we are tackling immediate priorities to support a stable and thriving Dallas.

Prior to assuming the role of Interim City Manager, I spent time with each department director to gain a greater understanding of their role, their core function, and how the leadership team and I could support their work.

Through those meetings, we identified *Department Deliverables* that address areas to improve operational efficiency, streamline processes, and create clear responsibility.

We are also using these deliverables as inspiration for examining needs that are outside of our current budget constraints and how we can bridge those through leveraging external expertise and resources.

I am pleased to share the attached following *Department Deliverables* and status. Each is categorized according to our new organizational structure, which aligns departments according to their attributes, 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.**”*


In addition, we’ve highlighted where these *Department Deliverables* fall within our six 100-Day Primary Focus Areas.

DATE June 28, 2024
SUBJECT **Interim City Manager 100-Day Transition: Department Deliverables Update**
PAGE **2 of 2**

We will continue to update you on our progress and deliverables.

Please reach out to me should you require additional information or have any questions.

Service First, Now!



Kimberly Bizzor Tolbert
City Manager (I)

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Directors and Assistant Directors

SUSTAINABLE		
Department	Deliverable	Status
Bond & Construction Management	Finalize the five-year bond priority list.	To be completed by July 31, 2024, within the first 100 days.
Bond & Construction Management	Update the 2024 bond dashboard and develop the implementation schedule in coordination with internal and external stakeholders.	To be completed by the end of August 2024, beyond the first 100 days.
Office of Environmental Quality & Sustainability	Developing a budgeting tool to help with CECAP milestones, identifying the amount of money each department will utilize annually.	To be completed following the adoption of the FY24-25 budget, beyond the first 100 days.
Public Works	Through collaboration with the North Central Texas Council of Governments (NCTCOG), facilitate the training of laborers from other municipalities to obtain a Commercial Driver's License (CDL) through the City of Dallas by allowing other municipalities to pay into a pool for the Dallas General Fund budget, which will be provided back to Public Works. (Preliminary, and implementation is pending demand and willingness from other municipalities).	To be completed by Fall 2024, beyond the first 100 days.
Transportation	Increase funding for parking management to implement a comprehensive approach to parking management citywide. Funding will be used to upgrade approximately 500 of the combined total of 2,800 2G and coin operated meters. Meter selection will be mapped and strategically implemented.	To be completed following the adoption of the FY24-25 budget, beyond the first 100 days.

Transportation	Work with Oak Farms consultant to evaluate streetcar alignment options from Bishop Arts to the Southern Gateway deck park.	To be completed by the end of October 2024, beyond the first 100 days.
Transportation	Released the Request for Qualifacationsfor Street Car operations and maintance study to address future finance models to supplement	Completed on June 13, 2024
Transportation	Release an Request for Propsal to study parking inventory, with a focus on Central Business District, West End, and Deep Ellum; to evaluate offstreet parking supply and demand needs and stategies.	To be completed by September 2024

**Denotes Primary Focus Area 100-Day Priority*

SAFE

Department	Deliverable	Status
Dallas Fire-Rescue	Supported Dallas-Fire Rescue in eliminating barriers to recruitment / employment by updating tattoo standards.	Completed on June 21, 2024, within first 100 days.
Dallas Fire-Rescue	Assess educational hiring standards for fire departments of other major cities in Texas and across the County to compare DFR's educational qualifications (college hours vs high school diploma) to determine if changes are needed.	To be completed by August 30, 2024, beyond the first 100 days.
Dallas Fire-Rescue	New equipment, fire trucks and wildfire vehicles delivered and street ready by late August.	To be completed by August 30, 2024, beyond the first 100 days.
Dallas Police Department	Supported the Dallas Police Department in eliminating barriers to recruitment/employment by updating tattoo and beard standards.	Completed on June 21,2024, within the first 100 days.
Dallas Police Department	Recommend budget necessary to implement market salary adjustments for FY 25 in accordance with the Meet & Confer agreement.	To be completed following the adoption of the FY24-25 budget, beyond the first 100 days.
Dallas Police Department	Assess educational hiring standards for police departments of other major cities in Texas and across the County to compare DPD's educational qualifications (college hours vs high school diploma) to determine if changes are needed.	To be completed by October 31 2024, beyond the first 100 days.

Office of Emergency Management	Leverage internal and external collaborations for the Dallas Alert system soft launch to seek feedback in preparation for a September 1 full launch, that will follow a National Preparedness Month kickoff press conference.	To be completed by September 1, 2024, beyond the first 100 days.
Dallas Municipal Court	Develop a framework for upskilling program that promotes opportunities & retention for court and detention services municipal clerks.	To be completed following the adoption of the FY24-25 budget, beyond the first 100 days.

**Denotes Primary Focus Area 100-Day Priority*

VIBRANT

Department	Deliverable	Status
Dallas Public Library	Begin implementation of the Dallas Public library's 5-year strategic plan by presenting first-year objectives.	To be completed by August 1, 2024, within the first 100 days.
Office of Arts & Culture	Develop an interdepartmental strategy to support initial phases of the Dallas Cultural Trail.	To be completed by August 30, 2024, beyond the first 100 days.
Office of Community Care	Efforts to gather information around existing nonprofit social services provider contracts and relationships underway. First meeting of DC3 Core Team scheduled for July 2, 2024. The DC3 Core team will functionally serve as the body to develop governance standards, thus the convening of this group represents a major milestone towards the overall goal.	Completed May 6, 2024, within first 100 days. Project will be ongoing.
Office of Equity & Inclusion	Streamline process improvements through training and enhanced use of technology in fair housing investigations.	To be completed by Fall 2024, beyond the first 100 days.
Office of Equity & Inclusion	Establish the Corporate Equity Council, funding work to support local businesses that are champion for equity.	To be completed by Fall 2024, beyond the first 100 days.

**Denotes Primary Focus Area 100-Day Priority*

GROWING		
Department	Deliverable	Status
Planning and Development Department	Enlisted third party support to lead the development, implementation, and move-in strategy to return to a fully operational 7800 Stemmons Freeway.	Completed on May 29, 2024, within first 100 days.
Planning and Development Department	Delivering regular data-informed reports to the City Council on commercial permitting process improvement progress following the launch of the Commercial Permitting dashboard, providing transparency and data to the development community.	Completed on June 3, within first 100 days.
Planning and Development Department	Established and implemented best practices for more fluid external communication with the developer community following the launch of the Commercial Permitting dashboard, providing transparency and data to the development community.	Completed on June 3, within first 100 days.
Planning and Development Department	Strike Team to assist with clearing outstanding commercial permits, develop and implement interdepartmental collaboration to expedite the commercial permitting timeline, serve as frontline resources to the developer community, build internal capacity, create accountability metrics, and lead efforts to immediately substantially improve the overall commercial permitting process.*	Completed on June 26, 2024, within first 100 days.

Planning and Development Department	Adapt the ForwardDallas plan to refine and incorporate community feedback to ensure next steps are sound and implementable for an adopted plan.	To be completed by Fall 2024, beyond the first 100 days.
Housing & Neighborhood Revitalization	Develop and implement a real time comprehensive dashboard for all housing & development programs.	To be completed by Fall 2024, beyond the first 100 days.
Housing & Neighborhood Revitalization	Complete the Land Transfer fee study for a fully self-sustaining Housing Acquisition and Development Corporation.	To be completed by Fall 2024, beyond the first 100 days.

**Denotes Primary Focus Area 100-Day Priority*

LIVABLE		
Department	Deliverable	Status
Code Compliance	Implemented bodycams for all Code Officers.	Completed on May 17, 2024, within first 100 days.
Code Compliance	Submitted a Five- Star Accreditation with the American Association of Code Enforcement.	Completed May 17, 2024, within first 100 days.
Sanitation Services	Complete implementation of electronic routing system across all sanitation districts by end of July 2024.	To be completed by July 31, 2024, within the first 100 days.
Office of Homeless Solutions	Convene and lead multi-jurisdictional collaborative across Dallas and Collin Counties to leverage existing public and private resources that strengthen the homeless response system. .	To be completed by Fall 2024, beyond the first 100 days.
Office of Homeless Solutions	Develop and deliver bridge housing strategy and implementation plan.	To be completed by Fall 2024, beyond the first 100 days.
Dallas Animal Services	Develop an engagement team for outreach around Dallas Animal Services programs and partnerships to create consistent messaging and increase knowledge of department goals and services to better inform the community.	To be completed by September 30, 2024, beyond the first 100 days.

**Denotes Primary Focus Area 100-Day Priority*

FISCALLY SOUND

Department	Deliverable	Status
Human Resources	Enhance retention and career development opportunities for hard to fill positions across the organization.	Underway and scheduled for completion October 31, 2024, beyond the first 100 days.
Human Resources	Begin implementation of recommendations from the Talent Acquisition Audit.	To be completed by the end of the FY24-25 budget cycle, beyond the first 100 days.
Human Resources	Develop and launch final marketing strategy for the City of Dallas Talent Acquisition Campaign	To be completed by October 31, 2024, beyond the first 100 days.
Dallas Police and Fire Pension System and Employee Retirement Fund	Finalize the City of Dallas pension contribution plan and funding options in coordination with the Police & Fire Pension and the City Council's Ad Hoc Committee on Pensions.	To be completed by August 14, 2024, beyond the first 100 days.
Dallas Police Department	Assess educational hiring standards for police departments of other major cities in Texas and across the County to compare DPD's educational qualifications (college hours vs high school diploma) to determine if changes are needed.	To be completed by the end of October 2024, beyond the first 100 days.

Office of Emergency Management	Leverage internal and external collaborations for the Dallas Alert system soft launch to seek feedback in preparation for a September 1 full launch, that will follow a National Preparedness Month kickoff press conference.	To be completed by September 1, 2024, beyond the first 100 days.
Dallas Municipal Court	Develop a framework for upskilling program that promotes opportunities & retention for court and detention services.	To be completed following the adoption of the FY24-25 budget, beyond the first 100 days.

es Primary Focus Area 100-Day Priority

CORE		
Department	Deliverable	Status
Building Services	Develop Decision Tree and recommendations for future of Prism Building	To be completed by August 2, 2024, within the first 100 days.
Equipment and Fleet Management	Complete assessment of underutilized fleet assets and make recommendations for decommissioning to departments.	To be completed by August 2, 2024, within the first 100 days.
Information & Technology Systems	Implemented the SmartCity Governance Framework to support departments to evaluate and assess the feasibility of smart city technologies	To be completed by August 2, 2024, within the first 100 days.
Information & Technology Systems	Consolidate IT systems to streamline services for employees, residents and external partners and eliminate excess expenses.	Completed on June 27, 2024, within first 100 days.
Procurement	Conducted a comprehensive operational review of the procurement process to identify opportunities for improved efficiency, increased inter-agency collaboration, and greater accessibility and pathways to city contracts for diverse businesses.	Completed late Spring 2024, within the first 100 days.
Procurement	Continue the implementation of recently completed internal process review, and identify opportunities for increased inter-agency collaboration, and accessibility, leading to pathways to city contracts for minority women owned and small businesses.	To be completed by August 2, 2024, within the first 100 days.

Procurement	Develop a coordinated model, fully activate compliance, outreach, and monitoring for payments between prime and sub-contractors as part of the City's diversity contracting commitment.	To be completed by August 2, 2024, within the first 100 days.
Procurement	Strengthen and support contract compliance training to solidify is as a core function of the procurement process.	To be completed by August 2, 2024, within the first 100 days.

**Denotes Primary Focus Area 100-Day Priority*