### Memorandum



DATE August 29, 2025

TO Honorable Mayor and Members of the City Council

**SUBJECT Follow-up to the City Council Budget Town Hall Meetings (First Set)** 

Below are responses to unanswered questions regarding the City Manager's FY26 and FY27 Recommended Biennial Budget that were <u>asked by City residents</u> at the August Budget Town Hall Meetings held August 14-28.

1. Is it possible for residents to join the Telephone Town Hall Meeting (TTHM) at the last minute, instead of having a sign-up in advance?

There is an option for callers to join the call after the meeting starts using the toll-free participant lines. The toll-free number is the number on voicemails during dial-out if someone misses our call. There is a number for Spanish and one for English. In the future, we will promote it more broadly on the page describing the event and on the page with the proposed budget. Lastly, we will revive the webcast participation feature where residents can join through a web browser, no app required. In the future, we will promote the webcast link on social media after we close web registration a few hours before the event for those who don't get a chance to register.

2. Where are the results from the Telephone Town Hall Meeting (TTHM) polls conducted during the call?

The results from the TTHM polls are available in Appendix A.

3. What is nonconforming use and who can terminate a nonconforming use?

A nonconforming use refers to a property use that was legal at the time it was established but is no longer allowed due to a zoning change. Historically, a property owner could be required to stop a nonconforming property use without compensation after a set "amortization" period, meaning that the property owner could continue the nonconforming use for a period of time and, in theory, recover their investment in it.

Section 51A-4.704 of the Dallas City Code states that the City Council may request that the Board of Adjustment consider imposing a compliance requirement for nonconforming use. The Board of Adjustment shall consider whether continued operation of the nonconforming use will have an adverse effect on nearby properties.

Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 2 of 15

### 4. What happens if the Board of Adjustment terminates a nonconforming use?

Senate Bill (SB) 929 now requires, if a city requires a property owner or tenant to stop a nonconforming use, the city must either: (1) pay compensation to the owner for reduction in value of the property, as well as the costs directly caused by ending the nonconforming use, including demolition, relocation, terminating a lease, or paying off a mortgage; or, (2) allow the use to continue until the owner/tenant has earned enough revenue to cover those costs.

## 5. What is a Nonconforming Use Fund? What can the money in the Nonconforming Use Fund be used for?

The city established a Nonconforming Use Fund by ordinance no. 33012, and resolution no. 25-0316 on February 12, 2025. The Nonconforming Use Fund is not a statutory requirement of SB 929; it is a policy or budget tool cities may adopt.

The Nonconforming Use Fund may only be used for making payment to a property owner or lessee when the City Council requests that the board of adjustment consider establishing a compliance requirement for nonconforming use and the board determines that continued operation of the nonconforming use will have an adverse effect on nearby properties. The property owner or lessee may choose to receive a payment from the city for the amount calculated per the code.

### 6. Does the FY26 budget include funding for the Nonconforming Use Fund?

No, the FY26 budget does not include funding for the Nonconforming Use Fund. Ordinance No. 33012 states, with the approval and adoption of the city's budget, City Council may allocate funds to the Nonconforming Use Fund for the payment of property owners and lessees of nonconforming uses for which the board has established a compliance requirement during the current fiscal year. The ordinance states funding may be set aside during budget development; the ordinance does not require funding to be set aside during budget development. The number of or the value of potential nonconforming uses are unknown. The City Council may authorize funding at the time a compliance requirement is authorized.

# 7. What does the city consider "affordable housing," and how is it defined in practice?

Affordable housing is when the cost of the unit does not exceed more than 30% of household income.

Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 3 of 15

DATE

SUBJECT

8. Are resources for affordable housing and homelessness sufficient? It looks like resources and city staff are being cut.

As part of the merger between departments and the establishment of the Office of Housing & Community Empowerment, there are more resources dedicated to affordable housing and a more centralized approach to address needs. Efficiencies were also found and some core programs like Home Repair and Down Payment are being outsourced to provide more efficient service to applicants.

9. How will the Dallas Housing Policy 2033 and the Dallas Housing Action Plan be affected by the proposed department consolidation? Are these plans impacted by the recent federal directive pausing programs and policies that use DEI?

Affordable housing development will continue to be a high priority for the new Office of Housing & Community Empowerment. The Dallas Housing Policy 2033 will be utilized, as well as the Dallas Housing Resource Catalog and Dallas Housing Action Plans to guide the funding uses.

The Dallas Housing Policy 2033 is under review along with all other city policies as part of the federal mandate review, and any proposed changes will be briefed to the City Council like with all other policies. The Dallas Housing Action Plan is a report that highlights needed housing in the city and is not part of that review.

10. How much City funding is allocated to homelessness response and prevention, and what progress is being made in reducing homelessness?

The proposed FY26 budget includes targeted resources to directly support individuals experiencing homelessness totaling \$27.7 million from various funding sources. Resources are budgeted in the Office of Emergency Management and Crisis Response (ECR) and the Office of Housing and Community Empowerment (HCE). The FY26 Proposed Budget includes:

Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 4 of 15

SUBJECT

Description	Department	\$ Amount	Funding Source
Dallas Street Response	ECR	\$2.4 million	General Fund
Homeless Inclement Weather Shelter Program	ECR	\$1.4 million	General Fund
Continuum of Care Diversion	HCE	\$0.25 million	ARPA*
Continuum of Care Diversion	HCE	\$0.25 million	General Fund
The Bridge master contract and Pay To Stay	HCE	\$6.0 million	General Fund
Street To Home, Housing Forward	HCE	\$5.4 million	ARPA**
Home After Shelter	HCE	\$10.0 million	ARPA*
Eviation Advances	HCE	\$0.05 million	ARPA*
Eviction Advocacy	HCE	\$0.95 million	General Fund
Homelessness Prevention	HCE	\$1.0 million	ARPA*

<sup>\*</sup>ARPA redevelopment funding is one-time and not ongoing

ECR has multiple programs that serve people experiencing homelessness 24 hours per day, 7 days per week. These include Dallas Street Response (8a-6p), Crisis Intervention (8a-6p), Medic Program (8a-8p) and RIGHT Care (24 hours). The city is constantly evaluating staffing and service levels to augment programs that can serve the unsheltered population.

Dallas Street Response (DSR) runs 7 days per week focused on permanently closing encampments, cleaning sites, and connecting people to housing and behavioral health services. Since launch in 2025, DSR responded to 90% of high-priority encampment requests within 24 hours and achieved 80% success in keeping sites clear for at least 30 days. This approach addresses trash and safety issues while also helping people leave the streets for good.

The City partners closely with Dallas County, the North Texas Behavioral Health Authority, and the State of Texas to expand both funding and access to services for people experiencing substance and mental health disorders. Our goal is to make sure those residents have real pathways into care and stability.

#### 11. What resources and assistance are available for seniors in Dallas?

The Senior Services Help Line is available Monday through Friday to provide information, resources, referrals, outreach, and community engagement. You can reach the team by calling 214-670-5227 or emailing agefriendlydallas@dallas.gov. The Age-Friendly Senior Services program helps older adults navigate City

<sup>\*\*</sup> Funds were encumbered in FY25, but not fully expended

Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 5 of 15

DATE

SUBJECT

services and connect with community organizations. Key services include utility assistance (when funding is available), access to the Operation WaterShare Program, referrals to the Texas Ramp Project, the Senior Ombudsman Program operated by The Senior Source, and connections to local nonprofits that support older adults.

# 12. What support does the city provide for home repair for seniors and other residents?

The Home Improvement and Preservation Program (HIPP) is funded with Community Development Block Grant (CDBG) funds, Mixed Income Housing Development Bonus, and TIF revenue. HIPP is open to qualified homeowners citywide and includes the Major Systems Repair Program, which addresses critical systems such as roof, electrical, plumbing, and HVAC. Once a vendor is selected to manage the operations, seniors will be able to access these programs.

# 13. What support exists for housing stability, affordable housing, or homelessness prevention for seniors?

The city has created five Housing Pathways to braid resources for housing stability. The *Dallas At Home* pathway prevents displacement through eviction advocacy and homeless prevention, including \$1.0 million in the General Fund for eviction advocacy and \$1.0 million in ARPA funding for housing stability strategies. The *Return to Home* pathway reunites individuals with family or support systems, including \$250,000 in ARPA funding and \$255,000 in the General Fund for diversion services.

### 14. Does the City of Dallas offer assistance for utilities arrears?

The city partners with several utility providers to offer assistance for residents in need, depending on funding availability. Dallas Water Utilities also offers the WaterShare program to help customers with water bills. If you are experiencing this issue, please contact our Community Care team at 214-670-8416, or Senior Services Help Line at 214-670-5227.

SUBJECT Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 6 of 15

### 15. What is being done about affordable childcare and childcare deserts?

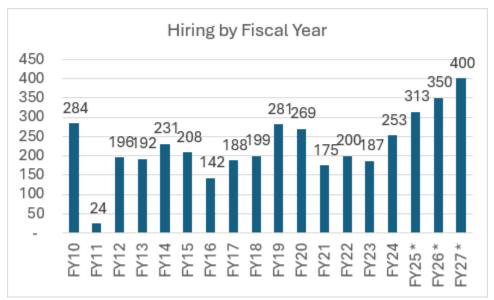
The city administers an Early Childhood and Out of School Time program using Community Development Block Grant funding. This program provides subsidies for eligible low-income families for childcare and after-school care programs. Additionally, the Dallas City Council approved a 100% property tax exemption for qualifying child-care facilities as defined in the Texas Tax Code on February 14, 2024.

16. Why is so much of the City's budget directed toward expanding the police department – including proposals to add 300+ officers – while other services such as homelessness programs, libraries, and other municipal departments face cuts, especially when crime rates are already declining and the city has historically struggled to hire and train that many officers?

Police Service is identified as the second highest priority behind street maintenance in the 2025 Community Survey. This is consistent with surveys conducted in prior years. Proposition U approved by voters in November 2024, indicated that hiring more police officers is a resident priority. With limited resources, constrained revenues, inflation, and other cost drivers, priority decisions must be made as the budget is developed. Therefore, the City Council has voiced a desire to increase police officer hiring.

The Dallas Police Department (DPD) has been fortunate to exceed their hiring goals in FY24 and is on track to do the same in FY25. The recruiting team has seen an influx of qualified applicants, and based on these trends, DPD is confident in meeting the hiring targets set for FY26 and FY27.

Below is a hiring chart reflecting actual hires in FY24, as well as the forecasted hiring for this year and upcoming years. These projections are closely monitored to ensure that staffing levels remain achievable and aligned with public safety needs.



\*FY26-FY27 reflect forecasted hiring numbers

### 17. How much funding is included in the budget for police patrol?

As the department continues to hire new officers, our sworn staffing assigned to Patrol has increased. Year to date, Patrol staffing is up 4% compared to this time last year. The Patrol budget will also grow in FY-26 to support increased response capacity. Below is a breakdown of the Patrol budget by program:

### Patrol Budget broken down by Program

Program	FY26	FY27
Patrol Call Response	310,127,379	342,797,332
Patrol Crime Response	24,167,027	24,917,416
Patrol Property Crimes	17,076,986	17,911,676
Patrol Task Forces	5,246,112	5,404,015
Grand Total	\$356,617,504	\$391,030,439

These investments reflect the City's commitment to strengthening Patrol services across all districts.

SUBJECT Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 8 of 15

# 18. What safeguards are in place for privacy for the new Al cameras being deployed for Code Compliance?

Code Compliance (CCS) is collaborating with Sanitation on the use of Al-enabled cameras mounted on Sanitation trucks to help detect and document illegal dumping. The Al system scans for violations, and when identified, generates a report for Code staff to investigate. This allows officers to be more efficient and proactive rather than relying solely on after-the-fact complaints. The system does not conduct enforcement on its own, all cases are reviewed and acted on by Code officers.

The City of Dallas prioritizes safety, transparency, and accountability in the use of Al. The Al cameras being piloted only capture potential violations in the public right-of-way; they do not enter private property or make independent enforcement decisions. All images and data are reviewed by trained Code staff before enforcement action is taken. The system is a tool to enhance efficiency, not to replace human judgment. The city also follows best practices in data security and works with vendors to ensure responsible use of Al technology.

#### 19. How can we get the city to clean up rental houses?

Code Compliance (CCS) is responsible for enforcing minimum property standards for all housing, including rental properties. Through programs like Multi-Tenant and Single-Family Rental Registration, CCS inspects and enforces compliance with city codes to address substandard conditions. Residents are encouraged to submit a 311-complaint identifying the specific property so an inspector can investigate and, if necessary, take enforcement action against the property owner.

# 20. What steps are being taken to expand Dallas Animal Services' capacity and responsiveness, utilizing the budget increase over the prior year?

Dallas Animal Services' budget includes a \$1.5 million increase in FY26 and a \$2 million increase in FY27. This increase is primarily being used to right-size the existing budget to match operational needs. The additional funding supports critical areas, including supplies, personnel costs (such as overtime required for 24/7 care), and contractual services. These resources are significant given the shelter's high capacity and the demands associated with responding to suspected animal cruelty cases, including transport, housing, care, and veterinary services.

SUBJECT Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 9 of 15

# 21. Why are service requests sometimes closed without notifying the person who submitted them or explaining what action was taken?

We encourage all customers to create an account or at minimum provide an email address to ensure the best possible 311 experience. Customers who do so receive automatic email updates detailing progress throughout the life of their service request. Upon closure, a final email is sent summarizing the outcome. Updates can also be obtained by calling 311 and speaking directly with a 311-call agent.

# 22. How is the city investing in clean air, clean water, and sustainability initiatives (including solar panels and electric vehicle fleet purchases)?

The City is actively addressing these issues through the Comprehensive Environmental & Climate Action Plan (CECAP), which outlines steps to improve public health and protect the environment. We encourage you to learn more or get involved at www.dallasclimateaction.com.

To improve water quality, CECAP promotes green infrastructure, watershed protection, and water conservation to reduce pollution and protect our water supply. Dallas Water Utilities (DWU) provides customers with safe and reliable drinking water. DWU meets and exceeds all drinking water regulations and has been rated a Superior Water System, the highest rating offered by the Texas Commission on Environmental Quality (TCEQ).

To reduce air pollution, the plan supports cleaner transportation options, more trees and green spaces, and increased use of renewable energy and energy-efficient buildings.

The FY26 Capital Construction budget for Facilities & Real Estate Management (FRM) includes \$500,000 dedicated to solar initiatives – specifically for the maintenance, repair, and cleaning of the City's existing solar PV systems. This proactive investment in preventive maintenance will help ensure that all installed systems remain functional and deliver the expected performance. Plans for a new solar PV system at the MLK Complex, partially funded by the City (\$2 million) and a matching \$2 million grant from the Department of Energy, are currently on hold. The current federal administration has signaled that the previously approved grant award may not be honored. City staff are actively engaged with the Department of

SUBJECT Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 10 of 15

Energy to verify the status of the grant; if funds are confirmed, the solar project will proceed as planned.

Equipment and Fleet Management (EFM) has taken a proactive approach to reducing emissions by prioritizing the removal of older, high-polluting vehicles through its replacement program, eliminating underutilized assets, and ensuring maintenance practices aligning with manufacturer standards to maximize efficiency. All replacement assets are evaluated for alternative fuel options, including ethanol, biodiesel, compressed natural gas (CNG), hybrids, plug-in hybrids, and fully electric vehicles, which has resulted in 36.6% of the current fleet (2,051 vehicles) being alternative fuel as of August 2025. Looking forward, in FY26 EFM anticipates ordering 75-100 additional fully electric vehicles, adding 75 charging stations, and investing approximately \$5 million in EVs and \$1.2 million in infrastructure. To leverage external resources, EFM is actively working with the North Central Texas Council of Governments (NCTCOG) on three separate grant opportunities, including funding for CNG sanitation trucks, electric Class 5 trucks, and the replacement of older Tier 1 and Tier 2 diesel vehicles with CNG Class 8 vehicles, while also pursuing available federal funding programs that may be phased out in the future.

23. What funding, plans, or partnership opportunities does the city have to support business development and revitalization in District 5 – including improving areas like Pleasant Grove, bringing businesses to shopping centers at Buckner & John West and La Prada & John West – and to assist local businesses during economic downturns?

The city does not currently offer any programs to businesses to support operating costs or to recover losses during a recession. Typically, funding from banks or CDFIs (Community Development Financial Institutions) is available to support these types of working capital needs.

However, pursuant to the City's Economic Development Policy and Incentive Policy authorized by City Council, the Office of Economic Development offers several incentive funding programs citywide (including the Pleasant Grove area) to support the revitalization of retail and restaurant properties. Two key programs include: (1) the real estate development incentive program and (2) the small business assistance program (including Neighborhood Empowerment Zone #10).

More information about the real estate development incentive program is available here: https://www.dallasecodev.org/352/Real-Estate-Development.

Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 11 of 15

DATE

SUBJECT

More information about the small business assistance program is available here: https://www.dallasecodev.org/693/Small-Business-Assistance-Program.

A recent example of a retail revitalization project that was supported by City incentive funding is the 2023 redevelopment of the shopping center at Buckner and John West (now known as Alta Vista). With the help of \$1.3 million of City incentive funding approved by City Council in 2021, the owner of the property completed a \$7.4 million redevelopment of the property which included the opening of a new El Rio Grande Latin Market grocery store:

https://www.dallasecodev.org/civicalerts.aspx?aid=1141

# 24. What are the annual operating results and net for the Reunion Arena Parking Garage? What is the Reunion Arena Parking Garage: annual operating results and current strategy?

The Reunion Parking Garage does not currently generate revenue and is being evaluated as part of our broader Kay Bailey Hutchison Convention Center Master Plan process. The Garage will be used as a staging area for a portion of the construction period, while we evaluate the best approach for future use of the site, including but not limited to potential ground leasing or sale in the future. No definitive decisions have been made at this time. The city remains in the early stages of master plan execution and pre-construction, and any actions regarding this asset will be carefully reviewed in alignment with long-term strategic goals.

### 25. What is Fair Park/OVG termination: operational transition details and cost impacts?

The transition details were briefed by Park and Recreation to the Park Board on August 7, 2025, which can be accessed here: Fair Park Transition Update.

## 26. Provide details on the \$8.6 million permitting fee undercharge: what happened, period impacted, and controls implemented since.

In 2023, the City engaged MGT Consulting to conduct a comprehensive fee study based on a full cost recovery model. The study recommended a series of new and updated fees, which were implemented on May 1, 2024. Before this update, fees had not been adjusted since 2015.

In early 2025, during a subsequent review, staff discovered an error in the commercial remodel permitting fee formula. This error resulted in significantly reduced collections. To address the issue, the Planning & Development Department recommended reverting to the prior fee structure with an inflationary

Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 12 of 15

DATE

SUBJECT

adjustment. The City Council approved this correction on April 23, with the change taking effect July 1.

While there is not yet sufficient data to fully assess the impact of this adjustment, staff are confident the correction will address the issue, barring broader economic factors, and will continue to monitor revenue on a regular basis. In the meantime, proactive measures were taken to mitigate the budget shortfall without reducing service levels. These included deferring fleet replacements, limiting staff overtime, and temporarily suspending discretionary spending. Through the budget development process, the department also rightsized staffing and realigned roles to operate more efficiently with the new land management software.

Looking ahead, the city will initiate a new comprehensive fee study, with implementation planned for 2027, to ensure fees are regularly reviewed and remain aligned with current standards, service delivery costs, and community needs.

# 27. What is the current status of the 11-story DAD building (purchased 2022; shuttered April 2024): current status and recommended next steps (reuse vs. sale)?

On June 25, 2025, the City Council approved a service contract with CBRE, Inc., to provide professional real estate brokerage services. The City is currently in the early stages of marketing the property at 7800 N. Stemmons for sale. The expenses for the building are funded by the Planning and Development Department (Enterprise Fund).

### 28. Community pools: closures under consideration, criteria, and timing.

Over the next three years, Dallas Park and Recreation will decommission nine aging community pools, starting in 2026 with the three oldest sites. The decision stems from an evaluation/assessment of each pool's age physical condition, usage and attendance, and location to other aquatic facilities including aquatic centers, spraygrounds and splash pads. It is estimated to take about eight months to remove/decommission a pool and restore the site. Pools needing major repairs could close sooner, as parts and supplies for their aging systems and infrastructure may not be available. Glendale Pool will be replaced with a new aquatic center funded by bond program monies allocated to Dallas City Council District 4.

### 29. Legal feasibility of selling Bahama Beach Waterpark (bond, covenant, or charter constraints).

At this time, Bahama Beach is viewed as a valuable asset and a great addition to our park system and remains a summer destination for those in Dallas and the surrounding area. While the legal feasibility of selling depends on several factors,

SUBJECT Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 13 of 15

DATE

our focus remains on operating and enhancing Bahama Beach as part of our overall park system.

# 30. Most recent annual operating revenues/expenses and net for Dallas Executive Airport (RBD/DEA) and the Dallas Vertiport; note any one-time/capital items.

The annual operating revenues and expenses are provided below.

Dallas Executive Airport Revenues						
Revenue	FY25 Budget	FY25 YTD (July)	FY26 FY27			
TOTAL REVENUES	1,178,098	1,156,855	1,340,909	1,340,909		
Dallas Executive Airport Expenses						
Object Code	FY25 Budge	t FY25 YTD (Ju	ıly) FY26	FY27		
TOTAL Expenses	4,318,383	1,489,146	2,491,21	18 2,491,118		

Note: The Dallas Vertiport has been decommissioned until 2029 for the convention center construction and has no operating budget. Savings in the FY25 Expense are from salaries and the completion of fire system capital project in FY24 that was anticipated to impact FY25. Only maintenance and monitoring expenses impacted FY25.

## 31. Operational/fiscal considerations for citywide residential on-street parking permits (revenue, enforcement, equity).

Public streets, also known as right-of-way, are dedicated and used for public travel and other uses. Balancing the needs of drivers and residents on residential streets is a delicate balance. Most major U.S. cities operate zone-based residential parking permit programs rather than citywide systems. TPW manages a Residential Parking Permit program, which is used in specific zones that are near entertainment districts or other nonresidential parking generators. The requirements of this program are outlined in Chapter 28, Section 121 of the Dallas City Code, and are enforced by the Parking Enforcement Division. Revenues from this program are deposited into the General Fund.

Many of the residential areas in the city do not have overcrowded parking. There are effective strategies to address areas where parking is an issue. Traffic engineers evaluate areas for the potential installation of various signs, such as "no parking", to alleviate safety issued caused by over parking. This signage coupled with enforcement is a proven strategy. Adding an on-street parking permit would not substantially improve parking in the city over the current approach. "No Parking" signs can be requested by calling 311 or creating a service request on-

Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 14 of 15

DATE

SUBJECT

line at <a href="https://dallascrm.my.site.com/public/s/">https://dallascrm.my.site.com/public/s/</a>. Parking violations can also be reported through 311.

The <u>On-Street Parking and Curb Lane Management Policy</u>, approved by City Council in May 2024, outlines several potential strategies for maximizing use of the curb space and ensuring effective vehicular movement. One of the strategies is the implementation of demand-based pricing on parking meters. This allows the city to raise parking rates when there is high demand for on-street. It also helps to move vehicles from on-street parking to privately owned parking lots. This strategy allows for increased revenue and on-street parking turnover.

32. How does Dallas compare to other cities concerning our homelessness budget?

There is no national comparison of city homelessness budgets. Locally, the largest cities in Texas are at different stages of building and operating their infrastructures to move individuals experiencing homelessness into appropriate pathways to housing, with higher costs associated with the initial, start-up phases. The Housing and Urban Development (HUD) awards are reflective of effectiveness of programming by local Continuums of Care, with the top awards going to CA, NY, TX (see list of awardees here) in 2024.

33. What is the total impact of the merger of the Office of Equity and Inclusion, the Office of Community Care & Empowerment, the Office of Homeless Solutions and Housing and Community Development in terms of positions across the General Fund and Grants?

There are 38 positions impacted in the General Fund. The position details were included in the City Managers Recommended Budget Briefing (pages 91-97) presented to City Council on August 12, 2025, which can be accessed here: Budget Workshop: <u>City Manager's Recommended Biennial Budget for FY 2025-26 and FY 2026-27</u>.

34. Where in the budget are the merit and COLA shown for non-uniform employees?

To successfully attract, develop, motivate, reward, and retain a high-performing and diverse workforce, the city must maintain competitive pay. To accomplish this, the city will continue implementation of an annual merit program for non-uniform employees funded in an amount equal to 3% of non-uniform pay. The estimated cost of the annual merit program is included in each department's budget in the salary expense detail. The total amount budgeted in FY26 for the General Fund is \$6.6 million. The City of Dallas does not offer cost of living adjustments (COLA).

SUBJECT Follow-up to the City Council Budget Town Hall Meetings (First Set)

PAGE 15 of 15

35. On the Management Services page 290 of the budget detail, why does the Office of Communications & Customer Experience/311 list adding funding to implement the 311 Modernization Project but show a reduction from \$1 million to \$250k?

The FY26 budget includes a one-time expense of \$1,000,000 that will allow 311 to integrate and deploy AI tools within the City's telephony system. The FY27 budgeted amount of \$250,000 represents the ongoing maintenance expense to support the new system.

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

Jack Ireland

Chief Financial Officer

#### Attachment

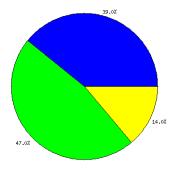
c: Mayor and City Council
Kimberly Bizor Tolbert, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Bilierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Dominique Artis, Chief of Public Safety

Dev Rastogi, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Alina Ciocan, Assistant City Manager
Donzell Gipson, Assistant City Manager
Robin Bentley, Assistant City Manager
Ahmad Goree, Chief of Staff to the City Manager
Directors and Assistant Directors

### **Polling Questions**

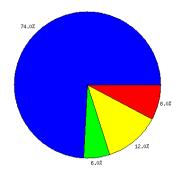
1 Thinking about all City services, what sentence do you agree with most?

ID	Answer	Responded	% of total
1	I prefer to lower taxes, even if it means cutting City services.	220	39
2	I prefer to keep taxes and City services about the same.	261	47
3	I prefer to raise taxes to allow the city to offer more services	77	14



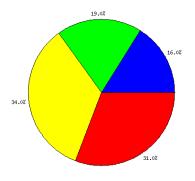
2 Which traffic management service do you feel the city should support the most?

ID	Answer	Responded	% of total
1	Street repairs	465	74
2	Bike lanes	41	6
3	Sidewalks	74	12
4	Traffic signal upgrades	52	8



3 Which social service option do you feel the city should support the most?

ID	Answer	Responded	% of total
1	Community Centers	82	16
2	Child-care Programs	102	19
3	Homeless Programs	178	34
4	Senior Programs	163	31



4 Which public safety option do you feel the city should support the most?

H	Answer	Responded	% of total
1	Response time of police to emergency calls	139	30
2	Visibility of police in neighborhoods	123	27
3	Better lighting in public spaces	40	9
4	Response time of fire department to medical emergencies	37	8
5	Mental health programs that divert police and EMS calls for serv	118	26

