

# Memorandum



CITY OF DALLAS

DATE October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **100-Day Progress Report**

As I conclude my first 100 days as Interim City Manager, I want to express my deep appreciation for this assignment and support. It has been a journey filled with collaboration, resilience, and meaningful progress. I am proud of what we have accomplished as an organization.

When I began this role, I emphasized our values—***Empathy, Ethics, Excellence, Engagement, and Equity***—anchored by three principles, ***Connect, Collaborate, and Communicate***. They informed the 100-Day Transition Plan that we developed to address immediate needs to be more effective and efficient in our service delivery.

At the outset of my tenure, I reimagined my executive leadership team, and realigned departments by 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**. Immediately following this, we consolidated several departments, and underwent leadership changes to maximize core functions and eliminate duplications.

During the last 100 days, I have spent time with our team members, and embarked on a listening tour with diverse stakeholders. They shared with me their pressing concerns. I also charged our 13,000+ strong team to be more transparent, accountable, and responsive to build trust so we could become more customer-centric and truly deliver *Service First, with the urgency of Now!*

Many have asked, why I have made such “bold” moves as Interim. As a public servant for the last 3+ decades, I have given my all. I am driven and resolute in my desire to leave the City of Dallas a stronger and more resilient organization for the future, regardless of if I am selected for the permanent role.

Thank you for your confidence in me. You have given me a tremendous opportunity – to support a City that I love, and to support our team to reaching its fullest potential.

As I have previously shared with you, the 100-Day Transition plan focused on the following key areas: *Pension, Budget, Homelessness, Development Services, Recruitment and Retention, and Communications & Engagement*. The attached **100-Day Progress Report** illustrates the results we have achieved.

**Following are highlights from the report for your ease of reference:**

1. **Pension Stability:** In September, the City Council approved a new pension funding plan that ensures a stable and secure retirement for both our uniformed and civilian employees. This was a major step forward for the financial well-being of all who serve our city, reflecting our commitment to supporting the backbone of this organization—Council, our valued staff.
2. **Historic Budget Achievement:** I am pleased to share that the City Council unanimously approved our budget, which includes the largest single-year tax rate reduction in Dallas' modern history. This budget not only makes a significant impact on taxpayers but also prioritizes services and investments that align with our community's priorities, Public Safety, Infrastructure, and Traffic Management.
3. **Homelessness Response:** We have made significant progress in addressing homelessness, a key challenge facing our community. Through initiatives like **Street-To-Home**, we have worked collaboratively across departments and with community partners to provide direct pathways for individuals transitioning from homelessness to stable housing. This marks a crucial advancement in our mission to make Dallas more livable and supportive for everyone.
4. **Quality of Life Issues:** The newly established City Action Strike Team (C.A.S.T.) proactively addresses and mitigates chronic quality of life issues within the City that are cross-departmental in nature. These issues, which include any combination of homeless encampments, illegal dumping, litter, drug, and narcotics use, and other public safety concerns. The team will utilize a data-driven approach to identify problem areas and deploy targeted, proactive interventions that involve cross-department communication and collaboration.
5. **Development Services Improvement:** I am proud to report that our efforts to improve the commercial permitting process have resulted in significant strides in efficiency and effectiveness. The streamlining of these processes has reduced permit issuance times and made the City more accessible for developers and businesses, thereby supporting economic growth and development.
6. **Recruitment and Retention:** We know that our success as a City depends on our people. I am excited to announce the launch of a citywide marketing strategy for recruitment and retention, which will involve collaboration with Communications and Customer Experience / 311, Human Resources, and Civil Service (including Dallas Police and Dallas Fire-Rescue). This initiative will enhance our ability to attract talented individuals to our workforce and ensure that we retain the incredible talent we already have. Together, we are creating a culture that values each team member and provides opportunities for growth and advancement.

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7. **Communications & Engagement:** Our new citywide communications and engagement team has been hard at work developing a refreshed brand and approach to how we communicate with our internal and external stakeholders. These efforts have already begun to foster more meaningful connections, increase transparency, and ensure that everyone in our community has a voice. Our Budget Town Halls have provided a valuable platform for open dialogue, and I appreciate your participation in making these forums successful.

### Looking Ahead:

While we celebrate these successes, we are not done. We are an organization of continuous improvement. We will raise the bar and reach even higher for the next 100 days and beyond.

Our collective hard work, passion, and perseverance are the foundation of our success. I look forward to continuing this journey together as we build a Dallas that promotes economic growth and social vibrancy for all.

Should you have any question or need additional information, please feel free to reach out to me.

Service First, Now!



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)  
Dev Rastogi, 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



# 100-DAY TRANSITION: **100-DAY PROGRESS REPORT**

October 3, 2024



**SERVICE  
FIRST,  
NOW!**





SERVICE

FIRST,

NOW!

We promise to be a customer-centric organization focused on exceeding expectations with urgent action.

We promise to be Accountable, Transparent, and Responsive to build trust.

We promise to Connect, Collaborate, and Communicate to create more immediate, tangible, and sustainable results.

We promise to cultivate a culture of excellence where every community benefits from Dallas' economic growth and social vibrancy.

**SERVICE FIRST, NOW!** isn't just our new philosophy, it's our promise to you.



CITY OF

From Interim City Manager

# Kimberly Bizzor Tolbert

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As we mark the conclusion of my first 100 days as interim City Manager, I am excited to share with you an update on the progress we've made. At the outset, we identified critical issues that would immediately improve operational impact. The Pension, Budget, Homelessness, Development Services, Recruitment and Retention, and Communications & Engagement represent crucial aspects of how we serve our community and addressing them effectively is key to ensuring Dallas continues to thrive. It has been a time of deep listening, strategic planning, and focused action to efficiently and effectively deliver meaningful outcomes for our residents.

We chose three principles to guide this journey: **Connect, Collaborate**, and **Communicate**. By connecting more deeply with each other, with stakeholders, and with the community, we are building relationships that foster understanding and mutual respect. Through collaboration, we are breaking down silos to ensure that every challenge is met with a united front. And through effective communication, we are making sure our community understands the work being done, why it matters, and how everyone can be part of moving Dallas forward.

These initial months have been about laying a solid foundation for future progress. We launched a City Action Strike Team (C.A.S.T.) focused on addressing quality of life needs. We are evolving our culture, so we as a 13,000+ strong team can be more customer-centric and proactive. We are breaking down silos by tackling challenges cross-departmentally, fixing processes as a whole instead of in pieces. We have become a more unified organization by reorganizing our departments by 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**."

Over these last several months, we have made great strides, but our work is not done. We will continue to challenge ourselves to raise the bar and reach even higher for the next 100 days and beyond.

A handwritten signature in black ink that reads "Kimberly Bizzor Tolbert". The signature is fluid and cursive, with a large, sweeping flourish at the end.

# DALLAS

Primary Focus Area  
**PENSION**



**Goal:** To meet obligations that ensure stable retirement plans for first responders and staff.

**Priority:** Finalize City of Dallas pension contribution plan and funding options for both uniform and non-uniform plans in coordination with the Dallas Police and Fire Pension System (DPFPS), the Employee Retirement Fund (ERF), and the City Council’s Ad Hoc Committee on Pensions.

The Pension Review Board requires all public pensions to be fully funded within 30 years. To achieve this, we outlined a strategy to increase the City’s annual contributions and implement an actuarially determined contribution model. The Dallas City Council voted 15-0 in August to approve the ERF plan, and voted 14-1 in September to approve the DPFPS plan.

### 100 DAYS OF ACTION:

- Sought guidance from Ad Hoc Committee on Pensions.
- Series of meetings with active first responders & retirees.
- Series of meetings with DPFPS and ERF executive staff.
- Collaborated with City Attorney’s Office and additional stakeholders to develop and implement communications plan.

**Priority:** Recommend FY 2024-25 Biennial Budget including funding necessary to comply with the new pension funding plans for both DPFPS and ERF.

### 100 DAYS OF ACTION:

- The City Council’s Adopted FY2024-25 Biennial Budget includes the City’s 5-year step-up and the funding for the City’s annual Actuarial Defined Contributions.

	FY 2024-25 AMOUNT
Contribution to <b>DPFPS</b>	\$205,661,797
Contribution to <b>ERF</b>	\$131,970,464
<b>Total</b>	<b>\$337,632,261</b>

**Fast Fact:** As of 2023, the projected plan funding time was 82 years for the DPFPS and 51 years for the ERF, but under the City of Dallas’ City-Council adopted Funding Soundness Restoration Plan, both plans are now on track to be funded in 30 years.

# Primary Focus Area BUDGET



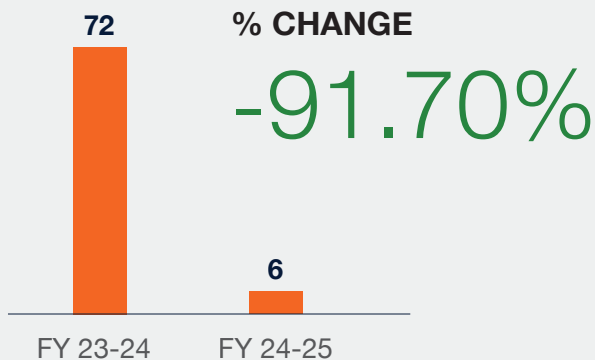
**Goal:** Through a transparent and inclusive budget process, we will prioritize city needs and City Council goals while ensuring efficient spending and responsive service delivery.

**Priority:** Seek feedback from City Council Committees on current and planned department allocations.

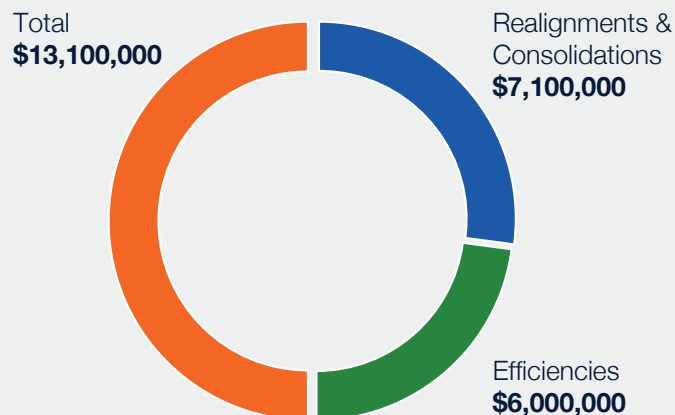
**Priority:** Deliver a biennial budget that streamlines existing processes and services to improve efficiency, reduce costs, and eliminate duplication of services.

With a looming **\$38+ million** shortfall and a state mandated responsibility to deliver plans to fund the Dallas Police and Fire Pension System (DPFPS) and the Employee Retirement Fund, departments were directed to identify **opportunities** to make at least 6% cuts without sacrificing **service delivery**. Beginning in April with a Community Survey to identify resident priorities to the feedback departments received from City Council committees, we **listened** and delivered a **balanced** FY 2024-25 Biennial Budget. This included department **consolidations**, that eliminated duplication of services and 541 vacant positions, resulting in \$13+ million in efficiencies, all while maintaining core functions. In 2023, the City Council proposed 72 amendments to the budget. This year, there were only six proposed. The FY 2024-25 budget was adopted by City Council on September 18, 2025 **with a 15-0 vote**.

## NUMBER OF BUDGET AMENDMENTS SUBMITTED BY CITY COUNCIL



## EFFICIENCIES INCLUDED IN FY 2024-2025 ADOPTED BUDGET



**Fast Fact:** The City Council's adopted FY 2024-25 budget includes a property tax rate reduction from 73.75¢ to 70.47¢ per \$100 valuation. This 3.10¢ single-year tax rate reduction is the largest in Dallas' modern history.

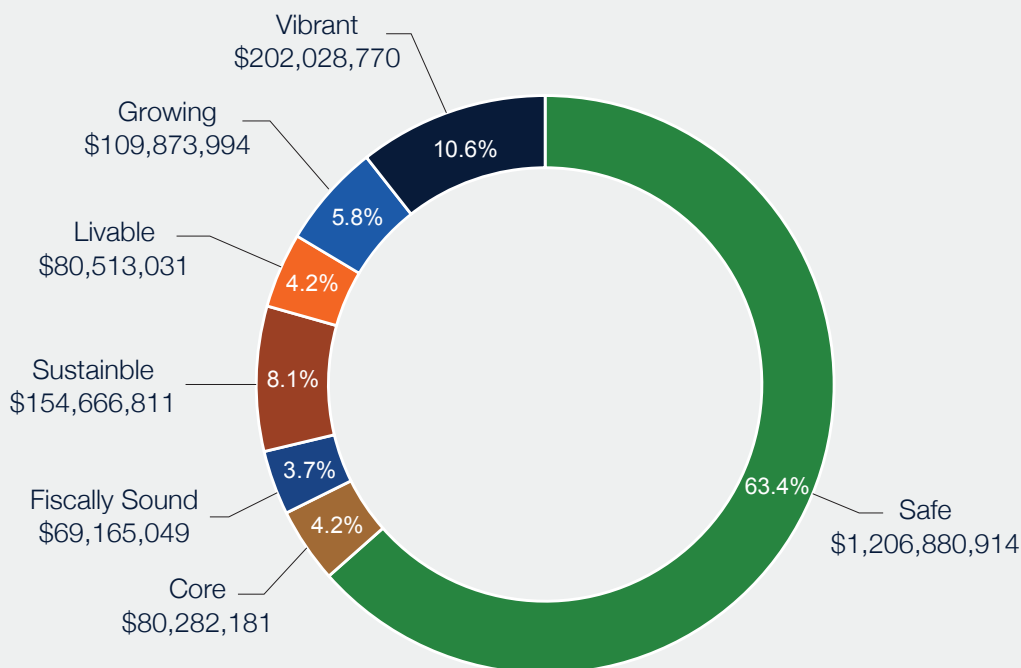


**Priority:** Elevate budget transparency and user-friendliness by developing a City Council budget one-sheet that includes the Community Survey results and each respective district’s priorities to share with constituents and show where the priorities are reflected in the final budget and the City’s commitment to the Racial Equity Plan.

## 100 DAYS OF ACTION:

- Community Survey resident’s top concerns: Infrastructure, Public Safety, and Traffic Management.
- Met with each City Council member to discuss their priorities.
- Departmental budget presentations at City Council Committees committee meetings.
- Budget includes notation of all racial equity initiatives.

Percentage of the adopted FY 2024-25 General Fund allocated to City Council’s Top Priorities as reflected in the 2024 Community Survey and City Council goals:



**Priority:** Activate a Grant Acquisition and Compliance Unit to capture federal resources, as additional funding mechanisms for the city to leverage.

## 100 DAYS OF ACTION:

- Inventoried grant capacity in each department.
- Developed internal summary of grant applications.
- Identified needs for grant unit.
- October 1: Grant Acquisitions moved from Office of Government Affairs to Budget & Management Services.
- Q2 2024-25: Develop roadmap and implementation timeline.

# Primary Focus Area HOMELESSNESS



**Goal:** To expand permanent supportive housing by partnering with others to create a more comprehensive approach to addressing homelessness.

**Priority:** Develop and deliver a go-forward housing strategy and implementation plan designed to address additional housing types to support the homeless ecosystem.

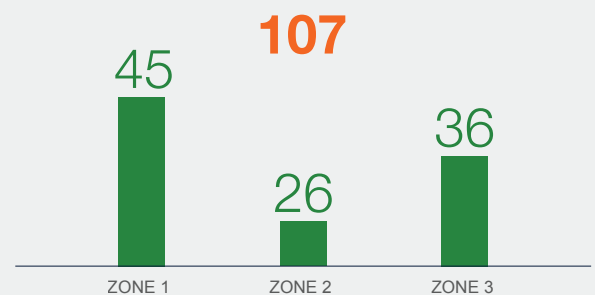
## 100 DAYS OF ACTION:

- **May:** Findings and best practices from Atlanta and Los Angeles tours and recommendations presented to the Housing and Homelessness Solutions (HHS) Committee.
- **September:** Update to HHS with potential viable locations.
- Based on HHS guidance, staff will provide revised recommendations.

**Priority:** Collaborate with external partners to elevate public outreach and communication about the ongoing approach to tackling homelessness.

**Street-To-Home:** Outreach and communication with stakeholders led to launching Street-To-Home in July with Housing Forward, DDI, and the business community. This initiative created immediate housing for unsheltered residents while simultaneously improving the quality of life for the surrounding neighborhoods. The first three Zones were focused in the downtown area.

### TOTAL NUMBER OF INDIVIDUALS HOUSED SINCE JULY



**Fast Fact:** As of September 30, 2024, there has been a 97% reduction in calls for police in the Street-To-Home zones.

**Priority:** Convene and lead multi-jurisdictional effort across North Texas to leverage existing public and private resources that strengthen the homeless response system.

The City of Dallas mobilized the cities that make up the local Continuum of Care in Dallas and Collin Counties. By establishing a Multi-City Workgroup of City Managers and a Task Force to identify opportunities for elevated **improvement and action** across city and county levels while also **partnering** with outside agencies and private organizations. The Multi-City Workgroup grew from 7 to 16, and includes the Cities of Dallas, Garland, Allen, Frisco, McKinney, Plano, Addison, Carrollton, Duncanville, Highland Park, Farmers Branch, Richardson, Mesquite, Irving, University Park, and Grand Prairie. The Task Force Interagency Workgroup includes Texas Department of Transportation, TEXpress, North Texas Tollway Authority, Dallas Area Rapid Transit, Housing Forward, United States Interagency Council on Homelessness, and Metrocrest.



**Goal:** Become more customer-centric and efficient to position Dallas as a prime location for relocation, development, and redevelopment.

**Priority:** Enlist 3rd party support to lead the development, implementation, and move-in strategy to return to a fully operational 7800 Stemmons Freeway.

## 100 DAYS OF ACTION:

- Engaged Dallas Economic Development Corporation (DEDC) to provide a comprehensive assessment of 7800 Stemmons Freeway.
- Detailed briefings given to City Council in executive session.
- Path forward is ongoing with City Council guidance.
- Next steps are forthcoming.

**Priority:** Rapidly improve the commercial permitting process by expediting the clearance of permits, streamlining interdepartmental collaboration, serving as developer liaisons, building internal capacity, and setting accountability metrics.

**Priority:** Establish and implement best practices for more fluid communication and external submittal requirements.

**Priority:** Create a real-time dashboard and deliver regular reports on process-improvement progress.

In May 2024, Development Services was merged with Planning and Urban Design to form **Planning & Development**. Under new leadership, the department was restructured to address five main areas of oversight and service delivery. The creation of new Deputy Director-led divisions (Long Range Planning, Zoning, Commercial Permitting, Residential Permitting, and Customer Service) has led to improved efficiency, collaboration, and communication. **Over the last 100 days, we have had 15 cross-departmental and stakeholder meetings** to examine processes and implement strategic improvements. To revamp the **Pre-Development Process**, a cross-departmental team has been formed from City departments to **establish best practices and develop guidelines**, including requiring projects to be properly zoned and platted prior to acceptance. This ensures that projects meet all preliminary requirements before review. The **new process was launched in July through a pilot**, and we continue to identify opportunities to build capacity and trust to better serve the development community. We invite you to visit our newly launched real-time performance dashboard here.



## 100 DAYS OF ACTION:

### PERFORMANCE METRIC

### PERFORMANCE IMPROVEMENT

Median Time for Commercial Addition Projects Permit Issuance	-53.70%	2023: 123 days 2024: 57 days
Stale Applications in System	-28.6%	2023: 21 days 2024: 15 days
Median Time for Commercial Remodel Projects Permit Issuance	-11.30%	Cancelled 1,105 of 9,800
Q Team Submittals month-to-month	Previously averaged 55. As of August under the new process, submittals have jumped to 147.	67.30%

**Raising the bar:** Currently, the median issuance time for new projects is 333 days. Our goal over the next year is to reduce that time by half, or roughly 166 days.





**Goal:** To thrive in a competitive market, we'll prioritize attracting and retaining top talent for Dallas. This ensures a highly skilled workforce, maximizing service efficiency and creating a more prosperous city.

***Priority:** Assess best practices of educational hiring standards for police and fire departments to determine if changes are needed.*

***Priority:** Support the Dallas Police Department and Dallas Fire Rescue in eliminating barriers to recruitment/employment by updating tattoo (DPD and DFR) and trimmed beard (DPD only) standards.*

Public safety is a top priority in Dallas, with over 63.4% of the General Fund Budget in the adopted FY 2024-25 budget allocated to it. We understand the competition for first responders. Thus, we honored our commitment to Meet & Confer market pay adjustments (7.23% increase). To attract the best talent, we've spent the last 100 days identifying innovative opportunities to make Dallas the top choice...and we aren't finished yet!

## 100 DAYS OF ACTION:

- Updated grooming standards to reflect industry best practices for both Police and Fire. This includes tattoos (DPD and DFR) and trimmed beards (DPD only).
- Reduced required college hours and now accept Texas Success Assessment Initiative (TSAI) for educational certification for DFR applicants in line with current educational standards and success predictors.
- Piloting **Sick Leave Exchange** program that allows uniformed police officers to turn in a portion of their unused sick days for compensation at the end of each year.
- Piloting **Employee Referral Program** that pays bonuses for police officers who successfully refer recruits (paid at intervals of recruit's tenure).

**Fast Fact:** As of 2023, the projected plan funding time was 82 years for the DPFPS and 51 years for the ERF, but under the City of Dallas' City Council adopted Funding Soundness Restoration plan, both plans are now on track to be funded in 30 years.

**Fast Fact:** Dallas-Fire Rescue is on track to meet their recruiting goal to be at full sworn strength of 2,259 by the end FY 2024-25.



*Priority: Begin implementation of Talent Acquisition Audit recommendations.*

*Priority: Develop and launch final marketing strategy for City of Dallas Talent Acquisition.*

## 100 DAYS OF ACTION:

- Assigned Communications and Customer Experience/311 to oversee marketing and advertising for recruitment.
- Citywide talent acquisition strategy assigned to Human Resources to work in partnership with Civil Service.
- Internal stakeholder engagement meetings to inform final strategy.
- Roadmap and timeline established for campaign design and launch.



*Priority: Implement Career Series for technical positions across the organization.*

**Phase 1:** Prioritized 1,235 hard-to-fill positions across the City working with specific departments to address hiring needs and opportunities to attract and retain top talent, providing clear paths and ladders for career growth and advancement. These positions include Airfield Maintenance Techs, 311 Customer Service Agents, Traffic Signal Engineers, Mechanics, Engineers, Code Enforcement Officers, Library Specialists, and 911 Agents.

**Phase 2:** This work will continue in 2025 to address 1,060 new positions to include Equipment Operators, Maintenance Workers, Budget Analysts, and Security Guards, and key positions in the City Attorney's Office.



**Goal:** A thriving Dallas relies on two-way communication and genuine community engagement. We will actively listen and foster a culture of open dialogue to build trust and empower all stakeholders to have a voice.

*Priority: Create a communications system, including a crisis management plan, with standard operating procedures, based on best practices.*

*Priority: Expand language access for communications and improve turnaround time for translation / interpretation services.*

*Priority: Finalize and deploy the Equitable Strategic Engagement and Outreach Plan.*

When we set out to **achieve** these priorities, we evaluated the current state of the City’s communications, outreach, and engagement; its perception internally and externally; and how we measure success. We conducted surveys, met with stakeholders, and took inventory of every channel and platform being used to send and receive **information**. By **merging 311 with Communications, Outreach, and Marketing to form Communications and Customer Experience/311**, we **immediately began creating a roadmap to unify our voice**.

This also created tremendous **opportunity** to create a single front door for **communication**. We **refreshed our** citywide branding and developed a standardized graphics toolkit and guide to ensure consistent, **cohesive** messaging that could be tailored to department and customer needs. We established a Joint Information Center to streamline and elevate our crisis response. We have developed sustainable, and equitable processes with tangible metrics and **have identified a path to convert vacant positions after attrition from 311 into language access to build a robust team**.

In September, we outlined the new **strategy** with departments. We will spend time with each City Council member in October seeking **feedback to incorporate into the draft plan**. Its rollout will be in three stages and begin in late Q1 FY 2024-25.

## What’s in the Plan?



**Refreshed Branding**



**One Communications Roadmap/Implementation Strategy**



**Joint Information Center for Crisis Communications/Management**



*Priority: Leverage existing City platforms and identify new avenues for communication to proactively provide real time information, increase education on City services, and elevate brand awareness*

## 100 DAYS OF ACTION:

- Install monitors in 30 City-owned locations to reach more than 3,300 City of Dallas team members who do not have regular access to intranet (in progress).
- Build photo and video library for citywide use (in progress).
- Develop roadmap and implementation strategy for refreshed website, 311 application, and a singular news site for department content to be launched in Q2 FY 2024-25.

*Priority: Identify stakeholders for each City Council Committee to improve communication, internally and externally*

## 100 DAYS OF ACTION:

- Working with City departments, developed a comprehensive list of stakeholders tailored to each committee for information sharing after committee action.
- Develop citywide external relations strategy with best practices toolkit for City Council committees for stakeholder outreach and engagement (in progress).

*Priority: Initiate pre-planning and strategy to develop and implement a citywide community vision.*

## 100 DAYS OF ACTION:

- Set up the organizational structure by attributes with natural synergy: Safe, Vibrant, Growing, Livable, Sustainable, Fiscally Sound, and Core.
- Aligned the budget around the foundational structure to lay the groundwork for the City Council to identify goals for the visioning process that includes the work City Council completed at their retreat.





**Priority:** Coordinate marketing and outreach for the Mayor's Summer of Safety Campaign, leveraging social media and City-owned platforms to raise awareness.

## By The Numbers

2023 Social Media Impressions

85,217

2024 Social Media Impressions

132,994

**Priority:** Increase internal and external engagement through regular touchpoints, stakeholder meetings, and one-on-one connectivity.

## 100 Days of Outreach

Cross-Departments Process-Improvement Meetings

12

Budget & Pension Meetings

51

1:1 Department Meetings

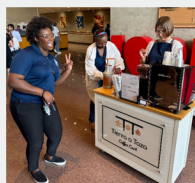
42

Town Hall & Team Gatherings

8

External Meetings (Business, Civic, Community, Philanthropic, Agencies)

147



# At-A-Glance: 100 DAYS OF ACHIEVEMENTS

## **Code Compliance**

American Association of Code Enforcement (AACE) Accreditation (a City of Dallas first)

## **Economic Development**

Dallas Wings Relocation  
Dallas Trinity FC Launch

## **Planning & Development**

ForwardDallas 2.0 (City Council Vote: 11-4)

## **Dallas Police Department**

UNT Dallas Land Use Lease Agreement for New Police Training Academy

## **Dallas Fire-Rescue**

New Equipment, Fire Trucks, and Wildfire Vehicles Delivered

## **Emergency Management & Crisis Response**

Dallas Alert System for Deaf Residents

## **Bond and Construction Management**

Dashboard Launch

## **Sanitation**

Electronic Routing System Launch

## **Budget & Management Services**

Approval and Strategy Adoption of FY 2024-25 HUD Consolidated Plan Budget (City Council Vote: 15-0)



# Memorandum



CITY OF DALLAS

DATE October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Proposed 2025 City Council Calendar**

The proposed 2025 City Council calendar is scheduled for action by the City Council on October 8, 2024.

The item was briefed on Monday, September 23, to the Government Performance and Financial Management Committee and was scheduled for briefing to the City Council on Wednesday, October 2. The October 2<sup>nd</sup> City Council meeting was cancelled.

Following City Council approval, the calendar will be uploaded to the City of Dallas city events calendar and the City Secretary's web page. Instructions will be provided to staff to import the approved calendar dates into your Outlook calendar.

Should you have any questions, please contact me at 214.670.5797 or [carrie.rogers@dallas.gov](mailto:carrie.rogers@dallas.gov).

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

Carrie Rogers  
Director  
Office of Government Affairs  
Executive Liaison / Mayor and City Council Office

c: Kimberly Bizer Tolbert, City Manager (I)  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
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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  
Office of Government Affairs



# January 2025

Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			<b>1</b> New Year's Day City Holiday City Council briefing canceled	<b>2</b>	<b>3</b> 119th Congress convenes	<b>4</b>
<b>5</b>	<b>6</b> Council Committees 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development	<b>7</b> Council Committees 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management	<b>8</b> Council Agenda 9 a.m.	<b>9</b> Regional Transportation Council 1 p.m.	<b>10</b>	<b>11</b>
<b>12</b>	<b>13</b> Council Committees 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety	<b>14</b> 89th Texas Legislature convenes	<b>15</b> Council Briefing 9 a.m. Semiannual Campaign Finance Report due	<b>16</b>	<b>17</b>	<b>18</b>
<b>19</b>	<b>20</b> Martin Luther King, Jr. Day City Holiday Presidential Inauguration Council Committee meetings moved to 1/21	<b>21</b> Council Committees 9 a.m. Quality of Life, Arts and Culture 1 p.m. Transportation and Infrastructure	<b>22</b> Council Agenda 9 a.m.	<b>23</b>	<b>24</b>	<b>25</b>
<b>26</b>	<b>27</b> Council Committee meetings moved to 1/7	<b>28</b>	<b>29</b> Fifth Wednesday No City Council Meetings	<b>30</b> Quarterly Gift Disclosure due	<b>31</b>	

Council Agenda meetings are conducted in Council Chambers unless otherwise noted. Council Briefings and Council Committee meetings may be conducted in Room 6ES.  
For board and commission meeting dates, please visit <https://dallascityhall.com/government/citysecretary/Pages/Public-Meetings.aspx>.

# February 2025

Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						<b>1</b>
<b>2</b>	<b>3</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development	<b>4</b>	<b>5</b> Council Briefing 9 a.m.	<b>6</b>	<b>7</b>	<b>8</b>
<b>9</b>	<b>10</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety	<b>11</b>	<b>12</b> Council Agenda 9 a.m.	<b>13</b> Regional Transportation Council 1 p.m.	<b>14</b>	<b>15</b>
<b>16</b>	<b>17</b> <b>President's Day City Holiday</b>  Council Committee meetings moved to 2/18	<b>18</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts and Culture 1 p.m. Transportation and Infrastructure	<b>19</b> Council Briefing 9 a.m.	<b>20</b>	<b>21</b>	<b>22</b>
<b>23</b>	<b>24</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management	<b>25</b>	<b>26</b> Council Agenda 9 a.m.	<b>27</b>	<b>28</b> Ramadan begins	

# March 2025

Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						<b>1</b>
<b>2</b>	<b>3</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment  1 p.m. Economic Development	<b>4</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity  1 p.m. Public Safety	<b>5</b> Council Briefing 9 a.m.	<b>6</b>	<b>7</b>	<b>8</b>
<b>9</b> Daylight saving time begins	<b>10</b> City Council Recess  City Council Committees moved to 3/4  NLC Congressional Summit	<b>11</b> City Council Recess  NLC Congressional Summit	<b>12</b> City Council Recess  <b>City Council Agenda Canceled</b>  NLC Congressional Summit	<b>13</b> City Council Recess  Regional Transportation Council 1 p.m.	<b>14</b> City Council Recess	<b>15</b>
<b>16</b>	<b>17</b> City Council Recess  Council Committees moved to 3/25	<b>18</b> City Council Recess	<b>19</b> City Council Recess  <b>City Council Briefing Canceled</b>	<b>20</b> City Council Recess	<b>21</b> City Council Recess	<b>22</b>
<b>23</b>	<b>24</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions  1 p.m. Government Performance and Financial Management  <b>Spring Budget Town Halls</b>	<b>25</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts and Culture  1 p.m. Transportation and Infrastructure  <b>Spring Budget Town Halls</b>	<b>26</b> Council Agenda 9 a.m.  <b>Budget Public Hearing</b>  <b>Spring Budget Town Halls</b>	<b>27</b>   <b>Spring Budget Town Halls</b>	<b>28</b>	<b>29</b>
<b>30</b> Ramadan ends	<b>31</b> Cesar Chavez Day					

Council Agenda meetings are conducted in Council Chambers unless otherwise noted. Council Briefings and Council Committee meetings may be conducted in Room 6ES.  
For board and commission meeting dates, please visit <https://dallascityhall.com/government/citysecretary/Pages/Public-Meetings.aspx>.

# April 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		<b>1</b>	<b>2</b> Council Briefing 9 a.m.	<b>3</b>	<b>4</b>	<b>5</b>
<b>6</b>	<b>7</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development	<b>8</b>	<b>9</b> Council Agenda 9 a.m.	<b>10</b> Regional Transportation Council 1 p.m.	<b>11</b>	<b>12</b> Passover begins at sunset
<b>13</b>	<b>14</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety	<b>15</b>	<b>16</b> Council Briefing 9 a.m.	<b>17</b>	<b>18</b>	<b>19</b>
<b>20</b> Easter Passover ends	<b>21</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts and Culture 1 p.m. Transportation and Infrastructure	<b>22</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management	<b>23</b> Council Agenda 9 a.m.	<b>24</b>	<b>25</b>	<b>26</b>
<b>27</b>	<b>28</b> Council Committee meetings moved to 2/22	<b>29</b>	<b>30</b> Fifth Wednesday No City Council meetings  Personal Finance Statements, 15A Itemized Expense Reports, and Gift Reports Due			

# May 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				<b>1</b>	<b>2</b>	<b>3</b> <small>City Council Election</small>
<b>4</b>	<b>5</b> <small><u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development</small>	<b>6</b>	<b>7</b> <small>Council Briefing 9 a.m.  <small>Budget Workshop</small></small>	<b>8</b> <small>Regional Transportation Council 1 p.m.</small>	<b>9</b>	<b>10</b>
<b>11</b>	<b>12</b> <small><u>Council Committees</u> 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety</small>	<b>13</b>	<b>14</b> <small>Council Agenda 9 a.m.</small>	<b>15</b>	<b>16</b>	<b>17</b>
<b>18</b>	<b>19</b> <small><u>Council Committees</u> 9 a.m. Quality of Life, Arts and Culture 1 p.m. Transportation and Infrastructure</small>	<b>20</b>	<b>21</b> <small>Council Briefing 9 a.m.</small>	<b>22</b>	<b>23</b>	<b>24</b>
<b>25</b>	<b>26</b> <small><b>Memorial Day City Holiday</b>  89<sup>th</sup> Texas Legislature Sine Die</small>	<b>27</b> <small><u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management</small>	<b>28</b> <small>Council Agenda 9 a.m.</small>	<b>29</b>	<b>30</b>	<b>31</b>

# June 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>1</b>	<b>2</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development	<b>3</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety	<b>4</b> Council Briefing 9 a.m.	<b>5</b>	<b>6</b>	<b>7</b>
<b>8</b>	<b>9</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts and Culture 1 p.m. Transportation and Infrastructure	<b>10</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management	<b>11</b> Council Agenda 9 a.m.	<b>12</b> Regional Transportation Council 1 p.m.	<b>13</b>	<b>14</b>
<b>15</b>	<b>16</b> City Council Inauguration Special Called Council Agenda 9 a.m.	<b>17</b>	<b>18</b> Council Briefing 9 a.m.  Budget Workshop	<b>19</b> Juneteenth City Holiday	<b>20</b>	<b>21</b>
<b>22</b>	<b>23</b>	<b>24</b>	<b>25</b> Council Agenda 9 a.m.	<b>26</b>	<b>27</b>	<b>28</b>
<b>29</b>	<b>30</b>					

# July 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		<b>1</b> City Council Recess	<b>2</b> City Council Recess	<b>3</b> City Council Recess	<b>4</b> City Council Recess <b>Independence Day</b> City Holiday	<b>5</b>
<b>6</b>	<b>7</b> City Council Recess	<b>8</b> City Council Recess	<b>9</b> City Council Recess	<b>10</b> City Council Recess Regional Transportation Council 1 p.m.	<b>11</b> City Council Recess	<b>12</b>
<b>13</b>	<b>14</b> City Council Recess	<b>15</b> City Council Recess <a href="#">Semiannual Campaign Finance Report Due</a>	<b>16</b> City Council Recess	<b>17</b> City Council Recess	<b>18</b> City Council Recess	<b>19</b>
<b>20</b>	<b>21</b> City Council Recess	<b>22</b> City Council Recess	<b>23</b> City Council Recess	<b>24</b> City Council Recess	<b>25</b> City Council Recess	<b>26</b>
<b>27</b>	<b>28</b> City Council Recess	<b>29</b> City Council Recess	<b>30</b> City Council Recess <a href="#">Quarterly Gift Disclosure due</a>	<b>31</b> City Council Recess		

# August 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					<b>1</b>	<b>2</b>
<b>3</b>	<b>4</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development	<b>5</b>	<b>6</b> Council Briefing 9 a.m.	<b>7</b>	<b>8</b>	<b>9</b>
<b>10</b>	<b>11</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety	<b>12</b> Budget Workshop: City Manager's Recommended Budget	<b>13</b> Council Agenda 9 a.m.	<b>14</b> Regional Transportation Council 1 p.m. Budget Town Hall Meetings Begin	<b>15</b>	<b>16</b>
<b>17</b>	<b>18</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts and Culture 1 p.m. Transportation and Infrastructure	<b>19</b>	<b>20</b> Council Briefing 9 a.m. Budget Workshop	<b>21</b>	<b>22</b>	<b>23</b>
<b>24</b>	<b>25</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management	<b>26</b>	<b>27</b> Council Agenda 9 a.m. Budget Public Hearing	<b>28</b> Budget Town Hall Meetings End	<b>29</b>	<b>30</b>
<b>31</b>						

Council Agenda meetings are conducted in Council Chambers unless otherwise noted. Council Briefings and Council Committee meetings may be conducted in Room 6ES.  
 For board and commission meeting dates, please visit <https://dallascityhall.com/government/citysecretary/Pages/Public-Meetings.aspx>.



# September 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	<b>1</b> <b>Labor Day City Holiday</b>  Council Committee Meetings moved to 9/2	<b>2</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development	<b>3</b> Council Briefing 9 a.m.  Budget Workshop: Consider Amendments Adopt Budget on First Reading	<b>4</b>	<b>5</b>	<b>6</b>
<b>7</b>	<b>8</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety	<b>9</b>	<b>10</b> Council Agenda 9 a.m.	<b>11</b> Regional Transportation Council 1 p.m.	<b>12</b>	<b>13</b>
<b>14</b>	<b>15</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts and Culture 1 p.m. Transportation and Infrastructure	<b>16</b>	<b>17</b> Council Briefing 9 a.m. Budget Workshop: Adopt Budget on Final Reading, Adopt Tax Rate, and Approve Other Budget Related Items	<b>18</b>	<b>19</b>	<b>20</b>
<b>21</b>	<b>22</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management  Rosh Hashanah begins at sundown	<b>23</b>  Rosh Hashanah	<b>24</b> Council Agenda 9 a.m.  Rosh Hashanah ends	<b>25</b>	<b>26</b>	<b>27</b>
<b>28</b>	<b>29</b>	<b>30</b>				

# October 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			<b>1</b> Council Briefing 9 a.m.  Yom Kippur begins at sundown	<b>2</b>   Yom Kippur ends	<b>3</b>	<b>4</b>
<b>5</b>	<b>6</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment  1 p.m. Economic Development	<b>7</b>	<b>8</b>  Council Agenda 9 a.m.	<b>9</b>  Regional Transportation Council 1 p.m.	<b>10</b>	<b>11</b>
<b>12</b>	<b>13</b> <b>Indigenous Peoples' Day City Holiday</b>  Council Committee Meetings moved to 10/14	<b>14</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity  1 p.m. Public Safety	<b>15</b>  Council Briefing 9 a.m.	<b>16</b>	<b>17</b>	<b>18</b>
<b>19</b>	<b>20</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts and Culture  1 p.m. Transportation and Infrastructure	<b>21</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions  1 p.m. Government Performance and Financial Management	<b>22</b>  Council Agenda 9 a.m.	<b>23</b>	<b>24</b>	<b>25</b>
<b>26</b>	<b>27</b>  Council Committee Meetings moved to 10/21.	<b>28</b>	<b>29</b>  <b>Fifth Wednesday No City Council meetings</b>  Texas Municipal League Annual Conference	<b>30</b>  <b>Quarterly Gift Disclosure Report due</b>  Texas Municipal League Annual Conference	<b>31</b>	<b>31</b>  Texas Municipal League Annual Conference

# November 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						<b>1</b>
<b>2</b> Daylight Saving Time ends	<b>3</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development	<b>4</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management	<b>5</b> Council Briefing 9 a.m.	<b>6</b>	<b>7</b>	<b>8</b>
<b>9</b>	<b>10</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety	<b>11</b> <b>Veterans Day City Holiday</b>	<b>12</b> Council Agenda 9 a.m.	<b>13</b> Regional Transportation Council 1 p.m.	<b>14</b>	<b>15</b>
<b>16</b>	<b>17</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts, and Culture 1 p.m. Transportation and Infrastructure	<b>18</b>	<b>19</b> <b>City Council Briefing canceled</b> NLC City Summit	<b>20</b> NLC City Summit	<b>21</b> NLC City Summit	<b>22</b> NLC City Summit
<b>23</b>	<b>24</b> Council Committee Meetings Moved to 11/4	<b>25</b>	<b>26</b> <b>City Council agenda canceled</b>	<b>27</b> <b>Thanksgiving Day City Holiday</b>	<b>28</b> <b>Day after Thanksgiving City Holiday</b>	<b>29</b>
<b>30</b>						

# December 2025

## Attachment A

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	<b>1</b> <u>Council Committees</u> 9 a.m. Parks, Trails, and the Environment 1 p.m. Economic Development	<b>2</b> <u>Council Committees</u> 9 a.m. Quality of Life, Arts, and Culture 1 p.m. Transportation and Infrastructure	<b>3</b> Council Briefing 9 a.m.	<b>4</b>	<b>5</b>	<b>6</b>
<b>7</b>	<b>8</b> <u>Council Committees</u> 9 a.m. Workforce, Education and Equity 1 p.m. Public Safety	<b>9</b> <u>Council Committees</u> 9 a.m. Housing and Homelessness Solutions 1 p.m. Government Performance and Financial Management	<b>10</b> Council Agenda 9 a.m.	<b>11</b> Regional Transportation Council 1 p.m.	<b>12</b>	<b>13</b>
<b>14</b> Hanukkah begins at sundown	<b>15</b> Council Committee Meetings moved to 12/2	<b>16</b>	<b>17</b> City Council Briefing canceled	<b>18</b>	<b>19</b>	<b>20</b>
<b>21</b>	<b>22</b> Council Committee Meetings moved to 12/9  Hanukkah ends at sundown	<b>23</b>	<b>24</b> City Council Agenda canceled  Christmas Eve	<b>25</b> Christmas Day Observance City Holiday	<b>26</b>  Kwanza begins	<b>27</b>
<b>28</b>	<b>29</b>	<b>30</b>	<b>31</b> New Year's Eve Fifth Wednesday No City Council meetings			

# Memorandum



CITY OF DALLAS

DATE October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Conclusion of DFR / DART Multi-Disciplinary Response Team Pilot**

In November 2023, Dallas Fire-Rescue (DFR) and Dallas Area Rapid Transit (DART) partnered to launch a community-oriented response pilot program, or Public Transit Multi-Disciplinary Response Team (PTMDRT), for individuals experiencing homelessness and/or behavioral health conditions on and around DART's system. The pilot program deployed a DART Police Officer, Parkland Behavioral Health Clinician, and DFR Paramedic to connect individuals in need with resources designed to aid the unhoused and those experiencing behavior health concerns. Over the course of the last year, the PTMDRT proactively engaged potential clients in the field and provided aid and assistance.

Despite the hard work and collaborative efforts of all involved, the program did not achieve the anticipated level of success that would justify its financial impact and demand on available resources. Therefore, the decision was made by DART to discontinue the program. As of Friday, September 27<sup>th</sup>, the program ceased.

Thank you for your continued support to Dallas Fire-Rescue and our collaborative partners to provide the best response and community service for all residents and visitors to the City of Dallas.

Service First, Now!

A handwritten signature in blue ink, appearing to read 'D. Artis'.

Dominique Artis  
Chief of Public Safety (I)

c: Kimberly Bizer Tolbert, City Manager (I)  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dev Rastogi, 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 October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Update on Elm Thicket - Northpark Permit Oversights and Violations**

This memorandum serves as an update on the Planning and Development (PDV) Department's ongoing work to identify and correct potential permitting oversights that occurred in late 2022 and early 2023 in the Elm Thicket - Northpark neighborhood. PDV has completed the investigation of all 172 potentially impacted properties. Of the 172 sites, 155 are in compliance and 17 remain out of compliance as of this morning. To assist property owners, PDV has assembled the attached flyer, which outlines the three alternative paths to resolve the notices of violation. The flyer is available in English and Spanish on the dedicated Elm Thicket informational website [here](#).

Below is a summary of the actions taken by the 17 property owners with outstanding violations:

- **Addendum:** Five have filed addendums with PDV, which are under expedited review.
- **Appeal:** Two permits have been revoked, with appeals pending before the Board of Adjustment. Both appeals are scheduled for October 22<sup>nd</sup>.
- **Variance:** Three applications have been received for appeals for variances to the Board of Adjustment. Public hearing schedules are to be determined.
- **No Action:** Seven property owners have not yet taken any action.

Our team is continuing to work diligently to resolve these final 17 sites and ensure compliance with the updated zoning standards. Should you have any questions or concerns, please contact me or Emily Liu, Director of Planning and Development, [yu.liu@dallas.gov](mailto:yu.liu@dallas.gov).

## Attachments

Service First Now!

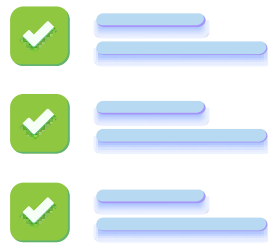
A handwritten signature in blue ink, appearing to read 'Robin Bentley'.

Robin Bentley  
Assistant City Manager (I)

c: Kimberly Bizzor Tolbert City Manager (I)  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billierae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Dev Rastogi, Assistant City Manager

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

# ELM THICKET FAQ



## How to Resolve Your Notice of Violation

This document provides information on how to address your Notice of Violation (NOV), which was issued by the Planning and Development Department (PDV). There are three options to resolve the notice and bring your project into compliance.

01

### Submit an Addendum

Revise your plans to meet zoning requirements.

#### What is this option?

This option allows you to revise your plans and resubmit them to the Planning and Development Department. Your revised plans must comply with all zoning standards and conditions of Planned Development No. 67 (PD-67).

#### How does this process work?

- Revise your plans to meet the standards outlined in your NOV.
- Submit the revised plans to PDV for review.
- Once your plans are approved, you may proceed with construction under the updated conditions.

#### Why choose this option?

If you are able to make the necessary changes to bring your project into compliance, this option allows you to avoid additional hearings or legal proceedings.

**For more information on PD-67 standards, visit:**  
[Planned Development No. 67](#)

#### For more information on how to resubmit plans, contact:

Loree Lewis  
Senior Project Coordinator  
214-948-4327  
[Loree.Lewis@Dallas.gov](mailto:Loree.Lewis@Dallas.gov)

02

### Submit a Variance Application to the Board of Adjustment

Request a variance to specific zoning rules.

#### What is this option?

A variance allows you to request an exception to certain zoning regulations, such as height or lot coverage. The Board of Adjustment (BOA) has the power to grant variances when strict enforcement of the zoning code would cause an unnecessary hardship.

#### How does this process work?

- Submit a Variance Application to the Board of Adjustment.
- Attend a public hearing where you will present your case.
- The BOA will decide whether to grant or deny your variance request.

#### Key considerations:

- The BOA can grant variances for height-related issues, including the height that triggers roof design standards.
- However, the BOA cannot grant variances for roof type design standards. These can only be addressed through an Administrative Official (AO) appeal.

#### Why choose this option?

This option allows for flexibility in zoning provisions while ensuring the ordinance's intent is upheld and fairness is achieved. A variance must not be contrary to the public interest and encourages working with the neighborhood, although agreement or approval isn't guaranteed. The goal of this process is to ensure fairness while addressing the zoning issues.

#### For more information on the Board of Adjustment, visit:

- [City of Dallas Board of Adjustment Website](#)
- [Board of Adjustment Application](#)
- [Dallas Development Code §51A-3.102](#)
- [Texas Local Government Code Section §211.008 & §211.009](#)

# 03

## Appeal the Permit Revocation Through an Administrative Official Appeal

Challenge the revocation of your permit.

### What is this option?

If your project is found to be in violation and your permit is revoked, you can file an Administrative Official (AO) appeal to challenge the decision. This option is for violations that cannot be resolved through a variance.

### How does this process work?

- File an AO appeal within 20 days of the permit revocation notice.
- The appeal will be reviewed by the Board of Adjustment, who will decide whether to uphold or overturn the revocation.

### Why choose this option?

This option is available if your violation cannot be addressed by a variance.

### For more information on this option, contact:

**Jason Pool**

Assistant Director (I) / Zoning Administrator

214-948-4392

[Jason.Pool@Dallas.gov](mailto:Jason.Pool@Dallas.gov)



[dal.city/Elmthicket](http://dal.city/Elmthicket)



## Frequently Asked Questions:



**Q: What should I do if I receive a Notice of Non-Compliance?**

**A: There are three options: submit an addendum, apply for a variance, or file an Administrative Official appeal after your permit is revoked.**

**Q: Can I request a variance for roof design issues?**

**A: You can request a variance for height-related roof design issues. However, you cannot request a variance for roof type.** Roof type violations must be addressed through an Administrative Official appeal.

**Q: How long does the variance process take?**

**A: The process generally takes around 60 days, depending on the complexity of the case and the scheduling of public hearings.** A recent decision to consolidate all Elm Thicket-related cases into Panel A was made to help streamline and expedite this process.

**Q: What happens if my variance is denied?**

**A: If your variance is denied, you will need to revise your project to comply with the zoning regulations or appeal the decision.**

**Q: Who can I contact for help?**

**A: For questions or assistance with resolving your Notice of Violation, please contact:**

**Loree Lewis**

Senior Project Coordinator

214-948-4327

[Loree.Lewis@Dallas.gov](mailto:Loree.Lewis@Dallas.gov)

**Jason Pool**

Assistant Director (I) / Zoning Administrator

214-948-4392

[Jason.Pool@Dallas.gov](mailto:Jason.Pool@Dallas.gov)

**For questions or assistance with the Board of Adjustment, please contact:**

**Diana Barkume**

Project Coordinator

214-948-4364

[Diana.Barkume@Dallas.gov](mailto:Diana.Barkume@Dallas.gov)

**Dr. Kameka Miller-Hoskins**

Board Administrator

945-275-3112

[Kameka.MHoskins@Dallas.gov](mailto:Kameka.MHoskins@Dallas.gov)



**Planning & Development**





# ELM THICKET PREGUNTAS FRECUENTES



## Cómo resolver su Aviso de Infracción

Este documento ofrece información sobre cómo abordar su Aviso de Infracción (NOV), emitido por el Departamento de Planificación y Desarrollo (PDV). Hay tres opciones para resolver el aviso y poner su proyecto en conformidad.

01

### Presentar un anexo

Revise sus planes para cumplir con los requisitos de zonificación.

#### ¿Qué es esta opción?

Esta opción le permite revisar sus planes y volver a presentarlos al Departamento de Planificación y Desarrollo. Sus planes revisados deben cumplir con todos los estándares de zonificación y condiciones del Desarrollo Planificado No. 67 (PD-67).

#### ¿Cómo funciona este proceso?

- Revise sus planes para cumplir con los estándares indicados en su NOV.
- Presente los planes revisados al PDV para su revisión.
- Una vez que sus planes sean aprobados, puede proceder con la construcción bajo las condiciones actualizadas.

#### ¿Por qué elegir esta opción?

Si puede hacer los cambios necesarios para poner su proyecto en conformidad, esta opción le permite evitar audiencias adicionales o procedimientos legales.

**Para más información sobre los estándares de PD-67, visite:**

[Desarrollo Planificado No. 67](#)

**Para más información sobre cómo volver a presentar planes, contacte a:**

Loree Lewis  
Coordinadora Principal de Proyectos  
214-948-4327

[Loree.Lewis@Dallas.gov](mailto:Loree.Lewis@Dallas.gov)

02

### Presentar una solicitud de variación a la Junta de Ajustes

Solicitar una excepción a reglas específicas de zonificación.

#### ¿Qué es esta opción?

Una variación le permite solicitar una excepción a ciertas regulaciones de zonificación, como la altura o cobertura del lote. La Junta de Ajustes (BOA, por sus siglas en inglés) tiene el poder de otorgar variaciones cuando la aplicación estricta del código de zonificación causaría una dificultad innecesaria.

#### ¿Cómo funciona este proceso?

- Presente una solicitud de variación a la Junta de Ajustes.
- Asista a una audiencia pública donde presentará su caso.
- La BOA decidirá si otorga o niega su solicitud de variación.

#### Consideraciones clave:

- La BOA puede otorgar variaciones para problemas relacionados con la altura, incluyendo la altura que desencadena estándares de diseño de techos.
- Sin embargo, la BOA no puede otorgar variaciones para los estándares de diseño de tipo de techo. Estos solo pueden abordarse mediante una apelación a un funcionario administrativo (AO).

#### ¿Por qué elegir esta opción?

Esta opción permite flexibilidad en las disposiciones de zonificación mientras se asegura que se mantenga el propósito de la ordenanza y se logre equidad. Una variación no debe ir en contra del interés público y fomenta la colaboración con el vecindario, aunque no se garantiza el acuerdo o la aprobación. El objetivo de este proceso es asegurar la equidad mientras se abordan los problemas de zonificación.

**Para más información sobre la Junta de Ajustes, visite:**

- [Sitio web de la Junta de Ajustes de la Ciudad de Dallas](#)
- [Solicitud de la Junta de Ajustes](#)
- [Código de Desarrollo de Dallas §51A-3.102](#)
- [Código de Gobierno Local de Texas Sección §211.008 & §211.009](#)

03

## Apelar la revocación del permiso a través de una apelación a un funcionario administrativo

Objetar la revocación de su permiso.

### ¿Qué es esta opción?

Si se ha determinado que su proyecto está en incumplimiento y su permiso es revocado, puede presentar una apelación a un funcionario administrativo (AO, por sus siglas en inglés) para objetar la decisión. Esta opción es para violaciones que no pueden resolverse mediante una variación.

### ¿Cómo funciona este proceso?

- Presente una apelación AO dentro de los 20 días siguientes a la notificación de revocación del permiso.

- La apelación será revisada por la Junta de Ajustes, quien decidirá si mantener o revocar la revocación.

### ¿Por qué elegir esta opción?

Esta opción está disponible si su violación no puede abordarse mediante una variación.

Para más información sobre esta opción, contacte a:

#### Jason Pool

Director asistente (I) / administrador de zonificación  
214-948-4392

[Jason.Pool@Dallas.gov](mailto:Jason.Pool@Dallas.gov)



[dal.city/Elmthicket](http://dal.city/Elmthicket)

## Preguntas frecuentes:

**P: ¿Qué debo hacer si recibo un Aviso de Incumplimiento?**

**R: Hay tres opciones: presentar un anexo, solicitar una variación o presentar una apelación a un funcionario administrativo después de que se revoque su permiso.**

**P: ¿Puedo solicitar una variación por problemas de diseño de techos?**

**R: Puede solicitar una variación para problemas de diseño de techos relacionados con la altura. Sin embargo, no puede solicitar una variación para el tipo de techo.** Las violaciones del tipo de techo deben abordarse mediante una apelación a un funcionario administrativo.

**P: ¿Cuánto tiempo tarda el proceso de variación?**

**R: Generalmente, el proceso dura alrededor de 60 días, dependiendo de la complejidad del caso y la programación de las audiencias públicas.** Se ha tomado una reciente decisión de consolidar todos los casos relacionados con Elm Thicket en el Panel A para agilizar este proceso.

**P: ¿Qué ocurre si mi variación es denegada?**

**R: Si su variación es denegada, deberá modificar su proyecto para cumplir con las regulaciones de zonificación o apelar la decisión.**

P (Pregunta)

R (Respuesta)

**P: ¿A quién puedo contactar para obtener ayuda?**

**R: Para preguntas o asistencia con la resolución de su aviso de Infracción, por favor contacte a:**

#### Loree Lewis

Coordinadora Principal de Proyectos  
214-948-4327

[Loree.Lewis@Dallas.gov](mailto:Loree.Lewis@Dallas.gov)

#### Jason Pool

Director asistente (I) / administrador de zonificación  
214-948-4392

[Jason.Pool@Dallas.gov](mailto:Jason.Pool@Dallas.gov)

**Para preguntas o asistencia con la Junta de Ajustes, por favor contacte a:**

#### Diana Barkume

Coordinadora de Proyectos  
214-948-4364

[Diana.Barkume@Dallas.gov](mailto:Diana.Barkume@Dallas.gov)

#### Dra. Kameka Miller-Hoskins

Administradora de la Junta  
945-275-3112

[Kameka.MHoskins@Dallas.gov](mailto:Kameka.MHoskins@Dallas.gov)



# Memorandum



CITY OF DALLAS

DATE October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Flood Risk Management Project Update – Charlie Pump Station**

The U.S. Army Corps of Engineers (USACE) has partnered with the City of Dallas to execute the Supplemental Bi-Partisan Budget Act of 2018 (PL 115-123) for flood risk management projects in the Dallas Floodway System. Current efforts focus on delivering projects including new pump stations, levee raises and flattening, and new levees.

The Charlie Pump Station was awarded as a design-build construction contract by USACE in March 2022. The contractor mobilized in April 2024, and the pump station is estimated to be in service by December 2025.

The pump station will be constructed along the West Levee and is bounded by East Jefferson Boulevard and Brazos Street. It will provide flood risk mitigation and will protect nearby neighborhoods from flooding during certain rainfall events by efficiently moving stormwaters through the Charlie Pump System over the West Levee and into the Trinity River.

The groundbreaking event planned by USACE and Dallas Water Utilities (DWU) this summer was postponed due to inclement weather. The event has been rescheduled to take place at the site of the future Charlie Pump Station on Tuesday, October 29, 2024, at 12:30 p.m., weather permitting. (Please see event invite attachment).

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

Service First, Now!

A handwritten signature in black ink that reads "Dev Rastogi".

Dev Rastogi  
Assistant City Manager

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



Design rendering

# Charlie Pump Station Groundbreaking

Join the City of Dallas and the U.S. Army Corps of Engineers for a groundbreaking ceremony at the site of the future Charlie Pump Station.

Tuesday, October 29, 2024  
12:30 p.m.  
816 Eads Avenue  
Dallas, Texas 75203



Site can be accessed from I-35 North or South via Colorado Blvd. Then turn north on Eads Ave.



US Army Corps  
of Engineers®  
Fort Worth District



dallas water utilities  
city of dallas



City of Dallas



# Memorandum



CITY OF DALLAS

DATE October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Love Field Airport Parking Rate Increase and Rideshare Update**

This memorandum provides information and justification of the planned Dallas Love Field (DAL) airport parking rate increase and details the airport's location change for the Transportation Network Center (TNC) pick-up.

The Department of Aviation (AVI) has consistently experienced parking constraints at DAL. During Thanksgiving 2014, parking demand far exceeded supply, which led to the construction of Garage C, adding 5,000 spaces that opened in November 2017. DAL currently has approximately 12,000 parking spaces. Over the last two years, DAL's passenger levels have reached nearly 9 million enplanements and almost 18 million total passengers annually, exceeding pre-pandemic numbers. With increased leisure travelers parking in garages and longer parking dwell times, airports across the country have observed a much higher demand for parking. As such, DAL's garages continue to reach capacity. Being landlocked and no current available space to build, another parking garage is not possible. Since the COVID-19 pandemic, the airport increased daily parking rates only once in 2022, after implementing a decrease in 2018 when Garage C opened.

Additionally, a completed comprehensive study considered the Dallas uptown/downtown parking rates and Texas airport rates before making recommendations for DAL's increases (see attached Competitive Parking Analysis). For these reasons, along with the rising costs of parking contracts and maintenance of the garages, the daily parking rates at Love Field will increase on **October 18, 2024**, to the following:

- **Garage A** - from \$16 to \$24 (all levels);
- **Garage B** - from \$10 to \$18 (uncovered), from \$13 to \$21 (covered);
- **Garage C** - from \$13 to \$20 (uncovered), from \$16 to \$21 (covered), and from \$25 to \$30 (premium level); and
- **Valet** - from \$28 to \$35

The first hour in Garage C will continue to be **FREE** for passenger pickups, and DAL's parking rates remain the least expensive among Texas commercial airports. The contractors of the remote lots on Dallas Love Field's property (i.e., Best Parking and the Parking Spot) that are not affiliated with DAL's revenue have informed us that they will also increase their parking rates.

Separately, DAL's Garage B has housed the airport's Transportation Network Center (TNC) pick-up location since September 2023. During this time, feedback has continuously indicated extreme dissatisfaction despite valiant customer service efforts and wayfinding resources implemented by AVI. The new demand and capacity analysis





**Terminal Area View - TNC pick-up location**

Although this site has the potential to create bottlenecks in traffic flow upon exiting the valet pavilion during peak periods, mitigation tactics are in progress to minimize disruptions. A marketing plan will proactively notify customers of the parking rate changes and pending TNC relocation starting next week, and we are soliciting your assistance in sharing these key messages through available multi-media district channels. For additional questions or concerns, please contact Patrick Carreno, Director of the Department of Aviation at 214-670-6149 or [patrick.carreno@dallas.gov](mailto:patrick.carreno@dallas.gov).

Service First, Now!

A handwritten signature in black ink that reads "Dev Rastogi".

Dev Rastogi, PE  
Assistant City Manager

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

## Dallas Love Field Airport Competitive Parking Analysis

### Dallas Market Parking Rate Data

Locations	Average Daily Rate
Downtown Dallas Garage Self-Parking (Ross, Elm, and Museum Garages)	\$18
Dallas Love Field Hotels Self-Parking (Doubletree, Embassy Suites, Element)	\$17.33
Downtown Dallas Hotels Self-Parking (Omni, Hilton Anatole, Sheraton, Hyatt)	\$35
Downtown Dallas Hotels Valet (Omni, Hilton Anatole, Sheraton, Hyatt)	\$48.75

### Texas Airports Parking Rate Data

Locations	Parking Type	Average Daily Rate
Dallas Fort Worth International Airport, Austin-Bergstrom International Airport, San Antonio International Airport, William P. Hobby Airport, George Bush Intercontinental Airport	Garage Parking + Short Distance to Terminal	\$28.40
Dallas Fort Worth International Airport, Austin-Bergstrom International Airport, San Antonio International Airport, William P. Hobby Airport, George Bush Intercontinental Airport	Garage/Lot Parking + Longer Distance to Terminal	\$19
Dallas Fort Worth International Airport, Austin-Bergstrom International Airport, San Antonio International Airport, William P. Hobby Airport, George Bush Intercontinental Airport	Airport Lot/Economy Self-Parking	\$17
Dallas Fort Worth International Airport, San Antonio International Airport, William P. Hobby Airport, George Bush Intercontinental Airport	Airport Valet Parking	\$34

### Recent Airport Rate Increases

- **Dallas Fort Worth International Airport – April 2024**

Terminal Self-Parking: \$27 to \$32, Valet: \$40 to \$45

Other comparable DFW parking up \$3

- **Austin-Bergstrom International Airport – April 2024**

Terminal Self-Parking Red Garage: \$29 to \$32, Blue Garage: \$19 to \$23



# Memorandum



CITY OF DALLAS

DATE October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **M/WBE Participation for October 8, 2024 Council Agenda**

The policy of the City of Dallas is to engage certified Minority and Women-owned Business Enterprises (M/WBEs) to the greatest extent feasible on the City’s architecture & engineering, construction, goods, and professional services contracts. The City’s Business Inclusion and Development Policy (BID Policy) is overseen by the Business Enterprise Hub (BEH) division of the Office of Procurement Services, which is providing this summary of M/WBE subcontracting participation for the October 8, 2024, City Council Agenda.

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

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

For this agenda, BID reviewed **14** agenda items; **9** items on this agenda include an M/WBE goal. Of those **9** items, **3** exceeded the goal and **6** did not meet the goal. This agenda includes **5** items that did not have an applicable M/WBE goal. The table below provides a summary of M/WBE participation for this agenda.

#	Contract Amount	Procurement Category	M/WBE Goal	M/WBE Subcontracting %	M/WBE Overall Participation %	M/WBE Overall \$	Status
11	\$616,214.00	Architecture & Engineering	34.00%	38.77%	38.77%	\$238,889.00	Exceeds M/WBE Subcontracting Goal
12	\$12,849,656.60	Construction	32.00%	34.00%	34.00%	\$4,368,883.24	Exceeds M/WBE Subcontracting Goal
17	\$171,022.00	Other Services	N/A	N/A	N/A	N/A	MWBE N/A Cooperative Agreement
18	\$800,000.00	Other Services	N/A	N/A	N/A	N/A	MWBE N/A Other Services
23	\$179,383.50	Professional Services	38.00%	36.30%	100.00%	\$179,383.50	Does not meet M/WBE Subcontracting Goal
24	\$388,840.00	Architecture & Engineering	34.00%	49.07%	49.07%	\$190,631.00	Exceeds MWBE Subcontracting Goal
25	\$814,671.44	Goods	32.00%	0.00%	0.00%	\$0.00	Does not meet M/WBE Subcontracting Goal
26	\$24,219,295.69	Goods	32.00%	0.00%	0.00%	\$0.00	Does not meet M/WBE Subcontracting Goal
27	\$1,550,844.12	Goods	32.00%	0.00%	0.00%	\$0.00	Does not meet M/WBE Subcontracting Goal
28	\$2,950,773.40	Goods	32.00%	0.00%	0.00%	\$0.00	Does not meet MWBE Subcontracting Goal
29	\$21,577,920.00	Other Services	N/A	N/A	N/A	N/A	MWBE N/A Other Services
30	\$1,625,530.00	Professional Services	38.00%	0.00%	100.00%	\$1,625,530.00	Does not meet MWBE Subcontracting Goal

#	Contract Amount	Procurement Category	M/WBE Goal	M/WBE Subcontracting %	M/WBE Overall Participation %	M/WBE Overall \$	Status
31	\$2,186,270.26	Other Services	N/A	N/A	N/A	N/A	MWBE N/A Other Services
32	\$216,118.44	Other Services	N/A	N/A	N/A	N/A	MWBE N/A Other Services

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

**Agenda Item No. 23**

Authorize a professional services contract with Alliance Geotechnical Group Inc. for construction material testing services for Target Neighborhood Group 17- 7007. Award amount will not exceed \$179,383.50. One M/WBE firm is subcontracted to participate on this contract. The Prime vendor on this contract is a certified M/WBE firm.

**Agenda Item No. 25**

Authorize a three-year master agreement with Airgas USA LLC for the purchase of industrial, medical, welding gases, and breathing air for the Dallas Water Utilities Department. Award amount estimated at \$814,671.44. Only one firm submitted a bid for this contract. The Request for Bid method of procurement resulted in the lowest responsive bidder being selected.

**Agenda Item No. 26**

Authorize a three-year master agreement with Badger Meter, Inc. dba National Meter & Automation, Master Meter, Inc., Mueller Systems, LLC, Neptune Technology Group, Inc., Core & Main LP for the purchase of water meters, accessories, and parts for the Dallas Water Utilities Department. Award amount estimated at \$24,219,295.69. The Request for Bid method of procurement resulted in the lowest responsive bidders being selected.

**Agenda Item No. 27**

Authorize a three-year master agreement with Marco Holdings I, LLC, dba Bumper to Bumper, Parts Authority LLC, Southwest International Trucks, Inc., Neopart Transit, LLC, XL Parts, LLC, Rush Truck Centers of Texas, LP for the purchase of aftermarket automotive parts. Award amount estimated at \$1,550,844.12. The Request for Bid method of procurement resulted in the lowest responsive bidders being selected.

**Agenda Item No. 28**

Authorize a five-year master agreement with FCX Performance, Inc. and North Texas Winwater Co. for the purchase of pre-cast water meter vaults, fiberglass manholes, manhole inserts, and wastewater access chambers for Dallas Water Utilities Department. Award amount is estimated at \$2,950,773.40. The Request for Bid method of procurement resulted in the lowest responsive bidders being selected.

**Agenda Item No. 30**

Authorize Supplemental Agreement No. 2 to increase the service contract with Brio Services, LLC dba Brio Consulting, LLC for the expansion of services for Phase II of the enterprise work order and asset management system for the Department of Information and Technology Services. Award increase will not exceed \$1,625,530.00, raising the contract total to \$8,129,216.00. The Prime vendor on this contract is a certified WBE firm.

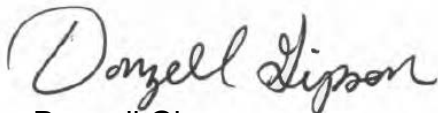
**Local Businesses**

The table below provides the count of businesses by location for prime contractors and M/WBE subcontractors. There is a total of 24 prime contractors considered in this agenda.

Vendor	Local		Non-Local		Total
<b>Prime</b>	11	45.83%	13	54.17%	24
<b>M/WBE Prime</b>	1	50.00%	1	50.00%	2
<b>M/WBE Sub</b>	6	54.55%	5	45.45%	11

Please feel free to contact me or Danielle Thompson, Director of the Office of Procurement Services, if you have any questions or should you require additional information, [Danielle.Thompson@Dallas.gov](mailto:Danielle.Thompson@Dallas.gov).

Service First, Now!



Donzell Gipson  
 Assistant City Manager (I)

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

- Alina Ciocan, Assistant City Manager
- 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 October 4, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Right of Way Management System Payment Processing**

In April 2024, Information Technology Services (ITS) in collaboration with Transportation and Public Works (TPW) identified a technical payment processing error with the Right of Way Management System. The issue impacts 289 customers that were not charged for permit issuance in an amount totaling \$512,000.00. Incapsulate, the vendor responsible, has acknowledged the issue and provided support to resolve it. In collaboration with the vendor, ITS, the Controller's Office, and TPW, has developed a plan to address these issues.

This week all impacted users received a letter which included a comprehensive "How-To" guide for the payment resubmission process. Incapsulate has offered further assistance for any necessary follow-up.

If you have any questions, please contact Dr. Brian Gardner, Chief Information Officer and Director (I) of Information & Technology Services at [brian.gardner@dallas.gov](mailto:brian.gardner@dallas.gov).

Service First, Now!

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

Donzell Gipson  
Assistant City Manager (I)

c: Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dominique Artis, Chief of Public Safety (I)  
Dev Rastogi, Assistant City Manager

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Directors and Assistant Directors