

DALLAS 365

WE PUT SERVICE FIRST 365 DAYS A YEAR

City Hall must be accountable to the citizens of Dallas. We exist solely to provide the services upon which residents rely – from emergency response to meeting critical community needs, to providing places to live and play in Dallas. City services are available 24 hours per day, 7 days a week, 365 days a year.

In *Dallas 365*, we will report quarterly on 35 performance measures around 6 strategic priorities. Making this information accessible to the public allows City Council, citizens, businesses, and visitors alike to be better informed about the progress of specific City programs and services. The first *Dallas 365* report will be available in late January 2018.



STRATEGIC PRIORITIES

Developed by the City Council and City Manager, these strategic priorities, associated high-level goal statements, and specific performance measures will guide the work of City staff over the next biennium:



Public Safety – Enhance the welfare and general protection of residents, visitors, and businesses in Dallas



Mobility Solutions, Infrastructure, and Sustainability – Design, build, and maintain the underlying structures necessary to support Dallas' citizens



Economic and Neighborhood Vitality – Strengthen and grow the business community while planning and strengthening the long-term vitality of Dallas neighborhoods by expanding housing options and creating job opportunities



Human and Social Needs – Provide services and programs to meet basic human needs by focusing on prevention or resolution of systemic problems



Quality of Life – Provide opportunities that enhance the standard of health, comfort, and happiness of Dallas residents



Government Performance and Financial Management – Ensure that internal operations are conducted in a manner that promote core values of excellence, empathy, equity, and ethics

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PUBLIC SAFETY

Enhance the welfare and general protection of residents, visitors, and businesses in Dallas		
Department	Measure	Target
Dallas Fire-Rescue	Average response time 1 st paramedic (in minutes)	5:00
Dallas Fire-Rescue	Percent 1st company responding to structure fires within 5:20 of dispatch	90%
Dallas Police	Homicide clearance rate	56%
Dallas Police	Response time for dispatched Priority 1 calls	8:00
Dallas Police	Number of arrests by Field Patrol	52,000
Dallas Police	Total arrests by Narcotics Division	804
Dallas Police	Percent 911 calls answered within 10 seconds	90%
Dallas Police	Number of community events attended	1,080



MOBILITY SOLUTIONS, INFRASTRUCTURE, AND SUSTAINABILITY

Design, build, and maintain the underlying structures necessary to support Dallas' citizens		
Department	Measure	Target
Public Works	Number of potholes repaired	34,100
Public Works	Percent street segments completed within scheduled work days	91%
Public Works	Number of lane miles resurfaced	187
Sanitation Services	Missed refuse and recycling collections per 10,000 collection points/service opportunities	11.50
Sanitation Services	Tons of residential recyclables collected	57,615
Transportation	Percent of streets thoroughfare street lights working	96%
Transportation	Percent of streets with visible striping	50%
Dallas Water Utilities	Meter reading accuracy rate	99.95%

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ECONOMIC AND NEIGHBORHOOD VITALITY

Strengthen and grow the business community while planning and strengthening the long-term vitality of Dallas neighborhoods by expanding housing options and creating job opportunities

Department	Measure	Target
Housing and Neighborhood Revitalization	Average cost per home repair	\$75,000
Housing and Neighborhood Revitalization	Number of housing units produced	305
Office of Economic Development	Net new jobs created (note: new measure)	TBD
Sustainable Development and Construction	Overall value of permits issued	\$4 billion



HUMAN AND SOCIAL NEEDS

Provide services and programs to meet basic human needs by focusing on prevention or resolution of systemic problems

Department	Measure	Target
Office of Community Care	Number of seniors served	1,933
Office of Community Care	Cost per household assisted	\$8,952
Office of Homeless Solutions	Number of days to close homeless encampment from report to clean-up, hardening, or reclamation	45
Office of Homeless Solutions	Number of unduplicated homeless persons placed in housing	235
Welcoming Communities and Immigrants Affairs	Number of community engagements undertaken	92

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QUALITY OF LIFE

Provide opportunities that enhance the standard of health, comfort, and happiness of Dallas residents

Department	Measure	Target
Code Compliance	Number of single family rental properties inspected (initial inspections and reinspections)	10,000
Code Compliance	Number of lots mowed & cleaned	36,000
Code Compliance	Percent of 311 service requests responded to within stated estimated response time (ERT)	96%
Dallas Animal Services	Live release rate	75%
Dallas Animal Services	Percent increase in field impoundments	14%
Dallas Public Library	Library visits in person, online, and for programs	7,312,000
Office of Cultural Affairs	Attendance at OCA supported arts events	4,583,487
Park and Recreation	Percent of residents within ½ mile of a park	61%



GOVERNMENT PERFORMANCE AND FINANCIAL MANAGEMENT

Ensure that internal operations are conducted in a manner that promote core values of excellence, empathy, equity, and ethics

Department	Measure	Target
City Controller's Office	Percent of invoices paid within 30 days	93%
Office of Business Diversity	Percent of dollars spent with local businesses	50%