

Memorandum



CITY OF DALLAS

DATE September 24, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – September 23, 2021**

New Updates

[Encampment Resolution \(Cleaning\) Schedule September 23, 2021](#)

OHS Street Outreach team is gearing up for the start of the Dallas R.E.A.L. Time Rapid Rehousing (DRTRR) Initiative on October 1st by using 311 data and sites identified in the field to develop the outreach and resolution via housing approach briefed to City Council on August 4th. During this time, they will continue to engage with unsheltered residents through normal street outreach, connecting people with the needed resources, such as: getting IDs, working with Community Courts on expunging eligible tickets and offenses from their records, identifying medical needs, and getting them access to the Coordinated Access System (CAS).

Please see the attached schedule for homeless encampment cleaning the weeks of September 20th – September 24th and September 27th – October 1st. Please note that these will be for debris removal and outreach only.

The OHS Service Request dashboard can be utilized to track the progress of encampment resolution efforts. Please visit the dashboard using the link below and feel free sharing this tool with residents:

<https://dallasgis.maps.arcgis.com/apps/opsdashboard/index.html#/ccd41f0d795f407a94ae17e2c27bf073>

Should you have questions or concerns, please contact Christine Crossley Director of the Office of Homeless Solutions.

DATE September 24, 2021
SUBJECT **Taking Care of Business – September 23, 2021**

City Manager's Corner

In partnership with Toyota's Production System Support Center and a cross departmental team of City employees trained in process improvement, the Budget and Management Services Process Improvement Team has completed its first project – **Building Permit Customer Service Improvement**. This complex business process was an ambitious one for the brand-new PI Team, and we are proud to announce that the customer service team in Sustainable Development and Construction, under the leadership of Patrick Blaydes, has reached its goal of increasing the number of calls with satisfactory responses for our customers by 14 percent. Initially, only 76 percent of calls were being handled timely and satisfactorily; others were on hold too long, abandoned by customers, or answered unsatisfactorily, requiring customers to try calling again. At the end of the project, more than 90 percent of calls were answered timely and satisfactorily, with a 57 percent reduction in customers waiting on hold over 15 minutes. The PI Team began by identifying pressing business needs and conducting time studies, using this information to implement visual management and encourage data-driven decision making. They also categorized and prioritized calls, engaged employees through daily and weekly huddles, and redesigned processes to take advantage of improvements generated by the time study analysis and employee feedback. The Call Center is now on track to continue these positive trends and employees are empowered to use the tools they learned to continue making small changes for the better, delivering a Service First customer experience to residents and builders. The team will brief the Government Performance & Financial Management committee on the project and results at their October meeting.

New City Enterprise Contact Center (ECC) Going Live

On the evening of Friday, September 24th the City's new Enterprise Contact Center (ECC) comes online. Beginning at 8:00 p.m. Friday, the Information and Technology Services (ITS) Department begins the cutover from the current end-of-life Contact Center to the new ECC. Over the weekend, ITS, working with City departments, will phase over users to the new ECC with the new Contact Center fully operational by Monday, September 27th.

The new ECC represents a wholly redesigned and modernized call center infrastructure. It will provide a secure, stable, adaptable, and scalable platform that allows City Departments to deliver contact center services to the residents and businesses of Dallas. It will include Natural Language Programming (NLP) to allow easier interaction with residents and businesses in both English and Spanish. City Departments will use Workforce Management and Data Analytics capabilities to predict and anticipate work scheduling requirements. There will be greater support for remote operators and allow the City more options to respond to events such as natural disasters or pandemics in a more efficient manner. And it will provide Call Recording capabilities to meet regulatory requirements of the different departments.

During the transition to the new ECC you can expect minor, intermittent service disruptions as City Departments are phased into the new platform. While these

DATE September 24, 2021
SUBJECT **Taking Care of Business – September 23, 2021**

disruptions are expected to be limited in duration, callers may experience short, intermittent problems while using the Interactive Voice Response (IVR) system and attempting to access certain Contact Centers during the cutover period as departments are transitioned from the old contact center to the new ECC.

During this transition weekend, should City staff receive reports of residents experiencing problems in reaching Department call centers, please refer to the phone number provided in the announcement sent to City staff on Thursday, September 23, 2021 for support.

City Departments using the new ECC include 311, WIC, HR/PER, PKR, ITS (Orion Phone Team), AVI, SDC (DEV Building Inspections), DPD, DWU Water Collections and Libraries. If you have any questions or for more information, please contact Chief Information Officer Bill Zielinski.

[Golfers take a survey and win free golf at a Dallas golf course!](#)

Dallas Park and Recreation wants to enhance golfers' play experiences! Golfers can complete a survey to be entered into a drawing for free golf for four at a City of Dallas golf course. Survey available at <https://bit.ly/2Xlt8cp>. Should you have questions or concerns, please contact John Jenkins, Director for Park & Recreation.

[Kiest Park Public Art Honors Vaughan Brothers for Their Musical Contributions](#)

Dallas Park and Recreation Department and the City of Dallas Office of Arts and Culture welcome a new art project at Kiest Park which will be held at 4 p.m., Sunday, October 3, 2021 at 3080 S. Hampton Road. The art - *We Are Music and Music is Us* - pays tribute to the musical contributions of Dallas natives and revered blues guitarists Jimmie and Stevie Ray Vaughan. Should you have questions or concerns, please contact John Jenkins, Director for Park & Recreation.

[Park Renamed in Honor of Former City Council Member](#)

Councilmember Adam Bazaldua and Park Board member, Daniel Wood will be hosting the unveiling ceremony for the Leo V. Chaney Jr. Opportunity Park. The ceremony will honor the former council member and will take place at 11 a.m., Saturday, October 2, 2021 at the Leo V. Chaney Jr. Opportunity Park, 4130 S. Malcom X. Blvd, Dallas 75215. Should you have questions or concerns, please contact John Jenkins, Director for Park & Recreation.

[Dallas Park and Recreation is hiring!](#)

We're looking for creative and energetic individuals 18 and older to join our Recreation Services team as recreation center assistants. Apply now at <https://bit.ly/2X2KZoj>. Should you have questions or concerns, please contact John Jenkins, Director for Park & Recreation.

DATE September 24, 2021
SUBJECT **Taking Care of Business – September 23, 2021**

[Complimentary Tickets Available for Romeo & Juliet](#)

Dallas residents 18 and older can get free tickets to Shakespeare Dallas' performance of Romeo & Juliet September 8 - October 16 at Samuell-Grand Park, 1500 Tenison Parkway, Dallas, TX 75223. Tickets available at City of Dallas recreation centers. For recreation center locations, go to <http://dallasparks.org/160/Recreation-Centers>. Should you have questions or concerns, please contact John Jenkins, Director for Park & Recreation.

[Complimentary Tickets Available for Dallas Arboretum](#)

Dallas residents 18 and older can get complimentary Dallas Arboretum tickets at City of Dallas recreation centers. For recreation center locations, go to <http://dallasparks.org/160/Recreation-Centers>. Should you have questions or concerns, please contact John Jenkins, Director for Park & Recreation.

[New Procurement Opportunities](#)

The Office of Procurement Services (OPS) is excited to announce the following new contract opportunities. More information can be found on the City's [electronic bid portal](#):

Opportunity No.	Opportunity Name
CIZ21-PKR-2014	Paul D Dyer Administration Building Request for Qualifications Using Design Build Method to Finish the Remaining Construction, by Park and Recreation
BYZ21-00017239	Tangled Title Program

We are also pleased to share the latest, [Procurement Quarterly](#) listing citywide opportunities for the current quarter (of the fiscal year) and published on the OPS [website](#).

Please be advised that once an opportunity is advertised, it is considered an open procurement until the City Council awards the contract. The Code of Ethics prohibits communication between councilmembers and vendors/ suppliers on open procurements. Should you have any questions, please contact Chhunny Chhean, Director of Procurement Services.

[Music Friendly City Designation by the State of Texas](#)

We are pleased to announce the City of Dallas will receive a designation from the State's Texas Music Office as a Music Friendly City. The designation is the culmination of a collaborative effort led by Mayor Johnson with VisitDallas and leaders in the Dallas music community. The event will be held on Wednesday, September 29, at 10 a.m. at The Kessler Theater, 1230 W. Davis Street, Dallas, 75208. An itinerary will be shared with City Council closer to the date. Participation in the Texas Music Office's "[Music Friendly Community](#)" program will send a clear message to industry professionals the City of Dallas takes music seriously, and we are open to supporting and developing music

DATE September 24, 2021
 SUBJECT **Taking Care of Business – September 23, 2021**

industry growth. Should you have any questions, contact Joey Zapata, Assistant City Manager, at joey.zapata@dallascityhall.com.

COVID-19 Popup Vaccination Clinic Events

In partnership with community partners and Councilmember Schultz office, Welcoming Communities and Immigrant Affairs Division will be hosting two **COVID-19 pop-up vaccination clinics on Saturday and Sunday**. The Pfizer vaccine will be available to individuals 12 yrs and older.

- HHM Health (Healing Hands Ministry) - Vickery Family Practice Clinic
 5750 Pineland Dr., Dallas, TX 75231
 First Dose: **September 25, 2021**; Second Dose: October 16, 2021
 Time: 9:30am-12:30pm
- Linear on Esperanza – Councilmember Schultz
 13450 Esperanza Road, Dallas, TX 75240
September 26, 2021
 Time: 1-4pm
 Call (972) 234-2712 to register

Attached please find the bilingual flyers for both events to share. Should you have questions or concerns, please contact Christine da Silva, Welcoming Communities & Immigrant Affairs Officer.

Upcoming Events

September 18-25, 2021	September 25, 2021	September 29, 2021	November 18, 2021
Dallas Park and Recreation hosts 2021 Golden Games Registration 8/2-9/2 https://www.dallasparcs.org/483/Golden-Games	Forest Green Library Grand Opening & Ribbon Cutting 10:00 A.M. No RSVP Necessary 9619 Greenville Ave.	Dallas as a Music-Friendly City 10:00 A.M.	Breakfast with Champions Registration Required https://www.sotx.org/event-detail/12676902

DATE September 24, 2021
SUBJECT **Taking Care of Business – September 23, 2021**

Look Ahead

City Council Briefings

October 5, 2021

- Proposed 2022 City Council Calendar

October 20, 2021

- 2020 Decennial Census Results and Redistricting Update

Media Inquiries

As of September 21, 2021, the City has received media requests from various news outlets regarding the following topics:

- DFR Set to Launch Single-Role Paramedic Pilot Program
- Firefighter Asks for Prayers While Hospitalized with COVID-19
- Multiple Families Displaced After Three Alarm Apartment Fire in Northeast Dallas
- Dallas Morning News Inquires About DFR Member Accused of Assaulting Man

The City has received other media requests from various news outlets at the following links: [Communications, Outreach and Marketing](#) or [Dallas Fire Rescue](#).

Should you have any questions or concerns, please contact Kimberly Bizer Tolbert, Chief of Staff.



T.C. Broadnax
City Manager

c: Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

Encampment Resolution (Cleaning) Schedule September 23rd, 2021

LOCATION	
September 20 th – September 24 th	September 27 th – October 1 st
US 67 & South Polk St.	9713 N Central Expy
3108 Fernwood Ave.	9135 N Central Serv Rd.
401 Continental Ave.	12982 COIT Rd
1500 Hardwood	12825 Coit Rd.
2803 Taylor St.	3246 Tres Logos Ln
4984 E R L Thornton Freeway EB	Stemmons @ Walnut Hill Rd.
600 South Hill Ave.	Forest Ln @ N Central Expy
2139 Hawthorne Ave	
5383 Frankford Rd	
6200 Abrams Rd	
3246 Tres Logos Ln	



You Are Invited

Please join Council Member Adam Bazaldua, District 7
and Park Board Member Daniel Wood, District 7
for the **Sign Unveiling Ceremony** for

Leo V. Chaney Jr. Opportunity Park

SATURDAY

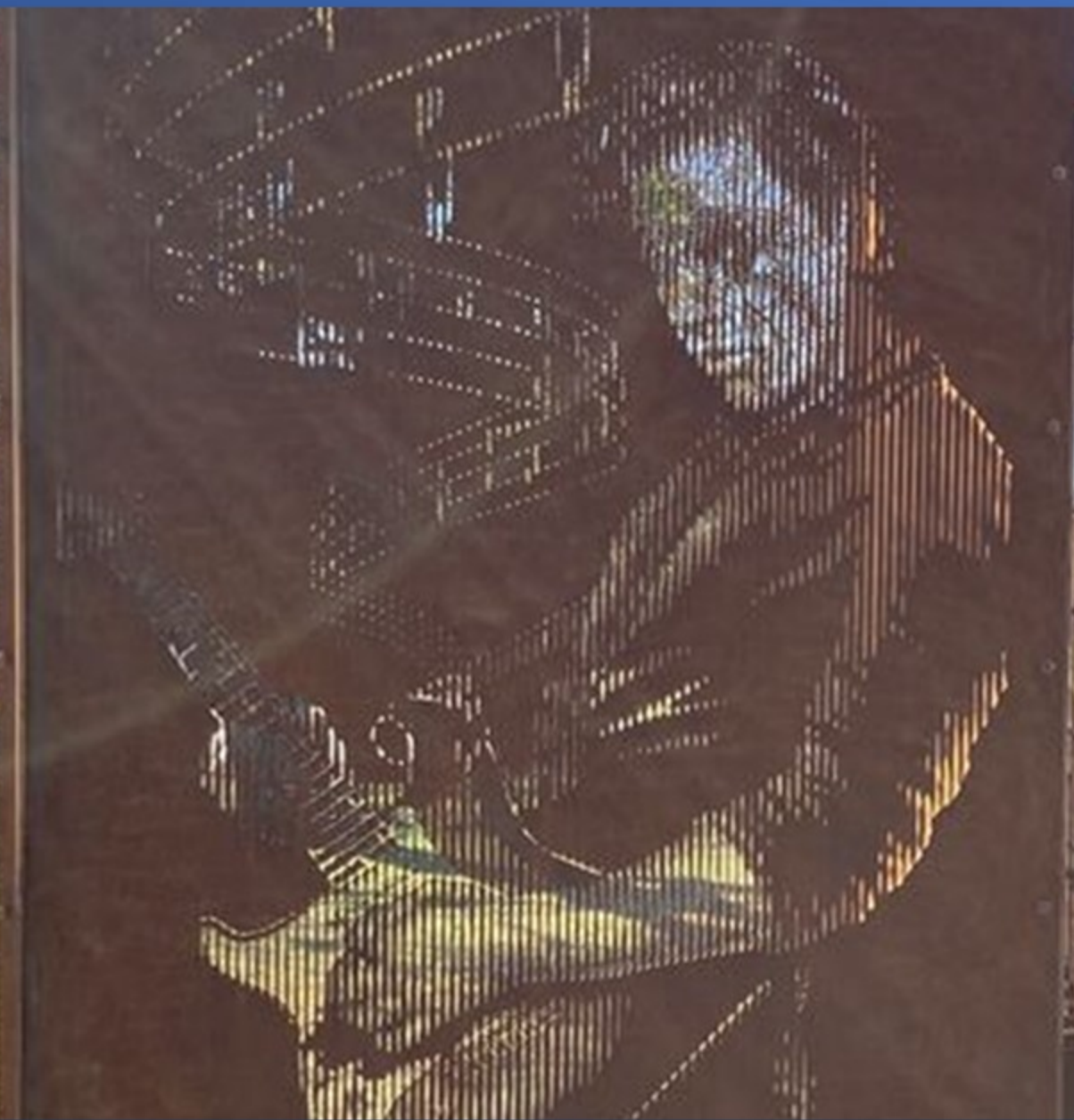
OCT.
02

11:00 AM

Leo V. Chaney Jr. Opportunity Park

4130 S. Malcom X Blvd.
Dallas, Texas 75215





COVID-19 VACCINATION AVAILABLE!

FDA APPROVED PFIZER VACCINE!

Required:

Any form of I.D. showing--
Name, D.O.B, and Photo

Optional:

Insurance card if you have one, if
you don't it's ok. It will still be free!

12+ YEARS OLD

FDA Approved!! Pfizer Vaccine available!!

**HHM Health (Healing Hands Ministry)
Vickery Family Practice Clinic
5750 Pineland Dr, Dallas, TX 75231**

First dose: September 25, 2021

Time: 9:30am-12:30pm

+

Second dose: October 16, 2021

Time: 9:30am- 12:30pm



¡VACUNAS DE COVID 19!

¡VACUNA PFIZER APROBADA POR LA FDA!

Requerido:

Cualquier forma de identificación.
demostración--

Nombre, Fecha de Nacimiento, y foto

Opcional:

Tarjeta de seguro si tiene una, si no
la tiene, está bien. La Vacuna es

GRATIS sin ningun costo.

12+ AÑOS

Aprobado por la FDA !! ¡Vacuna Pfizer
disponible!

HMM Health (Healing Hands Ministry)

Vickery Family Practice Clinic

5750 Pineland Dr, Dallas, TX 75231

Primera Dosis: Septiembre 25, 2021

Hora: 9:30am-12:30pm

+

Segunda Dosis: Octubre 16, 2021

Hora: 9:30am- 12:30pm





The vaccine is our best shot against COVID-19!

Take the shot! Join us at our community event for **PRIZES, SNACKS** and more!
Walmart is offering a pop-up clinic at:

Linear on Esperanza

13450 Esperanza Rd. Dallas, TX 75240.

You and your family can be vaccinated. Building Blocks is partnering with friends from Presidium and our neighbors on Esperanza Rd.

Individuals 12 and older, get your **FREE Pfizer-BioNTech COVID-19 vaccine** on
Sunday, September 26, 2021
From 1– 4 p.m.

VACCINE FACTS:

- COVID-19 vaccines are safe and extremely effective.
- COVID-19 vaccines cannot give you COVID.
- Vaccines help protect you and your family, neighbors and co-workers, and help prevent severe COVID illness.
- Many doctors, nurses, community leaders and your neighbors have already received the vaccine.
- Vaccines are our best chance at ending the pandemic.

Protect our community, do your part!

DISCLAIMER: Linda Maham Massandra Owner LLC DBA Linear on Esperanza, Spring Hill Investors LLC DBA The Thread and Presidium Property Management, LLC and any of their associated parties (collectively, the "Landlord") disclaims any liability associated with the COVID-19 vaccine clinic being operated by the Walmart at the Landlord's property. Landlord is not a healthcare or medical provider, organization, or facility, and does not carry any insurance, general liability or otherwise, that would provide coverage for anyone injured while attending the COVID-19 vaccine clinic. Landlord is merely providing Walmart access to the property and a space to set up the COVID-19 vaccine clinic, which is solely provided by Walmart. Landlord does not provide any type of endorsement relating to any medical service provided by the COVID-19 vaccine clinic, including, but not limited to, the source of the vaccine, methods of administration, and the efficacy of the vaccine. Anyone who attends or receives a vaccine from this COVID-19 vaccine clinic is assuming any and all associated risks in doing so.

CALL/EMAIL TO
REGISTER

(972) 234-2712

MGR.THETHREAD@PRESIDIUMRE.COM



¡La vacuna es nuestra mejor oportunidad contra COVID-19!

¡Toma la oportunidad! ¡Únase a nosotros en nuestro evento comunitario para **premios, refrigerios** y más! **Walmart** ofrece una clínica temporal en:

Linear en Esperanza

13450 Esperanza Rd. Dallas, TX 75240.

Usted y su familia pueden vacunarse. Building Blocks se está asociando con amigos de Presidium y nuestros vecinos en Esperanza Rd.

Obtenga su vacuna COVID-19 GRATIS el

Domingo, 26 de septiembre de 2021

De 1 a 4 p.m.

HECHOS SOBRE LA VACUNA:

- Las vacunas COVID-19 son seguras y extremadamente efectivas.
- Las vacunas COVID-19 no pueden darle COVID.
- Las vacunas ayudan a protegerlo a usted ya su familia, vecinos y compañeros de trabajo, y ayudan a prevenir la enfermedad grave de COVID.
- Muchos médicos, enfermeras, líderes comunitarios y sus vecinos ya han recibido la vacuna.
- Las vacunas son nuestra mejor oportunidad para poner fin a la pandemia.

¡Protege nuestra comunidad, haz tu parte!

DESCARGO DE RESPONSABILIDAD: Linda Maham Massandra Owner LLC DBA Linear on Esperanza, Spring Hill Investors LLC DBA The Thread y Presidium Property Management, LLC y cualquiera de sus partes asociadas (colectivamente, el "Arrendador") renuncia a cualquier responsabilidad asociada con la clínica de vacuna COVID-19 operada por Walmart en la propiedad del Arrendador. El propietario no es un proveedor, organización o instalación de atención médica o médica, y no tiene ningún seguro, responsabilidad general o de otro tipo que brinde cobertura a cualquier persona lesionada mientras asiste a la clínica de vacunación COVID-19. El propietario simplemente le está brindando acceso a Walmart a la propiedad y un espacio para instalar la clínica de vacunación COVID-19, que es proporcionada únicamente por Walmart. El propietario no proporciona ningún tipo de respaldo relacionado con ningún servicio médico proporcionado por la clínica de vacunas COVID-19, incluidos, entre otros, la fuente de la vacuna, los métodos de administración y la eficacia de la vacuna. Cualquiera que asista o reciba una vacuna de esta clínica de vacunación COVID-19 asume todos y cada uno de los riesgos asociados al hacerlo.

LLAME/EMAIL PARA
REGISTRARSE

(972) 234-2712

MGR.THETHREAD@PRESIDIUMRE.COM