

# Memorandum



CITY OF DALLAS

DATE October 15, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – October 14, 2021**

## New Updates

### [Encampment Resolution \(Cleaning\) Schedule October 13<sup>th</sup>, 2021](#)

OHS Street Outreach team kicked off the Dallas R.E.A.L. Time Rapid Rehousing (DRTRR) Initiative on October 1<sup>st</sup>, using 311 data and sites identified in the field to develop and implement the outreach and resolution via housing approach briefed to City Council on August 4<sup>th</sup>. The DRTRR encampment resolutions team, co-led by OHS and MDHA, is now addressing the first round of target encampments. Look for additional reports as these sites are closed. During this time, the OHS Street Outreach Team 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 October 12<sup>th</sup>– October 15<sup>th</sup> and October 18<sup>th</sup> – 22<sup>nd</sup>. 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](#) and feel free sharing this tool with residents. Should you have questions or concerns, please contact Christine Crossley Director of the Office of Homeless Solutions.

### [City Manager's Corner](#)

Children's Services Manager Sandra King was called a "model of customer service" by a happy library visitor last week. Mr. Armstrong came to the J. Erik Jonsson Central Library to visit the Vital Statistics office. Sandra was stationed at the building entrance greeting customers as they arrived. Her interaction with Mr. Armstrong made such an impression that he asked to speak to her supervisor. Paraphrasing Mr. Armstrong: "She asked my name and made the interaction personal to the point that I forgot what I was there for. She made me feel that I had her undivided attention. I watched her greet everyone who came in the same way she greeted me, even if they didn't respond." Mr. Armstrong said Sandra showed "real character and a kind of customer service that doesn't exist anymore." Sandra, thank you for what you do every day, we appreciate these personal



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connections with residents. This week's recognition is well deserved, thank you for exemplifying excellence!

### [Liz Cedillo-Pereira Named 2021 Individual DiversityFIRST™ Leadership Award Winner](#)

I am pleased to announce that Chief of Equity and Inclusion Liz Cedillo-Pereira has been honored by the Texas Diversity Council as a 2021 Individual DiversityFIRST™ Leadership Award winner. The award recognizes and commends organizations and individuals for outstanding achievements and sustained commitment to the pursuit of diversity, equity, and inclusion in the community and workplace. Liz was appointed as the Chief of Equity and Inclusion in August 2019 after serving as the founding Director of the City of Dallas' Office of Welcoming Communities and Immigrant Affairs. Since her appointment, Liz has overseen the establishment of the Office of Equity and Inclusion, the Broadband and Digital Equity Strategic Plan, and the forthcoming citywide Racial Equity Plan, and works to ensure an equitable and inclusive recovery from the COVID-19 pandemic. Other honorees include the Honorable Judge Lina Hidalgo, Harris County Commissioners Court, and Brion Oaks, Chief Equity Officer for the City of Austin. Congratulations, Liz!

### [311 Customer Service – Job Fair](#)

311 Customer Service (311) will be holding a job fair on Tuesday, October 19th, from 10:00 am – 2:00 pm at the Latino Cultural Center (2600 Live Oak Street). 311 will be hiring for multiple Customer Service Agent Trainee positions. These temporary CSA positions start at \$16.82 per hour, offer flexible hours, and after completing training with six months of successful performance, are converted to permanent full-time positions at \$18.17 per hour. Additionally, 311 has a 'Work from Home' program available for permanent Customer Service Agents. Bilingual candidates can earn additional language skills pay. The attached flyers can be shared to help advertise the open positions and details of the job fair. Applicants interested in learning more are encouraged to attend the job fair; staff will be on hand to answer questions, help with the online application, required assessments, and conduct interviews. All participants are encouraged to wear a mask and practice social distancing. For questions about the upcoming job fair, please contact John Johnson, Director of 311 Customer Service.

### [Pegasus at the Magnolia Update](#)

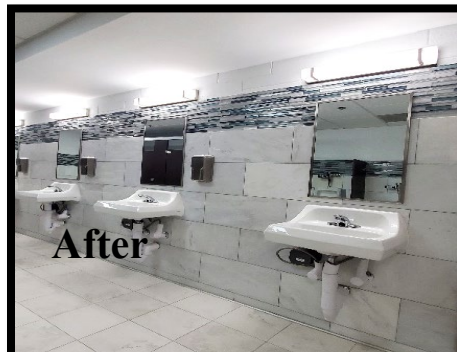
Phoenix I Restoration and Construction will be providing structural repairs and a protective coating to the derrick on top of the Magnolia Hotel which supports the Pegasus. This work will include structural steel repairs to ensure continued structural integrity for the derrick that holds the Pegasus. Preliminary work at the Magnolia is scheduled to begin approximately around October 18, 2021. An area on the North East corner of the Hotel at Pegasus Plaza (Akard/Main) will have temporary walls that will be 8 feet high with restricted access to protect the scaffolding and construction area. The construction walls will be white with a safety requirements banner. Physical work on the derrick will begin mid-November and will be complete no later than April 1, 2022. Once this work is completed, we will work to get the neon lighting fully operational once again

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along with repairing the roof crane for preventative maintenance work. Currently, there are no plans to reenable rotation of the Pegasus. Should you have questions or concerns, please contact Jennifer Scripps, Director for the office of Arts and Culture.

### [Oak Cliff Municipal Center \(OCMC\) – Renovation Updates](#)

The Building Services Department (BSD) recently completed renovation of the first-floor men's restroom including energy-efficient lighting, Americans with Disabilities Act compliance, and flooring, and plumbing updates for the most heavily used restroom in the 56-year-old facility located at 320 E. Jefferson Boulevard. Similar upgrades to the adjacent women's restroom are scheduled for early 2022. For more information, please contact Errick Thompson, Director, BSD.



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### Fire Station 25 Improvements

The Building Services Department (BSD) completed kitchen renovation, electrical and plumbing upgrades at the station at 2112 56th Street in southeast Dallas in September. The ADA-complaint kitchen has new stainless-steel cabinets, shelving, center island, and commercial grade appliances, as well as energy-efficient LED lighting, fresh paint, and polished concrete flooring. This is one of several improvement projects BSD is implementing at Dallas Fire-Rescue facilities funded by \$1.5m dedicated in the FY21 budget. For more information, please contact Errick Thompson, Director, BSD



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### 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](#):

<b>Opportunity No.</b>	<b>Opportunity Name</b>
CIZ-DWU-20 425/426	Schedule A: Water and Wastewater Main Installations at 32 Locations and Schedule B: Installation of 24 Inch Wastewater Main, by Water Utilities
BJZ22-00014882	Homeless Shelter Facility Management Services
BRZ21-00017639	Transportation Services for Persons Experiencing Homelessness

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.

### Upcoming Events

<b>November 18, 2021</b>
<b>Breakfast with Champions</b> <b>Registration Required</b> <a href="https://www.sotx.org/event-detail/12676902">https://www.sotx.org/event- detail/12676902</a>

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## Look Ahead

### City Council Briefings

October 20, 2021

- 2020 Decennial Census Results
- Redistricting Update

### Media Inquiries

As of October 11, 2021, the City has received media requests from various news outlets regarding the following topics:

- Arsonist Arrested for Fire That Killed Dog and Injured Firefighter
- One Firefighter and Two Civilians Injured at Northeast Dallas Apartment Fire
- Dallas Morning News Details Incident Involving DFR Member Who Kicked a Man While Responding to an Incident
- Dallas Morning News Details Additional EMT License Suspensions Amid State Investigations
- Couple Escapes Home Safely After Fire Caused By Lightning Strike

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.



F.C. Broadnax  
City Manager

c: Chris Caso, City Attorney  
Mark Swann, City Auditor  
Billerae 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 October 13<sup>th</sup>, 2021**

<b>LOCATION</b>	
<b>October 12<sup>th</sup> – October 15<sup>th</sup></b>	<b>October 18<sup>th</sup> – October 22<sup>th</sup></b>
7591 Marvin D Love	Bonnie view @ I/20
2600 Taylor Street	Lancaster @ I/20
5000 E R L Thornton Freeway	N Central Expy @ Forest Ln
9907 Harry Hines Blvd	2600 Hickory St
North Central Expy @ Forest Lane Rd	N Central Expy @ Churchill way
11549 Ferguson Rd	Forest Ln & TI Blvd
2990 Lombardy Ln	900 Hotel Street
1600 Woodall Rodgers	2600 Dawson St



City of Dallas

# WE ARE HIRING!

## 311 CUSTOMER SERVICE AGENT TRAINEES

Sponsored by the City of Dallas 311 Customer Service Department

**OCT. 19, 2021**

**10 A.M. TO 2 P.M.**

**LATINO CULTURAL CENTER • 2600 LIVE OAK STREET**

Here's an opportunity to begin a career with one of the largest cities in the country and start a career in local government. The City of Dallas 311 Customer Service Department is currently hiring for multiple vacant call center Customer Service Agent positions.

Temporary CSA positions start at \$16.82 per hour, offer flexible hours and after completing training with six months of successful performance, are converted to permanent full-time positions at \$18.17 per hour. 311 also has a Work From Home program available for permanent Customer Service Agents.

Bilingual candidates can earn additional language skills pay.

### Minimum Qualifications

- High School Diploma or GED
- 1-2 years of previous call center experience or 1-2 years of customer service experience
- Ability to work various shifts, including some nights, weekends, and/or holidays
- Strong customer service and critical thinking skills
- Intermediate PC skills

### City of Dallas Employee Benefits

- City of Dallas Employee Pension Plan
- Vacation, sick, and good attendance leave (once you are made permanent)
- Flexible shifts/days for work schedules
- Ability to work from home (after successfully completing 6 months of service)
- Health, Dental, Vision Insurance available
- Free life insurance and more!

*We encourage all applicants to bring/wear a mask and practice social distancing.*

For more information visit: <https://www.governmentjobs.com/careers/dallas>





Ciudad de Dallas

# ¡POSICIONES ABIERTAS!

**BUSCAMOS APRENDICES DE AGENTES DE ATENCIÓN AL CLIENTE**

Patrocinado por el Departamento de Atención al Cliente 311 de la Ciudad de Dallas

**19 DE OCTUBRE DE 2021  
DE 10 A.M. A 2 P.M.**

**CENTRO CULTURAL LATINO • 2600 LIVE OAK STREET**

Aprovecha esta oportunidad para comenzar una carrera con una de las ciudades más grandes del país y en el gobierno local. El Departamento de Atención al Cliente de la Ciudad de Dallas está buscando candidatos para ocupar varias posiciones vacantes como Agente de Atención al Cliente (CSA, por sus siglas en inglés) en el centro de llamadas.

Las posiciones temporales de CSA tienen un salario inicial de \$16.82 por hora y horario flexible. Después de completar el entrenamiento y seis meses con un rendimiento exitoso, pasan a ser posiciones permanentes a tiempo completo con un salario de \$18.17 por hora. El 311 también tiene un programa de Trabajo desde Casa para Agentes de Atención al Cliente permanentes.

Los candidatos bilingües reciben un pago adicional por lenguaje.

## Calificaciones mínimas:

- Diploma de Escuela Secundaria o GED
- 1-2 años de experiencia en centros de llamada o 1-2 años de experiencia en atención al cliente
- Disponibilidad de trabajar varios turnos, incluyendo algunas noches, fines de semanas, y/o días festivos
- Habilidades sólidas en atención al cliente y pensamiento crítico
- Destreza intermedia con computadoras

*Recomendamos a todos los aplicantes que lleven y usen mascarilla y que practiquen distanciamiento social.*

## Los Beneficios de la Ciudad de Dallas incluyen:

- Plan de Pensión para Empleados de la Ciudad de Dallas
- Permiso por vacaciones, enfermedad y buena asistencia al lugar de trabajo (una vez se obtenga la posición permanente)
- Turnos o días flexibles en los horarios de trabajo
- Posibilidad de trabajar desde casa (después de completar 6 meses de servicio exitosamente)
- Seguro de Salud, Dental y Visión

Para más información, visita: <https://www.governmentjobs.com/careers/dallas>

TEXAS DIVERISTY COUNCIL

17th ANNUAL TEXAS 2021 INDIVIDUAL

# DiversityFIRST™

LEADERSHIP AWARDS



**Liz Cedillo-Pereira**

Chief Equity & Inclusion Officer  
City of Dallas  
Dallas, Texas



**Honorable Judge**

**Lina Hidalgo**

Commissioners Court  
Harris County  
Houston, Texas



**Shokare Nakpodia**

President & Owner  
The Mighty Group/ Dream Voice  
San Antonio, Texas



**Brion Oaks**

Chief Equity Officer  
City of Austin  
Austin, Texas



**Melissa Timmons**

AVP-Sr. Business Development Officer  
PNC Bank  
Ft. Worth, Texas