

Memorandum



CITY OF DALLAS

DATE March 1, 2019

TO Honorable Mayor and City Council

SUBJECT **Taking Care of Business – February 26, 2019**

Update Items

[Encampment Resolution Schedule –February 26 and March 5, 2019](#)

The Office of Homeless Solutions (OHS) has scheduled the following sites for homeless encampment resolution on Tuesday, February 26 and March 5, 2019:

February 26, 2019	March 5, 2019
<ul style="list-style-type: none"> • Interstate I-635 at Forest Ln (District 10) • 11095 Shady Trail (District 6) • Interstate I-35 at Medical District Dr (District 6) • Woodall Rogers at Riverfront Dr (District 6) 	<ul style="list-style-type: none"> • 2200 N Field St. (District 14) • 1800 South Blvd (District 7) • S Good Latimer Expressway & Coombs (District 7) • 2929 Hickory St (District 7) • 1700 Chestnut (District 7) • 2300 S Cesar Chavez Blvd (District 2) • Interstate I-30 at Jim Miller (District 7)

OHS Street Outreach team will continue to engage with homeless individuals to provide notice of clean-up and connect to resources and shelter. OHS Community Mobilization staff are meeting with stakeholders to determine long-term sustainability of encampment sites and will provide periodic updates. Should you have any questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer or Monica Hardman, Director of Office of Homeless Solutions.

[Single Family Rental Program Community Engagement Meetings](#)

On Wednesday, February 27, 2019, The Department of Code Compliance Services will conclude its Single-Family Rental Program Community Engagement meetings. The meetings have been focused on educating individuals who rent single family homes about their rights as a renter, as well as resources they may turn to if they are experiencing issues. Below is the information for the last scheduled meeting which begins at 6:00pm. Additionally, a flyer has been attached for quick reference and distribution. Should you have any questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer, or Lynetta Kidd, Interim Director of the Department of Code Compliance Services.

Date and Time	Location	Location Address
Wednesday, February 27 th 6:00pm-7:30pm	Skillman Southwestern Library	5707 Skillman St. Dallas, TX 75206

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[Census 2020 Update](#)

Preparation for Census 2020 is well underway. Staff has met with many vital partners including Dallas County and other regional cities to discuss collaboration efforts across the North Texas Region. We are currently on track to have our new Census Coordinator start in March.

The City of Dallas' Complete Count Committee (CCC), led by Mayor Pro Tem Casey Thomas, is focusing on increasing awareness about the Census to encourage residents to respond. The CCC is working to develop an outreach plan for Census 2020 and plans to conduct quarterly meetings to discuss solutions for accurately measuring hard-to-count areas of Dallas. The next CCC meeting, which has not been finalized, will be held in late March.

Staff is preparing a fundraising budget and collaborating with Dallas County and surrounding cities to promote and fundraise for the Census, in addition to preparing a Strategic Action Plan to spread awareness throughout the City of Dallas and will present the plan at an upcoming Complete Count Committee meeting and the Human and Social Needs Committee on March 18, 2019. Should you have questions or concerns, please contact Brett Wilkinson, Managing Director of the Office of Strategic Partnerships and Government Affairs.

New Items

[Coffee and Politics](#)

The City of Dallas Department Directors are currently scheduled to participate in Shows with the City (Coffee and Politics) to better communicate what the City is doing in the minority communities and talk about what is on the way. On Saturday, February 16th our Dallas Police Chief Hall attended and discussed police recruitment, proposed changes, pension and more. The show was well received and had a large audience turnout. David Noguera, Director of Housing and Neighborhood Revitalization attended on Saturday, February 23rd and discussed the 3 basic principles driving the housing policy, affordable options – rental vs home ownership, attracting and retaining middle class, HUD and more. We are looking forward for the future shows that will assist us in communicating effectively with our residents. Should you have any questions or concerns, please contact Kimberly Bizer Tolbert, Chief of Staff.

[Council District Service Request Performance Report](#)

Last week, the Office of 311 Customer Services began providing a new quarterly report to City Councilmembers detailing district-specific Service Request metrics and associated performance, as well as other citizen engagement information. The attached **Council District Service Request Performance Report** is a one-page summary of all current service requests for each Council District including service requests that are overdue. The detailed digest will be shared with executive management for review and planning for improved processes that will advance performance expectations for closing service requests in a timely manner. The attached reports, and other planned future improvements related to service request performance monitoring, reporting, and access

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to data, have been developed to promote transparency and provide an efficient and useful platform for Councilmembers and citizens. Should you have any questions or concerns, please John Johnson, Interim Director of the Office of 311 Customer Services.

[Community Engagement for Budget Development](#)

To begin the FY 2019-20 and FY 2020-21 biennial budget development process, we will engage with citizens during March at various locations around the city. The community engagement initiative will seek residents' input on priorities for the City's operating budget. This Friday, we will provide a memorandum listing the meeting locations, dates, and times. In addition to the community engagement meetings, we will launch a voluntary citizen survey. For residents without Internet access, the survey will be available both online and through paper versions at multiple City facilities. If you have questions about our community engagement efforts, please contact Jack Ireland, Director of the Office of Budget.

[Wireless Emergency Alert Test](#)

On March 4th, 2019, the Office of Emergency Management will conduct a live end-to-end test of the Wireless Emergency Alert system. The test will use the boundaries of the Central Business District as the target alert area. The purpose of this test is to ensure that the WEA system can effectively disseminate a test message to a targeted location. Cellular phones in the Central Business District should receive the following message:

"This is a test of City of Dallas Emergency Alerts. No Action is required."

Should you have any questions or concerns, please contact Rocky Vaz, Director of the Office of Emergency Operations.

[Library RFID](#)

In October 2018, Library staff initiated the evaluation of existing collection holdings along with the establishment of a collection redevelopment plan. The redevelopment plan, consisting of physical weeding and in-depth usage analysis, will aid the Library in prioritizing locations and collection categories for radio frequency identification (RFID) tagging. Site inventory and evaluations of Library facilities will begin in February to identify any additional network, electrical and furniture needs. In coordination with Communication and Information Services (CIS) and Building Services, the Library will execute service requests as needs are identified to minimize delay with connectivity of equipment upon delivery.

Contract specifications were completed November 2018 with CIS review and approval obtained in mid-December. Procurement and Risk are reviewing and establishing insurance requirements for the contract and staff anticipates advertisement for bids on February 28. Once advertisement concludes and bids are submitted, the selected bid will be due to come in front of full Council for approval in late May. Should you have any questions or concerns, please contact Jo Giudice, Director of Library.

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Warrant Round-Up

The City Marshal's Office of the Department of Court & Detention Services is preparing for the City of Dallas' Warrant Round-Up beginning on Saturday, March 2, 2019. Deputy Marshals will conduct warrant arrests of offenders who do not satisfy their obligations with the Dallas Municipal Court. A public awareness campaign was launched earlier this month that included billboards, bus banners and signs, radio advertisements, flyers, letters, and door hangers. Should you have any questions or concerns, please contact Gary Lindsey, City Marshal.

Media Inquiries

As of February 26th, the City has received media requests from various news outlets regarding the following topics:

- RKM Utility Services
- Confederate Statues
- Zoning information
- One of Kind DFR Recruit Class
- One of Five Kayakers Dead After Capsizing in Lake Ray Hubbard
- DFR Rescues Two from White Rock Lake
- DFR Swift Water Team Comes Across Dead Body While Training in the Trinity

Please see the attached document compiling information provided to the media outlets for the week of February 19th – February 26th for your reference and in the event you are contacted by the press. 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 (I)
Carol A. Smith, City Auditor (I)
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
M. Elizabeth Reich, Chief Financial Officer
Laila Alequresh, Chief Innovation Officer
Directors and Assistant Directors



**City of Dallas
Public Affairs & Outreach
Media Requests
February 19 – 25**

February 22, 2019; Sara Coello, Reporter; Dallas Morning News: I'm working on a story about OSHA penalties against RKM Utility Services, including one following a worker's death during a city project in July. Do you know of any updates following this memorandum on potentially changing safety requirements, or would you be available to discuss the safety requirements that are currently in place for third-party contractors?

I'd also like to discuss any response to a previous worker death at RKM (in 2017, no OSHA penalties were filed) and some federal tax debt.

City Response:

I'm working on a story about OSHA penalties against RKM Utility Services, including one following a worker's death during a city project in July. Do you know of any updates following [this memorandum](#) on potentially changing safety requirements, or would you be available to discuss the safety requirements that are currently in place for third-party contractors?

All contractors working on City of Dallas projects are responsible for complying with state laws and federal regulations including OSHA regulations pertaining to excavations, trenching, and shoring and shall provide and familiarize its employees involved in trenching and shoring with these regulations. Contractors must prepare a trench safety plan in accordance with OSHA standards and provide the City of Dallas with an acceptable plan signed and sealed by a professional engineer licensed in the State of Texas for excavations 20 feet in depth or greater. OSHA regulations also require that the contractor identify a competent person that is responsible for daily inspections of the excavation. The City of Dallas requires that contractors submit a trench safety affidavit certifying the competent person(s) for the construction contract.

In addition to the above safety requirements, contractors must submit a copy of their Safety Program to the City of Dallas. The Safety Program must be submitted to the department managing the construction for review and approval. The Safety Program is valid on all contracts for a two-year period and must be typewritten and signed by an officer of the company.

City of Dallas construction contracting departments are currently undergoing a review of their construction specifications and standards. Safety requirements are part of those construction specifications and standards and will be considered during the review process. The goal is to have material ready to present to senior management during the first quarter of Fiscal Year 2020. Ultimately it is the vendor's responsibility to properly train their staff and ensure they are adhering to OSHA regulations and industry best practices.

I'd also like to discuss any response to a previous worker death at RKM (in 2017, no OSHA penalties were filed) and some federal tax debt.



City of Dallas

According to OSHA records, RKM had a fatality incident at Windhaven Parkway/Old Denton Road in Carrollton, Texas on March 6, 2017. This incident did not occur on a City of Dallas project and we do not have any specific information about the incident or response other than what is available to the public on OSHA's website.

We are not aware, nor do we have any information on federal tax debt.

February 21, 2019; Robbie Hoy, Assignment Editor; CBS 11: Good evening. I am wondering why police and medical examiner records are being withheld from the family of Ira Tobolowsky after his arson-related death in May of 2016? What is the purpose of fighting his family that are asking for these records?

City Response: The City has no comment at this time.

February 22, 2019; Robert Wilonsky, Reporter; Dallas Morning News:

I am still a little confused about this ...

Whose responsibility is it to demo? The family's? Not Atmos or the insurance company? Do the Rogers WANT it demo'd? Does the city? (This is regarding 3500 Espanola)

City Response: Below are the answers to your questions:

Whose responsibility is it to demo? The family's? Not Atmos or the insurance company?

If the court ultimately finds that the structure should be demolished, then the property owner will be ordered to demolish it within 30 days.

Do the Rogers WANT it demo'd? Does the city?

The Rogers family have not yet contacted us, so we do not know what their intentions are. The City wants the nuisance abated which can be accomplished by either repairing the property or demolishing it.

February 21, 2019; Lori Brown, Reporter; FOX 4 News: Are you still working on cost of removal and storage of sculpture?

City Response: The total cost of the removal and transportation of the Lee sculpture prior to the current phase of work is \$466, 028.

February 20, 2019; WFAA inquiry: WFAA sought further information regarding the statues at Pioneer Park.

Can you tell us why the city is having it cleaned if the plans remain to remove it? Can you also tell us when the cleaning started and how long, approximately, the cleaning will take? Is there a set date on the statue's removal?

City Response:



City of Dallas

Can you tell us why the city is having it cleaned if the plans remain to remove it? The City does our best to always address any graffiti as quickly as possible. We will be working through the Landmark Commission over the next few weeks, and we never would have stored it with this remaining. The longer it sits, the longer the paint sets in on the surface. We never have endorsed damaging the piece.

Can you also tell us when the cleaning started and how long, approximately, the cleaning will take? It is substantially cleaned now and was as of the end of the day on Monday. So, it took about one day! This is all we will do for the foreseeable future.

Is there a set date on the statue's removal? Not yet – again, we are working thru the process with the Landmark Commission.

February 19, 2019; Sarah Blaskovich, Reporter; Dallas Morning News: I'm trying to track down an open record that explains a rezoning sign in the window of a popular bar in Dallas, but I can't seem to find it in a search online. Can you help?

The sign says "proposed rezoning" in red. The case no is Z189-170. It's at the Libertine, 2101 Greenville Ave., Dallas.

Please point me in the right direction.

City Response: Our zoning intake log is available to the public here: <https://developmentdata.dallascityhall.com/> People can search for a specific case and type in the zoning number for more information.

More information will be uploaded as the case draws closer to the City Plan Commission hearing.

As a courtesy, we have attached the application for the case you referenced in your email.



City of Dallas

Dallas Fire-Rescue Department

Media Requests: February 18th – February 24th, 2019.

Thursday, February 21st: NBC 5 (John Thompson and Stephanie Smith) – Can we interview Chief Artis about his being part of the department's only recruiting class to have all of its members successfully complete firefighter and paramedic school on the first try?

City Response - Set up a Friday interview, which aired on Sunday evening:

<https://www.nbcdfw.com/news/local/DFRs-New-Fire-Chief-Talks-Job-Faith-and-Advice-that-Guides-Him-506279701.html>

Saturday, February 23rd: All local media outlets – Can we get more information on a Water Rescue DFR is conducting on Lake Ray Hubbard?

City Response - At 15:49 Dallas Fire-Rescue units were assigned to a 911 call at Lake Ray Hubbard, after a boater spotted a group of kayakers whose kayaks had overturned; leaving all of them in the water.

There were a total of 4 males and 1 female in the water. The boater who called 911 was able to pull three from the lake. While two of them were expected to be okay, the third one (one of the males) was unresponsive and taken to a local hospital while undergoing life-saving measures; including CPR.

Two other males made it to shore at another area of the lake, and are expected to be okay.

DFR has cleared the scene, and Dallas PD and the Texas Game Warden are still at the scene investigating.

Sunday, February 24th: All local media outlets – Can we have more information on a water rescue DFR is conducting on White Rock Lake?

City Response - At 12:01 Dallas Fire-Rescue responded to a 911 call for a water rescue at White Rock Lake, near 595 East Lawther Road, after multiple 911 calls stating that a boat had overturned with an unknown number of people on board.

As it turns out, there were two males on board the boat when it flipped, but by the time firefighters arrived, they were on top of the boat waving down first responders.

A DFR boat made it to them and brought them safely to shore, but neither was taken to the hospital.

Sunday, February 24th: All local media outlets – Can you tell us more information about reports of a body being found in the Trinity River?

City Response - At [14:37](#), while Dallas Fire-Rescue's Swift Water Rescue Team was in the beginning stages of training in the Trinity River, they ran across an unidentified, and badly decomposed, body floating in the water.

They are in the process of bringing the body to shore, near the training location, at 1200 block of Riverwood Road, where they'll transfer custody to the Dallas Police and Medical Examiner's Office.



City of Dallas



Department of Development Services

1500 Marilla Street Room 5B North Dallas, TX 75201 Phone 214.670.4209 Fax 214.670.4210

Zoning Change Application

October 2002

Applicant		Representative		Owner	
Owner <input type="checkbox"/> <input type="checkbox"/> Prospective Buyer Tenant <input checked="" type="checkbox"/>				Individual <input type="checkbox"/> <input type="checkbox"/> Corporation Partnership <input type="checkbox"/> <input type="checkbox"/> Trust	
Name:	SIMON McDONALD	Name:	S.A. APPLICANT	Name:	2001 GREENVILLE VENTURE LTD.
Address:	2101 GREENVILLE	Address:		Address:	2622 COMMERCE ST.
City/St/Zip:	DALLAS, TX 75206	City/St/Zip:		City/St/Zip:	DALLAS, TX 75226
Telephone:	214-824-7900	Telephone:		Telephone:	214-217-4300
Fax:	214-824-7902	Fax:		Fax:	214-217-0500
E-mail:	BEER.LIBERTINE@GMAIL	E-mail:		E-mail:	libertine@madisonpartnersllc.com
 Signature of Applicant				 Signature of Owner	

Existing zoning:	MD-1	Location & cross street:	2101 GREENVILLE AVE DALLAS, TX 75206 @ BELL
Mapsco no.	36-T	Request:	AVE FOR A LATE HOURS SPECIAL USE PERMIT. SUP 1881 LATE HOURS ESTABLISHMENT LIMITED TO A RESTAURANT WITHOUT DRIVE-IN OR DRIVE-THRU SERVICE
Zoning map no.	8H-9, I-8		
Council district:	14		
School district:	DUSD		
Census tract no.	10.02	Lot(s)/Block(s):	LOT 12 CB 1982
		Size of request:	22059 FT.

Areas below to be completed by staff during application intake.

General Zoning Change*	Specific Use Permit*	Planned Development District*	Deed Restrictions*
	New <input type="checkbox"/> <input checked="" type="checkbox"/> Renewal Amendment <input type="checkbox"/> <input type="checkbox"/> Auto Renewal***		Termination <input type="checkbox"/> <input type="checkbox"/> Amendment
Proper signatures <input type="checkbox"/>	Proper signatures*** <input checked="" type="checkbox"/>	Proper signatures <input type="checkbox"/>	Proper signatures <input type="checkbox"/>
Letter(s) of authorization <input type="checkbox"/>	Letter(s) of authorization*** <input checked="" type="checkbox"/>	Letter(s) of authorization <input type="checkbox"/>	Letter(s) of authorization <input type="checkbox"/>
Land use statement <input type="checkbox"/>	Land use statement <input checked="" type="checkbox"/>	Land use statement <input type="checkbox"/>	Land use statement <input type="checkbox"/>
Zoning Location Maps (2) <input type="checkbox"/>	Draft Conditions <input checked="" type="checkbox"/>	Draft Conditions <input type="checkbox"/>	Zoning Location Maps (2) <input type="checkbox"/>
Tax Plat Maps (2) <input type="checkbox"/>	Zoning Location Maps (2)*** <input checked="" type="checkbox"/>	Zoning Location Maps (2) <input type="checkbox"/>	Tax Plat Maps (2) <input type="checkbox"/>
Correct lot & block or Metes & Bounds survey with drawing (2) <input type="checkbox"/>	Tax Plat Maps (2) <input checked="" type="checkbox"/>	Tax Plat Maps (2) <input type="checkbox"/>	Correct lot & block or Metes & Bounds survey with drawing (2) <input type="checkbox"/>
Copy of Deed <input type="checkbox"/>	Correct lot & block or Metes & Bounds survey with drawing (2) <input checked="" type="checkbox"/>	Correct lot & block or Metes & Bounds survey with drawing (2) <input type="checkbox"/>	Copy of Deed <input type="checkbox"/>
Tax and lien statements <input type="checkbox"/>	Copy of Deed <input checked="" type="checkbox"/>	Copy of Deed <input type="checkbox"/>	Tax and lien statements <input type="checkbox"/>
Traffic Impact Worksheet <input type="checkbox"/>	Tax and lien statements <input checked="" type="checkbox"/>	Tax and lien statements <input type="checkbox"/>	List of partners/principals/officers** <input type="checkbox"/>
Traffic impact Study or Waiver** <input type="checkbox"/>	Traffic Impact Worksheet <input checked="" type="checkbox"/>	Traffic Impact Worksheet <input type="checkbox"/>	Termination instrument** <input type="checkbox"/>
List of partners/principals/officers** <input type="checkbox"/>	Traffic impact Study or Waiver** <input checked="" type="checkbox"/>	Traffic impact Study or Waiver** <input type="checkbox"/>	New instrument** <input type="checkbox"/>
	List of partners/principals/officers** <input checked="" type="checkbox"/>	List of partners/principals/officers** <input type="checkbox"/>	Copy of executed deed restrictions** <input type="checkbox"/>
	Site Plans (10 folded) <input checked="" type="checkbox"/>	Conceptual plans (10 folded) or Development Plans (10 folded) <input type="checkbox"/>	
	Landscape Plans (10 folded)** <input checked="" type="checkbox"/>	Landscape Plans (10 folded)** <input type="checkbox"/>	
	Tree Survey (2 folded)** <input checked="" type="checkbox"/>	Tree Survey** <input type="checkbox"/>	
		Elevation/perspectives (optional) <input type="checkbox"/>	

GIS 189163
GIS: 02.50

*Additional requirements may be determined as necessary prior to application acceptance. ** If required.

2 year waiver:	Y <input type="checkbox"/> N <input checked="" type="checkbox"/>	Filing fee: \$	825	Sign fee: \$	20	Date filed:	1-16-19
Escarpment	Y <input type="checkbox"/> N <input checked="" type="checkbox"/>	Receipt no.	8788	Receipt no.	8788	Accepted by:	AM
Floodplain	Y <input type="checkbox"/> N <input checked="" type="checkbox"/>	Notification area:	200 FT.	No. of signs:	2	Date withdrawn:	

Tentative CPC Hearing Date:	2RT DATE 2-12-19	Planner:	J. Muñoz	File No.:	Z 189-170 JM
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LAND USE STATEMENT

This request is to renew Specific Use Permit No. 1881 for (use)

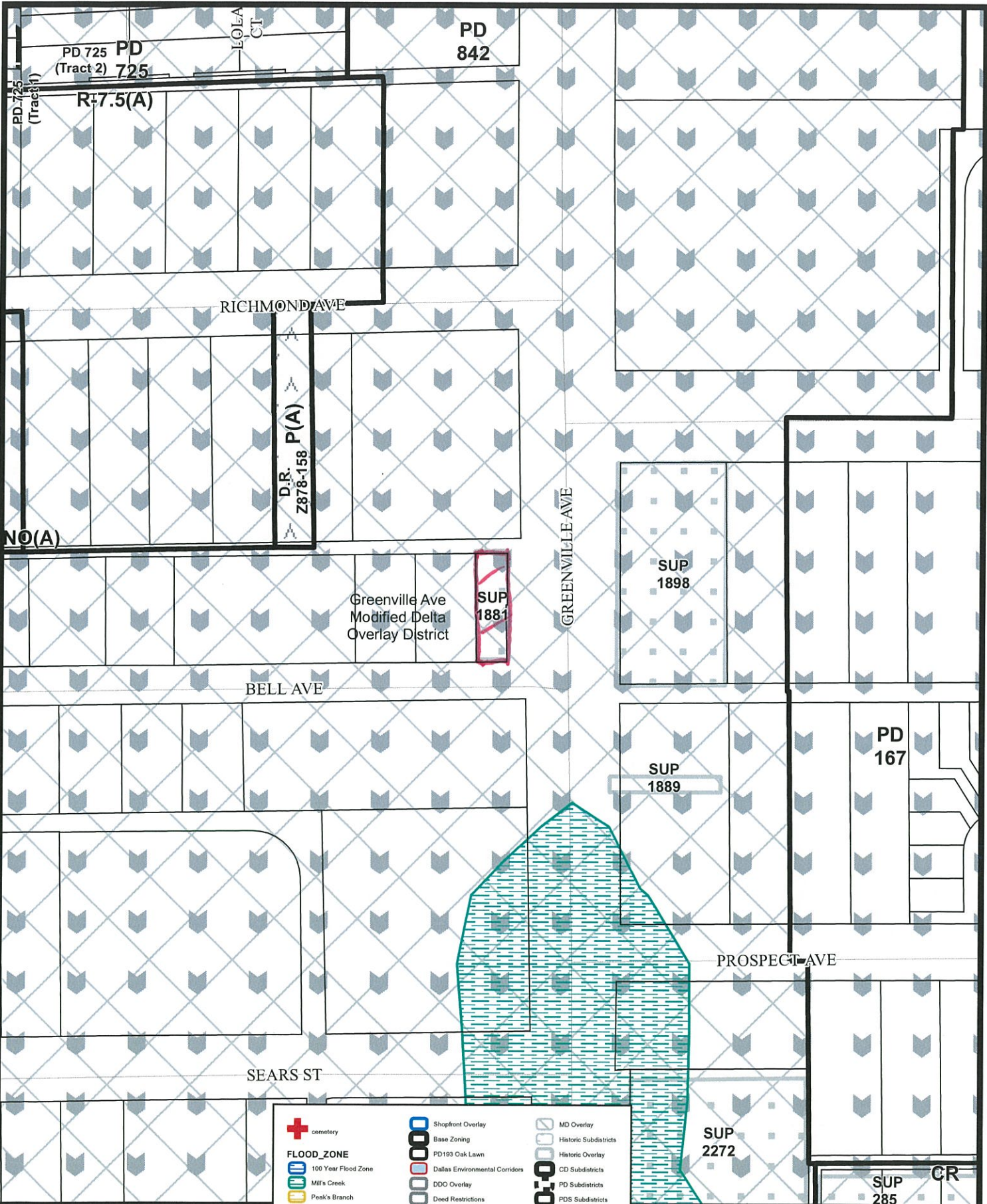
LATE HOURS ESTABLISHMENT LIMITED TO A RESTAURANT

WITHOUT DRIVE-IN OR DRIVE THROUGH SERVICE, located on

2101 GREENVILLE AVE DALLAS, TX 75206

PLANNING DEPARTMENT
CITY OF DALLAS
1000 GRASSLAND BLVD
DALLAS, TEXAS 75201
214 670-2200

Z 189-170




 1:1,200

	Cemetery		Shopfront Overlay		MD Overlay
FLOOD_ZONE			Base Zoning		Historic Subdistricts
	100 Year Flood Zone		PD193 Oak Lawn		Historic Overlay
	Mill's Creek		Dallas Environmental Corridors		CD Subdistricts
	Peak's Branch		DDO Overlay		PD Subdistricts
	X PROTECTED BY LEVEE		Deed Restrictions		PDS Subdistricts
	Parks		SUP		NSO Subdistricts
	Height Map Overlay		D		NSO Overlay
	Parking Management Overlay		D-1		Escarpment Overlay
			CP		
			SP		

Case ID: **Z189-170**
 Printed Date: 1/4/2019

Memorandum



CITY OF DALLAS

DATE July 13, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **Update to the Incident at Construction Site for City Wastewater Project**

This memo serves as an update to the incident that occurred on July 5, 2018, at one of our construction projects. RKM Utility Services, Inc. (RKM), was replacing an existing wastewater pipeline on Singleton Boulevard between Sea Harbor Road and Barge Lane. One RKM employee passed away after losing consciousness due to low oxygen levels in the pipeline trench. Two additional RKM employees were taken to Methodist Hospital and were released on Friday, July 6, 2018.

The Occupational Health and Safety Administration (OSHA) was notified by the contractor and representatives arrived at the site the day of the incident. OSHA has been in contact with RKM and City staff, and conducted an investigation of the incident.

A work plan to address safety risks at the site is being prepared by RKM and will be provided to City staff for review. Construction operations will not resume until an approved work plan is in place that includes adequate safety measures. City staff will closely monitor construction activities to ensure the contractor is complying with the approved safety plan.

In addition, City staff is evaluating current safety procedures to determine if additional requirements and safeguards need to be implemented going forward.

If you have any questions or concerns, please contact me.

A handwritten signature in blue ink, appearing to read 'Majed Al-Ghafry'.

Majed Al-Ghafry, P.E.
Assistant City Manager

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

SPEAK **WE WANT TO HEAR** **FROM YOU!** **UP**

Know your rights! Bring questions to any of our Single-Family Rental meetings and get the answers you need.
Learn more at the meeting below.

WEDNESDAY, FEBRUARY 27
6 - 7:30 p.m.
SKILLMAN SOUTHWESTERN
LIBRARY

CONTACT FELICIA.FLYE-LEWIS@DALLASCITYHALL.COM FOR MORE INFORMATION



City of Dallas

Mayor Mike Rawlings

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

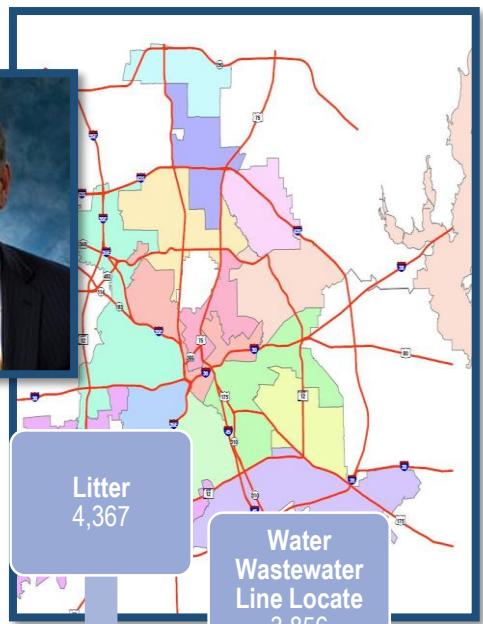
Dallas City Hall

1500 Marilla Street, 5EN

Dallas, Texas 75201

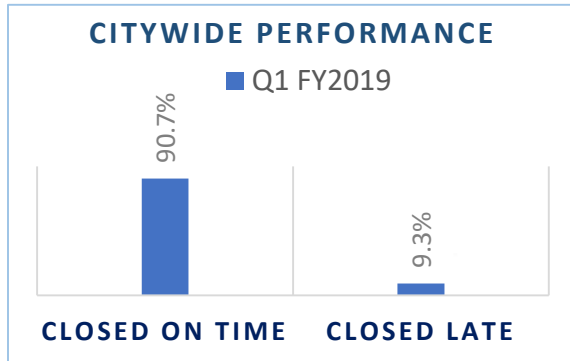
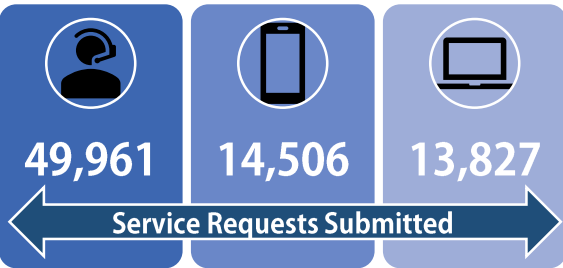
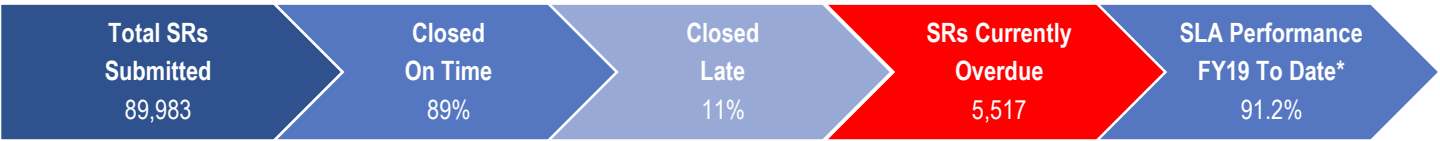
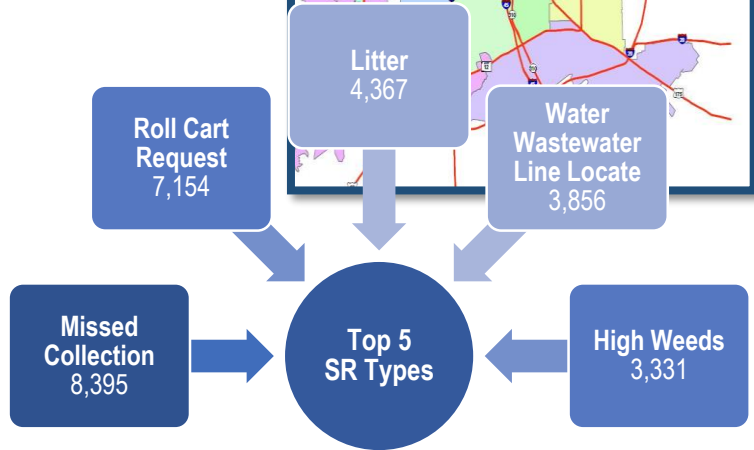
(214) 670-5415

mayor.rawlings@dallascityhall.com



City Hall *On-the-Go*

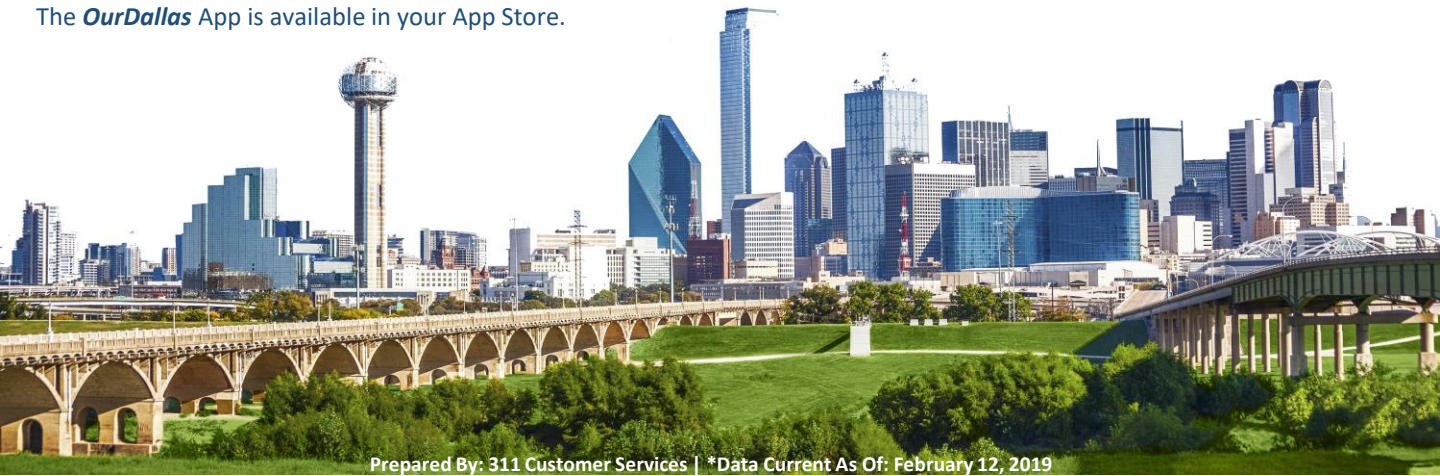
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
136	3,330	54,492



187,262
Calls Handled by 311
(Citywide)

Get the 311 Mobile App Today!

Submit Service Requests directly from your phone. The **OurDallas** App is available in your App Store.



Council District 1

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

Councilmember Scott Griggs

1500 Marilla Street, 5FN

Dallas, Texas 75201

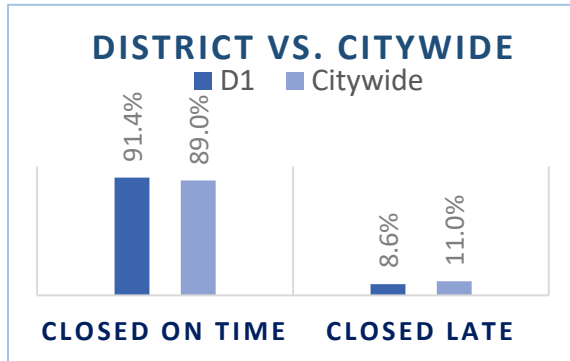
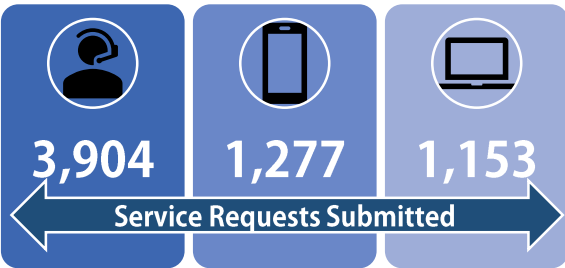
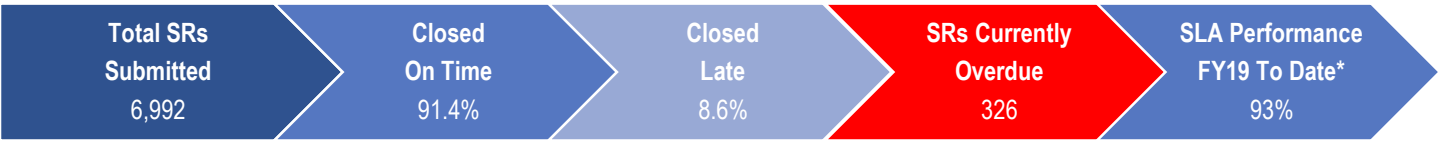
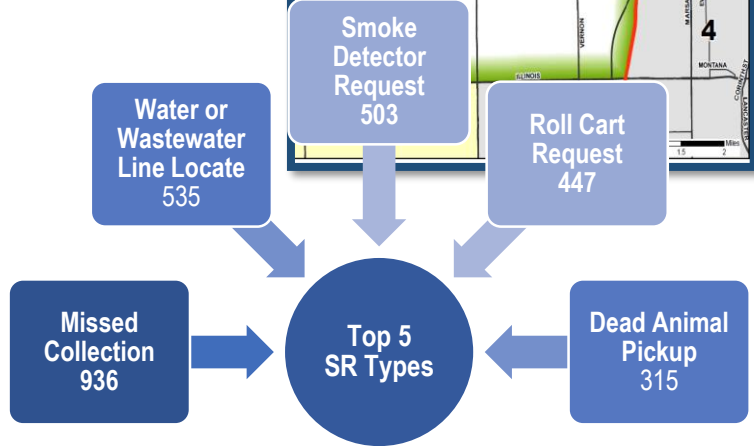
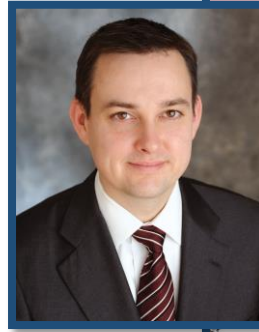
(214) 670-0776

district1@dallascityhall.com



D1: City Hall *On-the-Go*

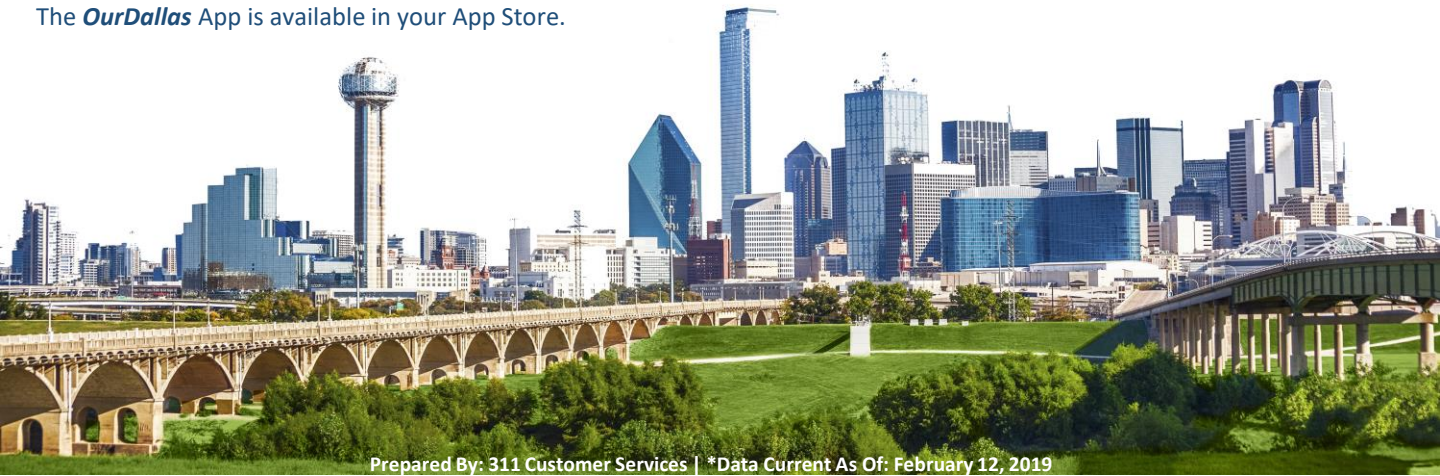
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
7	44	324



187,262
Calls Handled by 311
(Citywide)

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Council District 2

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

Deputy Mayor Pro Tem Adam Medrano

1500 Marilla Street, 5FN

Dallas, Texas 75201

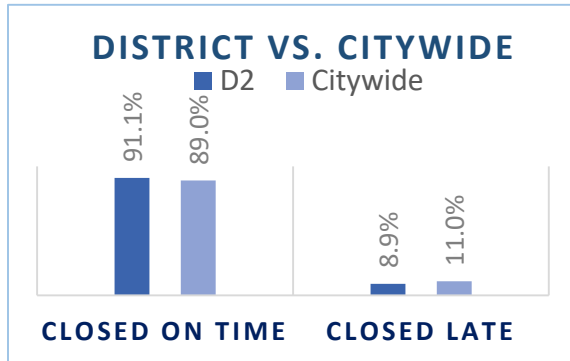
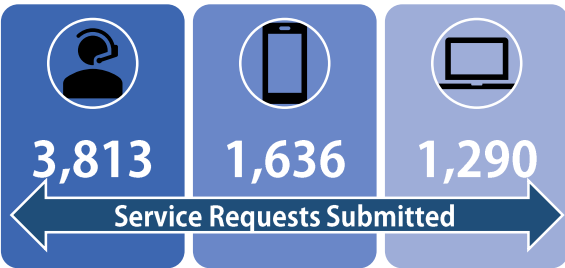
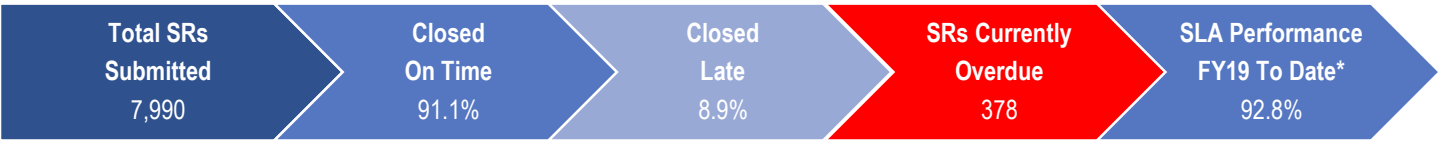
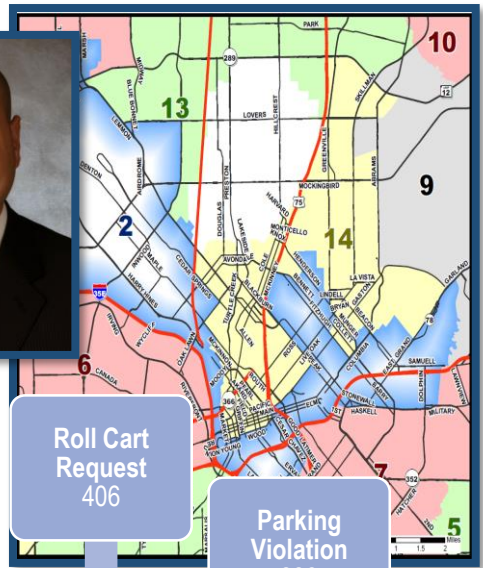
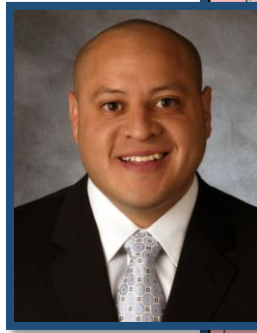
(214) 670-4048

district2@dallascityhall.com



D2: City Hall *On-the-Go*

Community Events Attended	Citizen Contacts	Miles Saved by Citizens
10	108	912



187,262
Calls Handled by 311
(Citywide)

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Council District 3

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

Mayor Pro Tem Casey Thomas

1500 Marilla Street, 5FN

Dallas, Texas 75201

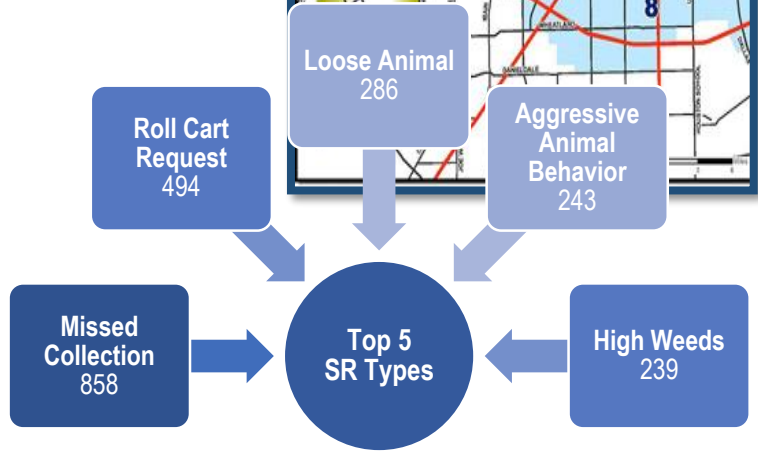
(214) 670-0777

district3@dallascityhall.com



D3: City Hall *On-the-Go*

Community Events Attended	Citizen Contacts	Miles Saved by Citizens
8	105	2,127



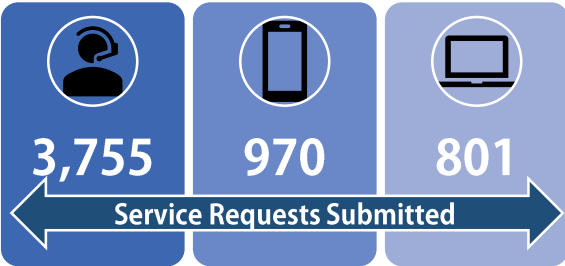
Total SRs Submitted
6,036

Closed On Time
91%

Closed Late
9%

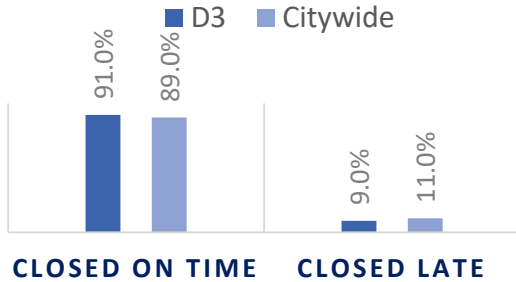
SRs Currently Overdue
340

SLA Performance FY19 To Date*
92.8%



Service Requests Submitted

DISTRICT VS. CITYWIDE



187,262
Calls Handled by 311
(Citywide)

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Council District 4

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

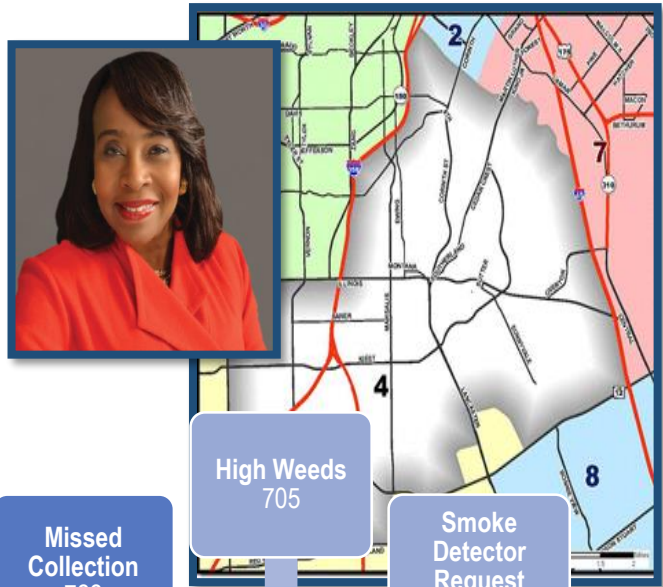
Councilmember Carolyn King Arnold

1500 Marilla Street, 5FN

Dallas, Texas 75201

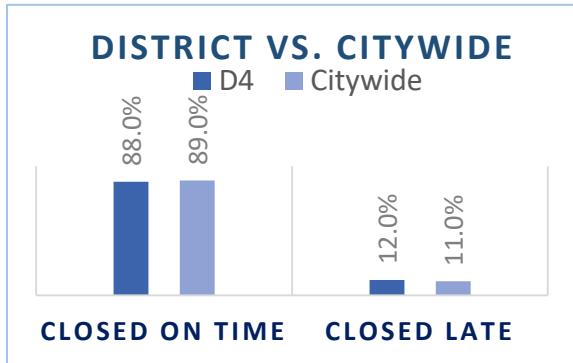
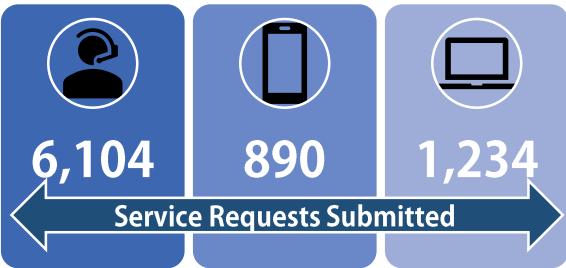
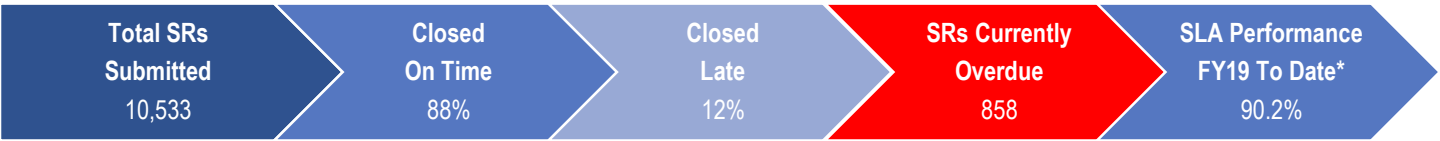
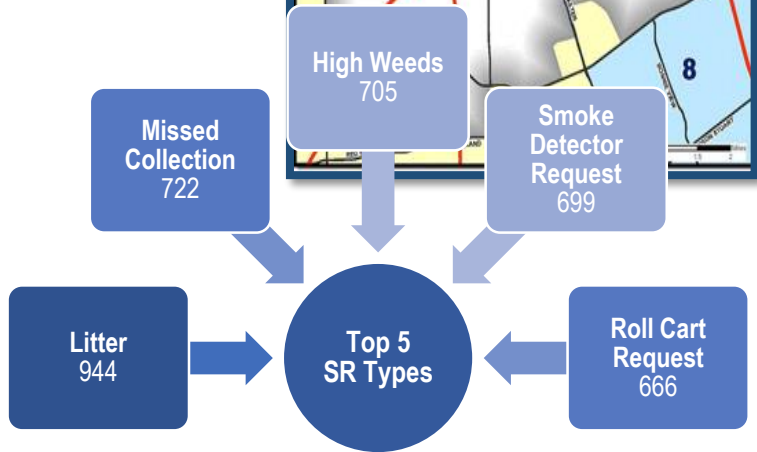
(214) 670-0781

district4@dallascityhall.com



D4: City Hall *On-the-Go*

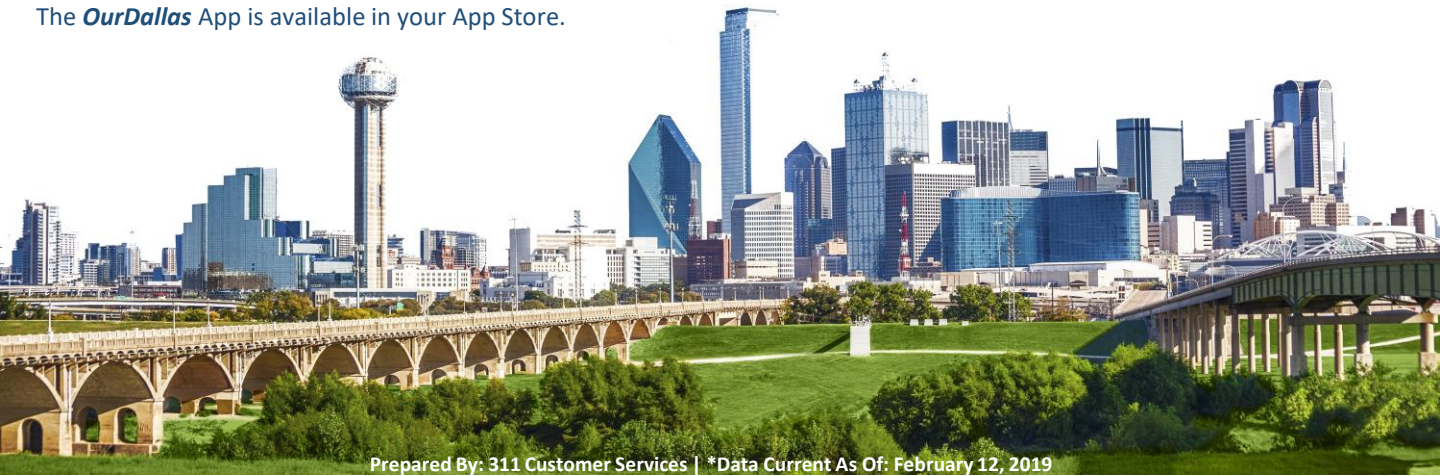
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
9	91	986



187,262
Calls Handled by 311
(Citywide)

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Council District 5

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

Councilmember Rickey D. Callahan

1500 Marilla Street, 5FN

Dallas, Texas 75201

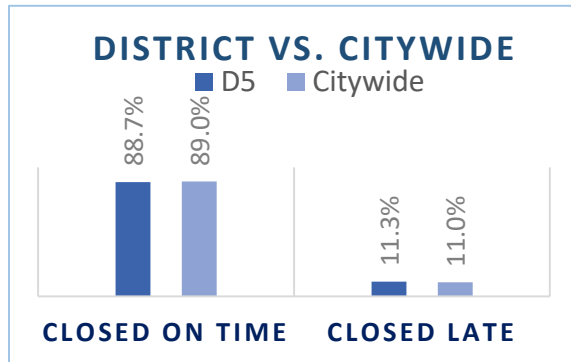
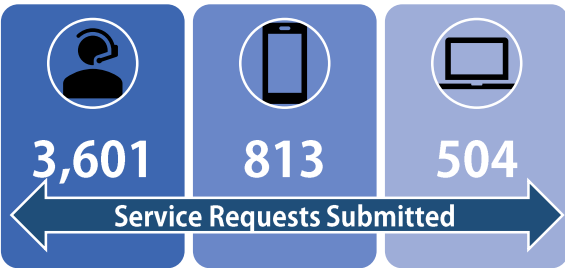
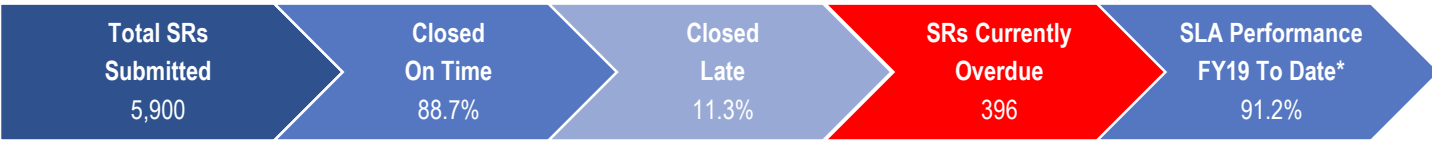
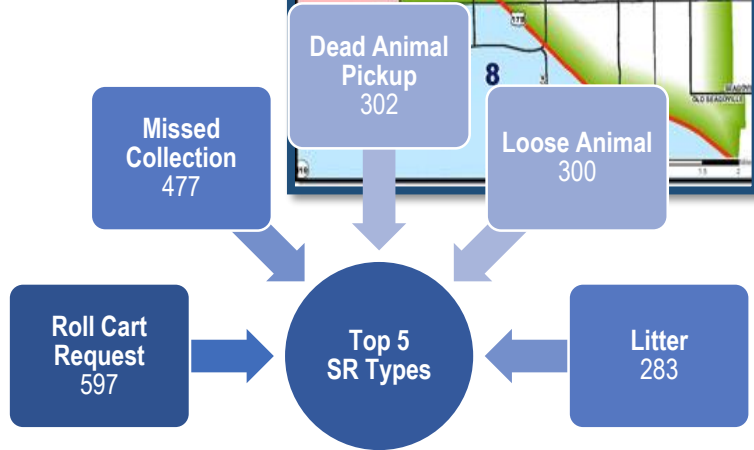
(214) 670-4052

district5@dallascityhall.com



D5: City Hall *On-the-Go*

Community Events Attended	Citizen Contacts	Miles Saved by Citizens
7	232	4,915



187,262
Calls Handled by 311
(Citywide)

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Council District 6

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

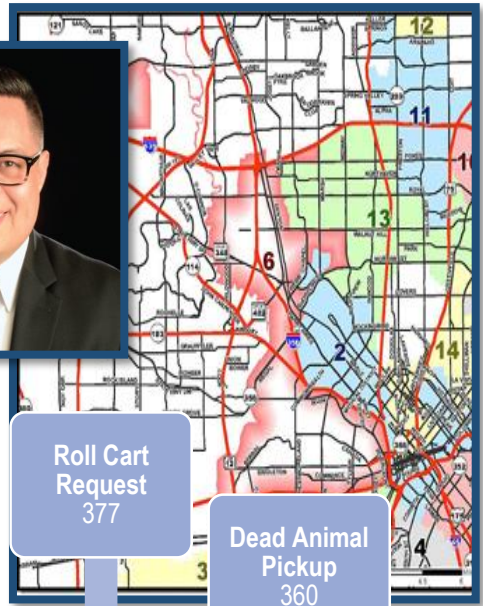
Councilmember Omar Narvaez

1500 Marilla Street, 5FS

Dallas, Texas 75201

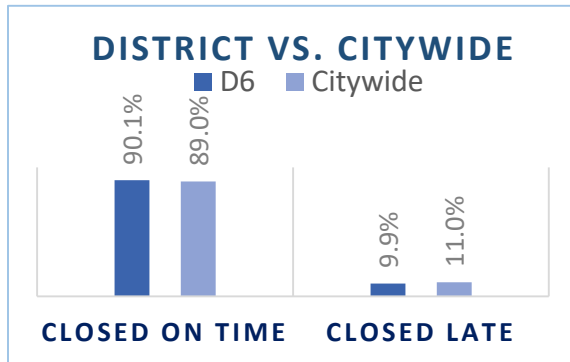
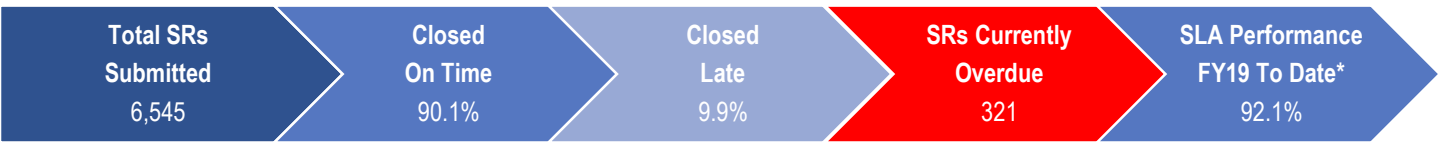
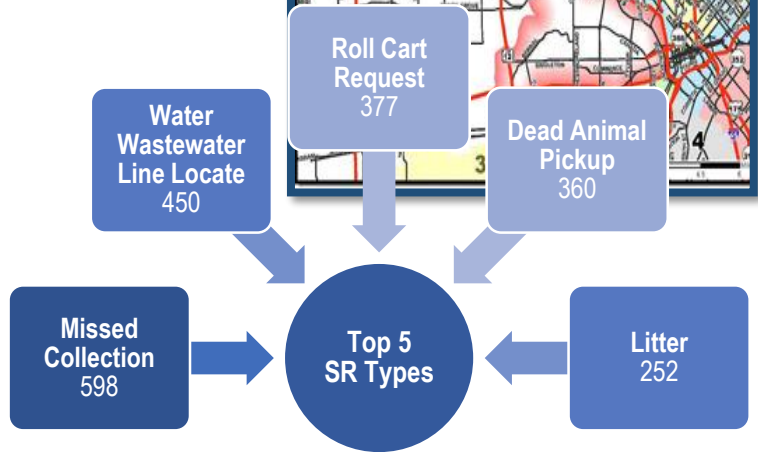
(214) 670-6931

district6@dallascityhall.com



D6: City Hall *On-the-Go*

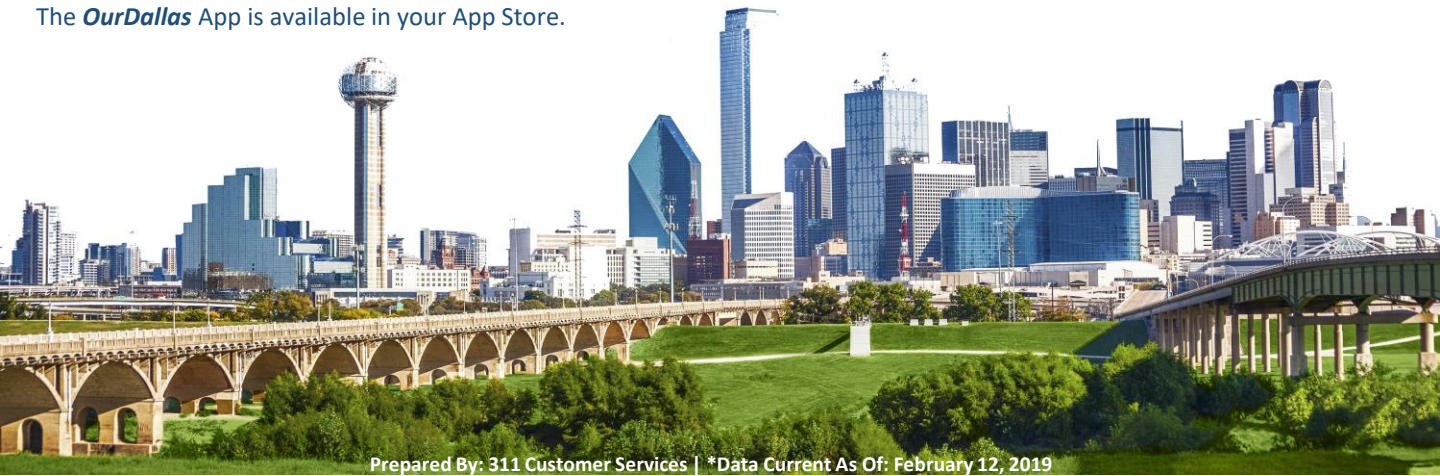
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
7	159	1,841



187,262
Calls Handled by 311
(Citywide)

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Council District 7

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

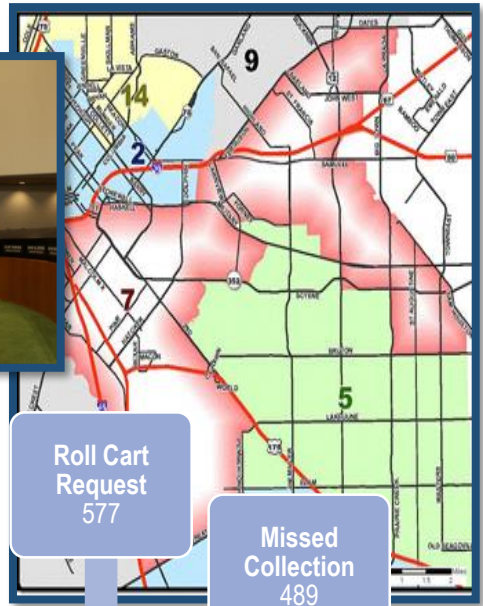
Councilmember Kevin Felder

1500 Marilla Street, 5FS

Dallas, Texas 75201

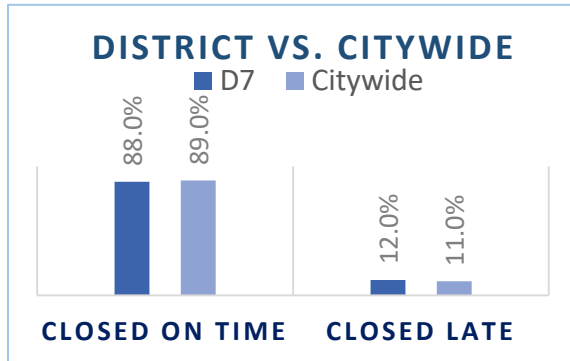
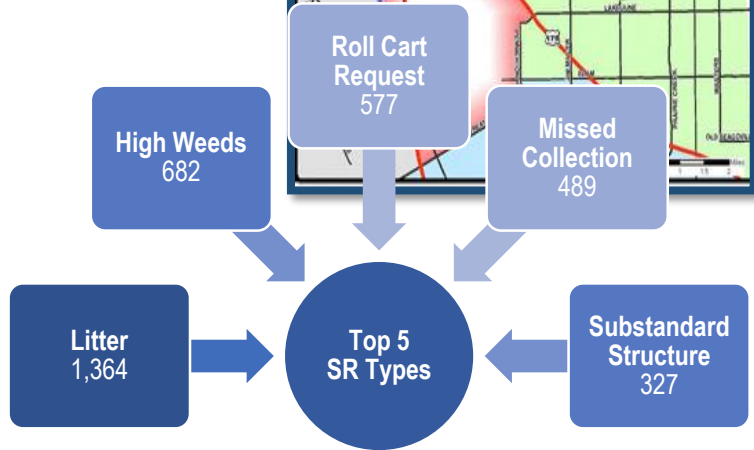
(214) 670-6931

district7@dallascityhall.com



D7: City Hall On-the-Go

Community Events Attended	Citizen Contacts	Miles Saved by Citizens
18	1,020	5,824



187,262
Calls Handled by 311
(Citywide)

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Council District 8

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

Councilmember Tennell Atkins

1500 Marilla Street, 5DN

Dallas, Texas 75201

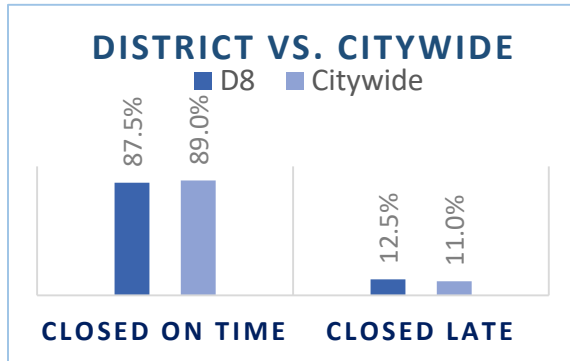
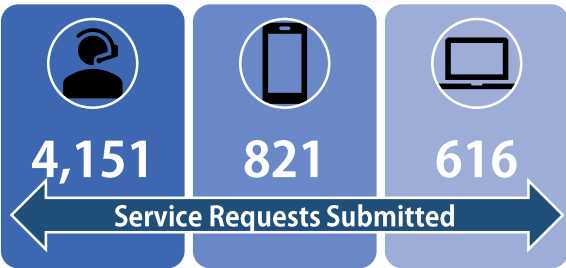
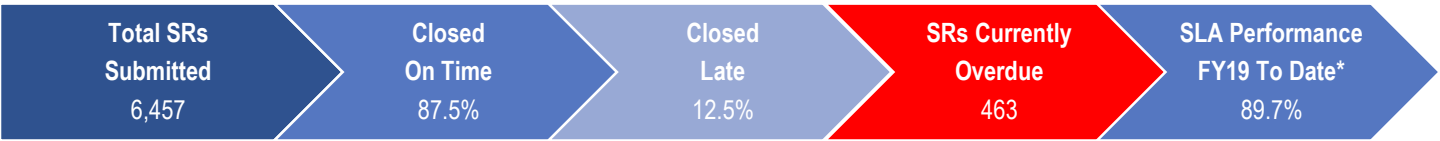
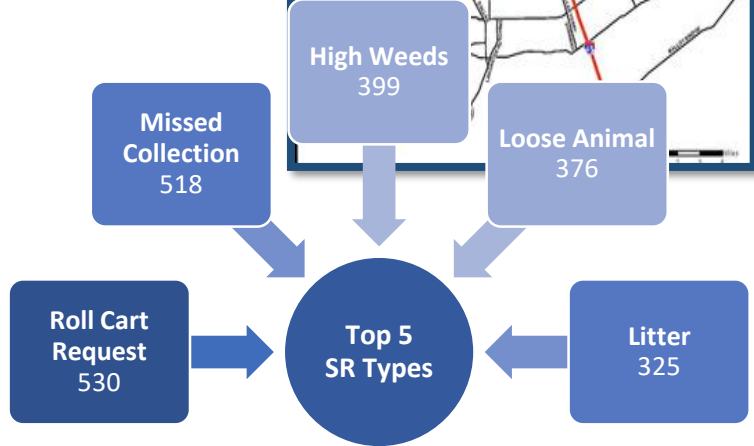
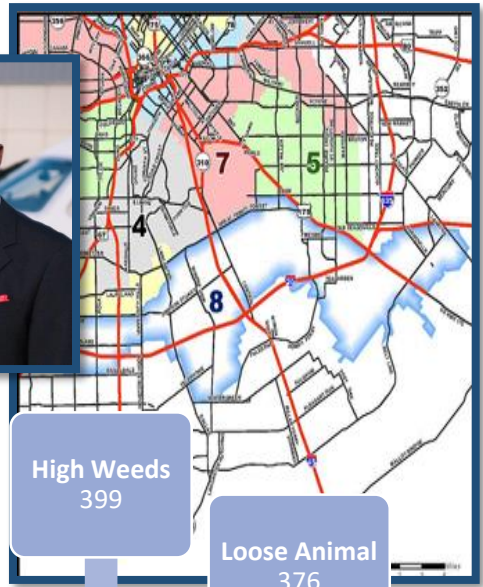
(214) 670-4066

district8@dallascityhall.com



D8: City Hall *On-the-Go*

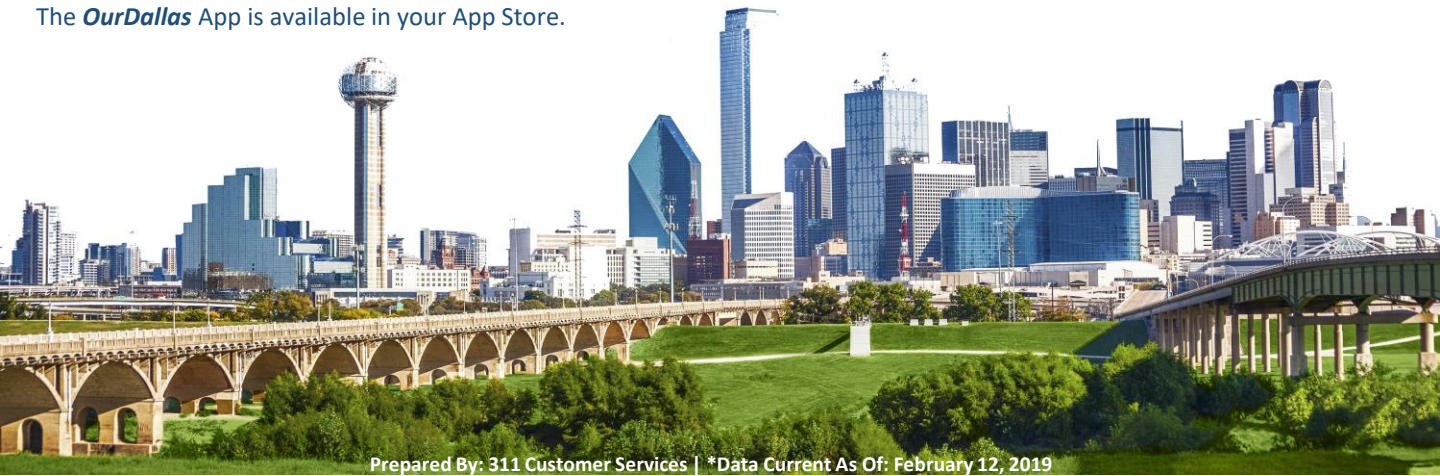
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
15	868	19,860



187,262
Calls Handled by 311
(Citywide)

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Council District 9

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

Councilmember Mark Clayton

1500 Marilla Street, 5DN

Dallas, Texas 75201

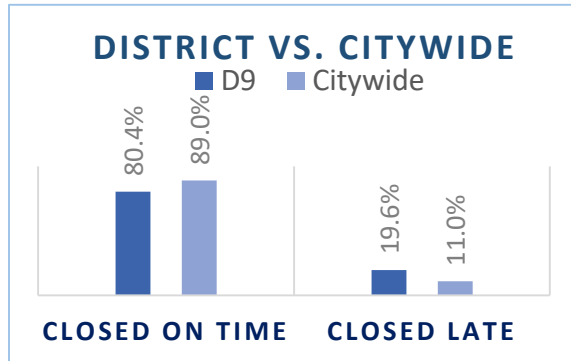
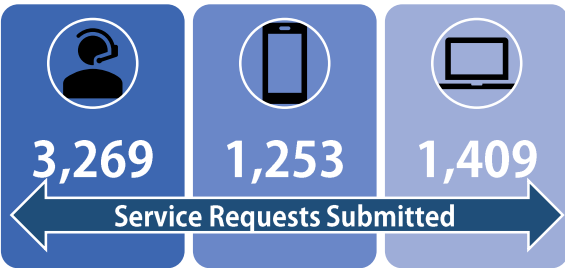
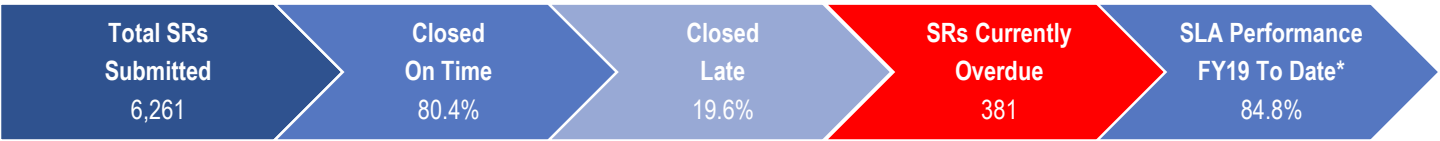
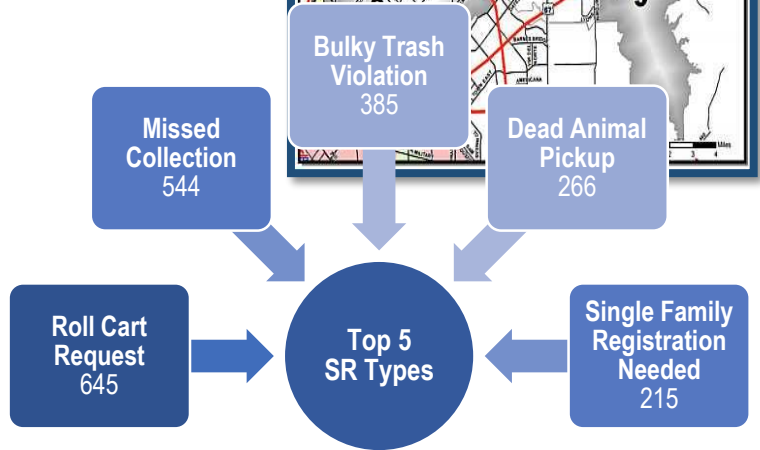
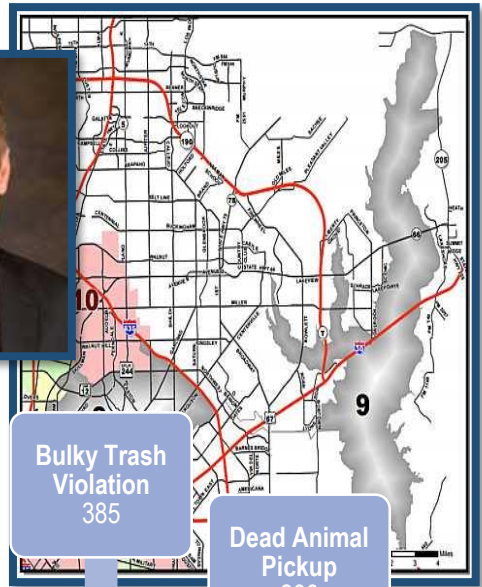
(214) 670-4066

district9@dallascityhall.com



D9: City Hall *On-the-Go*

Community Events Attended	Citizen Contacts	Miles Saved by Citizens
9	121	2,172



187,262
Calls Handled by 311
(Citywide)

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Council District 10

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

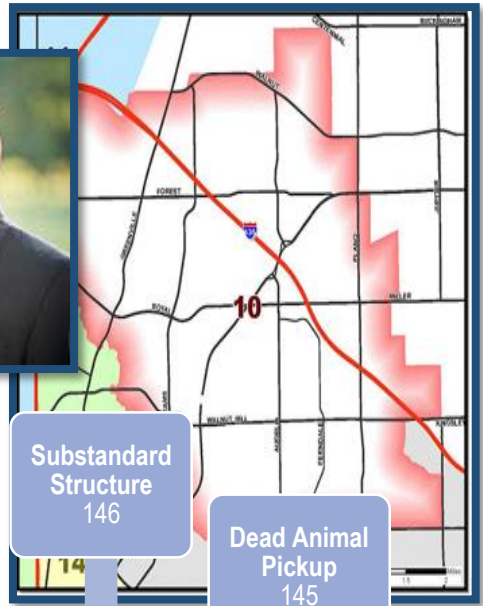
Councilmember B. Adam McGough

1500 Marilla Street, 5DN

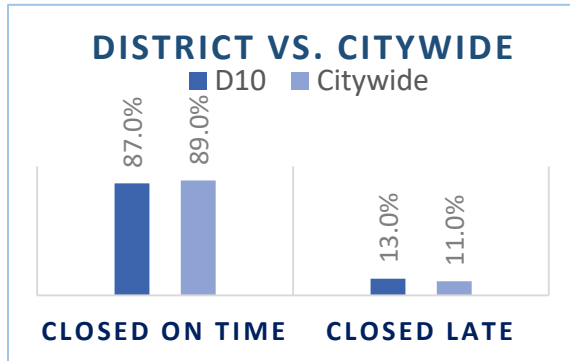
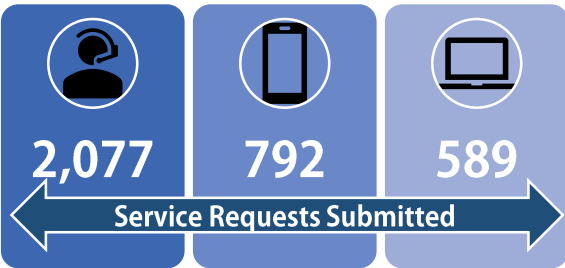
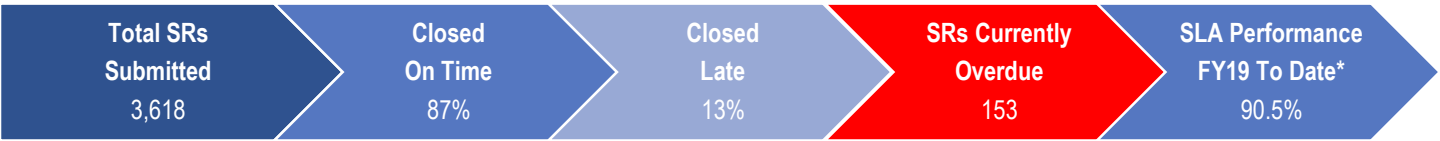
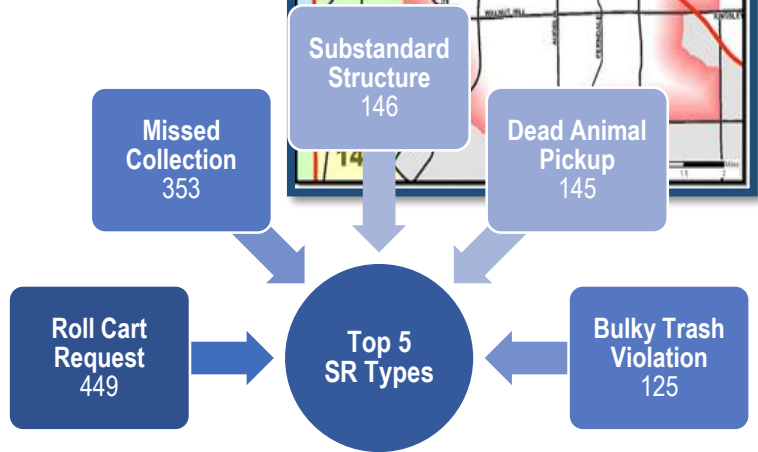
Dallas, Texas 75201

(214) 670-4068

district10@dallascityhall.com



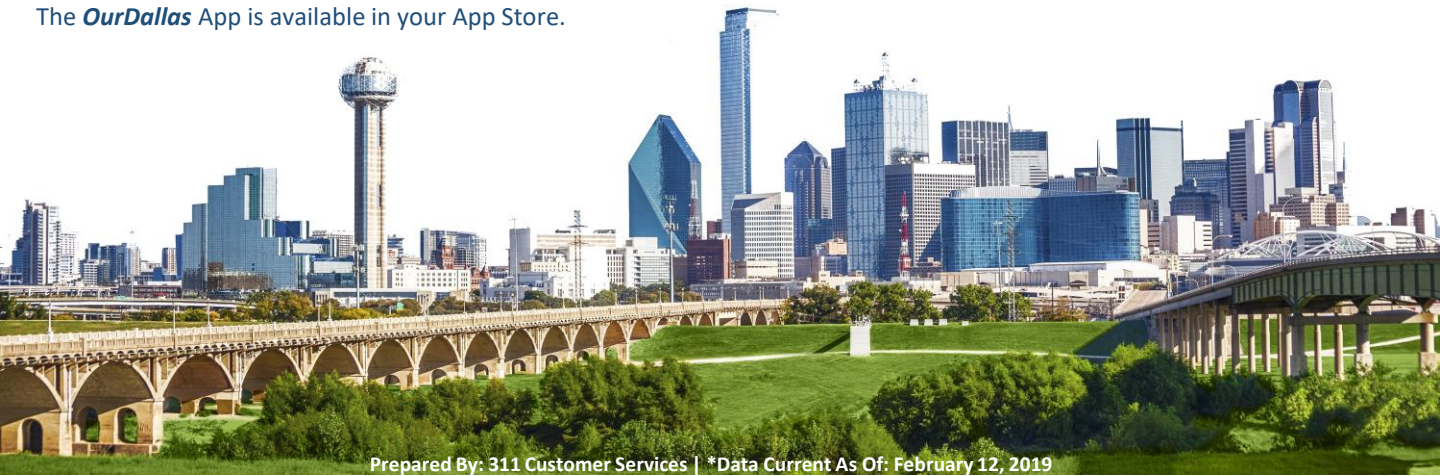
D10: City Hall <i>On-the-Go</i>		
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
9	277	7,593



187,262
Calls Handled by 311
(Citywide)

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Council District 11

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

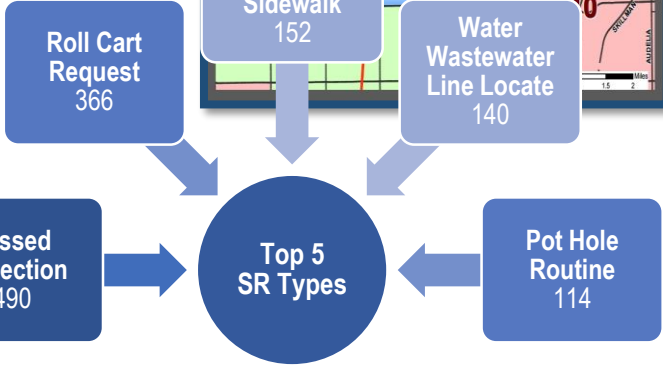
Councilmember Lee M. Kleinman

1500 Marilla Street, 5FN

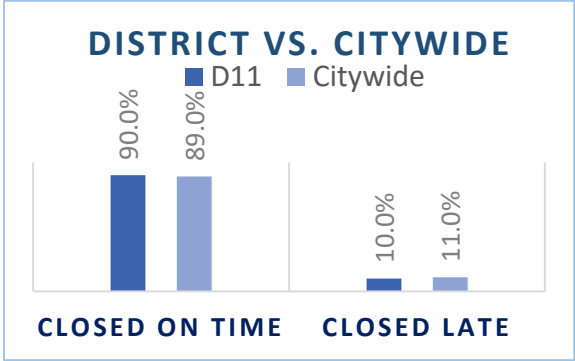
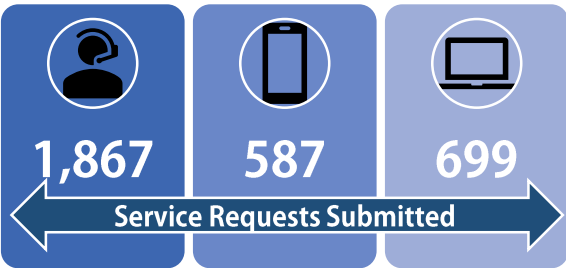
Dallas, Texas 75201

(214) 670-7817

district11@dallascityhall.com



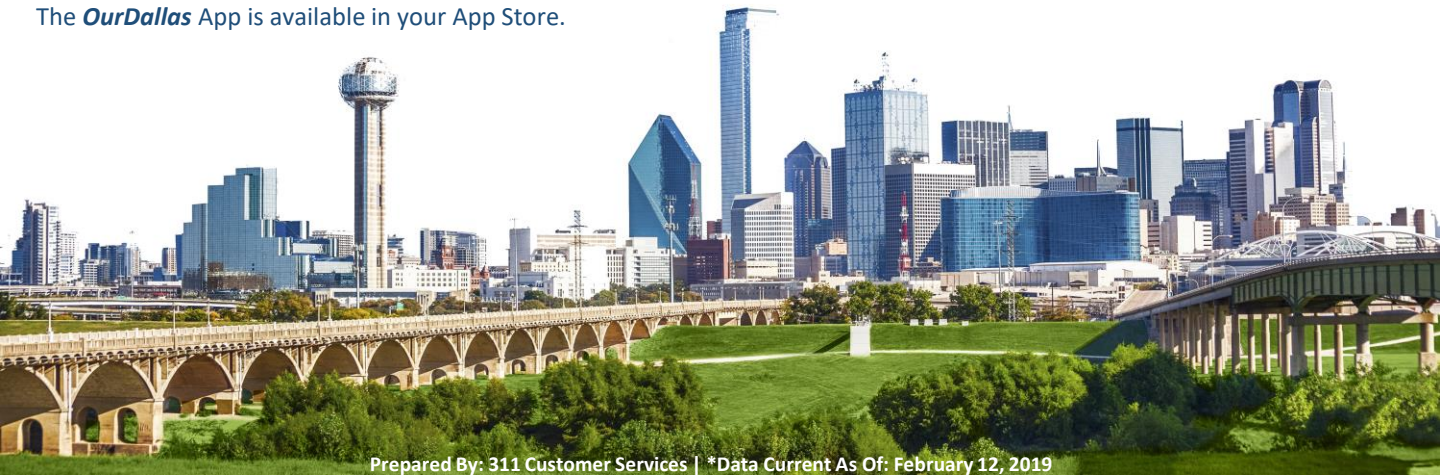
D11: City Hall <i>On-the-Go</i>		
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
9	116	2,799



187,262
Calls Handled by 311
(Citywide)

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Council District 12

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

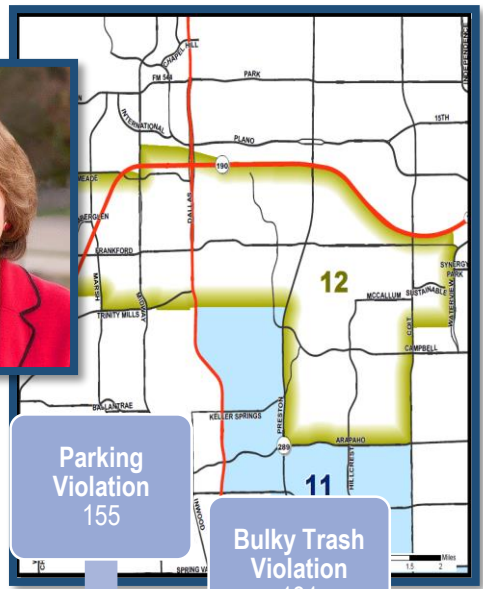
Councilmember Sandy Greyson

1500 Marilla Street, 5FN

Dallas, Texas 75201

(214) 670-4067

district12@dallascityhall.com



Roll Cart Request
494

Parking Violation
155

Bulky Trash Violation
131

Missed Collection
544

Top 5 SR Types

Single Family Registration Needed
106

D12: City Hall On-the-Go

Community Events Attended	Citizen Contacts	Miles Saved by Citizens
10	63	2,217

Total SRs Submitted
3,263

Closed On Time
91.3%

Closed Late
8.7%

SRs Currently Overdue
211

SLA Performance FY19 To Date*
93.3%



1,757



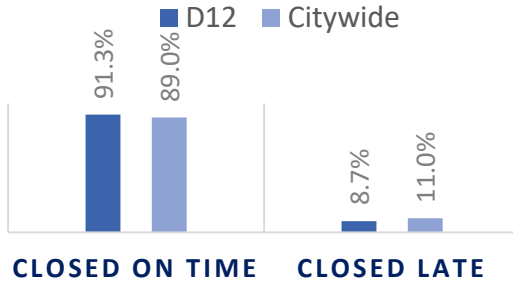
571



762

Service Requests Submitted

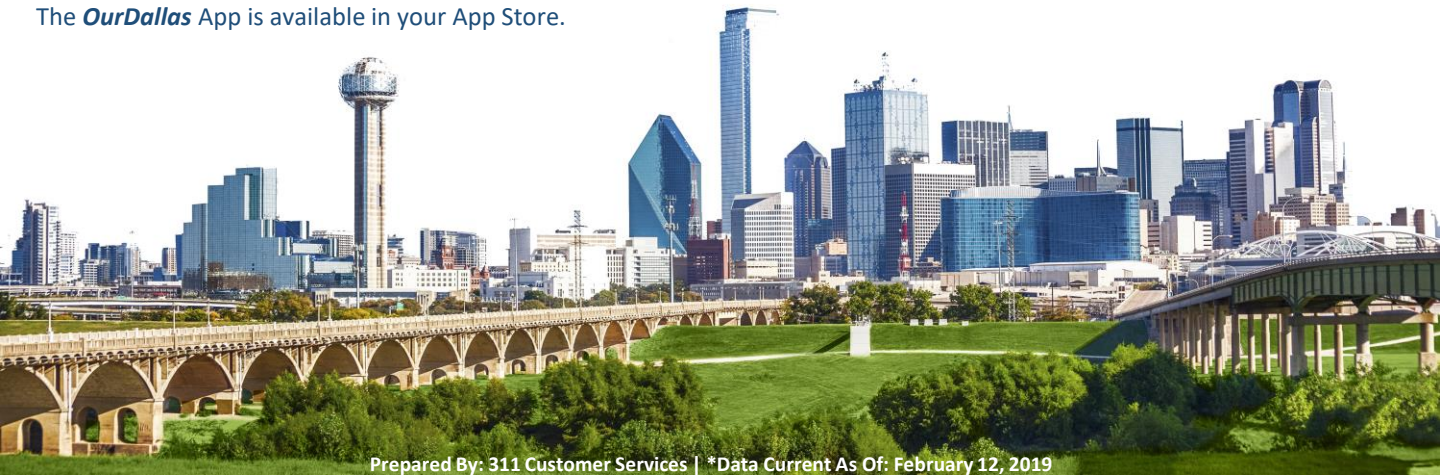
DISTRICT VS. CITYWIDE



187,262
Calls Handled by 311
(Citywide)

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Council District 13

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

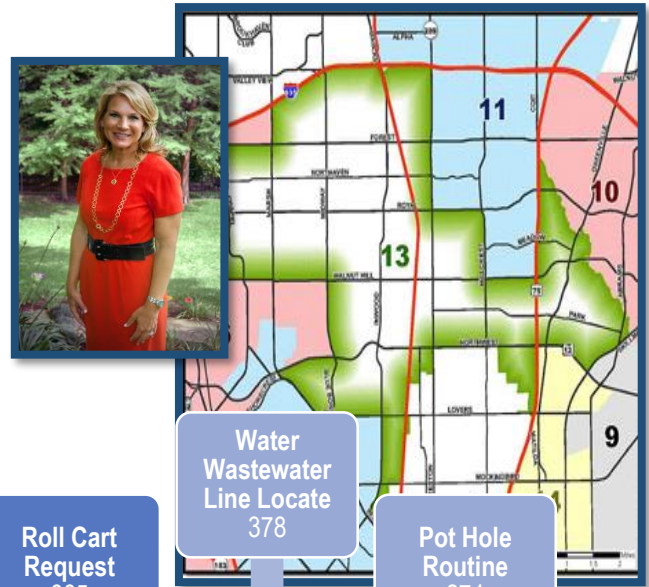
Councilmember Jennifer Staubach Gates

1500 Marilla Street, 5FS

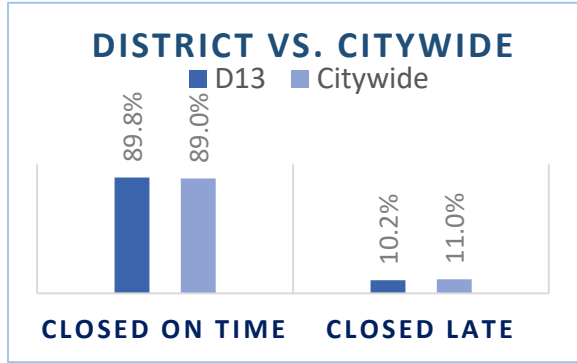
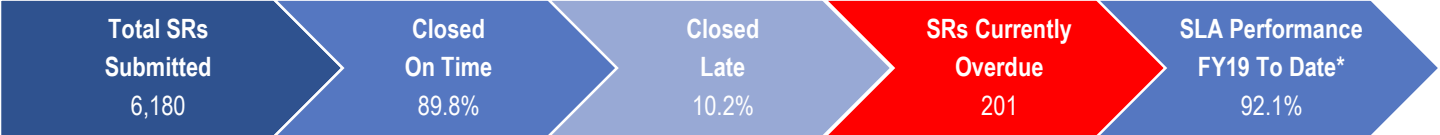
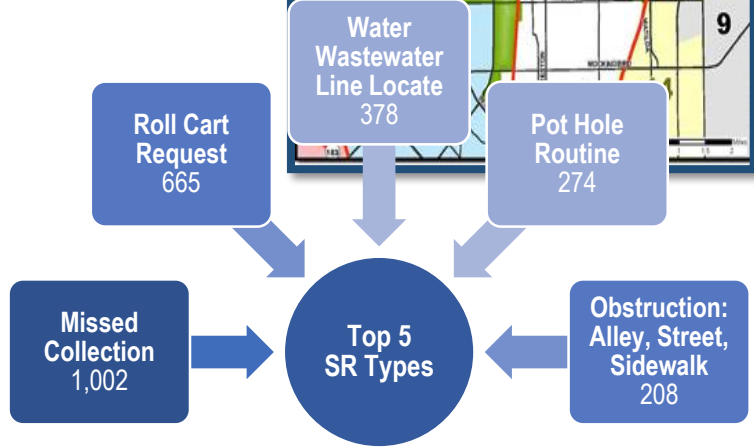
Dallas, Texas 75201

(214) 670-7057

district13@dallascityhall.com



D13: City Hall <i>On-the-Go</i>		
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
10	80	2,247



187,262
Calls Handled by 311
(Citywide)

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Council District 14

SERVICE REQUEST PERFORMANCE

OCTOBER 2018 – DECEMBER 2018

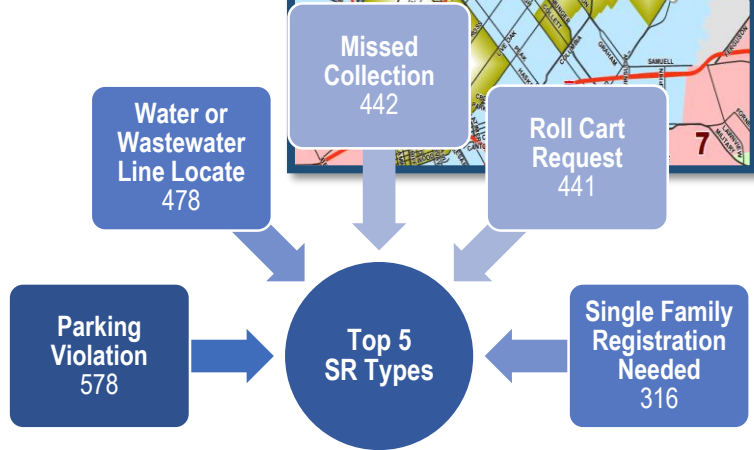
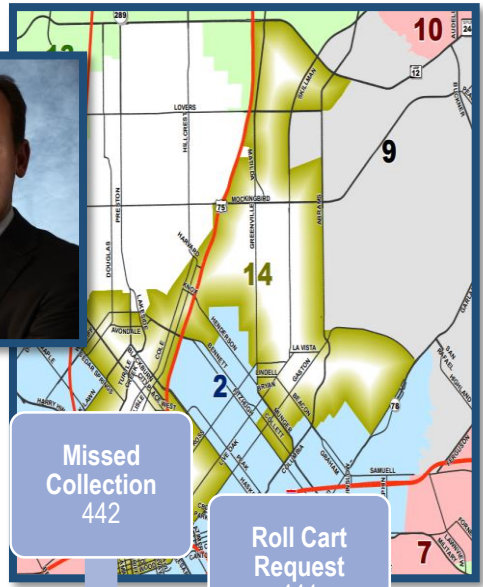
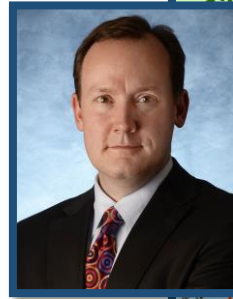
Councilmember Philip Kingston

1500 Marilla Street, 5FN

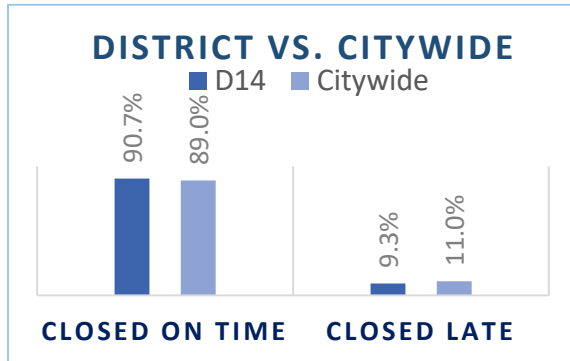
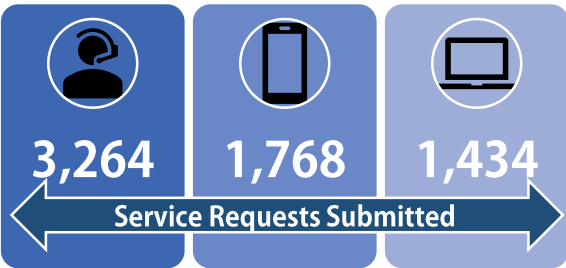
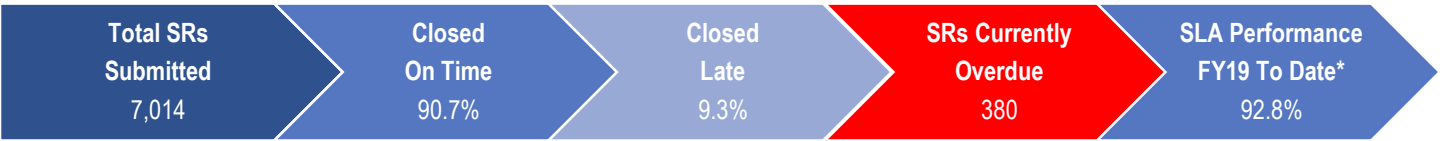
Dallas, Texas 75201

(214) 670-5415

district14@dallascityhall.com



D14: City Hall <i>On-the-Go</i>		
Community Events Attended	Citizen Contacts	Miles Saved by Citizens
8	46	677



187,262
Calls Handled by 311
(Citywide)

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