

# Memorandum



CITY OF DALLAS

DATE March 8, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **February 28, 2024, Agenda Item 24-543 - American Rescue Plan Act (ARPA):  
Reallocation and Reprogramming - Update**

On February 28, 2024, the City Council approved the ordinance authorizing transfers and appropriation adjustments to the FY 2023-24 General Fund budget and the Grant, Trust, and Other budget to facilitate a reallocation and limited reprogramming of American Rescue Plan Act (ARPA) Coronavirus State and Local Fiscal Recovery Funds (SLFRF).

The item was amended and includes the reallocation of \$159.3 million in ARPA funding to the General Fund to support Dallas Fire Rescue emergency response payroll, making available \$159.3 million of General Fund funding to continue programs and projects previously approved by the City Council for ARPA funding. This item also reprograms \$18.5 million (of the \$28.1 million recommendation) to new uses. The table below provides a list of the source of funds for reprogramming, and the new projects approved by the City Council.

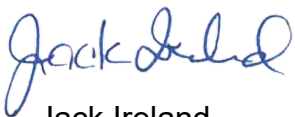
<b>Source of Funds</b>	<b>Amount</b>
Interest Income & FEMA Reimbursement	\$7,615,878
Digital Divide	17,961,207
Theatre Spaces	550,000
Cultural Programming	325,000
Personal Protective Equipment & Disinfection	1,673,965
<b>Total Source of Funds</b>	<b>\$28,126,050</b>
<b>Use of Funds</b>	<b>Amount</b>
<b>Projects Approved by City Council - February 28</b>	
City Hall Maintenance (Generators \$6.5M and Electrical \$1.2M)	\$7,659,542
Deferred Maintenance and Resilience (Grant Match for Solar \$2M, Resilience at MLK Center \$1.4M, and Citywide Deferred Maintenance \$3M)	6,400,000
Fire Station Alerting System	3,237,908
Demolition	1,200,000
<b>Total Reallocation Approved - February 28</b>	<b>\$18,497,450</b>
ARPA Reallocation Fund - Projects to be decided by City Council at a future meeting	9,628,600
<b>Total Use of Funds</b>	<b>\$28,126,050</b>

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PAGE **2 of 2**

The City Council will continue discussion of ARPA reprogramming on the following dates:

- Government Performance and Financial Management Briefing – April 22, 2024
- City Council Briefing – May 1, 2024
- City Council approval of remaining reprogramming – May 8, 2024

If you have any questions, please contact me or Janette Weedon, Director of Budget & Management Services.



**Jack Ireland**  
**Chief Financial Officer**

- c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

- Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors

# Memorandum



CITY OF DALLAS

DATE March 8, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Bond Sale Results – General Obligation Refunding Bonds, Series 2024A**

On March 7, 2024, the City received bids in a competitive sale of its General Obligation Refunding Bonds, Series 2024A (the “Bonds”). Despite an abundance of supply in the market, the City received an exceptional response to the Bonds, receiving 18 bids for a par amount of \$48.76 million with true interest costs (TIC) ranging from a low of 3.275179 percent to a high of 3.437904 percent. The winning bid submitted was from Truist Securities, Inc. with a cover bid submitted by Morgan Stanley & Co. Inc. at only 0.00045% higher, reflecting a very competitive bid. Final pricing for the Bonds resulted in an adjusted par amount of \$48.97 million and a bond premium of \$5.2 million.

On January 24, 2024, the City Council approved a resolution authorizing the preparation of plans and the payment of potential future costs for the issuance of the Bonds in an amount not to exceed \$55,000,000, for the purpose of refunding special obligations of the City as required by a judgment awarded to Trinity East Energy, LLC. Subsequently, an ordinance authorizing the issuance of the Bonds was approved by the City Council on February 14, 2024. Prior to the issuance of the bonds, S&P Global Ratings assigned its ‘AA-’ rating, and Fitch Ratings assigned its ‘AA’ rating to the Bonds. The Bonds are scheduled to close on March 26, 2024.

In spite of a recently volatile market and a surge in municipal issuances, the response to the City’s Bonds was exceptionally positive and investor demand was very strong. The outcome of the City’s bond sale benefited from sustained credit ratings and an anticipated shift in market rates following a congressional hearing of the House Financial Services Committee, which lowered the overall borrowing cost and made for a smooth transaction. I am pleased once again to report excellent results from a City of Dallas bond sale and look forward to continuing successful transactions this year.

Please let me know if you need additional information.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland  
Chief Financial Officer

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
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# Memorandum



CITY OF DALLAS

DATE March 8, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Cancellation of the 2024 Bond Informational Townhall Meetings**

## **2024 Bond Program Background**

As part of the City Council briefings in December 2023 and February 2024, the Office of Bond and Construction Management (BCM) provided a timeline with major milestones leading to a May 2024 election. The timeline shared in the City Council briefings included Informational Townhall Meetings in April 2024. On February 14, 2024, the City Council approved an ordinance approving a May 2024 Bond election.

Following the City Council approval of the May 2024 Bond Election on February 14, 2024, BCM began finalizing the project listing for the Bond program with members of Dallas City Council and working with multiple departments to coordinate the April Informational Townhall Meetings. Since beginning the planning for the 2024 Bond Informational Townhall Meetings has started, clarification has been provided which will result in the cancellation of the town hall meetings. The purpose of this memorandum is to provide additional details which led to the cancellation of the 2024 Bond Informational Townhall Meetings.

## **Memorandum of Rules of Political Activity and Advocacy**

On March 1, 2024, the City Attorney's Office (CAO) provided a memorandum to the City Council Members and City Officials providing general information on applicable rules and regulations guiding political activity and advocacy as it relates to the bond program. Within that memorandum, it was stressed that City Council Members or City Officials cannot "knowingly spend or authorize the spending of public funds for political advertising" or for "communication describing a ballot measure in an election" that would reasonably likely influence a voter to vote for or against a proposition.

## **Additional Clarification on Bond Informational Townhall Meetings**

Since the distribution of the CAO memorandum, BCM met with the CAO for clarification as it related to the informational townhall meetings. It was determined that discussions of individual projects at the informational townhalls would reasonably likely influence a voter to vote for or against a proposition. Any Informational Townhall Meetings would be restricted to the ballot language, proposition description, proposition amount and the payback amount for that proposition with no reference to individual projects.

As a result of the project listing discussion restriction, the informational townhalls for the 2024 Bond program have been cancelled. The Bond Office is working the CAO and bond counsel to determine when the individual project listing can be shared with the public.

DATE **March 8, 2024**  
SUBJECT **Cancellation of the 2024 Bond Informational Townhall Meetings**  
PAGE **2 of 2**

If you have any questions please contact Jenny Nicewander, Director, Office of Bond & Construction Management at [jennifer.nicewander@dallas.gov](mailto:jennifer.nicewander@dallas.gov).



Robert M. Perez, Ph.D.  
Assistant City Manager

Attachment: City Attorney Office Memorandum, *Political Activities and Advocacy of City Council Members, City Officials, and City Employees for an Election Ordered by the City of Dallas for a measure or Proposition*

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
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Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors



CITY OF DALLAS

## Memorandum

DATE February 14, 2024

TO: The Honorable Mayor and City Councilmembers, City Officials, and City Employees

SUBJECT Political Activities and Advocacy of City Councilmembers, City Officials, and City Employees for an Election Ordered by the City of Dallas for a Measure or Proposition

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This memorandum has been prepared in anticipation of the upcoming bond election for the 2024 Bond Program; this memorandum summarizes the applicable rules and regulations governing political activities and advocacy of city councilmembers, city officials, and city employees in an election ordered by the city for a measure or proposition. Some of these rules and regulations apply to all three categories of persons listed above, but some rules specifically apply to a category of persons. Therefore, this memorandum sets forth general information and then divides the three categories of persons for the specific applicable rules.<sup>1</sup>

### General Information

1. An officer or employee of a political subdivision may not knowingly spend or authorize the spending of public funds for political advertising.<sup>2</sup>
2. An officer<sup>3</sup> or employee of a political subdivision *may not spend or authorize the spending of public funds* for a communication describing a ballot measure in an election ordered by the City of Dallas if the communication contains information that (1) the officer or employee knows is false and (2) is sufficiently substantial and important as to be reasonably likely to influence a voter to vote for or against the measure.<sup>4</sup>
3. A person violating Sections 1 and 2 above,<sup>5</sup> commits a Class A misdemeanor.<sup>6</sup>

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<sup>1</sup> This memorandum explains the requirements of the Texas Election Code and the Dallas Ethics Code but does not provide a “safe harbor” from the requirements of Texas Election Code and is not an ethics advisory opinion under DALLAS CITY CODE § 12-47(d) or TEX. ELEC. CODE § 255.003(e).

<sup>2</sup> TEX. ELEC. CODE §255.003(a). Subsection (a) does not apply to a communication that factually describes the purposes of a measure if the communication does not advocate passage or defeat of the measure. *Id.* § 225.003(b).

<sup>3</sup> See *Officer*, Black's Law Dictionary (11th ed. 2019) (“Officer (14c) - Someone who holds an office of trust, authority, or command. In public affairs, the term refers especially to a person holding public office under a national, state, or local government, and authorized by that government to exercise some specific function.”)

<sup>4</sup> TEX. ELEC. CODE § 255.003(b-1) (emphasis added).

<sup>5</sup> *Id.* § 255.003(a), (b-1).

<sup>6</sup> *Id.* §255.003(c).

4. Neither the Texas Election Code nor the Texas Ethics Commission (TEC) specifically define public funds; however, the TEC has issued opinions concluding that the use of public funds means any use of a political subdivision's resources, including, but not limited to, public facilities, employees' work time, internal email system and other equipment, including printers and city phones, as well as the city's logo.<sup>7</sup>
5. "Political advertising" means:
  - (a) a communication supporting or opposing a candidate for nomination or election to a public office or office of a political party, a political party, a public officer, that: (A) in return for consideration, is published in a newspaper, magazine, or other periodical or is broadcast by radio or television; or (B) appears: (i) in a pamphlet, circular, flier, billboard or other sign, bumper sticker, or similar form of written communication; or (ii) on an Internet website;<sup>8</sup> and
  - (b) a communication that advocates passage or defeat of a measure, and that: (A) in return for consideration, is published in a newspaper, magazine, or other periodical or is broadcast by radio or television; or (B) appears: (i) in a pamphlet, circular, flier, billboard or other sign, bumper sticker, or similar form of written communication.<sup>9</sup>

For more information, consult the *Guide to the Prohibition Against Using Political Subdivision Resources for Political Advertising in Connection with an Election* (attached).

#### City Councilmembers

1. A city councilmember is not prohibited from lending their name and official city title/office held in connection with any election ordered by the City of Dallas on a proposition or measure or any election for public office.<sup>10</sup>
2. A city councilmember may not, directly or indirectly, induce or attempt to induce any city subordinate to:
  - a. participate in an election campaign;
  - b. contribute to a political committee;
  - c. engage in any other political activity related to an issue; or
  - d. refrain from engaging in any lawful political activity.

A general statement merely encouraging another person to vote is allowed.<sup>11</sup>

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<sup>7</sup> See TEX. ETHICS COMM'N OP. NO. 45 (1992); TEX. ETHICS COMM'N OP. NO.443 (2002); TEX. ETHICS COMM'N OP. NO. 532 (2015).

<sup>8</sup> TEX. ELEC. CODE § 251.001(16).

<sup>9</sup> *A Short Guide to the Prohibition Against Using Political Subdivision Resources for Political Advertising in Connection with an Election*, TEX. ETHICS COMM'N (Oct. 12, 2017), [https://www.ethics.state.tx.us/resources/advertising/Bsub\\_adv.php](https://www.ethics.state.tx.us/resources/advertising/Bsub_adv.php).

<sup>10</sup> DALLAS CITY CODE § 12A-21(a)(1)(B) & (C).

<sup>11</sup> *Id.* § 12A-21(c).

3. A city councilmember shall not directly or indirectly accept anything of value for political activity relating to an item pending on the ballot of an election ordered by the City of Dallas, if the city councilmember participated in, or provided advice relating to, the exercise of discretionary authority by a city body that contributed to the development of the ballot item. "Anything of value" does not include a meal or other item of nominal value the city councilmember receives in return for providing information on an item pending on the ballot.<sup>12</sup>
4. Political advertising.
  - a. A city councilmember may not knowingly spend or authorize the spending of public funds (including public resources) for political advertising.<sup>13</sup>
  - b. A city councilmember may not use the city's internal mail system for the distribution of political advertising.<sup>14</sup>

### City Officials

1. A "city official" includes:
  - a. city council members;
  - b. municipal judges;
  - c. the city manager, the chief of staff, assistant city managers, and chiefs;
  - d. the city auditor and first assistant city auditor;
  - e. the city attorney, first assistant city attorney, and inspector general;
  - f. the city secretary and first assistant city secretary;
  - g. all department directors and their supervisors;
  - h. members of city boards and commissions;
  - i. members appointed by the city council to boards of entities not created by the city council;
  - j. the chief financial officer; and
  - k. for purposes of Chapter 12A only, a volunteer on committees or task forces formed by boards or commissions.<sup>15</sup>
2. A city official (who is a city official only because that person is an appointed member of a board, commission, or body) shall not use the prestige of their position with the city on behalf of a political committee.<sup>16</sup> A city official (who is a city official only because that person is an appointed member of a board, commission, or body) may, however, lend their name so long as the office held with the city is not mentioned in connection with the endorsement.<sup>17</sup>

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<sup>12</sup> *Id.* § 12A-21(d).

<sup>13</sup> TEX. ELEC. CODE § 255.003(a).

<sup>14</sup> *Id.* § 255.0031(a).

<sup>15</sup> DALLAS CITY CODE § 12A-2(22).

<sup>16</sup> *Id.* § 12A-21(a)(1).

<sup>17</sup> *Id.* § 12A-21(a)(1)(A).



3. A city official may not solicit or receive contributions for a political committee.<sup>18</sup> A city official may serve on a steering committee to plan a program of solicitation. The city official's name may be listed, without reference to the city official's title, when the committee as a whole is listed.<sup>19</sup>
4. A city official may not, directly or indirectly, induce or attempt to induce any city subordinate to:
  - a. participate in an election campaign;
  - b. contribute to a political committee;
  - c. engage in any other political activity related to a particular issue; or
  - d. refrain from engaging in any lawful political activity.

A general statement merely encouraging another person to vote is allowed.<sup>20</sup>

5. A city official shall not directly or indirectly accept anything of value for political activity relating to an item pending on the ballot of an election ordered by the City of Dallas, if the city official participated in, or provided advice relating to, the exercise of discretionary authority by a city body that contributed to the development of the ballot item. "Anything of value" does not include a meal or other item of nominal value the city official receives in return for providing information on an item pending on the ballot.<sup>21</sup>
6. A city official may display campaign bumper stickers on their personal vehicle but may not display campaign bumper stickers on a city vehicle. A city official must remove campaign bumper stickers from a city vehicle that is under the city official's control.<sup>22</sup>
7. A city official may not use city facilities, personnel, equipment, or supplies for private purposes, including political purposes, except pursuant to city policies or to the extent and according to the terms that those city resources are available to the public.<sup>23</sup>
8. Political advertising.
  - a. A city official may not knowingly spend or authorize the spending of public funds (including public resources) for political advertising.<sup>24</sup>
  - b. A city official *may not spend or authorize the spending of public funds* for a communication describing a measure in an election ordered by the City of Dallas if the communication contains information that (1) the city official knows is false and (2) is sufficiently substantial and important as to be reasonably likely to influence a voter to vote for or against the measure.<sup>25</sup>

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<sup>18</sup> *Id.* § 12A-21(a)(3).

<sup>19</sup> *Id.*

<sup>20</sup> *Id.* § 12A-21(c).

<sup>21</sup> *Id.* § 12A-21(d).

<sup>22</sup> *Id.* § 12A-21(e).

<sup>23</sup> *Id.* §§ 12A-20 and & 12A-21(h).

<sup>24</sup> TEX. ELEC. CODE § 255.003(a).

<sup>25</sup> *Id.* § 255.003(b-1).

- c. A city official may not use the city's internal mail system for the distribution of political advertising.<sup>26</sup>

### City Employees

1. A city employee includes any person listed on the City of Dallas payroll as an employee, whether part-time, full-time, permanent, or temporary.<sup>27</sup>
2. A city employee may not use the prestige of their position with the city on behalf of any political committee.<sup>28</sup>
3. A city employee may not, directly or indirectly, induce or attempt to induce any city subordinate to:
  - a. participate in an election campaign;
  - b. contribute to a political committee;
  - c. engage in any other political activity related to a particular party, candidate, or issue; or
  - d. refrain from engaging in any lawful political activity.

A general statement merely encouraging another person to vote is allowed.<sup>29</sup>

4. A city employee may display campaign bumper stickers on their personal vehicle but may not display campaign bumper stickers on a city vehicle. A city employee must remove campaign bumper stickers from a city vehicle that is under the city employee's control.<sup>30</sup>
5. A city employee may not use city facilities, personnel, equipment, or supplies for private purposes, including political purposes, except pursuant to city policies or to the extent and according to the terms that those city resources are available to the public.<sup>31</sup>
6. A city employee may not wear city council campaign buttons or distribute campaign literature while at work, in a city uniform, or in a City of Dallas building.<sup>32</sup>
7. Political advertising.
  - a. A city employee may not knowingly spend or authorize the spending of public funds (or public resources) for political advertising.<sup>33</sup>

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<sup>26</sup> *Id.* § 255.0031(a).

<sup>27</sup> DALLAS CITY CODE § 12A-2(16).

<sup>28</sup> *Id.* § 12A-21(f).

<sup>29</sup> *Id.* § 12A-21(c).

<sup>30</sup> *Id.* § 12A-21(e).

<sup>31</sup> *Id.* §§ 12A-20 & 21(h).

<sup>32</sup> DALLAS CITY CODE § 12A-10(g); DALLAS CITY CHARTER Ch. XVI § 16(b)(4).

<sup>33</sup> TEX. ELEC. CODE § 255.003(a).

- b. A city employee may not use the city’s internal mail system for the distribution of political advertising.<sup>34</sup>
  - c. A city employee shall not directly or indirectly accept anything of value for political activity relating to an item pending on a ballot in an election ordered by the City of Dallas, if the city employee participated in, or provided advice relating to, the exercise of discretionary authority by a city body that contributed to the development of the ballot item. “Anything of value” does not include a meal or other item of nominal value the city employee receives in return for providing information on an item pending on the ballot.<sup>35</sup>
8. A city employee *may not spend or authorize the spending of public funds* for a communication describing a measure in an election ordered by the City of Dallas if the communication contains information that (1) the city employee knows is false and (2) is sufficiently substantial and important as to be reasonably likely to influence a voter to vote for or against the measure.<sup>36</sup>

**Discussion of Matters Before Calling the Election**

The Texas Election Code prohibits the use of public resources to advocate passage or failure of a ballot measure.<sup>37</sup> However, the Election Code does not specifically state when this prohibition applies. The TEC has recognized that this prohibition does not apply when city council members discuss whether to place an issue before the voters.<sup>38</sup> In TEC Advisory Opinion No. 456, the TEC determined that Section 255.003 was not “intended to inhibit discussion of matters pending before a governmental body. When a city council holds a meeting to discuss whether to place an issue before the voters, council members and members of the public are likely to voice opinions about the issues.”<sup>39</sup> The TEC went on to say that the Election Code would not prohibit broadcasting such discussions if broadcasting is the customary practice of the city since the resource was not used “for” political advertising and broadcasting a statement in support or opposition to a ballot measure was incidental.<sup>40</sup>

While the TEC opinion indicates that the governing body may allow discussion of the issues when debating whether to place the items before the voters, the Election Code and numerous TEC Advisory Opinions (cited earlier in this memo) make it clear that other uses of a public facility or publicly-funded newsletter sent through the city’s email, are impermissible uses of public resources.<sup>41</sup> Further examples of impermissible use of public resources include the use of a city letterhead, internal email system, city-contracted video production, and even a government owned vehicle for transportation to events for political advertising.<sup>42</sup> And, because the Election Code is

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<sup>34</sup> *Id.* § 255.0031(a).

<sup>35</sup> DALLAS CITY CODE § 12A-21(d).

<sup>36</sup> TEX. ELEC. CODE § 255.003(b-1).

<sup>37</sup> *Id.*

<sup>38</sup> TEX. ETHICS COMM’N OP. NO 456 (2004).

<sup>39</sup> *Id.*

<sup>40</sup> *Id.*

<sup>41</sup> TEX. ETHICS COMM’N OP. NO. 550 (2019). *See also* TEX. ETHICS COMM’N OP. NO. 456 (2004); TEX. ETHICS COMM’N OP. NO. 556 (2020).

<sup>42</sup> TEX. ETHICS COMM’N OP. NO. 550 (2019).

silent as to *when* use of public resources to advocate on behalf of a measure, or a potential measure, are impermissible, our office cautions against any use of public resources at any time to advocate on behalf of or in opposition to an item that could become a measure on an upcoming ballot.

Please distribute this memorandum as you deem necessary or appropriate.



TAMMY L. PALOMINO  
City Attorney

Attachment: *Guide to the Prohibition Against Using Political Subdivision Resources for Political Advertising in Connection with an Election* (Texas Ethics Commission)

- c: Bertram Vandenberg, Chief of General Counsel
- Bart Bevers, Inspector General
- Baron Eliason, Chief Integrity Officer
- T.C. Broadnax, City Manager

# Memorandum



CITY OF DALLAS

DATE March 6, 2024

TO Honorable Mayor and Members of City Council

SUBJECT **Affordable Connectivity Program Wind-Down Update**

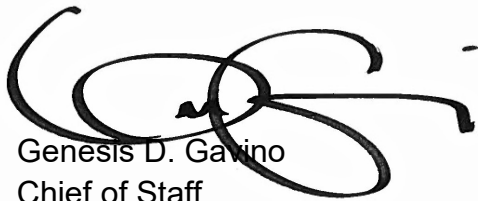
This memorandum serves as an update related to the Affordable Connectivity Program (ACP) wind-down as previously briefed to the Workforce, Education, and Equity Committee on [February 12, 2024](#) and by memorandum on [March 5, 2024](#). The Federal Communications Commission (FCC) has issued a [Public Notice](#) announcing that April 2024 will be the last fully funded month for the ACP benefit.

Staff and Dallas Innovation Alliance, the contacted service provider for the Digital Navigators Program, are working with other organizations across the city to ensure that current ACP participants are aware of the end of the ACP and understand the impact to their monthly subscription bill. In addition, Digital Navigators will work directly with individuals to assist them in exploring low-cost subscription options.

Staff is providing a summary of existing low-cost plans currently available through the two main internet service providers in Dallas: Access from AT&T and Spectrum Internet Assist. The table provided in Exhibit 1 is a high-level overview of each plan's offerings and for reference, the ACP's eligibility criteria is listed.

The FAQs in Exhibit 2 were developed in collaboration with community stakeholders following a recent roundtable hosted by the City and FCC representatives. The FAQs will be made available in various languages, distributed to community organizations, and made available in City facilities.

Should you have any questions, please do not hesitate to contact me.



Genesis D. Gavino  
Chief of Staff

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
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Robert Perez, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Directors and Assistant Directors

DATE March 6, 2024  
 SUBJECT **Affordable Connectivity Program Update**

## EXHIBIT 1

	<b>Access from AT&amp;T</b>	<b>Spectrum Internet Assist</b>
Link	<a href="https://www.att.com/internet/access/">https://www.att.com/internet/access/</a>	<a href="https://www.spectrum.com/internet/spectrum-internet-assist">https://www.spectrum.com/internet/spectrum-internet-assist</a>
Cost per month	\$30.00	\$19.99
Eligibility	1. Supplemental Nutrition Assistance Program (SNAP) 2. Supplemental Security Income (SSI) for California residents only 3. Income (temporary)* 4. National School Lunch program <i>*Based on 200% of Federal Poverty Level</i>	1. National School Lunch Program (NSLP) 2. Community Eligibility Provision (CEP) of the NSLP 3. Supplemental Security Income (for applicants age 65+ only)

### Affordable Connectivity Eligibility Guidelines (meet at least one criteria below)

- Has an income that is at or below 200% of the federal poverty guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision in the 2019-2020, 2020-2021, or 2021-2022 school year;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating provider's existing low-income program.

# Your internet bill might increase by \$30 this May.

Congress may soon end the **Affordable Connectivity Program (ACP)**.



## WHAT YOU NEED TO KNOW:

- ACP applications and enrollments are no longer being processed as of February 8, 2024.
- Households who have applied, been approved and are receiving the monthly internet discount before February 8, 2024 will continue to receive their ACP benefit until ACP funds run out, as long as the household remains enrolled in the program.
- After the ACP funds run out (projected in April 2024), households participating in the ACP will no longer receive the ACP discounts.

## WHAT DOES THIS MEAN FOR YOU?

Be prepared for your internet bill to increase. You have the following options to soften the impact:

- Take no action and keep your existing internet service, but prepare to pay \$30 more each month.
- Call your internet service provider to ask for a cheaper plan. Some offer special "low-cost" plans for people who are eligible for the ACP.
- Remember that you have the right to change or cancel your ACP-discounted internet service plan with no penalty.
- Enroll in the federal Lifeline program if you are not already participating.

## HOW MUCH LONGER WILL MY ACP BENEFIT LAST?

Your ACP discount will continue through April. Starting in May, you will see a bill increase.

## WHO WILL CONTACT ME?

Your provider will send three notifications: the first should have arrived by Jan. 25, 2024; the second follows the FCC's announcement of the final ACP month by 14 days, and the third coincides with the last billing cycle applying the full ACP benefit before the program ends.

The notifications will tell you:

- How your bill will change without the ACP discount.
- The date of the last bill that will include the ACP discount.
- How you may change plans, transfer to a different provider or cancel your service without penalty when the ACP ends.

## FOR ASSISTANCE AND MORE INFORMATION:

To file a complaint, call:  
888-CALL-FCC (888-225-5322)

Feel free to contact the Dallas County Connects Hotline at 469-946-9491 for any questions or concerns related to the ACP Wind-Down.



# Frequently Asked Questions

## **What are the consumer protection requirements for Internet Service Providers (ISPs) participating in the Affordable Connectivity Program (ACP) during its wind-down phase?**

ISPs must adhere to consumer protection requirements even during the wind-down phase of the ACP. This includes refraining from engaging in unjust and unreasonable acts or practices that would undermine the purpose, intent or integrity of the ACP. These requirements aim to protect consumers from financial harm and ensure that eligible households do not face additional financial burdens.

## **Will the consumer protection requirements remain applicable after subscribers cease receiving the ACP benefit?**

Yes, some consumer protection requirements will continue to apply even after subscribers stop receiving the ACP benefit. This is to ensure that eligible households are not subjected to additional financial burdens and that ISPs fulfill their obligations to consumers.

## **Can ISPs mitigate financial burdens on consumers after the end of the ACP?**

Yes, ISPs can help mitigate additional financial burdens on consumers after the end of the ACP by offering low-cost internet service plans specifically designed for low-income consumers or by transitioning consumers to existing low-cost plans. This aims to support households in maintaining affordable internet access.

## **What happens if an eligible household fails to pay the charges for ACP- supported service?**

Under ACP rules, participating ISPs cannot terminate an eligible household's ACP-supported service due to non-payment until 90 days have passed since the bill payment due date. ISPs are permitted to switch the household to a lower-cost plan if they enter a delinquent status after the due date, with advance notice to the household.

## **Are early termination fees applicable to eligible households who terminate service plans subject to extended service contracts after the ACP ends?**

No, ISPs cannot charge early termination fees to eligible households who terminate service plans subject to extended service contracts even after the ACP ends. This protects households from financial penalties for terminating service contracts early, even if they no longer receive the ACP benefit.

## **How are ISPs prohibited from engaging in unjust and unreasonable acts or practices related to the ACP?**

ISPs are prohibited from engaging in any acts or practices that would undermine the purpose, intent or integrity of the ACP, even after households stop receiving the ACP benefit. This includes false or misleading advertising of the ACP or holding themselves out as ACP participating providers when they are not. Violations can be reported to the FCC.

## **How can consumers file a complaint regarding provider compliance with ACP rules and wind-down requirements?**

Consumers with concerns about provider compliance with ACP rules and wind-down requirements can file a complaint with the Commission by visiting [ConsumerComplaints.fcc.gov](https://ConsumerComplaints.fcc.gov). Households with questions may contact the ACP Support Center at 877-384-2575 or [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov). Consumers who are Deaf or Hard of Hearing may use the ASL Hotline at 844-432-2275.



# Su factura de internet podría aumentar \$30 en el mes de mayo.

El Congreso podría poner fin pronto al Programa de Conectividad Asequible (ACP, por sus siglas en inglés).



## LO QUE NECESITA SABER:

- Las solicitudes e inscripciones al ACP ya no se procesarán a partir del 8 de febrero de 2024.
- Los hogares que hayan solicitado, hayan sido aprobados y estén recibiendo el descuento mensual de internet antes del 8 de febrero de 2024 seguirán recibiendo su beneficio del ACP hasta que se agoten los fondos del ACP, siempre y cuando el hogar permanezca inscrito en el programa.
- Luego de que se agoten los fondos del ACP (proyectado para abril de 2024), los hogares que participan en el ACP ya no recibirán los descuentos del ACP.

## ¿QUÉ SIGNIFICA ESTO PARA USTED?

Prepárese para que su factura de Internet aumente.

Tiene las siguientes opciones para aminorar el impacto:

- No realice ninguna acción y mantenga su servicio de internet actual, pero prepárese para pagar \$30 más cada mes.
- Llame a su proveedor de servicios de internet para solicitar un plan más económico. Algunos ofrecen planes especiales de “bajo costo” para personas que cumplen con los requisitos para el ACP.
- Recuerde que tiene derecho a cambiar o cancelar su plan de servicio de internet con descuento del ACP sin penalización alguna.
- Inscríbase en el programa federal Lifeline si aún no participa en él.

## ¿CUÁNTO MÁS DURARÁ MI BENEFICIO ACP?

Su descuento del ACP continuará hasta abril. A partir de mayo, verá un aumento en la factura.

## ¿QUIÉN ME CONTACTARÁ?

Su proveedor le enviará tres notificaciones; la primera debería haberse recibido antes del 25 de enero de 2024, la segunda llegará 14 días luego de que la FCC anuncie el último mes del ACP y la tercera coincidirá con el último ciclo de facturación en el que se aplique el beneficio completo del ACP antes de que finalice el programa.

Las notificaciones le indicarán:

- Cómo cambiará su factura sin el descuento del ACP.
- La fecha de la última factura que incluirá el descuento del ACP.
- Cómo puede cambiar de plan, cambiarse a otro proveedor o cancelar su servicio sin penalización alguna cuando finalice el ACP.

## PARA OBTENER ASISTENCIA Y MÁS INFORMACIÓN:

Para presentar una denuncia, llame al: 888-CALL-FCC (888-225-5322)

No dude en comunicarse con la Línea Directa de Dallas County Connects al 469-946-9491 si tiene alguna pregunta o inquietud relacionada con la Finalización del ACP.



## ¿Cuáles son los requisitos de protección al consumidor para los proveedores de servicio de internet (ISP, por sus siglas en inglés) que participan en el Programa de Conectividad Asequible (ACP, por sus siglas en inglés) durante su fase de finalización?

Los ISP deben cumplir con los requisitos de protección al consumidor incluso durante la fase de finalización del ACP. Esto incluye, abstenerse de participar en actos o prácticas injustas e irrazonables que socaven el propósito, la intención o la integridad del ACP. Estos requisitos tienen como objetivo proteger a los consumidores de daños financieros y garantizar que los hogares que cumplen con los requisitos no enfrenten cargas financieras adicionales.

## ¿Seguirán aplicando los requisitos de protección al consumidor después de que los suscriptores dejen de recibir el beneficio del ACP?

Sí, algunos requisitos de protección al consumidor continuarán aplicándose incluso después de que los suscriptores dejen de recibir el beneficio del ACP. Esto es para garantizar que los hogares que cumplen con los requisitos no estén sujetos a cargas financieras adicionales y que los ISP cumplan con sus obligaciones con los consumidores.

## ¿Pueden los ISP mitigar las cargas financieras de los consumidores después del fin del ACP?

Sí, los ISP pueden ayudar a mitigar las cargas financieras adicionales de los consumidores después del final del ACP ofreciendo planes de servicio de internet de bajo costo diseñados específicamente para consumidores de bajos ingresos o cambiar a los consumidores a planes de bajo costo existentes. Su objetivo es ayudar a los hogares a mantener un acceso asequible a internet.

## ¿Qué sucede si un hogar que cumple con los requisitos no paga los cargos por el servicio respaldado por el ACP?

Según las reglas del ACP, los ISP participantes no pueden cancelar el servicio respaldado por el ACP de un hogar que cumple con los requisitos debido a la falta de pago hasta que hayan pasado 90 días desde la fecha de vencimiento del pago de la factura. A los ISP se les permite cambiar al hogar a un plan de menor costo si entran en un estado de morosidad después de la fecha de vencimiento, con previo aviso al hogar.

## ¿Se aplican cargos por cancelación anticipada a los hogares que cumplen con los requisitos que cancelan los planes de servicio sujetos a contratos de servicio extendido después de que finalice el ACP?

No, los ISP no pueden cobrar cargos por cancelación anticipada a los hogares que cumplen con los requisitos que cancelen planes de servicio sujetos a contratos de servicio extendido, incluso después de que finalice el ACP. Esto protege a los hogares de sanciones financieras por rescindir anticipadamente los contratos de servicio, incluso si ya no reciben el beneficio del ACP.

## ¿Cómo se prohíbe a los proveedores de servicio de internet participar en actos o prácticas injustas e irrazonables relacionados con el ACP?

Los ISP tienen prohibido participar en cualquier acto o práctica que socave el propósito, la intención o la integridad del ACP, incluso después de que los hogares dejen de recibir el beneficio del ACP. Esto incluye publicidad falsa o engañosa del ACP o presentarse como proveedores participantes del ACP cuando no lo son. Las violaciones pueden ser reportadas a la FCC.

## ¿Cómo pueden los consumidores presentar una queja sobre el cumplimiento del proveedor con las reglas del ACP y los requisitos de la finalización?

Los consumidores que tengan inquietudes sobre el cumplimiento de los proveedores con las reglas del ACP y los requisitos de finalización pueden presentar una queja ante la Comisión visitando [ConsumerComplaints.fcc.gov](https://www.consumercomplaints.fcc.gov). Los hogares que tengan preguntas pueden comunicarse con el Centro de Apoyo del ACP al (877) 384-2575 o enviando un correo electrónico a [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov). Los consumidores con discapacidad auditiva o con problemas de audición pueden usar la línea directa de ASL al (844) 432-2275.

# Memorandum



CITY OF DALLAS

DATE March 8, 2024

TO Honorable Mayor and Members of Council

SUBJECT **2024 Community Survey (Residential)**

Budget & Management Services (BMS) is partnering with ETC Institute (ETC) for the Community Survey, which will launch March 2024. The purpose of the Community Survey is to assess resident perceptions of Dallas and understand community priorities regarding City services. On October 23, 2023, Government Performance and Financial Management (GPFM) Committee was invited to provide feedback regarding the survey design (survey questions) by December 30, 2023. City Council authorized a two-year service contract, for resident and business surveys with ETC Institute (Resolution 23-2725) on November 8, 2023.

The survey and its administration are standardized to ensure high-quality survey methods and results that are statistically significant. ETC selects participating households at random, and the household member who responds is selected without bias. Mailings and follow-up phone calls give each randomly selected household more than one chance to complete the survey. Materials are mailed in English, and assistance is available for Spanish speakers to complete the survey. All survey responses remain anonymous. Although the selected sample is reflective of the demographics of the City, certain groups (by age, race, or gender) may be over or under-represented in the final results, depending on who chooses to respond. However, ETC will ensure at least 150 responses are collected from each City Council district.

The survey is customized for Dallas and developed in close cooperation with City staff to ensure comparability with previous Community Surveys (conducted in 2005, 2006, 2007, 2009, 2011, 2013, 2014, 2016, 2018, 2023) and allow for trend analysis. ETC has also partnered with 24 of the 34 cities in the U.S. with populations greater than 500,000 and provides comparisons with those jurisdictions.

DATE March 8, 2024  
SUBJECT **2024 Community Survey**  
PAGE **2 of 2**

ETC will administer the survey and we plan to brief City Council on the results in June. We have attached digital materials for you to share with your constituents prior to the survey launch to encourage them to complete the survey if they are selected.

Please contact me or Janette Weedon, Director of Budget & Management Services, if you have questions.



Jack Ireland  
Chief Financial Officer

[Attachment]

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager

Jon Fortune, Deputy City Manager  
Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors



# Community SURVEY

March - May

**You're our most important customer!**

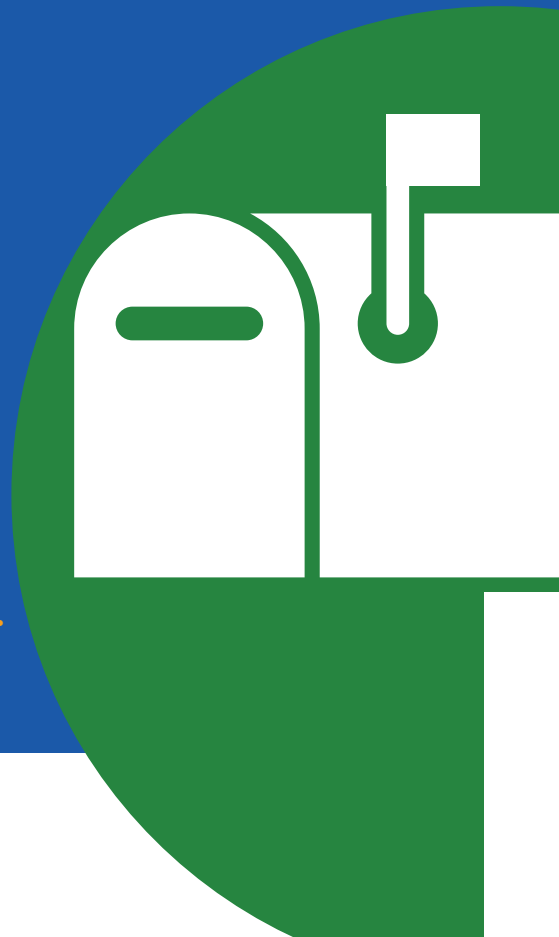
Let us know how we're doing!

Check the mail to see if you were randomly selected to participate in the **City of Dallas 2024 Community Survey**.

**Need More Info? Just Ask!**



[DallasMeasures@dallas.gov](mailto:DallasMeasures@dallas.gov)





# Encuesta comunitaria

**Marzo a mayo**

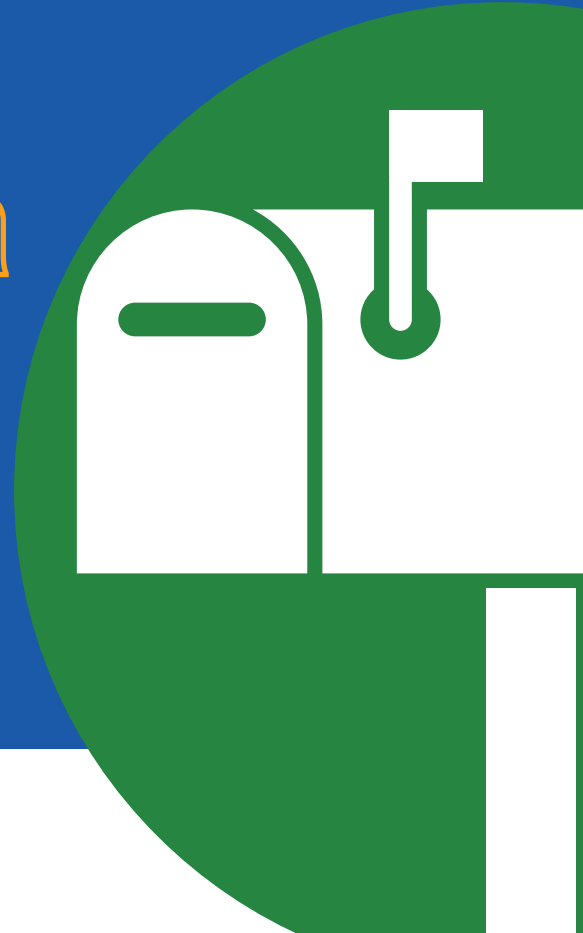
**¡Usted es nuestro cliente más importante!**

¡Háganos saber qué piensa de nuestros servicios!

Revise su correo para ver si fue elegido al azar para participar en la Encuesta Comunitaria de la Ciudad de Dallas de 2024.

**¿Necesita más información? ¡No dude en preguntar!**

 [DallasMeasures@dallas.gov](mailto:DallasMeasures@dallas.gov)



# Memorandum



CITY OF DALLAS

DATE March 8, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **City Council Listening Sessions in Advance of FY 2024-25 Budget Development - Revised Schedule**

On Friday, March 1, 2024 Budget & Management Services distributed the schedule for the upcoming City Council Listening Sessions that are scheduled for March 25 through March 28.

Council District 3 requested to add two listening sessions:

- Monday, March 25, 2024 meeting to be held in person at Thurgood Marshall Recreation Center
- Thursday, March 28, 2024 meeting virtually, details at [bit.ly/dallasbudgettownhall](https://bit.ly/dallasbudgettownhall)

For more information on budget town hall meetings, including the full schedule, please visit the [Financial Transparency website](#).

If you have any questions, please contact me or Janette Weedon, Director of Budget and Management Services.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland  
Chief Financial Officer

[Attachment]

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
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Dr. Robert Perez, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors

**WE WANT YOUR INPUT ON THE CITY'S BUDGET!**

Join us at a budget town hall meeting.

We invite all Dallas residents to weigh in on how the City's tax dollars are spent for **Fiscal Year 2024-25**.

Residents can voice their opinion **virtually or in person**.



**March Town Hall Meetings Schedule**

DAY / DATE / TIME	HOSTED BY	MEETING TYPE	PARTICIPATION INFO
<b>Monday, March 25</b>			
6:00 p.m.	Council Member Jesse Moreno District 2	Virtual *	Find details on how to join by scanning QR code or visiting <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>
6:00 p.m.	Council Member Adam Bazaldua District 7	In Person	Skyline Branch Library 6006 Everglade Road
6:00 p.m.	Mayor Pro Tem Tennell Atkins District 8	In Person *	Kleberg Rylie Recreation Center 1515 Edd Road
6:30 p.m.	Council Member Zarin Gracey District 3	In Person	Thurgood Marshall Recreation Center 5150 Mark Trail Way
6:30 p.m.	Council Member Jaime Resendez District 5	In Person	Dallas College Pleasant Grove Center 802 South Buckner Boulevard
6:30 p.m.	Council Member Gay Donnell Willis District 13	In Person	Walnut Hill Recreation Center 10011 Midway Road
<b>Tuesday, March 26</b>			
5:30 p.m.	Council Member Chad West District 1	In Person *	Martin Weiss Recreation Center 1111 Martindell Avenue
5:30 p.m.	Council Member Jesse Moreno District 2	In Person *	KB Polk Recreation Center 6801 Roper Street
6:00 p.m.	Deputy Mayor Pro Tem Carolyn King Arnold District 4	Virtual	Find details on how to join by scanning QR code or visiting <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>
6:00 p.m.	Mayor Pro Tem Tennell Atkins District 8	In Person *	Singing Hills Recreation Center 6805 Patrol Way
6:00 p.m.	Council Member Paula Blackmon District 9	In Person	Ridgewood Recreation Center 6818 Fisher Road
6:00 p.m.	Council Member Jaynie Schultz District 11	In Person	Prism Center 5580 Peterson Lane Suite 160
6:00 p.m.	Council Member Paul E. Ridley District 14	Virtual	Find details on how to join by scanning QR code or visiting <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>
<b>Thursday, March 28</b>			
6:00 p.m.	Council Member Jesse Moreno District 2	In Person *	Harry Stone Recreation Center 2403 Millmar Drive
6:00 p.m.	Mayor Pro Tem Tennell Atkins District 8	In Person *	Polk Wisdom Library 7151 Library Lane
6:30 p.m.	Council Member Zarin Gracey District 3	Virtual *	Find details on how to join by scanning QR code or visiting <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>
7:00 p.m.	Council Member Cara Mendelsohn District 12	Virtual	Find details on how to join by scanning QR code or visiting <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>

\* Bilingual



**¡QUEREMOS CONOCER SU OPINIÓN SOBRE EL PRESUPUESTO DE LA CIUDAD!**

Acompáñenos en una de las próximas reuniones.  
 Invitamos a todos los residentes de Dallas a dar su  
 opinión sobre cómo se invertirá el dinero recaudado por impuestos en el año **fiscal 2024-25**.  
 Los residentes pueden participar de forma **virtual o en persona**.



**Calendario de Reuniones sobre el Presupuesto**

FECHA/HORA	ORGANIZADO POR	TIPO DE REUNIÓN	LUGAR
<b>Lunes, 25 de marzo</b>			
6:00 p.m.	Concejal Jesse Moreno Distrito 2	Virtual *	Para información sobre cómo participar escanee el código QR o visite <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>
6:00 p.m.	Concejal Adam Bazaldua Distrito 7	En persona ^	Skyline Branch Library 6006 Everglade Road
6:00 p.m.	Alcaldesa pro tem Tennell Atkins Distrito 8	En persona *	Kleberg Rylie Recreation Center 1515 Edd Road
6:30 p.m.	Concejal Zarin Gracey Distrito 3	En persona ^	Thurgood Marshall Recreation Center 5150 Mark Trail Way
6:30 p.m.	Concejal Jaime Resendez Distrito 5	En persona ^	Dallas College Pleasant Grove Center 802 Buckner Boulevard
6:30 p.m.	Concejal Gay Donnell Willis Distrito 13	En persona ^	Walnut Hill Recreation Center 10011 Midway Road
<b>Martes, 26 de marzo</b>			
5:30 p.m.	Concejal Chad West Distrito 1	En persona *	Martin Weiss Recreation Center 1111 Martindell Avenue
5:30 p.m.	Concejal Jesse Moreno Distrito 2	En persona *	KB Polk Recreation Center 6801 Roper Street
6:00 p.m.	Alcalde adjunto pro tem Carolyn King Arnold Distrito 4	Virtual ^	Para información sobre cómo participar escanee el código QR o visite <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>
6:00 p.m.	Alcaldesa pro tem Tennell Atkins Distrito 8	En persona *	Singing Hills Recreation Center 6805 Patrol Way
6:00 p.m.	Concejal Paula Blackmon Distrito 9	En persona ^	Ridgewood Recreation Center 6818 Fisher Road
6:00 p.m.	Concejal Jaynie Schultz Distrito 11	En persona ^	Prism Center 5580 Peterson Lane Suite 160
6:00 p.m.	Concejal Paul E. Ridley Distrito 14	Virtual ^	Para información sobre cómo participar escanee el código QR o visite <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>
<b>Jueves, 28 de marzo</b>			
6:00 p.m.	Concejal Jesse Moreno Distrito 2	En persona *	Harry Stone Recreation Center 2403 Millmar Drive
6:00 p.m.	Alcaldesa pro tem Tennell Atkins Distrito 8	En persona *	Polk Wisdom Library 7151 Library Lane
6:30 p.m.	Concejal Zarin Gracey Distrito 3	Virtual ^	Para información sobre cómo participar escanee el código QR o visite <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>
7:00 p.m.	Concejal Cara Mendelsohn Distrito 12	Virtual ^	Para información sobre cómo participar escanee el código QR o visite <a href="https://bit.ly/dallasbudgettownhall">bit.ly/dallasbudgettownhall</a>

\* Bilingüe

^ Solo en inglés

# Memorandum



CITY OF DALLAS

DATE March 8, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Online Reporting System (DORS) Expansion to address Minor-Hit and Run Collisions**

The purpose of this memorandum is to inform the City Council of some additional changes the Dallas Police Department (DPD) will make to enhance their service to residents.

As part of the DPD's continued efforts to improve operational efficiency and increase patrol officer availability for higher-priority calls, minor hit-and-run collisions with no injuries have been identified as incidents that will be added to the Dallas Online Reporting System (DORS). Adding this incident type to the online reporting process will allow DPD to reallocate up to 15,000 patrol hours per year to higher-priority calls.

This information was provided to the Public Safety Committee on March 5, 2024, and these new changes went into effect on March 6, 2024.

Should you have questions, or need additional information, please contact 911 Communications Administrator Robert Uribe at [robert.uribe@dallaspolice.gov](mailto:robert.uribe@dallaspolice.gov).

A handwritten signature in blue ink that reads "Jon Fortune".

Jon Fortune  
Deputy City Manager  
**[Attachment]**

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Deputy City Manager

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M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors



**City of Dallas**

# **Overview of the Dallas Online Report System (DORS) Expansion to Address Minor-Hit and-Run Collisions**

**Public Safety Committee  
March 5, 2024**

Administrator Robert Uribe  
Dallas Police Department  
City of Dallas

# Overview



- Purpose
- Online Eligible Hit and Runs
- Agencies Offering Online Hit and Run Reporting
- Efficiencies Gained
- Online and Phone Reporting Update
- Next Steps



# Purpose



- Provide the Public Safety Committee and the residents of Dallas information on the expansion of the Dallas Online Reporting System (DORS), in line with the 2020 KPMG study recommendations, to include minor hit-and-run collisions beginning March 2024.



# Online Eligible Hit and Runs



- No injuries
- A wrecker is not needed
- Occurred within the city limits of Dallas
- Involving damage to an occupied vehicle
- Involving an unattended vehicle
- Involving striking a structure, fixture, or highway landscaping



# Agencies Currently Offering Online Reports for Hit-and-Runs



- Austin Police Department
- Fort Worth Police Department
- Richardson Police Department
- Plano Police Department
- Los Angeles Police Department
- Oakland Police Department
- Various departments around Texas and the nation



# Efficiencies Gained



- Citizens will be able to begin the report immediately rather than wait for an officer to arrive.
- Same investigative process.
- Patrol officers may be able to reallocate up to 15,000 hours towards higher priority calls.





# Online/Phone/Virtual Reporting Effort Update



- Since the required online/reporting/virtual initiative began in July 2023, 46,553 patrol hours have been reallocated to higher-priority calls.

July 2023 - February 2024	Reports Written	Increase From Previous Year
Phone Reports	13,260	16.89%
Online Reports	15,469	67.23%

Virtual Report Eligible Auto Theft Reports	Number of Incidents Diverted
December 18, 2023 - February 2024	2,306



# Next Steps



- Community Awareness
  - Continued social media releases
  - Neighborhood Police Officers (NPO) outreach
  - Press release
- 911 staff training underway
- Launch the initiative March 5, 2024





**City of Dallas**

# **Overview of the Dallas Online Report System (DORS) Expansion to Address Minor-Hit and-Run Collisions**

**Public Safety Committee  
March 4, 2024**

Administrator Robert Uribe  
Dallas Police Department  
City of Dallas

# Memorandum



CITY OF DALLAS

DATE March 8, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Public Safety Dashboards – February 2024**

Due to the timing of March's Public Safety Committee meeting date and the closing of February data was not available to complete the dashboards in time for posting. Attached you will find a copy of the February Public Safety Dashboards for your awareness and review.

Should you have any questions or concerns please contact me at (214) 670-5299.

A handwritten signature in blue ink that reads "Jon Fortune".

Jon Fortune  
Deputy City Manager  
**[Attachment]**

c: T.C. Broadnax, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billierae Johnson, City Secretary  
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Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors

# Dallas Police Department Dashboard February 2024

### FY23-24 BUDGET

#### February Top 10 OT Activity Codes (By Hrs.)\*

#### Sworn Overtime

#### Total Budget

### CRIME REPORTING\*\*\*\*\*

#### Total Arrests

#### Year to Date Crime (NIBRS) January 1, 2024 - February 29, 2024

Offense	2024	2023	Count Diff	% Change	Clearance Rate
Assault Offenses	3,780	4,167	-387	-9.3%	61.8%
Agg Assault FV	234	275	-41	-14.9%	-
Simple Assault FV	1,566	1,640	-74	-4.5%	-
Homicide Offenses	36	47	-11	-23.4%	54.3%
Murder & Nonnegligent Manslaughter	35	39	-4	-10.3%	-
Human Trafficking	7	7	0	0.0%	57.1%
Kidnapping / Abduction	21	29	-8	-27.6%	105.3%
Sex Offenses	81	142	-61	-43.0%	56.8%
<b>Sub-Total</b>	<b>3,925</b>	<b>4,392</b>	<b>-467</b>	<b>-10.6%</b>	<b>61.8%</b>
Arson	19	22	-3	-13.6%	10.5%
Bribery	-	1	-1	-100.0%	-
Burglary / Breaking & Entering	965	1,003	-38	-3.8%	8.2%
Counterfeiting / Forgery	31	48	-17	-35.4%	12.9%
Destruction / Vandalism	1,354	1,525	-171	-11.2%	8.9%
Embezzlement	17	51	-34	-66.7%	17.7%
Extortion / Blackmail	3	-	3	-	-
Fraud	329	375	-46	-12.3%	62.3%
Larceny / Theft	3,601	4,460	-859	-19.3%	4.8%
Motor Vehicle Theft	2,627	2,245	382	17.0%	6.4%
Robbery	347	328	19	5.8%	22.2%
Stolen Property Offenses	130	143	-13	-9.1%	114.6%
<b>Sub-Total</b>	<b>9,423</b>	<b>10,201</b>	<b>-778</b>	<b>-7.6%</b>	<b>10.4%</b>
Animal Cruelty	18	16	2	12.5%	22.2%
Drug / Narcotics	1,732	1,623	109	6.7%	61.7%
Gambling	16	9	7	77.8%	12.5%
Pornography / Obscene Material	4	8	-4	-50.0%	175.0%
Prostitution Offenses	44	75	-31	-41.3%	81.8%
Weapon Law Violations	353	391	-38	-9.7%	69.1%
<b>Sub-Total</b>	<b>2,167</b>	<b>2,122</b>	<b>45</b>	<b>2.1%</b>	<b>62.9%</b>
<b>Total</b>	<b>15,515</b>	<b>16,715</b>	<b>-1,200</b>	<b>-7.2%</b>	<b>30.0%</b>

### SWORN STAFFING AND HIRING FISCAL YEAR\*\*\*\*

Function	FY 23-24 YTD	FY 22-23 YTD	FY 21-22
CBD	88	89	80
Central	167	168	180
NE	272	274	311
SE	254	256	279
SW	238	241	265
NW	229	228	236
NC	189	193	214
SC	247	238	264
Nuisance Abatement	7	9	10
Community Affairs (NPO)	109	102	92
Right Care	22	23	18
<b>Patrol Total</b>	<b>1,822</b>	<b>1,818</b>	<b>1,948</b>
<b>Support</b>	<b>126</b>	<b>119</b>	<b>118</b>
<b>Administrative</b>	<b>184</b>	<b>182</b>	<b>136</b>
<b>Investigations</b>	<b>498</b>	<b>500</b>	<b>462</b>
<b>Tactical and Special Ops</b>	<b>272</b>	<b>275</b>	<b>256</b>
<b>Trainees</b>	<b>135</b>	<b>164</b>	<b>164</b>
<b>Total</b>	<b>3,037</b>	<b>3,058</b>	<b>3,084</b>

### PATROL PERFORMANCE CALENDAR YEAR TO DATE

Division	Crime Change by Division			Response time	
	Person	Property	MTD Total	YTD Total	Priority 1
Central	1.13%	-1.23%	-2.06%	-0.64%	6.94
NE	-14.94%	-1.02%	-9.42%	-5.38%	9.59
SE	-11.68%	-4.98%	0.48%	-3.45%	10.88
SW	-19.51%	2.55%	-13.16%	-6.24%	11.11
NW	-3.87%	-16.51%	-18.90%	-12.80%	8.28
NC	-0.74%	-22.07%	-24.13%	-16.97%	9.59
SC	-15.10%	-14.23%	-7.66%	-7.55%	10.99
Nuisance Abatement	-	-	-	-	-
Community Affairs (NPO)	-	-	-	-	-
Right Care	-	-	-	-	-
<b>Patrol Total</b>	<b>1,822</b>	<b>1,818</b>	<b>1,948</b>		
<b>Support</b>	<b>126</b>	<b>119</b>	<b>118</b>		
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<b>Total</b>	<b>3,037</b>	<b>3,058</b>	<b>3,084</b>		

### INTERNAL AFFAIRS\*\*\*\*\*

Complaint Type	2024 YTD	2023 YTD	% Change
Investigations Completed	53	36	47.2%
Use of Force Complaints Received	7	18	-61.1%
Investigations Over 200 Days *****			
Active Investigations	43	Awaiting Chief of Police Hearing	6
Investigation suspended	9	Awaiting Bureau Chief Hearing	6
Awaiting Corrective Action	18	Total	82

### COMMUNICATIONS

911 Call Center Information			
911 Calls MTD	Feb Avg Answer	Feb Service Level	
135,117	4 Seconds	92.23%	
<b>911 Operator Staffing</b>			
Trainee	Operator	Actual	Authorized
7	96	103	130

### FY 23-24 Hiring and Attrition

### FY23-24 Hiring Goal : 250

### Top 911 Calls

Type	Calls YTD	February-2024	February-2023
Major Disturbance *****	15,519	7,797	8,128
Other Incidents *****	7,974	4,091	3,910
Other Escalated *****	9,252	4,626	4,645
Suspicious Person	3,860	2,014	1,960
Minor Accident	3,556	1,819	1,826
Business Alarm	3,069	1,321	1,287
Major Accident	3,008	1,583	1,460
Loud Music	2,591	1,459	1,414
Burg Motor Veh	211	101	287
Crisis Intervention	1,971	1,045	1,038
911 Hang-up	616	308	461

### February Reports

Expeditor Reports		DORS Reports			
2,142		821			
<b>Dispatched Calls and Response Time</b>					
Date	Priority 1 Response Time	Priority 2 Response Time	Priority 3 Response Time	Priority 4 Response Time	Dispatched 911 Calls
Feb-24	9.20	61.68	191.47	224.39	10,669
<b>YTD 2024</b>	<b>9.75</b>	<b>68.10</b>	<b>195.11</b>	<b>218.20</b>	<b>76,595</b>
Feb-23	10.13	86.93	575.28	581.11	10,794
<b>YTD 2023</b>	<b>9.78</b>	<b>80.52</b>	<b>500.57</b>	<b>528.52</b>	<b>84,335</b>

## Notes:

\*DPD recently refined its >180 OT activity codes. New overtime activity codes further improve internal management opportunities as well as improve clarity/transparency to City Council. Results of these changes are now reflected in this report. Reimbursement hours are taken out.

\*\*YE estimate based on FY23's YTD expenditure trends.

\*\*\* Reimbursement and Revenue for DPD

\*\*\*\*Staffing shown is end of fiscal year actuals, Right Care officers and NPO tracked separately starting FY 20-21.

Support: Youth Outreach, Communications, Staff Review, Academy, Auto Pound, Detention Services, Crime Analysis, Property Recovery.

\*\*\*\*\*Other Incident Calls - used when a call is received but does not fit into any other category of signals. Ex. harassing phone calls, criminal trespass, death notifications

\*\*\*\*\*Other Escalated Calls - used when a call is received but does not fit into any other category of signals and is a priority in nature. Ex. person walking on the shoulder of freeway, suspicious activity that could lead to an offense.

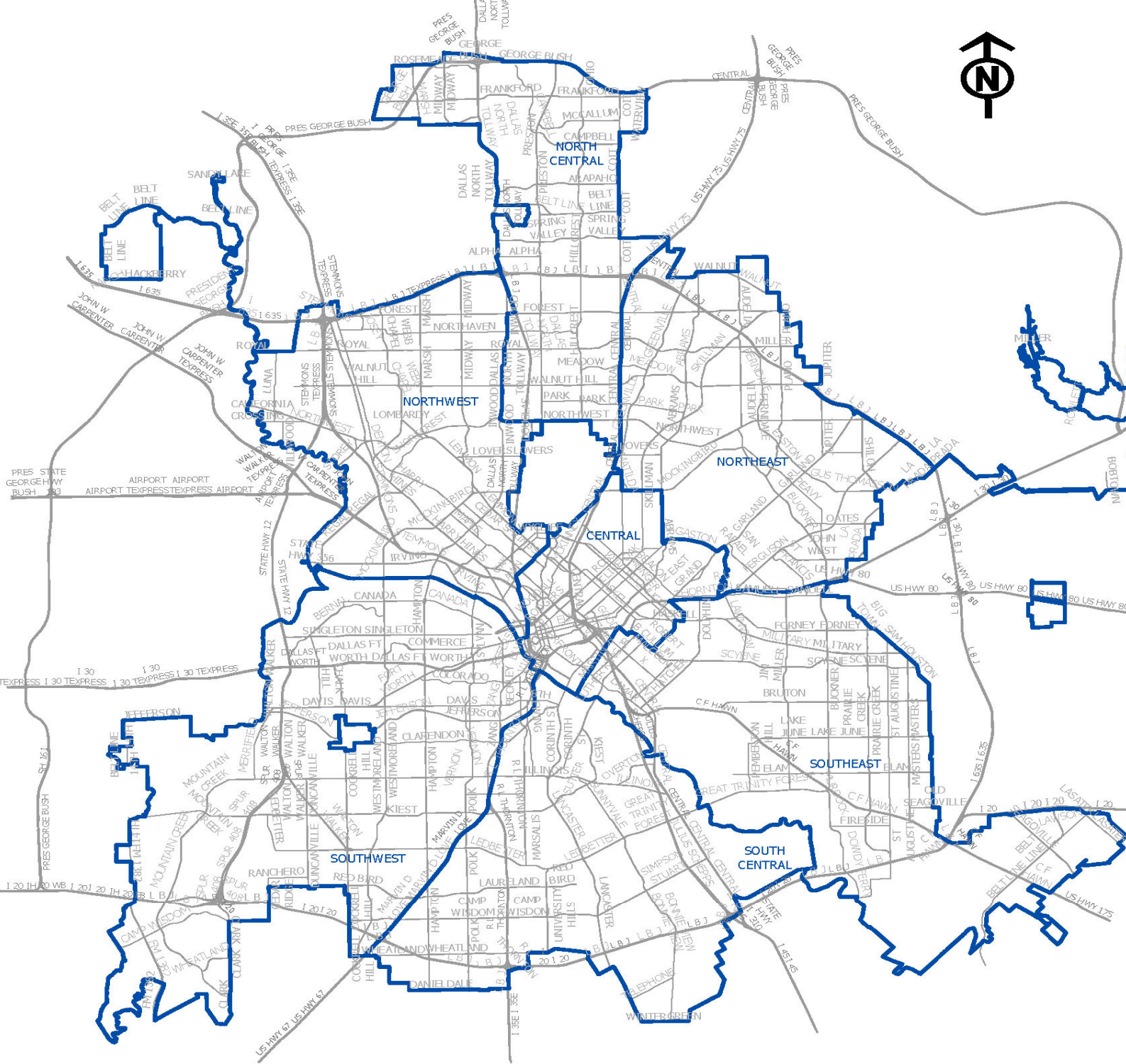
\*\*\*\*\* Crime reporting now includes NIBRS data. Data is preliminary.

\*\*\*\*\* Investigations suspended : Awaiting criminal investigation. Awaiting Corrective Action: Cases not involving

Racing / Speeding Hotspots

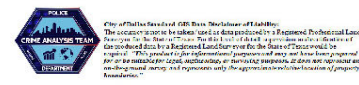
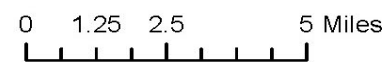
Racing / Speeding Operational Activity

# Takeover Locations

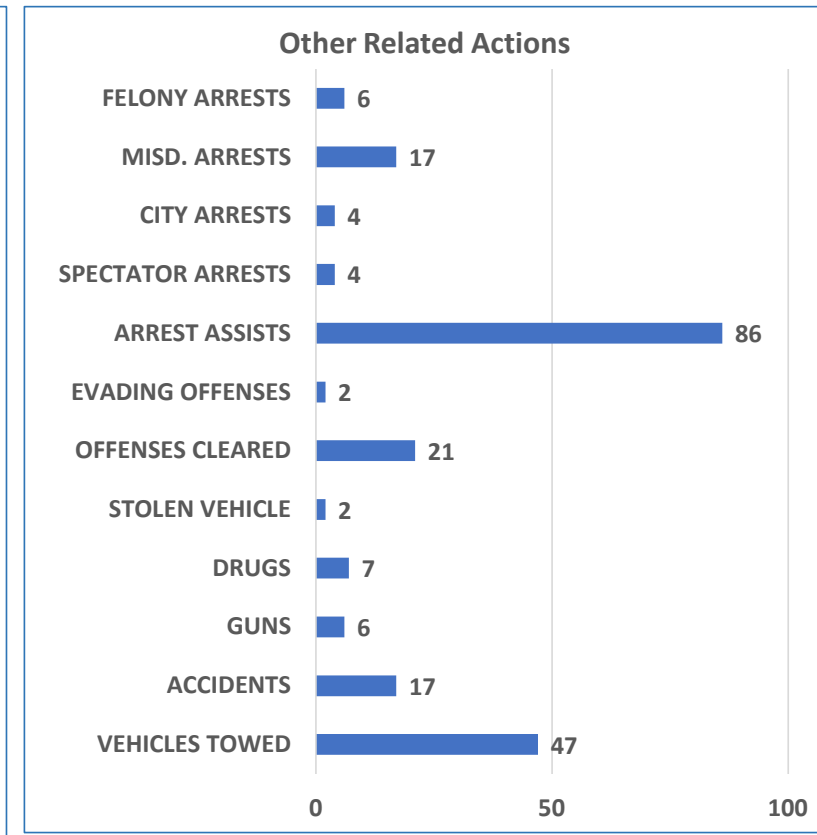
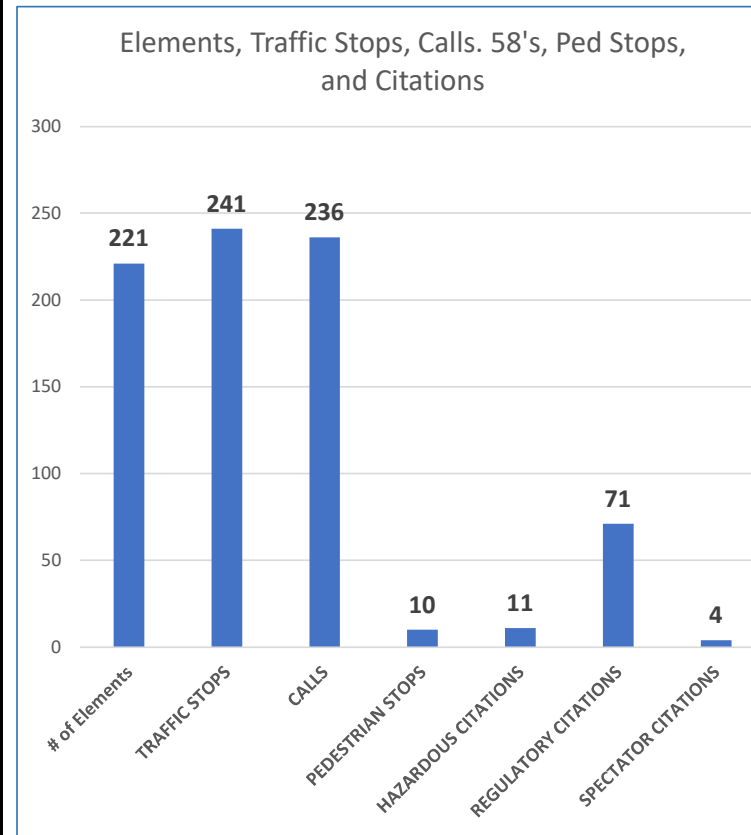


No data for January or February 2024

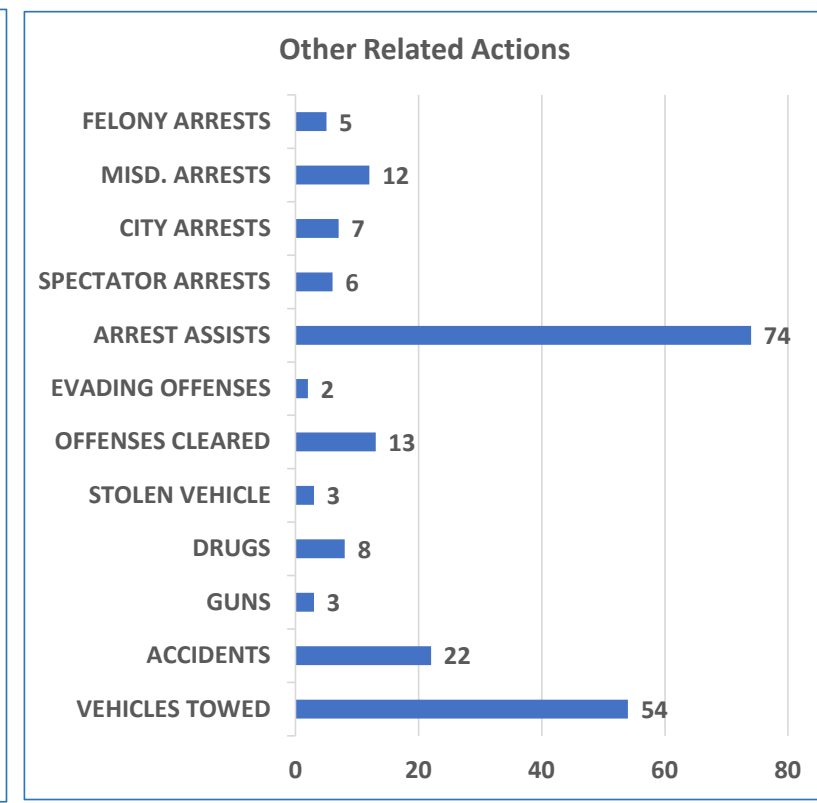
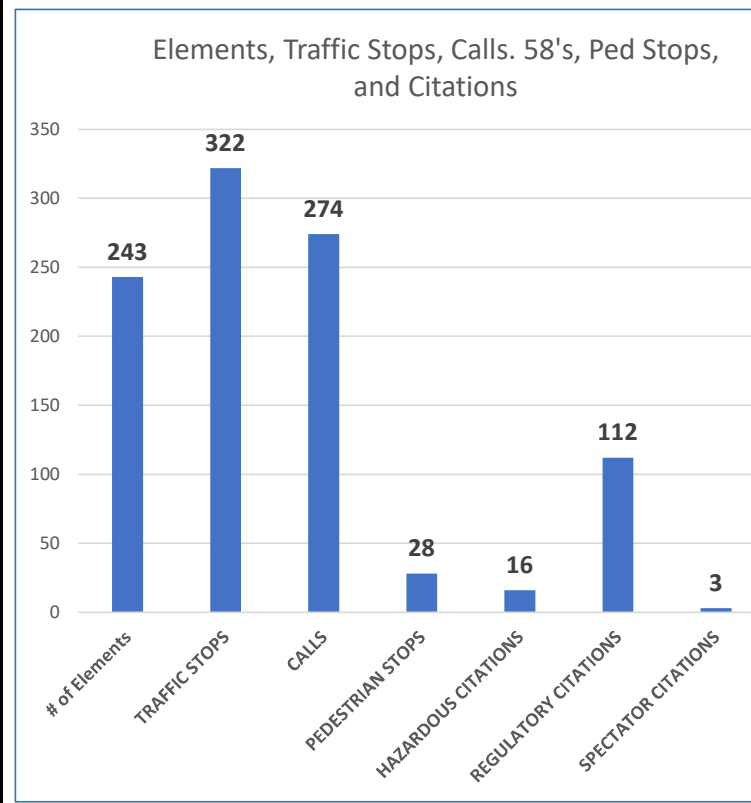
Date/Time: 3/1/2024 2:08 PM



Jan-24



Feb-24



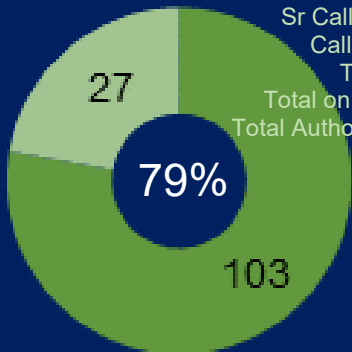
Notes:

Hazardous Citations: Citations involving safety violations such as red light / stop sign violations.

Regulatory Citations: Citations of an administrative violation such as registration, insurance, driver's license.

# 9-1-1 Communications Dashboard (February) 2024

## 911 Staffing



Sr Call Takers – 4  
 Call Takers -92  
 Trainees – 7  
 Total on Staff – 103  
 Total Authorized – 130

79%

103

	Service Level Comparison		
Month	FY'24	FY'23	FY'22
October	94.70%	98.40%	88.83%
November	95.10%	98.58%	94.57%
December	92.21%	97.84%	97.60%
January	94.39%	98.25%	98.07%
February	92.23%	98.25%	99.01%
March		97.05%	98.16%
April		94.23%	97.87%
May		75.04%	97.82%
June		91.12%	97.48%
July		93.10%	94.39%
August		95.96%	96.92%
September		92.16%	98.26%
FY' Service Level		93.62%	96.47%



February 2024  
 Service Level

92.23%



YTD Level  
 Jan 1 – Feb 29, 2024

93.34%



Average Answer Time  
 Feb 2024

:04



February 2024  
 Total 9-1-1 Calls

135,117



Call Takers in Training

7



Call Takers in Background

2

	Total Emergency Calls		
Month	FY' 24	FY' 23	FY' 22
October	153,609	152,305	169,217
November	138,000	139,556	146,055
December	145,062	153,187	155,427
January	140,401	146,772	142,329
February	135,117	137,468	126,752
March		162,022	149,460
April		162,761	154,103
May		195,513	162,569
June		183,954	154,464
July		174,320	167,423
August		159,472	156,616
September		154,748	152,545

FY' 23 Total 1,922,078 FY' 22 Total 1,836,960 = 4.63% (increase)



# DFR Executive Summary for Month Ending: February 2024



**47,274**

Total 911 DFR Incidents  
Incidentes totales de 911 DFR

**86%**

Medical Responses within 9 minutes  
Respuestas médicas en 9 minutos o menos

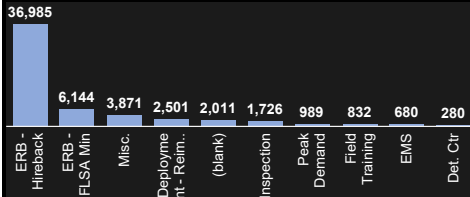
**39%**

Medical Responses within 5 minutes  
Respuestas médicas en 5 minutos o menos

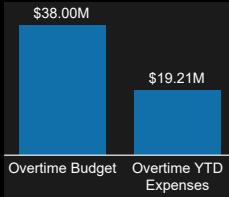
**93%**

Structure Fire Responses within 5 minutes, 20 seconds  
Respuestas a incendios estructurales en 5 minutos, 20 segundos o menos

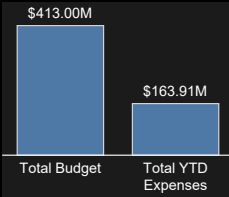
### Overtime Hours Breakdown Categorías de Horas Extras Trabajadas



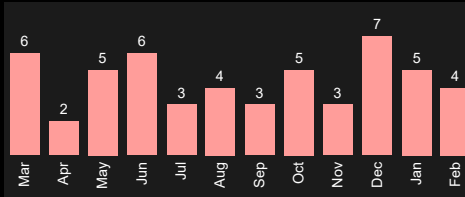
### Sworn Overtime Presupuesto de Horas Extras



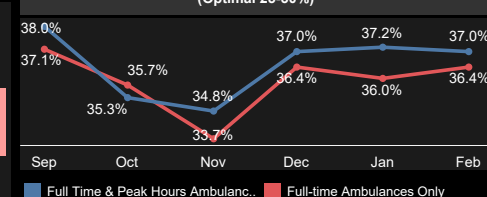
### Total Budget\* Presupuesto



### Significant Fires Incendios Significativos por Mes



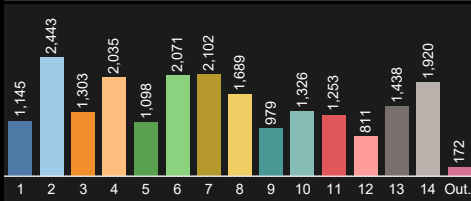
### Ambulance Unit Hour Utilization Rate Tasa de Utilización de Ambulancias (Optimal 25-30%)



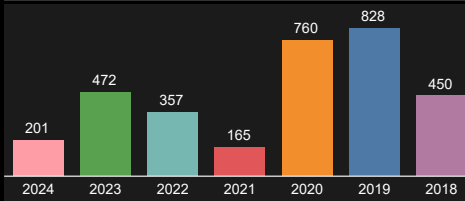
### Sworn Staffing & Hiring Categorías de Personal

	2022	2023	2024
EMS & Emergency Resp..	1,656	1,597	1,623
Dispatch Comms & GIS	61	58	64
Fire Prevention & Inspec..	84	93	112
Training & Recruitment	157	181	280
Arson Investigation EOD	21	25	24
Aircraft Rescue Fire Figh..	34	45	45
Total Staff	2,013	1,999	2,148
Number of Frontline Paramedics			882
Total Number of Active Paramedics			1,639

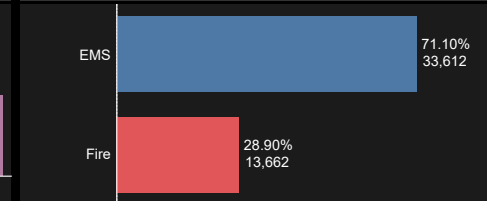
### Incident Response Data by Council District Incidentes por Distrito del Concejo Municipal



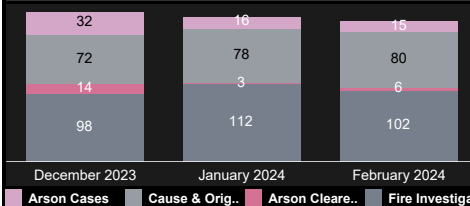
### Smoke Detector Installs Instalaciones de Alarma de Humo



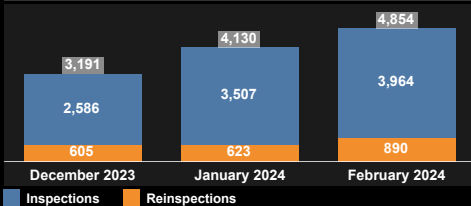
### Fire Communications & Dispatch Despachos por Categorías de Incidente



### Arson Investigation Case Breakdown Investigaciones de Incendio Provocado



### Inspections & Re-Inspections Inspecciones de Estructuras



### Academy Breakdown Información de la Academia

Class:	371	372	373	374
# of Trainees	25	26	27	28
Start Date	Oct-22	Oct-22	Mar-23	Mar-23
End Date	Mar-24	Mar-24	May-24	May-24
ERB Assigned	Aug-24	Aug-24	Oct-24	Oct-24

### Fleet Status (Spanish Placeholder)

Apparatus	Capacity	Current	Repair	Order	Reserv..
Engine	58	58	23	4	1
Rescue	47	46	26	29	2
Squad	6	6	0	0	0
Truck	23	23	12	2	2

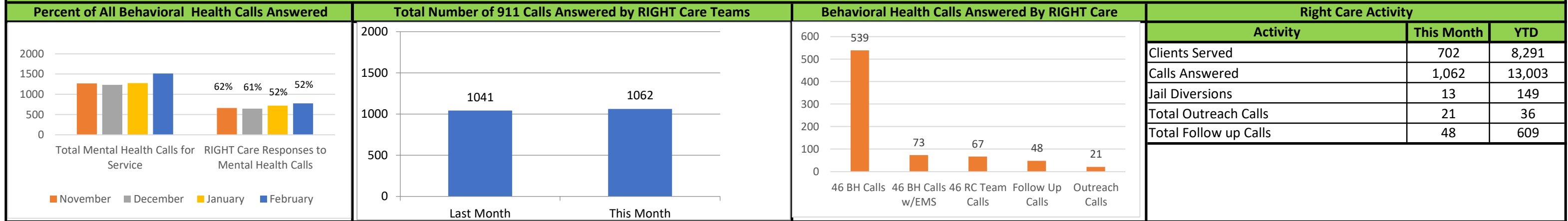
\*Orders are deliveries expected by end of CY23  
\*Squads make up apparatus deficits

\* YTD-Exp - Do Not Include Encumbrances



## Office of Integrated Public Safety Solutions - February 2024 Dashboard

### Behavioral & Mental Illness Response Metrics



Crisis Intervention Team			IPS DFR Welfare Response Unit - Crisis Coordinator Activity			Summer Enrichment Program	
Referrals/911 Calls Answered	Month	Year to Date	Activity	This Month	Year to Date	Activity	July
DPD Referrals	509	2503	Calls Answered	154	721	Sites Hosted	4
Community Referrals	45	502	Social Service Referrals	52	253	Mentoring Contacts	60
311 Service Requests	12	37	<b>H.A.R.T Team Engagements</b>			Field Trips	3
Metrocare Appointments	35	186	Activity	This Month	Year to Date	Meals Provided	1320
911 Call Response	183	1126	Persons Engaged	62	760	College Tours	2
			Social Service Referrals	12	93		

### Place Based Environmental Risk Interventions

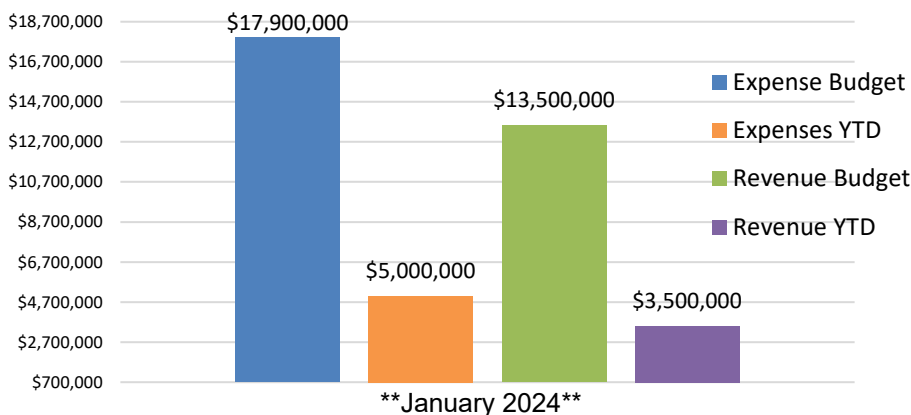
Risk Terrain Modeling Area Environmental Interventions	Street Light Conversions in High Risk Areas	Night Time Violent Crime																																																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: right;">2024</th> </tr> </thead> <tbody> <tr> <td>Interventions Provided</td> <td style="text-align: right;">905</td> </tr> <tr> <td>CPTED Recommendations</td> <td style="text-align: right;">64</td> </tr> <tr> <td>After-hours Properties Assessed</td> <td style="text-align: right;">74</td> </tr> <tr> <td>Streetlight Enhancement Requests</td> <td style="text-align: right;">9</td> </tr> <tr> <td>Violations Reported</td> <td style="text-align: right;">87</td> </tr> <tr> <td>120-Day Violation Compliance</td> <td style="text-align: right;">29</td> </tr> <tr> <td>Community Engagement</td> <td style="text-align: right;">252</td> </tr> <tr> <td>Coordination Services Provided</td> <td style="text-align: right;">419</td> </tr> </tbody> </table>	2024		Interventions Provided	905	CPTED Recommendations	64	After-hours Properties Assessed	74	Streetlight Enhancement Requests	9	Violations Reported	87	120-Day Violation Compliance	29	Community Engagement	252	Coordination Services Provided	419	<p style="text-align: center;"><b>Total Streetlights Converted as of February 2023 and February 2024</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>2023</th> <th>2024</th> <th>% Diff</th> </tr> </thead> <tbody> <tr> <td>Total LED Streetlights</td> <td>140</td> <td>154</td> <td>10.0%</td> </tr> <tr> <td>Total Streetlights</td> <td>241</td> <td>241</td> <td>0.0%</td> </tr> <tr> <td>Percent of Streetlights that are LED</td> <td>58.1%</td> <td>63.9%</td> <td>10.0%</td> </tr> </tbody> </table>		2023	2024	% Diff	Total LED Streetlights	140	154	10.0%	Total Streetlights	241	241	0.0%	Percent of Streetlights that are LED	58.1%	63.9%	10.0%	<p style="text-align: center;"><b>February 2023 and February 2024 Year-to-Date Comparisons</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>2023</th> <th>2024</th> <th>% Diff</th> </tr> </thead> <tbody> <tr> <td>Violent Crime Victims</td> <td>1,040</td> <td>841</td> <td>-19.1%</td> </tr> <tr> <td>Night Time Violent Crime Victims</td> <td>477</td> <td>412</td> <td>-13.6%</td> </tr> <tr> <td>Night Time Violent Crime Rate</td> <td>45.9%</td> <td>49.0%</td> <td>6.8%</td> </tr> </tbody> </table>		2023	2024	% Diff	Violent Crime Victims	1,040	841	-19.1%	Night Time Violent Crime Victims	477	412	-13.6%	Night Time Violent Crime Rate	45.9%	49.0%	6.8%
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### IPS Annual Performance Metrics

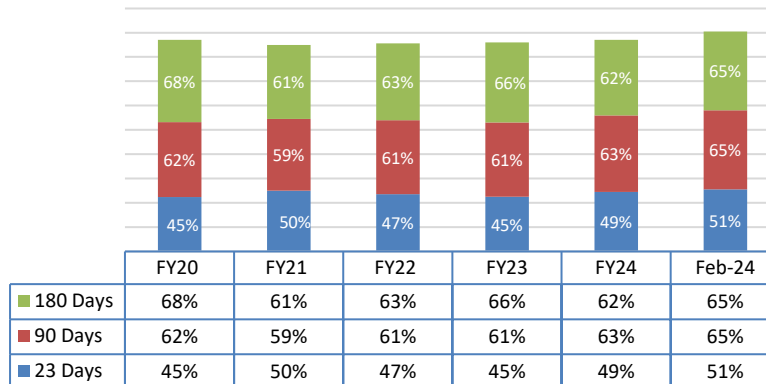
GOAL	YTD	Last YTD	% Change																												
Reduce incidents of gun violence in high-risk areas by 5%	84	97	-15%	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="background-color: #d9d9d9;">Increase RIGHT Care response rate to behavioral health calls by 5%</th> </tr> <tr> <th>Calls Answered</th> <th>Behavioral Health Calls Answered</th> <th>Rate of Calls Answered</th> </tr> </thead> <tbody> <tr> <td>2874</td> <td>1475</td> <td style="color: red;">51%</td> </tr> <tr> <td colspan="3" style="background-color: #d9d9d9;">Expand the Number of properties served by the Apartment Communities Initiative</td> </tr> <tr> <td>Current</td> <td>Upcoming</td> <td>Goal</td> </tr> <tr> <td>28</td> <td>7</td> <td style="color: green;">6 Simultaneous</td> </tr> <tr> <td colspan="3" style="background-color: #d9d9d9;">Decrease PD Calls for Service and Criminal Offenses at Public Safety Nuisance Properties by 10%</td> </tr> <tr> <td>YTD Calls for Service</td> <td>YTD Offenses</td> <td></td> </tr> <tr> <td style="color: green;">-14%</td> <td style="color: green;">-54%</td> <td></td> </tr> </tbody> </table>	Increase RIGHT Care response rate to behavioral health calls by 5%			Calls Answered	Behavioral Health Calls Answered	Rate of Calls Answered	2874	1475	51%	Expand the Number of properties served by the Apartment Communities Initiative			Current	Upcoming	Goal	28	7	6 Simultaneous	Decrease PD Calls for Service and Criminal Offenses at Public Safety Nuisance Properties by 10%			YTD Calls for Service	YTD Offenses		-14%	-54%	
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YTD Calls for Service	YTD Offenses																														
-14%	-54%																														
Increase number of social services provided by Violence Intervention programs by 10%	784	1129	120%																												
Decrease rate of night crimes in lighted areas by 10%	2430	2350	-30%																												
Increase Social Service Referrals by 10%	6038	1071	563%																												

# Dallas Municipal Court and Dallas Marshals Office: Month Ending February 2024

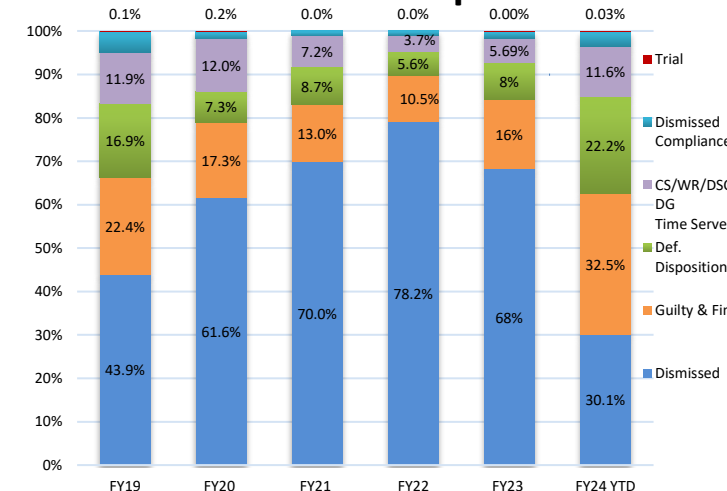
## Municipal Court Budget



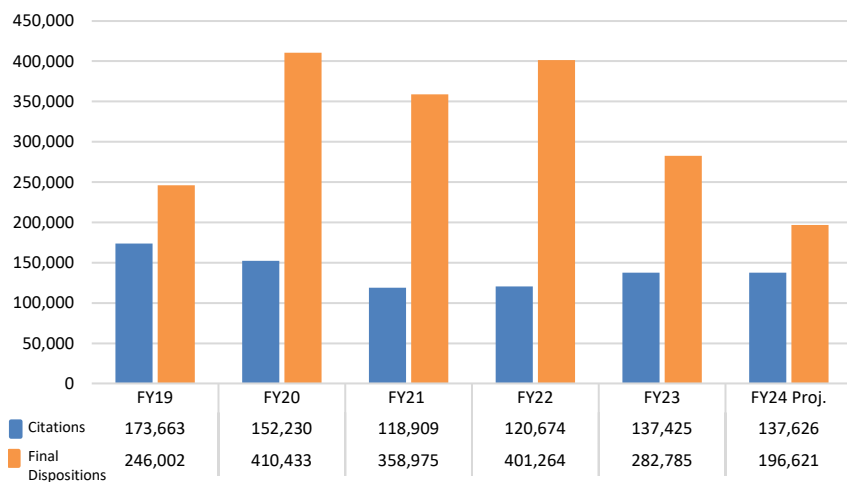
## Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



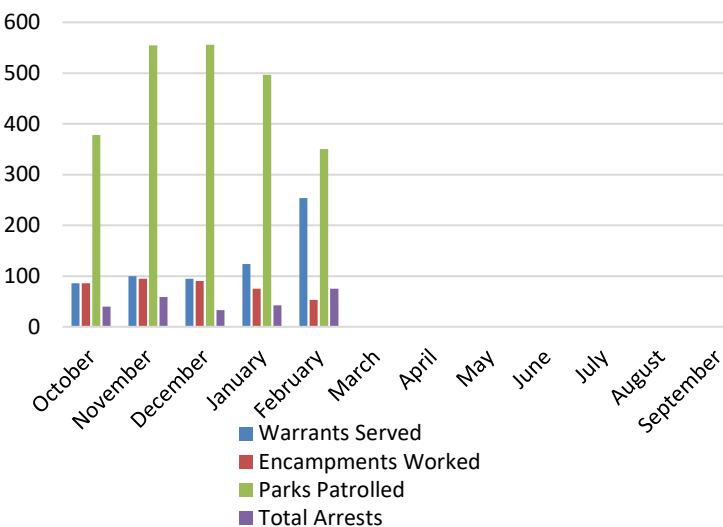
## Courthouse Dispositions



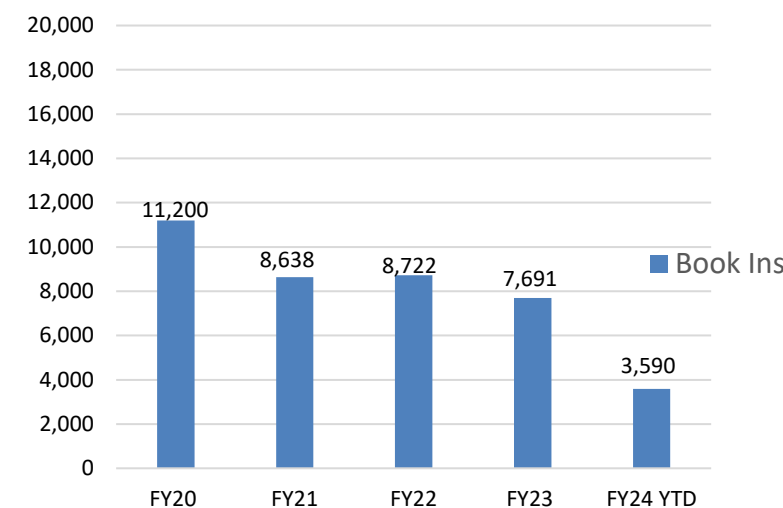
## Citation Count & Final Dispositions



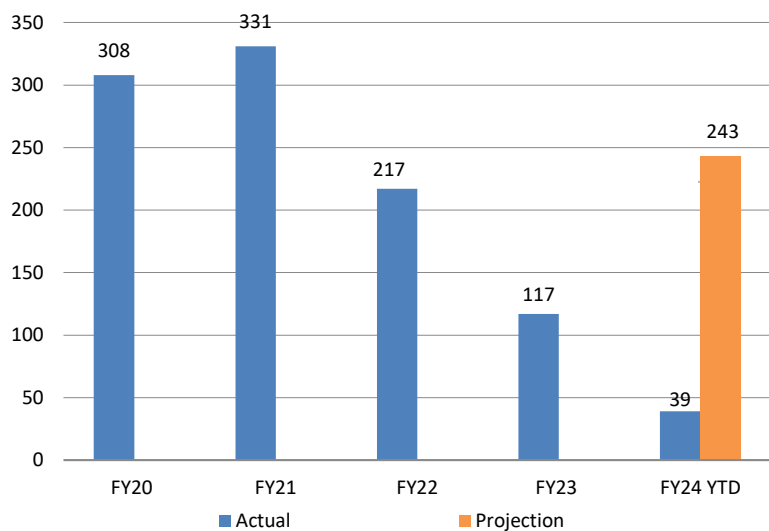
## Marshal's Enforcement Activity



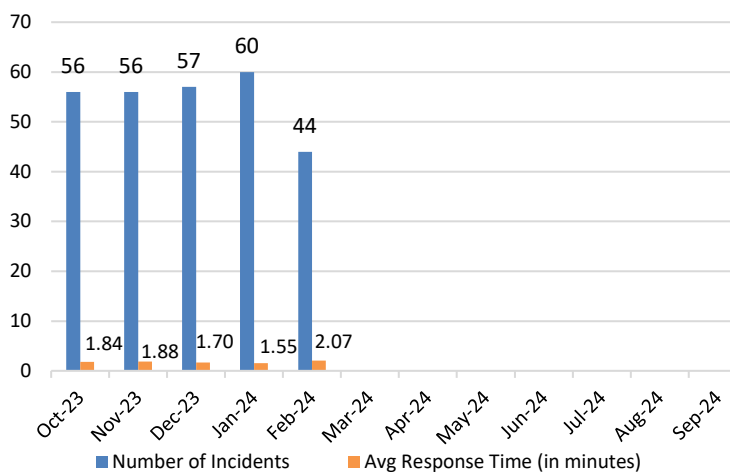
## City Detention Center Book-Ins



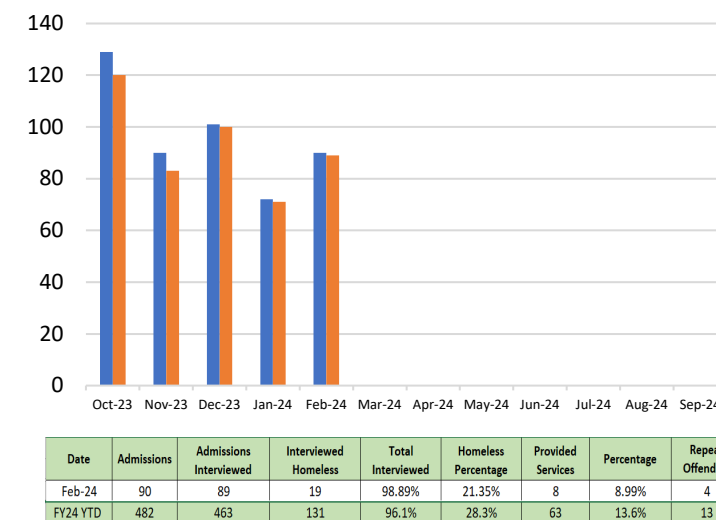
## Environmental Cases Filed



## Security Incidents and Response Time



## Sobering Center Performance



# Memorandum



CITY OF DALLAS

DATE March 08, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – March 07, 2024**

In this week's issue of Taking Care of Business are the following topics:

## New Information

- "Leaps & Bounds" Educational Event
- Dallas Nighttime Economy Survey
- Development Services Self-Certification Program
- IDC Smart Cities 2024 Award
- Dallas Financial Empowerment Center - Consumer Protection Week
- North Texas Community Cleanup Challenge
- Code Compliance Community Clean Trash-Off Event

## Weekly Updates

- Convention and Event Services Weekly Event Report
- Office of Procurement Services New Opportunities
- Office of Homeless Solutions Update
  - R.E.A.L. Time Rehousing
  - OHS Street Outreach Update
  - Give Responsibly Campaign Outreach Update
  - H.A.R.T/eam Update
- Media Inquiries

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## [NEW INFORMATION](#)

### **"Leaps & Bounds" Educational Event**

In an innovative collaboration, the Dallas Airport System (DAS) and the Dallas Independent School District (DISD) presented the first-ever "Leaps & Bounds" all-day educational event on February 28, 2024. This workforce development initiative aimed to inspire approximately 250 middle and high school students by displaying firsthand the valuable opportunities combining aviation and technology.

Headlining the event was Captain Barrington Irving, a living legend in aviation and a two-time Guinness World Records holder. As the youngest and first Black pilot to complete a solo flight around the world, Captain Irving shared his extraordinary journey and insights with students, DISD administrators, and DAS staff as the keynote speaker. The event addressed a common question among students: "When will I ever use what I learned in school in real life?" Attendees had a chance to engage with Captain Irving through a Q&A

and received giveaways geared to motivate the students, including an autographed copy of his autobiography book “Touch the Sky.”

Should you have any questions, please contact Patrick Carreno, Director of Aviation, at [patrick.carreno@dallas.gov](mailto:patrick.carreno@dallas.gov) or 214-670-6149.



### **Dallas Nighttime Economy Survey**

The spending at restaurants, bars, clubs, and other nightlife and entertainment establishments contribute significantly to job creation and generate tax dollars in economic activity for our local community. Tourism Economics is currently conducting a study to define the nightlife economic activity in Dallas. The [City of Dallas](#), Visit Dallas, and 24HourDallas are working together to distribute specific surveys to four important groups: [General Consumers](#); [Business Owners](#); [Employees](#) and [Artists and Entertainers](#).

Please help collect information by taking and sharing these surveys through Friday, March 15. All survey data will be handled with strict confidentiality. Results will be shared at the Responsible Hospitality Institute [Sociable City Summit](#) at The Adolphus in April. Should you have questions, please contact Nathan Armstrong, Nighttime Economy and Responsible Hospitality Manager for Convention and Event Services, at [nathan.armstrong@dallas.gov](mailto:nathan.armstrong@dallas.gov).

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SUBJECT **Taking Care of Business – March 07, 2024**  
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### **Development Services Self-Certification Program**

Development Services is pleased to announce the Self-Certification Provider (SCP) Program has been implemented. Property owners and design professionals now have the option to fast-track qualifying projects through the plan review process by certifying their own projects are in compliance with local building codes and regulations, thereby reducing plan review timelines and maintaining high safety standards.

Information regarding the qualifications required to become an SCP may be found by reviewing [Service First Bulletin #103](#) on the Development Services website. Additional information, including the [Program Registration Packet](#), may be found on the [Self-Certification webpage](#). Should you have any questions, please contact Andrew Espinoza, CBO, MCP, CFM, CCEA, Chief Building Official/Director of Development Services, at [buildingofficial@dallas.gov](mailto:buildingofficial@dallas.gov).

### **IDC Smart Cities 2024 Award!**

The City is recognized for its efforts in Civic Engagement. This is a huge nod to our mission to create accessible, transparent, and innovative online resources. Please [Vote for the City of Dallas](#) by March 8, 5:00 pm EST. Winners will be announced on March 27 in an awards ceremony on May 9 in Raleigh, NC.

Should you have any questions, please contact Dr. Bria Andercheck, Chief Data Officer, Data Analytics and Business Intelligence, [brita.andercheck@dallas.gov](mailto:brita.andercheck@dallas.gov).

### **Dallas Financial Empowerment Center - Consumer Protection Week**

This week is National Consumer Protection Week. Across the nation, consumer advocacy organizations, local, state and federal government agencies are coordinating their efforts to raise awareness on the many ways residents can stay vigilant to spot, avoid and report common scams and to help understand their consumer rights. The Office of Community Care Dallas Financial Empowerment Center has joined forces with the Federal Trade Commission (FTC) to host events and share information related to financial protections, specifically targeting older adults and recent refugees and immigrants. On Tuesday, the team held an event at the West Dallas Multipurpose Center, focused on providing important information on consumer protections for older adults.

On March 7<sup>th</sup>, The Financial Empowerment Center and FTC will be cohosting an event at Northwest Community Center focusing on recent refugees, immigrants and asylum centers. This event will have translation services with the assistance of the Language Access team and International Rescue Committee. Translations will be provided in Dari, Arabic, Spanish and Swahili. No registration is required to attend.

If you have any questions or would like additional information, please contact Jessica Galleshaw, Director for the Office of Community Care, at [Jessica.galleshaw@dallas.gov](mailto:Jessica.galleshaw@dallas.gov)

## **North Texas Community Cleanup Challenge**

Keep Dallas Beautiful and the Department of Code Compliance has kicked off the North Texas Community Cleanup Challenge! From March 1st to May 31st, let's work together to make Dallas the cleanest city in North Texas! How can you help?

- Organize a cleanup event in your neighborhood, park, or any public space.
- Join an existing cleanup event - find them on the Keep Dallas Beautiful website or app.
- Pick up litter while you're out and about - every little bit counts!

Every piece of trash you pick up makes a difference for our environment, our community, and our city's pride! Should you have any questions, please contact, Kevin Mondy, Manager for Code Compliance, at [kevin.mondy@dallas.gov](mailto:kevin.mondy@dallas.gov).



## **Code Compliance Community Clean Trash-Off Event**

On March 9, Code Compliance will host a Community Clean Trash-off event. Staff will be onsite at the West Dallas Community Center (2828 Fish Trap Road Dallas, Texas 75212) from 7 a.m. to 11 a.m. We will be discarding bulk trash, hazardous waste, tires, and safely shredding documents for free. Join us as we continue to help make Dallas a cleaner city. Should you have any questions, please contact, Kevin Mondy, Manager for Code Compliance, at [kevin.mondy@dallas.gov](mailto:kevin.mondy@dallas.gov).

## **Affordable Connectivity Program (ACP) Wind- Down FAQ's**

The City has prepared a FAQ flyer in response to the impending wind-down of the Affordable Connectivity Program (ACP) in both English and Spanish. These flyers contain information from the FCC aimed at educating residents about the implications of the ACP wind-down and crucial details regarding their consumer protections. Departments are encouraged to share the flyers with their networks and disseminate them among Dallas residents. For more information on our digital inclusion efforts, visit: [bit.ly/dallasdigitaldivide](https://bit.ly/dallasdigitaldivide) or get in touch with Estefania Ramirez, Digital Equity Coordinator, at [estefania.ramirez@dallas.gov](mailto:estefania.ramirez@dallas.gov).

## **WEEKLY UPDATES**

### **Convention and Event Services Weekly Event Report**

Each week, Convention and Event Services will provide a report featuring two weeks of upcoming events that are either coordinated with the Office of Special Events or hosted at the Kay Bailey Hutchison Convention Center Dallas. The report highlights the dates, location, and Council District for each event, and is attached for your convenience. Should you have any questions or concerns, please contact Rosa Fleming, Director of Convention and Event Services at [rosa.fleming@dallas.gov](mailto:rosa.fleming@dallas.gov).

### **Office of Procurement Services New 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>
CIZ24-BCM-3073	Architectural & Professional Consulting Services for the Dallas Police Training Academy (DPTA)
CIZ24-TRN-3071	Traffic Signal Design Professional Engineering Services
BF24-00024086	Non-Emergency Wrecker Services
BF24-00024272	Vehicle and Equipment Rental
BIZ24-00024228	Economic Analysis, Forecasting, and Research Services
BIZ24-00024286	Drug and Alcohol Testing and Medical Services

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](#). The City of Dallas Office of Procurement Services will host in-person and virtual meetings to engage business and non-profit vendors with technical assistance regarding "Doing Business with the City of Dallas". For more information about the City of Dallas Office of Procurement Services or to schedule an appointment, please contact Angela Akins, at [Angela.akers@dallas.gov](mailto:Angela.akers@dallas.gov) or call 972.243.2127

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 Danielle Thompson, Director of Procurement Services at [Danielle.thompson@dallas.gov](mailto:Danielle.thompson@dallas.gov).

### **Office of Homeless Solutions Updates**

#### **R.E.A.L. Time Rehousing**

The R.E.A.L. Time Rehousing (RTR) team of homeless service providers, co-led by the Office of Homeless Solutions (OHS) and Housing Forward [has successfully rehoused](#)

"Our Product is Service"

Empathy | Ethics | Excellence | Engagement | Equity

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[2,700 \(and counting\) unique individuals as of October 17, 2023](#). The City and its partners now have a new goal of housing 6,000 unique individuals by 2025 across the expanse of the metroplex.

### **OHS Street Outreach Update**

Outreach is currently targeting several encampments, which will result in closure through the housing of those unsheltered individuals throughout the year via RTR. The team will outreach to these sites and meet with various persons experiencing homelessness to assess their needs in preparation for site closure via housing. 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). The RTR Community Dashboard is live and may be found [here](#).

Please see the attached schedule for homeless encampment cleaning the week of March 4 through March 8, 2024. Please note that these will be for debris removal and outreach only. All encampment cleaning requests are being resolved as time and weather allows and are subject to modification in response to special requests by City leadership.

### **Give Responsibly Campaign Outreach Update**

The Office of Homeless Solutions and Code Compliance work together to promote the Give Responsibly Campaign (GRC). This initiative aims to prevent street charity and illegal solicitation in the community through education and engagement. While providing alternative solutions for our residents experiencing homelessness.

The Office of Homeless Solutions Community Liaison and Code Compliance Neighborhood Code Representatives are partnering to visit businesses in hot spots across all districts. This joint effort aims to address issues related to homelessness and the adverse effects street charity and illegal solicitation have on the community. It will provide education on sustainably supporting those in need while ensuring a safer and more comfortable environment for businesses and their patrons. For more information on the GRC, to request GRC materials, or to request event/meeting presence, please reach out to the OHS Community Liaison, Marci Jackson, at [Marci.Jackson@dallas.gov](mailto:Marci.Jackson@dallas.gov).

### **H.A.R.T/eam Update**

The Homeless Action Response Team (H.A.R.T/eam) is led by the Office of Homeless Solutions (OHS) and encompasses four teams comprised of a core team of the following: Crisis Intervention Team (CIT), Dallas Animal Services (DAS), Dallas Marshals, and Code Compliance (Code). This team is supplemented by Parks and Recreation, Dallas Fire & Rescue, and Public Works as needed. The purpose of H.A.R.T/eam. is to provide a quick response to immediate safety concerns around homeless encampments and hot spots. To report a critical issue regarding an encampment or panhandling, please submit a service request to 311 or the OurDallas smartphone app. For any questions or concerns



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please reach out to the H.A.R.T. Supervisor, Anthony Virgil, at [Anthony.Virgil@dallas.gov](mailto:Anthony.Virgil@dallas.gov).

The teams are assigned and respond to time-sensitive, critical issues received via 311 and via email which are defined as:

- Issues raised by City Leadership and members of City Council requests
- Issues presenting an immediate safety concern (the presence of firearms, uncontrolled fires, reports of threatening behavior)
- Any issues which would derail the normal street outreach service resolution process
- Panhandling

Please see the attached the H.A.R.T/teams performance measures for the week of February 26 through March 2, 2024. The H.A.R.T/teams encampment resolution is scheduled on a rolling basis to address Mayor and City Council-identified (MCC) emergencies, 311-identified hotspots, and continuous engagement of unsheltered individuals. OHS staff will also send individual H.A.R.T. encampment resolution reports bi-weekly to applicable Districts for a more comprehensive report out on the data outside of the TCB.

OHS continues to urge people who see an encampment to report it via 311 or 311's OurDallas smartphone app to ensure strategic alignment with comprehensive OHS outreach. The OHS Service Request dashboard can be utilized to track the progress of encampment resolution efforts. Please visit the [dashboard](#) and feel free to share this tool with residents. If you have any questions please reach out to Christine Crossley, Director of the Office of Homeless Solutions, at [Christine.Crossley@dallas.gov](mailto:Christine.Crossley@dallas.gov).

### **Media Inquiries**

As of March 5, 2024, the Communications, Outreach, and Marketing (COM) Department has received various media inquiries available to view [here](#).

Should you have any questions, please contact Jennifer Brown, Assistant Director (I), of Communications, Outreach and Marketing, at [Jennifer.Brown@dallas.gov](mailto:Jennifer.Brown@dallas.gov).

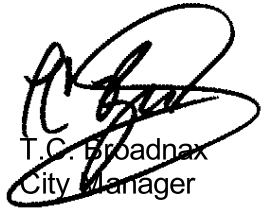
### **Dallas Fire-Rescue Media Inquiries**

The following storylines reference the major media inquiries addressed by Dallas Fire-Rescue (DFR) during the period dating from February 27<sup>th</sup> – March 4<sup>th</sup>. A more detailed account of the department's responses to those inquiries, and others, can be viewed at [this link](#). Should you have any questions or concerns, please contact Fire Chief, Dominique Artis, at [dominique.artis@dallasfire.gov](mailto:dominique.artis@dallasfire.gov).

- Kitchen Fire Closes Beloved BBQ Restaurant
- DFR Deploys Resources to Assist with Pandhandle Wildfires

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Should you have any questions or concerns, please contact Genesis D. Gavino, Chief of Staff.



T.C. Broadnax  
City Manager

c: Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors



**Dallas  
Financial  
Empowerment  
Center**



## *How to Spot, Avoid and Report Scams*

*Learn more about the warning signs of a scam and how to report them.*

- ✓ Focused on the immigrant and refugee community in Dallas; there will be live Spanish, Dari and Arabic interpretation
- ✓ Refreshments and light snacks will be provided

March 7, 2024 | 6 to 7 p.m.  
Northwest Community Center  
5750 Pineland Dr.  
Dallas TX 75231

**Hosted by**



Office of  
**Community Care**

# Your internet bill might increase by \$30 this May.

Congress may soon end the **Affordable Connectivity Program (ACP)**.



## WHAT YOU NEED TO KNOW:

- ACP applications and enrollments are no longer being processed as of February 8, 2024.
- Households who have applied, been approved and are receiving the monthly internet discount before February 8, 2024 will continue to receive their ACP benefit until ACP funds run out, as long as the household remains enrolled in the program.
- After the ACP funds run out (projected in April 2024), households participating in the ACP will no longer receive the ACP discounts.

## WHAT DOES THIS MEAN FOR YOU?

Be prepared for your internet bill to increase. You have the following options to soften the impact:

- Take no action and keep your existing internet service, but prepare to pay \$30 more each month.
- Call your internet service provider to ask for a cheaper plan. Some offer special "low-cost" plans for people who are eligible for the ACP.
- Remember that you have the right to change or cancel your ACP-discounted internet service plan with no penalty.
- Enroll in the federal Lifeline program if you are not already participating.

## HOW MUCH LONGER WILL MY ACP BENEFIT LAST?

Your ACP discount will continue through April. Starting in May, you will see a bill increase.

## WHO WILL CONTACT ME?

Your provider will send three notifications: the first should have arrived by Jan. 25, 2024; the second follows the FCC's announcement of the final ACP month by 14 days, and the third coincides with the last billing cycle applying the full ACP benefit before the program ends.

The notifications will tell you:

- How your bill will change without the ACP discount.
- The date of the last bill that will include the ACP discount.
- How you may change plans, transfer to a different provider or cancel your service without penalty when the ACP ends.

## FOR ASSISTANCE AND MORE INFORMATION:

To file a complaint, call:  
888-CALL-FCC (888-225-5322)

Feel free to contact the Dallas County Connects Hotline at 469-946-9491 for any questions or concerns related to the ACP Wind-Down.



# Frequently Asked Questions

## **What are the consumer protection requirements for Internet Service Providers (ISPs) participating in the Affordable Connectivity Program (ACP) during its wind-down phase?**

ISPs must adhere to consumer protection requirements even during the wind-down phase of the ACP. This includes refraining from engaging in unjust and unreasonable acts or practices that would undermine the purpose, intent or integrity of the ACP. These requirements aim to protect consumers from financial harm and ensure that eligible households do not face additional financial burdens.

## **Will the consumer protection requirements remain applicable after subscribers cease receiving the ACP benefit?**

Yes, some consumer protection requirements will continue to apply even after subscribers stop receiving the ACP benefit. This is to ensure that eligible households are not subjected to additional financial burdens and that ISPs fulfill their obligations to consumers.

## **Can ISPs mitigate financial burdens on consumers after the end of the ACP?**

Yes, ISPs can help mitigate additional financial burdens on consumers after the end of the ACP by offering low-cost internet service plans specifically designed for low-income consumers or by transitioning consumers to existing low-cost plans. This aims to support households in maintaining affordable internet access.

## **What happens if an eligible household fails to pay the charges for ACP- supported service?**

Under ACP rules, participating ISPs cannot terminate an eligible household's ACP-supported service due to non-payment until 90 days have passed since the bill payment due date. ISPs are permitted to switch the household to a lower-cost plan if they enter a delinquent status after the due date, with advance notice to the household.

## **Are early termination fees applicable to eligible households who terminate service plans subject to extended service contracts after the ACP ends?**

No, ISPs cannot charge early termination fees to eligible households who terminate service plans subject to extended service contracts even after the ACP ends. This protects households from financial penalties for terminating service contracts early, even if they no longer receive the ACP benefit.

## **How are ISPs prohibited from engaging in unjust and unreasonable acts or practices related to the ACP?**

ISPs are prohibited from engaging in any acts or practices that would undermine the purpose, intent or integrity of the ACP, even after households stop receiving the ACP benefit. This includes false or misleading advertising of the ACP or holding themselves out as ACP participating providers when they are not. Violations can be reported to the FCC.

## **How can consumers file a complaint regarding provider compliance with ACP rules and wind-down requirements?**

Consumers with concerns about provider compliance with ACP rules and wind-down requirements can file a complaint with the Commission by visiting [ConsumerComplaints.fcc.gov](https://ConsumerComplaints.fcc.gov). Households with questions may contact the ACP Support Center at 877-384-2575 or [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov). Consumers who are Deaf or Hard of Hearing may use the ASL Hotline at 844-432-2275.

# Su factura de internet podría aumentar \$30 en el mes de mayo.

El Congreso podría poner fin pronto al Programa de Conectividad Asequible (ACP, por sus siglas en inglés).



## LO QUE NECESITA SABER:

- Las solicitudes e inscripciones al ACP ya no se procesarán a partir del 8 de febrero de 2024.
- Los hogares que hayan solicitado, hayan sido aprobados y estén recibiendo el descuento mensual de internet antes del 8 de febrero de 2024 seguirán recibiendo su beneficio del ACP hasta que se agoten los fondos del ACP, siempre y cuando el hogar permanezca inscrito en el programa.
- Luego de que se agoten los fondos del ACP (proyectado para abril de 2024), los hogares que participan en el ACP ya no recibirán los descuentos del ACP.

## ¿QUÉ SIGNIFICA ESTO PARA USTED?

Prepárese para que su factura de Internet aumente.

Tiene las siguientes opciones para aminorar el impacto:

- No realice ninguna acción y mantenga su servicio de internet actual, pero prepárese para pagar \$30 más cada mes.
- Llame a su proveedor de servicios de internet para solicitar un plan más económico. Algunos ofrecen planes especiales de “bajo costo” para personas que cumplen con los requisitos para el ACP.
- Recuerde que tiene derecho a cambiar o cancelar su plan de servicio de internet con descuento del ACP sin penalización alguna.
- Inscríbase en el programa federal Lifeline si aún no participa en él.

## ¿CUÁNTO MÁS DURARÁ MI BENEFICIO ACP?

Su descuento del ACP continuará hasta abril. A partir de mayo, verá un aumento en la factura.

## ¿QUIÉN ME CONTACTARÁ?

Su proveedor le enviará tres notificaciones; la primera debería haberse recibido antes del 25 de enero de 2024, la segunda llegará 14 días luego de que la FCC anuncie el último mes del ACP y la tercera coincidirá con el último ciclo de facturación en el que se aplique el beneficio completo del ACP antes de que finalice el programa.

Las notificaciones le indicarán:

- Cómo cambiará su factura sin el descuento del ACP.
- La fecha de la última factura que incluirá el descuento del ACP.
- Cómo puede cambiar de plan, cambiarse a otro proveedor o cancelar su servicio sin penalización alguna cuando finalice el ACP.

## PARA OBTENER ASISTENCIA Y MÁS INFORMACIÓN:

Para presentar una denuncia, llame al: 888-CALL-FCC (888-225-5322)

No dude en comunicarse con la Línea Directa de Dallas County Connects al 469-946-9491 si tiene alguna pregunta o inquietud relacionada con la Finalización del ACP.



## ¿Cuáles son los requisitos de protección al consumidor para los proveedores de servicio de internet (ISP, por sus siglas en inglés) que participan en el Programa de Conectividad Asequible (ACP, por sus siglas en inglés) durante su fase de finalización?

Los ISP deben cumplir con los requisitos de protección al consumidor incluso durante la fase de finalización del ACP. Esto incluye, abstenerse de participar en actos o prácticas injustas e irrazonables que socaven el propósito, la intención o la integridad del ACP. Estos requisitos tienen como objetivo proteger a los consumidores de daños financieros y garantizar que los hogares que cumplen con los requisitos no enfrenten cargas financieras adicionales.

## ¿Seguirán aplicando los requisitos de protección al consumidor después de que los suscriptores dejen de recibir el beneficio del ACP?

Sí, algunos requisitos de protección al consumidor continuarán aplicándose incluso después de que los suscriptores dejen de recibir el beneficio del ACP. Esto es para garantizar que los hogares que cumplen con los requisitos no estén sujetos a cargas financieras adicionales y que los ISP cumplan con sus obligaciones con los consumidores.

## ¿Pueden los ISP mitigar las cargas financieras de los consumidores después del fin del ACP?

Sí, los ISP pueden ayudar a mitigar las cargas financieras adicionales de los consumidores después del final del ACP ofreciendo planes de servicio de internet de bajo costo diseñados específicamente para consumidores de bajos ingresos o cambiar a los consumidores a planes de bajo costo existentes. Su objetivo es ayudar a los hogares a mantener un acceso asequible a internet.

## ¿Qué sucede si un hogar que cumple con los requisitos no paga los cargos por el servicio respaldado por el ACP?

Según las reglas del ACP, los ISP participantes no pueden cancelar el servicio respaldado por el ACP de un hogar que cumple con los requisitos debido a la falta de pago hasta que hayan pasado 90 días desde la fecha de vencimiento del pago de la factura. A los ISP se les permite cambiar al hogar a un plan de menor costo si entran en un estado de morosidad después de la fecha de vencimiento, con previo aviso al hogar.

## ¿Se aplican cargos por cancelación anticipada a los hogares que cumplen con los requisitos que cancelan los planes de servicio sujetos a contratos de servicio extendido después de que finalice el ACP?

No, los ISP no pueden cobrar cargos por cancelación anticipada a los hogares que cumplen con los requisitos que cancelen planes de servicio sujetos a contratos de servicio extendido, incluso después de que finalice el ACP. Esto protege a los hogares de sanciones financieras por rescindir anticipadamente los contratos de servicio, incluso si ya no reciben el beneficio del ACP.

## ¿Cómo se prohíbe a los proveedores de servicio de internet participar en actos o prácticas injustas e irrazonables relacionados con el ACP?

Los ISP tienen prohibido participar en cualquier acto o práctica que socave el propósito, la intención o la integridad del ACP, incluso después de que los hogares dejen de recibir el beneficio del ACP. Esto incluye publicidad falsa o engañosa del ACP o presentarse como proveedores participantes del ACP cuando no lo son. Las violaciones pueden ser reportadas a la FCC.

## ¿Cómo pueden los consumidores presentar una queja sobre el cumplimiento del proveedor con las reglas del ACP y los requisitos de la finalización?

Los consumidores que tengan inquietudes sobre el cumplimiento de los proveedores con las reglas del ACP y los requisitos de finalización pueden presentar una queja ante la Comisión visitando [ConsumerComplaints.fcc.gov](https://www.consumercomplaints.fcc.gov). Los hogares que tengan preguntas pueden comunicarse con el Centro de Apoyo del ACP al (877) 384-2575 o enviando un correo electrónico a [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov). Los consumidores con discapacidad auditiva o con problemas de audición pueden usar la línea directa de ASL al (844) 432-2275.



**City of Dallas**

**Convention and Event Services  
Weekly Events Report  
March 8, 2024**

<b>Event Type</b>	<b>Name</b>	<b>Dates</b>	<b>Location</b>	<b>District</b>
Special Event	USMS Fallen Heroes Honor Run	3/8/2024	1014 Main St.	2, 14
Special Event	Better Block - Greening Dallas Initiative	3/9/2024	10600 Black Walnut Dr.	10
Special Event	Lunar Light: Discovery Ext. #1 & #2	3/10/2024	5743 Lyndon B. Johnson Fwy.	11
Special Event	Pleasant Grove Better Block Ext. #11 - #13	3/12/2024	2019 N. Masters Dr.	5
Special Event	Free Food Distribution and Health Fair Ext. #1	3/15/2024	3751 Merrell Rd.	13
Special Event	St. Patrick's Day - Milo Butterfingers Parade Party	3/16/2024	5645 SMU Blvd.	9
Special Event	St. Patrick's Day - Block Party	3/16/2024	2900 Greenville Ave.	14
Special Event	St. Patrick's Day - Dash 5k - Dash Down Greenville	3/16/2024	4925 Greenville Ave.	9
Special Event	St. Patrick's Day - Dallas Parade & Festival	3/16/2024	5803 E. Northwest Hwy.	13, 14
Special Event	St. Patrick's Day - Barley House After Parade Party	3/16/2024	5612 SMU Blvd.	9
Special Event	St. Patrick's Day - Ozona Grill & Bar Parade Day Parking	3/16/2024	4615 Greenville Ave.	9
Special Event	St. Patrick's Day - Life's Good Bar & Grill Party	3/16/2024	3619 Greenville Ave.	14
Special Event	St. Patrick's Day - Sundown Parking Lot Picnic	3/16/2024	3520 Greenville Ave.	14
Special Event	St. Patrick's Day - Truck Yard	3/16/2024	5624 Sears St.	14
Special Event	St. Patrick's Day - Rusty Taco	3/16/2024	4805 Greenville Ave.	9
Special Event	St. Patrick's Day - Awshucks Party	3/16/2024	3601 Greenville Ave.	14
Special Event	Mike Modano Unveiling - Street Closure Only	3/16/2024	3090 Nowitzki Wy.	2
Special Event	Shamieh Law Grand Opening Party	3/16/2024	2612 Thomas Ave.	14
Special Event	Deep Ellum Outdoor Market #29	3/16/2024	100 - 199 N. Crowdus St.	2
Special Event	Adopt and Shop DFW Ext. #1	3/17/2024	3111 Throckmorton St.	14
Special Event	St. Patrick's Day - Dubliner	3/17/2024	2818 Greenville Ave.	14
Special Event	St. Patrick's Day - Harwood Arms	3/17/2024	2850 N. Harwood St.	14
Special Event	DIFFA Dallas Patron 2024	3/20/2024	1601 Main St.	14
Special Event	TBRU Party Events	3/21/2024	525 S. Riverfront Blvd.	1

**KBHCCD Schedule of Events**

KBHCC	2024 Spring Convention	3/11/2024	650 S. Akard St.	2
KBHCC	2024 International Leadership Summit	3/21/2024	650 S. Akard St.	2
KBHCC	SGI Spring Meeting	3/21/2024	650 S. Akard St.	2



**Encampment Resolution (Cleaning) Schedule  
March 4 – March 8, 2023**

<b>Location</b>	<b>District</b>
1100 Pentagon	4
100 E Colorado	1
1866 Chalk Hill	6
4299 Fort Worth Ave	1
6368 E NW Highway	13
18953 Lina St	12
3733 Timberglen	12

**H.A.R.T. Outreach and Advocacy  
February 26 – March 1, 2023**

<b>Performance Measure</b>	<b>Total</b>
Number of Service Request Closed within 10 days	11
Number of Service Request still open (pending closure)	7
Number of MCC's received for the week	14
Number of Locations Visited	34
Number of Individuals Engaged	36
Number of HMIS Entered	0
Number of Panhandlers Engaged	6

**H.A.R.T. Encampment Resolution (Cleaning) Schedule  
March 4 – March 9, 2023**

<b>Location</b>	<b>District</b>
Locations are scheduled on a rolling basis to address MCC-identified emergencies, 311-identified hotspots, and continuous engagement of unsheltered individuals.	