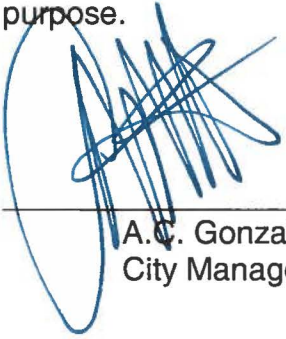


**NOVEMBER 5, 2014 CITY COUNCIL BRIEFING AGENDA
CERTIFICATION**

This certification is given pursuant to Chapter XI, Section 9 of the City Charter for the City Council Briefing Agenda dated November 5, 2014. We hereby certify, as to those contracts, agreements, or other obligations on this Agenda authorized by the City Council for which expenditures of money by the City are required, that all of the money required for those contracts, agreements, and other obligations is in the City treasury to the credit of the fund or funds from which the money is to be drawn, as required and permitted by the City Charter, and that the money is not appropriated for any other purpose.



A.C. Gonzalez
City Manager

10.31.14

Date



Edward Scott
City Controller

10/31/14

Date

RECEIVED

2014 OCT 31 PM 5:43

CITY SECRETARY
DALLAS, TEXAS



COUNCIL BRIEFING AGENDA

November 5, 2014

Date

(For General Information and Rules of Courtesy, Please See Opposite Side.)
(La Información General Y Reglas De Cortesía Que Deben Observarse
Durante Las Asambleas Del Consejo Municipal Aparecen En El Lado Opuesto, Favor De Leerlas.)

General Information

The Dallas City Council regularly meets on Wednesdays beginning at 9:00 a.m. in the Council Chambers, 6th floor, City Hall, 1500 Marilla. Council agenda meetings are broadcast live on WRR-FM radio (101.1 FM) and on Time Warner City Cable Channel 16. Briefing meetings are held the first and third Wednesdays of each month. Council agenda (voting) meetings are held on the second and fourth Wednesdays. Anyone wishing to speak at a meeting should sign up with the City Secretary's Office by calling (214) 670-3738 by 5:00 p.m. of the last regular business day preceding the meeting. Citizens can find out the name of their representative and their voting district by calling the City Secretary's Office.

Sign interpreters are available upon request with a 48-hour advance notice by calling (214) 670-5208 V/TDD. The City of Dallas is committed to compliance with the Americans with Disabilities Act. **The Council agenda is available in alternative formats upon request.**

If you have any questions about this agenda or comments or complaints about city services, call 311.

Rules of Courtesy

City Council meetings bring together citizens of many varied interests and ideas. To insure fairness and orderly meetings, the Council has adopted rules of courtesy which apply to all members of the Council, administrative staff, news media, citizens and visitors. These procedures provide:

- That no one shall delay or interrupt the proceedings, or refuse to obey the orders of the presiding officer.
- All persons should refrain from private conversation, eating, drinking and smoking while in the Council Chamber.
- Posters or placards must remain outside the Council Chamber.
- No cellular phones or audible beepers allowed in Council Chamber while City Council is in session.

"Citizens and other visitors attending City Council meetings shall observe the same rules of propriety, decorum and good conduct applicable to members of the City Council. Any person making personal, impertinent, profane or slanderous remarks or who becomes boisterous while addressing the City Council or while attending the City Council meeting shall be removed from the room if the sergeant-at-arms is so directed by the presiding officer, and the person shall be barred from further audience before the City Council during that session of the City Council. If the presiding officer fails to act, any member of the City Council may move to require enforcement of the rules, and the affirmative vote of a majority of the City Council shall require the presiding officer to act." Section 3.3(c) of the City Council Rules of Procedure.

Información General

El Ayuntamiento de la Ciudad de Dallas se reúne regularmente los miércoles en la Cámara del Ayuntamiento en el sexto piso de la Alcaldía, 1500 Marilla, a las 9 de la mañana. Las reuniones informativas se llevan a cabo el primer y tercer miércoles del mes. Estas audiencias se transmiten en vivo por la estación de radio WRR-FM 101.1 y por cablevisión en la estación *Time Warner City Cable* Canal 16. El Ayuntamiento Municipal se reúne en el segundo y cuarto miércoles del mes para tratar asuntos presentados de manera oficial en la agenda para su aprobación. Toda persona que desee hablar durante la asamblea del Ayuntamiento, debe inscribirse llamando a la Secretaría Municipal al teléfono (214) 670-3738, antes de las 5:00 pm del último día hábil anterior a la reunión. Para enterarse del nombre de su representante en el Ayuntamiento Municipal y el distrito donde usted puede votar, favor de llamar a la Secretaría Municipal.

Intérpretes para personas con impedimentos auditivos están disponibles si lo solicita con 48 horas de anticipación llamando al (214) 670-5208 (aparato auditivo V/TDD). La Ciudad de Dallas se esfuerza por cumplir con el decreto que protege a las personas con impedimentos, *Americans with Disabilities Act*. **La agenda del Ayuntamiento está disponible en formatos alternos si lo solicita.**

Si tiene preguntas sobre esta agenda, o si desea hacer comentarios o presentar quejas con respecto a servicios de la Ciudad, llame al 311.

Reglas de Cortesía

Las asambleas del Ayuntamiento Municipal reúnen a ciudadanos de diversos intereses e ideologías. Para asegurar la imparcialidad y el orden durante las asambleas, el Ayuntamiento ha adoptado ciertas reglas de cortesía que aplican a todos los miembros del Ayuntamiento, al personal administrativo, personal de los medios de comunicación, a los ciudadanos, y a visitantes. Estos reglamentos establecen lo siguiente:

- Ninguna persona retrasará o interrumpirá los procedimientos, o se negará a obedecer las órdenes del oficial que preside la asamblea.
- Todas las personas deben abstenerse de entablar conversaciones, comer, beber y fumar dentro de la cámara del Ayuntamiento.
- Anuncios y pancartas deben permanecer fuera de la cámara del Ayuntamiento.
- No se permite usar teléfonos celulares o enlaces electrónicos (*paggers*) audibles en la cámara del Ayuntamiento durante audiencias del Ayuntamiento Municipal

"Los ciudadanos y visitantes presentes durante las asambleas del Ayuntamiento Municipal deben de obedecer las mismas reglas de comportamiento, decoro y buena conducta que se aplican a los miembros del Ayuntamiento Municipal. Cualquier persona que haga comentarios impertinentes, utilice vocabulario obsceno o difamatorio, o que al dirigirse al Ayuntamiento lo haga en forma escandalosa, o si causa disturbio durante la asamblea del Ayuntamiento Municipal, será expulsada de la cámara si el oficial que este presidiendo la asamblea así lo ordena. Además, se le prohibirá continuar participando en la audiencia ante el Ayuntamiento Municipal. Si el oficial que preside la asamblea no toma acción, cualquier otro miembro del Ayuntamiento Municipal puede tomar medidas para hacer cumplir las reglas establecidas, y el voto afirmativo de la mayoría del Ayuntamiento Municipal precisará al oficial que este presidiendo la sesión a tomar acción." Según la sección 3.3 (c) de las reglas de procedimientos del Ayuntamiento.

AGENDA
CITY COUNCIL BRIEFING MEETING
WEDNESDAY, NOVEMBER 5, 2014
CITY HALL
1500 MARILLA
DALLAS, TEXAS 75201
9:00 A.M.

9:00 am Invocation and Pledge of Allegiance 6ES

 Special Presentations

 Open Microphone Speakers

VOTING AGENDA 6ES

1. Approval of Minutes of the October 15, 2014 City Council Meeting
2. Consideration of appointments to boards and commissions and the evaluation and duties of board and commission members (List of nominees is available in the City Secretary's Office)

BRIEFINGS 6ES

- A. 2014 City of Dallas Community Survey Findings
- B. 2015 City Calendar

Lunch

- C. Municipal Court's 3rd Party Collections Contract
- D. City Manager Update (CuSP Report)
 - Performance Excellence Initiative

AGENDA
CITY COUNCIL BRIEFING MEETING
WEDNESDAY, NOVEMBER 5, 2014

Closed Session

6ES

Attorney Briefings (Sec. 551.071 T.O.M.A.)

- Legal issues involving the Mobile Community Healthcare Program (MCHP); Proposed Amendments to Chapter 15D of the City Code.
- Curtis Lockey et al. v. City of Dallas, et al., Appeal Nos. 13-10884 and 14-10063; 1600 Pacific LP v. City of Dallas, HUD Case File Nos. 06-10-0449-4, 06-10-0499-6, 06-10-0499-8, and 06-10-0449-9.
- Paul Heller et al., v. City of Dallas, Cause No. 3:13-CV-4000-L; Overpasses for America v. City of Dallas, Civil Action No. 3:14-CV-02910-L.

Personnel (Sec. 551.074 T.O.M.A.)

- Discussion regarding evaluation of the performance of City Attorney Warren M. S. Ernst.

Open Microphone Speakers

6ES

The above schedule represents an estimate of the order for the indicated briefings and is subject to change at any time. Current agenda information may be obtained by calling (214) 670-3100 during working hours.

Note: An expression of preference or a preliminary vote may be taken by the Council on any of the briefing items.

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1. Contemplated or pending litigation, or matters where legal advice is requested of the City Attorney. Section 551.071 of the Texas Open Meetings Act.
2. The purchase, exchange, lease or value of real property, if the deliberation in an open meeting would have a detrimental effect on the position of the City in negotiations with a third person. Section 551.072 of the Texas Open Meetings Act.
3. A contract for a prospective gift or donation to the City, if the deliberation in an open meeting would have a detrimental effect on the position of the City in negotiations with a third person. Section 551.073 of the Texas Open Meetings Act.
4. Personnel matters involving the appointment, employment, evaluation, reassignment, duties, discipline or dismissal of a public officer or employee or to hear a complaint against an officer or employee. Section 551.074 of the Texas Open Meetings Act.
5. The deployment, or specific occasions for implementation of security personnel or devices. Section 551.076 of the Texas Open Meetings Act.
6. Deliberations regarding economic development negotiations. Section 551.087 of the Texas Open Meetings Act.

PUBLIC MEETINGS FOR NOVEMBER 1 - NOVEMBER 15, 2014

Tuesday, November 4, 2014

Civil Service Board **(Cancelled)**
9:30 a.m.
City Hall, Suite 1C-South

Wednesday, November 5, 2014

Civil Service Board - Special Called Meeting
9:30 a.m.
City Hall, Suite 1C-South

Memorandum



Date October 31, 2014

To Honorable Mayor and Members of the City Council

Subject 2014 City of Dallas Community Survey Findings

Attached is a briefing with the results of the latest Community Survey that was conducted this summer.

We value the citizen feedback the survey provides, and I am encouraged that the results are positive. Chris Tatham with ETC Institute (the vendor that conducted the survey) will be with us on November 5th to discuss the results.



A.C. Gonzalez
City Manager

c: Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager
Eric D. Campbell, Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

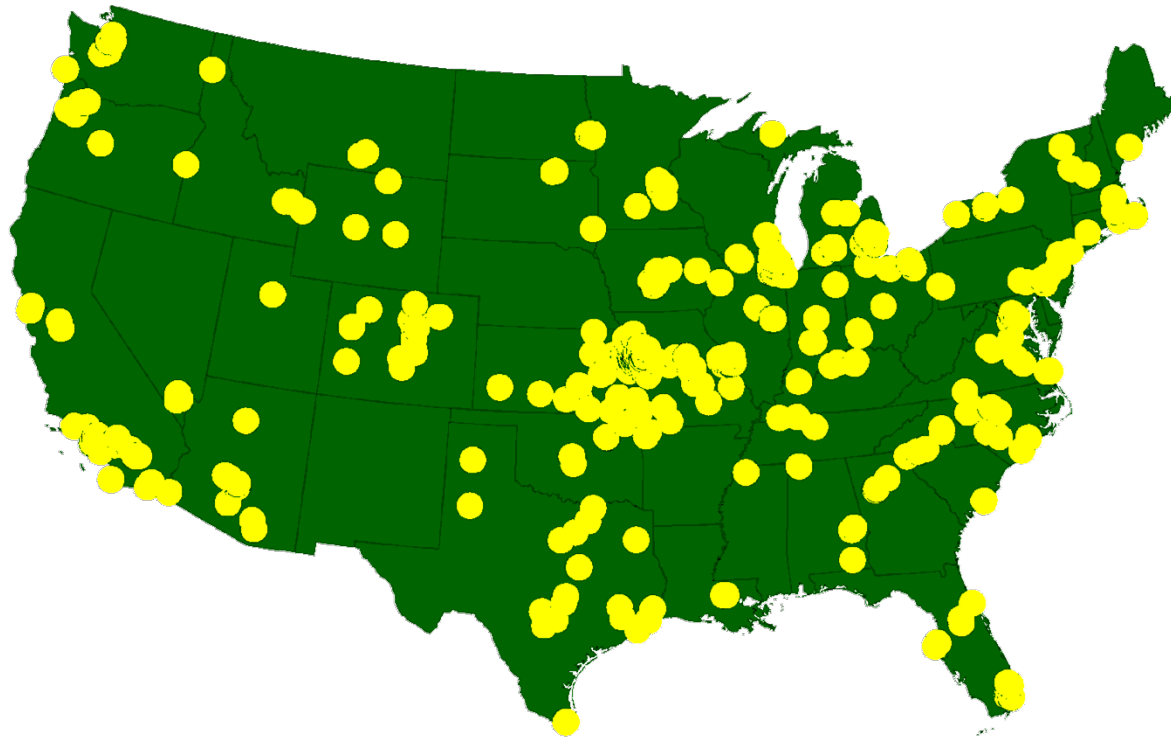
2014 City of Dallas Community Survey Findings



November 5, 2014

A National Leader in Market Research for Local Governmental Organizations

...helping city and county governments gather and use survey data to enhance organizational performance for 30 years



More than 1,850,000 persons surveyed since 2006 for more than 800 cities in 48 states, including 11 of the 20 largest US cities and 10 of the 20 largest US counties.

Communities with Populations Above 500,000 in ETC Institute's Database

- Dallas, TX
- San Antonio, TX
- Austin, TX
- Las Vegas, NV
- Detroit, MI
- Boston, MA
- Miami-Dade County, FL
- Seattle, WA
- San Diego, CA
- Columbus, OH
- Oklahoma City, OK
- Houston, TX
- Indianapolis, IN
- Charlotte, NC
- Nashville, TN
- Fort Worth, TX
- Denver, CO
- New York, NY
- El Paso, TX
- Tucson, AZ
- Portland, OR

**ETC Institute
maintains data
for 21 of the 31
US cities with
populations
above 500,000**

Agenda

- **Purpose**
- **Survey methodology**
- **Bottom line up front**
- **Major findings**
- **Summary and conclusions**
- **Questions**

Purpose

- **Gather input from residents to objectively assess the quality of City services**
- **Track the City's performance over time**
- **Help identify opportunities for improvement**

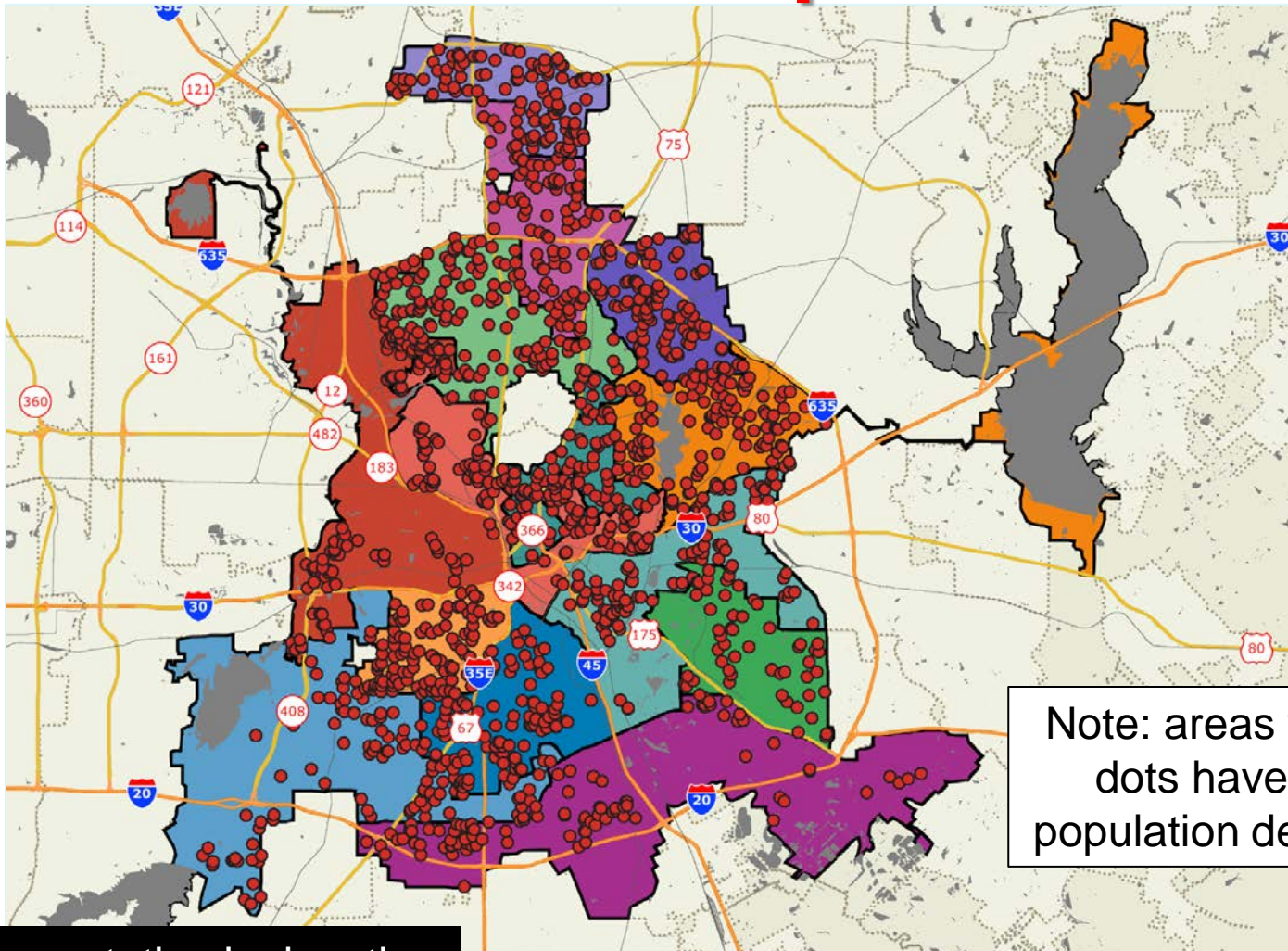
Survey Methodology

- **Survey description:**
 - survey was 7 pages long
 - took 15-20 minutes to complete
- **Sample size:** 1,523 completed surveys
 - at least 100 surveys were completed per district
 - response rate exceeded 30% in each district
- **Method of administration:**
 - by mail with follow-up by phone
 - randomly selected sample of households in the City
 - results valid for 14 council districts
- **Confidence level:** 95%
- **Margin of error:** +/- 2.5% overall
- **GIS mapping**

Why Do Community Surveys

- **According to a survey conducted by ETC Institute, only 7.2% of residents reported they have attended a City meeting**
- **Of those that have attended a City meeting, the majority attended for one of the following reasons:**
 - 1) They did not like the way services are being delivered
 - 2) They wanted to have an impact on the way services are being delivered

2014 City of Dallas Community Survey Location of Respondents



Good representation by location

Bottom Line Up Front

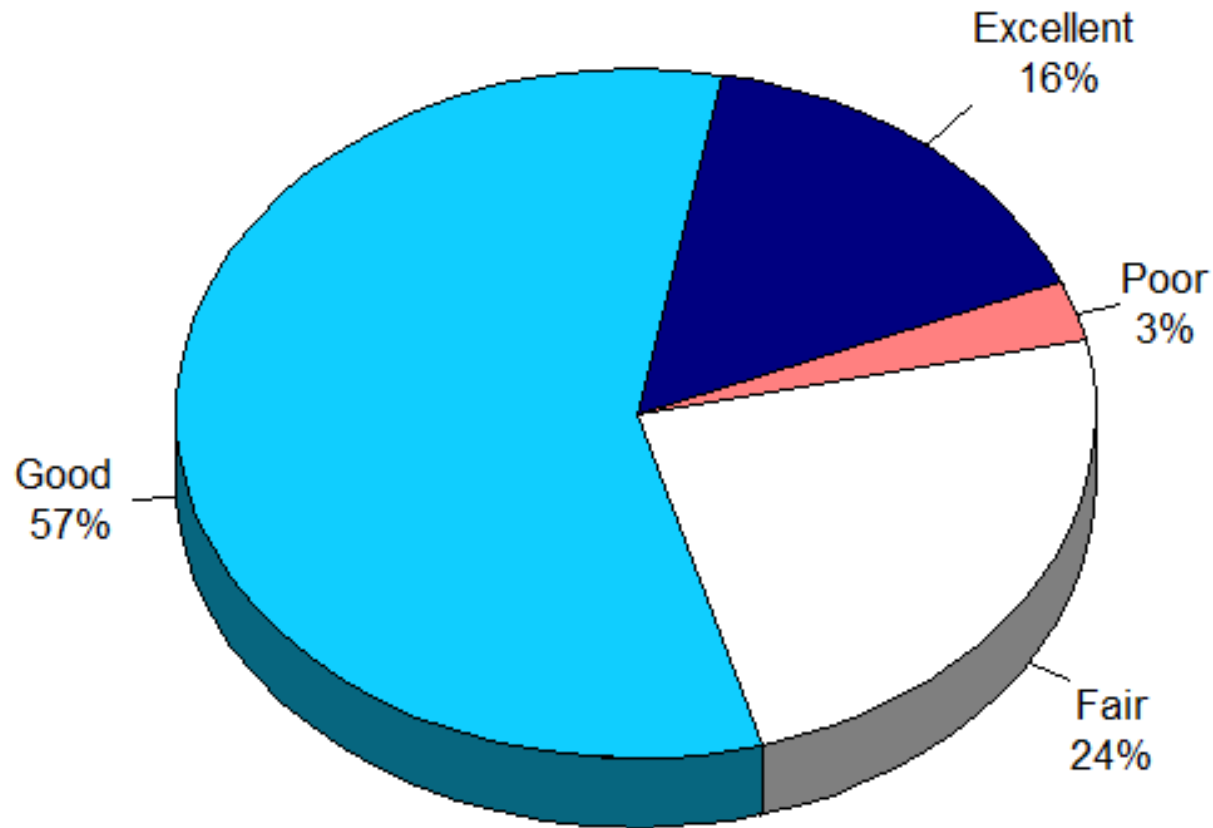
- Overall satisfaction with City services is 15% above the national average for large US cities
- The City is maintaining current service levels
- Overall satisfaction with city services is similar in most areas of the City
- Dallas rated above the national average for large U.S. cities in all areas of customer service that were assessed on the survey
- Although the City is generally heading in the right direction, there are opportunities for improvement

Major finding #1

Residents generally have a positive perception of the City

Q1. Ratings of the Overall Quality of Life in Dallas

by percentage of respondents (excluding don't knows)

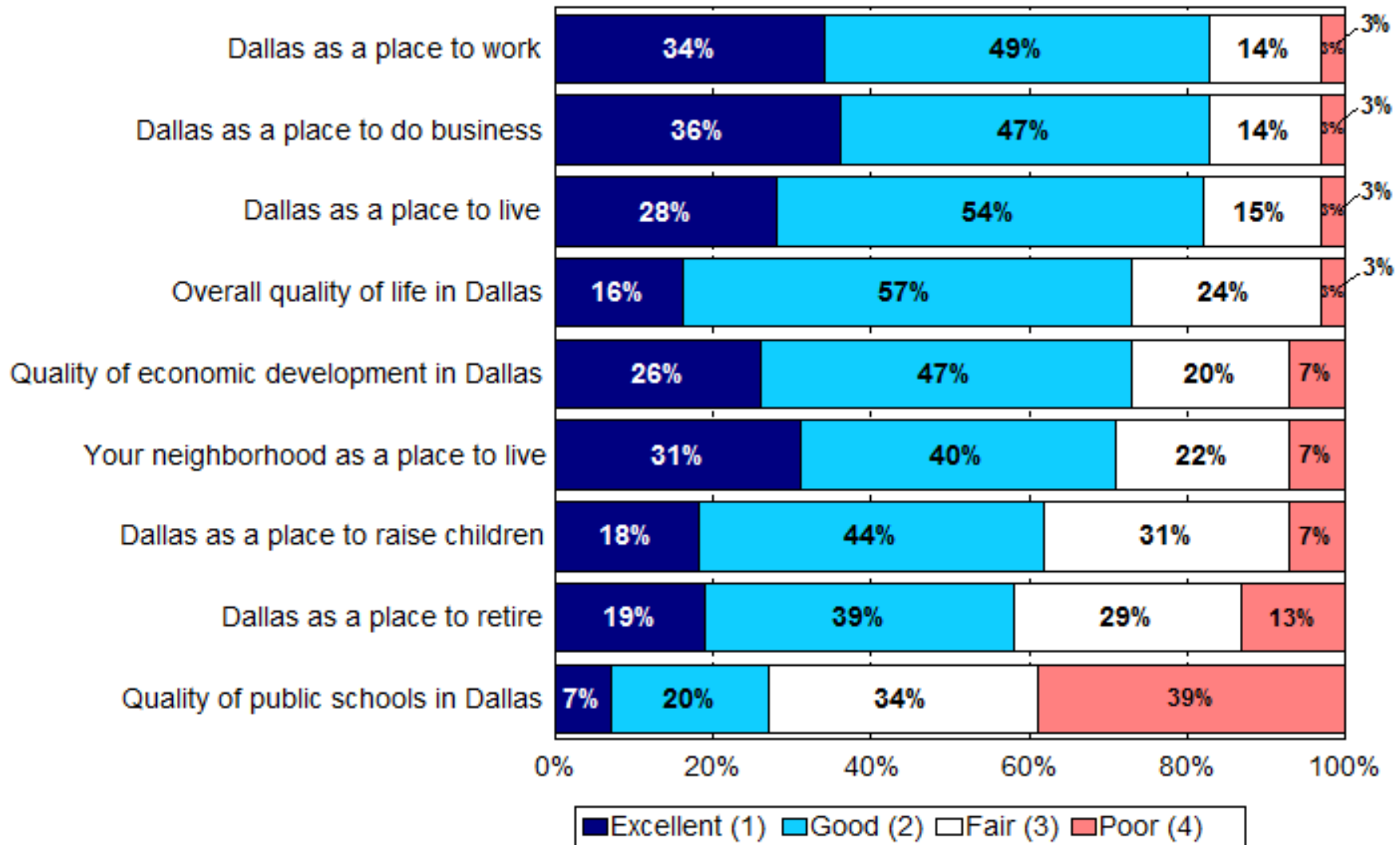


Source: ETC Institute (August 2014)

73% of the residents surveyed rated the overall quality of life in Dallas as "excellent" or "good"

Q1. Quality of Life Ratings

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is "excellent" and a rating of 4 is "poor" (excluding don't knows)

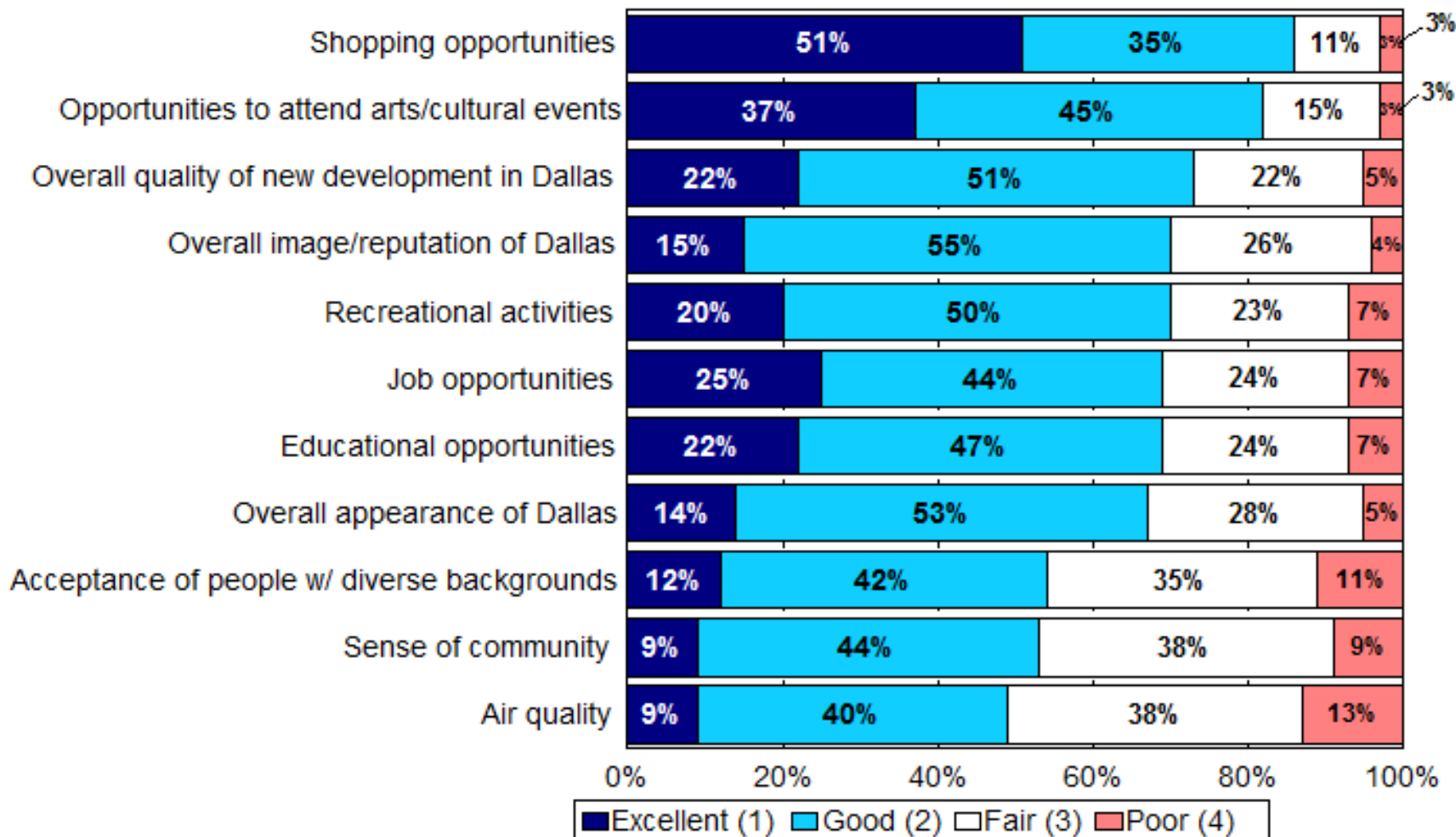


Source: ETC Institute (August 2014)

Most residents gave positive ratings for Dallas as a place to work, do business, and live

Q2. Ratings of Characteristics of the Community: General Characteristics and Opportunities

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is "excellent" and a rating of 4 is "poor" (excluding don't knows)

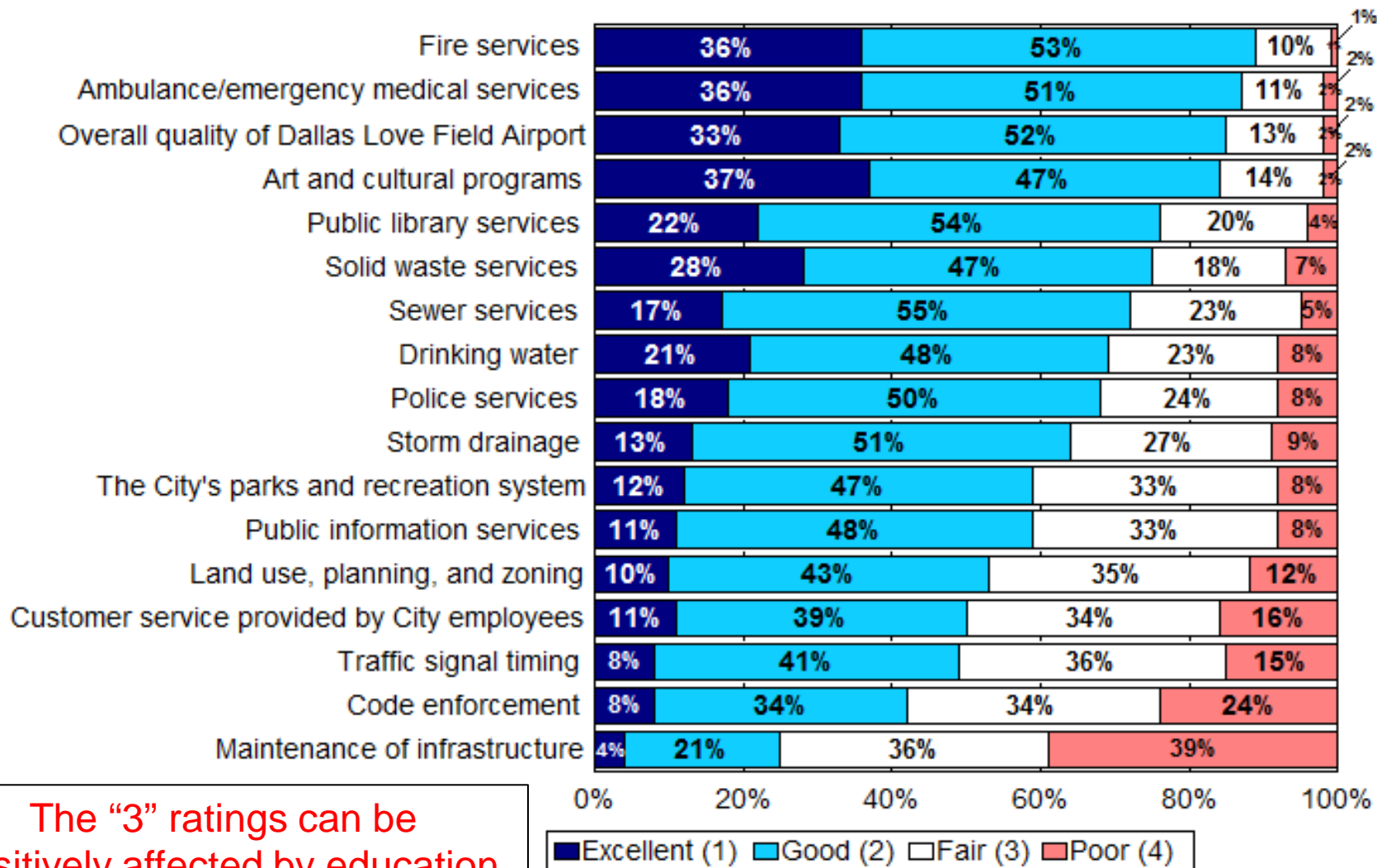


Source: ETC Institute (August 2014)

Dissatisfaction was low in all of the areas rated within this category

Q7. Ratings of Major Categories of City Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale, where a rating of 1 is "excellent" and a rating of 4 is "poor" (excluding don't knows)



The "3" ratings can be positively affected by education

With the exception of the maintenance of infrastructure, fewer than 25% of the residents surveyed gave negative ratings for any of the major categories of City services that were rated

Major finding #2

While there are some differences for specific services, overall satisfaction with City services is about the same in most areas of the City

Ratings of the Overall Quality of Governmental Services Provided by The City of Dallas

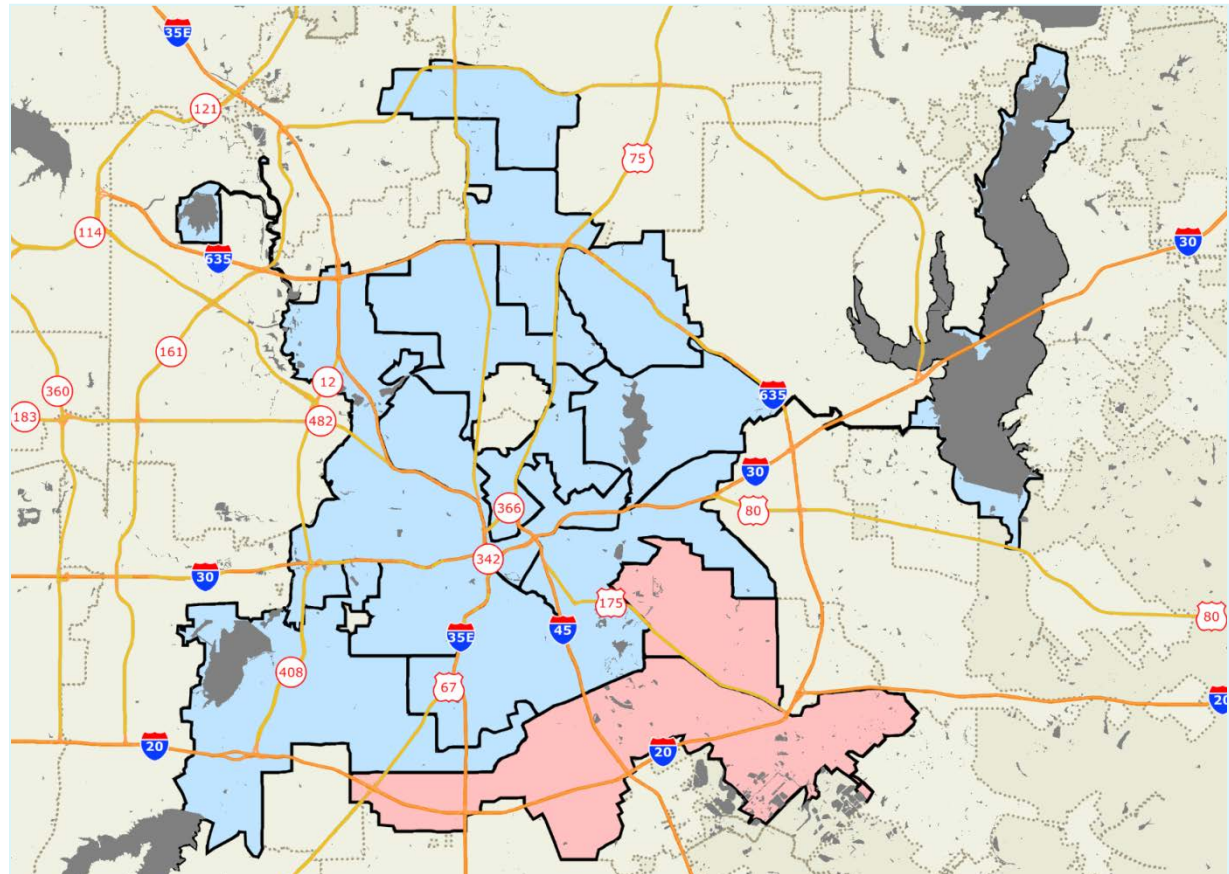
2014 Dallas Community Survey

Shading reflects the mean rating for all respondents by District

LEGEND

Mean rating on a 100-point scale, where 100=excellent and 0=poor

- Excellent
- Good
- Fair
- Poor
- Other (no responses)



Southern most area is generally less satisfied than other areas of the City

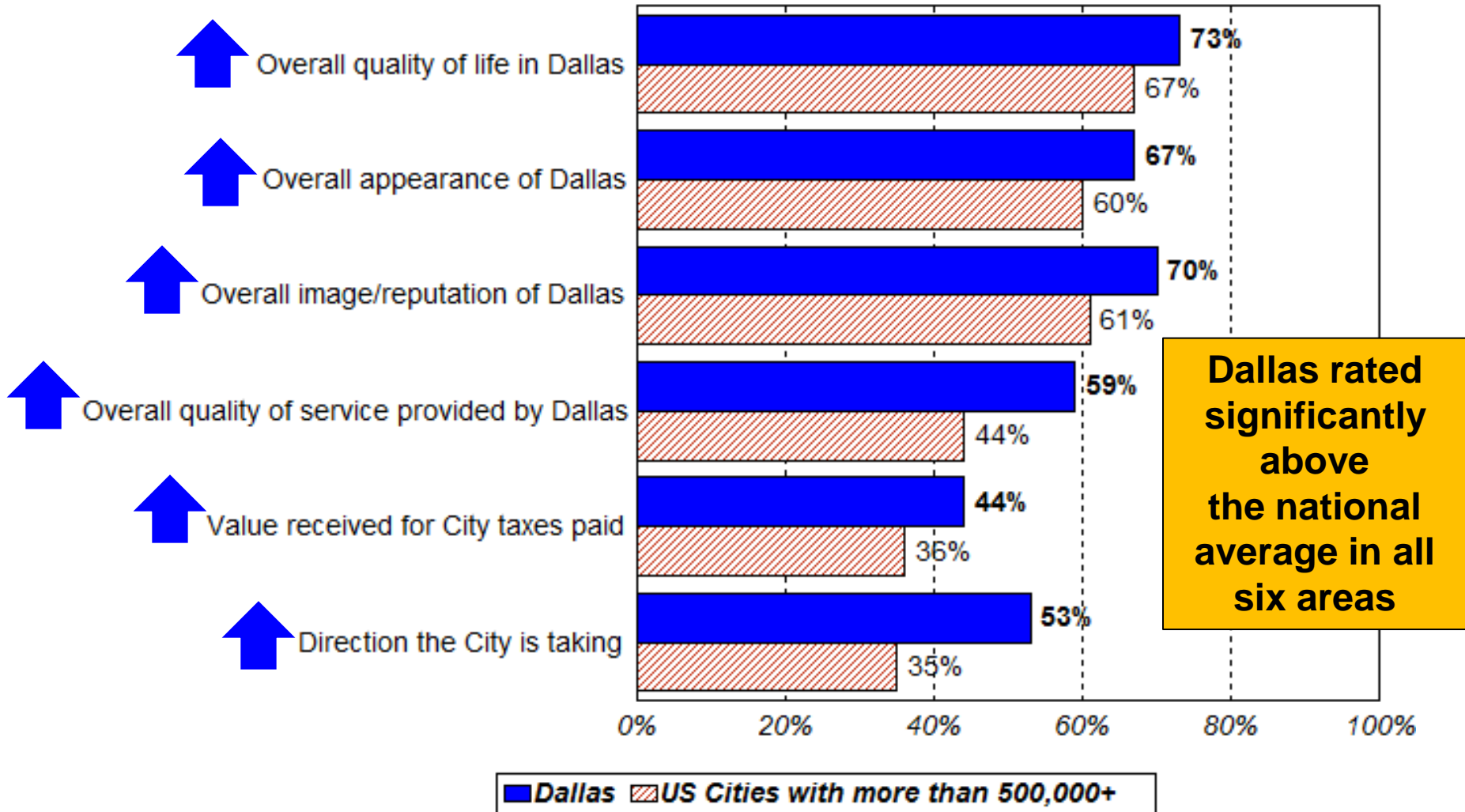
Major finding #3

The City of Dallas is setting the standard for service delivery compared to other large cities

Perceptions of the City

Dallas vs. Other Large U.S. Communities

by percentage of respondents who gave positive ratings for the item



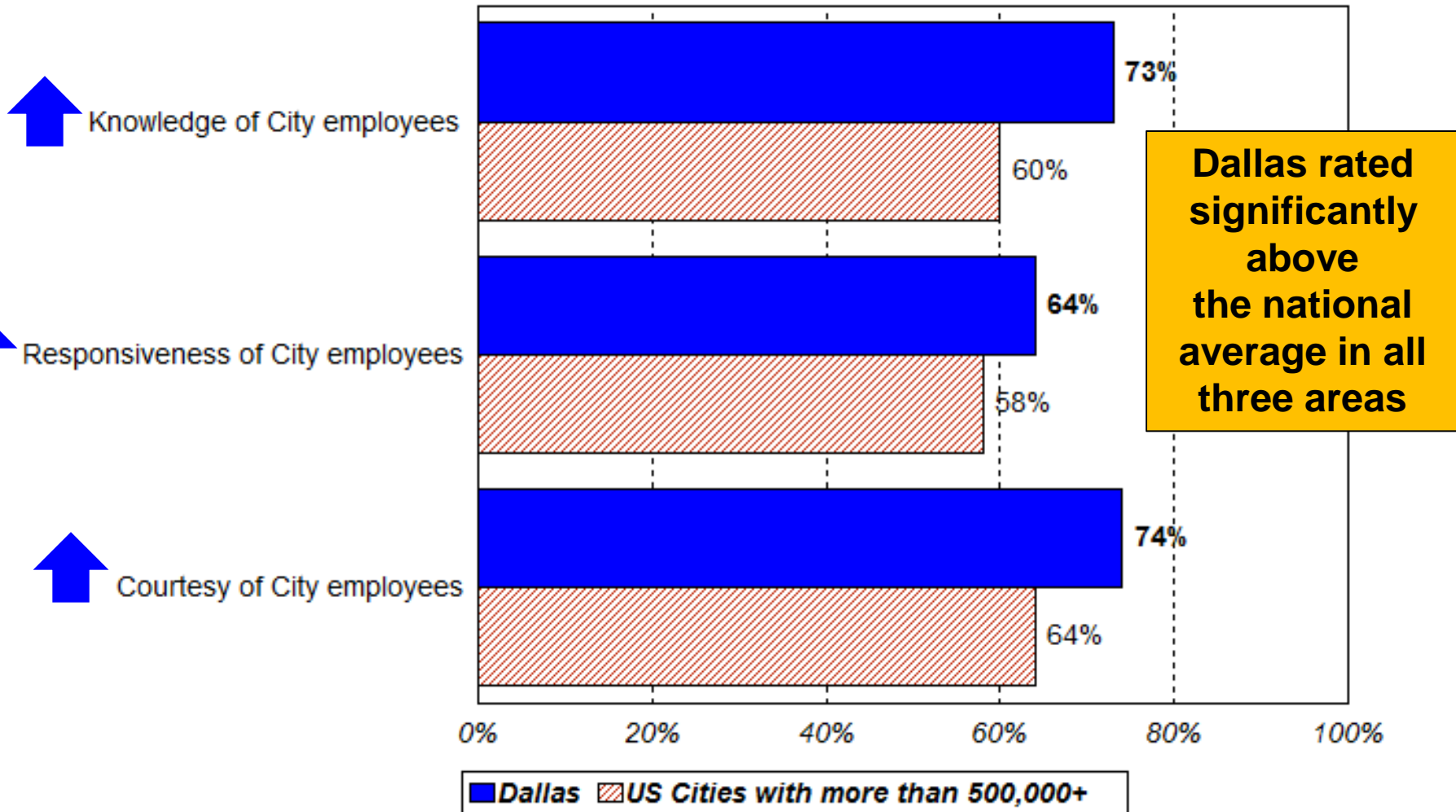
Source: ETC Institute (2014)

Significantly higher: ↑

Significantly lower: ↓

Satisfaction with Customer Service from City Employees *Dallas vs. Other Large U.S. Communities*

by percentage of respondents who gave positive ratings for the item



Source: ETC Institute (2014)

Significantly higher: ↑

Significantly lower: ↓

Major finding #4

The City continues to maintain high overall satisfaction ratings even though the results for most other large U.S. cities have decreased

Composite Satisfaction Indices

derived from the mean positive ratings provided by residents
Year 2007=100

↑ Quality of Life Index

↓ Mobility Index

↑ Major Services Index

↓ Customer Service Index

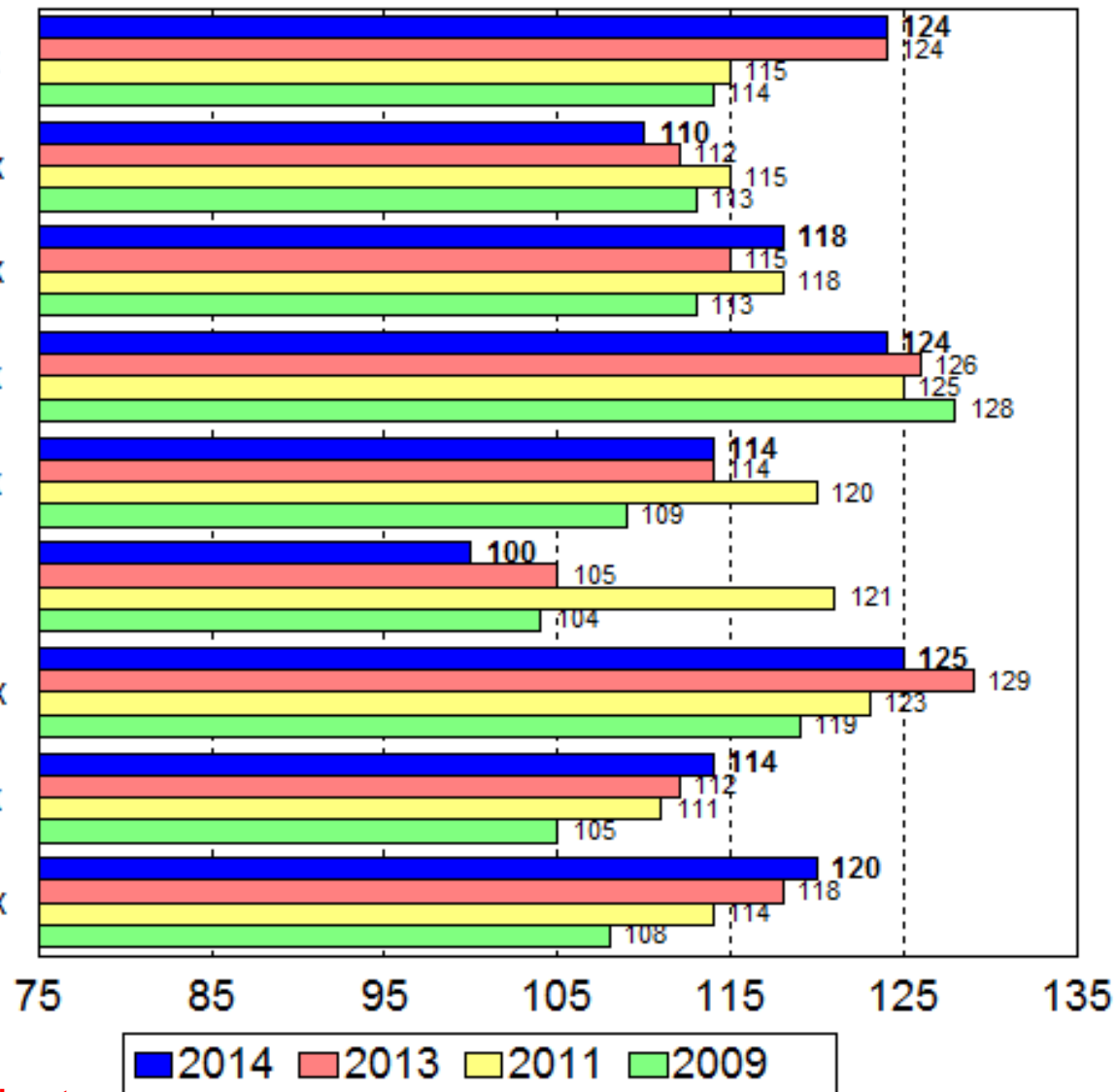
↑ Public Safety Index

↓ Streets and Infrastructure Index

↑ Solid Waste Index

↑ Parks and Recreation Index

↑ Perceptions Index



Changes of 3 points or more are significant

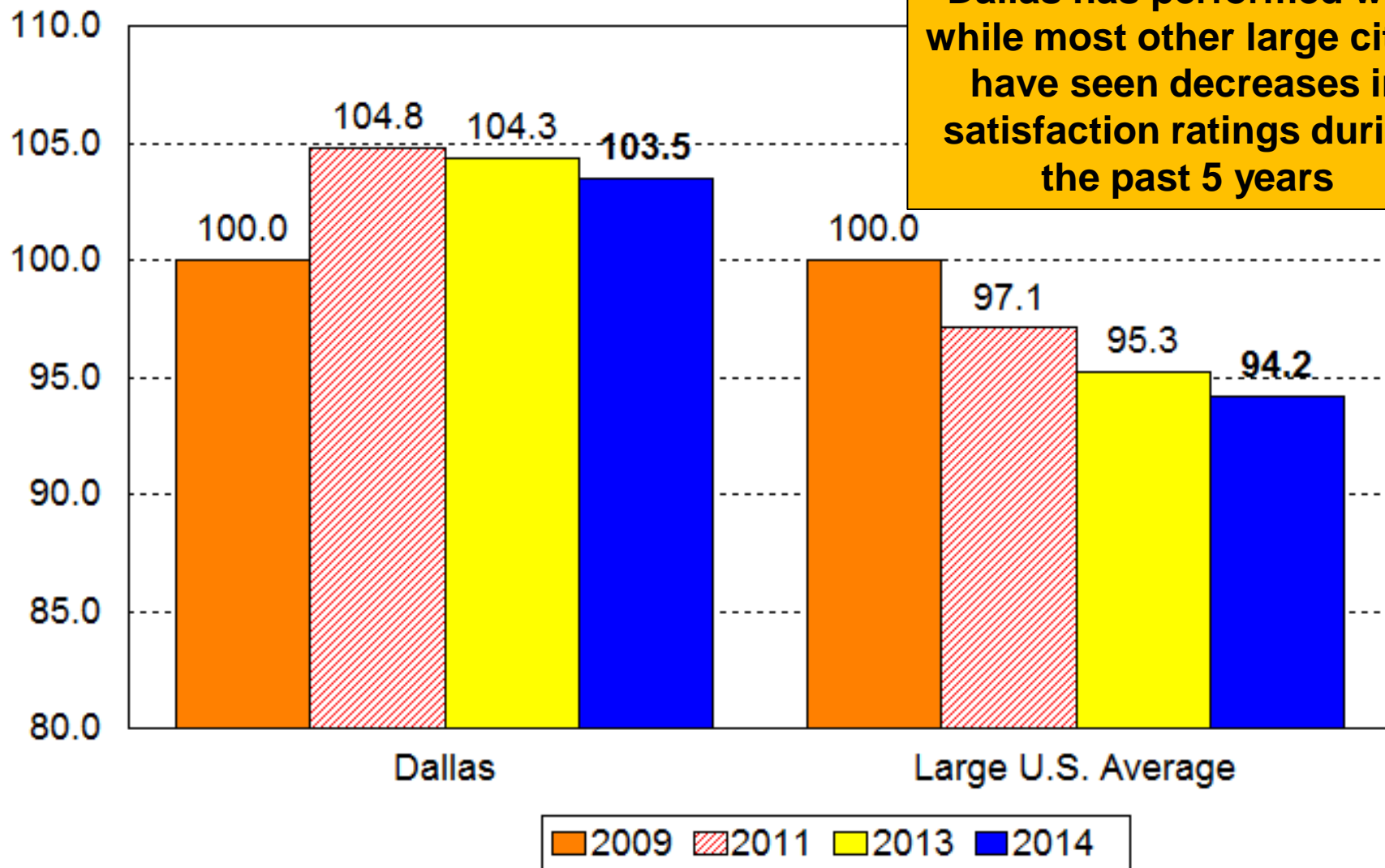
Significantly higher than 2009: ↑

Significantly lower than 2009: ↓

Overall Satisfaction Index

derived from the mean positive ratings provided by residents

Year 2009=100



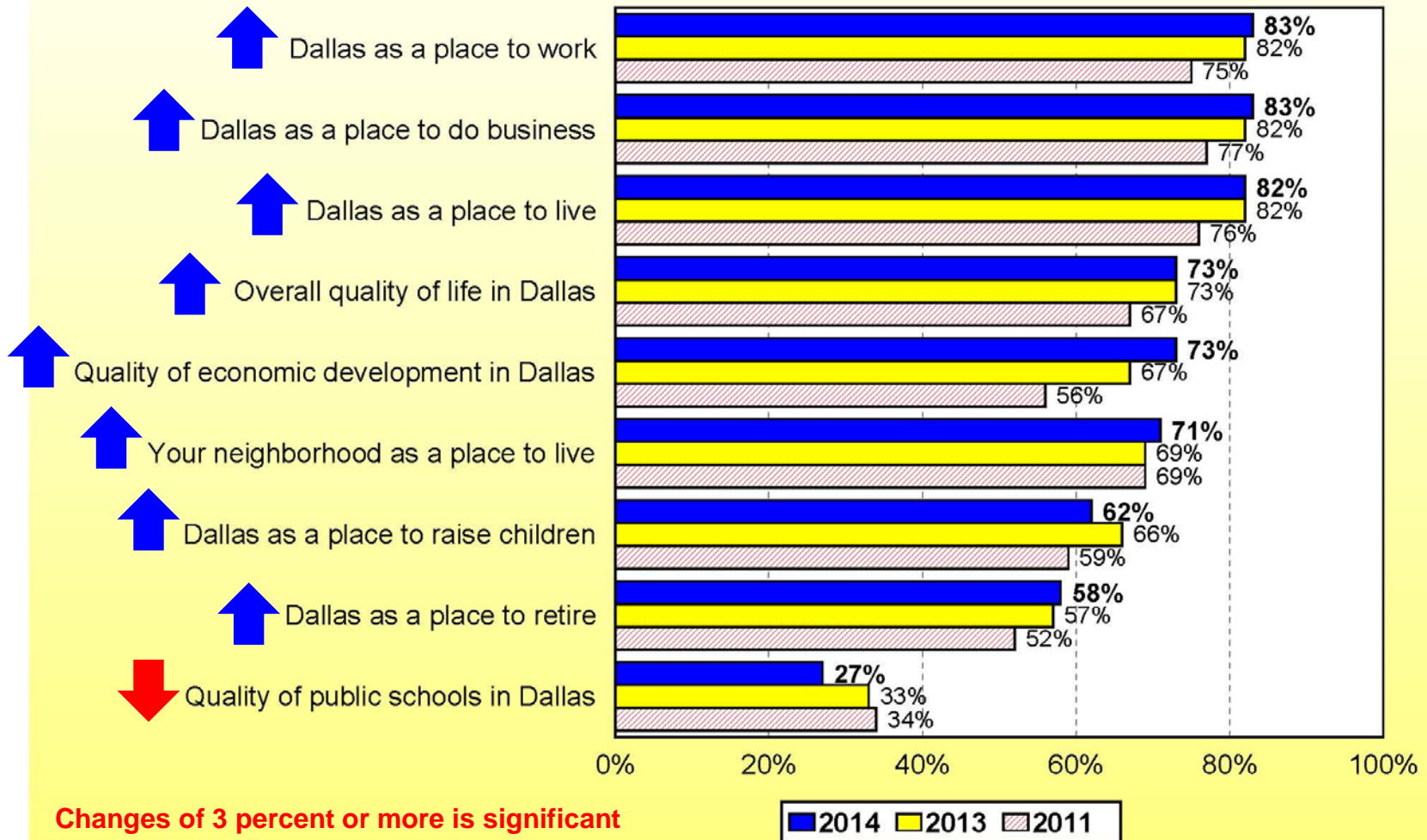
Dallas has performed well while most other large cities have seen decreases in satisfaction ratings during the past 5 years

Changes of 3 points or more are significant

The overall satisfaction index for Dallas is 3.5 points higher than it was 2009 while the national average has decreased by nearly 6 points

Q1. Quality of Life Ratings Trends - 2014, 2013 & 2011

by percentage of respondents who rated the item as "excellent" or "good" (excluding don't knows)



Significantly higher than 2009: ↑

Significantly lower than 2009: ↓

Q28. Level of Agreement with Statements Related to the City of Dallas: Trends - 2014, 2013, 2011 & 2009

by percentage of respondents who rated the item as "strongly agree" or "agree" (excluding don't knows)



I am pleased with the direction the City is taking

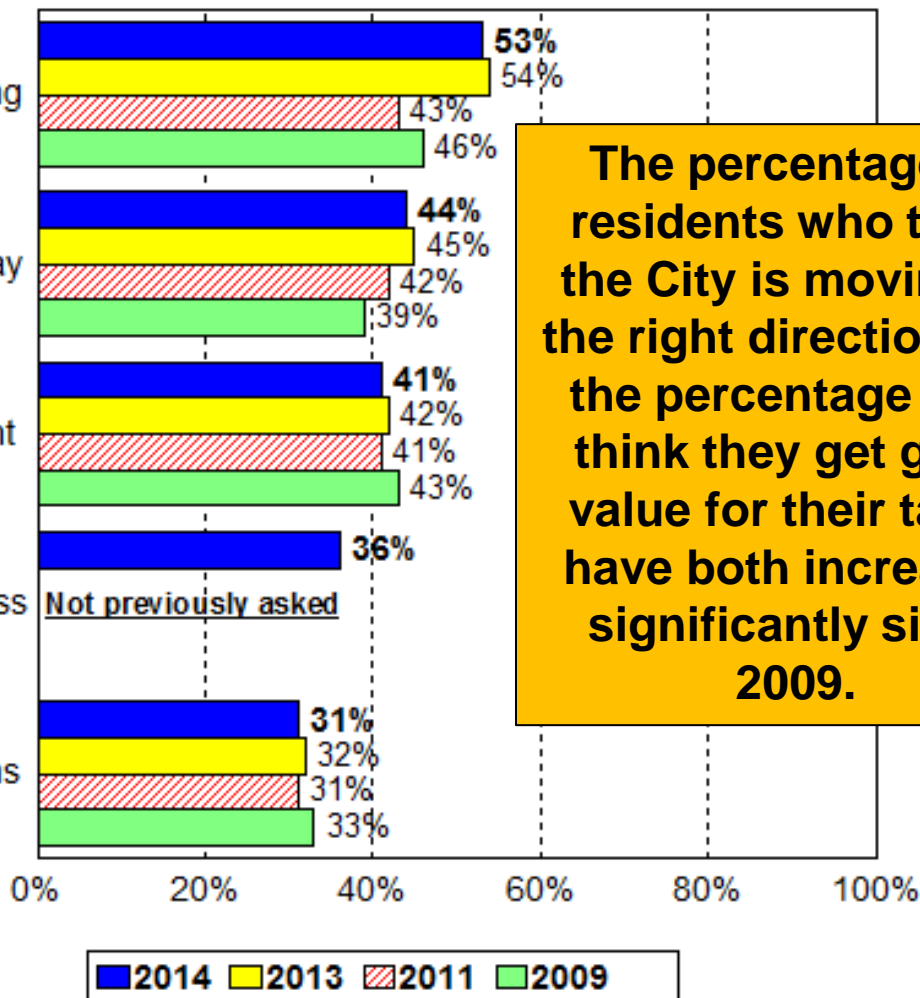


I receive good value for the taxes I pay

City government welcomes citizen involvement

City employees are ethical in conducting business

Dallas City government listens to citizens



Changes of 3 percent or more is significant

Source: ETC Institute (August 2014)

Significantly higher than 2009:

Significantly lower than 2009:

Most Notable INCREASES from 2013-2014

(areas where ratings increased by 5% or more)

- Quality of drinking water (2013=55%, 2014=69%)
- Taste/smell of tap water in your home (2013=54%, 2014=67%)
- Response to water/wastewater service issues (2013=58%, 2014=66%)
- Water conservation programs (2013=57%, 2014=64%)
- Quality of economic development in Dallas (2013=67%, 2014=73%)
- Job opportunities (2013=64%, 2014=69%)
- Sewer services (2013=67%, 2014=72%)
- Response time of fire to emergencies (2013=79%, 2014=84%)
- Fire prevention and education (2013=58%, 2014=63%)
- Street lighting (2013=39%, 2014=44%)

Most Notable DECREASES from 2013-2014

(areas where ratings decreased by 5% or more)

- City's social media services (2013=55%, 2014=45%)
- Services to low-income people (2013=43%, 2014=34%)
- Services to seniors (2013=54%, 2014=45%)
- Townhall meetings (2013=44%, 2014=36%)
- Household hazardous waste disposal (2013=60%, 2014=52%)
- Services to youth (2013=49%, 2014=42%)
- Accessibility of facilities/services for disabled (2013=66%, 2014=60%)
- Outdoor swimming facilities (2013=41%, 2014=35%)
- Quality of public schools in Dallas (2013=33%, 2014=27%)
- Availability of information about City programs & services (2013=51%, 2014=46%)

Major finding #5

Although the City is generally heading in the right direction, there are still opportunities for improvement

Importance-Satisfaction Rating

City of Dallas

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of infrastructure	53%	2	25%	17	0.3975	1
<u>High Priority (IS .10-.20)</u>						
Code enforcement	31%	3	42%	16	0.1798	2
Police services	53%	1	68%	9	0.1696	3
Traffic signal timing	20%	7	49%	15	0.1020	4
<u>Medium Priority (IS <.10)</u>						
Drinking water	28%	4	69%	8	0.0868	5
Customer service provided by City employees	14%	10	50%	14	0.0700	6
Land use, planning and zoning	14%	11	53%	13	0.0658	7
The City's parks and recreation system	16%	8	59%	12	0.0656	8
Solid waste services	15%	9	75%	6	0.0375	9
Storm drainage	9%	13	64%	10	0.0324	10
Ambulance/emergency medical services	24%	6	87%	2	0.0312	11
Public information services	7%	15	59%	11	0.0287	12
Fire services	26%	5	89%	1	0.0286	13
Sewer services	10%	12	72%	7	0.0280	14
Public library services	8%	14	76%	5	0.0192	15
Arts and cultural programs	7%	15	84%	4	0.0112	16
Overall quality of Dallas Lovefield Airport	4%	17	85%	3	0.0060	17

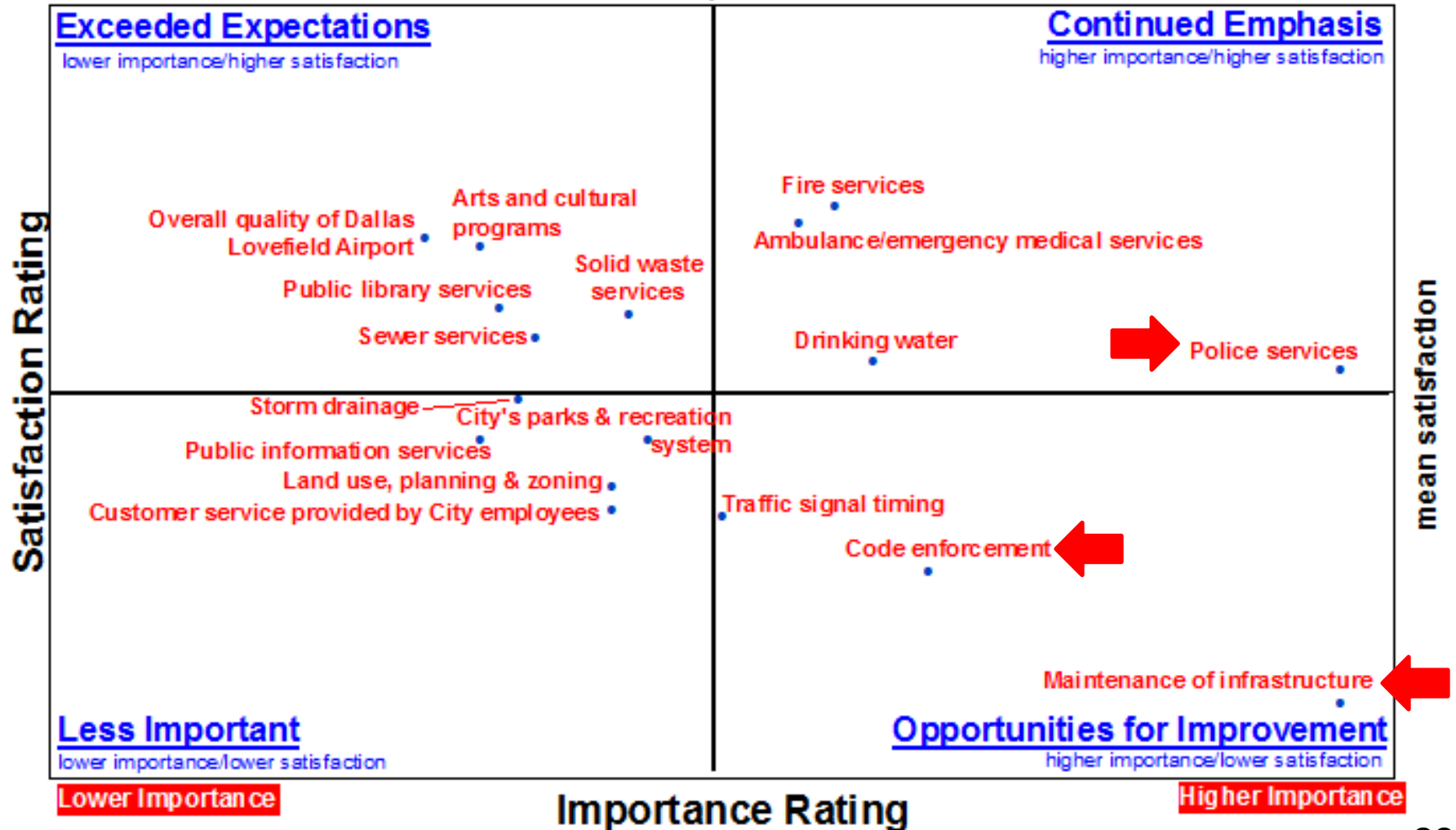
Overall priorities: 

2014 City of Dallas DirectionFinder Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance



Summary and Conclusions

- Overall satisfaction with City services is 15% above the national average for large US cities
- The City is maintaining current service levels
- Overall satisfaction with city services is similar in most areas of the City
- Dallas rated above the national average for large U.S. cities in all areas of customer service that were assessed on the survey
- Although the City is generally heading in the right direction, there are opportunities for improvement

Questions?

THANK YOU

Memorandum



CITY OF DALLAS

DATE October 31, 2014

TO The Honorable Mayor and Members of the City Council

SUBJECT 2015 City Calendar

The November 5th briefing agenda includes a briefing on the 2015 City Calendar. The briefing and calendar are attached for your review.

Please let me know if you need additional information.

A handwritten signature in blue ink that reads "Jeanne Chipperfield".

Jeanne Chipperfield
Chief Financial Officer

Attachment

c: A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager

Joey Zapata, Assistant City Manager
Mark McDaniel, Assistant City Manager
Eric D. Campbell, Assistant City Manager
Forest E. Turner, Chief Wellness Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager

2015 City Calendar



City Council Briefing- November 5, 2014

Purpose

- Review the City Calendar for January 2015 through December 2015
 - City Council meetings
 - Council Committee meetings
 - City Council campaign and election
 - Council- staff planning session
 - Budget process
 - Holidays
- Next Steps

Note: Council Resolution #89-3796 requires the City Council to adopt an annual calendar.

City Council Meetings

- Regular meetings of the City Council are typically scheduled on each Wednesday (except 5th Wednesday)
 - 1st and 3rd Wednesday – briefing meetings typically begin at 9:00 a.m. at City Hall in room 6E-South
 - 2nd and 4th Wednesday – agenda meetings typically begin at 9:00 a.m. at City Hall in the Council Chambers
 - 5th Wednesday – no meeting

City Council Meetings

- Some City Council meetings have been canceled, moved, or adjusted
 - March 11 – cancel due to Spring Recess and National League of Cities Conference
 - March 18 – cancel due to Spring Recess
 - May 6- cancel week of city elections
 - July – cancel due to July recess in accordance with council resolution #90-2673

City Council Meetings

- Some City Council meetings have been canceled, moved, or adjusted (continued)
 - November 4 – move to Tuesday November 3 due to National League of Cities Conference
 - November 11- move to Tuesday November 10 due to Veterans Day
 - November 25– cancel day before Thanksgiving holiday
 - December 16 – cancel week before Christmas holiday
 - December 23 – cancel meeting before Christmas holiday

Committees – 1st and 3rd Mondays

- Economic Development
 - 1st and 3rd Monday – 9:00 a.m. to 10:30 a.m.
- Housing
 - 1st and 3rd Monday – 11:00 a.m. to 12:30 p.m.
- Budget, Finance, and Audit
 - 1st and 3rd Monday – 1:00 p.m. to 2:30 p.m.
- Arts, Culture, and Libraries
 - 3rd Monday – 3:00 p.m. to 4:30 p.m.

Economic Development	Housing	Budget, Finance, and Audit	Arts, Culture, and Libraries
1 st & 3 rd Monday	1 st & 3 rd Monday	1 st & 3 rd Monday	3 rd Monday (adjusted for cancelations)
9:00 a.m. to 10:30 a.m.	11:00 a.m. to 12:30 p.m.	1:00 p.m. to 2:30 p.m.	3:00 p.m. to 4:30 p.m.
January 5 (Monday) January 20 (Tuesday) – Moved from Monday to Tuesday due to Martin Luther King, Jr. Day (City Holiday)			
February 2 (Monday) February 17 (Tuesday) – Moved from Monday to Tuesday due to Presidents’ Day (City Holiday)			
March 2 (Monday) – Includes Arts, Culture, and Libraries since 3 rd Monday canceled due to Spring Recess March 16 (Monday) – Canceled due to Spring Recess			
April 6 (Monday) April 20 (Monday)			
May 4 (Monday) – Canceled week of city elections May 18 (Monday)			
June 1 (Monday) June 15 (Monday)			
July 6 (Monday) – Canceled due to July recess July 20 (Monday) – Canceled due to July recess			
August 3 (Monday) August 17 (Monday)			
September 8 (Tuesday) – Moved from Monday to Tuesday due to Labor Day/ Cesar E. Chavez Day (City Holiday) September 21 (Monday)			
October 5 (Monday) October 19 (Monday)			
November 2 (Monday) November 16 (Monday)			
December 7 (Monday) – Includes Arts, Culture, and Libraries since 3 rd Monday canceled week before Christmas holiday December 21 (Monday) – Canceled week before Christmas holiday			

Committees – 2nd and 4th Mondays

- Quality of Life and Environment
 - 2nd and 4th Monday – 9:00 a.m. to 10:30 a.m.
- Public Safety
 - 2nd and 4th Monday – 11:00 a.m. to 12:30 p.m.
- Transportation and Trinity River Project
 - 2nd and 4th Monday – 1:00 p.m. – 2:30 p.m.

Quality of Life and Environment	Public Safety	Transportation and Trinity River Project	
2 nd & 4 th Monday	2 nd & 4 th Monday	2 nd & 4 th Monday	
9:30 a.m. to 10:30 a.m.	11:00 a.m. to 12:30 p.m.	1:00 p.m. to 2:30 p.m.	
January 12 (Monday) January 26 (Monday)			
February 9 (Monday) February 23 (Monday)			
March 9 (Monday) – Canceled due to Spring Recess and National League of Cities Conference March 23 (Monday)			
April 13 (Monday) April 27 (Monday)			
May 11 (Monday) May 26 (Tuesday) – Moved from Monday to Tuesday due to Memorial Day (City Holiday)			
June 8 (Monday) June 22 (Monday) – Canceled due to City Council Inauguration			
July 13 (Monday) – Canceled due to July recess July 27 (Monday) – Canceled due to July recess			
August 10 (Monday) August 24 (Monday)			
September 14 (Monday) September 28 (Monday)			
October 12 (Monday) October 26 (Monday)			
November 9 (Monday) November 23 (Monday) – Canceled week of Thanksgiving holiday			
December 8 (Tuesday) – Moved from Monday to previous Tuesday week prior to Christmas Holiday December 28 (Monday) – Canceled week of Christmas holiday			

City Council Campaign and Election

- Council election dates are mandated by the State and subject to charge
 - January 15- Campaign finance report due (semi-annual)
 - April 9- Campaign finance report due (30 days before election)
 - April 27- Early voting begins
 - May 1- Campaign finance report due (8 days before election)
 - May 5- Early voting ends
 - May 9- Election Day
 - May 20- Canvass election results

City Council Campaign and Election

- Council election dates are mandated by the State and subject to change (continued)
 - May 20- Call runoff election (if necessary)
 - June 1- Runoff early voting begins (subject to change)
 - June 5- Campaign finance report due - 8 days before runoff election
 - June 9- Runoff early voting ends (subject to change)
 - June 13- Runoff Election Day (subject to change)
 - June 22- Canvass runoff election results
 - June 22- Inauguration and other meetings
 - July 15- Campaign finance report due – (semi-annual)

Council- Staff Planning Session

- Council and staff planning meetings are scheduled for Thursday, January 15 and Friday, January 16

Budget Process

- Schedule for development of the FY 2015-16 budget includes:

February 4	Budget Workshop
March 25	Budget Public Hearing
May 20	Budget Workshop
May 27	Budget Public Hearing
June 17	Budget Workshop
July 24	Appraisal Districts certify 2014 tax roll for FY 2014-15
August 7	Deliver City Manager's recommended budget to council members
August 11	Budget Workshop: City Manager's recommended budget
August 11 to Sept 3	Town hall meetings
August 19	Budget Workshop
August 26	Budget Public Hearing
September 2	Budget Workshop
September 2	Tax Rate Public Hearing #1 (if necessary)
September 9	Adopt Budget on First Reading
September 16	Budget Workshop: Council Amendments
September 16	Tax Rate Public Hearing #2 (if necessary)
September 23	Adopt Budget on Second Reading and Adopt Tax Rate
October 1	Begin FY 2015-16

Holidays

- The City recognizes the following holidays:

New Year's Day	Thursday, January 1
Martin Luther King, Jr. Day	Monday, January 19
Presidents' Day	Monday, February 16
Memorial Day	Monday, May 25
Independence Day	Friday, July 3
Labor Day	Monday, September 7
Thanksgiving Day	Thursday, November 26
Day After Thanksgiving	Friday, November 27
Christmas Day	Friday, December 25

Next Step

- Adoption of the 2015 Calendar is scheduled for City Council consideration on November 12 addendum

Appendix

- January through December 2015 Calendar

January 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 New Year's Day City Holiday	2	3
4	5 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit	6	7 Council Briefing 9:00am	8	9	10
11	12 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	13	14 Council Agenda 9:00am	15 Council - Staff Planning Session Campaign Finance Report Due (Semi- annual)	16 Council - Staff Planning Session	17
18	19 Council Committee Meetings Moved to January 20 Martin Luther King, Jr. Day City Holiday	20 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	21 Council Briefing 9:00am U.S. Conference of Mayors Washington, DC Winter Meeting	22 U.S. Conference of Mayors Washington, DC Winter Meeting	23 U.S. Conference of Mayors Washington, DC Winter Meeting	24
25	26 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	27	28 Council Agenda 9:00am	29	30	31

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

February 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit	3	4 Council Briefing 9:00am Budget Workshop	5	6	7
8	9 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	10	11 Council Agenda 9:00am	12	13	14
15	16 Council Committee Meetings Moved to February 17 Presidents' Day City Holiday	17 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	18 Council Briefing 9:00am	19	20	21
22	23 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	24	25 Council Agenda 9:00am	26	27	28

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

March 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	3	4 Council Briefing 9:00am	5	6	7 National League of Cities Conference-Washington, D.C.
8 National League of Cities Conference-Washington, D.C.	9 Council Recess National League of Cities Conference-Washington, D.C.	10 Council Recess National League of Cities Conference-Washington, D.C.	11 City Council Meeting Canceled Council Recess National League of Cities Conference-Washington, D.C.	12 Council Recess	13 Council Recess	14
15	16 Council Recess	17 Council Recess	18 City Council Meeting Canceled Council Recess	19 Council Recess	20 Council Recess	21
22	23 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	24	25 Council Agenda 9:00am Budget Public Hearing	26	27	28
29	30	31				

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

April 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Council Briefing 9:00am	2	3 Good Friday Passover (Begins at Sundown)	4 Passover Second Night Seder
5 Easter Sunday	6 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit	7	8 Council Agenda 9:00am	9 Campaign Finance Report Due (30 days before election)	10	11
12	13 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	14	15 Council Briefing 9:00am	16	17	18
19	20 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	21	22 Council Agenda 9:00am	23	24	25
26	27 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project Early Voting Begins	28	29 Fifth Wednesday – No City Council Meeting	30		

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

May 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Campaign Finance Report Due (8 th day before election)	2
3	4 Council Committees Meetings Canceled	5 Early Voting Ends	6 City Council Meeting Canceled	7	8	9 Election Day
10	11 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	12	13 Council Agenda 9:00am	14	15	16
17	18 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	19	20 Council Briefing 9:00am Budget Workshop Canvass of Election Results Call Runoff Election (if necessary)	21	22	23
24	25 Council Committees Moved to May 26 Memorial Day City Holiday	26 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	27 Council Agenda 9:00am Budget Public Hearing	28	29	30
31						

Note: Council Agenda meetings are held in the Council Chambers and Council
Briefing and committee meetings are held in room 6ES at Dallas City Hall

June 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit Runoff Early Voting Begins (Subject to change)	2	3 Council Briefing 9:00am	4	5 Campaign Finance Report Due (8 th day before runoff election)	6
7	8 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	9 Runoff Early Voting Ends (Subject to change)	10 Council Agenda 9:00am	11	12	13 Runoff Election Day (Subject to change)
14	15 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	16	17 Council Briefing 9:00am Budget workshop	18 Ramadan (Begins at Sundown)	19 U.S. Conference of Mayors San Francisco, CA	20 U.S. Conference of Mayors San Francisco, CA
21 U.S. Conference of Mayors San Francisco, CA	22 Council Committees Meetings Canceled Canvass of Runoff Election (subject to change) City Council inauguration and Other Meetings U.S. Conference of Mayors San Francisco, CA	23	24 Council Agenda 9:00am	25	26	27
28	29	30				

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

July 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Council Recess Per Resolution 90-2673 Passed August 22, 1990	2	3 Independence Day City Holiday	4 Independence Day
5	6 Council Recess Per Resolution 90-2673 Passed August 22, 1990	7	8 Council Recess Per Resolution 90-2673 Passed August 22, 1990	9	10	11
12	13 Council Recess Per Resolution 90-2673 Passed August 22, 1990	14	15 Council Recess Per Resolution 90-2673 Passed August 22, 1990 Campaign Finance Report Due (Semi- annual)	16	17	18
19	20 Council Recess Per Resolution 90-2673 Passed August 22, 1990	21	22 Council Recess Per Resolution 90-2673 Passed August 22, 1990	23	24	25
26	27 Council Recess Per Resolution 90-2673 Passed August 22, 1990	28	29 Fifth Wednesday – No City Council Meeting	30	31	

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

August 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit	4	5 Council Briefing 9:00am	6	7	8
9	10 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	11 Council Budget Workshop 9:00am Presentation of City Manager's Recommended Budget Budget Town Hall Meetings Begin	12 Council Agenda 9:00am	13	14	15
16	17 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	18	19 Council Briefing 9:00am Budget Workshop	20	21	22
23	24 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	25	26 Council Agenda 9:00am Budget Public Hearing	27	28	29
30	31					

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

September 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2 Council Briefing 9:00am Budget Workshop	3 Budget Town Hall Meetings End	4	5
6	7 Council Committee Meetings Moved to September 8 Labor Day City Holiday/ Cesar E. Chavez Day	8 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit	9 Council Agenda 9:00am Vote to Adopt Budget 1 st Reading	10	11 September 11 th Remembrance Day	12
13 Rosh Hashanah (Begins at Sundown)	14 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	15	16 Council Briefing 9:00am Council Budget Amendments Workshop 9:00am	17	18	19
20	21 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	22 Texas Municipal League Annual Conference – San Antonio, Texas Yom Kippur (Begins at Sundown)	23 Council Agenda 9:00am Budget Adoption 2 nd Reading Texas Municipal League Annual Conference – San Antonio, Texas Yom Kippur	24 Texas Municipal League Annual Conference – San Antonio, Texas	25 Texas Municipal League Annual Conference – San Antonio, Texas	26
27	28 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	29	30 Fifth Wednesday – No City Council Meeting			

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

October 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit	6	7 Council Briefing 9:00am	8	9	10
11	12 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	13	14 Council Agenda 9:00am	15	16	17
18	19 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	20	21 Council Briefing 9:00am	22	23	24
25	26 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	27	28 Council Agenda 9:00am	29	30	31

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

November 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit	3 Council Briefing 9:00am	4 City Council Meeting Moved to November 3 National League of Cities Conference-Nashville, TN	5 National League of Cities Conference-Nashville, TN	6 National League of Cities Conference-Nashville, TN	7 National League of Cities Conference-Nashville, TN
8	9 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	10 Council Agenda 9:00am	11 City Council Meeting Moved to November 10 Veterans Day	12	13	14
15	16 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries	17	18 Council Briefing 9:00am	19	20	21
22	23 Council Committee Meetings Canceled	24	25 City Council Meeting Canceled	26 Thanksgiving Day City Holiday	27 Day after Thanksgiving Day City Holiday	28
29	30					

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

December 2015						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2 Council Briefing 9:00am	3	4	5
6 Eight Days of Hanukah (Begins at Sundown)	7 Council Committees: 9:00am-Economic Development 11:00am-Housing 1:00pm-Budget, Finance & Audit 3:00pm-Arts, Culture & Libraries Hanukkah	8 Council Committees: 9:00am-Quality of Life & Environment 11:00am-Public Safety 1:00pm-Transportation & Trinity River Project	9 Council Agenda 9:00am	10	11	12
13	14 Council Committee Meetings Moved to December 8 th	15	16 City Council Meeting Canceled	17	18	19
20	21 Council Committee Meetings Canceled	22	23 City Council Meeting Canceled	24	25 Christmas Day City Holiday	26
27	28 Council Committee Meetings Canceled	29	30 Fifth Wednesday – No City Council Meeting	31		

Note: Council Agenda meetings are held in the Council Chambers and Council Briefing and committee meetings are held in room 6ES at Dallas City Hall

Memorandum



CITY OF DALLAS

DATE October 31, 2014

TO Honorable Mayor and Members of the City Council

SUBJECT Municipal Court's 3rd Party Collections Contract

Attached is briefing material on the "Municipal Court's 3rd Party Collections Contract" to be presented to Dallas City Council on Wednesday, November 5, 2014.

A handwritten signature in cursive script, reading "Eric D. Campbell".

Eric D. Campbell
Assistant City Manager

[Attachment]

c: A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

Municipal Court's 3rd Party Collections Contract

Dallas City Council
November 5, 2014

Purpose

- Reviewing the recommended proposal for the 3rd party collections contract that council will consider on Nov. 12, 2014
 - Background: Court Services
 - Procurement Process
 - Scoring Summary
 - Recommendation and Next Steps

Background: Court Services

- Profile of the Dallas Municipal Court
 - Handle Class C misdemeanors and fine only offenses
 - Expect to resolve over 150,000 cases in FY14
 - Offer resolution in person, through mail, or internet

Background: Court Services

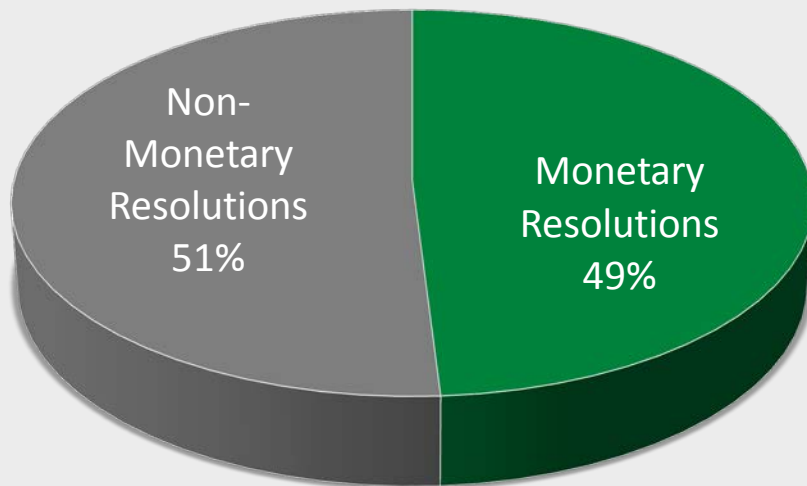
- Improvement initiatives since 2008

Issue	Before (2008 Status)	After (Present Day Status)
Outdated Technology	<ul style="list-style-type: none"> 25 yr. old case management system 	<ul style="list-style-type: none"> Incode case management system live since Oct. 1st, 2013 Converted +200 users & 2.3m cases
Antiquated Facility	<ul style="list-style-type: none"> 100 year old and 58 year old outdated facilities 	<ul style="list-style-type: none"> Successfully moved 100% of operations into renovated facility at 2014 Main St.
Improved Customer Service	<ul style="list-style-type: none"> Initial court settings of 9 mo. Peak payment window wait times of over 1 hour 	<ul style="list-style-type: none"> Initial court settings down to 28 days Avg. payment window wait down to 6 min.
Docket Efficiency Through Pre-trial	<ul style="list-style-type: none"> >1,200 wkly. settings resulted in less than 10 <u>actual</u> trials held >50% of all settings dismissed 	<ul style="list-style-type: none"> Trial dismissals reduced by 42% Officer subpoena savings = >\$470k/9k hrs. Actual trials held <u>remain</u> at <10 per wk.

Background: Court Services

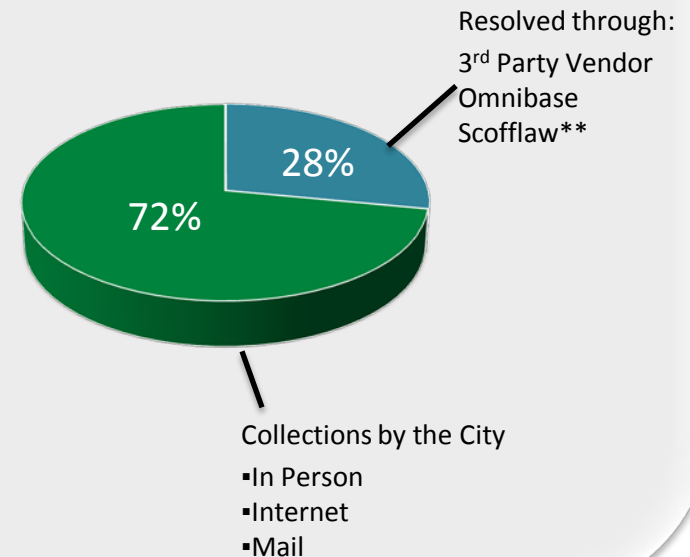
Municipal Court's Operational Overview

**Municipal Court's
Annual Case Resolutions**



Resolved approx. 150,000 cases in FY14

**General Fund Collections
Breakout***



* See Appendix - p.26 ** See Appendix - p.27

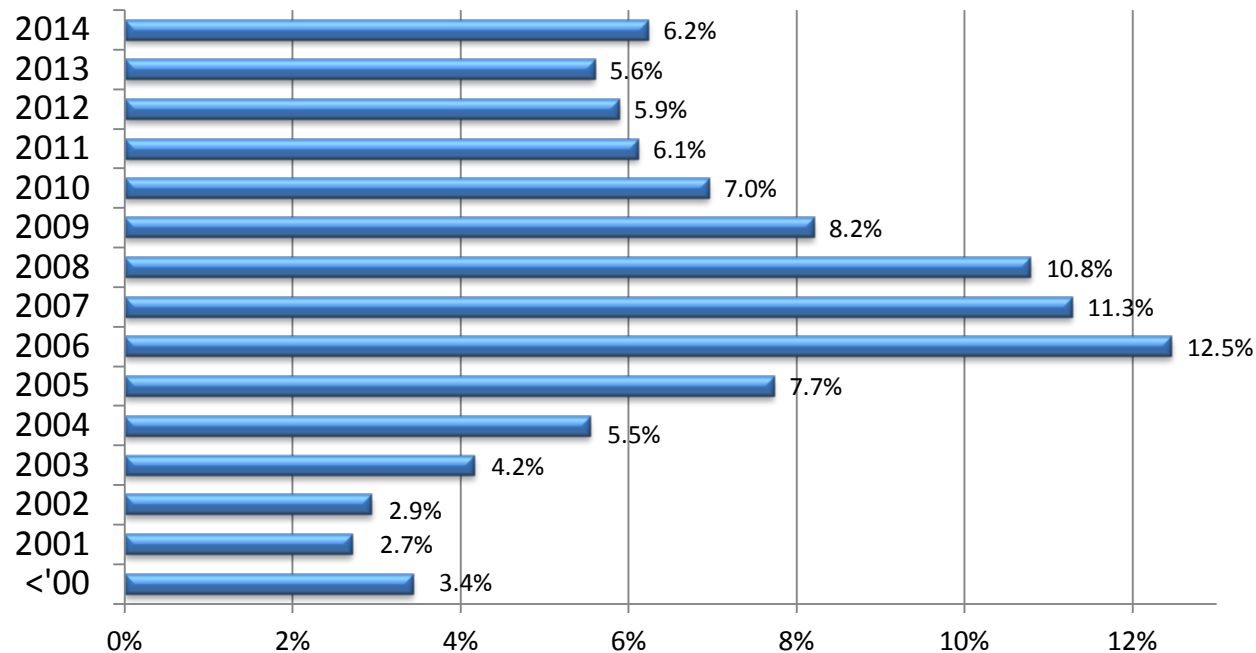
Background: Court Services

- Recent internal collections improvements
 - Phone call and reminder letter campaign have increased 21 day response rate by 3%
 - Car registration hold program implemented (*Scofflaw*)
 - Payment installment completion rate up by 223%
 - Online payment available; soon to offer online Deferred, DSC and Trial requests
 - Improved general fund collections per citation by 55% since FY2007

Background: Court Services

- Although recent court improvements have increased enforcement of new citations, efforts to resolve delinquent cases must continue through Omnibase, Scofflaw and 3rd party collections
- Represents the full face value of all outstanding citations (≈\$600m)

% of Outstanding Portfolio by Offense Date



Procurement Process

- Procurement Method Determination
 - Request for bid (RFB)
 - Utilized when needs are clearly defined
 - ❖ E.g.- 1,000 bags of crushed ice, 200 light duty trucks
 - Low price or highest revenue serves as the basis for award
 - More expeditious process
 - Request for proposal (RFP)
 - Utilized when there are multiple solutions to the City's problem or need
 - Scope of work provided and vendor provides solution
 - ❖ E.g.- maximize revenue, replace telephone system
 - Multiple approaches or solutions to resolve

Procurement Process

Guiding Parameters for Contract Types

<i>Elements</i>	<i>Revenue Contract</i>	<i>Expenditure Contract</i>
<i>State Law</i>	Not applicable	Applicable if >\$50,000
<i>City Code/Policy</i>	Administrative Directive (AD) 4-5	Chapter 2 and AD 4-5
<i>BID Policy (M/WBE Participation)</i>	Not applicable unless required by federal guidelines	Required on all expenditures over \$50k by Council policy
<i>Local Preference</i>	Not authorized	Only allowed on certain low bid contracts with limitations

Procurement Process

- Scoring Criteria

- Department works with Purchasing to develop weights on
 - Relevant experience
 - Performance
 - Contract history
 - Monetary considerations
 - City practice has always been to include cost/revenue
 - Typical minimum weight is 30%
- City's Administrative Directive (4-5) governing contracting requires revenue contracts to be formally solicited and awarded on a most advantageous basis

Procurement Process

- Defining “Most Advantageous Proposal”
 - Providing the City with the overall best value or quality and may or may not come at the lowest possible price or highest revenue
 - Evaluated based on the listed criteria
 - Revenue contracts heavily weigh revenue to the City
 - Reviewed and scored by staff committee
 - Subject matter experts are involved where needed to provide additional information or clarification to the voting committee
 - Efforts made to include diverse representation

Procurement Process

Compare and Contrast of Current Contract vs. Recommended Contract

<i>Elements</i>	<i>Current Contract</i>	<i>Recommended Contract</i>
<i>Terms</i>	5yr base + 2 option yrs.	3yr base + 3 option yrs.
<i>Scoring Criteria</i>	100% Revenue	40% Revenue 25% Plan to resolve challenging cases 25% Relevant experience 10% References
<i>Performance Bond Required</i>	No	Yes, \$1M/year
<i>MWBE Required</i>	No	No
<i>Procurement Type</i>	Bid – No negotiations	Proposal* (see next slide) – Contract negotiations
<i>Revenue Guarantee</i>	Required	Vendors proposed best offer (<i>incentive/bonus/guarantee</i>)

Procurement Process

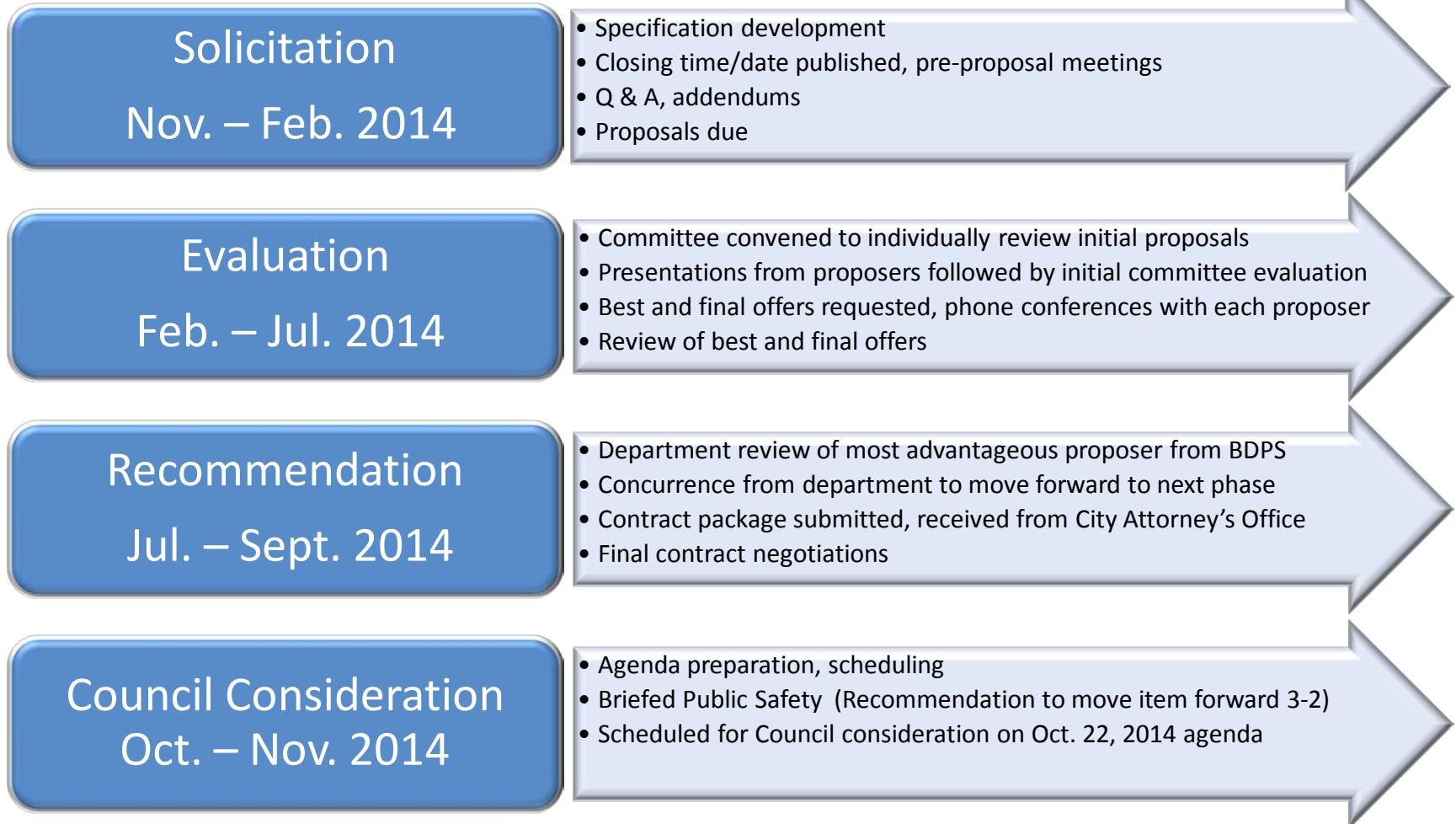
- Provided flexibility to restructure as needed:
 - Vendor provided solutions
 - The need to address cold case inventory
 - A strong revenue commitment through a minimum guarantee

Procurement Process

- **Current Contract History**
 - December 2006 - 5 yr. service contract with 2-12 month renewal options with Linebarger, Goggan, Blair & Sampson
 - August 2012 & 2013 - Supplemental Agreements to authorize one year renewal options
 - October 13, 2014 - Briefed to Public Safety, recommended to Council
 - December 31, 2014 - Current contract expires

Procurement Process

● Procurement Stages



Scoring Summary

Scoring Tabulation Results

- 60% evaluated by committee + 40% scoring by Purchasing

Vendor	Revenue Value to the City		Plan to Resolve Challenging Cases in Portfolio	Relevant Experience	Client References	Total	Final Rank
<i>Weight: (%)</i>	<i>5 + 35 = 40%</i>		<i>25%</i>	<i>25%</i>	<i>10%</i>	<i>100%</i>	
M.S.B.	3.21	35.00	38.2	20.0	7.7	87.9	1st
GC Services Limited Partnership	4.39	0.72	5.1	24.0	7.7	57.5	2nd
Linebarger Goggan Blair & Sampson	3.36	0.48	3.8	20.3	9.0	56.8	3rd
Penn Credit	4.35	0.71	5.1	21.0	6.3	50.1	4th
Pioneer Credit	1.38	0.45	1.9	17.7	6.7	44.5	5th
Alliance One Receivables	5.00	1.15	6.2	15.7	6.0	43.8	6th

*Ability Recovery Services LLC was deemed non-responsive for not meeting bid specification

Revenue Value Summary

40 Total Points – Revenue and Final Offer

- All vendors were given a set of parameters and were evaluated on two sets of numbers on 5/13/14*
 - 1.) Projected gross collections over a three year period (5 points)
 - 2.) Proposed guaranteed money (35 points)

- Individual phone conference with each vendor on 5/15/14 to ensure understanding of the Best and Final Offer requirement
 - No questions or concerns from proposers on the sub-criteria within the exercise (35 guaranteed revenue points, 5 projected)

* See Appendix - p.28

Revenue Value Summary

40 Total Points – Best and Final Exercise Results

Results of Best and Final Offer Comparing Vendor Proposals

Vendor	(5 points) Projected Gross Collections for 3yrs	(35 points) Guaranteed Money Backing Projection for 3yrs
MSB	\$21,853,579	\$21,853,579
GC Services	\$29,842,235	❖ \$450,000
Linebarger	\$22,820,000	❖ \$300,000
Penn Credit	\$29,600,000	\$441,688
Pioneer	\$9,362,545	\$280,970
Alliance	\$33,990,000	\$720,000

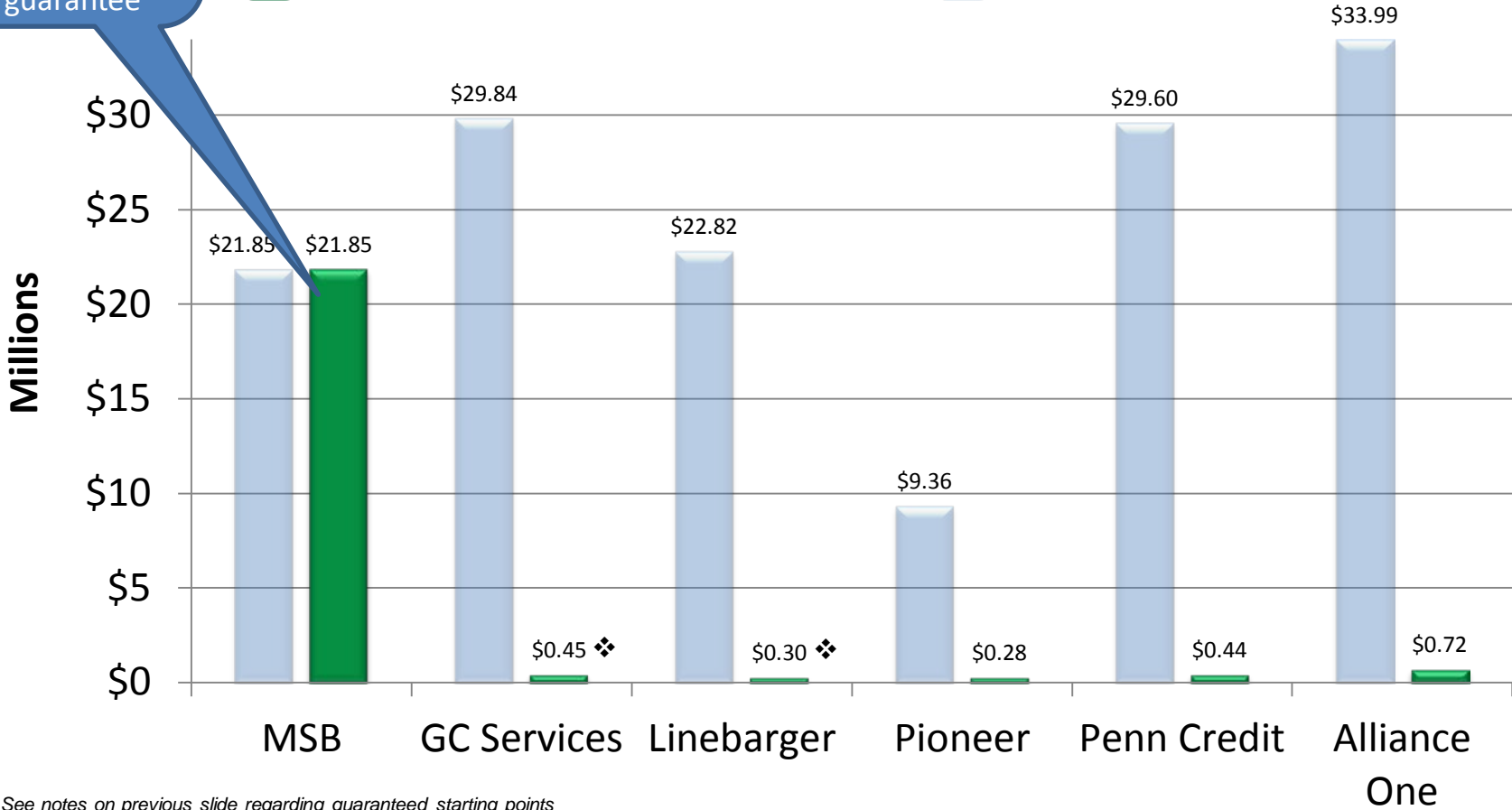
- ❖ *GC Services' guaranteed money does not start until \$23,873,789 is collected*
- ❖ *Linebarger's guaranteed money does not start until \$11,921,789 is collected*

Scoring Summary

40 Total Points

MSB was the only vendor to back its proposal with a 100% guarantee

Guaranteed Revenue (35 Points) **Projected Collections (5 Points)**



❖ See notes on previous slide regarding guaranteed starting points

Scoring Summary

- Most Advantageous Proposal
 - Municipal Services Bureau (M.S.B.) proposed the following performance:
 - 1) New Placements: Guaranteed fixed collection rate on all new placements
 - 11.5% in each contract year
 - 1) Existing Portfolio: Guaranteed \$15m in total collections
 - \$7.5m – First year
 - \$4.5m – Second year
 - \$3.0m – Third year

Scoring Summary

- Highlights of Contract
 - Shorter term contract with options
 - Percentage based collections
 - 3rd party collections of civil cases
 - Continued partnership during Warrant Round Up

Proposed Vendor

- MSB
 - Established in 1991
 - Previous City of Dallas Contract 1998-2002
 - Provides Court Collections in 39 states
 - Experience working with large Texas cities
 - Houston – Water, EMS, Parking and Municipal Courts *(recently awarded split contract)*
 - Austin – Electricity, EMS, Municipal Courts
 - San Antonio – Water, Municipal Courts

Next Step

- Seek direction from Council

Questions?

Appendix

Appendix

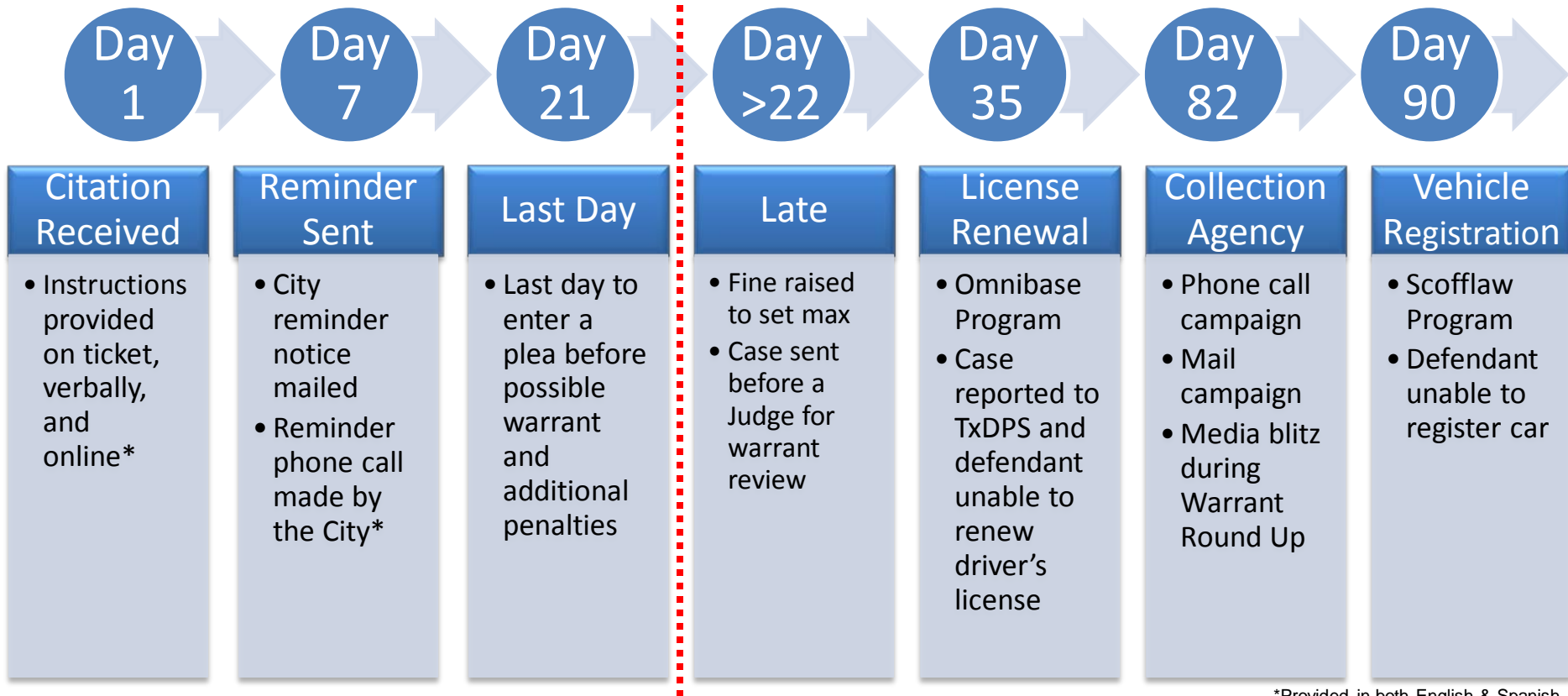
- Total Collection Summary

Year	(a)	%	(b)	%	(c) = a+b	%
	Collection Company's Gen. Fund Impact		General Fund Collections Resulting from City Efforts		Municipal Court's Total General Fund Collections	
2008	\$5,086,476	29%	\$12,600,863	71%	\$17,687,339	100%
2009	\$3,839,859	24%	\$12,362,613	76%	\$16,202,472	100%
2010	\$4,304,625	25%	\$13,184,002	75%	\$17,488,627	100%
2011	\$4,495,443	29%	\$11,276,119	71%	\$15,771,562	100%
2012	\$4,569,790	30%	\$10,866,439	70%	\$15,436,229	100%
2013	\$4,257,007	29%	\$10,497,456	71%	\$14,754,463	100%
2014	\$4,109,979	28%	\$10,715,649	72%	\$14,825,628	100%
Total:	\$30,663,179		\$81,503,141		\$112,166,320	

Note: We apologize for incorrectly labeling data found in the October 17, 2014 Council memorandum pertaining to Court and Detention Services' third party collections contract. Data displayed in "Column B" of question and response #4 inadvertently displayed data for "Total Gross Collections from the Third Party Collection Company" instead of the intended data, "General Fund Collections Resulting from City Efforts". This informational table was not a factor in the section process and was purely background provided in response to a Council question. Updated information can be found in red font above.

Appendix

- Timeline of Collection Efforts



*Provided in both English & Spanish

Appendix

- Best and final revenue exercise lists potential points assigned
- Three questions were designed to capture and normalize different types of bids:
 - E.g.-Pioneer submission utilized questions #1 & #2.....MSB, Linebarger, and GC Services submitted proposals utilizing questions #2 & #3
- Individual phone conferences with vendors to answer questions

Work Instructions

This is intended to identify bidders proposed collection rates, incentives, and/or guarantees for scoring purposes. Please complete all highlighted sections.

1.) **If applicable** Proposed incentives to the City in annualized dollars (Max of 0-35 pts)

If applicable, please describe what incentive is included in your calculation above:
-Place response here-

2.) Proposed gross annual collections - Please see exercise below, column "a" (Max of 5 pts)

3.) Minimum guaranteed gross annual collections - Please see exercise below, column "d" (Max of 0-35 pts)

Question #2 & #3

Please complete the columns highlighted in yellow below. This exercise is intended to identify proposers collection rates (column a) and minimum collection amount guarantee (column d, if applicable). Assumptions are found in the "****IMPORTANT NOTES" below the table.

	(indirectly part of calculation)	(a)	(b)	c = (a/b)	(d)
	Estimated Portfolio	Projected Gross Annual Collections (does not include any extra incentive dollars)	Gross current year placement value	"Collection Rate"	Minimum Collection Amount Guaranteed (if applicable)
Future contract years					
Contract Yr. 2015	≈ \$600,000,000	\$	24,559,169	0.00%	\$
Contract Yr. 2016	≈ \$600,000,000	\$	19,525,784	0.00%	\$
Contract Yr. 2017	≈ \$600,000,000	\$	15,523,988	0.00%	\$
Extension Yr. 2018	≈ \$600,000,000	\$	12,342,358	0.00%	\$
Extension Yr. 2019	≈ \$600,000,000	\$	9,812,800	0.00%	\$
Total	≈ \$600,000,000	\$	81,764,100	0.00%	\$

Memorandum



CITY OF DALLAS

DATE October 31, 2014

TO Honorable Mayor and Members of the City Council

SUBJECT **City Manager Update (CuSP Report)**

On Wednesday, November 5, 2014, I will be briefing the Council on the following topic during my update to the Council:

- Performance Excellence Initiative

Briefing materials are attached for your review. If you have any questions, please let me know.


A.C. Gonzalez
City Manager

c: Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager
Eric D. Campbell, Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

A map of the United States is shown in a light blue color against a darker blue background. A black star is placed in the state of Texas. A black arrow points from the text below to the star.

DALLAS Center for Performance Excellence (CPE)

Setting New Standards for Local Government

PURPOSE

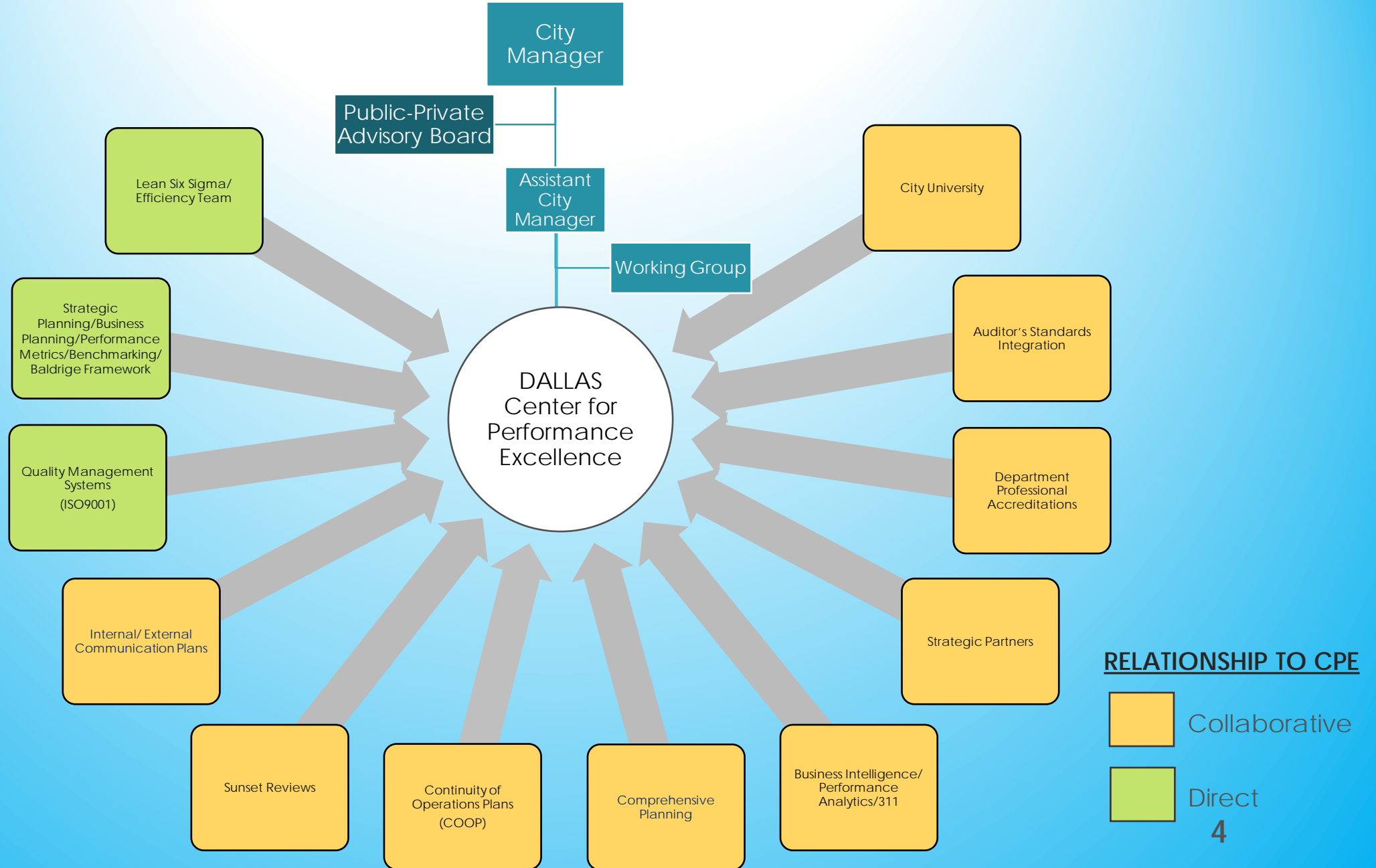
- To facilitate best-in-class levels of performance across the City of Dallas organization through an **integrated systems approach that achieves results.**
- To identify and **share best local government management research and improvement practices across the region, state and nation.**

A FRESH APPROACH



- Fostering **synergy through collaboration**, rather than segmented internal efforts
- Infusion of **new thoughts and ideas** borrowed from private business and industry
- A consulting resource for **empowerment**, rather than separate teams of compliance specialists
- “Daylighting” and sharing of **innovations and best practices** via use of a public-private advisory board

CONCEPTUAL FRAMEWORK



ROLE OF ADVISORY BOARD



- Comprised of national leaders in business, industry, academia, and civic organizations
- Meets twice annually
 - Planning meeting each Spring
 - Business meeting each Fall
- Hosts annual symposium featuring innovations in local government in conjunction with Fall business meeting
- Participates in regular virtual discussions related to best practices that may be transferrable to city management
- May participate individually as a Strategic Partner

ROLE OF WORKING GROUP



- Meets regularly to:
 - Provide recommendations to executive team regarding current and ongoing continuous improvement efforts, as well as launch or implementation of new improvement initiatives
- Prospective members:
 - Frank Camp, OEQ
 - Eric Campbell, ACM
 - Molly Carroll, HR
 - Charles Cato, Police
 - Jeanne Chipperfield, CFO
 - Bill Finch, CIS
 - Jack Ireland, Budget
 - Jill Jordan, ACM
 - Craig Kinton, City Auditor (ex-officio)
 - Theresa O'Donnell, P&NV
 - Cheryl Orr, OD
 - Jody Puckett, DWU
 - Zeronda Smith, Risk
 - Kris Swekard, Code
 - Sana Syed, PIO
 - Errick Thompson, EBS
 - Rocky Vaz, OEM
 - Dennis Ware, Streets
 - Willis Winters, Parks
 - Margaret Wright, 311
 - Joey Zapata, ACM
 - Tommy Tine, Fire

NEXT STEPS

- ✓ Complete organizational shifts to establish new CPE
- ✓ Convene Working Group to develop and finalize CPE proposed charter and tentative program calendar
- ✓ Launch new Lean Six Sigma programming
- ✓ Implement organization-wide business planning at the department level, to include key performance metrics and tactics for meeting Baldrige criteria
- ✓ Appoint CPE Advisory Board and convene first meeting

A stylized map of North America in shades of blue and white, set against a blue gradient background. A black star is positioned in the state of Texas. A black arrow points from the text below to the star.

DALLAS Center for Performance Excellence (CPE)

Setting New Standards for Local Government