

Memorandum

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CITY SECRETARY
DALLAS, TEXAS



CITY OF DALLAS

DATE April 10, 2015

TO Honorable Members of the Quality of Life & Environment Committee:
Sandy Greyson (Vice Chair), Adam Medrano, Rick Callahan, Carolyn R. Davis, Lee M. Kleinman

SUBJECT Quality of Life & Environment Committee Meeting Agenda

Monday, April 13, 2015, 9:00 a.m.

Dallas City Hall - 6ES, 1500 Marilla St., Dallas, TX 75201

The agenda for the meeting is as follows:

- | | |
|--|---|
| 1. Call to Order | Dwaine R. Caraway
Chair |
| 2. Special Recognition: Dallas Animal Services | Dwaine R. Caraway
Chair |
| 3. Approval of March 23, 2015 Minutes | Dwaine R. Caraway
Chair |
| 4. Overview of Tow Truck Regulations | Kris Sweckard
Director, Code Compliance
Services |
| 5. Downtown Parks Projects Update | Michael Hellmann
Assistant Director, Park and
Recreation |
| 6. Dallas City Hall To Go | Margaret Wright
Assistant Director, Strategic
Customer Services |
| 7. Briefing Memo: Operation Beautification Spring 2015 | Joey Zapata
Assistant City Manager |
| 8. Adjourn | Dwaine R. Caraway
Chair |

Please let me know if you have any questions.


Dwaine R. Caraway
Chair

- c: Honorable Mayor and Members of the City Council
- | | |
|---|---|
| A.C. Gonzalez, City Manager | Eric D. Campbell, Assistant City Manager |
| Warren M.S. Emst, City Attorney | Jill A. Jordan, P.E., Assistant City Manager |
| Craig D. Kinton, City Auditor | Mark McDaniel, Assistant City Manager |
| Rosa A. Rios, City Secretary | Joey Zapata, Assistant City Manager |
| Daniel F. Solis, Administrative Judge | Jeanne Chipperfield, Chief Financial Officer |
| Ryan S. Evans, First Assistant City Manager | Sana Syed, Public Information Officer |
| | Elsa Cantu, Assistant to the City Manager – Mayor & Council |

NOTICE: A quorum of the Dallas City Council may attend this Council committee meeting.

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.

Quality of Life & Environment Committee Meeting Record

DRAFT

Meeting Date: March 23, 2015

Convened: 9:28 a.m.

Adjourned: 10:53 a.m.

Members Present:

Dwaine R. Caraway, Chair
Adam Medrano
Rick Callahan
Carolyn R. Davis
Sandy Greyson, Vice Chair
Lee M. Kleinman

Members Absent:

Briefing Presenters

Janette Weedon,
Assistant Director, Code
Compliance

Zachary S. Thompson
Director, Dallas County Health
and Human Services

Dr. Christopher Perkins
Medical Director, Dallas County
Health and Human Services

Jack Ireland
Director, Office of Financial
Services

Kris Sweckard
Director, Code Compliance
Services

Staff Present:

Kris Sweckard, Ben Collins, Tom Varghese, Janette Weedon, Cliff Gillespie, Sheldon Klain, Crystal Woods, Jody Jones, Jeanne Chipperfield, Jack Ireland, Xing Xiao, Daisy Fast, Brittany Burrell, Sean McGrew, Ileana Fernandez, Eileen Youens, Tammy Palomino, Melissa Miles, Michael Bostic, Jody Puckett, Beverly Davis, Mark McDaniel, Bill Finch, Margaret Wright

Special Guests:

Zachary S. Thompson, Dallas County Health and Human Services; Dr. Christopher Perkins, Dallas County Health and Human Services

AGENDA:

1. **Approval of February 9, 2015 Minutes**

Presenter(s):

A motion was made to approve the minutes of February 9, 2015.

Action Taken/Committee Recommendation(s):

Motion made by: Sandy Greyson

Motion seconded by: Carolyn Davis

Item passed unanimously:

Item passed on a divided vote:

Item failed unanimously:

Item failed on a divided vote:

2. 2015 Mosquito Abatement Plan

Presenter(s):

Janette Weedon, Zachary Thompson, Dr. Christopher Perkins

Information Only

This briefing, done in conjunction with Dallas County, updated the committee on the City’s mosquito abatement plan.

Committee members requested information that provides a rationale for where mosquito traps are installed in addition to listing the exact locations of the traps.

Action Taken/Committee Recommendation(s):

Motion made by:

Motion seconded by:

Item passed unanimously:

Item passed on a divided vote:

Item failed unanimously:

Item failed on a divided vote:

3. First Update of Sunset Review

Presenter(s):

Jack Ireland

Information Only

This briefing provided the committee an introduction to the ongoing sunset review of Code Compliance and 311 operations.

Action Taken/Committee Recommendation(s):

Motion made by:

Motion seconded by:

Item passed unanimously:

Item passed on a divided vote:

Item failed unanimously:

Item failed on a divided vote:

4. Overview of Tow Truck Regulations

Presenter(s): Kris Sweckard

Information Only

This briefing was deferred to the April 13, 2015 meeting.

Action Taken/Committee Recommendation(s):

Motion made by:

Motion seconded by:

Item passed unanimously: **Item passed on a divided vote:**

Item failed unanimously: **Item failed on a divided vote:**

5. Upcoming Agenda Items

Presenter(s):

Information Only

A motion for recommendation from the committee was made for the following items:

Adoption of Updated Title VI Nondiscrimination Plan

Additional Services and Renewal of the City’s Open Data Portal Subscription

March 25, 2015 Consent Agenda for DWU Capital Projects – Item #'s 38, 39, 40 & 41

Ms. Greyson requested for agenda information sheets to be included in future memos requesting Committee recommendation for upcoming agenda items.

Action Taken/Committee Recommendation(s):

Motion made by: Lee Kleinman

Motion seconded by: Adam Medrano

Item passed unanimously: **Item passed on a divided vote:**

Item failed unanimously: **Item failed on a divided vote:**

Councilmember Dwaine R. Caraway

Chair

Memorandum



CITY OF DALLAS

DATE April 10, 2015

TO Honorable Members of the Quality of Life & Environment Committee: Dwaine R. Caraway (Chair)
Sandy Greyson (Vice Chair), Adam Medrano, Rick Callahan, Carolyn R. Davis, Lee M. Kleinman

SUBJECT Overview of Tow Truck Regulations

On Monday, April 13, 2015, the Quality of Life & Environment committee will be briefed on the city's tow truck regulations. The briefing is attached for your review.

Please contact me if you have any questions.

A handwritten signature in blue ink that reads "Joey Zapata".

Joey Zapata
Assistant City Manager

Attachment

c: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
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Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council



City of Dallas

OVERVIEW OF TOW TRUCK REGULATIONS

Quality of Life & Environment Committee
April 13, 2015



Purpose

- ▶ Review current regulations for tow truck services in the city of Dallas

What is Transportation Regulation?

- ▶ The Transportation Regulation Division of Code Compliance Services regulates and enforces ordinances related to for-hire transportation services in Dallas
- ▶ The division is responsible for granting operating authority to:
 - Taxis
 - Limousines
 - Private ambulances
 - Emergency wreckers and vehicle tow operators
 - Carriages and pedicabs
 - Vehicle immobilization services

Overview

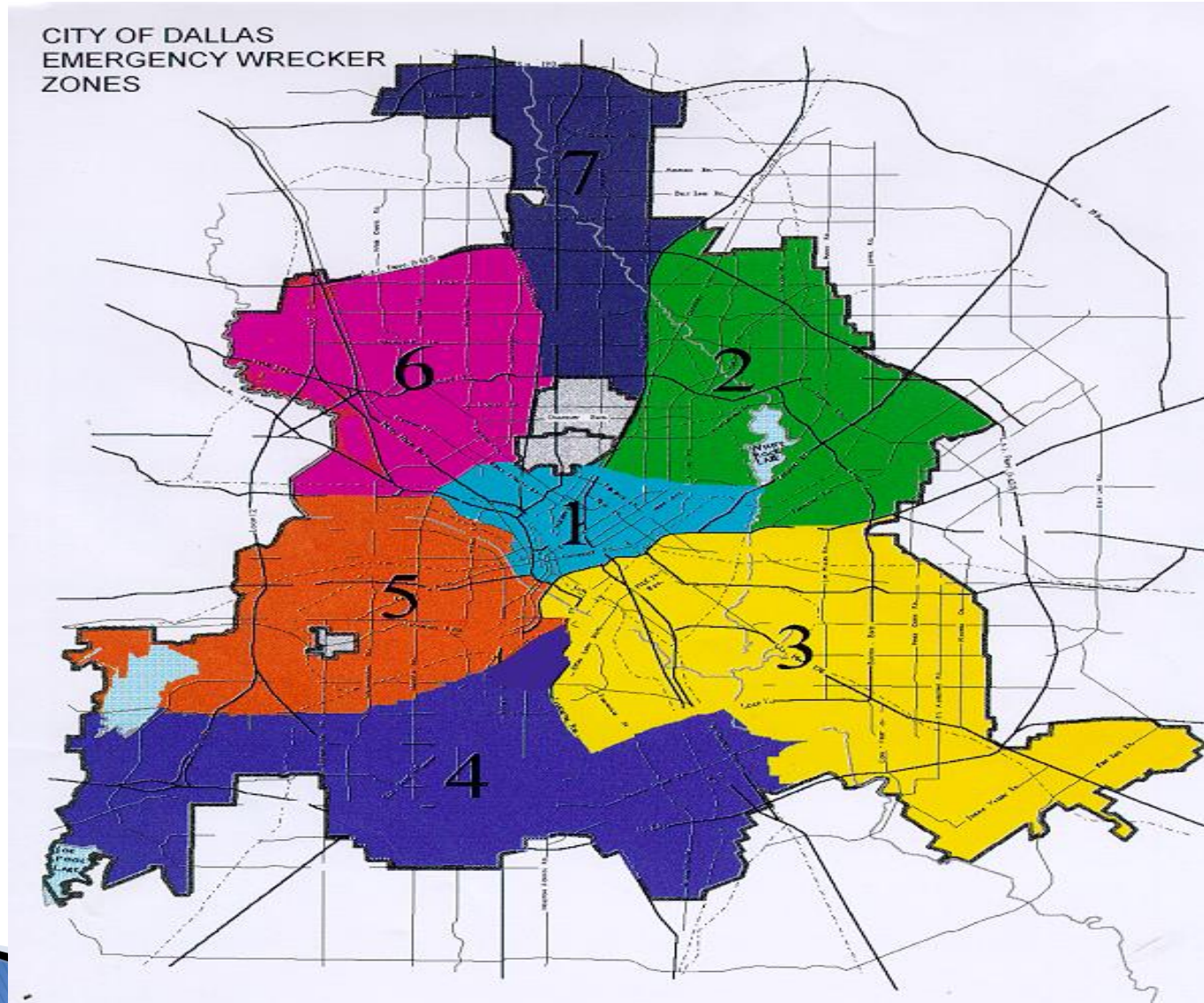
- ▶ Transportation Regulation is responsible for regulating two types of tow truck services:
 - Emergency Wrecker Tow Service: relates to the removal of wrecked, disabled, and illegally parked vehicles from public streets and property
 - City Code Chapter 15D
 - Motor Vehicle Tow Service: relates to the removal of vehicles from private property without the consent of the owner
 - City Code Chapter 48A

Emergency Wrecker Tow Service

The removal of wrecked, disabled, and illegally parked vehicles from public streets and property

- Regulated by City Code Chapter 15D

Emergency Wrecker Zone Map



Current Status – Emergency Wrecker

- ▶ Seven wrecker zones in the City of Dallas
- ▶ Thirty–six companies currently permitted
- ▶ Two to seven companies operating in each zone
- ▶ YTD: Total of 282 trucks inspected and approved for service by Transportation Regulation

Current Requirements – Emergency Wrecker

- ▶ Companies can apply for zone of their choice
- ▶ Required to provide service with minimum of 4 wreckers
- ▶ Office must be located within zone or within close proximity
- ▶ Provide 24 hour dispatch/service
- ▶ Agreement to participate in the wrecker rotation

Current Requirements – Emergency Wrecker (cont.)

- ▶ Designated rapid response time providers respond within 15 minutes
- ▶ Normal response time within 30 minutes
- ▶ Vehicles taken to Dallas Police Auto Pound unless requested otherwise by vehicle owner
- ▶ Operating Authority permits are renewable by June 30 of each year
- ▶ Rates set by Dallas City Council

Motor Vehicle Tow Service

The removal of vehicles from private property without the consent of the owner

- Regulated by City Code Chapter 48A

Current Requirements – Motor Vehicle Tow Service

- ▶ Required to have a license to operate as a wrecker service from the Texas Department of Licensing and Regulation
 - Must successfully pass a criminal background check
- ▶ Required to have a City operating authority as a Motor Vehicle Tow Service to operate in the city of Dallas
- ▶ Requires posting of signs to restrict parking
- ▶ Signs required to be posted at least 24 hours prior to a vehicle being towed
- ▶ Requires property owner's written authorization for removal of illegally parked or unauthorized vehicles

Proper Signage – Motor Vehicle Tow Service



Proper Signage – Motor Vehicle Tow Service



Proper Signage – Motor Vehicle Tow Service (English and Spanish Signs)



Current Status – Motor Vehicle Tow Service

- ▶ Fifteen companies currently permitted
- ▶ Fee Schedule regulated by the Dallas City Council
 - \$121 GVWR* not more than 10,000 lbs
 - \$191 GVWR* more than 10,000 lbs but not more than 26,000 lbs
 - \$445 more than 26,000 lbs
- ▶ YTD: Total of 82 trucks inspected and approved for service by Transportation Regulation

*Gross Vehicle Weight Rating

Statistics

Type	Motor Vehicle Tow	Emergency Wrecker Tow
Companies	15	36
Drivers	67	200
Vehicles	82	282
# of Complaints FY13-14	91 (Resulted in 3 refunds by Wrecker Service Companies)	0

Appendix

- ▶ Comparison of Regulation:
Motor Vehicle Tow (Chapter 48A) and
Emergency Wrecker Tow (Chapter 15D)

Towing Regulation Comparison

City of Dallas Regulation	Motor Vehicle Tow Chapter 48A	Emergency Wrecker Tow Chapter 15D
Operating Authority	<ul style="list-style-type: none">• Number, types of vehicles and types of winch to be operated• Evidence of insurability• A copy of a written agreement, if one exists, between the vehicle tow service and each vehicle storage facility used by the tow service• Evidence of payment of ad valorem taxes	<ul style="list-style-type: none">• Maintain a permanent and established place of business at a location in the city where an emergency wrecker is not prohibited by the Dallas Development Code• Evidence of insurability• An agreement that the applicant will participate in the wrecker rotation list• Evidence of payment of ad valorem taxes

Towing Regulation Comparison

City of Dallas Regulation	Motor Vehicle Tow Chapter 48A	Emergency Wrecker Tow Chapter 15D
Driver's Permit	<ul style="list-style-type: none">• Applicant at least 19 years old and free of recent major criminal convictions• Successfully completed within the preceding 12 months a defensive course approved by the Texas Education Agency• Employed by the licensee• Not be afflicted with a physical or mental disease or disability that is likely to prevent the applicant from exercising ordinary and reasonable control over a motor vehicle	<ul style="list-style-type: none">• Applicant at least 19 years old and free of recent major criminal convictions• Successfully completed within the preceding 12 months a defensive course approved by the Texas Education Agency• Employed by the licensee• Not be afflicted with a physical or mental disease or disability that is likely to prevent the applicant from exercising ordinary and reasonable control over a motor vehicle

Towing Regulation Comparison

City of Dallas Regulation	Motor Vehicle Tow Chapter 48A	Emergency Wrecker Tow Chapter 15D
<p>Insurance</p>	<ul style="list-style-type: none"> • Approved, licensed, or authorized by the State of Texas • Acceptable to the city • Automobile liability insurance must provide combined single limits of liability for bodily injury and property damage of not less than \$500K for each occurrence. • The insurance for vehicles while being loaded, unloaded, or transported must provide limits of liability of not less than \$25K for each light duty wrecker and \$50K for each medium duty or heavy duty wrecker. 	<ul style="list-style-type: none"> • Approved, licensed, or authorized by the State of Texas • Acceptable to the city • Automobile liability insurance must provide combined single limits of liability for bodily injury and property damage of not less than \$500K for each occurrence, or the equivalent, for each wrecker used by the licensee. • The cargo/on hook insurance for vehicles being loaded, unloaded, or transported must provide limits of liability of not less than \$25K for each light duty wrecker or tilt bed/roll back carrier and \$50K for each medium duty wrecker, heavy duty wrecker, or lowboy unit.

Memorandum



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DATE April 10, 2015

TO Honorable Members of the Quality of Life & Environment Committee: Dwaine R. Caraway (Chair)
Sandy Greyson (Vice Chair), Adam Medrano, Rick Callahan, Carolyn R. Davis, Lee M. Kleinman

SUBJECT Downtown Parks Projects Update

On Monday, April 13, 2015 the Quality of Life & Environment Committee will be briefed on Downtown Parks Project Updates.

If you have any questions, please contact me at 214-670-4071.

A handwritten signature in cursive script, reading "Willis C. Winters".

Willis C. Winters, FAIA, Director
Park and Recreation Department

Attachment

- c: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
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Elsa Cantu, Assistant to the City Manager – Mayor & Council

DOWNTOWN PARKS PROJECTS UPDATE

Purpose of Briefing

- Summarize status of current Downtown Parks in Dallas
- Review the Downtown Parks Master Plan Update
- Provide updates on priority projects



Current Downtown Parks

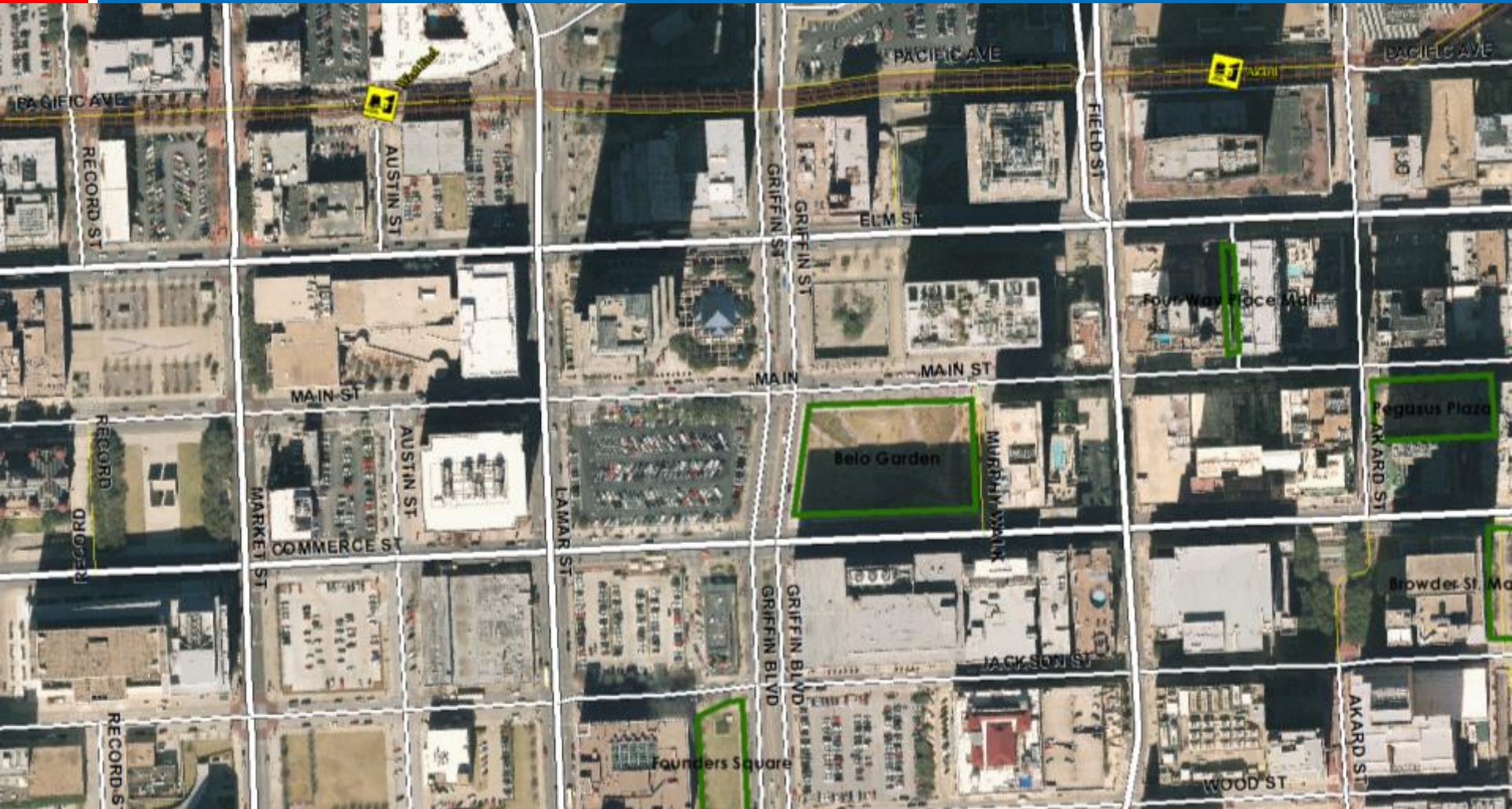


Master Plans

- Downtown Park Master Plan (2004)
- Downtown Park Master Plan Update (2013)
 - Priorities
 - Carpenter Plaza
 - Harwood Park
 - Pacific Plaza
 - West End Plaza



Belo Garden



BELO GARDEN



Main Street Garden



MAIN STREET GARDEN



DALLAS DOWNTOWN PARKS MASTER PLAN UPDATE

HARGREAVES ASSOCIATES

Klyde Warren Park



KLYDE WARREN PARK



DALLAS DOWNTOWN PARKS MASTER PLAN UPDATE

HARGREAVES ASSOCIATES

Pacific Plaza

- Land acquisition
 - ▣ Purchased five tracts
 - ▣ Three tracts in partnership with Trust for Public Land (yellow)
 - ▣ 2.2 acres
- Aston Park
 - ▣ .5 acre
- Live Oak Street
 - ▣ .8 acre



Downtown Park Master Plan Update



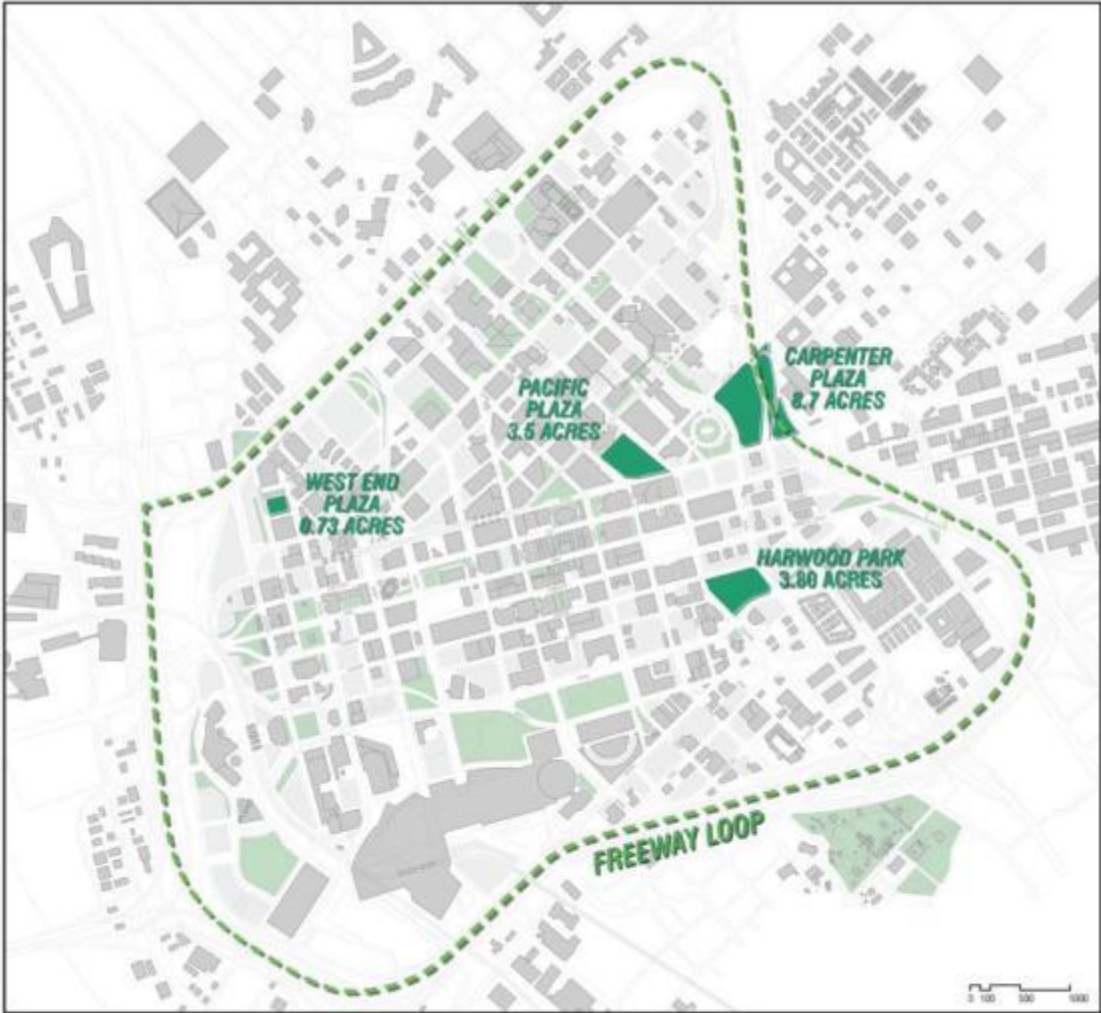
CURRENT OPEN SPACE, GREEN SPACES, PARKS, PLAZAS



CURRENT & PROPOSED GREEN SPACES, PARKS, PLAZAS



FUTURE PRIORITY PARKS



Priority Projects

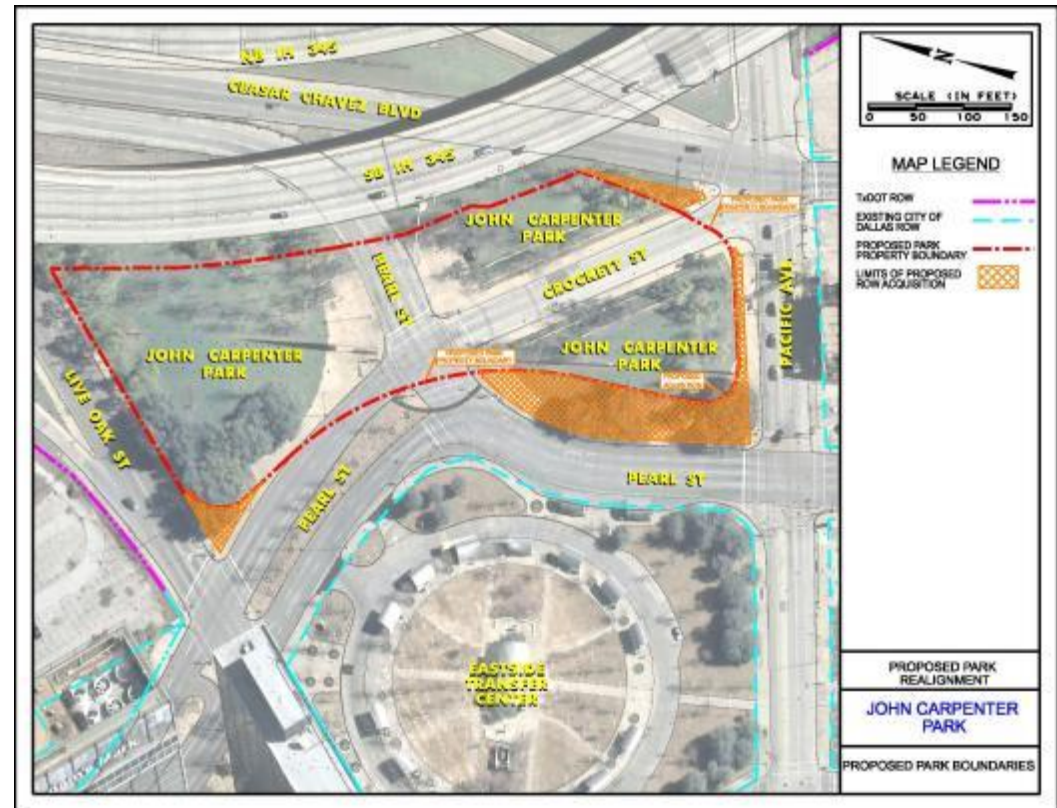
Pacific Plaza

- Status update given to Park Board on May 22, 2014 and August 7, 2014
 - ▣ Park Board expressed no interest in parking garage component for site
 - ▣ Adjacent property owner establishing fundraising group



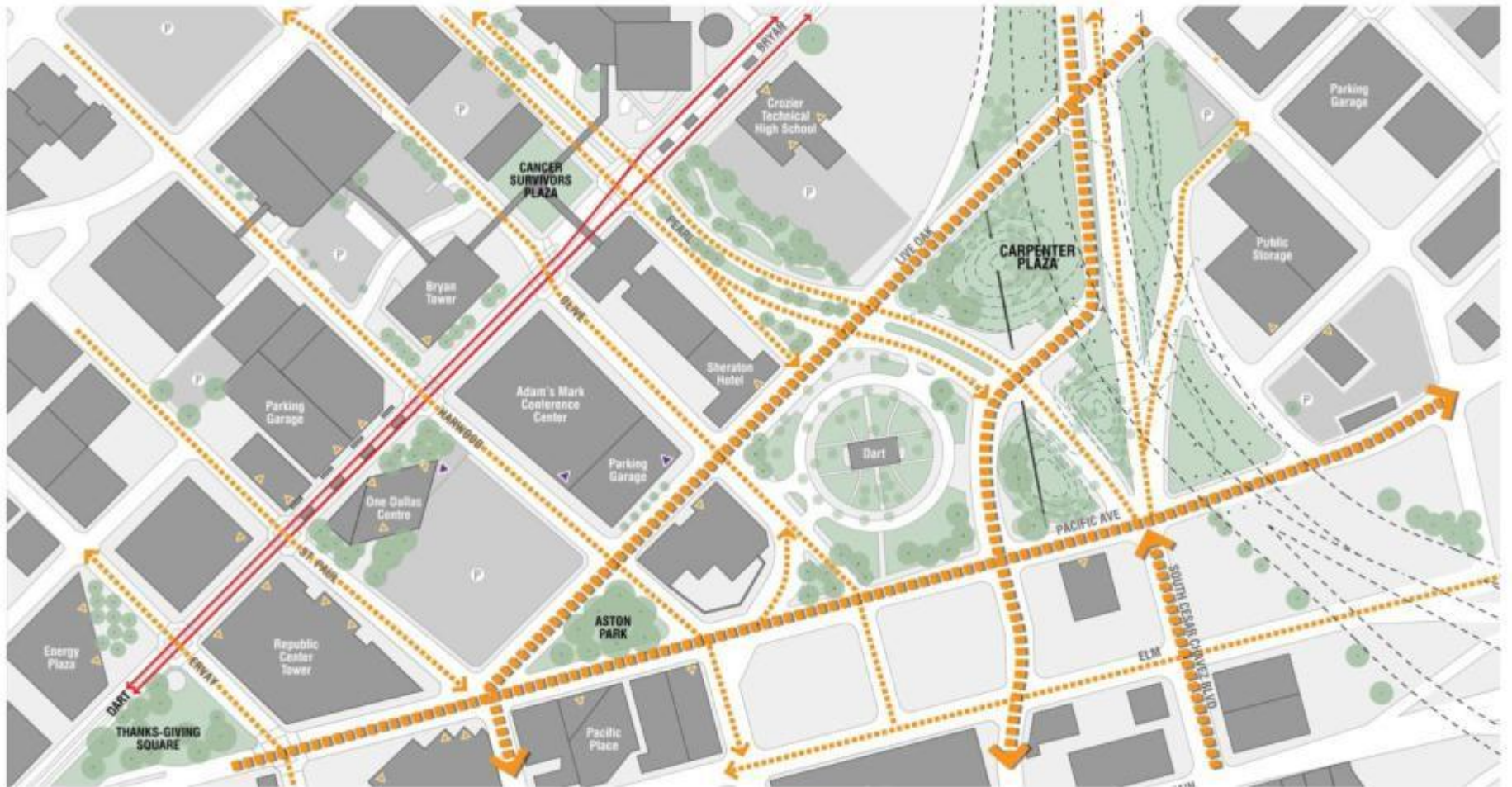
Carpenter Park

- Realignment of streets adjacent to Carpenter Park
- Park Board briefed on November 6, 2014 regarding schematic design
 - Schematic design funded privately
 - Reconfiguring of Portal Slice
- Next steps:



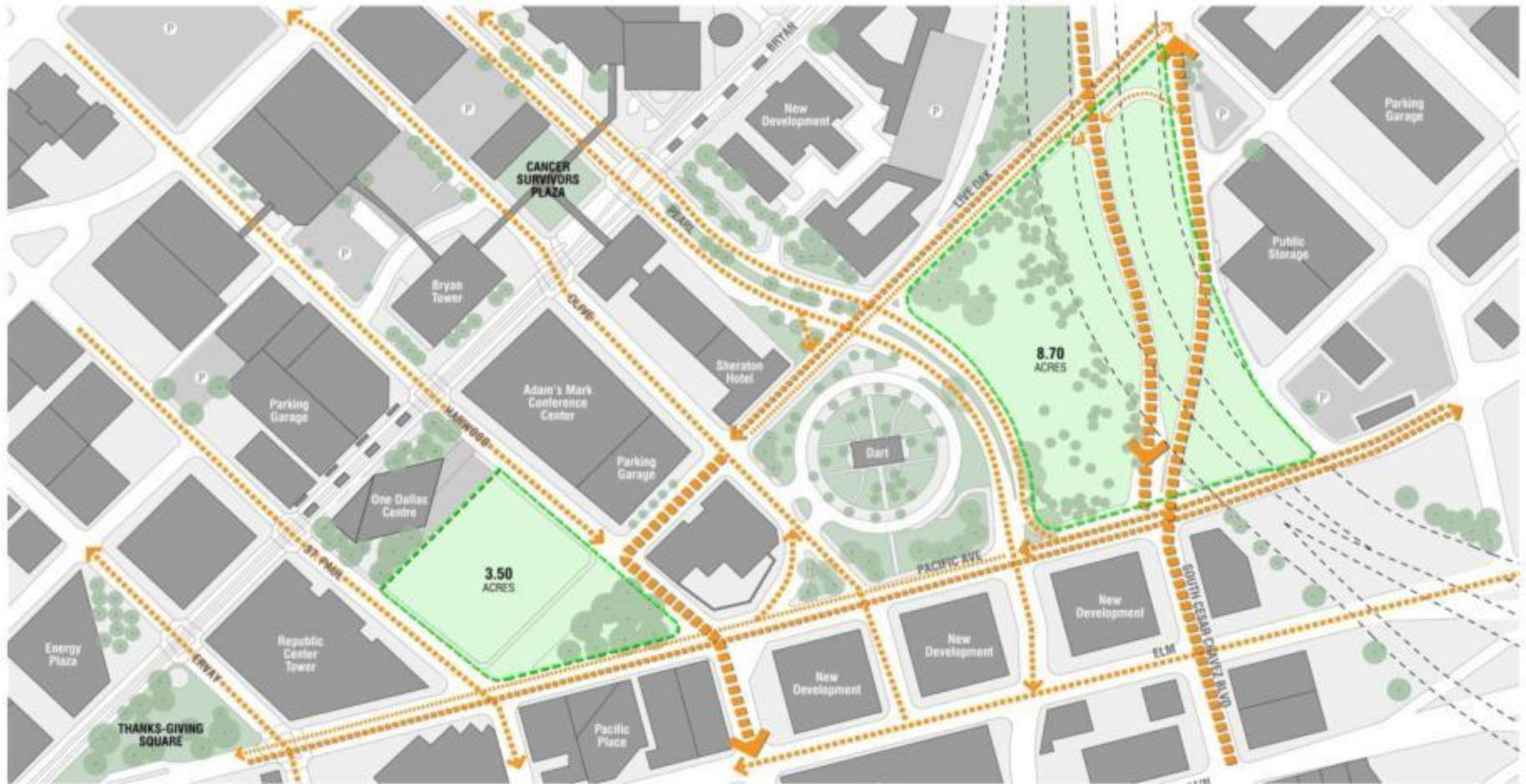
Carpenter Park

CARPENTER PLAZA & PACIFIC PLAZA - EXISTING CONDITION



Carpenter Park

CARPENTER PLAZA & PACIFIC PLAZA - PROPOSED ROAD ALIGNMENTS



Carpenter Park: Schematic Design



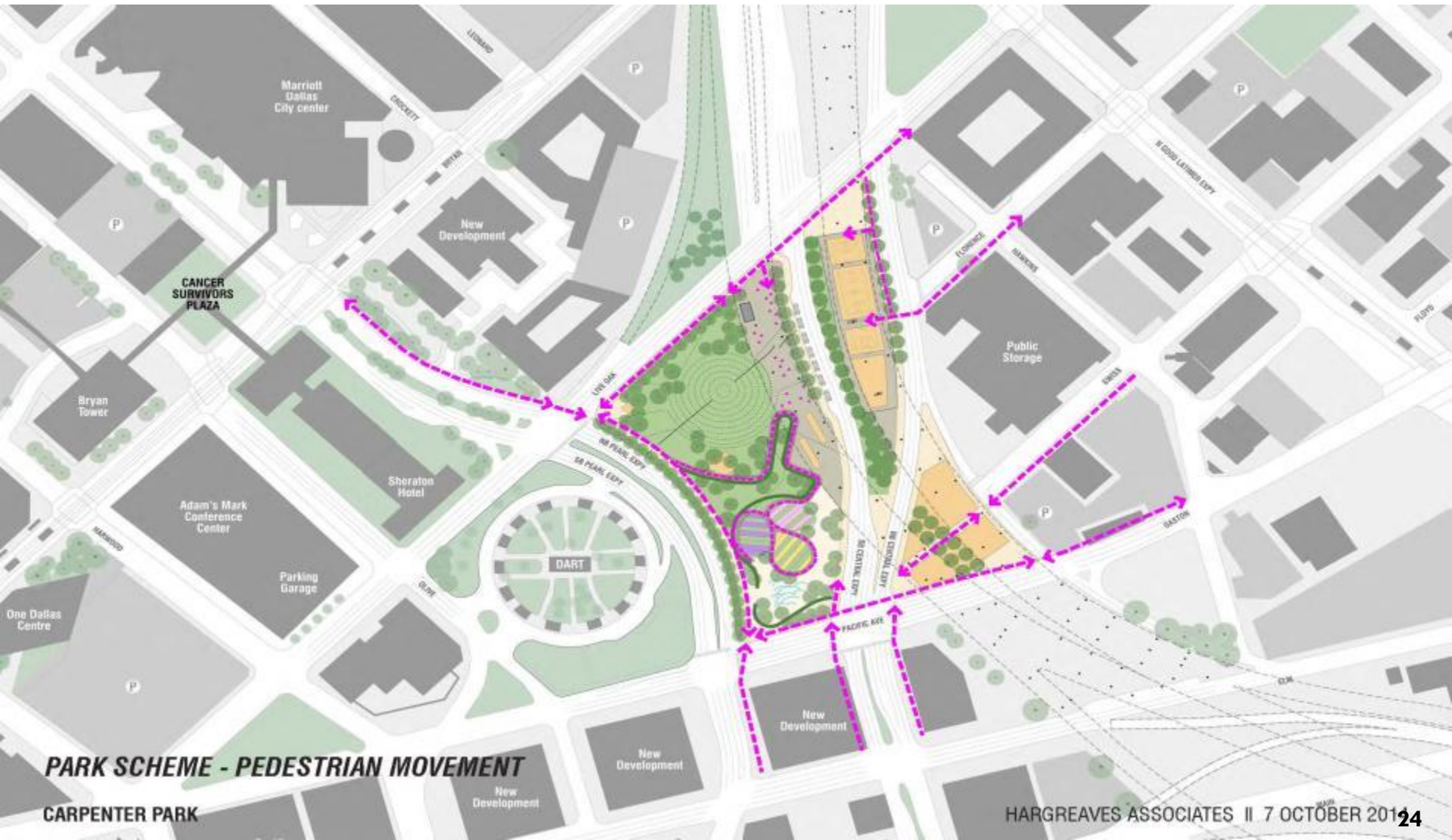
Carpenter Park: Public Art



Carpenter Park: Portal Slice



Carpenter Park



Harwood Park

- Much of park site purchased by the Belo Foundation
- Next Steps
 - ▣ Continue property acquisition
 - ▣ Park design
 - ▣ Aware of historic preservation issues with Harwood Historic District



Harwood Park

FARMERS MARKET DISTRICT - HARWOOD PARK CONCEPT

HARWOOD PARK, SIZE : 3.80 ACRES

- Park to serve the growing residential population in the Farmer's Market District
- Transformation of underutilized land into vital community resource
- Opportunity for Farmers Market cafe within existing building
- Urban gardens related to Farmers Market
- Release valve to take pressure off of Main Street Garden Park
- Views of adjacent historic buildings and downtown skyline



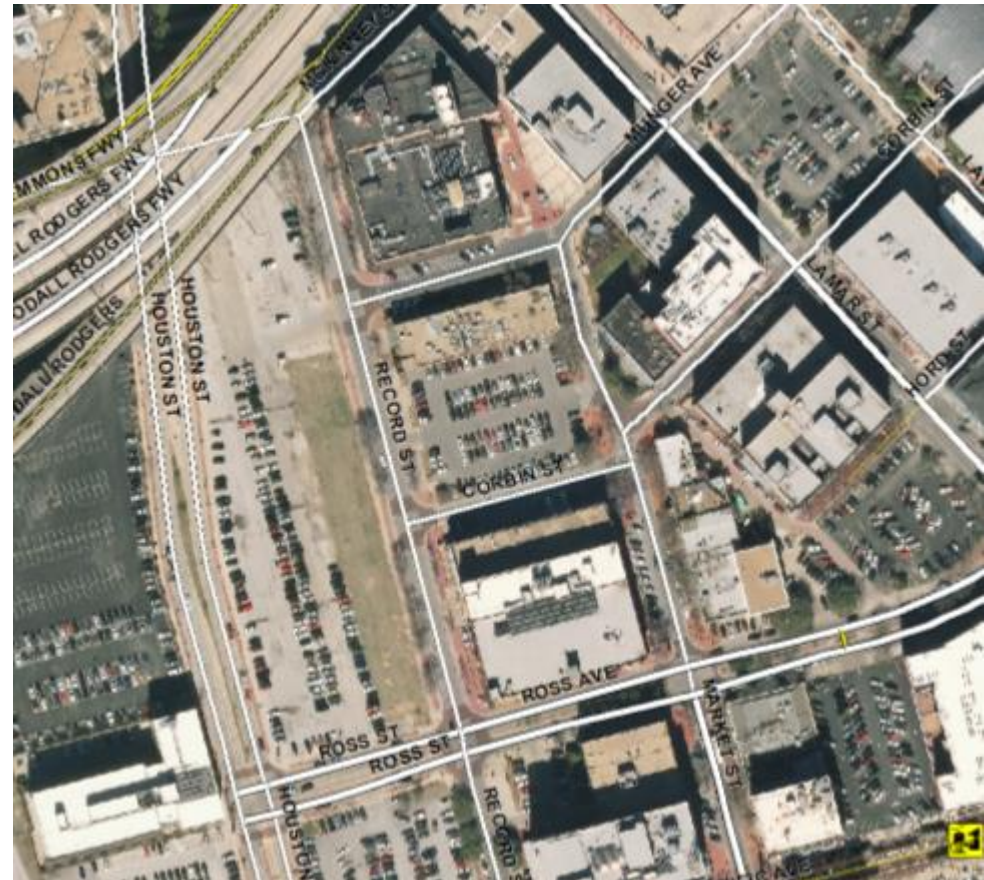
Harwood Park

FARMERS MARKET DISTRICT - HARWOOD PARK
VIEW FROM YOUNG STREET



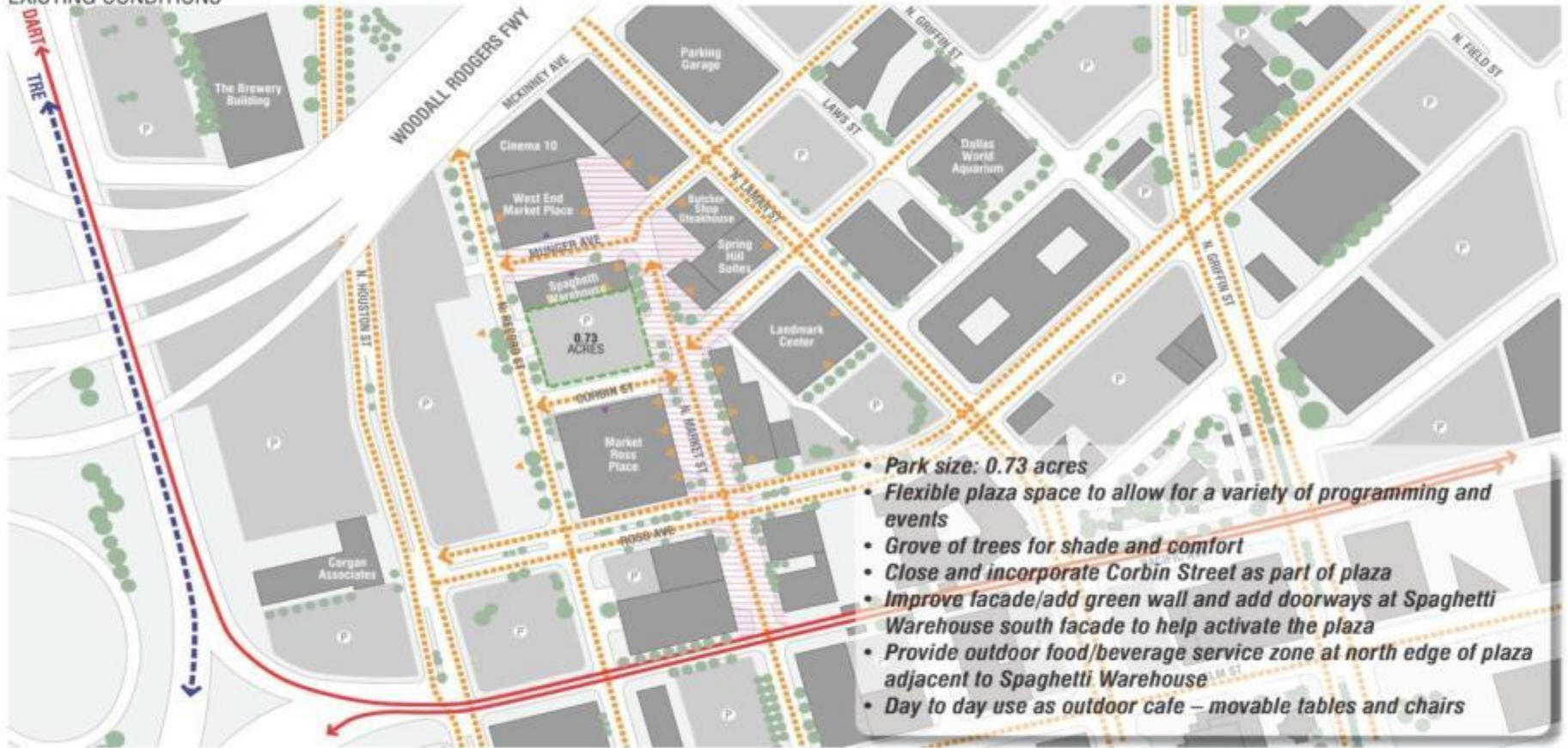
West End Plaza

- Reviewing property appraisal of site
- Key concern of West End Business Association
- Acquisition funding challenges



West End Plaza

WEST END PLAZA EXISTING CONDITIONS



0' 200'

City Hall Medians Project

- Part of larger City Hall landscaping project
- Project began March 2015
- Replacement of existing landscape with native plants
- Development of 500 Ervay project



City Hall Medians Project-Before



City Hall Medians Project: During



City Hall Medians Project: After



City Hall Medians Project



City Hall Medians Project



DOWNTOWN PARKS PROJECTS UPDATE

Memorandum



CITY OF DALLAS

DATE April 10, 2015

TO Honorable Members of the Quality of Life & Environment Committee: Dwaine R. Caraway (Chair)
Sandy Greyson (Vice Chair), Adam Medrano, Rick Callahan, Carolyn R. Davis, Lee M. Kleinman

SUBJECT Dallas City Hall To Go

On Monday, April 13, 2015, the Quality of Life & Environment committee will be briefed on Dallas City Hall To GO! The briefing is attached for your review.

Please contact me if you have any questions.

A handwritten signature in blue ink, reading "Jill Jordan".

Jill A. Jordan, P.E.
Assistant City Manager

Attachment

c: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
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Elsa Cantu, Assistant to the City Manager – Mayor & Council

Dallas City Hall **To GO!**

Quality of Life & Environment Committee

April 13, 2015



Purpose

- Make it easier for residents to do business with the City
- Be another “face” of the City in the community
- Increase awareness of City services

Exterior Vehicle Photo (before)



Exterior Vehicle Photo (before)



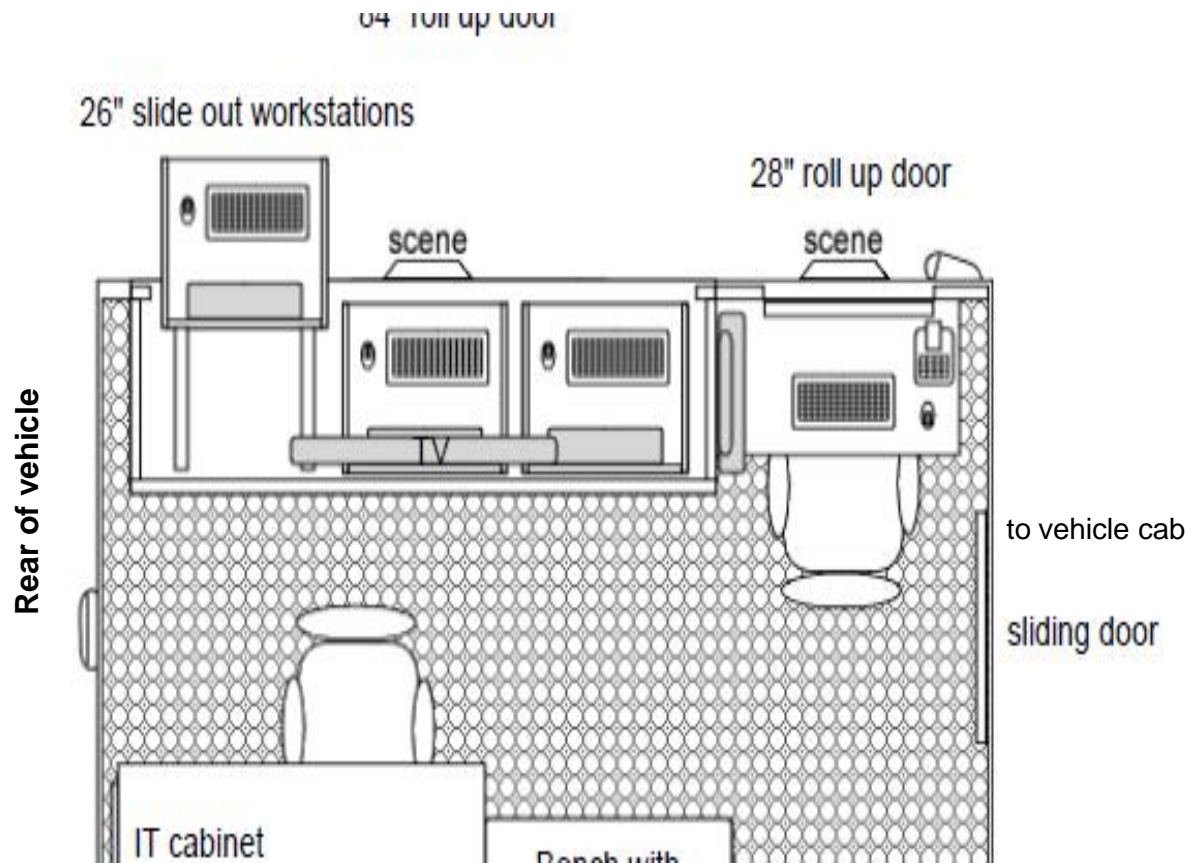
Proposed Graphics



Vehicle Information

- Name **Dallas City Hall To Go!**
- Tagline **Convenience on Wheels**
- Vehicle Chevrolet Express Commercial Cutaway 3500 Van
- Technology and Equipment
 - GPS
 - Laptops and tablets
 - Touchscreen monitors
 - Media monitor
 - All-in-one printer, scanner, copier
 - Wi-Fi hotspot
 - Cable locks
 - Work counter
 - Safe
 - Security cameras
 - Interior and exterior lighting

Interior Layout



Additional features:

- Pop-up awning for shade/weather conditions
- Small table & chairs for setup outside the vehicle

Concept Origination

- Name **City of Boston City Hall to Go**
- Tagline **Convenience, Served Fresh Daily**
- Vehicle 1985 Bomb Squad Truck (inspired by food truck)
- Began December 2012
 - On the road in July 2013
- Offers 50 City of Boston services
- Attends neighborhood, community, and citywide events (5 days a week)
- Saves residents about 50 minutes in commute and wait times
- Average number of transactions per stop progressively increased to more than double in the first year of operation

Voice of the Customer

City of Dallas Community Survey Results FY 2013 vs. FY 2014

- Statistically significant decreases in satisfaction in several services
 - Low income resident services (-9%)
 - Senior services (-9%)
 - Availability of information of City programs and services (-5%)
- Residents think that the following should be the City's top public information priorities
 - 311 services (31%)
 - Availability of information of City programs and services (30%)

Voice of the Customer

TALKDALLAS Survey Results (Summer 2014)

- Where would you like to see the vehicle?
 - In my neighborhood
 - At City and public events
- What types of services should the vehicle offer?
 - Placing service requests/following up on request
 - Register pet
 - Information on City services
 - Information on how to address Council
- Why would the vehicle be convenient?
 - Talk to a Dallas City Hall representative face-to-face
 - Save citizen time and effort
 - Feel more in touch with community

Target Areas

From Community Prosecutors

- Communities whose residents are uncomfortable coming to City Hall
- High density apartments to encourage residents to invest in the City as their own
- Diverse areas with language-specific information
- Communities that are unaware of City services or requirements

From Service Departments

- Neighborhood Plus events
- Department-specific high impact areas
- People Helping People caseworkers know common locations
- Code Officers have frequent violation areas
- Dog parks for pet registration

Services To Be Offered



Payment Services

- Parking Tickets
- Traffic Tickets
- Water Bills
- Pet Registration/Renewal



Neighborhood Services

- Garage Sale Permits
- Block Party Permit
- Citizen Fire Academy
- CERT Training
- OEM Alerts
- Park Reservations
- Request a Speaker at HOA/NA Meeting



Pet Services

- Adoption Information
- Spay and Neuter Information



City Services

- Birth Certificate Applications
- Employment Opportunities & Applications
- Open Records Request
- Service Request
- Voter Registration
- Single Use Bag Registration



Community Initiatives

- Environmental Quality
- People Helping People
- Senior Services
- Water Conservation
- Medicaid/CHIP Information

Proposed Schedule

- Operational 5 days a week

Days	Location
Wednesday – Friday	<ul style="list-style-type: none">• At neighborhoods and communities• Target areas
Saturday – Sunday	<ul style="list-style-type: none">• At neighborhoods and communities• Special Events
Monday and Tuesday	<ul style="list-style-type: none">• Parked

- Post up-to-date calendar on vehicle’s website
- Request vehicle for special events through service request
- **TALKDALLAS** Survey Results
 - Hours and days of service
 - Weekday evenings
 - Weekend mornings and afternoons

Document and Payment Security

- Accepted Forms of Payments
 - Checks and Money Orders
 - Credit card payments handled via existing online access
 - No cash accepted
 - Exterior of vehicle marked **“No Cash Onboard”**
- Safe on vehicle to hold all transactions
- Internal Controls Tracking Log
- Processes and training reviewed by City Controller’s Office and Internal Control Program

Performance Measures

Performance Measures	Data Collection
Number of events attended	Calendar
Number of transactions	Receipt
Percent of visitors conducting transaction at vehicle	Tally
Mileage saved by citizens	Survey
Cost to operate vehicle	Budget
Customer satisfaction with ConnectDallas services	Survey
Number of visitors to ConnectDallas vehicle	Clicker
Transactions per service department	Log
Increase in mobile app downloads	CRMS

Marketing and Communication

- Internet via www.dallascityhall.com
- Email Blasts (HOA/NA and GovDelivery)
- Twitter
- City of Dallas Announcements
- City Departments
- Intranet
- **TALKDALLAS**
- Press Releases
- Council Offices
- Facebook
- Word of Mouth

Staffing

- Daily Operations Coordinator
 - Existing staff reassigned for this function
- 311/Water Customer Service Agents
 - At least one bilingual agent
- Service department subject matter experts
 - As needed based on location/event
 - For example: Senior Services, Animal Services, Water Conservation
- Only City staff allowed inside vehicle

Start-up and Operational Costs

Start-up

- Vehicle - \$29,294
- Generator - \$4,482
- AC/Heat - \$743
- Vehicle Wrap - \$1,500 (estimated)
- Technology and Equipment - \$31,480

Total Start-up Cost – \$67,499

Total Monthly Operational Cost* - \$374

- Fuel - \$17/day (estimated) = \$374/month

Funding Source

- **Start-up Cost: FY 13-14 Budget**
- **Operational Cost: FY 14-15 311 Budget**

* No additional staff hired

Next Steps

- Finish installation of technology and equipment
- Wrap vehicle
- Train employees who will staff the vehicle
- Soft launch in late May/June
- Create and publicize schedule

Questions?

Appendix

Detail of Services Offered

Service Detail



Payment Services

Parking Ticket

- Citation look up
- Online payments accepted

Traffic Tickets (Courts and Detention Services)

- Citation look up
- Information on how to resolve tickets
- Some online payments accepted

Water Bill

- Online payments accepted

Pet Registration/Renewal

- Provide registration applications
- Deliver applications to department
- Online payments accepted

Service Detail



Neighborhood Services

Garage Sale Permits

- Provide applications
- Accept payments & completed applications
- Deliver applications to department

Block Party Permit

- Accept completed applications
- Deliver applications to department

Citizen Fire Academy

- Accept completed applications
- Deliver applications to department

CERT Training

- Accept completed applications
- Deliver applications to department

Service Detail



Neighborhood Services

OEM Alerts

- Sign up residents for alerts

Park Reservations

- Provide applications
- Payments accepted over phone through PKR

Request a Speaker at HOA/NA Meeting

- Create Service Request

Service Detail



Pet Services

Pet Adoption Information

- Promote and explain adoption process
- Browse adoptable pets
- Provide applications

Spay and Neuter Information

- Promote and explain spay and neuter process
-

Service Detail



City Services

Birth Certificate Information

- Submit application
- Online payments accepted

Employment Opportunities

- Provide employment information
- Online application submittal

Open Record Request

- Begin Open Record Request process

Service Request

- Create service requests
- Check status of service requests

Voter Registration

- Look up voter registration
- Provide applications

Single Use Bag Registration

- Online registration

Service Detail



Community Initiatives

Environmental Quality

- Promote environmental initiatives
- Plastic Bag ordinance awareness

People Helping People

- Provide contact information for caseworkers
- Provide assistance with applications

Senior Services

- Provide contact information for caseworkers

Water Conservation

- Provide information on current incentive or rebate programs
- Provide assistance with applications

Medicaid/CHIP

- Provide information

Memorandum



DATE April 10, 2015

CITY OF DALLAS

TO Honorable Members of the Quality of Life & Environment Committee: Dwaine R. Caraway (Chair), Sandy Greyson (Vice Chair), Adam Medrano, Rick Callahan, Carolyn R. Davis, Lee M. Kleinman

SUBJECT Operation Beautification Spring 2015

As recommended by the Quality of Life & Environment committee, staff has promoted a citywide cleanup event called Operation: Beautification since May 2012. The event occurs biennially each summer and fall, and since its inception, multiple community groups throughout the city have collected approximately 82 tons of trash and brush. The City provides out-of-schedule trash collection for registered groups.

The next event is scheduled for Saturday, May 16. Registration opened Thursday, April 2, and continues through Monday May 11.

To date, the following progress has been made in effort to further increase community awareness and participation:

1. Electronic links have been updated and activated at DallasCityNewsroom.com and Dallascityhall.com and direct users to the Planning and Neighborhood Vitality website;
2. A request has been made to Clear Channel to begin display of the "Operation: Beautification" Banner at various locations throughout the city in late April;
3. Flyers/Registration forms have been distributed to HOAs, NAs, CW's, and Schools;
4. Announcements have been made on the Public Information Office and Inspire Dallas Twitter and Facebook accounts;

Electronic links will direct users to the events main page through the new City of Dallas Planning and Neighborhood Vitality website. Through visiting this site, visitors can find general information, FAQs, and also access a portal to register for the event. Information is also available in Spanish on flyers and electronic sites.

If you have any questions, or require additional information, please do not hesitate to contact me.

A handwritten signature in blue ink that reads "Joey Zapata".

Joey Zapata
Assistant City Manager

DATE April 10, 2015
SUBJECT Operation Beautification Spring 2015

c: Honorable Mayor and Members of the City Council
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

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

OPERATION: BEAUTIFICATION

A Citywide Community Cleanup

Saturday, May 16, 2015

*An open invitation to neighborhoods,
community and religious groups
and businesses*



City of Dallas



The City is encouraging Dallas neighborhood groups to join in a citywide Spring cleanup effort on May 16, 2015. The City will coordinate with participating groups to provide out-of-schedule trash collection for neighborhoods that choose to join in this special event. Register online at www.dallascitynewsroom.com or contact Joe.Yanez@dallascityhall.com or call 214-671-8873 with questions.

OPERATION: BEAUTIFICATION

A Citywide Community Cleanup

REGISTRATION FORM

Please fill out the form below then mail, fax or scan/email to:



City of Dallas

CITY OF DALLAS
1500 Marilla Street, Room 7AN
Dallas, Texas 75201
Phone: 214-671-8873
Fax: 214-670-0606
Email: Joe.Yanez@dallascityhall.com

PLEASE REGISTER BY MAY 11, 2015

Contact Name *(please print legibly)* _____

Association Name _____

Street Address _____ Zip _____

Primary Phone _____ Secondary Phone _____

Email Address _____

Garbage Pickup? *(circle one)* Yes No

May we contact you? *(circle one)* Primary Secondary Email

OPERACION: EMBELLECIMIENTO

Un proyecto de limpieza comunitario

Sábado 16 de mayo de 2015

*Una invitación abierta para vecindarios,
grupos comunitarios y religiosos así como negocios*



Ciudad de Dallas



La Ciudad esta alentando a todos los grupos de vecinos de Dallas a unirse a un esfuerzo de limpieza general de Primavera el Sábado 16 de mayo de 2015. La Ciudad coordinara con los grupos participantes para ofrecer colección de basura fuera del itinerario normal para vecindarios que decidan unirse a este evento especial. Regístrese por Internet en <http://dallascityhall.com/departments/pnv> o comuníquese con Joe.Yanez@dallascityhall.com o 214-671-8873 si tiene preguntas.

OPERACION: EMBELLECIMIENTO

Un proyecto de limpieza comunitario

FORMA DE INSCRIPCION

Por favor llene la forma y envíela por correo, por fax o por correo electrónico a:



Ciudad de Dallas

CITY OF DALLAS
1500 Marilla Street, Room 7AN
Dallas, Texas 75201
Teléfono: 214-671-8873
Fax: 214-670-0606
Correo Electrónico: Joe.Yanez@dallascityhall.com

POR FAVOR REGISTRESE PARA EL 11 DE MAYO DE 2015

Nombre de contacto *(Letra de molde legible)* _____

Nombre de la asociación _____

Dirección _____ Zona Postal _____

Teléfono primario _____ Teléfono alternativo _____

Correo Electrónico _____

¿Colección de basura? *(Marque uno)* Si No

¿Podemos comunicarnos con Ud.? *(Marque uno)* Primario Alterno Correo electrónico