JUNE 20, 2018 CITY COUNCIL BRIEFING AGENDA
<u>CERTIFICATION</u>

This certification is given pursuant to Chapter XI, Section 9 of the City Charter for the City Council Briefing Agenda dated June 20, 2018. 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.

_____
T.C. Broadnax
City Manager
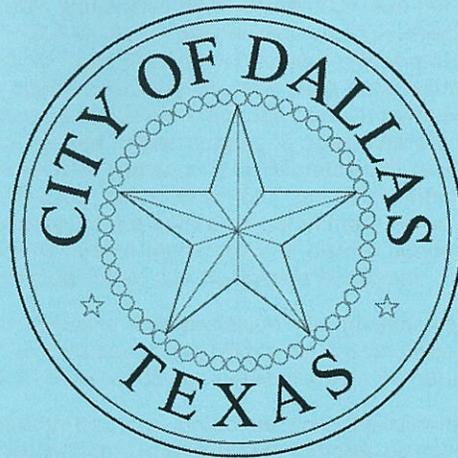
_____6/15/2018_____
Date

_____
Elizabeth Reich
Chief Financial Officer

_____6-15-18_____
Date

CITY OF DALLAS
TEXAS

COUNCIL BRIEFING AGENDA

June 20, 2018
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.

If you need interpretation in Spanish language, please contact the City Secretary's Office at 214-670-3738 with a 48 hour advance notice.

Sign interpreters are available upon request with a 48-hour advance notice by calling (214) 670-3738 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 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.

Si necesita interpretación en idioma español, por favor comuníquese con la oficina de la Secretaria del Ayuntamiento al 214-670-3738 con notificación de 48 horas antes.

Intérpretes para personas con impedimentos auditivos están disponibles si lo solicita con 48 horas de anticipación llamando al (214) 670-3738 (aparato auditivo V/TDD). La Ciudad de Dallas está comprometida a cumplir con el decreto que protege a las personas con impedimentos, *Americans with Disabilties 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 de 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 (*pagers*) 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 esté 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 esté presidiendo la sesión a tomar acción." Según la sección 3.3(c) de las reglas de procedimientos del Ayuntamiento.

Handgun Prohibition Notice for Meetings of Governmental Entities

"Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun."

"De acuerdo con la sección 30.06 del código penal (ingreso sin autorización de un titular de una licencia con una pistol oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una
pistola oculta."

"Pursuant to Section 30.07, Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly."

"De acuerdo con la sección 30.07 del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola a la vista."

AGENDA
CITY COUNCIL BRIEFING MEETING
WEDNESDAY, JUNE 20, 2018
CITY HALL
1500 MARILLA STREET
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 June 6, 2018 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.   FY 2018-19 and FY 2019-20 Biennial Budget Update

B.   Customer Service Management: 311 System Replacement and Contact Management (Dal-Force)

Lunch

Open Microphone Speakers   6ES

EXECUTIVE SESSION NOTICE

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

1.   seeking the advice of its attorney about pending or contemplated litigation, settlement offers, or any matter in which the duty of the attorney to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act. [Tex, Govt. Code §551.071]

2.   deliberating the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.072]

3.   deliberating a negotiated contract for a prospective gift or donation to the city if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.073]

4.   deliberating the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee unless the officer or employee who is the subject of the deliberation or hearing requests a public hearing. [Tex. Govt. Code §551.074]

5.   deliberating the deployment, or specific occasions for implementation, of security personnel or devices. [Tex. Govt. Code §551.076]

6.   discussing or deliberating commercial or financial information that the city has received from a business prospect that the city seeks to have locate, stay or expand in or near the city and with which the city is conducting economic development negotiations; or deliberating the offer of a financial or other incentive to a business prospect. [Tex Govt. Code §551.086]

7.   deliberating security assessments or deployments relating to information resources technology, network security information, or the deployment or specific occasions for implementations of security personnel, critical infrastructure, or security devices. [Tex Govt. Code §551.089]

DEPARTMENT: City Secretary

AGENDA DATE: June 20, 2018

COUNCIL DISTRICT(S): N/A

SUBJECT

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)

Memorandum

CITY OF DALLAS

DATE June 15, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT **FY 2018-19 and FY 2019-20 Biennial Budget Update**

On June 20, 2018, the Office of Budget will brief Council on the FY 2018-19 and FY 2019-20 Biennial Budget Update. I have attached the presentation materials for your review.

Please let me know if you have any questions.

M. Elizabeth Reich
M. Elizabeth Reich
Chief Financial Officer

Attachment

c: T.C. Broadnax, City Manager   Jo M. (Jody) Puckett, Assistant City Manager (Interim)
    Larry Casto, City Attorney   Jon Fortune, Assistant City Manager
    Craig D. Kinton, City Auditor   Joey Zapata, Assistant City Manager
    Bilierae Johnson, City Secretary   Nadia Chandler Hardy, Chief of Community Services
    Daniel F. Solis, Administrative Judge   Raquel Favela, Chief of Economic Development & Neighborhood Services
    Kimberly Bizor Tolbert, Chief of Staff to the City Manager   Theresa O'Donnell, Chief of Resilience
    Majed A. Al-Ghafry, Assistant City Manager   Directors and Assistant Directors

Purpose of Briefing

- Recap biennial budget for FY 2017-18 (FY18) and FY 2018-19 (FY19)

- Review additional considerations for biennial budget development for FY 2018-19 (FY19) and FY 2019-20 (FY20)

- Provide schedule and next steps

- Receive feedback from City Council

City of Dallas

Recap FY 2017-18 (FY18) and FY 2018-19 (FY19) Biennial Budget

City of Dallas

Biennial Budget – FY18 & FY19

- City Manager recommended balanced budget for both FY18 and FY19 on 8/8/17

- City Council made amendments and adopted FY18 budget on 9/20/17
  - Current fiscal year began on 10/1/17 and runs through 9/30/18
  - Budget amendments have been approved by Council as necessary

- Planned budget for FY19 is basis for rolling biennial budget which will include FY19 and FY20
  - Balanced biennial budget will be presented to Council on 8/14/18

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City of Dallas

Biennial Budget – FY18 & FY19
(Data is from page 4 of FY18 adopted budget)

Expenditure	FY 2016-17 Amended	FY 2017-18 Adopted	FY 2018-19 Planned
General Fund	$1,239,517,710	$1,276,420,942	$1,322,050,654
Aviation	108,885,992	127,028,405	134,895,621
Convention and Event Services	97,478,329	97,787,266	101,388,912
Municipal Radio	2,032,482	2,051,318	2,086,407
Sanitation Services	100,541,054	102,279,097	104,082,739
Storm Drainage Management	54,657,769	55,936,837	58,436,837
Sustainable Development and Construction	36,090,295	32,376,190	32,492,994
Water Utilities	657,464,737	667,471,388	687,671,388
Debt Service	261,865,145	267,322,998	287,416,255
Total Operating Budget	2,558,533,513	2,628,674,441	2,730,521,807
General Purpose Capital	177,410,919	148,489,745	123,326,860
Enterprise Capital	347,256,085	343,565,793	338,442,638
Total Capital Budget	524,667,004	492,055,538	461,769,498
Total Budget	$3,083,200,517	$3,120,729,979	$3,192,291,305

Government Performance and Financial Management

City of Dallas

General Fund Revenues Assumed for FY19

- General Fund budget is primarily supported by property tax (51%) and sales tax (24%)

- Property tax values are assumed to grow by 7.22% while maintaining current tax rate of 78.04¢ per $100 valuation

- Sales tax revenues are assumed to grow by 3.5%

	FY18	FY19	FY20	FY21	FY22
Property Tax	7.18%	7.22%	6.8%	6.3%	6.1%
Sales Tax	3.8%	3.5%	3.2%	1.6%	2.0%

City of Dallas

General Fund Expenses Assumed for FY19

- Planned budget assumes increase in expenses necessary to continue current services at current service levels

- Expense assumptions include:
  - Increases for current Meet and Confer agreement, uniform step pay, civilian merit, pension, and employee/retiree health benefits
  - Increases for on-going expenses such as TIF payments and Master Lease debt cost

City of Dallas

General Fund Expenses Assumed for FY19

- Enhanced expenses for FY19 include:
    - One front line and one peak demand EMS unit
    - Additional City Attorney to address substandard properties
    - Increased funding level for major maintenance of City facilities
    - Increased funding level for street and alley improvements through pay-as-you-go
    - Compensation study
    - Historic Preservation resource survey
    - May 2019 election
    - O&M cost for three additional aquatic facilities

City of Dallas

Enterprise Fund Revenues Assumed for FY19

(Data is from page 12 of FY18 adopted budget)

- Enterprise Fund budgets are primarily supported by fees charged to customers

- Fees are assumed to increase in FY19 to fully recover the cost of services

Typical Residential Monthly Bill for each Service		
Dallas Water Utilities	**Sanitation Services**	**Storm Drainage Management**
• FY17 = $66.09 • FY18 = $67.12 • FY19 = $68.99	• FY17 = $24.32 • FY18 = $25.18 • FY19 = $25.84	• FY17 = $6.46 • FY18 = $7.09 • FY19 = $7.41

Government Performance and Financial Management

City of Dallas

Additional Considerations for FY 2018-19 (FY19) and FY 2019-20 (FY20) Biennial Budget

Government Performance and Financial Management

City of Dallas

Biennial Budget – FY19 & FY20

- Planned budget for FY19 (presented to Council 8/6/17) is basis for rolling biennial budget for FY19 and FY20
  - FY19 is already balanced and will primarily "stay-the-course" with minimal adjustments
  - FY20 will be balanced over next two months and will allow for programmatic changes and/or new direction

- Budget development process is well underway and balanced biennial budget will be recommended to Council on 8/14/18
  - Council will review and may amend one or both years of biennial
  - Council will only adopt FY19 budget on 9/18/18

City of Dallas

City Council Planning Session

- City Council Planning Session was held 2/21/18
- Overarching initiatives were prioritized by Council
  - Top priorities are listed below with full list in appendix
- Council's prioritized initiatives will be considered through biennial budget development process

Count	Overarching Initiatives from 2018 Council Retreat
11	Comprehensive Housing Policy/Strategic Plan
9	Strategic Plan to End homelessness
8	Comprehensive Economic Development Policy/Strategic Plan
8	Develop and Implement a 5-year Infrastructure Management Program
8	Sustainable Development and Construction Improvements "One Stop Shop"
7	CDBG/HOME Consolidated Plan Alignment and Accountability
7	Comprehensive Transportation and Mobility Strategy
7	Develop a Comprehensive Database of all City-owned buildings/land
7	Develop Effective Strategy to Reduce/Eliminate Aggressive Panhandling
7	Update the City's Comprehensive Plan

City of Dallas

2018 Community Survey

- On 5/2/18, Council received report on 2018 Community Survey conducted by ETC Institute

- Survey participants were randomly selected with 1,442 completed responses received
  - At least 100 completed per Council district

- Survey results have 95% confidence level with +/- 2.6% margin of error

- Summary and conclusions from 2018 Community Survey is on following slides

City of Dallas

2018 Community Survey
(2018 Community Survey – 5/2/18 briefing, slide 26)

Summary and Conclusions

- Residents have a positive perception of the City
  - 72% rated the overall quality of life as "excellent" or "good"; only 4% gave a rating of "poor"

- Overall satisfaction with City services is 9% above the national average for large US cities

- Dallas is setting the standard for customer service among large U.S. cities

- Top priorities for residents were:
  - Infrastructure maintenance
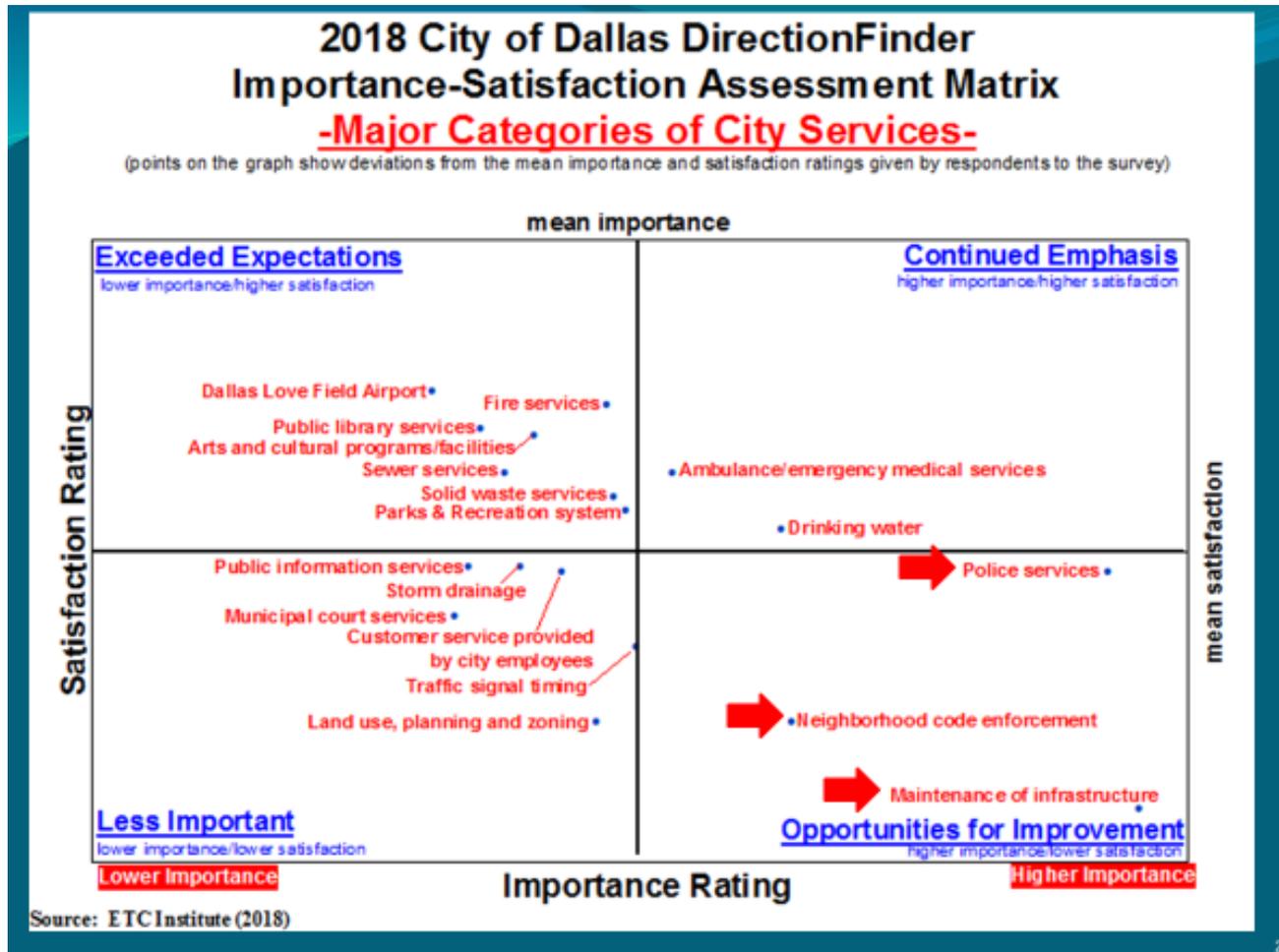 - Police services
  - Code enforcement

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2018 Community Survey

(2018 Community Survey – 5/2/18 briefing, slide 25)

Government Performance and Financial Management

City of Dallas

2018 Community Survey

(2018 Community Survey – 5/2/18 briefing, slide 24)

2018 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
Very High Priority (IS >.20)						
Maintenance of infrastructure	55%	1	24%	18	0.4180	1
Police services	53%	2	62%	12	0.2014	2
High Priority (IS .10-.20)						
Neighborhood code enforcement	30%	3	37%	17	0.1890	3
Medium Priority (IS <.10)						
Land use, planning, and zoning	15%	10	38%	16	0.0930	4
Drinking water	29%	4	68%	9	0.0928	5
Traffic signal timing	18%	6	51%	15	0.0882	6
Parks and recreation system	18%	7	71%	8	0.0522	7
Customer service provided by city employees	13%	11	62%	13	0.0494	8
Ambulance/emergency medical services	21%	5	78%	6	0.0462	9
Solid waste services	17%	8	75%	7	0.0425	10
Storm drainage	10%	13	63%	10	0.0370	11
Municipal court services	5%	17	55%	14	0.0225	12
Public information services	6%	16	63%	11	0.0222	13
Sewer services	9%	14	78%	5	0.0198	14
Art and Cultural programs/facilities	11%	12	84%	4	0.0176	15
Fire services	16%	9	89%	2	0.0176	16
Public library services	7%	15	85%	3	0.0105	17
Dallas Love Field Airport	3%	18	91%	1	0.0027	18

Overall Priorities:

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Government Performance and Financial Management

City of Dallas

Community Engagement

- Additional citizen input received at community engagement outings and through on-line survey
  - Started annual on-line survey in May 2014 seeking input from more citizens than the few that speak at public hearings
  - Began additional community outreach in March 2017 and again in Spring 2018

- Annual budget survey provides another opportunity for citizens to give input yet results are not considered statistically valid
  - 152 surveys completed at community events
  - 2,184 surveys completed on-line

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City of Dallas

Community Engagement

- Below are responses from annual budget survey conducted on-line and at community outings

How should $100 be allocated?	
City Services	% of Allocation
Police	43%
Fire & Ambulance	25%
Street & Alley	7%
Park & Open Space	6%
Libraries	4%
Recreation Centers	3%
Animal Services	3%
Neighborhood Code	3%
Housing Programs	2%
Social Services	2%
Economic Development	2%
Cultural Services	1%

Which service should be increased?	
City Services	% of Responses
Police	33%
Street & Alley	32%
Park & Open Space	5%
Housing Programs	5%
Animal Services	4%
Economic Development	4%
Social Services	4%
Libraries	3%
Fire & Ambulance	3%
Recreation Centers	3%
Cultural Services	2%
Neighborhood Code	2%

Which service should be decreased?	
City Services	% of Responses
Cultural Services	34%
Economic Development	13%
Housing Programs	12%
Neighborhood Code	12%
Animal Services	6%
Social Services	6%
Park & Open Space	5%
Libraries	5%
Police	4%
Street & Alley	1%
Fire & Ambulance	1%
Recreation Centers	1%

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Economic Forecast

- Five-year forecast for sales tax and property tax used in current biennial have been updated

- National economic conditions indicate positive national growth, but at slowing rate

- Regional economic conditions indicate continued overall growth, but slowing for both retail and real estate

City of Dallas

Economic Forecast – Sales Tax
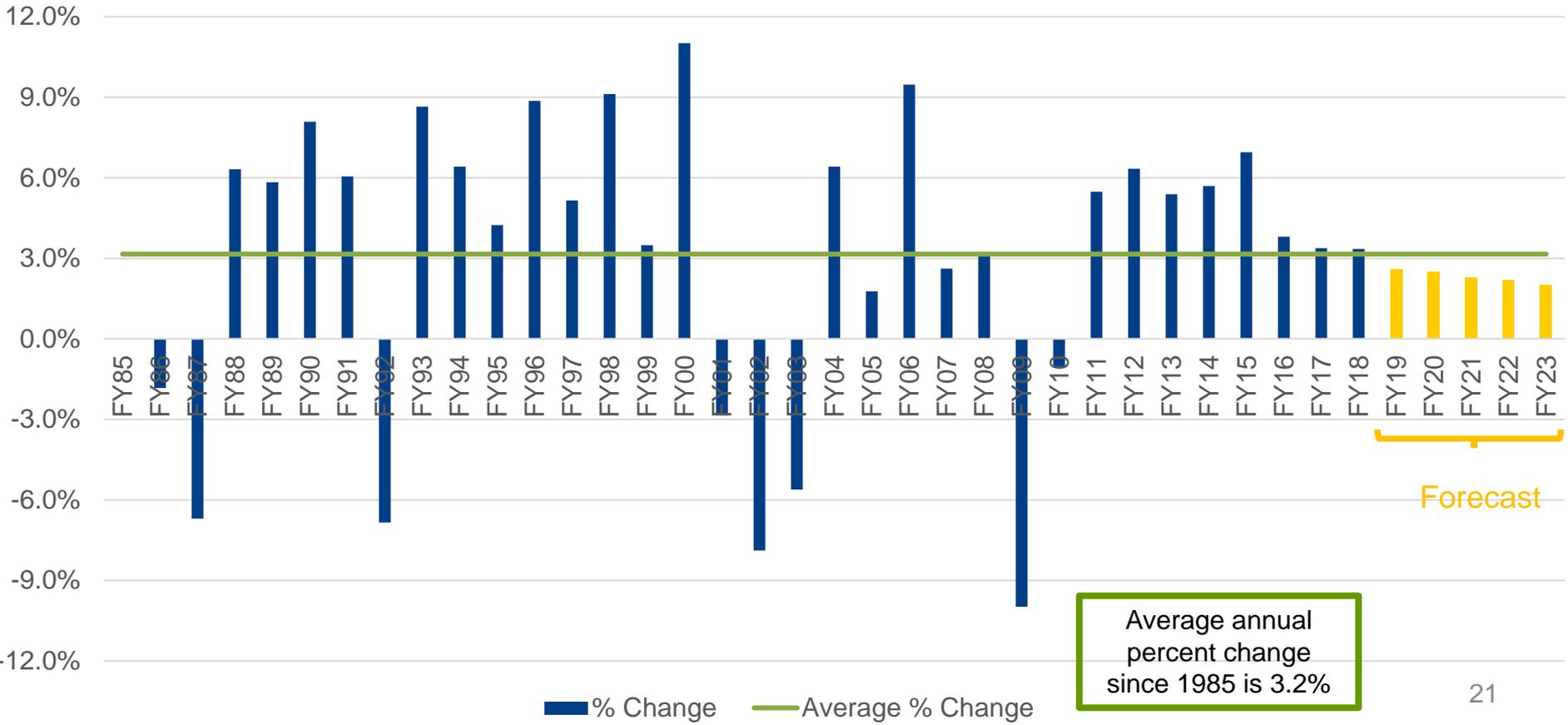
Factors Shaping Outlook

Positive:

Local job & household expansion,

Wage growth,

Rising level of overnight visitors,

Consumer confidence,

Construction & development

Negative:

Slowing rates of economic growth,

Rising interest rates,

Increasing retail competition from suburbs,

E-Commerce

Fiscal Year	Forecast – July 2017	Forecast – June 2018
FY18	3.8%	N/A
FY19	3.5%	2.6%
FY20	3.2%	2.5%
FY21	1.6%	2.3%
FY22	2.0%	2.2%
FY23	N/A	2.0%

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City of Dallas

Sales Tax Revenue – % Change

Average annual percent change since 1985 is 3.2%

Forecast

■ % Change ── Average % Change

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Government Performance and Financial Management

City of Dallas

Economic Forecast – Property Value

Factors Shaping Outlook

Positive:

Interest rates/cost of money,
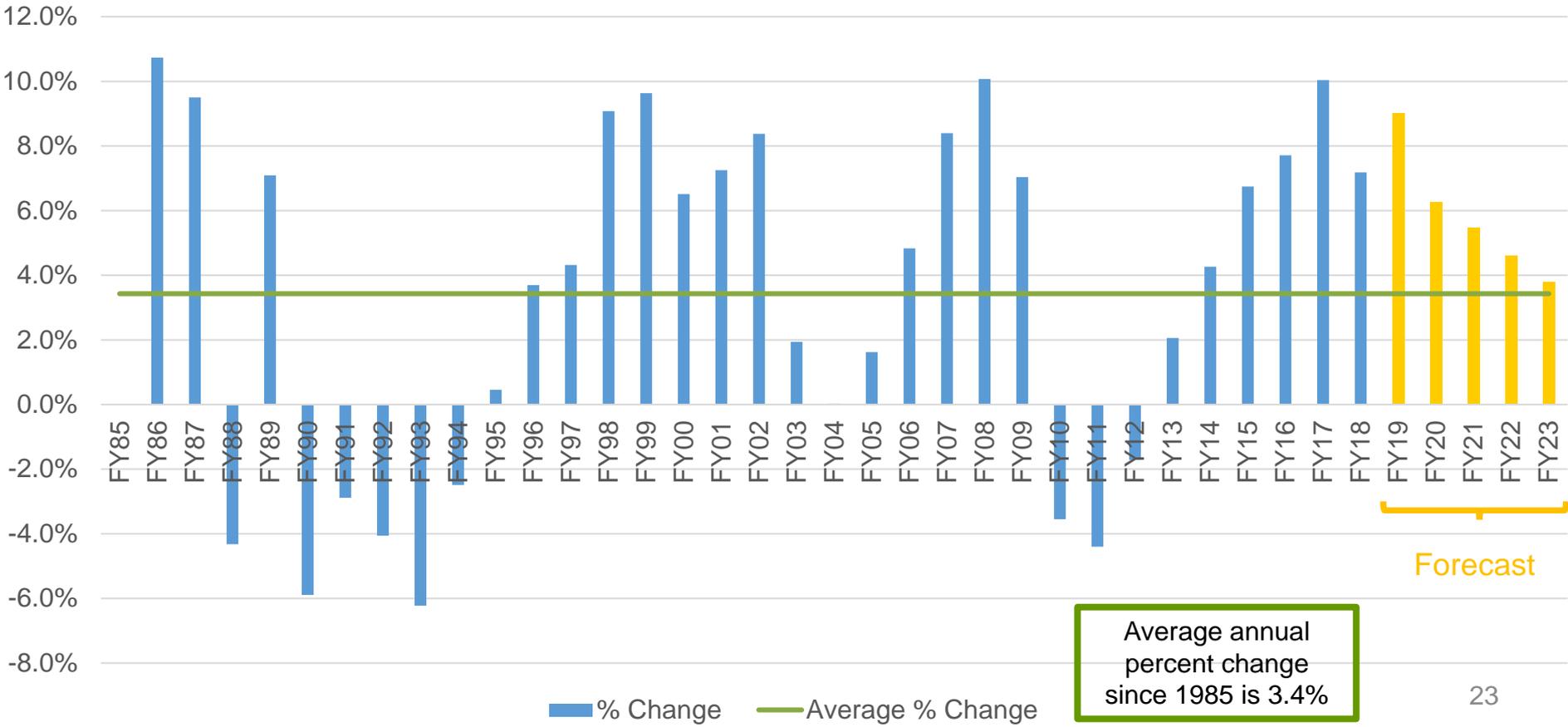
Local job & household growth,

Wage growth,

Institutional capital interest in region

Negative:

Interest rates,

Cost of construction,

Underwriting standards

Fiscal Year	Forecast – July 2017	Forecast – June 2018
FY18	7.18%	N/A
FY19	7.22%	9.0%
FY20	6.8%	6.3%
FY21	6.3%	5.5%
FY22	6.1%	4.6%
FY23	N/A	3.8%

City of Dallas

Property Value – % Change

Average annual percent change since 1985 is 3.4%

Forecast

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Government Performance and Financial Management

City of Dallas

Effective Tax Rate

- On 12/13/17, Council adopted new FMPC criteria which requires analysis of and presentation of an "effective tax rate" scenario
  - Effective tax rate calculation will be provided by Dallas County Tax Office in early August
  - Effective tax rate will generate $35m to $40m less revenue than in FY19 planned budget and this will require same amount of expenses to be cut from General Fund
  - Effective tax rate scenario will be provided on 8/14/18

City of Dallas

Uniform Hiring and Attrition

- Uniform hiring/attrition and compensation continue to have significant budget impact
  - Impact must be considered as part of biennial budget development
- Hiring and attrition forecast

Uniform Hiring and Attrition Forecast	Police FY 18 Projection	Police (5/31/18)	Fire FY18 Projection	Fire (5/31/18)
10/1/2017	3,094	3,070	1,811	1,810
Attrition 10/1/17 to 5/31/18		(180)		(106)
Hiring 10/1/17 to 5/31/18		130		171
5/31/2018		3,020		1,875
Forecast Attrition 6/1/18 to 9/30/18		(62)		(48)
Forecast Hiring 6/1/18 to 9/30/18		86		109
10/1/2018	3,094	3,044	1,936	1,936

City of Dallas

Uniform Compensation

- Current police and fire meet and confer agreement was approved by Council on 12/14/16
  - Agreement terminates on 9/30/19
- Agreement anticipated compensation increases for police and fire uniform employees in FY17, FY18, FY19, and FY20 forecast to be $89.4m
  - FY20 cost is full-year funding for pay increases that are effective in FY19

City of Dallas

Other Considerations

- 8/14/18 budget recommendation will align dollars and positions to match any organizational changes or realignments being proposed
  - School crossing guard program and City facility security will be consolidated in Marshal's Office
- Budget recommendation will consider any civilian and uniform employee compensation and benefits changes for FY20
- Consider opportunities to improve equity throughout city by allocating resources to address specific needs

City of Dallas

Alternative Service Delivery

- Alternative service delivery models are being considered for two major City operations but recommendations will be after budget discussions begin on 8/14/18

- <u>Fair Park</u>
  - Three qualified firms submitted proposals in October 2017
  - Evaluation and interviews have been conducted and "best and final offers" have been received
  - Recommended agreement is anticipated in August 2018 for consideration by Park Board followed by City Council

- <u>Kay Bailey Hutchison Convention Center</u>
  - Request for proposals was advertised in May 2018
  - Proposals from qualified vendors are due in July 2018
  - Recommendation to Council is anticipated Fall 2018

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City of Dallas

Enterprise Fund Fees

- Preliminary update for Enterprise Fund fees is provided below for both FY19 and FY20
  - Amounts listed may change to account for additional expenses that are still under consideration and/or service delivery changes

Typical Residential Monthly Bill for each Service		
Dallas Water Utilities	**Sanitation Services**	**Storm Drainage Management**
• FY17 = $66.09	• FY17 = $24.32	• FY17 = $6.46
• FY18 = $67.12	• FY18 = $25.18	• FY18 = $7.09
• ~~FY19 = $68.99~~	• ~~FY19 = $25.84~~	• FY19 = $7.41
• FY19 = $65.30	• FY19 = $25.88	• FY19 = $7.41
• FY20 = $65.30	• FY20 = $26.30	• FY20 = $7.73

City of Dallas

Enterprise Fund Revenues

- Dallas Water Utilities' retail cost of service study and settlement of Sabine River Authority litigation have resulted in revised forecast for FY19 and future years
  - DWU's 5-year forecast of average annual increases is reduced from 2.4% per year to 1.6% per year
    (no increase needed until FY21)
- Sanitation residential fee increase is primarily driven by personnel and fleet costs
  - Other programmatic changes and costs are being reviewed which may impact fee
- Storm Water fee increase is primarily due to "pay-as-you-go" capital projects and neighborhood drainage maintenance
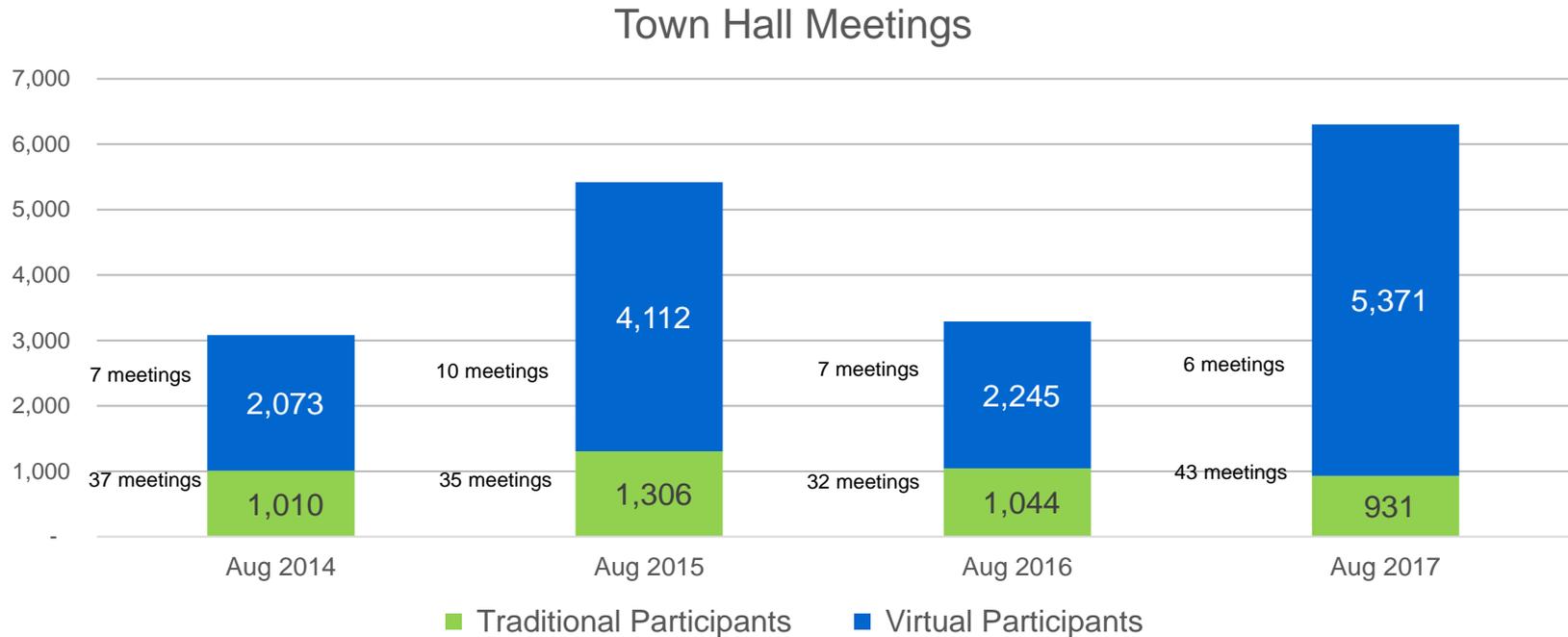
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Budget Development Schedule

Date	Activity
1/3	Kick-off 2018 Community Survey
2/21	City Council Planning Session
3/10 to 5/4	Community engagement meetings and informal survey
3/21	Budget briefing – biennial budget and process/schedule
3/28	Public Hearing
5/2	Budget briefing – 2018 Community Survey results
5/9	Public Hearing
6/20	Budget briefing – update
8/14	Budget briefing – City Manager recommended budget, Truth-in-Taxation, and one Strategic Priority
8/15	Budget briefing – Strategic Priorities briefings
8/16 to 8/30	Council Member town hall meetings
8/20	Committee meetings – Strategic Priorities and discuss amendments
8/22	Public Hearing
8/27	Committee meetings – Strategic Priorities and discuss amendments
8/29	Budget workshop – committee chairs report and discuss amendments (straw votes anticipated)
9/5	Approve budget on First Reading and Tax Rate Public Hearing (if needed)
9/11	Budget workshop – optional
9/12	Tax Rate Public Hearing (if needed)
9/18	Approve budget on Second Reading; set tax rate; and consider other budget related items

Government Performance and Financial Management

City of Dallas

Council Member Town Hall Meetings

- Council Members are encouraged to host meetings from 8/16/18 through 8/30/18
  - <u>Virtual meetings</u>:
    - Webcast and by phone
    - Historically reach larger audiences
    - We have capacity for up to seven virtual meetings
    - Council members may consider joint virtual meetings
  - <u>Traditional meetings</u>:
    - Held at district locations
    - Up to two per council district with staff in attendance
      - Materials will be provided to Council Members if additional meetings are scheduled

- Council Members should notify Mayor and Council Office Managing Director of date, time, and location of town hall meetings no later than 7/10/18

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Council Member Town Hall Meetings

Town Hall Meetings

	Aug 2014	Aug 2015	Aug 2016	Aug 2017
Virtual Participants	2,073	4,112	2,245	5,371
	7 meetings	10 meetings	7 meetings	6 meetings
Traditional Participants	1,010	1,306	1,044	931
	37 meetings	35 meetings	32 meetings	43 meetings

Legend: ■ Traditional Participants   ■ Virtual Participants

Committee Meetings and Amendments

- Council proposed budget amendments will be discussed during Committee meetings

8/20/18
- Economic Development & Housing at 9 a.m.
- Human & Social Needs at 11 a.m.
- Government Performance & Financial Management at 2 p.m.

8/27/18
- Quality of Life, Arts, & Culture at 9 a.m.
- Public Safety & Criminal Justice at 11 a.m.
- Mobility Solutions, Infrastructure, & Sustainability at 2 p.m.

- Committee chairs will recap committee amendment discussions on 8/29/18
  - Straw votes on amendments are anticipated
- Amendments supported by majority on 8/29/18 will be included in budget ordinance for approval on First Reading on 9/5/18

City of Dallas

Next Steps

- July 10 – Notify City Manager's Office of date, time, and location for Council Member hosted town hall meetings

- July 25 – Receive certified tax values from appraisal districts

- August 10 – Provide City Council with budget document and briefing materials

- August 14 – City Council briefing on recommended biennial budget, truth-in-taxation, and Public Safety Strategic Priority

- August 15 – City Council briefing on other five Strategic Priorities

- August 16 – Begin town hall meetings

Government Performance and Financial Management

City of Dallas

Appendix

Government Performance and Financial Management

City of Dallas

City Council Planning Session

Total	17/18	18/19	Overarching Initiatives
11	9	2	Comprehensive Housing Policy/Strategic Plan
9	6	3	Strategic Plan to End Homelessness
8	4	4	Comprehensive Economic Development Policy/Strategic Plan
8	2	6	Develop and Implement a 5-year Infrastructure Management Program
8	7	1	Sustainable Development and Construction Improvements "One Stop Shop"
7	3	4	CDBG/HOME Consolidated Plan Alignment and Accountability
7	7	0	Comprehensive Transportation and Mobility Strategy
7	1	6	Develop a Comprehensive Database of all City-owned Building and Land
7	4	3	Develop and Effective Strategy to Reduce/Eliminate Aggressive Panhandling
7	3	4	Update the City's Comprehensive Plan
6	2	4	Alley and Sidewalk Repair Improvement Programs
6	3	3	Develop a Green Space Plan
6	1	5	Mixed Use and Transit Oriented Development
6	2	4	Multi-Family Recycling Ordinance
5	4	1	Comprehensive Park Land Dedication and Tree Mitigation Policy/Ordinance
5	1	4	Develop Senior Living Strategic Plan
5	3	2	Develop/update Dallas Police Department Strategic Plan
5	2	3	Fair Park Management & Operations Contract
5	1	4	Redevelopment of Underutilized Commercial/Retail Centers
4	1	3	Establish a Comprehensive Plan for Smart Streetlight Conversion

Government Performance and Financial Management

City of Dallas

City Council Planning Session

Total	17/18	18/19	Overarching Initiatives
4	2	2	Establish a Unified Development Code to Standardize Development Activities and Requirements
4	3	1	Targeted Economic Development Programs
4	2	2	Tax Relief and Spending Control Strategy
3	3	0	Affordable and Mixed Income Housing Development
3	0	3	Community Oriented Code Compliance and Responsiveness
3	2	1	Dallas Animal Services Comprehensive Code Review
3	1	2	Develop a Diversity, Equity and Inclusion Plan
3	2	1	Develop a Smart City Strategy
3	1	2	Gentrification Mitigation Strategy Development
3	1	2	Improve the Use of Data Throughout the City Organization to Inform Policy Development and Decision Making
2	0	2	Availability and Disparity Study
2	1	1	Develop a Citywide Litter Policy and Litter Abatement Plan
2	2	0	Develop an Anchor Institution Program
2	1	1	Programs to Improve the City's Housing Stock
2	1	1	RIGHT Care Pilot Program Implementation
1	0	1	City Council Professional Development and Training
1	0	1	Creation of City Council District Scorecards
1	0	1	Cultural Plan 2018
1	1	0	Develop a Digital Equity Strategy
1	0	1	Develop a Proactive Business Recruitment and Retention Plan
1	0	1	Develop/update Dallas Fire Rescue Strategic Plan
1	1	0	Street Feeding Ordinance and Policy Review
0	0	0	Develop a Strategy to Eliminate Food Desert in Southern Dallas
0	0	0	Develop Contractor Accountability Guidelines
0	0	0	Downtown Parking Utilization and Parking Efficiency Study
0	0	0	Fleet Management Efficiency Study
0	0	0	Streamline/Automate the Assistance Programs Across All Providers

Government Performance and Financial Management

City of Dallas

FY 2018-19 and FY 2019-20 Biennial Budget Update

City Council Briefing

June 20, 2018

Elizabeth Reich, CFO
Jack Ireland, Budget Director
Janette Weedon, Budget Assistant Director

City of Dallas

Memorandum

DATE June 16, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT Customer Service Management: 311 System Replacement and Contact Management (Dal-Force)

Summary
Attached is a briefing to be presented on June 20, 2018 regarding the replacement of the City's service request software and the use of contact management software in the Mayor & Council Office.

Background
The City is currently implementing Salesforce Customer Request Management (CRM) software for service request input and management for services that include, but are not limited to Water, Courts, DPD Auto Pound, Dallas Animal Services, Code Compliance, Public Works and Transportation. The CRM System documents, routes and tracks approximately 400,000 service requests annually for 311 non-emergency services received by phone, online and via mobile application. Implementation began on November 13, 2017 and staff anticipate a go-live date in August 2018.

The Mayor & Council Office uses Salesforce's contact management module (Dal-Force) to facilitate tracking of constituent concerns, increase constituent satisfaction through transparency and collaboration, and capture sentiment on policy issues. The presentation will provide an update on the CRM implementation and how the two Salesforce modules will interface.

Please contact me if you have any questions or require any additional information.

Nadia Chandler-Hardy
Chief of Community Services

c: T.C. Broadnax, City Manager   Jo M. (Jody) Puckett, Assistant City Manager (Interim)
    Larry Casto, City Attorney   Jon Fortune, Assistant City Manager
    Craig D. Kinton, City Auditor   Joey Zapata, Assistant City Manager
    Bilierae Johnson, City Secretary   M. Elizabeth Reich, Chief Financial Officer
    Daniel F. Solis, Administrative Judge   Raquel Favela, Chief of Economic Development & Neighborhood Services
    Kimberly Bizor Tolbert, Chief of Staff to the City Manager   Theresa O'Donnell, Chief of Resilience
    Majed A. Al-Ghafry, Assistant City Manager   Directors and Assistant Directors

Customer Service Management: 311 System Replacement and Contact Management (Dal-Force)

City Council Briefing

June 20, 2018

Margaret Wright, Managing Director
311 Customer Service Center

William Finch, CIO
Communication & Information Services

Presentation Overview

- Service Request Software Background/History
- Implementation Progress
- Contact Management (Dal-Force)
- Demo

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Background/History

- Service Request Management System = CRM (Customer Request Management)

- Documents, routes and tracks 400,000 service requests annually for 311 non-emergency services received by phone, online, or via app

- Current software (Motorola) in use since 2002

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Background/History (cont.)

- 311 Customer Service Center
  - Open 24/7/365
  - Handles over 1 million calls per year (311, Water Customer Service, Court Services, Auto Pound)
  - Dispatches urgent calls for field services for 6 departments
- CRM system administration
  - Configures, routes and reports on 400+ service request types handled by 38 City departments
- GIS mapping of service requests

Salesforce CRM Implementation

- Project kick off 11/13/17
- Steering Committee representation from CMO, CIS, 311, and major user departments (Code, DAS, SAN, PBW, TRN, DWU)
- Project on track for August go-live

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Listening to the Customer

- Held 8 focus groups with residents and staff December-January
  - Facilitated by outside vendor
  - Goal: identify current vs. desired customer experience when interacting with 311 (phone, web, app)
- Captured recommendations across six different areas of service request management:
  - Overall improvement
  - Service request generation
  - Service request fulfillment
  - Monitoring progress
  - Escalation
  - Closure

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Sample Recommendation

- Google-like search for service request key words

- Mobile users can create & update service request when connectivity is poor; system stores info and submits when connectivity is restored

- Notification through the life of the SR via preferred method: text, email, phone

- Customers can see other submitted service requests in their area

- Fewer clicks to submit service requests on the web

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Project Milestones Complete

- Reduced number of existing service request (SR) types
  - Example: Code Compliance reduced from 150 to 80 SR types
  - Combine similar types for easier submittal by residents
- City staff trained on system configuration
- Completed configuration of 240 public-facing SR types in Salesforce

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Project Milestones Complete (cont.)

- Created project Sharepoint site for status and information communication across City departments
- Reports:
  - 48 standard reports available
 - Custom reports to be built as-needed
- Dashboards

Project Milestones In Progress

- Integrations with other City systems
  - Dal-Force—311 SRs are visible on the Dal-Force contact
  - Animal Services (Chameleon)
  - Code Compliance (POSSE)
  - Active Directory (Network log-in)
  - GIS
  - Socrata/Big Data

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Salesforce Test Demo

My Dallas App

- One App for all City of Dallas Apps

- Zero Code Platform: instant and agile development

- Expose data from different systems in a single mobile user experience

- For the City of Dallas, Mobile Salesforce/311 integration is only the beginning

Government Performance & Financial Management

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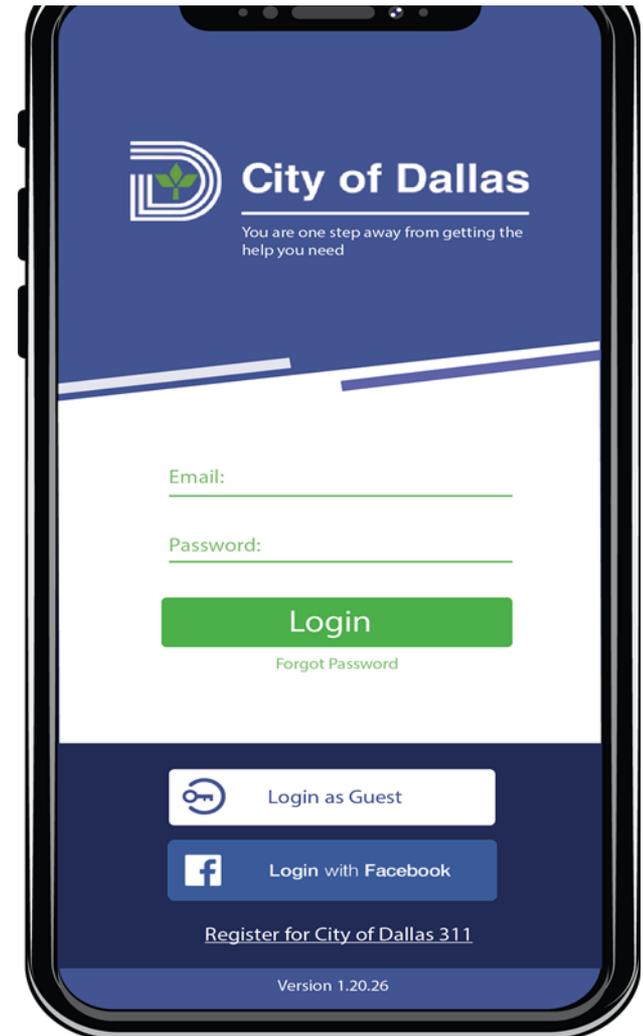
Planned Enhancements

- The MyDallas platform will be enhanced to include Artificial Intelligence (AI) to recognize images and to understand natural language voice commands.

- AI will enable the MYDallas app to continually "get smarter and more intelligent" as users and the city interact with the platform.

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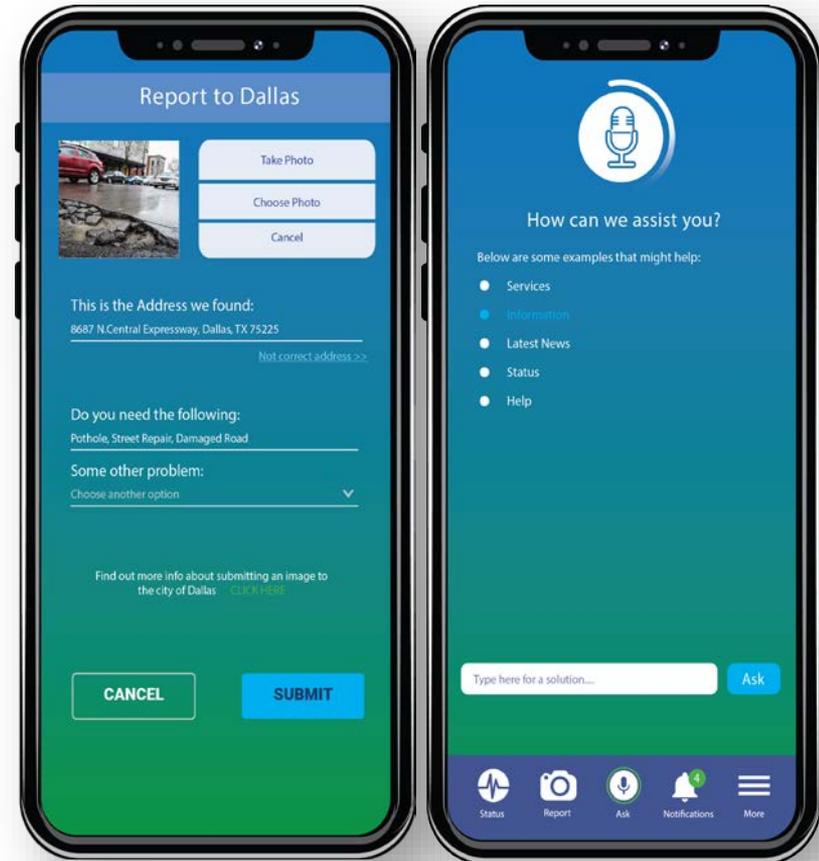
Contact Management (Dal-Force)

Dal-Force Overview

- Centralized tool to track and manage service requests and connect common issues across districts

- Accelerates response to constituent requests by connecting all City contact points

- Streamlines processing of information across districts and departments

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Purpose

- Increases constituent satisfaction through transparency and collaboration

- Able to capture sentiment (For or Against) on policy issues

Government Performance & Financial Management

City of Dallas

Background

- Salesforce.com Software-as-a-Service platform

- Web-based and accessible via Internet browser

- Supports smart / mobile devices – anywhere, anytime

- Configured for Mayor and Council staff

City of Dallas

Configured for Mayor and Council Office

- Interfaces with new 311 System

- Replaces single-file, clunky spreadsheets of constituent calls and emails

- Tracks contact with constituents across districts, if needed

- Supports greater collaboration of information

- Data can inform policy decisions and performance measures

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Configured for Mayor and Council Staff

Centralized tool to track and manage service requests and connect commons issues across districts

Service Requests

Mobile Device Access

Identifies non-311 Common Issues

Feature Exclusive to Dal-Force

Informs Policy Decisions

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Training and Next Steps

Two Dal-Force Demos Completed with Council Staff March/April	Dal-Force Constituent Application Ready and Available Now	Finalize District Reports & Dashboards	Verify / Load District Constituents into Dal-Force	Register Participants for Classroom Sessions	New 311 System Launches in August 2018

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Staff Recommendation

- Staff recommends introduction of Dal-Force in Council Districts on pilot basis

City of Dallas

Customer Service Management: 311 System Replacement and Contact Management (Dal-Force)

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