

GOVERNMENT PERFORMANCE & FINANCIAL MANAGEMENT

REVISED

DALLAS CITY COUNCIL COMMITTEE AGENDA

RECEIVED

2018 MAY -3 PM 1:14

CITY SECRETARY
DALLAS, TEXAS

MONDAY, MAY 7, 2018
CITY HALL
COUNCIL BRIEFING ROOM, 6ES
1500 MARILLA STREET
DALLAS, TEXAS 75201
2:00 P.M. – 3:30 P.M.

Chair, Councilmember Jennifer S. Gates

Vice-Chair, Councilmember Scott Griggs

Councilmember Sandy Greyson

Councilmember Lee M. Kleinman

Councilmember Philip T. Kingston

Councilmember Tennell Atkins

Councilmember Kevin Felder

Call to Order

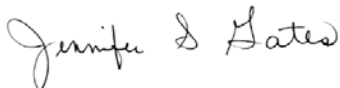
1. Consideration of Minutes from the April 16, 2018 Government Performance & Financial Management Committee meeting
2. Consideration of Upcoming Agenda Items for May 9, 2018 City Council Meeting

BRIEFINGS

3. Customer Request Management System Update
Margaret Wright, Director
311

Bill Finch, Director
Communications & Information Services
4. Office of the City Auditor - FY 2018 Third Quarter Update
Craig Kinton, City Auditor
5. Lean Six Sigma
Renee Hayden, Managing Director (I)
Center for Performance Excellence

Adjourn



Jennifer S. Gates, Chair
Government Performance & Financial Management Committee

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 §551.087]
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]

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 pistola 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."

GOVERNMENT PERFORMANCE & FINANCIAL MANAGEMENT

Meeting Record

Meeting Date: April 16, 2018

Convened: 2:04 pm

Adjourned: 3:30 pm

Committee Members Present:

Jennifer S. Gates, Chair
Scott Griggs, Vice Chair
Sandy Greyson

Philip Kingston
Tennell Atkins
Lee Kleinman

Kevin Felder

Committee Members Absent:

Other Council Members Present:

Staff Present:

Elizabeth Reich
Akilah McLaughlin
Lane Sehorn
Jenifer West
Jack Ireland
Janette Weedon

Chan Williams
Mike Frosch
Connie Tankersley
Barbara McAninch
Adelia Gonzalez
Tony Aguilar

Renee Hayden
Casey Burgess
Zarin Gracey
Bill Finch
Sheila Delgado
Rachael Berry

Yesenia Valdez
Gale Salzman
Clarissa Orona
Daniel Genz

Others Present:

AGENDA:

Call to Order

1. **Consideration of the April 2, 2018 Minutes**

Presenter(s): N/A

Information Only: _

Action Taken/Committee Recommendation(s): *Approved*

Motion was made to approve the April 2, 2018 minutes. Motion passed unanimously.

Motion made by: Tennell Atkins

Motion seconded by: Kevin Felder

2. **Consideration of Upcoming Agenda Items for April 25, 2018 City Council Meeting**

Presenter(s): N/A

Information Only: _

Action Taken/Committee Recommendation(s):

There were questions about the MWBE Participation percentages for Items 22, 23, and 26. The Office of Business Diversity will provide information regarding these items.

GOVERNMENT PERFORMANCE & FINANCIAL MANAGEMENT

Meeting Record

Briefings

3. Communications Related to the FY 2017 Audit

Presenter(s): Dan Barron, Partner, *Grant Thornton*; Juliet Williams, Experienced Manager, *Grant Thornton*, Aftab Hemani, Experienced Manager, *Grant Thornton*;

Information Only:

Action Taken/Committee Recommendation(s):

For fiscal year 2017, the City received an unmodified "clean" audit opinion on the financial statements. The audit of the fiscal year Comprehensive Annual Financial Report (CAFR) was completed on March 30, 2018. The CAFR includes this opinion, along with the Government Finance Officers Association (GFOA) Certificate of Achievement for Excellence in Financial Reporting for fiscal year 2016, the City's eleventh consecutive year to receive this recognition. The fiscal year 2017 CAFR has been submitted to the GFOA for continued participation in the CAFR award program, and we believe this year's report continues to conform to the program requirements.

The Single Audit is separate from the CAFR and covers federal and state grant funds. There were questions regarding the single audit current year findings, specifically whether the deficiencies that had been found by Grant Thornton were the same as the deficiencies found by the city auditor. Grant Thornton noted that the scope of the audit could be different than what the city auditor was testing.

There was discussion of Continuum of Care grants. The City is a grantee, and also manages the funds, and is seeking to outsource the grants. A question was asked as to the oversight of the grants where deficiencies have been found. Ms. Reich clarified the departments that receive grant funding are responsible for the financial management and oversight of the grants.

There were questions asked as to whether Grant Thornton identified any misuse of grant funds. No questionable costs were found in the audit. The deficiencies Grant Thornton found were related compliance, contracts, and documentation, not finances.

Motion made by: N/A

Motion seconded by: N/A

4. FY 18 Appropriations Adjustments

Presenter(s): Jack Ireland, Director, *Office of Budget*

Information Only:

Action Taken/Committee Recommendation(s):

This is Item 35 on the April 25 Council agenda.

The briefing outlined proposed changes to FY 2017-18 appropriations ordinance that is scheduled for City Council consideration on April 25. The changes include (1) transfer of appropriations between four General Fund departments, (2) an increase in the General Fund budget of \$3.7 million from excess revenues, (3) an increase in four enterprise and internal service funds from excess revenues or fund balance, (4) adjustments to 15 grant, trust, or special revenue funds, and (5) an increase in five Tax Increment Financing District funds. Additionally, the briefing provided an update of the FMPC requirements related to General Fund reserves. The City has continued to increase our reserve balance since recovery from the recession.

The committee asked questions about ambulance payments, whether they go directly to the general fund or if they go to DFR. The revenues go to the general fund. The Office of Budget will coordinate with DFR to provide clarifying information to Council on ambulance billing and the supplemental payments.

GOVERNMENT PERFORMANCE & FINANCIAL MANAGEMENT

Meeting Record

The committee also requested a sources and uses chart summarizing the changes. The Office of Budget will provide the information.

Motion was made to move forward to the City Council without a recommendation. Motion passed unanimously.

Motion made by: Philip Kingston

Motion seconded by: Lee Kleinman

FYI

5. **Financial Forecast Report Information as of February 2018**

Presenter(s):

Information Only:

Action Taken/Committee Recommendation(s):

Motion made by: N/A

Motion seconded by: N/A

6. **Rockwall Central Appraisal District**

Presenter(s):

Information Only:

Action Taken/Committee Recommendation(s):

This is item 20 on the consent agenda on April 25, 2018.

Motion made by: N/A

Motion seconded by: N/A

7. **Oncor Application for Increased Electric Rates**

Presenter(s):

Information Only:

Action Taken/Committee Recommendation(s):

This item will be on the May 9, 2018 agenda.

Staff recommends rejection of increased rates.

Motion made by: N/A

Motion seconded by: N/A

Adjourn

Jennifer S. Gates, Chair
Government Performance & Financial Management

AGENDA ITEM # 7

STRATEGIC PRIORITY: Mobility Solutions, Infrastructure, and Sustainability

AGENDA DATE: May 9, 2018

COUNCIL DISTRICT(S): 3, 4, 5, 7, 10, 11, 13

DEPARTMENT: Department of Transportation

CMO: Majed Al-Ghafry, 670-3302

MAPSCO: 15K 16V 17P S 26T 47Z 48C 64G 65L

SUBJECT

Authorize a professional services contract with Brown & Gay Engineers, Inc., most advantageous proposer of seventeen, to provide traffic signal design services for 16 traffic signals at various intersections and other related tasks (list attached) - Not to exceed \$441,550 - Financing: 2017 Bond Funds (\$139,550), 2006 Bond Funds (\$140,000) and General Funds (\$162,000) (subject to annual appropriations)

BACKGROUND

This action will authorize a professional services contract with Brown & Gay Engineers, Inc. to provide traffic signal design for 16 traffic signals at various intersections and other related tasks. Specifically, this action authorizes the design of 4 traffic signals funded through 2006 Bond Funds (\$140,000.00) and 6 traffic signals funded through 2017 Bond Funds (\$139,550.00). The design of the remaining 6 traffic signals will be funded through General Funds (\$162,000.00), and locations will be determined at a later date. The following signals in the 2017 Bond Program will be designed with this contract:

- Ledbetter Drive at Ramona Avenue
- Ledbetter Drive at Rockport Drive
- Scyene Road at Glover Pass
- Buckner Boulevard at Windsor Station
- Abrams Road at Walnut Street
- Greenville Avenue at Restland/Walnut Street
- TI Boulevard at TEXpress On/Off Ramps
- Walnut Street at Richland College East
- Preston Road at Preston View Boulevard
- Central Expressway at Park Lane

In May 2017, the City of Dallas released a Request for Qualifications for engineering services for traffic engineering and intelligent transportation systems services.

BACKGROUND (continued)

A five member committee from the following departments reviewed and evaluated the proposals:

- Department of Transportation (3)
- Department of Public Works (1)
- Dallas Police Department (1)

The committee selected the successful proposer on the basis of demonstrated competence and qualifications under the following criteria:

- Quality Assurance and Control 10%
- Business Inclusion and Development Plan 15%
- Experience and Capability 25%
- Responsiveness and Qualifications 50%

As part of the solicitation process and in an effort to increase competition, the Office of Procurement Services used its procurement system to send out 1,619 email bid notifications to vendors registered under respective commodities. To further increase competition, the Office of Procurement Services used historical solicitation information, the internet, and vendor contact information obtained from user departments to contact additional vendors by phone. Additionally, in an effort to secure more bids, the Office of Business Diversity sent notifications to 25 chambers of commerce and advocacy groups to ensure maximum vendor outreach.

ESTIMATED SCHEDULE OF PROJECT

Begin Design May 2018
Complete Design May 2021

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

Information about this item will be provided to the Government Performance and Financial Management Committee on May 7, 2018.

FISCAL INFORMATION

2017 Bond Funds - \$139,550.00
2006 Bond Funds - \$140,000.00
General Funds - \$162,000.00

FISCAL INFORMATION (continued)

<u>Council District</u>	<u>Amount</u>
3	\$ 11,375.00
4	\$ 34,125.00
5	\$ 22,750.00
7	\$ 25,800.00
10	\$ 111,250.00
11	\$ 22,750.00
13	\$ 51,500.00
To Be Determined	<u>\$162,000.00</u>
Total Amount	\$441,550.00

M/WBE INFORMATION

In accordance with the City's Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

<u>Contract Amount</u>	<u>Category</u>	<u>M/WBE Goal</u>	<u>M/WBE %</u>	<u>M/WBE \$</u>
\$441,550.00	Architecture & Engineering	25.66%	30.97%	\$304,800.00

- This contract exceeds the M/WBE goal of 25.66%

PROPOSAL INFORMATION

Statements of Qualifications were received from 17 consultant teams for solicitation number BYZ1712 and opened on June 1, 2017. Based on those responses, the top six teams were shortlisted to receive future project-specific solicitation questionnaires. Responses from all six shortlisted firms for this project were received and opened on November 10, 2017. This professional services contract is being awarded in its entirety to the most advantageous proposer.

*Denotes successful proposer

<u>Proposers</u>	<u>Address</u>	<u>Score</u>
*Brown and Gay Engineers, Inc.	700 North Pearl St. Suite 2100 Dallas, TX 75201	73.00%

PROPOSAL INFORMATION (continued)

<u>Proposers</u>	<u>Address</u>	<u>Score</u>
Kimley-Horn and Associates, Inc.	13455 Noel Rd. Suite 700 Dallas, TX 75240	64.00%
Stantec Consulting Services, Inc.	2435 N. Central Expwy. Suite 750 Dallas, TX 75080	63.40%
Lee Engineering Engineers, Inc.	3030 LBJ Frwy. Suite 1660 Dallas, TX 75234	57.80%
Freese and Nichols, Inc.	2711 N. Haskell Ave. Suite 3300 Dallas, TX 75204	56.80%
LJA Engineering, Inc.	6060 N. Central Expwy. Suite 440 Dallas, TX 75206	55.00%

Statements of Qualifications to solicitation number BYZ1712 were also received from the following consultant teams: Binkley and Barfield, Inc.; Halff Associates, Inc.; HDR Engineering, Inc.; Jacobs Engineering Group; Lockwood, Andrews, and Newman, Inc.; Maldonado-Burkett Intelligent Transportation Systems, LLP; Othon, Inc.; RPS Klotz Associates; SE3; Teal Engineering Services, Inc.; and UEG-Urban Engineers, Inc.

OWNER

Brown and Gay Engineers, Inc.

Lee Lennard, President
William D. Dillon, Executive Vice President

MAP

Attached

AGENDA ITEM # 8

STRATEGIC PRIORITY: Mobility Solutions, Infrastructure, and Sustainability

AGENDA DATE: May 9, 2018

COUNCIL DISTRICT(S): 1, 3, 4, 5, 7, 8, 9, 14

DEPARTMENT: Department of Transportation

CMO: Majed Al-Ghafry, 670-3302

MAPSCO: 26X 39A 49N 53V 59A 61A-V 62H 65P 74C

SUBJECT

Authorize a professional services contract with LJA Engineering, Inc., most advantageous proposer of seventeen, to provide traffic signal design services for 15 traffic signals at various intersections and other related tasks (list attached) - Not to exceed \$382,576 - Financing: 2017 Bond Funds (\$223,576) and General Funds (\$159,000) (subject to annual appropriations)

BACKGROUND

This action will authorize a professional services contract with LJA Engineering, Inc. to provide traffic signal design services for 15 traffic signals at various intersections and other related tasks. Specifically, this action authorizes the design of 9 traffic signals funded through 2017 Bond Funds (\$223,575.50). The design of the remaining 6 traffic signals will be funded through General Funds (\$159,000.00) (subject to annual appropriations), locations will be determined at a later date. The following signals in the 2017 Bond Program will be designed with this contract:

- Illinois Avenue at Hollywood Avenue
- Camp Wisdom Road at Eagle Ford Drive
- Joseph Hardin Drive at Ledbetter Drive
- Red Bird Lane at University Hills Boulevard
- Jennie Lee Lane at Prairie Creek Road
- Forney Road at Prairie Creek Road
- Greenspan Avenue at Wheatland Road
- Santa Anna Avenue at Shiloh Road
- Shady Brook Drive at Southwestern Boulevard

In May 2017, the City of Dallas released a Request for Qualifications for engineering services for traffic engineering and intelligent transportation systems services.

BACKGROUND (continued)

A five member committee from the following departments reviewed and evaluated the proposals:

- Department of Transportation (3)
- Department of Public Works (1)
- Dallas Police Department (1)

The committee selected the successful proposer on the basis of demonstrated competence and qualifications under the following criteria:

- Quality Assurance and Control 10%
- Business Inclusion and Development Plan 15%
- Experience and Capability 25%
- Responsiveness and Qualifications 50%

As part of the solicitation process and in an effort to increase competition, the Office of Procurement Services used its procurement system to send out 1,619 email bid notifications to vendors registered under respective commodities. To further increase competition, the Office of Procurement Services used historical solicitation information, the internet, and vendor contact information obtained from user departments to contact additional vendors by phone. Additionally, in an effort to secure more bids, the Office of Business Diversity sent notifications to 25 chambers of commerce and advocacy groups to ensure maximum vendor outreach.

ESTIMATED SCHEDULE OF PROJECT

Begin Design May 2018
Complete Design May 2019

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

Information about this item will be provided to the Government Performance and Financial Management Committee on May 7, 2018.

FISCAL INFORMATION

2017 Bond Funds - \$223,575.50
General Funds - \$159,000.00 (subject to annual appropriations)

FISCAL INFORMATION (continued)

<u>Council District</u>	<u>Amount</u>
1	\$ 12,455.00
3	\$ 77,570.00
4	\$ 12,455.00
5	\$ 12,455.00
7	\$ 40,805.00
8	\$ 21,625.50
9	\$ 24,910.00
14	\$ 21,300.00
To Be Determined	<u>\$159,000.00</u>
Total Amount	\$382,575.50

M/WBE INFORMATION

In accordance with the City's Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

<u>Contract Amount</u>	<u>Category</u>	<u>M/WBE Goal</u>	<u>M/WBE %</u>	<u>M/WBE \$</u>
\$382,575.50	Architecture & Engineering	25.66%	26.00%	\$99,469.63

- This contract exceeds the M/WBE goal of 25.66%

PROPOSAL INFORMATION

Statements of Qualifications were received from 17 consultant teams for solicitation number BYZ1712 and opened on June 1, 2017. Based on those responses, the top six teams were shortlisted to receive future project-specific solicitation questionnaires. Responses from all six shortlisted firms for this project were received and opened on November 10, 2017. This professional services contract is being awarded in its entirety to the most advantageous proposer.

*Denotes successful proposer

<u>Proposers</u>	<u>Address</u>	<u>Score</u>
*LJA Engineering, Inc.	6060 N. Central Expwy. Suite 440 Dallas, TX 75206	73.80%

PROPOSAL INFORMATION (continued)

<u>Proposers</u>	<u>Address</u>	<u>Score</u>
Brown and Gay Engineers, Inc.	700 N. Pearl St. Suite 2100 Dallas, TX 75201	72.20%
Kimley-Horn and Associates, Inc.	13455 Noel Rd. Suite 700 Dallas, TX 75240	63.60%
Stantec Consulting Services, Inc.	2435 N. Central Expwy. Suite 750 Dallas, TX 75080	61.00%
Lee Engineering Engineers, Inc.	3030 LBJ Frwy. Suite 1660 Dallas, TX 75234	57.40%
Freese and Nichols, Inc.	2711 N. Haskell Ave. Suite 3300 Dallas, TX 75204	54.80%

Statements of Qualifications to solicitation number BYZ1712 were also received from the following consultant teams: Binkley and Barfield, Inc.; Half Associates, Inc.; HDR Engineering, Inc.; Jacobs Engineering Group; Lockwood, Andrews, and Newman, Inc.; Maldonado-Burkett Intelligent Transportation Systems, LLP; Othon, Inc.; RPS Klotz Associates; SE3; Teal Engineering Services, Inc.; and UEG-Urban Engineers, Inc.

OWNER

LJA Engineering, Inc.

Calvin T. Ladner, President
James L Moehlman, Vice-President

MAP

Attached

AGENDA ITEM # 9

STRATEGIC PRIORITY: Mobility Solutions, Infrastructure, and Sustainability

AGENDA DATE: May 9, 2018

COUNCIL DISTRICT(S): 3, 5, 6, 7, 8

DEPARTMENT: Department of Transportation

CMO: Majed Al-Ghafry, 670-3302

MAPSCO: 48U X 52B S T 58T X 65M

SUBJECT

Authorize a professional services contract with Stantec Consulting Services, Inc., most advantageous proposer of seventeen, to provide traffic signal design services for 15 traffic signals at various intersections and other related tasks (list attached) - Not to exceed \$489,470 - Financing: 2017 Bond Funds (\$269,530) and General Funds (\$219,940) (subject to annual appropriations)

BACKGROUND

This action will authorize a professional services contract with Stantec Consulting Services, Inc. to provide traffic signal design services for 15 traffic signals at various intersections and other related tasks. Specifically, this action authorizes the design of 7 traffic signals funded through 2017 Bond Funds (\$269,530.00). The design of the remaining 8 traffic signals will be funded through General Funds (\$219,940.00), locations will be determined at a later date. The following signals in the 2017 Bond Program will be designed with this contract:

- Illinois Avenue/Mountain Creek Parkway at Spur 408/Walton Walker Frontage Roads
- Scyene Road at Scyene Circle
- Buckner Boulevard at Norvell Drive
- Davis Street at Bagley Street
- Great Trinity Forest Way at Longbranch Lane
- Great Trinity Forest Way at Murdeaux Lane
- Lancaster Road at Wagon Wheels Trail

In May 2017, the City of Dallas released a Request for Qualifications for engineering services for traffic engineering and intelligent transportation systems services.

BACKGROUND (continued)

A five member committee from the following departments reviewed and evaluated the proposals:

- Department of Transportation (3)
- Department of Public Works (1)
- Dallas Police Department (1)

The committee selected the successful proposer on the basis of demonstrated competence and qualifications under the following criteria:

- Quality Assurance and Control 10%
- Business Inclusion and Development Plan 15%
- Experience and Capability 25%
- Responsiveness and Qualifications 50%

As part of the solicitation process and in an effort to increase competition, the Office of Procurement Services used its procurement system to send out 1,619 email bid notifications to vendors registered under respective commodities. To further increase competition, the Office of Procurement Services used historical solicitation information, the internet, and vendor contact information obtained from user departments to contact additional vendors by phone. Additionally, in an effort to secure more bids, the Office of Business Diversity sent notifications to 25 chambers of commerce and advocacy groups to ensure maximum vendor outreach.

ESTIMATED SCHEDULE OF PROJECT

Begin Design	May 2018
Complete Design	May 2019

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

Information about this item will be provided to the Government Performance and Financial Management Committee on May 7, 2018.

FISCAL INFORMATION

2017 Bond Funds - \$269,530.00
General Funds - \$219,940.00

FISCAL INFORMATION (continued)

<u>Council District</u>	<u>Amount</u>
3	\$ 52,850.00
5	\$ 43,715.00
6	\$ 24,700.00
7	\$ 19,015.00
8	\$129,250.00
To Be Determined	<u>\$219,940.00</u>
Total Amount	\$489,470.00

M/WBE INFORMATION

In accordance with the City's Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

<u>Contract Amount</u>	<u>Category</u>	<u>M/WBE Goal</u>	<u>M/WBE %</u>	<u>M/WBE \$</u>
\$489,470.00	Architecture & Engineering	25.66%	26.92%	\$131,747.00

- This contract exceeds the M/WBE goal of 25.66%

PROPOSAL INFORMATION

Statements of Qualifications were received from seventeen consultant teams for solicitation number BYZ1712 and opened on June 1, 2017. Based on those responses, the top six teams were shortlisted to receive future project-specific solicitation questionnaires. Responses from all six shortlisted firms for this project were received and opened on November 10, 2017. This professional services contract is being awarded in its entirety to the most advantageous proposer.

*Denotes successful proposer

<u>Proposers</u>	<u>Address</u>	<u>Score</u>
*Stantec Consulting Services, Inc.	2435 N. Central Expwy. Suite 750 Dallas, TX 75080	69.00%
Kimley-Horn and Associates, Inc.	13455 Noel Rd. Suite 700 Dallas, TX 75240	64.40%

PROPOSAL INFORMATION (continued)

<u>Proposers</u>	<u>Address</u>	<u>Score</u>
Freese and Nichols, Inc.	2711 N. Haskell Ave. Suite 3300 Dallas, TX 75204	58.60%
Lee Engineering Engineers, Inc.	3030 LBJ Frwy. Suite 1660 Dallas, TX 75234	57.00%
LJA Engineering, Inc.	6060 N. Central Expwy. Suite 440 Dallas, TX 75206	54.80%
Brown and Gay Engineers, Inc.	700 N. Pearl St. Suite 2100 Dallas, TX 75201	53.60%

Statements of Qualifications to solicitation number BYZ1712 were also received from the following consultant teams: Binkley and Barfield, Inc.; Half Associates, Inc.; HDR Engineering, Inc.; Jacobs Engineering Group; Lockwood, Andrews, and Newman, Inc.; Maldonado-Burkett Intelligent Transportation Systems, LLP; Othon, Inc.; RPS Klotz Associates; SE3; Teal Engineering Services, Inc.; and UEG-Urban Engineers, Inc.

OWNER

Stantec Consulting Services, Inc.

Robert J. Gomes, President
Scott L. Murray, Executive Vice-President & Chief Operating Officer
Valentino DiManno, Executive Vice-President & Chief Business Officer

MAP

Attached

**STRATEGIC
PRIORITY:**

Mobility Solutions, Infrastructure, and Sustainability

AGENDA DATE:

May 9, 2018

COUNCIL DISTRICT(S):

2, 14

DEPARTMENT:

Department of Transportation

CMO:

Majed Al-Ghafry, 670-3302

MAPSCO:

45P Q

SUBJECT

Authorize **(1)** the receipt and deposit of funds in an amount not to exceed \$175,677 from AT&T, Inc. for certain material and labor costs associated with removal of existing traffic signals and replacing them with new signals at 8 intersections surrounding the proposed AT&T Discovery Plaza; and **(2)** an increase in appropriations in an amount not to exceed \$175,677 in the Capital Projects Reimbursement Fund - Not to exceed \$175,677 - Financing: Capital Projects Reimbursement Funds

BACKGROUND

AT&T, Inc. is in the process of creating the AT&T Discovery Plaza, a pedestrian focused downtown plaza surrounding their downtown headquarters. This project includes closing Jackson Street in the vicinity of Akard Street and converting Wood Street to two-way traffic. As part of the project, AT&T, Inc. will also completely upgrade the existing traffic signals at eight (8) intersections to current City and Federal standards:

- Commerce Street at Field Street
- Commerce Street at Akard Street
- Commerce Street at Browder Street
- Jackson Street at Ervay Street
- Field Street at Jackson Street
- Wood Street at Griffin Street
- Wood Street at Field Street
- Wood Street at Akard Street

In addition, the existing signal at Akard Street and Jackson Street will be removed.

BACKGROUND (continued)

AT&T, Inc. will be responsible for 100 percent of the cost of the complete traffic signal upgrades at these locations. AT&T, Inc. has agreed to reimburse the City of Dallas a sum of \$175,676.39 for certain City supplied traffic signal equipment and materials.

AT&T, Inc. understands that, upon City Council approval of the required funding, in an amount not to exceed \$175,676.39 are to be deposited with the City of Dallas before any City supplied materials can be provided.

It is understood that the final construction costs will be determined by the City upon completion of the project, and that AT&T, Inc. will be refunded any unused funds.

ESTIMATED SCHEDULE OF PROJECT

Begin Construction May 2018
Complete Construction Fall 2019

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

Information about this item will be provided to the Government Performance and Financial Management Committee on May 7, 2018.

FISCAL INFORMATION

Capital Projects Reimbursement Funds - \$175,676.39

<u>Council District</u>	<u>Amount</u>
2	\$ 27,449.43
14	<u>\$148,226.96</u>
Total	\$175,676.39

MAP

Attached

AGENDA ITEM # 22

STRATEGIC PRIORITY: Government Performance and Financial Management

AGENDA DATE: May 9, 2018

COUNCIL DISTRICT(S): N/A

DEPARTMENT: Office of Budget

CMO: Elizabeth Reich, 670-7804

MAPSCO: N/A

SUBJECT

A resolution denying rates as requested by Oncor Electric Delivery Company LLC in its application for a Distribution Cost Recovery Factor filed with the City of Dallas on April 5, 2018 - Financing: No cost consideration to the City

BACKGROUND

Oncor Electric Delivery Company LLC ("Oncor" or "the Company") filed an application on or about April 5, 2018 with the City of Dallas seeking approval of a Distribution Cost Recovery Factor (DCRF) within the city of Dallas. Oncor is seeking to increase system wide rates by \$19,002,177 annually. Oncor filed this application with all the cities in its service territory and the Public Utility Commission of Texas (PUC) concurrently.

The City is a member of the Steering Committee of Cities Served by Oncor (Oncor Cities Steering Committee or OCSC), a coalition of similarly situated cities served by Oncor that have joined together to efficiently and cost effectively review and respond to electric issues affecting rates charged in Oncor's service area. OCSC is coordinating the review of Oncor's current application and has retained attorneys and consultants to determine if the rates requested are fair and reasonable. After thorough review of the application and supporting documentation, OCSCs consultants will make recommendations to the PUC as to fair and reasonable rates to be charged by Oncor. OCSC therefore recommends that member cities deny the DCRF application prior to the statutory deadline and participate in the PUC proceeding through OCSC.

PUC rules allow cities 60 days to act on a DCRF application. If the City fails to take some action regarding the application before June 4, 2018, Oncor's DCRF application is deemed administratively approved.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

Information about this item will be provided to the Government Performance and Financial Management Committee on April 16, 2018.

FISCAL INFORMATION

No cost consideration to the City.

STRATEGIC PRIORITY: Government Performance and Financial Management

AGENDA DATE: May 9, 2018

COUNCIL DISTRICT(S): All

DEPARTMENT: Office of Procurement Services
Department of Sanitation Services

CMO: Elizabeth Reich, 670-7804
Jody Puckett, 670-3390

MAPSCO: N/A

SUBJECT

Authorize a three-year on-call consultant contract for solid waste consulting services with Burns & McDonnell Engineering Company, Inc. through an Interlocal Agreement with the City of San Antonio - Not to exceed \$255,000 - Financing: Sanitation Current Funds (subject to annual appropriations)

BACKGROUND

This action does not encumber funds; the purpose of this consultant contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This on-call consultant contract for solid waste consulting services will be used on an as-needed basis. During the first year of this contract, the Department of Sanitation Services (SAN) plans on conducting a solid waste financial planning study. This study will review cost of service and rate design, landfill market and financial analysis, review solid waste policy issues and other long-term liabilities, and establish an updated rate development model to meet the department needs over the next 10 years. For the remaining two years of this contract, the consultant may be utilized for long-term landfill contract analysis and landfill utilization strategy, waste characterization studies, multiyear recycling plan, and other projects. As the City cannot foresee all possible projects that may be required, the consultant has the experience and capability to address a wide variety of projects that may be required in the solid waste industry.

SAN manages one of the largest municipal run residential collection programs in the State, serving over 240,000 residential customers. Additionally, SAN owns and operates the largest municipal landfill and second largest landfill in the State of Texas. Municipal solid waste operations are highly regulated and complex in nature.

BACKGROUND (continued)

Solid waste operations need to not only address collection and disposal needs, but they must include programs and advanced planning that addresses long-term financial management, regulatory compliance, industry best practices, waste diversion initiatives, readiness for future technologies, and other long-term solutions regarding solid waste management. To ensure the compliance and efficiency of the City's solid waste collection and disposal services, as well as provide for the long-term well being of the solid waste operations, SAN utilizes specialized solid waste consultants to provide objective, third-party advice. These consultants enable the City to make well-informed and educated decisions, and to assist the City with evaluating and developing various aspects of the City's solid waste operations and programs.

The recommended vendor has conducted studies and provided solid waste and landfill consulting services to many major Texas cities, including the cities of Austin, Denton, El Paso, Ft. Worth, Garland, McKinney, and San Antonio. Additionally, the consultant has provided services to the North Central Texas Council of Governments, the Texas Commission on Environmental Quality and other agencies. On September 7, 2017, the City of San Antonio procured an agreement for on-call solid waste consulting services. The service areas included long-term multi-year recycling and recycling contamination reduction planning, waste characterization studies, long-term landfill disposal contract analysis, customer rate analysis, and other projects requested by the City, such as processing contract analysis, financial analysis, equipment analysis, and strategic planning.

This Interlocal Agreement is authorized by Chapter 791 of the Texas Government Code and Subchapter F, Chapter 271, Texas Local Government Code. Section 271.102 of the Texas Local Government Code which authorizes a local government to participate in a Cooperative Purchasing Program with another local government or a local cooperative organization.

On November 10, 2015, City Council authorized the wage floor rate of \$10.94, by Resolution No. 15-2141; the selected vendor meets this requirement.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

The Government Performance & Financial Management Committee will receive this item for consideration on May 7, 2018.

FISCAL INFORMATION

Sanitation Current Funds - \$255,000.00 (subject to annual appropriations)

M/WBE INFORMATION

In accordance with the City's Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

<u>Contract Amount</u>	<u>Category</u>	<u>M/WBE Goal</u>	<u>M/WBE %</u>	<u>M/WBE \$</u>
\$255,000.00	Interlocal Agreement	N/A	N/A	N/A

- The Business Inclusion and Development Plan does not apply to Interlocal Agreements, however, the prime contractor has M/WBE participation
- This contract has a 25.88% Overall M/WBE participation

OWNER

Burns & McDonnell Engineering Company, Inc.

Ray Kowalik, President
Bill Quatman, Secretary
Jim Schorgl, Treasurer

STRATEGIC PRIORITY: Public Safety

AGENDA DATE: May 9, 2018

COUNCIL DISTRICT(S): All

DEPARTMENT: Office of Procurement Services
Office of Emergency Management
Police Department
Fire-Rescue Department

CMO: Elizabeth Reich, 670-7804
Jon Fortune, 670-1204

MAPSCO: N/A

SUBJECT

Authorize an acquisition contract for the purchase and training support of one light duty explosives robot for the Dallas Police Department - Remotec, Inc., sole source - Not to exceed \$200,123 - Financing: U.S. Department of Homeland Security Grant Funds

BACKGROUND

This acquisition contract will provide for the purchase and training support for one light duty explosives robot for the Dallas Police Department.

The robot will be used by the Explosive Ordnance Squad (EOS), which is composed of police and fire personnel. Personnel on this team are uniquely trained in identifying, handling, and disposing of explosive devices. The team requires specialized clothing, tools, and equipment to effectively handle explosive devices and to ensure their safety, as well as the safety of the residents of Dallas. This purchase will enhance the EOS' capabilities by complimenting the current inventory of robotic capabilities with a small robot that is able to be quickly and tactically deployed. This robot will serve an essential role in confined spaces and in facilities where larger robots are not deployable or where their deployment is not feasible due to time or tactical considerations.

The EOS utilizes robots when assessing explosive devices and they are a critical component for the safe and timely mitigation of an explosive threat. Due to the nature of this complex and hazardous process, uniformity in equipment is advantageous to EOS teams. Uniformity ensures bomb technicians are able to transition between robotic platforms with minimal effort when necessary. Currently, all robotic assets within the EOS are Remotec, Inc. products.

BACKGROUND (continued)

They are also serviced and supported by the same personnel. Bomb technicians from regional agencies also utilize Remotec, Inc. robots and this purchase will ensure that regional bomb technicians who collaboratively operate with the EOS on a large-scale event are capable of operating with the EOS' equipment if the situation necessitated.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

Information about this item was provided to the Public Safety Committee on October 24, 2016.

On October 26, 2016, City Council authorized the purchase of one medium duty explosives robot and medium duty explosives robot accessories with Remotec, Inc. by Resolution 16-1725.

The Government Performance & Financial Management Committee will receive this item for consideration on May 7, 2018.

FISCAL INFORMATION

U.S. Department of Homeland Security Grant Funds - \$200,123.00

M/WBE INFORMATION

In accordance with the City's Business Inclusion and Development Plan adopted on October 22, 2008, by Resolution No. 08-2826, as amended, the M/WBE participation on this contract is as follows:

<u>Contract Amount</u>	<u>Category</u>	<u>M/WBE Goal</u>	<u>M/WBE %</u>	<u>M/WBE \$</u>
\$200,123.00	Goods	18.00%	0.00%	\$0.00

- This contract did not meet the M/WBE goal of 18.00%, but complies with the good faith efforts.

BID INFORMATION

<u>Bidder</u>	<u>Address</u>	<u>Amount</u>
Remotec, Inc.	353 J.D. Yarnell Industrial Parkway Clinton, TN 37716	\$200,123.00

Note: The Office of Procurement Services conducted a sole source review and found no exceptions.

OWNER

Remotec, Inc.

Daniel Verwiel, President
Talha Zobair, Vice President
Susie Choung, Secretary
Steven C. Movius, Treasurer

AGENDA ITEM # 41

STRATEGIC PRIORITY: Government Performance and Financial Management

AGENDA DATE: May 9, 2018

COUNCIL DISTRICT(S): N/A

DEPARTMENT: Office of Budget

CMO: Elizabeth Reich, 670-7804

MAPSCO: N/A

SUBJECT

A public hearing to receive comments on the FY 2018-19 Operating, Capital, and Grant & Trust Budgets - Financing: No cost consideration to the City

BACKGROUND

Each year the City of Dallas holds public hearings to provide the citizens of Dallas the opportunity to speak on the upcoming year's budget. This public hearing is one of three to be held at Dallas City Hall on March 28, 2018, May 9, 2018, and August 22, 2018. Citizen input is an important part of the budget development process.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On April 25, 2018, City Council authorized the public hearing by Resolution No. 18-0613.

FISCAL INFORMATION

No cost consideration to the City.

Memorandum



CITY OF DALLAS

DATE May 2, 2018

Honorable Members of the Government Performance & Financial Management
TO Committee: Jennifer S. Gates (Chair), Scott Griggs (Vice Chair), Sandy Greyson,
Lee M. Kleinman, Philip T. Kingston, Tennell Atkins, Kevin Felder

SUBJECT **Customer Request Management System Update**

On Monday, May 7, 2018, 311 and Communications & Information Services will brief the Government Performance & Financial Management Committee on the implementation project for the new service request software (Customer Request Management System). I have attached the briefing for your review.

Please let me know if you need additional information.

A handwritten signature in blue ink that reads "M. Elizabeth Reich".

M. Elizabeth Reich
Chief Financial Officer

Attachment

c: Honorable Mayor and Members of City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billierae Johnson, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Customer Request Management System Update

**Government Performance & Financial
Management
May 7, 2018**

**Margaret Wright, Managing Director
311 Customer Service Center
William Finch, CIO
Communication & Information
Services**



Presentation Overview

- Background/History
- Implementation Progress
- Demo



Background/History

- Customer Request Management System = CRM System
- 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



Background/History, cont'd

- 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

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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



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 Recommendations

- 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 setup of 295 SR types (public-facing and internal) for Salesforce configuration

Project Milestones Complete

- 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
 - DALForce—*resident contact information updated in Council's database also available in 311's database*
 - Animal Services (Chameleon)
 - Code Compliance (POSSE)
 - Outlook
 - Active Directory (Network log-in)
 - GIS
 - Socrata/Big Data



Project Milestones In Progress

- Data migration:
 - 2016-2018 existing SRs moving to new system
 - Closed SRs that have reached retention deadlines to be purged (approximately 3 million records)
- Knowledgebase development
- Mobile app development
- Training development
 - Self-paced and classroom

Project Milestones Ahead

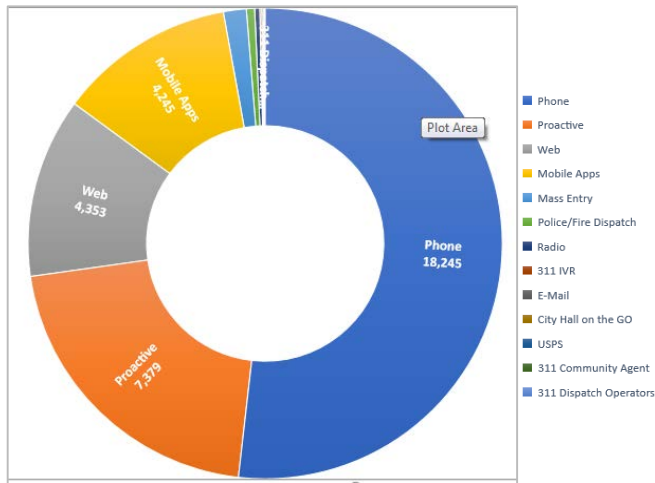
- User Acceptance Testing
- Training roll-out
- Communication plan to public
 - Mobile app
 - New web portal



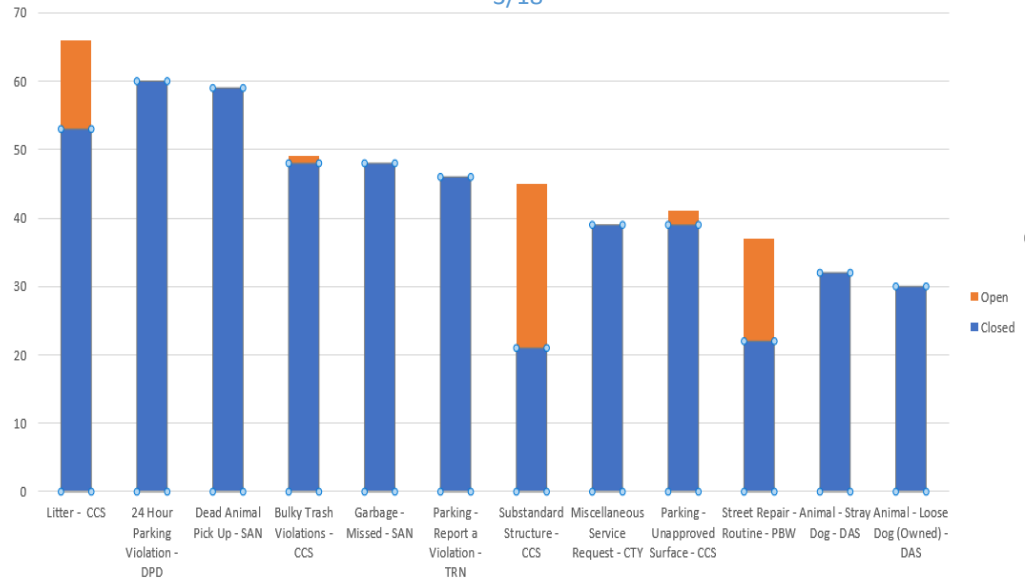
Salesforce Test Demo

Sample Dashboard/Report

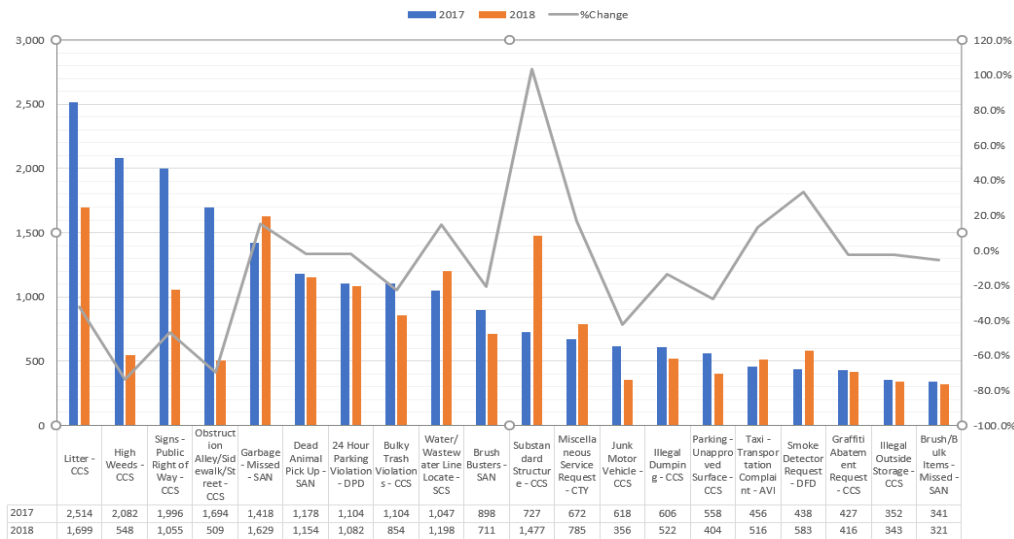
Method Received 3/18



Top 10 SRs in Zip Code 752xx
3/18



Top 20 SRs
March 17 vs March 18



Customer Request Management System Update

**Government Performance & Financial
Management
May 7, 2018**

**Margaret Wright, Managing Director
311 Customer Service Center
William Finch, CIO
Communication & Information
Services**



Memorandum



CITY OF DALLAS

DATE: May 2, 2018

TO: Honorable Members of the Government Performance and Financial Management Committee: Jennifer S. Gates (Chair), Scott Griggs (Vice Chair), Sandy Greyson, Lee M. Kleinman, Philip T. Kingston, Tennell Atkins, Kevin Felder

SUBJECT: Office of the City Auditor Fiscal Year 2018 – Third Quarter Update

I will provide a briefing to the members of the Government Performance and Financial Management Committee on Monday, May 7, 2018 regarding:

- Office of the City Auditor – FY 2018 Third Quarter Update

Respectfully,

A handwritten signature in black ink that reads "Craig D. Kinton".

Craig D. Kinton
City Auditor

c: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
M. Elizabeth Reich, Chief Financial Officer
Biliera Johnson, City Secretary
Daniel F. Solis, Administrative Judge
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Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Office of the City Auditor – Fiscal Year 2018 Third Quarter Update

**Government Performance and
Financial Management Committee
May 7, 2018**

**Craig D. Kinton, City Auditor
Office of the City Auditor
City of Dallas**



Audit and Attestation Services Reports Issued

(Second Quarter Fiscal Year 2018 through April 20, 2018)

Performance Audits

- Special Audit of the Accounts of Four Former City Council Members (Briefed to GPFM on February 5, 2018)
- Special Audit of the Accounts of Former City Secretary, Rosa A. Rios
- Special Collections Operations
- Special Collections Operations - Confidential Limited Use Report
- Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities
- Fiscal Year 2017 Audit Follow-Up of Prior Audit Recommendations



Special Audit of the Accounts of Former City Secretary, Rosa A. Rios

Release Date: February 9, 2018

Objectives: Ensure that the City properly controlled and accounted for any City of Dallas (City) assets assigned to the former City Secretary, removed the former City Secretary as an authorized agent of the City, and ensure the former City Secretary did not have any outstanding debts owed to the City.

In addition, we evaluated the adequacy of the employee processing controls related to the termination of the former City Secretary.

Scope: Fiscal Year (FY) 2017 and FY 2018

Conclusion: The accounts of Former City Secretary, Rosa A. Rios were in order. She was timely removed from access to City systems and all assigned items were substantiated.

Special Collections Operations

Release Date: March 23, 2018

Objective: Determine whether internal controls are adequate to ensure cash receipts are timely deposited and accounted for properly.

Scope: FY 2015 through the first quarter of FY 2017

Conclusion: The Department of Dallas Water Utilities (DWU) implemented additional internal controls that significantly improved the DWU Special Collections Section's (SCS) daily cash collections operations over cash handling in response to a cash theft identified in February 2015. Additional opportunities to improve controls were identified including:

- Segregation of cash handling duties
- Establishment of system user profiles and access privileges
- Annual monitoring of system user profiles and access privileges

Special Collections Operations

We recommended the Director of the DWU further improves:

- Segregation of duties by specifying appropriate job descriptions for cash handling personnel in SCS job descriptions
- SCS cash handling controls
- Compliance and oversight of cash collections processes



Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

Release Date: March 30, 2018

Objective: Determine whether the City complies with the United States Environmental Protection Agency regulations which may include the Clean Water Act, and/or other Federal/State environmental requirements regarding the handling/disposing of hazardous waste. Given the breadth of the City's environmental responsibilities, **this audit focused specifically on the management of spill prevention, control and countermeasures, and scrap tire disposal at City facilities.**

Scope: October 2014 through March 2017

Conclusion: Opportunities to improve monitoring activities and internal controls related to the management of environmental spills and scrap tire disposal were identified for both the Office of Environmental Quality (OEQ) and the responsible departments.

Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

Conclusion (continued)

Specifically:

OEQ can improve monitoring activities related to the management of environmental spills and scrap tire disposal facilities by:

- Implementing internal controls to increase assurance that spill incident tracking and reporting processes are accurate, consistent, and complete
- Improving internal controls related to the effectiveness of OEQ's semi-monthly facility inspections

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Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

Conclusion (continued)

City departments can improve management of environmental spills and scrap tire disposal at City facilities by:

- Strengthening internal controls to ensure Environmental Incident Reports (EIRs) are consistently reviewed and properly reported to OEQ and that preventable, repetitive spills are effectively addressed
- Consistently performing and documenting daily inspections on the Pollution Prevention Daily Checklists
- Ensuring the DWU Southside Wastewater Treatment Plant complies with environmental quality rules
- Consistently complying with environmental quality rules for scrap tire storage and scrap tire disposal manifests

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Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

We recommended:

The Director of **OEQ**:

- Develops and implements internal controls to ensure: (1) Spill incidents reported to Texas Commission on Environmental Quality (TCEQ) are documented accurately in the OEQ Incidents Summary, (2) OEQ uses consistent thresholds for reporting hydraulic fluid spills; and, (3) OEQ Incidents Summary includes information, such as the date the spill incident was reported and the associated TCEQ case number so OEQ can efficiently track and monitor spill incidents reported to TCEQ
- Improves the effectiveness of semi-monthly inspections

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Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

We recommended:

The Director of the Department of Aviation (**AVI**), the Chief of the Department of Dallas Fire-Rescue (**DFR**), the Director of the Department of Equipment and Building Services (**EBS**), and the Director of the Department of Sanitation (**SAN**):

- Ensure Assistant Directors sign the EIRs evidencing review before EIRs are submitted to the OEQ

The Director of **AVI** and the Director of **EBS**:

- Establish required periodic training to ensure staff are properly trained to identify and report spill incidents to OEQ

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Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

We recommended:

The Director of **SAN**:

- Ensures: (1) SAN staff are trained to inspect sanitation trucks prior to use and to report mechanical issues; (2) sanitation trucks are properly maintained and not dispatched when mechanical issues exist; and, (3) an in-depth analysis of sanitation truck preventative maintenance and fleet size is conducted
- Ensures scrap tire transporter invoices are received and paid timely to help prevent noncompliance with environmental quality rules related to scrap tire storage

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Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

We recommended:

The Directors of **AVI**, **EBS**, and **SAN** and the Chiefs of **DFR** and the Dallas Police Department (**DPD**):

- Ensure responsible personnel perform the daily inspections and document the results in the Pollution Prevention Daily Checklists



Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

We recommended:

The Director of **DWU** Ensures the DWU's Southside Wastewater Treatment Plant's Heavy Equipment Shop:

- Timely corrects all environmental noncompliance incidents observed by the Office of the City Auditor staff
- Properly trains management and staff on all aspects of environmental compliance related to spills, scrap tires, and general housekeeping
- Trains staff performing the daily inspections to properly complete the Pollution Prevention Daily Checklist and trains the DWU supervisors responsible for reviewing the result
- Stores scrap tires in compliance with City Code Chapter 19 Section 34.1 *ACCUMULATING TIRES*

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Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities

We recommended:

The Chief of **DFR** and the Directors of **EBS** and **SAN**:

- Ensure all 30 *Texas Administrative Code (TAC) § 328.58 Manifest System* requirements are followed



Fiscal Year 2017 Audit Follow-Up of Prior Audit Recommendations

Release Date:	April 13, 2018
Objective:	Evaluate whether, as of December 31, 2016, certain FY 2015 and 2016 prior audit recommendations were implemented.
Scope:	FY 2015 and FY 2016 up to December 31, 2016
Conclusion:	City Management implemented 26 of 65 recommendations (40 percent) that were included in seven audit reports issued in FY 2015 and FY 2016.

This result shows the full implementation of recommendations to address financial, operational, and compliance risks identified in prior audits continues to be a challenge. Factors such as the need for: (1) timely implementation of information technology (IT) systems; and, (2) coordination of agreement and actions among departments impacted the implementation status of recommendations.

Fiscal Year 2017 Audit Follow-Up of Prior Audit Recommendations

Conclusion (continued)

Opportunities continue to exist for City management to improve the effectiveness of internal controls to address financial, operational, and compliance risks in the following areas:

- Standards and recommended practices for water meter billing, including tests for meter accuracy, equipment, and meters-in-service
- Timeliness, effectiveness, and consistency of City procurements through requests for proposals
- Condition of emergency vehicles
- Staff retention and succession planning
- IT user access controls
- Policies and procedures necessary to establish an internal control framework

Recommendations: (None)

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Anticipated Report Releases

Third Quarter FY 2018

- Continuity of Operations Audit Follow-Up
- Fiscal Year 2018 Audit Follow-Up of Prior Audit Recommendations
- Off-Duty Employment Administration – Dallas Police Department
- Records Management System

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Audit and Attestation Services Projects In Progress

Third Quarter, Fiscal Year 2018

- Business Partner Oversight
- Dallas Convention & Visitors Bureau (VisitDallas)
- Miscellaneous Permit Fee Revenues
- Surveillance Camera Oversight
- Performance Measurement Process
- Water Quality and Safety, Testing, and Monitoring
- Franchise Fees Review through Third-Party Vendor (*Ongoing*)
- Sales/Use Tax Compliance Review through Third Party Vendor (*Ongoing*)

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Audit and Attestation Services

Anticipated Project Starts

Third Quarter, Fiscal Year 2018

- Dallas Fire-Rescue Occupational Safety and Health Program
- Dallas Police Department's Complaint Process
- Economic Development Programs and Incentives
- Management of the City's Surplus Real Properties
- Open Records Request Process
- Security and Safety Protocols for Large Public Venues Owned or Managed by the City

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Appendix – Report Links

Audit Reports

- [Special Audit of the Accounts of Four Former City Council Members](#)
- [Special Audit of the Accounts of Former City Secretary, Rosa A. Rios](#)
- [Audit of Special Collections Operations](#)
- [Audit of Environmental Compliance – Management of Environmental Spills and Scrap Tire Disposal at City Facilities](#)
- [Fiscal Year 2017 Audit Follow-Up of Prior Audit Recommendations](#)



Office of the City Auditor – Fiscal Year 2018 Third Quarter Update

**Government Performance and
Financial Management Committee
May 7, 2018**

**Craig D. Kinton, City Auditor
Office of the City Auditor
City of Dallas**



Memorandum



CITY OF DALLAS

DATE May 4, 2018

Honorable Members of the Government Performance & Financial Management
TO Committee: Jennifer S. Gates (Chair), Scott Griggs (Vice Chair), Sandy Greyson,
Lee M. Kleinman, Philip T. Kingston, Tennell Atkins, Kevin Felder

SUBJECT **Lean Six Sigma**

On Monday, May 7, 2018, the Center for Performance Excellence will brief the Government Performance & Financial Management Committee on Lean Six Sigma. I have attached the briefing for your review.

Please let me know if you need additional information.

A handwritten signature in blue ink that reads "M. Elizabeth Reich".

M. Elizabeth Reich
Chief Financial Officer

Attachment

c: Honorable Mayor and Members of City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
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Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Lean Six Sigma

Government Performance and Financial Management

May 7, 2018

Joseph Kunnath, Lean Six Sigma Master Black Belt
Brandon Johnson, Lean Six Sigma Master Black Belt
Renee L. Hayden, Managing Director (Interim)

Center for Performance Excellence
City of Dallas



Presentation Overview

- Lean Six Sigma
 - Deployment Strategy
 - Training Opportunities
 - Project Identification
- Projects
 - Project Examples
 - Green Belts In Action (Video)
 - Fiscal Impact



Center for Performance Excellence (CPE) Background

- 2014 – CPE Created
 - Examined how we can provide services to citizens more efficiently and effectively through the disciplined application of proven management systems
- 2015 – Hired Black Belts
- 2015 – 50 Green Belts with Projects
- 2017 – 2 Master Black Belts, 2 Black Belts (Internal Promotions)

3



City of Dallas' Lean Six Sigma

What we provide?

- Apply disciplined problem solving methodology to find solutions
- Train, coach and mentor city employees in lean six sigma and project management
- Providing tangible and intangible results through project management



Deployment Strategy

Lean Six Sigma (LSS)

- Identifying opportunities for improvement
- Motivating government employees
- Building knowledge
- Empowering employees (to make changes in work processes)

5



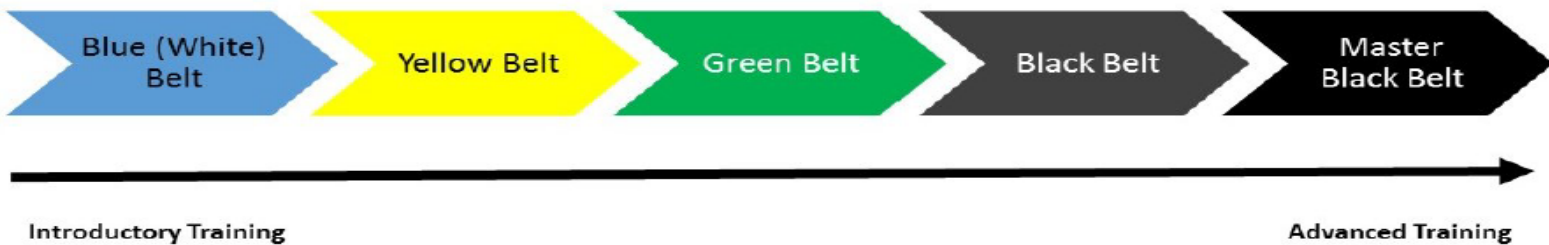
LSS Courses – Training Opportunities

Training	Hours	How to Apply	What is covered	Deliverables
Blue Belt	3	All City Employees	Basic Lean Six Sigma	<ul style="list-style-type: none"> • Basic Lean Six Sigma • Identify and participate in projects
Yellow Belt	8	All City Employees	<ul style="list-style-type: none"> • Waste Identification • 5S • Visual Management • Process Mapping • Yellow Belt Projects 	<ul style="list-style-type: none"> • Complete Yellow Belt Project • Participate in Green Belt projects
Project Management	8	All City Employees	<ul style="list-style-type: none"> • Basic Project Management Principles (PMP) 	<ul style="list-style-type: none"> • Knowledge of PM • Participate in city projects
Green Belt	80	<ul style="list-style-type: none"> • Announcement by email • Submit Application 	<ul style="list-style-type: none"> • DMAIC Methodology • Lean Tools • Kaizen • Statistical Techniques 	Lead & complete Green Belt Projects



LSS Training/Project Goals Personnel Trained

Belt Level	Currently (04/23/18)	Goal
Master Black Belt	2	2
Black Belt	2 (in training)	6
Green Belt	173	Add 40 each year
Yellow Belt	290	Add 100 each year
Blue Belt	388	Add 100 each year



LSS Project Identification

- City Management
 - High Priority
 - Typically Multi-Departmental processes
 - Examples:
 - 911 Hiring Process
 - Open Records Center
 - City Council Agenda Process
- Departments: Grassroot, employee-driven



Tools We Use

- Staff interviews and on-site observation
- Process mapping
- Baseline data and benchmarking
- Brainstorming tools
- Cause & effect diagram
- Advanced statistical tools
- Kaizen
- 5s
- Kanban
- Mistake proofing



LSS Project Examples

- Reduce 911 Call Center Hiring Time
- Reduce Leak Adjustment Process Time
- DWU Bachman Plant – 5S Event
- City Manager’s Employees Meet & Mingle



Reduce 911 Call Center Hiring Time

CPE Recommendations to improve hiring:

- Evaluate effectiveness of polygraph requirement (Implemented; requirement eliminated)
- Evaluate minimum experience requirement of 2 years
- Provide online Civil Service entrance exam

Tools Used: Process Mapping, Process Analysis, Bench marking and team working sessions to identify constraints and improvement actions

Master Black Belt: Joseph Kunnath

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Reduce Leak Adjustment Process Time

Evaluated DWU Leak Adjustment Process:

- Current process scrapped and standard SAP process for adjustments implemented
 - Takes less time
 - Eliminated manual steps
 - 2 FTE's reallocated
 - Wait time reduced from 53 to 2 days

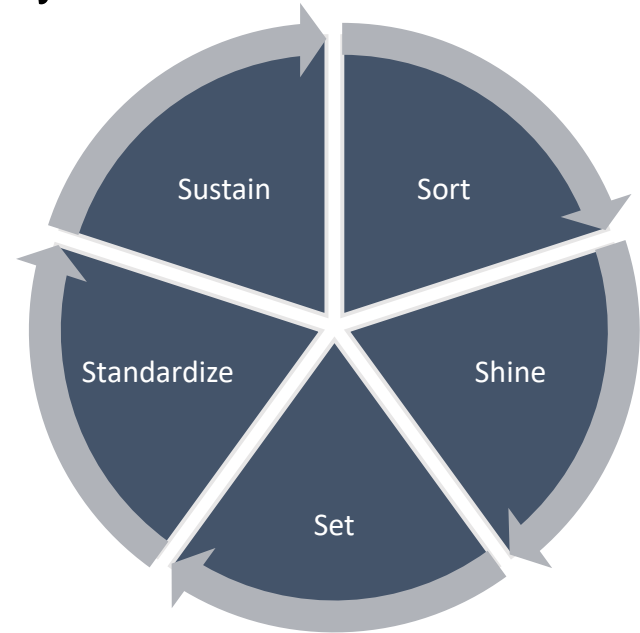
Annual Savings: \$146,622

DWU Green Belt: Amanda Webster

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DWU Bachman Plant - *Workplace Reorganization Event*

20 Employees trained in Lean Six Sigma Yellow Belt led a 5S event to systematically clean and organize the plant to ensure employee safety. Dallas Water Utilities Black Belt-Tony Rader 4/18



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CITY MANAGER'S EMPLOYEES' MEET & MINGLE

A communication effort that directly connected the employees to the City Manager, who shared the City's new Core Values, details on new employee outreach, and building Public Trust from inside City Hall out to the community. Green Belt-Michael Douglas



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Additional Projects

- DWU- Reduce Warehouse Inventory
- Improve DPD Training Material Document Control
- DWU- Improve Meter Refurbishing Process
- Streamline PKR 1 Warehouse Operations



Green Belts in Action

Green Belt Projects Video

<https://www.youtube.com/watch?v=j3E7LFaahKQ>

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Fiscal Impact

Improvement Projects All Time Savings

(Millions) (FY16-17 and FY17-18)

	Combined	Hard Savings	Soft Savings
Actual Savings	\$2.44	\$1.12	\$1.31

Hard Savings are reductions in dollars spent, such as reduction of prices paid, reallocated FTEs and increased revenue

Soft Savings are efficiency savings from less time spent or minimizing non-value added activities

Lean Six Sigma

Government Performance and Financial Management

May 7, 2018

Joseph Kunnath, Lean Six Sigma Master Black Belt
Brandon Johnson, Lean Six Sigma Master Black Belt
Renee L. Hayden, Managing Director (Interim)

Center for Performance Excellence
City of Dallas

