

RECEIVED

QUALITY OF LIFE & ENVIRONMENT COMMITTEE

DALLAS CITY COUNCIL COMMITTEE AGENDA

2016 MAY 19 PM 5: 07

CITY SECRETARY
DALLAS, TEXAS

MONDAY, MAY 23, 2016
CITY HALL
COUNCIL BRIEFING ROOM, 6ES
1500 MARILLA
DALLAS, TEXAS 75201
9:00 A.M. – 11:00 A.M.

Chair, Councilmember Sandy Greyson
Vice-Chair, Councilmember Tiffinni A. Young
Councilmember Rickey D. Callahan
Councilmember Mark Clayton
Councilmember Philip T. Kingston
Councilmember B. Adam McGough

Call to Order

1. Approval of May 9, 2016 Minutes

BRIEFINGS

2. 311 – Customer Interactions and Managing Goals
Margaret Wright
Assistant Director, 3-1-1 Dallas
3. Consideration of a Resolution Regarding the Proposed State Implementation Plan for DFW Ozone Pollution
Sandy Greyson, Chair
Quality of Life and Environment Committee
William Madison
Interim Director of Environmental Quality
4. Parking Requirements for Retail and Personal Service Uses Utilizing Outdoor Areas
David Cossum
Director, Sustainable Development and Construction

5. **UPCOMING AGENDA ITEMS**

MAY 25, 2016

- A. Authorize a contract with Phoenix I Restoration and Construction, Ltd., best value proposer of five, for renovations at Bachman Recreation Center located at 2750 Bachman Drive - Not to exceed \$576,240 - Financing: 2006 Bond Funds

A quorum of the City Council may attend this Council Committee meeting

- B. An ordinance amending Chapter 43A, "Swimming Pools," of the Dallas City Code by (1) amending definitions, enforcement authority, and safety standards for public and semi-public pools and spas; (2) adding Section 43A-3.1, incorporating Texas Health and Safety Code Regulations for multiunit pool enclosures; (3) adding Article IV on spa safety standards; and (4) making conforming changes; and providing a penalty not to exceed \$2,000 - Financing: No cost consideration to the City
- C. Authorize Supplemental Agreement No. 3 to the contract with Biggs & Mathews Environmental, Inc. to exercise the second of three, twelve-month renewal options to the professional engineering contract for hydrogeology and groundwater monitoring at McCommas Bluff landfill, Northeast Transfer Station, Northwest Transfer Station and Southwest Transfer Station - Not to exceed \$153,539, from \$995,430 to \$1,148,969 - Financing: Sanitation Current Funds (subject to annual appropriations)
- D. A public hearing to receive comments on a proposed municipal setting designation to prohibit the use of groundwater as potable water beneath property owned by Extra Space Properties Two LLC located near the intersection of South Haskell Avenue and Interstate Highway 30 and adjacent street rights-of-way; and an ordinance authorizing support of the issuance of municipal setting designation to Extra Space Properties Two LLC by the Texas Commission on Environmental Quality and prohibiting the use of groundwater beneath the designation property as portable water – Financing: No cost consideration to the City

Adjourn



Sandy Greyson, Chair
Quality of Life & Environment Committee

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

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

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.

Quality of Life & Environment Committee Meeting Record

Meeting Date: May 9, 2016

Convened: 9:09 a.m.

Adjourned: 10:58 a.m.

Members Present:

Sandy Greyson (Chair)
Tiffinni A. Young (Vice-Chair)
Rickey D. Callahan
Mark Clayton
B. Adam McGough

Members Absent:

Philip T. Kingston

Council Members Present:

Briefing Presenters

Zaida Basora, Assistant
Director, Public Works

Rick Galceran
Director, Public Works

Larry Hochberg, Urban Forestry
Advisory Committee

Margaret Wright, Assistant
Director, 311 Dallas

Guests: Stan Aten, Ryan Behring, Larry Hochberg, Steven Houser, Katherine Kosut, Steve Smith

Staff Present:

Anne Adiele, Zaida Basora, Oscar Carmona, James Davis, Rick Galceran, Sheila Group, Kelly High, Cheryl Jones, Jill Jordan, Raymond Lee, Mark McDaniel, Tammy Palomino, Sarah Standifer, David Trevino, Errick Thompson, Stephen Waller, Willis Winters, Margaret Wright, Joey Zapata

AGENDA:

1. **Approval of April 25, 2016 Minutes**

Information Only:

Presenter(s):

A motion was made to approve the minutes of April 25, 2016

Action Taken/Committee Recommendation(s): Approve minutes of April 25, 2016

Motion made by: Mark Clayton

Motion seconded by: Rickey D. Callahan

Item passed unanimously:

Item passed on a divided vote:

Item failed unanimously:

Item failed on a divided vote:

2. Facility Projects Bond Program Technical Criteria and Policy for Prioritizing

Presenter(s): Zaida Basora

Information Only:

The Public Works department provided the Committee with an overview on the Facility Projects Bond Program Technical Criteria and policy for prioritizing proposed for the 2017 Bond Program.

Action Taken/Committee Recommendation(s):

Motion made by:

Motion seconded by:

Item passed unanimously:

Item passed on a divided vote:

Item failed unanimously:

Item failed on a divided vote:

3. Urban Forestry

Presenter(s): Larry Hochberg, Urban Forestry Advisory Committee

Information Only:

The Urban Forest Advisory Committee presented a briefing recommending that the City of Dallas create an Urban Forestry Department.

CM Clayton requested a list of amounts the City of Dallas spends to partner with TCEQ and other environmental groups.

Action Taken/Committee Recommendation(s):

The Committee recommended that the briefing on Urban Forestry be presented to City Council.

Motion made by: CM Young

Motion seconded by: CM Callahan

Item passed unanimously:

Item passed on a divided vote:

Item failed unanimously:

Item failed on a divided vote:

4. 311 Customer Service Center

Presenter(s): Margaret Wright

Information Only:

An overview of the 311 Customer Service Center was presented to the Committee.

The Chair requested that this item be scheduled first at the May 23, 2016 committee meeting to continue committee discussion.

Action Taken/Committee Recommendation(s):

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

5. Consumer Health Update Proposed Amendments to Chapter 43A (Swimming Pools)

Presenter(s):

Information Only:

This informational memo provided the committee with proposed amendments to Chapter 43A (Swimming Pools).

The Chair requested a briefing on enforcement of single family home swimming pools.

Action Taken/Committee Recommendation(s):

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

6. Upcoming Agenda Items

Presenter(s):

Information Only:

Information about the following upcoming items on the May 11, 2016 Council Agenda was included in the briefing materials:

- A. Authorize (1) Supplemental Agreement No. 2 to the contract with Hammett Excavation, Inc. for the Cell 6B1, 6D2 and Site Improvements Construction Contract at the McCommas Bluff Landfill to install a permanent leachate interceptor trench system and geomembrane lined drainage downchutes along the west side of the landfill adjacent to the perimeter road as an addition to the construction scope in the amount of \$431,164; and (2) an increase in appropriations in the Sanitation Capital Improvement Fund in the amount of \$431,164, from \$14,242,406 to \$14,673,570 - Not to exceed \$431,164 - Financing: Sanitation Capital Improvement Funds
- B. Authorize a contract with Henneberger Construction, Inc., lowest responsible bidder of two, for renovation of historic roque courts at Robert E. Lee Park located at 3400 Turtle Creek Boulevard – Not to exceed \$353,682 – Financing: 2006 Bond Funds (\$322,682) and 2003 Bond Funds (\$31,000)
- C. Authorize a contract with Hellas Construction, Inc., lowest responsible bidder of two, for tennis court resurfacing at Fair Oaks Tennis Center located at 7501 Merriman Parkway, Fretz Tennis Center located at 6998 Beltline Road, Kiest Tennis Center located at 2324 West Kiest Boulevard, and L.B. Houston Tennis Center located at 11225 Luna Road - Not to exceed \$390,940 - Financing: Current Funds

Councilmember Sandy Greyson

Chair

Memorandum



DATE May 20, 2016

TO Honorable Members of the Quality of Life & Environment Committee:
Sandy Greyson (Chair), Tiffinni A. Young (Vice-Chair), Mark Clayton, Rickey D. Callahan, Philip T. Kingston, B. Adam McGough

SUBJECT 311 - Customer Interactions and Managing Goals

At the Committee's request a continuation of the 311 briefing from May 9, 2016 will be presented. Attached is a briefing that will be discussed with you on Monday, May 23, 2016. The briefing focuses on the performance of the 311 Customer Service Center and the Service Request System (also referred to as CRMS).

Please contact me if you have questions.

Margaret Wright

for Mark McDaniel
Assistant City Manager

Attachment

c: A.C. Gonzalez, City Manager
Christopher D. Bowers, Interim City Attorney
Rosa A. Rios, City Secretary
Daniel Solis, Administrative Judge
Craig D. Kinton, City Auditor
Ryan S. Evans, First Assistant City Manager
Eric D. Campbell, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager -- Mayor & Council
Margaret Wright, Assistant Director, Management Services/311 Customer Service Center

311 - Customer Interactions and Managing Goals

Quality of Life & Environment Committee
May 9, 2016





311 Customer Service Center Overview

- ❑ **1994: Established as part of 911**
- ❑ **2002: Implemented CRMS (system to submit service requests for City of Dallas)**
- ❑ **2004: Initiated citizen access to enter service requests on-line**
- ❑ **2008: Separated from 911**
- ❑ **2009: Added Courts calls**
- ❑ **2013: Launched Mobile App**
- ❑ **2014: Opened Twitter account**
- ❑ **2015: Launched City Hall on the GO!**

Services Provided by 311 Customer Service Center

- **311**: Information calls plus intake for non-emergency service requests (potholes, missed garbage, high weeds, etc.)
- **Radio Dispatch**: Dispatch of field crews for urgent services such as: main breaks, traffic signals out, aggressive dogs, etc. (Animal Services, Code Compliance, Parking Enforcement, Sanitation, Water, Streets, Transportation)
- **Water Customer Service**: Billing & payment questions, start/stop service
- **Court Services**: Information about ticket, payment & court dates



311 Advantages

- No more “blue pages”; minimizes calls to departments
- Reduces load on 911 for urgent but non-emergency issues
- Ability to track and report on customer issues and concerns
- Agents can address multiple customer needs in one call
- Standardized call handling & training
- Agents can educate customers on self-service options

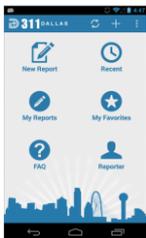
Multiple Ways to Reach 311



Dial 311 or 670-3111



On the web



Mobile device

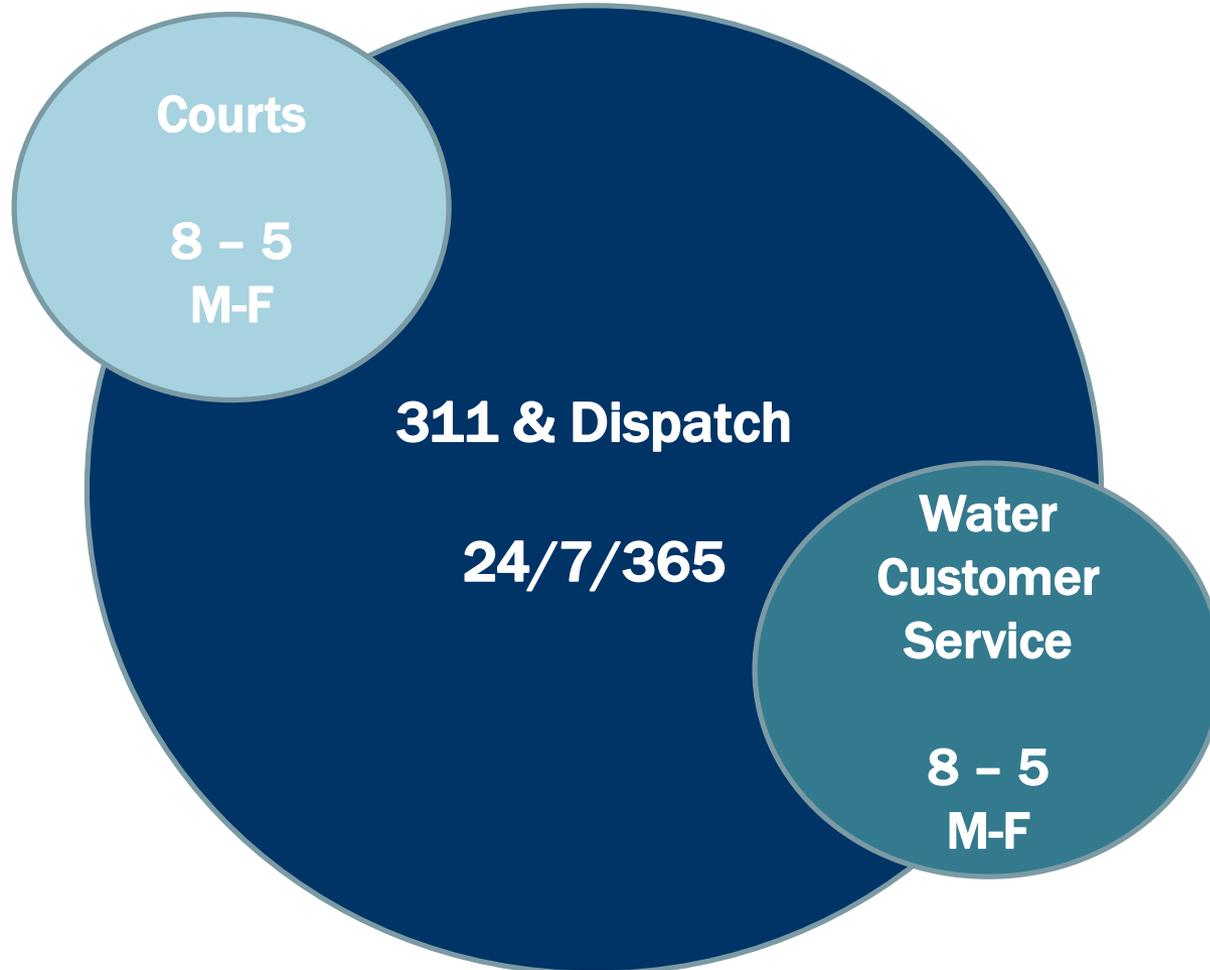


Twitter

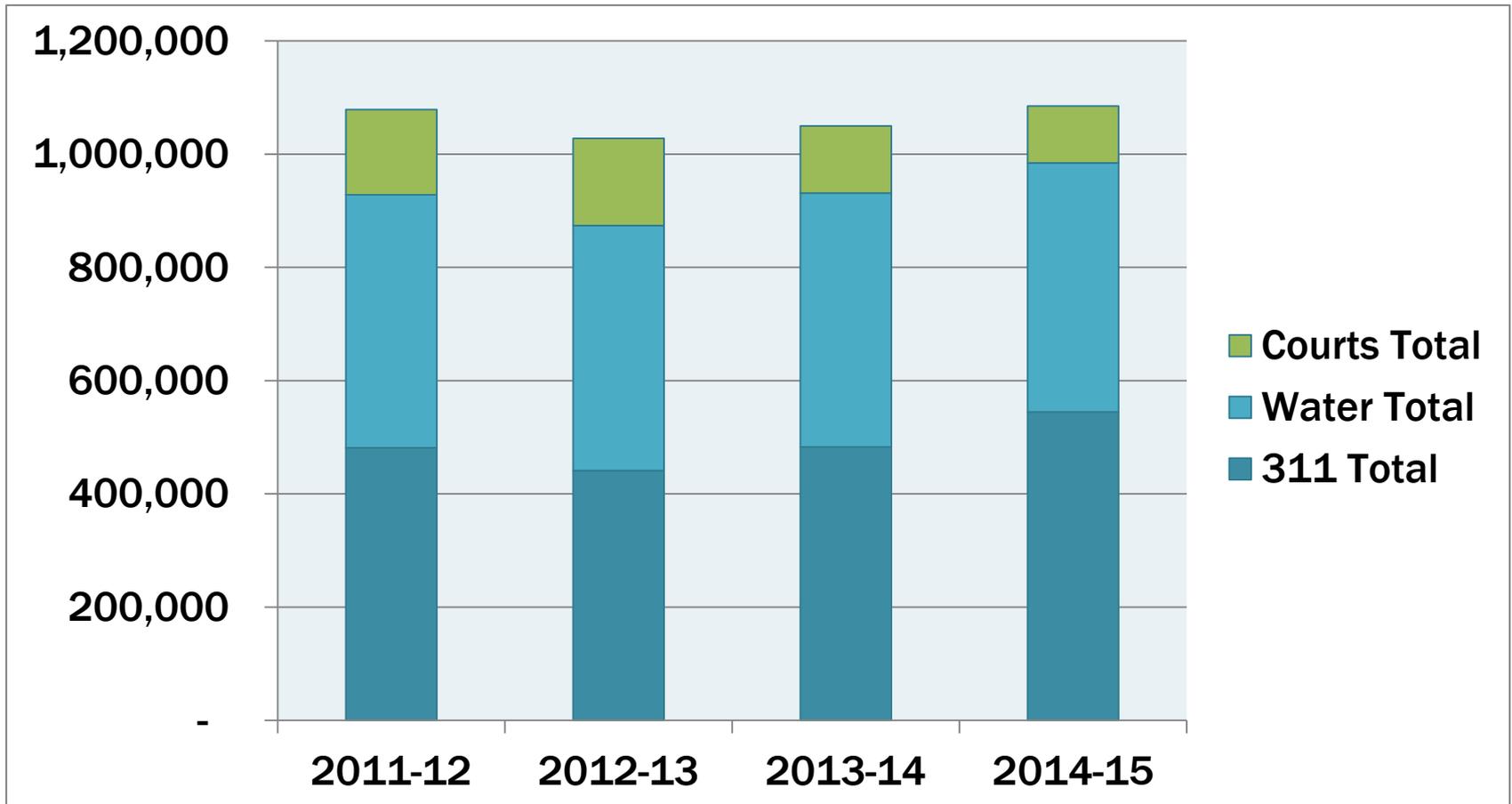


City Hall on the Go!

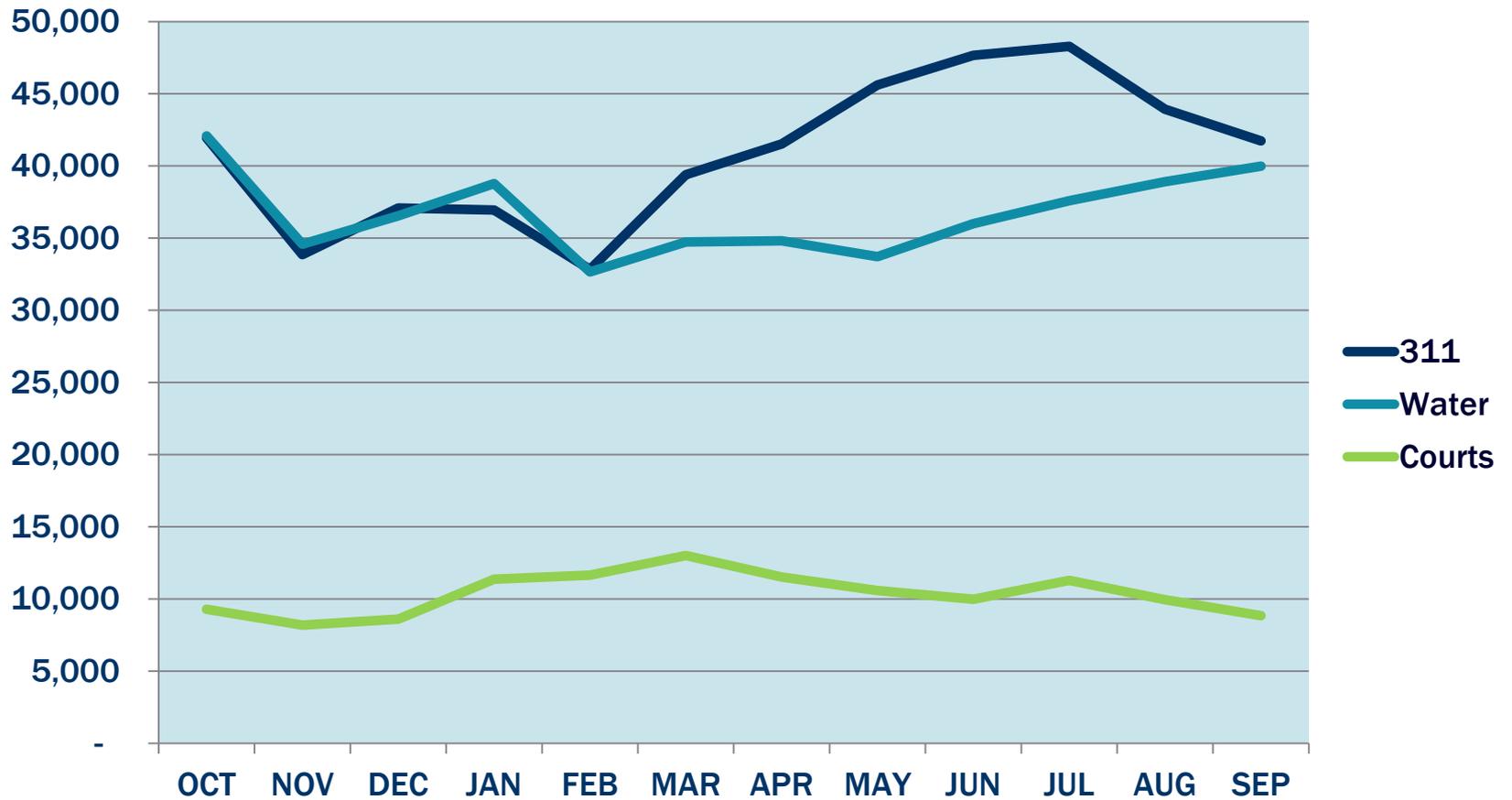
311 Customer Service Center Hours of Operation



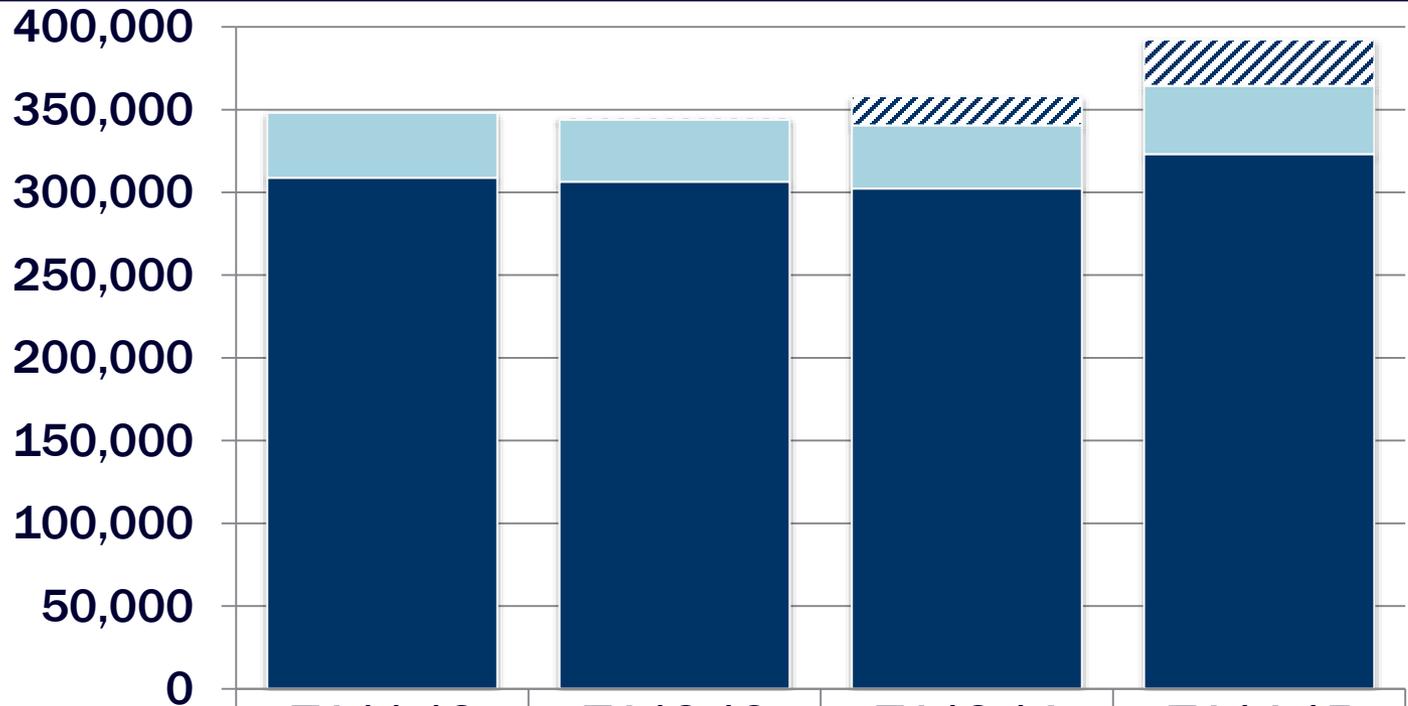
311 Customer Service Center Call Volume



Seasonal Call Trends

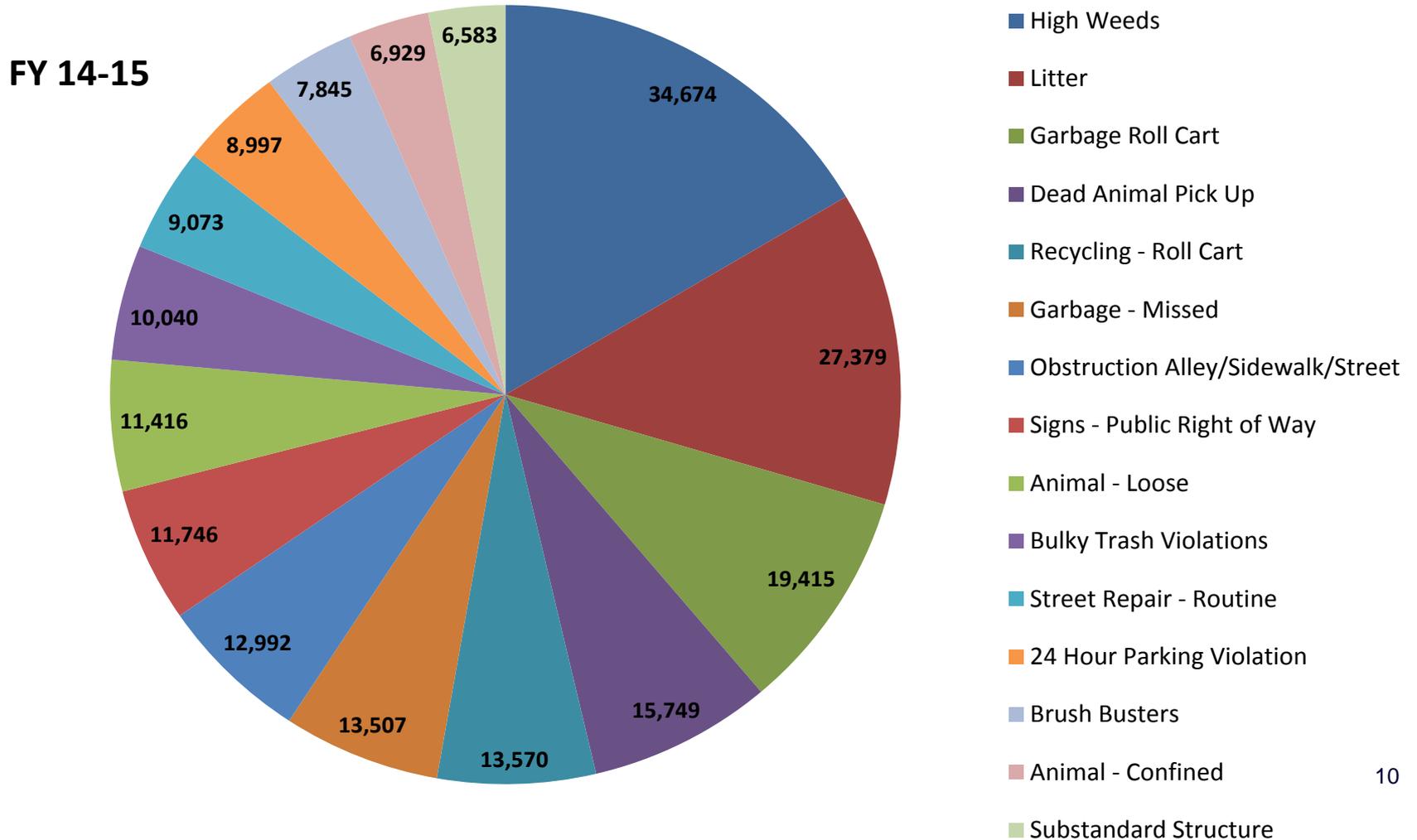


Service Request History



▨ Input via 311 App		1,370	17,613	28,085
■ Input via the website	39,169	37,418	38,231	41,221
■ Input via 311 (and other departments)	308,878	306,495	302,308	323,115

Most Common Service Request Types



311 Customer Service Center Website

Sign In

Dallas 311

- HOME
- REQUEST SERVICE
- GET THE APP**
- ABOUT US

Are you using Internet Explorer 11? If so, please use Compatibility View. [Click Here](#) for instructions. For alternate internet browser options, please visit our [About Us](#) page.

Search for City Services

Search the City Knowledgebase

CONTACT INFO

Dallas City Hall
1500 Marilla St.
Dallas, Texas 75201
Phone: (214) 670-3111

[Send E-mail](#)

Tweets
Follow
New Tweets
19 Dec

Top Ten Service Requests

11

311 Customer Service Center Website

The screenshot shows the 311 Customer Service Center Website. The browser address bar displays <http://dallascityhall.com/services/311/Pages/City%20of%20Dallas%20311.aspx>. The page features a grid of service request categories, each with an icon and a label: Litter, High Weeds, Garbage Roll Cart (Residential), Signs - Public Right of Way, Dead Animal Pickup, 24-Hour Parking, Garbage Missed, Recycling Roll Cart, Obstruction Alley/Sidewalk/Street, and Animal - Loose. On the left side, there is a 'Sign In' section, a 'Tweets' section with a tweet from @NorthavenTrail, and a 'CREATE A QUALITY SR' section with instructions. Below the tweets is a 'SERVICE REQUEST PERFORMANCE REPORTS' section. At the bottom, there is a 'Check Service Request Status' section with a form for entering a service request number and email address, and a 'Check Status' button.

Sign In

Tweets
Follow
New Tweets
19 Dec

Northaven Trail
@NorthavenTrail
#LightTheTrail going on now until year end. Come see us at Edgemere.
@1500Marilla @DFWtrails @DFWStuff @311Dallas pic.twitter.com/U0ehyf4VRj
Retweeted by 311 Dallas

CREATE A QUALITY SR
Have you submitted a service request and not received the response or level of service you requested via a service request? Create a [Quality SR](#).
[Click here](#) for instructions.

SERVICE REQUEST PERFORMANCE REPORTS
Check the City's performance on the most common Service Requests by month or year-to-date. [Click here](#) to view Service Request Performance Reports for the current year.

Check Service Request Status
This section allows you to check the status of previously submitted service requests. Please enter the service request # and the email address provided with the service request to look up the status.

* Service Request Number (eg: 11-00000001)
* Email Address (eg: john.doe@sample.com)

Mobile App for iPhone and Android



GET THE APP

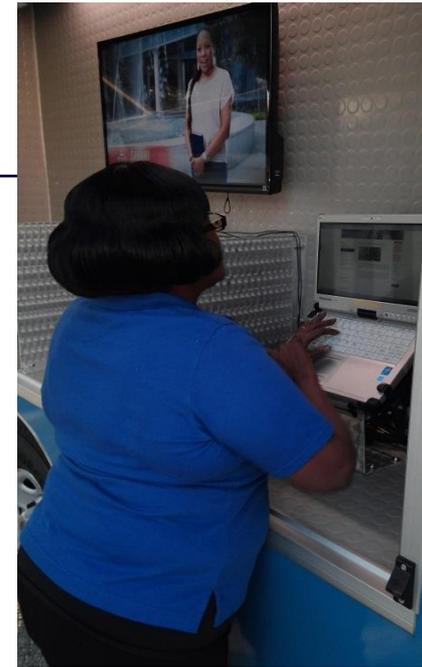
- **20 Service Request types**
- **28,085 submitted in FY 14-15**
- **GPS function on Smartphones helps pinpoint the issue location**
 - **User can enter specific address in Description field**
 - **Adding a photo helps staff find the problem**
- **Users can create an account to receive status updates OR remain anonymous**

@311Dallas



-
- ❑ **Staff monitors Twitter account throughout the day into the evening—but not 24/7**
 - ❑ **1,400+ followers on Twitter; 1,800+ tweets**
 - ❑ **Outbound tweets:**
 - **Service requests created in response to tweets**
 - **Info tweets**
 - **Re-tweets of partner departments**

City Hall on the Go!





City Hall on the Go!

- **October 2015 launch**
- **Van rolls Wednesday – Sunday**
 - **Goal of two locations per day**
 - **Libraries, Rec Centers, Dog Parks, Events**
- **Favorable reaction from visitors**
- **Community involvement and education**
- **Measures track number of visitors, mileage saved, cost to operate vehicle, etc.**

Services Offered



Payment Services

- Parking Tickets
- Traffic Tickets
- Water Bills



Neighborhood Services

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



Pet Services

- Adoption Information
- Spay and Neuter Information
- Pet Registration/Renewal



City Services

- Birth Certificate Applications
- Employment Opportunities & Applications
- Open Records Requests
- Service Requests
- Voter Registration



Community Initiatives

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

We Hear You!

Concern	Mitigation
“311 doesn’t work”	<ul style="list-style-type: none">▪ Identify & improve performance of call center▪ Post-call surveys measure call experience▪ Report late SRs to partner depts.▪ Assist customer departments to support better response (for ex. Animal Services, see pages 30-31)
“Why can’t I get through?”	<ul style="list-style-type: none">▪ Improve messaging and self-service options for callers▪ Hire part-time agents for peak periods
“Why can’t I tell what happened to my SR?”	<ul style="list-style-type: none">▪ Improve response information on web-submitted and mobile app SRs

What Happens to My SR?

- **Software routes it**
 - Directly to service department or dispatchers (for SRs submitted by phone or website)
 - “Other” app SRs and Twitter-inspired SRs are reviewed & routed by 311 staff

- **Every SR type has:**
 - ERT (Estimated Response Time): how quickly the service department makes an initial inspection
 - SLA (Service Level Agreement): how much time the service department has to complete the SR before it’s considered late



Customer Challenges

- ❑ Limited ability online or on the app to see progress made on the SR
- ❑ Service requests re-routed to another department or agency
- ❑ Some issues are not a quick fix
 - Full street repair vs. pothole repair
 - High weeds referred to mow-clean



Looking Ahead

- **311 as the City’s “Front Door” for all non-emergency services**
- **ISO-9001 for 311 Customer Service Center**
 - **Documentation of processes for consistency and identification of process improvement opportunities**
- **Sunset Review follow-up**
- **Technology enhancements (pages 22-23)**



Technology

Already completed

- ❑ Major upgrade to call distribution software
- ❑ New computers in 311 Customer Service Center
- ❑ Staff scheduling software
- ❑ Music on hold
- ❑ Speech recognition tools

Scheduled this year

- ❑ Minor upgrade to Service Request software
- ❑ Automated post-call surveys
- ❑ More self-service in Water Customer Service



Technology, continued

Looking ahead

- ❑ RFP for new service request software
- ❑ “Conversational” IVR with more self-service capability and call steering
- ❑ Software for expanded call monitoring and analysis
- ❑ Citywide radio system upgrade
- ❑ On-line training



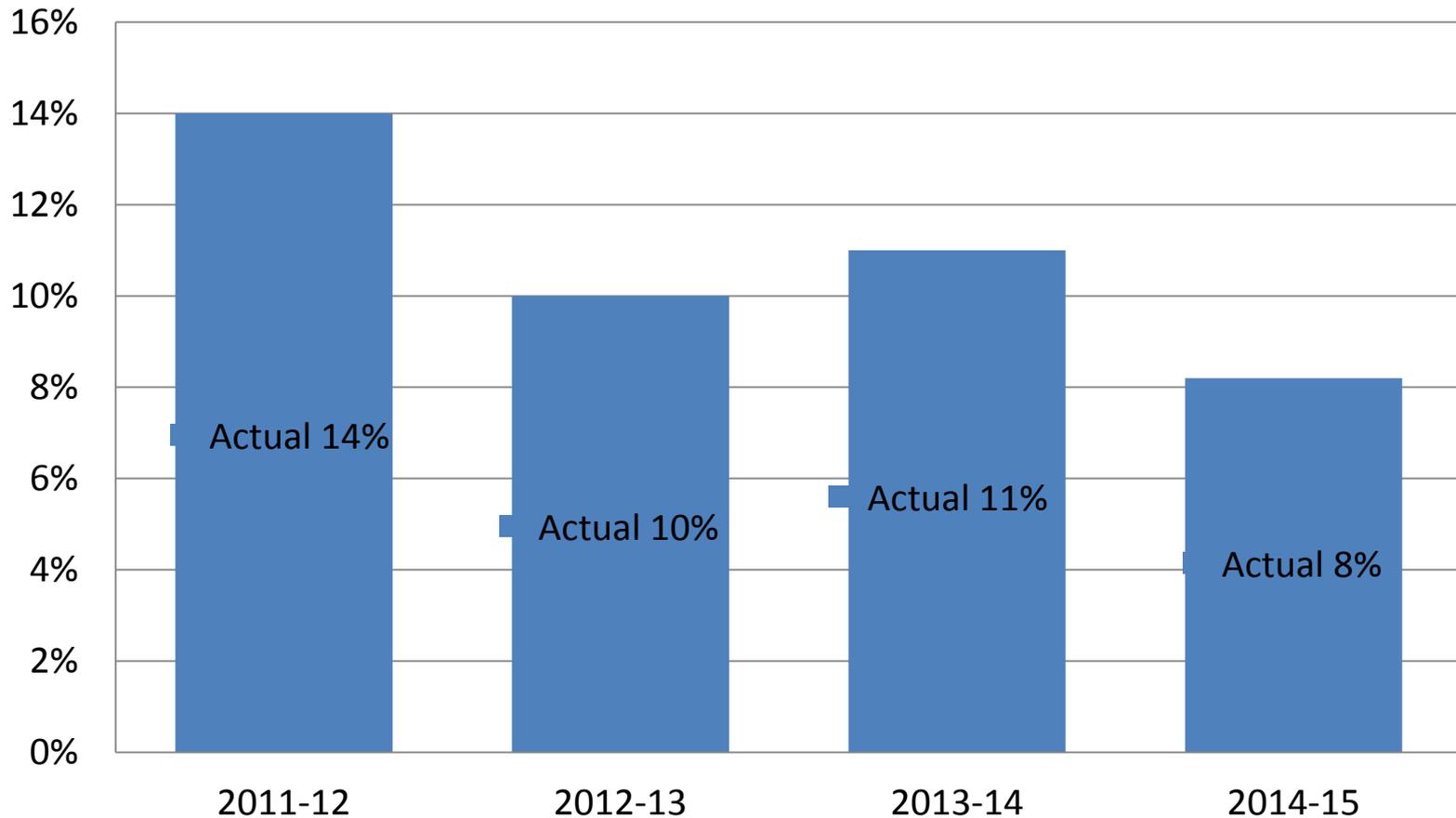
Help Us Help You

- ❑ **Spread the word about 311**
- ❑ **Encourage your staff to continue using the Service Request system (CRMS)**
- ❑ **Encourage residents' use of the web & smart phone app**
- ❑ **Give us your feedback**
 - **Tell us the nature and date/time of calls**
 - **Call recordings retained for 30 days**
 - **We listen and take action**
- ❑ **Questions?**



Appendix

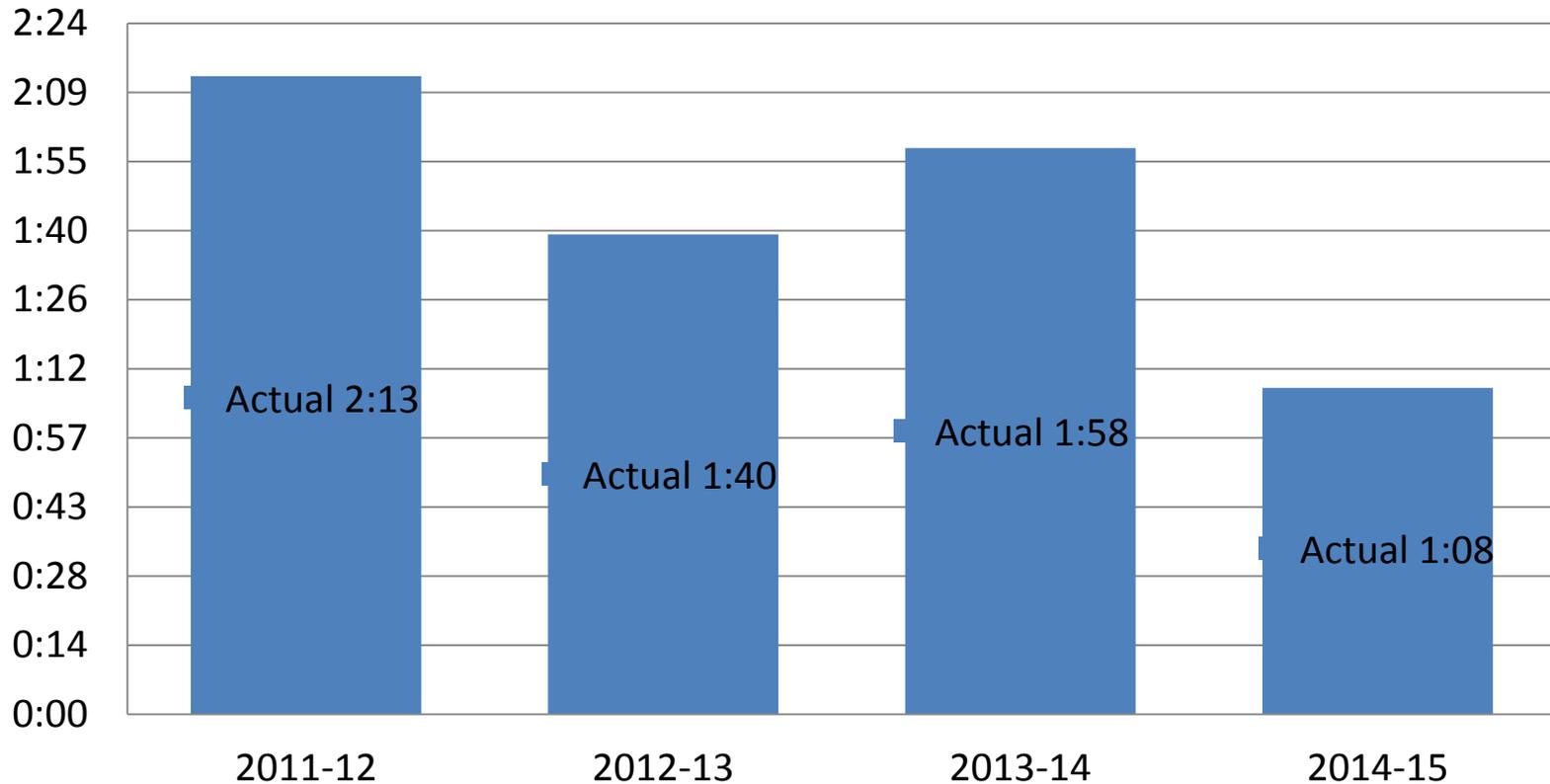
311 Customer Service Center *Percent of Callers That Hang Up*



311 Customer Service Center

Average Speed of Answer (Minutes:Seconds)

Actual



Service Request Performance FY 14-15

Top Services Requested	SRs Created	Total Open SRs	Total Open On Time	% Open On Time	SLA Goal	Average Days to Close	Total Closed	% of SRs Closed	Total Closed On Time	% Closed On Time	Total SRs On Time	Total On Time %
High Weeds - CCS	34,674	1,361	848	62.3%	30	17.3	33,313	96.1%	28,155	84.5%	29,003	83.6%
Litter - CCS	27,379	1,241	795	64.1%	30	16.8	26,138	95.5%	22,416	85.8%	23,211	84.8%
Garbage Roll Cart - Residential - SAN	19,415	0	0	0.0%	7	2.5	19,415	100.0%	19,354	99.7%	19,354	99.7%
Dead Animal Pick Up - SAN	15,749	0	0	0.0%	1	0.4	15,749	100.0%	15,409	97.8%	15,409	97.8%
Recycling - Roll Cart - SAN	13,570	7	0	0.0%	7	3.6	13,563	99.9%	12,438	91.7%	12,438	91.7%
Garbage - Missed - SAN	13,507	0	0	0.0%	3	0.9	13,507	100.0%	13,206	97.8%	13,206	97.8%
Obstruction Alley/Sidewalk/Street - CCS	12,992	1,287	927	72.0%	45	20.0	11,705	90.1%	10,868	92.8%	11,795	90.8%
Signs - Public Right of Way - CCS	11,746	34	0	0.0%	5	1.0	11,712	99.7%	11,221	95.8%	11,221	95.5%
Animal - Loose - CCS	11,416	1,326	683	51.5%	25	10.4	10,090	88.4%	9,399	93.2%	10,082	88.3%
Bulky Trash Violations - CCS	10,040	84	13	15.5%	10	6.1	9,956	99.2%	8,684	87.2%	8,697	86.6%
Street Repair - Routine-STS	9,073	1,324	1,136	85.8%	90	29.6	7,749	85.4%	6,981	90.1%	8,117	89.5%
24 Hour Parking Violation - DPD	8,997	1	0	0.0%	7	4.1	8,996	100.0%	7,529	83.7%	7,529	83.7%
Brush Busters - SAN	7,845	2	0	0.0%	5	3.1	7,843	100.0%	6,478	82.6%	6,478	82.6%
Animal - Confined - CCS	6,929	1	0	0.0%	3	0.5	6,928	100.0%	6,757	97.5%	6,757	97.5%
Substandard Structure - CCS	6,583	1,454	1,114	76.6%	120	39.2	5,129	77.9%	4,823	94.0%	5,937	90.2%
Animal - Attack in Progress - CCS	6,289	0	0	0.0%	3	0.1	6,289	100.0%	6,249	99.4%	6,249	99.4%

Sample Monthly Post-Call Survey Results (January 2016)

Questions	Total Surveys	Info?	Services?	Yes	No	1	2	3	4	5	Total Positive Responses	% Satisfied
Was this call for Information or Service?	814	332	482									
Were we able to provide you with the information you needed? OR Are you satisfied with the way your service request was handled? (Y/N)				792	22						770	97.2%
On a scale of 1 to 5 (5 being the highest), how easy was the process?						12	7	39	91	669	760	92.9%
On a scale of 1 to 5 (5 being the highest), rate your agent's helpfulness and responsiveness.						6	6	15	60	731	791	96.70%
Total	814					18	13	54	151	1,400	1,551	94.80%

Animal Services Target Area Survey

Questions

1. Too many loose dogs affect the quality of life in my neighborhood.
2. Most loose dogs in my neighborhood are owned by (or being fed) by neighbors.
3. I have personally reported loose dogs to the City using 311 in 2015.
4. The city responds effectively to loose dog problems in my neighborhood.
5. To improve quality of life, my neighborhood needs more low-cost services to help people with their pets, e.g., spay/neuter, vaccination.
6. To improve quality of life, my neighborhood needs more loose dogs picked up.
7. The recent targeted initiative in my area has been helpful. (*asked after targeted initiative*)

Animal Services Survey Results Sample

Q1	Q2	Q3	Q4	Q5	Q6	Q7	Comments
2	5	5	5	3	3	5	Citizen feels most loose dogs are his neighbors, not strays. Notices Improvement.
3	4	2	4	4	3	5	Citizen states has observed a decline in stray dogs.
							Declined to take survey.
							Declined to take survey.
1	4	5	5	2	2	5	Citizen states not as many stray dogs.
1	5	5	5	3	3	3	Neighbor's dog is the only dog out. Doesn't notice any strays.
							Not a working phone number
1	2	2	5	5	1	5	Has not seen any stray dogs around anymore.
2	4	4	3	4	2	5	Loves the literature that she received about stray and loose dogs.
1	3	4	5	3	2	5	Citizen noticed animal services out almost everyday getting strays. Notices improvement and loves it!
2	5	4	5	3	3	5	Citizen states animal services has been on top of stray dogs and goes out everyday.
5	5	2	3	4	5	1	Citizen has not seen improvement. States still sees many stray dogs.
4	1	3	5	5	2	5	Citizen states she does not see as many stray dogs and appreciates that.
5	5	1	5	4	4	4	Citizen states more stray cats than dogs, and has noticed some improvement during the daytime.

Memorandum



CITY OF DALLAS

DATE May 20, 2016

Honorable Members of the Quality of Life & Environment Committee:

TO Sandy Greyson (Chair), Tiffinni A. Young (Vice-Chair), Mark Clayton, Philip T. Kingston, B. Adam McGough, Rickey D. Callahan

SUBJECT Consideration of a Resolution Regarding the Proposed State Implemental Plan for DFW Ozone Pollution

On Monday, May 23, 2016, the Quality of Life & Environmental Committee will be briefed on the Air Quality Resolution. The briefing materials are attached for your review.

Please feel free to contact me if you have questions or need additional information.

A handwritten signature in blue ink that reads "Jill Jordan".

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

Attachment

c: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Christopher D. Bowers, Interim City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Eric D. Campbell, Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council

Consideration of a Resolution Regarding the Proposed State Implementation Plan for DFW Ozone Pollution

**Quality of Life and Environment Committee
Dallas City Council**

May 23, 2016

Office of Environmental Quality



Purpose

- Describe causes and impacts of ozone
- Explain current ozone regulatory situation for D-FW Region
- Consequences of failure
- Describe air quality resolution for consideration by QOLE today
- Request passage to full City Council for adoption

Causes and Impacts of Ozone

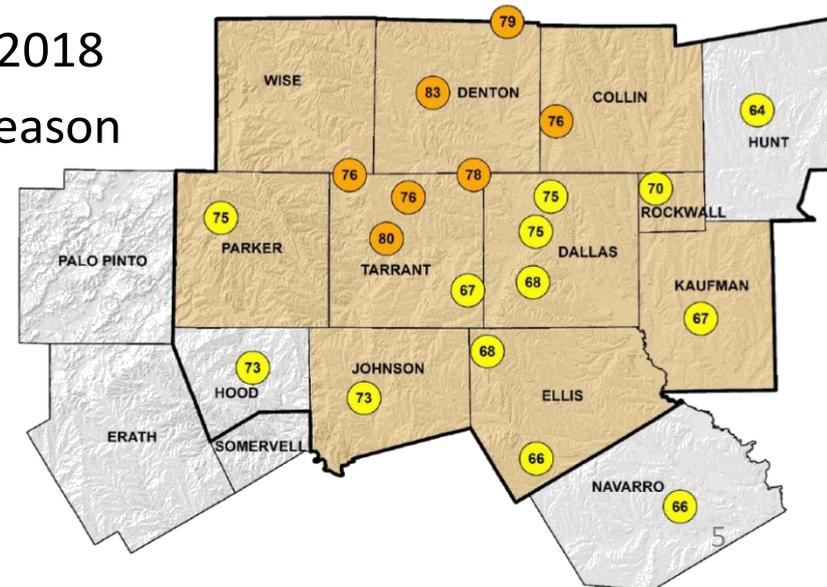
- Ozone forms when nitrogen oxides (NO_x) and volatile organic compounds (VOC) are mixed in sunlight
 - Forms ozone leading to unhealthy breathing conditions and Ozone Action Days
- Ozone is known to be detrimental to human health, either exacerbating or leading to premature death from:
 - Asthma
 - Chronic Obstructive Pulmonary Disease
 - Other pulmonary and cardiac issues

Current Situation for D-FW Region

- Current standard for ozone is 75 parts per billion (ppb)
- D-FW Region is above the standard for ozone
 - 2015 Ozone Season average was 83 ppb
 - D-FW Region remains in “non-attainment”
- EPA deadline for ozone to be at or below 75 ppb is July 20, 2018

Monitoring Ozone

- Ozone in D-FW is measured by 20 air quality monitors located around D-FW
- TCEQ (Texas Commission on Environmental Quality) has a draft SIP (State Implementation Plan) to meet the 75 ppb standard
 - Actions designed to reduce ozone by 2018
 - Based on data from the 2017 ozone season



EPA Comments on Draft SIP

- Commends efforts in proposed SIP for addressing mobile sources
- States that more emission reductions are needed from stationary sources to meet the standard
- States that modeling overestimates the amount of ozone reduction

Consequences

Should EPA decide the final SIP is inadequate:

- 
- Conditional approval of SIP
 - 1 year deadline to correct
 - Limited approval of SIP
 - Includes sanctions
 - Implementation of Federal Implementation Plan (FIP)
 - Economic consequences
 - Loss of federal highway funds
 - Denied air permits for new businesses
 - Limitations on existing business expansion

Consequences (continued)

Should TCEQ's SIP fail to reduce ozone:

- Air quality will continue to fail to meet standard
- Health will continue to be impacted
- Economic vitality may suffer

Health Impacts

- Immediate health impacts include:
 - Shortness of breath, wheezing and coughing
 - Asthma attacks
 - Increased risk of respiratory infections
 - Increased susceptibility to pulmonary inflammation
- Long-term health impacts include:
 - Increased and/or prolonged hospitalization for people with lung diseases, like asthma, emphysema, or COPD
 - Higher risk of death
 - Lower birth weight and decreased lung function in newborns

Proposed Resolution

- Given the severity of the consequences and EPA's evaluation of the draft document, a stronger SIP is needed.
- The proposal is to send a Council resolution to this effect to TCEQ.
- Key points of the draft resolution are explained in the following slides.

Stationary Sources of Ozone Forming Emissions in D-FW

Scientists determined in 2004 that stationary sources of NO_x outside of D-FW contribute to ozone non-attainment in D-FW.

- “Dallas-Ft. Worth Transport Project”, ENVIRON International Corporation for Houston Advanced Research Center, funded by the Texas Environmental Research Consortium, April 2004

Stationary Sources (continued)

Recently, scientists have determined three types of significant stationary sources that contribute to the ozone in the region:

- Cement kiln operations (south and southeast of Dallas)¹
- Barnett Shale production operations (southwest, west, northwest of Dallas)^{1,2}
- Coal-fired power plants (south and east of Dallas)¹

1) Dr. Kuruvilla John of the University of North Texas (UNT)

2) Dr. Jay Olaguer of the Houston Advanced Research Center (HARC)

Three Stationary Sources

1. Cement Plant Operations

- Three plants in Midlothian, TX, Ellis County
- Represent the largest concentration of cement manufacturing capacity in the U.S.
- NO_x sources

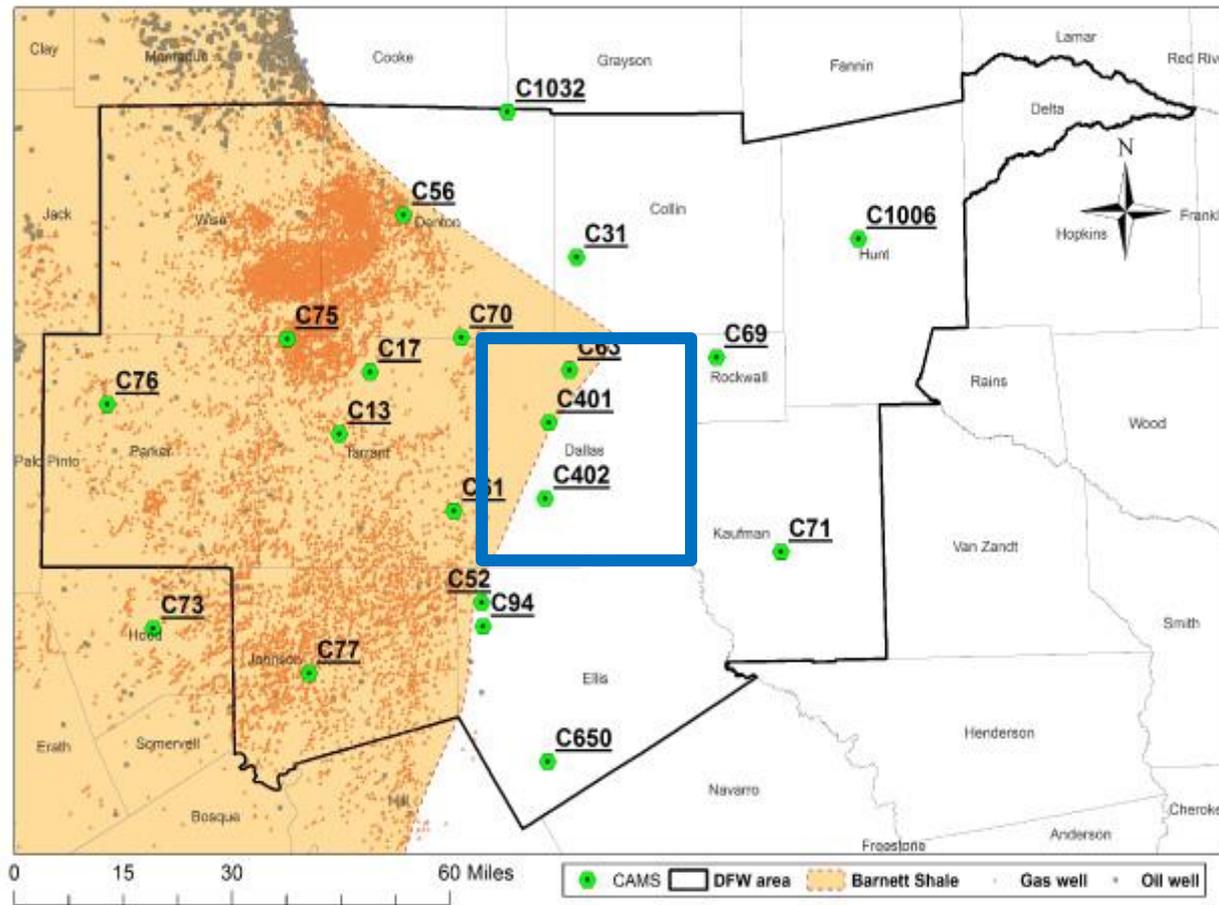
Three Stationary Sources (continued)

2. Barnett Shale Natural Gas Production Area

- Cooke, Dallas, Denton, Ellis, Erath, Hill, Hood, Jack, Johnson, Montague, Palo Pinto, Parker, Somervell, Tarrant, and Wise counties
 - Eight counties are outside D-FW non-attainment area
- Natural gas compressor stations, and other equipment related to natural gas production
- NO_x and VOC sources

Three Stationary Sources (continued)

Barnett Shale Gas/Oil Wells and Air Monitors



Dallas County

From DFW Ozone Study, <http://dfwozonestudy.org>

Three Stationary Sources (continued)

Barnett Shale Area

- Given the level of gas production in the Barnett Shale, City of Dallas requests TCEQ to re-evaluate the impact on air quality from the stationary sources associated with gas production.

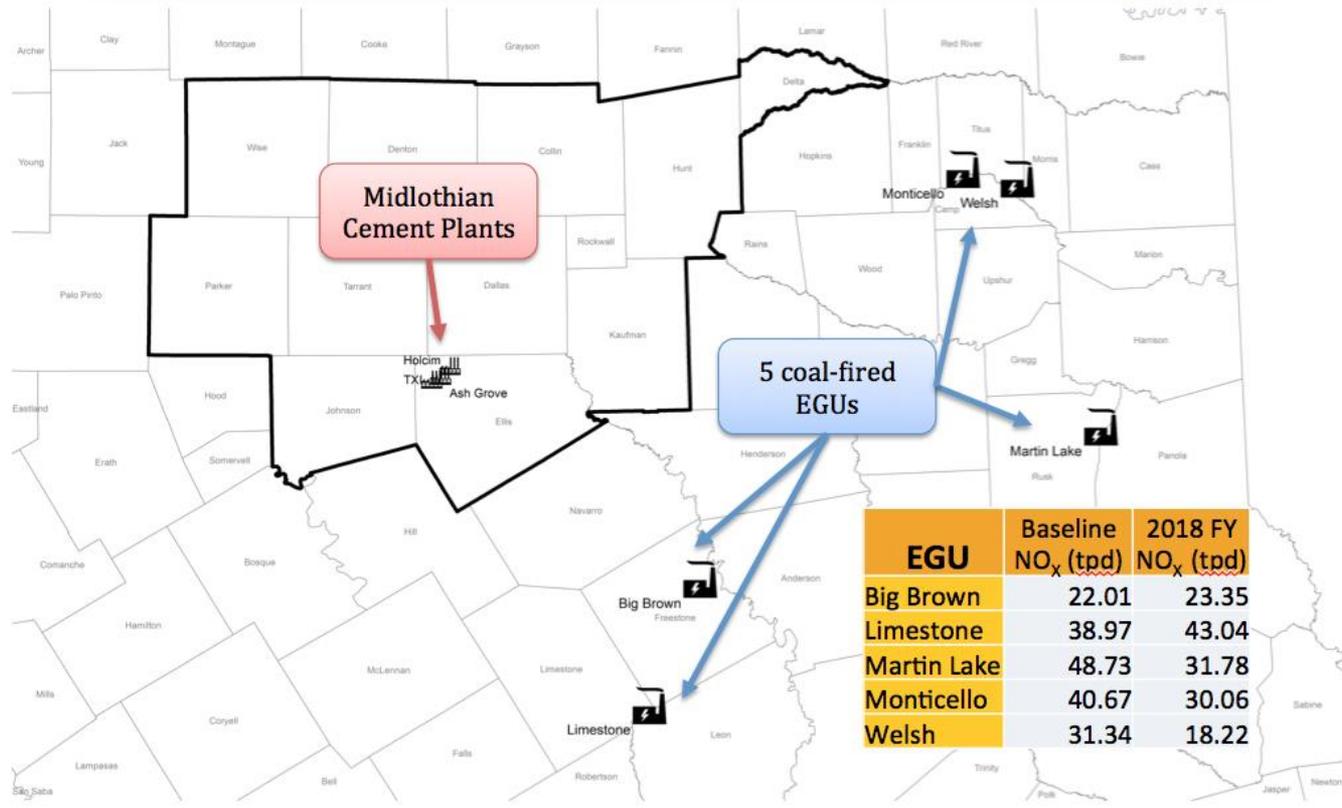
Three Stationary Sources (continued)

3. Coal-Fired Electric Power Plants

- Five plants located south, southeast, and east of the D-FW Region
- Potential NO_x emissions of 22 to 48 tons per day per plant

Stationary NO_x Sources Affecting D-FW Air Quality

Major Point Sources



From DFW Ozone Study, <http://dfwozonestudy.org>

Potential Solutions

- Reduce emissions from stationary sources
 - Require electrification of compressors in Barnett Shale
 - Require additional air pollution controls on cement kilns and coal-fired power plants
- Promote renewable energy
- Require net metering and encourage eco-districts/district energy
- Implement EPA's Clean Power Plan

Proposed Air Quality Resolution

- Request TCEQ to develop stronger SIP
 - Accelerated measures
 - Address external stationary sources
- Request regional collaboration with EPA and TCEQ
- Encourage renewable energy development
 - Require net-metering
 - Develop eco-districts/district-energy
 - Promote renewable energy production
- Support Clean Power Plan

Conclusion

- Clean air benefits Dallas
 - Increases economic opportunity
 - Improves public health
- Request QOLE send the Air Quality Resolution to the full City Council for adoption

Appendices

- Renewable Energy Jobs page 23
- Clean Air Benefits vs. Costs page 24
- SIP Development page 25
- EPA Comments page 26
- SIP vs FIP page 27
- D-FW Ozone Studies page 28
- Net-metering page 34
- Eco-districts/District-energy page 36

Renewable Energy Creates Jobs

- Texas is #2 in the nation in renewable energy jobs
- As of 2012, 28,000 workers in Texas work in the renewable energy field*
 - Projected to add 6,000 jobs per year through 2020
 - Average income: \$78,257
- Renewable energy reduces ozone in Texas and D-FW Region
- State should strive to be #1 in the nation

**The Texas Renewable Energy Industry, 2014 Report, Texas Wide Open For Business*

Clean Air Benefits at Very Low Cost

From 1990 to 2010 there was a 26 to 1 **benefits to cost ratio*** for public health benefits as a result of the Clean Air Act

- \$1.3 trillion in public health benefits from the Clean Air Act at a cost of \$50 billion

** The Benefits and Costs of the Clean Air Act from 1990 to 2020, EPA, 2011*

SIP Development

- Safe ozone levels are established by the Clean Air Act (CAA) – federal law
- The “building blocks” of ozone (NO_x and VOCs) are regulated by the Texas Commission on Environmental Quality (TCEQ) via a State Implementation Plan (SIP)
- North Central Texas Council of Governments (NCTCOG) reviews the SIP during comment period
- U.S. Environmental Protection Agency (EPA) approves TCEQ’s SIP
- NCTCOG implements the elements of the SIP related to transportation for the D-FW Region

EPA Comments*

“We applaud the State for the Texas Emission Reduction Program (TERP) and the reductions achieved by such.”

“We appreciate the number and variety of projects coordinated through the DFW area governments and the North Central Texas Council of Governments that will reduce emissions from mobile sources.”

“Without additional emission reduction measures, we don’t see how the area will meet the standard of 75ppb by the end of the 2017 ozone season.”

“Our overall evaluationindicates that the modeling is overestimating the amount of ozone reductionand this is leading to modeling projections in 2017 that are unrealistic.”

“The TCEQ’s long-term trends analysisindicates ... a rate of 1.1 parts per billion (ppb) [reduction] per year.”

“...we are not convinced that the area can achieve what amounts to an average of 4 ppb per year in emission reductions over the next two ozone seasons without additional emission reduction measures.”

“Therefore, it is unlikely the model projections of an additional 8 ppb reduction between 2015 and 2017 can be achieved without additional reductions.”

“...we estimate that additional NO_x reductions on the order of 100-200 tons per day in the local area or a combination of local and larger upwind reductions are needed to achieve an 8 ppb drop in 2 years.”

“Without emission reductions on this scale, it is unlikely that the area will attain by the attainment date.”

SIP vs FIP

- **State Implementation Plans (SIP)** is a state plan for the establishment, regulation, and enforcement of air pollutant standards established and approved by EPA.
- **Federal Implementation Plan (FIP)** is a federally implemented plan to achieve attainment of air quality standards and is used when a state is unable to develop an adequate plan.

D-FW Ozone Studies

- Conducted by Dr. Kuruvilla John and Mahdi Ahmadi at the University of North Texas
- Funded by *Downwinders at Risk*
- “The North Texas Ozone Attainment Initiative Project” report online at <http://dfwozonestudy.org>
- “Using UNT's supercomputers, and assisted by staff from the Texas Commission on Environmental Quality, Dr. John was able to replicate the state's computer model being used to design a new DFW clean air plan”
- Modeled what the ozone concentrations would be in the D-FW Region if the three cement plants in Midlothian, TX had 90% NOx removal using pollution control equipment
- Modeled what the ozone concentrations would be in the D-FW Region if the five coal-fired power plants (Big Brown, Limestone, Monticello, Welsh, and Martin Lake) east and southeast of the region had 90% NOx removal using pollution control equipment

Cement Kiln & Coal-Fired Power Plant Operations

Some studies show that cement kiln and coal-fired power plant emissions play a significant role in the region's ozone levels while admitting more research is needed.

- Dr. Kuruvilla John of UNT, using UNT's supercomputers and assisted by staff from the Texas Commission on Environmental Quality, was able to replicate the state's computer model being used to design a new D-FW clean air plan
- Dr. John modeled what the ozone concentrations would be in the D-FW Region if the three cement plants in Midlothian, TX and the five coal-fired power plants (Big Brown, Limestone, Monticello, Welsh, and Martin Lake) east and southeast of the region had 90% NO_x removal using pollution control equipment
- Conclusion: a decrease in ozone would be achieved at the air monitors by an estimated 3.4 to 6.5 ppb

Potential Stationary Sources

- “Dallas-Ft. Worth Transport Project”, ENVIRON International Corporation for Houston Advanced Research Center, funded by the Texas Environmental Research Consortium, April 2004
- Determined: that stationary NO_x sources located in the D-FW area contributed to ozone nonattainment in D-FW

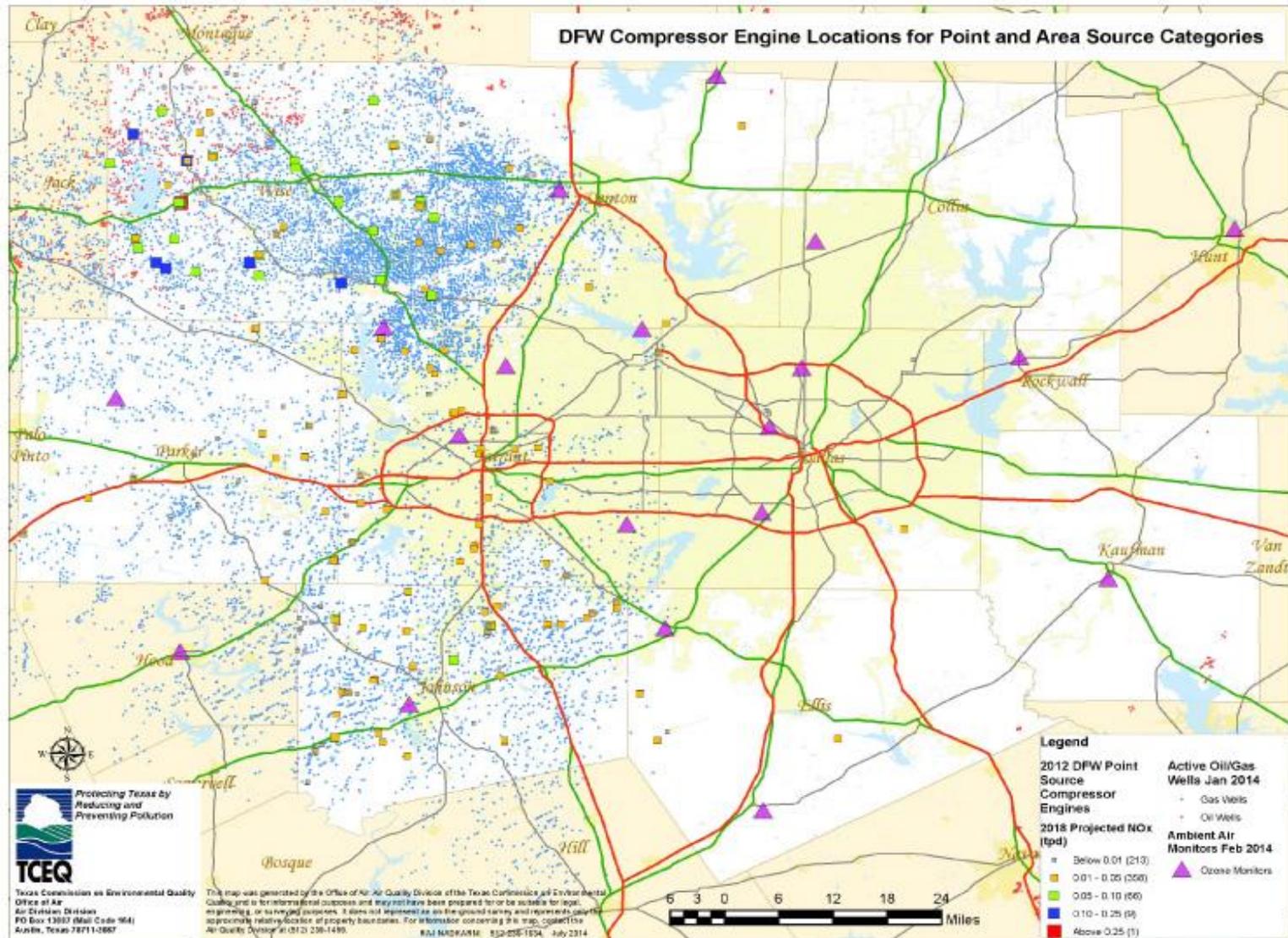
Potential Stationary Sources – Barnett Shale Area

- Jay Olaguer of the Houston Advanced Research Center (HARC) created a model that predicted that ozone forms downwind of simulated natural gas compressor facilities and flares
- “Flares and compressor engines used in natural gas operations... are large sources of ...NO_x...”
- “The Potential Near-Source Ozone Impacts of Upstream Oil and Gas Industry Emissions”, Aug 2012

Potential Stationary Sources – Barnett Shale Area

- Dr. Kuruvilla John of UNT concluded that “the winds blowing from areas with high shale gas activities contributed to higher ozone downwind” after studying 14 years of air monitor data from the D-FW air monitors
- “Statistical Evaluation of the Impact of Shale Gas Activities on Ozone Pollution in North Texas”, Dec 2015

Compressor Stations & Air Monitors



Promote Net-Metering

Net-metering allows residential and commercial customers who generate their own electricity to sell excess energy back to the grid at a fair rate.

- **Texas does not currently require net-metering to support these citizens.**
- Many states have passed net-metering laws.
- In other states, utilities may offer net-metering programs voluntarily or as a result of regulatory decisions.
- Differences between states' legislation and implementation mean that the benefits of net-metering can vary widely for solar and wind customers in different areas of the country.

Promote Net-Metering (continued)

- Energy production may be intermittent (sometimes the wind does not blow and clouds make solar less efficient) and sometimes the power is not consumed as it is being generated. Net metering allows small generators to receive full value for the electricity they produce without installing expensive battery storage systems. **This is important because it directly affects the economics and pay-back period for the investment.**
- Net-metering reduces the installation costs for the customer by eliminating the need for a second energy meter.
- Net metering provides a simple, inexpensive, and easily-administered mechanism for encouraging the use of small-scale energy systems, which provide important local, national, and global benefits to the environment and the economy.

Develop Eco-district/District-energy

- Eco-district/District-energy:
 - Creates “micro-grids” at the neighborhood or community level
 - Renewable-energy generators (people with solar panels or wind-turbines on their property) can tie the systems together to:
 - Share energy (if it’s cloudy one day while windy or vice versa)
 - Negotiate a “buy-back” rate for the energy produced
 - Create energy security should the grid go down either from over-demand or from unforeseen disasters
 - District-energy fits into a larger “eco-district” model that also incorporates “complete streets”, “food systems”, “green infrastructure”, and other localized benefits

WHEREAS, the Dallas-Fort Worth Region has been in continual violation of the federal Clean Air Act standard for ozone since 1991 and the region has until July 20, 2018 to meet the ozone air quality standard of 75 parts per billion (ppb); and,

WHEREAS, the U.S. Environmental Protection Agency (EPA) has officially stated that the latest air quality State Implementation Plan (SIP) proposed by the Texas Commission on Environmental Quality (TCEQ) is not adequate to address the ozone concentrations “without additional reductions” in ozone-forming pollution and that the proposed SIP is using “unrealistic” modeling projections; and,

WHEREAS, studies have shown a direct correlation between health issues, such as asthma and chronic obstructive pulmonary disease, and higher levels of ozone; and,

WHEREAS, the economic success of the D-FW Region is closely tied to the environmental quality and living conditions of the area; and,

WHEREAS, the proposed SIP fails to adequately address emissions from stationary sources such as cement kilns, coal-fired power plants, and compressors and other equipment related to the Barnett Shale gas production area; and,

WHEREAS, independent studies have concluded that reductions of nitrogen oxides from stationary sources such as cement kilns and coal-fired power plants outside the D-FW region, and reductions of volatile organic compounds (VOCs) from compressor emissions in the Barnett Shale gas production areas, can reduce ozone levels in the D-FW Region. Such control measures as Selective Catalyst Reduction at kilns and coal plants and electrification of compressors would help the region meet or exceed the current ozone standard of 75 ppb at all North Texas air monitors; and,

WHEREAS, ozone can be reduced by the generation of electricity from renewable energy sources, such as solar, wind, geothermal, and co-generation which can be elements of a distributed energy district; and,

WHEREAS, the State of Texas could increase its support of the renewable energy sector through net-metering requirements and distributed energy districts.

Now, Therefore,

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF DALLAS:

SECTION 1. The City of Dallas concurs with the EPA's comments on the proposed SIP and requests that the TCEQ revise the proposed SIP to add additional measures to the clean air plan that will reduce ozone levels at an accelerated rate;

SECTION 2. The City of Dallas requests the TCEQ reduce emissions from stationary sources in Texas to reduce transport of these emissions to the D-FW Region to reduce ozone levels in this region;

SECTION 3. The City of Dallas requests the TCEQ and the EPA have a cooperative dialogue with the City of Dallas to develop practical and effective solutions at the local, state, and federal level to reduce ozone levels in the D-FW Region;

SECTION 4. The City of Dallas encourages state agencies to explore changes promoting net-metering and the creation of distributed energy districts and the creation of additional programs to expand the use of solar power and other renewable energy sources in the state;

SECTION 5. The City of Dallas supports the EPA's Clean Power Plan because implementation of this plan could help decrease ozone levels in Dallas and encourages the State of Texas to reverse its position and support the Clean Power Plan.

Memorandum



CITY OF DALLAS

DATE May 20, 2016

TO Honorable Members of the Quality of Life Committee and Environment Committee: Sandy Greyson (Chair), Tiffinni A. Young (Vice Chair), Mark Clayton, Philip T. Kingston, B. Adam McGough, and Rickey D. Callahan

SUBJECT **Parking Requirements for Retail and Personal Service Uses Utilizing Outdoor Areas**

On May 23, 2016 you will be briefed on parking requirements for retail and personal service uses utilizing outdoor areas. The purpose of this briefing is to receive direction from the committee as to possible regulations. A copy of the briefing material is attached for your review.

A handwritten signature in blue ink that reads "Ryan S. Evans".

Ryan S. Evans
First Assistant City Manager

c: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Christopher D. Bowers, Interim City Attorney
Craig D. Kinton, City Auditor
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Elsa Cantu, Assistant to the City Manager – Mayor & Council

Parking Requirements for Retail and Personal Service Uses Utilizing Outdoor Areas

Quality of Life & Environment Committee
May 23, 2016



Purpose of Briefing

- Overview of current parking requirements for retail and personal service uses utilizing outdoor areas
- Get direction from the committee on possible amendments to regulations

Outdoor Areas

- Land uses such as restaurants, bars and brewery's are increasingly utilizing outdoor areas and providing outdoor amenities such as: outdoor seating, outdoor games (horseshoe pits, bocce ball areas, volleyball courts), live music etc.

- These outdoor areas are:
 - Generally considered incidental to the main use
 - Typically not detailed on the site plans submitted for building construction
 - Not used in the calculation of required parking spaces

Issues

- Uncovered seating and activity areas are not considered floor area as currently defined in the city code
- Since additional parking for uncovered areas is not required, but demand for parking is increased, on-street parking is utilized which can then overflow into adjacent residential areas
- The hours of operation of many of the uses utilizing outdoor seating and activity areas extend past 9:00 p.m. and can cause noise issues inside of a neighborhood when patrons return to their cars
- Outside activity areas themselves generate the potential for additional noise impacts on nearby residences
- The code may actually encourage outdoor activity areas, particularly in areas where space for parking is limited

Issues

- There are benefits of outside seating and activity areas which can include:
 - Enhances pedestrian street life when located on or adjacent to the sidewalk
 - May encourage more social interaction between individuals and may help enhance a sense of community

Current Parking Requirements

- **Bar, lounge, or tavern and private club-bar**
 - one space per 100 square feet of floor area
 - one space per 500 square feet of floor area used for the manufacture of alcoholic beverages as an accessory use to the bar, lounge, or tavern use
- **Microbrewery, micro-distillery, or winery**
 - one space per 600 square feet of floor area
 - one space per 1,000 square feet of floor area used for storage
 - one space per 100 square feet of floor area used for retail sales and seating
- **Commercial amusement (outside)***
 - one space per 200 square feet of floor area, plus one space per 400 square feet of site area exclusive of parking area
- **Restaurant without drive-in or drive-through service**
 - one space per 100 square feet of floor area.
 - one space per 500 square feet of floor area used for the manufacture of alcoholic beverages as an accessory use to the restaurant with drive-in or drive-through service use

* If an SUP is required for a commercial amusement use, the off-street parking requirements may be established in the ordinance granting the SUP, otherwise one space per 100 square feet of floor area.

Current Parking Requirements

Section 51A-2.102

Floor Area means the total square feet of floor space in a building measured to the outside faces of exterior walls or to the omitted wall lines, whichever produces the larger area, excluding the following:

- Area used solely for off-street parking
- Area between an omitted wall line and the structural wall when the area is used solely for foot or vehicular traffic or landscaping
- Area of a private balcony that is not accessible to the public and does not provide a means of ingress or egress
- Area of a breezeway or an unenclosed stairway located within the first three stories, excluding any basement, of a residential use

Restaurants with active outdoor area



Ten Bells Tavern



The Foundry

Restaurants with active outdoor area



The Rustic



Ice House – Katy Trail

Planned Development Districts

- Some planned development districts have addressed issues related to outdoor activity area by defining outdoor areas and requiring such outdoor areas to be parked

- For example:
 - PD No. 714 – West Commerce Street/Fort Worth Avenue
 - PD No. 468 – Oak Cliff Gateway
 - PD No. 830 – Bishop Arts

Example: PD No. 714

West Commerce Street/Fort Worth Avenue Special Purpose District

- PD No. 714 requires *any* outdoor dining area, whether or not covered, to be counted as floor area for calculation of the parking requirement
- One parking space is required per 125 square feet of floor area
- In some subdistricts, if the covered and uncovered outdoor area has direct access to a street, sidewalk, or publically accessible open space:
 - less than 50% is of the floor area, is not included in the parking calculations
 - more than 50% of the floor area, has to provide one parking space for 125 square feet of floor area

Example: PD 468

Oak Cliff Gateway Special Purpose District

- PD No. 468 requirements vary based on the size of the patio and the associated use for restaurant or bar uses:
 - if the outdoor covered patio area is less than 25 percent of the indoor floor area, the covered outdoor area is not included in the parking requirement
 - if the combined area of covered and uncovered outdoor dining area is less than 50 percent of the indoor dining area, the outdoor area is not included in the parking requirements
 - outdoor dining patio area in excess of 50 percent of the indoor dining area must provide one parking spot per 125 square feet

Example: PD No. 830

Bishop Davis Planned Development District

- A minimum of one off-street parking space per 125 square feet of floor area is required. Outdoor area covered/uncovered:
 - If less than 25% of the indoor floor area and within 20 feet of, and direct access to, a sidewalk, it is not included in the parking calculation
 - Outside area in excess of 25 percent, must provide one off-street parking space per 125 square feet of floor area

Direction

- Should open outside seating or activity areas have a parking requirement?
- Should establishments with outside activity areas be considered a separate use?
- What would trigger outside areas to require parking or be considered as a separate use (what percentage of indoor floor area or site area)?

Next Steps

- Receive direction from the committee
- Zoning Ordinance Committee
- City Plan Commission
- City Council

Appendix

Definitions

BAR, LOUNGE, OR TAVERN means an establishment principally for the sale and consumption of alcoholic beverages on the premises that derives 75 percent or more of its gross revenue on a quarterly (three-month) basis from the sale or service of alcoholic beverages, as defined in the Texas Alcoholic Beverage Code, for on-premise consumption.

MICROBREWERY, MICRO- DISTILLERY, OR WINERY means an establishment for the manufacture, blending, fermentation, processing, and packaging of alcoholic beverages with a floor area of 10,000 square feet or less that takes place wholly inside a building. A facility that only provides tasting or retail sale of alcoholic beverages is not a microbrewery, microdistillery, or winery use.

PRIVATE-CLUB BAR means an establishment holding a private club permit under Chapter 32 or 33 of the Texas Alcoholic Beverage Code that derives 35 percent or more of its gross revenue from the sale or service of alcoholic beverages for on-premise consumption and that is located within a dry area as defined in Title 6 (Local Option Elections) of the Texas Alcoholic Beverage Code.

PRIVATE-CLUB BAR does not include a fraternal or veterans organization, as defined in the Texas Alcoholic Beverage Code, holding a private club permit under Chapter 32 or 33 of the Texas Alcoholic Beverage Code. PRIVATE-CLUB BAR does not include the holder of a food and beverage certificate, as defined in the Texas Alcoholic Beverage Code.

COMMERCIAL AMUSEMENT (OUTSIDE) means a facility offering entertainment or games of skill to the general public for a fee where any portion of the activity takes place outside. This use includes, but is not limited to a golf driving range or miniature golf course.

AGENDA ITEM # 15

KEY FOCUS AREA: Culture, Arts and Recreation and Educational Enhancements

AGENDA DATE: May 25, 2016

COUNCIL DISTRICT(S): 6

DEPARTMENT: Park & Recreation

CMO: Willis Winters, 670-4071

MAPSCO: 33-B C

SUBJECT

Authorize a contract with Phoenix I Restoration and Construction, Ltd., best value proposer of five, for renovations at Bachman Recreation Center located at 2750 Bachman Drive - Not to exceed \$576,240 - Financing: 2006 Bond Funds

BACKGROUND

On March 18, 2016, five proposals were received for renovations at Bachman Recreation Center. Phoenix I Restoration and Construction, Ltd. was selected as the best value proposer for the Base Price and Alternate Nos. 1, 2 , 3, 4 and 5, in the amount of \$576,240. The scope of work includes: roof replacement; re-grading in front of building; cleaning and painting steel at existing pool shed; exterior masonry façade repairs; building perimeter joint sealant; replacing storefront and two exterior doors at gymnasium; painting porte-cochère and replacing light fixtures.

Proposals based on RFCSP are evaluated on pre-set criteria which include cost, qualifications of the prime contractor, construction amount and schedule ratings, which are based on mathematical formulas, with the best price and best schedule being given the highest scores. Ratings "1" to "10" are given for each criterion with "10" being the best rating. These ratings are multiplied by the weighting to obtain the score for each criterion.

BACKGROUND (Continued)

The following is a list of the rating criteria and values for each criterion:

<u>Rating Criteria</u>	<u>Value</u>
1. Proposed Construction Contract Award	45%
2. Qualifications/Experience/References for Prime Firm	20%
3. Subcontractor Experience	10%
4. Business Inclusion and Development Plan	15%
5. Financial Sufficiency	5%
6. Schedule/Time of Completion	<u>5%</u>
	100%

ESTIMATED SCHEDULE OF PROJECT

Began Design	June 2013
Completed Design	February 2016
Begin Construction	July 2016
Complete Construction	November 2016

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

The Park and Recreation Board authorized the advertisement for a Request for Competitive Sealed Proposals on February 4, 2016.

The Park and Recreation Board authorized award of the contract on May 5, 2016.

Information about this item will be provided to the Quality of Life & Environment Committee on May 23, 2016.

FISCAL INFORMATION

2006 Bond Funds - \$576,240

M/WBE INFORMATION

See attached.

ETHNIC COMPOSITION

Phoenix I Restoration and Construction, Ltd.

White Male	24	White Female	5
Hispanic Male	37	Hispanic Female	0
Black Male	0	Black Female	0
Other Male	0	Other Female	0

PROPOSAL INFORMATION

The following five proposals were received and opened on March 18, 2016:

*Denotes successful proposer

<u>Proposer's</u>	<u>Base Price</u>	<u>Alternate Nos. 1, 2, 3, 4 & 5**</u>	<u>Total Price</u>	<u>Scores</u>
*Phoenix I Restoration and Construction, Ltd. 14032 Distribution Way Farmers Branch, Texas 75234	\$530,000	\$73,000	\$603,000	4442.00
DENCO Construction Specialists	\$455,000	\$22,760	\$477,760	4084.00
MART, Inc.	\$673,000	\$46,500	\$719,500	3806.75
Furstenberg Construction Co.	\$1,039,064	\$58,138	\$1,097,202	2560.25
Vincent's Roofing, Inc.	\$595,182	\$89,400	\$684,582	2499.50

**Alternate No. 1 - provides for cleaning and painting of exiting corroded steel at pool equipment shed.

**Alternate No. 2 - provides for exterior masonry facade repairs.

**Alternate No. 3 - provides for building perimeter joint.

**Alternate No. 4 - provides for replacement of storefront and exterior doors at gym.

**Alternate No. 5 - provides for porte cochere paint and lighting replacement.

Note: After value engineering, the best and final offer from Phoenix I Restoration and Construction, Ltd. for Base Price and Alternate Nos. 1, 2, 3, 4 and 5 was for \$576,240.

OWNER

Phoenix I Restoration and Construction, Ltd.

Dale Sellers, President

MAP

Attached

AGENDA ITEM # 7

KEY FOCUS AREA: Clean, Healthy Environment

AGENDA DATE: May 25, 2016

COUNCIL DISTRICT(S): All

DEPARTMENT: Code Compliance

CMO: Joey Zapata, 670-3009

MAPSCO: N/A

SUBJECT

An ordinance amending Chapter 43A, "Swimming Pools," of the Dallas City Code by **(1)** amending definitions, enforcement authority, and safety standards for public and semi-public pools and spas; **(2)** adding Section 43A-3.1, incorporating Texas Health and Safety Code Regulations for multiunit pool enclosures; **(3)** adding Article IV on spa safety standards; and **(4)** making conforming changes; and providing a penalty not to exceed \$2,000 - Financing: No cost consideration to the City

BACKGROUND

Chapter 43A, "Swimming Pools", of the Dallas City Code establishes rules to regulate and inspect commercial pools, health club pools, hotel/motel and institutional pools. The current and proposed amendments do not impact pool design and construction requirements in Chapter 43A "Swimming Pools". The proposed ordinance would amend Sections 43A-1, 43A-2, 43A-3, 43A-6, 43A-9, 43A-11, 43A-15, 43A-16, 43A-19, 43A-20, and 43A-21 of Chapter 43A, "Swimming Pools", of the Dallas City Code.

The Quality of Life & Environment Committee was briefed by memorandum regarding the amendments on April 25, 2016 and May 9, 2016.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

Information about this item was provided to the Quality of Life & Environment Committee on April 25, 2016 and May 9, 2016

FISCAL INFORMATION

No cost consideration to the City.

KEY FOCUS AREA: Clean, Healthy Environment
AGENDA DATE: May 25, 2016
COUNCIL DISTRICT(S): 3, 6, 8, 13
DEPARTMENT: Sanitation Services
CMO: Joey Zapata, 670-3009
MAPSCO: 26R, 33F, 63E, 67K

SUBJECT

Authorize Supplemental Agreement No. 3 to the contract with Biggs & Mathews Environmental, Inc. to exercise the second of three, twelve-month renewal options to the professional engineering contract for hydrogeology and groundwater monitoring at McCommas Bluff landfill, Northeast Transfer Station, Northwest Transfer Station and Southwest Transfer Station - Not to exceed \$153,539, from \$995,430 to \$1,148,969 - Financing: Sanitation Current Funds (subject to annual appropriations)

BACKGROUND

On June 26, 2013, City Council authorized a twenty-four month professional engineering contract, with three twelve-month renewal options, with Biggs & Mathews Environmental, Inc. for hydrogeology and groundwater monitoring at McCommas Bluff Landfill, Northeast Transfer Station, Northwest Transfer Station and Southwest Transfer Station. This action will exercise the second of three twelve-month renewal options.

The operation of the City's solid waste disposal facilities, which includes the McCommas Bluff Landfill, Northeast Transfer Station, Northwest Transfer Station and Southwest Transfer Station, is governed by state-issued operational permits. Each permit requires environmental protections for air, water and waste, as regulated by the Texas Commission on Environmental Quality (TCEQ).

BACKGROUND (continued)

The regulatory requirements include:

- Periodic groundwater monitoring
- Environmental compliance (Tier II Annual Report, Air Emission Inventory Annual Report, Green House Gas Annual Report, Groundwater Test and Monitoring Quarterly Results, and updating the Spill Prevention Countermeasures and Control Plan and Storm Water Pollution Prevention Plan)
- Reporting and implementing response actions related to ground water protection
- Leachate monitoring/disposal and related services
- Site operation plan revisions and permit modifications
- Installation and maintenance of monitoring instruments

A portion of the monitoring services require specialized equipment and technical expertise that is best performed by a professional engineering services contractor who has trained environmental sampling staff, equipment, an analytical chemistry laboratory and statistical analysis software for interpreting monitoring results that are needed to complete the regulatory requirements.

ESTIMATED SCHEDULE OF PROJECT

Begin Contract Extension Option	July 2016
Complete Contract Extension Option	June 2017

PRIOR ACTION/REVIEW (COUNCIL BOARDS, COMMISSIONS)

On June 26, 2013, City Council authorized a twenty-four month professional engineering contract to Biggs & Mathews Environmental, Inc., with three twelve-month renewal options for hydrogeology and groundwater monitoring at McCommas Bluff Landfill, Northeast Transfer Station, Northwest Transfer Station, and Southwest Transfer Station and waste cell design and construction oversight at McCommas Bluff Landfill, by Resolution No. 13-1082.

On June 10, 2015, City Council authorized Supplemental Agreement No. 2 to Biggs & Mathews Environmental, Inc., to exercise the first of three, twelve-month renewal options for hydrogeology and groundwater monitoring at McCommas Bluff Landfill, Northeast Transfer Station, Northwest Transfer Station, and Southwest Transfer Station and waste cell design and construction oversight at McCommas Bluff Landfill, by Resolution No. 15-1059.

Information about this item will be provided to the Quality of Life & Environment Committee on May 23, 2016.

FISCAL INFORMATION

\$153,539.00 – Sanitation Current Funds (subject to annual appropriations)

<u>Council District</u>	<u>Amount</u>
3	\$ 1,000
6	\$ 1,000
8	\$150,539
13	<u>\$ 1,000</u>
Total	\$153,539

ETHNIC COMPOSITION

Biggs & Mathews Environmental, Inc.

White Male	15	White Female	7
Black Male	1	Black Female	0
Hispanic Male	0	Hispanic Female	0
Other Male	1	Other Female	0

OWNER

Biggs & Mathews Environmental, Inc.

Kerry D. Maroney, President
Michael Snyder, Vice President
Kenneth J. Welch, Secretary/Treasurer

KEY FOCUS AREA: Clean, Healthy Environment
AGENDA DATE: May 25, 2016
COUNCIL DISTRICT(S): 2
DEPARTMENT: Office Of Environmental Quality
CMO: Jill A. Jordan, P.E., 670-5299
MAPSCO: 46 K

SUBJECT

A public hearing to receive comments on a proposed municipal setting designation to prohibit the use of groundwater as potable water beneath property owned by Extra Space Properties Two LLC located near the intersection of South Haskell Avenue and Interstate Highway 30 and adjacent street rights-of-way; and an ordinance authorizing support of the issuance of a municipal setting designation to Extra Space Properties Two LLC by the Texas Commission on Environmental Quality and prohibiting the use of groundwater beneath the designated property as potable water - Financing: No cost consideration to the City

Recommendation of Staff: Approval

BACKGROUND

Based on information provided by the Applicant, the designated property is underlain by a perched shallow groundwater bearing unit encountered at approximately 20 feet below ground surface (bgs) and extending to approximately 60 feet bgs above the competent Austin Chalk Formation. The Austin Chalk is composed primarily of light gray limestone chalk and marl and is considered an aquitard that impedes potential vertical migration of chemicals. The estimated thickness of the Austin Chalk in the area is approximately 300 to 500 feet. The Eagle Ford Formation underlies the Austin Chalk and consists of shale, limestone, clay and marl and is estimated to be approximately 300 to 500 feet thick in the area, and is also considered an aquitard. The direction of groundwater flow beneath the designated property is to the southwest. A portion of the groundwater has been affected by tetrachloroethylene (PCE) at concentrations above groundwater ingestion standards. The potential onsite source of PCE is the metal working operations of the former Southern States Steel Company, which operated from the 1920s to the early 1950s, and was located on the southwestern half of the designated property. The potential offsite source is the historical industrial use of the southwest adjacent property as a former lumber and steel storage yard and former drum storage facility.

BACKGROUND (Continued)

A portion of the designated property was entered into the Voluntary Cleanup Program (VCP) administered by the Texas Commission on Environmental Quality (TCEQ) in April 2015 and is designated as VCP Facility ID No. 2739.

The applicant has requested that the City support its application for a Municipal Setting Designation (MSD). A public meeting will be held on May 16, 2016 to receive comments and concerns. Notices of the meeting were sent to 697 property owners within 2,500 feet of the property and 80 private well owners within 5 miles of the property. There are no other municipalities within one-half mile of the property.

This item is a municipal setting designation ordinance prohibiting the use of potable groundwater beneath property located near the intersection of South Haskell Avenue and Interstate Highway 30 including adjacent street rights-of-way; and supporting the issuance of a MSD by TCEQ.

The applicant's current plan is to obtain closure through the Voluntary Cleanup Program supported by a MSD. Currently, the designated property operates as a retail self-storage facility, Extra Space Storage. The anticipated future use of the designated property is expected to remain the same.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

This item has no prior action.

FISCAL INFORMATION

No cost consideration to the City

OWNER

Extra Space Properties Two LLC

Gwyn McNeal, Manager

MAP

Attached