

Memorandum



CITY OF
DALLAS

DATE August 24, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – August 24, 2023**

In this week's issue of Taking Care of Business are the following topics:

New Information

- Record heat increases water main breaks
- 6th Annual Riverfront Jazz Festival – Convention and Event Services and Office of Arts and Culture
- Dallas ISD Career Institute North Tour

Weekly Updates

- Convention and Event Services Weekly Event Report
- Office of Procurement Services New Opportunities
- Office of Homeless Solutions Update
 - R.E.A.L. Time Rehousing
 - Give Responsibly Campaign Outreach Update
 - OHS Street Outreach Update
 - H.A.R.T/eam Update
 - Heat advisory
- Media Inquiries

[NEW INFORMATION](#)

[Record heat increases water main breaks](#)

Due to the record heat, the region and the City are experiencing increased water main breaks and leaks. High temperatures lead to increased demands and increased flows and pressures in our system; that coupled with soil shifts due to lack of rain leads to more water main breaks and leaks. DWU currently has 11 crews responding 24-hours a day to water main breaks and leaks. When a repair is underway, there may be intermittent service interruptions that will impact customers. Any water that is flowing from private or public property that is not normally viewed should be reported to the City utilizing 311. Customers may also report emergency water main leaks by calling 311. Crews will be dispatched for initial assessment and if repairs are needed, they will be prioritized and scheduled as soon as practicable. As a reminder, attached is the Twice-

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Weekly watering schedule. Should you have any questions, please contact Sarah Standifer, Director (I) of Dallas Water Utilities at sarah.standifer@dallas.gov

6th Annual Riverfront Jazz Festival – Convention and Event Services and Office of Arts and Culture

The Black Academy of Arts and Letters (TBAAL) will be producing and hosting the 6th Annual Riverfront Jazz Festival from September 1 - 3. A diverse program of jazz, blues, R&B, soul, pop and neo-soul, the music festival benefits the ongoing mission of the organization as it embarks on its 46th year of working with emerging and promising young artists, and creating an awareness and understanding of African, African American and Caribbean culture through the arts. Performances for the weekend will take place at TBAAL and the Memorial Arena in the Kay Bailey Hutchison Convention Center Dallas. For more information related to ticketing, locations, and performance times, please access <https://www.tbaalriverfrontjazzfestival.org>. Please contact Rosa Fleming, Director of Convention and Event Services, or Martine Philippe Director of the Office of Arts and Culture for other questions.

Dallas ISD Career Institute North Tour

On Tuesday, August 22, 2023, Council Members Willis, Gracey and staff were honored to take a tour of Dallas ISD Career Institute North. The facility provides students access to training, soft skills, and career programs that may not be available on their home campus. The Career Institute delivers a series of manageable courses, projects and experiential learning opportunities that lead to successful completion of internships, industry-based certifications, and credentials. Each opportunity qualifies students to enter a high-demand, high-skilled career in the Dallas area. With over 18 programs of study including construction, aviation, plumbing, health sciences, cybersecurity, software development, solar and electrical technology, welding, and more, Dallas ISD is excited to support students as they engage in Career Readiness opportunities that prepare them to enter the workforce or college after graduation. Should you have any questions, please contact Linley Youderian, Senior Government Affairs Coordinator for the Office of Government Affairs, at Linley.Youderian@dallas.gov.

WEEKLY UPDATES

Convention and Event Services Weekly Event Report d

Each week, Convention and Event Services will provide a report featuring two weeks of upcoming events that are either coordinated with the Office of Special Events or hosted at the Kay Bailey Hutchison Convention Center Dallas. The report highlights the dates, location, and Council District for each event, and is attached for your convenience. Should you have any questions or concerns, please contact Rosa Fleming, Director of Convention and Event Services at rosa.fleming@dallas.gov.

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Office of Procurement Services New Opportunities

The Office of Procurement Services (OPS) is excited to announce the following new contract opportunity. More information can be found on the City's [electronic bid portal](#):

Opportunity No.	Opportunity Name
BHZ23-00022753	Library Rare and Specialized Books Media

We are also pleased to share the latest, [Procurement Quarterly](#) listing citywide opportunities for the current quarter (of the fiscal year) and published on the OPS [website](#). The City of Dallas Office of Procurement Services will host in-person and virtual meetings to engage business and non-profit vendors with technical assistance regarding "Doing Business with the City of Dallas". For more information about the City of Dallas Office of Procurement Services or to schedule an appointment, please contact Angela Akins, at Angela.akins@dallas.gov or call 972.243.2127

Please be advised that once an opportunity is advertised, it is considered an open procurement until the City Council awards the contract. The Code of Ethics prohibits communication between councilmembers and vendors/ suppliers on open procurements. Should you have any questions, please contact Danielle Thompson, Director of Procurement Services at Danielle.thompson@dallas.gov.

Office of Homeless Solutions Updates

R.E.A.L. Time Rehousing

The Dallas Real Time Rapid Rehousing (D.R.T.R.R.) team of homeless service providers, co-led by the Office of Homeless Solutions (OHS) and Housing Forward is on track to house over 2,700 unique individuals by 2023. The City and its partners now have a new goal of housing 6,000 unique individuals by 2025 and have rebranded the initiative to reflect the rehousing of those individuals across the expanse of the metroplex to R.E.A.L. Time Rehousing (RTR).

Give Responsibly Campaign Outreach Update

The Office of Homeless Solutions and Code Compliance work together to promote the Give Responsibly Campaign (GRC). This initiative aims to prevent street charity and illegal solicitation in the community through education and engagement. While providing alternative solutions for our residents experiencing homelessness.

The Office of Homeless Solutions Community Liaison and Code Compliance Neighborhood Code Representatives are partnering to visit businesses in hot spots across all districts. This joint effort aims to address issues related to homelessness and the adverse effects street charity and illegal solicitation have on the community. It will provide education on sustainably supporting those in need while ensuring a safer and more comfortable environment for businesses and their patrons. For more information on the GRC, to request GRC materials, or to request event/meeting presence, please reach out to the OHS Community Liaison, Marci Jackson, at Marci.Jackson@dallas.gov.

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OHS Street Outreach Update

Outreach is currently targeting several encampments, which will result in closure through the housing of those unsheltered individuals throughout the year. The team will outreach to these sites and meet with various persons experiencing homelessness to assess their needs in preparation for site closure via housing. During this time, the OHS Street Outreach Team will continue to engage with unsheltered residents through normal street outreach, connecting people with the needed resources, such as: getting IDs, working with Community Courts on expunging eligible tickets and offenses from their records, identifying medical needs, and getting them access to the Coordinated Access System (CAS). The RTR Community Dashboard is live and may be found [here](#).

Please see the attached schedule for homeless encampment cleaning the week of August 21 through August 25, 2023. Please note that these will be for debris removal and outreach only. All encampment cleaning requests are being resolved as time and weather allows and are subject to modification in response to special requests by City leadership.

H.A.R.T/eam Update

The Homeless Action Response Team (H.A.R.T/eam) is led by the Office of Homeless Solutions (OHS) and encompasses four teams comprised of a core team of the following: Crisis Intervention Team (CIT), Dallas Animal Services (DAS), Dallas Marshals, and Code Compliance (Code). This team is supplemented by Parks and Recreation, Dallas Fire & Rescue, and Public Works as needed. The purpose of H.A.R.T/eam. is to provide a quick response to immediate safety concerns around homeless encampments and hot spots. To report a critical issue regarding an encampment or panhandling, please submit a service request to 311 or the OurDallas smartphone app. For any questions or concerns please reach out to the H.A.R.T. Supervisor, Anthony Virgil, at Anthony.Virgil@dallas.gov.

The teams are assigned and respond to time-sensitive, critical issues received via 311 and via email which are defined as:

- Issues raised by City Leadership and members of City Council requests
- Issues presenting an immediate safety concern (the presence of firearms, uncontrolled fires, reports of threatening behavior)
- Any issues which would derail the normal street outreach service resolution process
- Panhandling

Please see the attached the H.A.R.T/eam's performance measures for the week of August 14 through August 19, 2023, and the H.A.R.T/eam's encampment resolution schedule for August 21 through August 26, 2023. OHS staff will also send individual H.A.R.T. encampment resolution reports bi-weekly to applicable Districts for a more comprehensive report out on the data outside of the TCB.

Heat Advisory

When a heat advisory is in effect, partners within the local Continuum of Care will offer additional services so that our unsheltered neighbors may seek relief from the heat, as well as accept in-kind donations. For all other donations please see the link provided [here](#). All inquires may be directed to ohsinfo@dallas.gov.

OHS continues to urge people who see an encampment to report it via 311 or 311's OurDallas smartphone app to ensure strategic alignment with comprehensive OHS outreach. The OHS Service Request dashboard can be utilized to track the progress of encampment resolution efforts. Please visit the [dashboard](#) and feel free to share this tool with residents. If you have any questions please reach out to Christine Crossley, Director of the Office of Homeless Solutions, at Christine.Crossley@dallas.gov.

Media Inquiries

As of August 22, 2023, the Communications, Outreach, and Marketing (COM) Department has received various media inquiries available to view [here](#). For more information, contact Catherine Cuellar, catherine.cuellar@dallas.gov.

Dallas Fire-Rescue Media Inquiries

The following storylines reference the major media inquiries addressed by Dallas Fire-Rescue (DFR) during the period dating from August 8th – 14th. A more detailed account of the department's responses to those inquiries, and others, can be viewed at [this link](#). Should you have any questions or concerns, please contact Fire Chief, Dominique Artis, at dominique.artis@dallasfire.gov.

- Extreme Temperatures Continue to Impact DFR Responses
- Woman Found Dead After Fire in Northeast Dallas Home

Should you have any questions or concerns, please contact Genesis D. Gavino, Chief of Staff.



T.C. Broadnax
City Manager

c: Tammy Palomino, Interim City Attorney
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors



City of Dallas

**Convention and Event Services
Weekly Events Report
August 25, 2023**

Event Type	Name	Dates	Location	District
Special Event	Free Food Distribution and Health Fair	8/25/2023	3751 Merrell Rd.	13
Special Event	Tlahtokan – La Reunion de Naciones	8/25/2023	2600 Live Oak St.	14
Special Event	ForwardDallas Open House	8/25/2023	1500 Marilla St.	2
Special Event	Deep Ellum Outdoor Market #16	8/26/2023	100 – 199 N. Crowdus St.	2
Special Event	Clear the Shelters	8/26/2023	1818 N. Westmoreland Rd.	6
Special Event	TBAAL 6 th Annual Riverfront Jazz Festival	9/1/2023	1309 Canton St.	2
Special Event	Emmett J. Conrad High School Homecoming Parade	9/1/2023	7502 Fair Oaks Ave.	13
Special Event	8 th Annual Ride to Remember	9/2/2023	1412 Griffin St.	Multi
Special Event	Festival San Juan Diego	9/2/2023	10919 Royal Haven Ln.	6
Special Event	St. Augustine Church Festival	9/3/2023	1054 N. St. Augustine Dr.	5
Special Event	Labor Day Weekend Festival	9/3/2023	816 Montgomery St.	2
Special Event	Katy 5k	9/7/2023	3505 Maple Ave.	2, 14

KBHCCD Schedule of Events

KBHCC	KnowledgeFest	8/26/2023	650 S. Akard St.	2
KBHCC	Sumrock AIMNATCON	8/27/2023	650 S. Akard St.	2
KBHCC	Ambition Convention 2023	8/29/2023	650 S. Akard St.	2
KBHCC	TBAAL 6 th Annual Riverfront Jazz Festival	9/1/2023	650 S. Akard St.	2

**City of Dallas
Office of Homeless Solutions
TCB Update – August 25, 2023**

**Encampment Resolution (Cleaning) Schedule
August 21 – August 25, 2023**

Location	District
4800 W. Davis St	3
12802 N. Central	10
10331 Red Elm	10

**H.A.R.T. Outreach and Advocacy
August 14 – August 19, 2023**

Performance Measure	Total
Number of Service Request Closed within 10 days	12
Number of Service Request still open (pending closure)	26
Number of MCC's received for the week	10
Number of Locations Visited	43
Number of Individuals Engaged	144
Number of HMIS Entered	0
Number of Panhandlers Engaged	2

**H.A.R.T. Encampment Resolution (Cleaning) Schedule
August 21 – August 26, 2023**

Location	District
2818 Marsalis	4
7000 Marvin D. Love Fwy	3