

Quality of Life Council Committee

Meeting Record

(DRAFT)

Meeting Date: 12-14-2009

Convened: 12:00 p.m.

Adjourned: 1:23 p.m.

Pauline Medrano, Chair
Vonciel Jones Hill, Vice-chair
Sheffie Kadane
Steve Salazar
Carolyn R. Davis
David Neumann
Angela Hunt

Briefing Presenters:

-Eva Liggins, Strategic Customer Services
-James Childers, Code Compliance
-Brittany Burrell, City Manager's Office
-Sally Rodriguez, Park and Recreation
-Richard Brown, Dallas Fire Rescue

Special Guests:

Theresa Canales – Builders of Hope
Bill Hall – Dallas Habitat for Humanity

Staff Present:

Forest Turner, Travella King, Paul Dyer,
Jimmy Martin, Joey Zapata, Margaret
Wright, Katina Johnson, Lynetta Kidd,
Dave Cook, Kevin Acosta, Les Allen

AGENDA:

1. **Approval of October 26, 2009 minutes**

Presenter(s):

Information Only: _____

Action Taken/Committee Recommendation(s):

Motion to approve the October 26, 2009 minutes.

Motion made by: Sheffie Kadane

Item passed unanimously: __X__

Item failed unanimously: _____

Motion seconded by: Steve Salazar

Item passed on a divided vote: _____

Item failed on a divided vote: _____

2. **3-1-1 Mobile Squad**

Presenter(s): Eva Liggins

Information Only: __X__

Action Taken/Committee Recommendation(s):

The purpose of the 3-1-1 call center is to improve the quality of life for customers by providing the highest level of quality customer service. Five City departments teamed up to create the 3-1-1 Mobile Squad. The team obtained a 1997 Chevy Blazer from Equipment and Building Services, while Code Compliance and the Sanitation Department provided \$1,650 to wrap the vehicle with 3-1-1 information. The 3-1-1 Mobile Squad was then completed and implemented in July 2009. The squad is believed to be the first of its kind in the country and is equipped with two rugged laptops with air cards provided by Communication and Information Services, and two to three English and Spanish speaking call center representatives.

Benefits of the Mobile Squad include: neighborhood awareness of the 3-1-1 Customer Service Help Line, serves as a city-wide marketing tool to educate the public, allows 3-1-1

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representatives to interact face-to-face with citizens, and outreach to citizens at events. To request the 3-1-1 Mobile Squad at an event call 311 or e-mail Eva Liggins at eva.liggins@dallascityhall.com.

Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

3. City of Dallas and Community Housing Development Organization Collaborative Efforts

Presenter(s): James Childers and Brittany Burrell

Information Only: X

Action Taken/Committee Recommendation(s):

The purpose of the briefing was to provide details about the ongoing collaborative efforts between the City of Dallas and area Community Housing Development Organizations (CHDO). A CHDO is a non-profit organization that provides decent affordable housing to low and moderate-income people. There are currently 18 certified CHDOs working in the City of Dallas. A majority of them focus on single family development with some providing special needs housing and multi-family rehabilitation. Since FY 04-05, 352 homes have been completed with assistance from the City.

In order for the CHDOs to be successful, they must collaborate with multiple City Departments. The Housing/Community Services Department is the frontline department that coordinates and communicates with the CHDOs to assist with accessing funding for projects. Currently, Housing/Community Services has \$18 million in development contracts out for the CHDOs and \$500,000 out in operating assistance for the groups. The department also provides predevelopment, construction, and sales and marketing assistance.

Code Compliance is committed to improving the quality of life of all residents by keeping lots targeted by CHDOs development ready. This benefits both parties because by building houses in the Southern Sector it reduces the number of vacant lots thus reducing high weeds, litter, and crime. This allows Code staff to focus its resources towards other areas of need.

In Spring 2009, a pilot program was started with participating CHDOs to collaborate with Code Compliance to assist with development efforts. Services provided by Code include property maintenance, lien removal, sweeps and expedited abatement, and responsible homeownership classes.

Next steps include working with existing CHDO partners to refine the current menu of services provided over the past year, continue working closely with Housing/Community Services to provide CHDOs assistance, utilize CHDOs to spread education on Code Compliance issues, and continue working with stakeholders to devise the best ways to serve neighborhoods in need.

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Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

4. Hike and Bike Trails Emergency Locator System

Presenter(s): Sally Rodriguez and Richard Brown

Information Only: X

Action Taken/Committee Recommendation(s):

The purpose of the briefing is to provide background on the Trail Network Master Plan and review the need for an emergency locator system as well as the alternative processes for addressing trails.

The Trail Network Master Plan was adopted in March 2005. The 2003 and 2006 Bond Programs allocated \$31 million for 18 additional miles of trails funded, right-of-way acquisition, matching funds, site amenities, trail construction and reconstruction, and trail planning. An additional \$20 million was leveraged through various grant and partnership programs.

As trail usage has increased so has the need for emergency responses. Most of the trails are in railway and utility easements with limited street access. The Friends of the Katy Trail wanted to increase safety by placing Call Boxes along the trail, but call boxes require street addresses. So it was determined that a coordinated city effort was required to address this issue. The team determined that a unique "911" pole marker system was the best way to proceed.

The solution was to find a way to assign addresses to the pole markers. Each trail would be given initials to specify which trail and each pole marker would have an individual number. Park staff installed poles every 1/8th of a mile, Dallas Fire Rescue staff plotted each pole location on maps and each pole was assigned a unique number. The data was then entered in a shapefile in ArcView to include the closest trail access for vehicular traffic and foot traffic. Caution notes were also added to each of the linked dispatching coordinates. The markers have been in use for over a year and no issues have risen in finding locations.

White Rock Lake Trail was far more complicated than Katy Trail. Dallas Fire Rescue (DFR) staff used ArcView to plot the points along the trail using geo-referencing capabilities and latitude and longitude coordinates. Park staff used the map to install the poles and DFR confirmed the accuracy of caution notes and test runs to reduce confusion. Within the first two weeks there was a medical emergency on the trail, emergency responders were able to access the individual without delay, proving the system affective.

Next steps include: signage for White Rock Creek Trail and Bachman Lake Trail, working with adjacent cities whose trails will connect to Dallas' trail network, and looking at modifying the system to work in large parks for identifying areas within the park.

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Motion made by:

Item passed unanimously:

Item failed unanimously:

Motion seconded by:

Item passed on a divided vote:

Item failed on a divided vote:

Deputy Mayor Pro Tem Pauline Medrano, Chair
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