Memorandum

DATE: December 9, 2009

TO: Honorable Members of the Quality of Life Committee: Vonciel Jones Hill (Vice Chair), Carolyn R. Davis, Angela Hunt, Sheffie Kadane, David A. Neumann, Steve Salazar

SUBJECT: Quality of Life Committee Meeting

Monday, December 14, 2009, 12:00 p.m.
Dallas City Hall - 6ES, 1500 Marilla St., Dallas, TX 75201

The agenda for the meeting is as follows:

1. Approval of October 26, 2009 minutes
   (12:00 p.m. – 12:01 p.m.)

   Pauline Medrano, Chair

2. 311 Mobile Squad
   (12:01 p.m. – 12:45 p.m.)

   Eva Liggins, Strategic Customer Service

3. City of Dallas and Community Housing Development Organization Collaborative Efforts
   (12:45 p.m. – 1:20 p.m.)

   James Childers, Code Compliance Department

4. Hike & Bike Trails Emergency Locator System
   (1:20 p.m. – 2:00 p.m.)

   Paul Dyer, Park & Recreation Department

5. Adjourn
   (2:00 p.m.)

   Pauline Medrano, Chair

Please let me know if you have any questions.

/s/ Pauline Medrano,
Chair

cc: Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Judge C. Victor Lander, Administrative Judge Municipal Court
Deborah A. Watkins, City Secretary

"Dallas – Together, we do it better!"
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.
AGENDA:

1. Approval of October 12, 2009 minutes
   Presenter(s): Information Only:
   Action Taken/Committee Recommendation(s):
   Motion to approve the October 12, 2009 minutes.

   Motion made by: Sheffie Kadane
   Item passed unanimously: __X__
   Item failed unanimously: _____
   Motion seconded by: Carolyn R. Davis
   Item passed on a divided vote: _____
   Item failed on a divided vote: _____

2. Urban Forestry Inventory Using Concurrent Airborne LiDAR & Hyperspectral Remote Sensing
   Presenter(s): Steve Houser & Dr. Fang Qiu
   Information Only: __X__
   Action Taken/Committee Recommendation(s):

   The briefing discussed how larger existing trees provide 60-70 times the benefit of newly planted trees. The highest priority in managing any urban forest is a complete tree inventory. The traditional method of inventory which involves volunteers surveying only public trees is very labor intensive, time consuming and often inaccurate.

   Since a traditional survey was not ideal, extensive research was completed which included hyperspectral images. Dr. Fang Qui was asked to use the new images for a complete tree inventory, but it had never been done before. The chair of the Urban Forest Advisory Committee
personally funded the field work portion of the project ($13k) and convinced others of the value. The chair raised over $100k to complete the project. Therefore, the first tree inventory ever based on laser scanning and hyperspectral images using highly advanced computer algorithms had been completed. This is the first in the history of urban forestry in that someone can now effectively manage all trees (public and private) by simply sitting at the computer. Hyperspectral images can also be used to manage water quality and quantity, street markings or light fixtures, and many other existing land cover management.

The projected cost to complete the entire city is $1.25 million for collection and $1.25 million for processing. When other city departments understand the potential use of the images in infrastructure management, the cost can be shared and hopefully become economical. As the use of hyperspectral images increases in the future, the cost will decrease.

Next steps include briefing other departments on the potential uses, briefing the Texas Forest Service, NCTCOG, EPA and others to gain backing and financial support in completing a city and regional tree inventory and infrastructure mapping project.

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. Katy Trail Extension from McCommas Boulevard to White Rock Station
   Presenter(s): Rick Galceran & Alan Hendrix
   Information Only:  __X__
   Action Taken/Committee Recommendation(s):

The purpose of the briefing was to provide updates on Phase III, IV, and VI of the Katy Trail Extension from McCommas Boulevard to the White Rock Station. Phase VI was separated from Phase III in 2006 due to numerous issues related to the design of the grade separated crossing at Mockingbird Lane. Phases I, II and V are complete.

Phase III is a joint project between the City of Dallas and the Texas Department of Transportation (TxDOT). The scope of work is a 12 foot wide concrete trail from McCommas Boulevard at North Central Expressway to Sandhurst Street just west of Skillman Street, totaling approximately 1.15 miles. The City is the lead agency to administer design and construction. The current total estimated cost is $2.8 million. Scheduled to be completed by March of 2011.

Phase IV is a joint project between the City of Dallas and TxDOT. The scope of the work includes a 12 foot wide concrete trail with four 12 foot wide pedestrian bridges at Skillman, Abrams, Ridgewood Park, and UPRR at Fisher as well as passing zones along the Northwest Highway segment for the shared trail and alley, totaling approximately 2.5 miles. Current total estimated cost is $5.4 million. Scheduled to be completed by September of 2011.

Phase VI is a joint project between the City of Dallas, TxDOT and Dallas County. The limits are from Ellsworth Avenue to Worcola Street, approximately .65 miles. The scope of the work
includes a 12 foot wide concrete trail, 841 foot long 6 foot wide signature pedestrian bridge over Mockingbird lane, and a 94 foot long 14 foot wide pedestrian bridge over a DART track. Current total estimated cost is $8.1 million and the estimated completion date is December of 2011.

Motion made by:   Motion seconded by:
Item passed unanimously:     Item passed on a divided vote:
Item failed unanimously:     Item failed on a divided vote:

4. OneDAY Dallas: Citywide Rollout in 2010
   Presenter(s): Mary Nix
   Information Only: __X__
   Action Taken/Committee Recommendation(s):

   The purpose of the briefing was to review the plan for the OneDAY Dallas transition and solicit council input for outreach. Phase I of OneDAY started in March 2008 with far North Dallas, Phase II followed in February 2009 in Northwest Dallas. Council approved a citywide transition with fiscal year 09-10 budget which will occur on March 1, 2010.

   In order to complete the transition, current routes and service styles were assessed, software was used to re-route, field checks were performed to check routes and routes were finalized. Meetings with each councilmember are scheduled for November to review new days of service, identify locations where service changes are needed, and plan community meetings.

   Lessons learned through the phases and route development included, carts being set out on wrong days and carts placed in the wrong location; increases in recycling tonnage collected is anticipated though. Broad strategies for public outreach include radio and newspaper advertising, billboards, kiosks, bus advertising, website look-ups by address, dedicated call center at 3-1-1, and community meetings. Targeted strategies include direct calls to households, invitations to community meetings, letters to households, cart hangers, e-mails to community associations and special messaging on city utility bills.

   After the March 2010 implementation customers will be surveyed and three to six month findings will be shared with council. The early findings will also be used to adjust the proposed budget for fiscal year 2011 for savings.

Motion made by:   Motion seconded by:
Item passed unanimously:     Item passed on a divided vote:
Item failed unanimously:     Item failed on a divided vote:  

_________________________    _________________________
DATE: December 10, 2009

TO: Honorable Members of the Quality of Life Committee: Pauline Medrano (Chair), Voncie Jones Hill (Vice Chair), Carolyn R. Davis, Angela Hunt, Sheffie Kadane, David A. Neumann, Steve Salazar

SUBJECT: 3-1-1 Mobile Squad

On Monday, December 14, 2009, you will be briefed on the 3-1-1 Mobile Squad. The briefing will be presented by Eva M. Liggins, Assistant Director, 311. The briefing material is attached for your review.

If you have questions or need additional information, please let me know.

David K. Cook
Chief Financial Officer

cc: Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Deborah A. Watkins, City Secretary
Thomas P. Perkins, Jr., City Attorney
Craig D. Kinton, City Auditor
Judge C. Victor Lander, Administrative Judge Municipal Court
Ryan S. Evans, First Assistant City Manager
A.C. Gonzalez, Assistant City Manager
Jill A. Jordan, P.E., Assistant City Manager
Forest E. Turner, Assistant City Manager
Frank Librio, Public Information Office
Helena Stevens-Thompson, Assistant to the City Manager
3-1-1 Mobile Squad

Presented to the Quality of Life Committee
December 14, 2009
Mission Statement

The 3-1-1 Call Center will provide the highest level of quality customer service to all City of Dallas employees, citizens, business partners and visitors by responding promptly to requests for service, providing accurate information, and displaying a willingness to help. We will develop and nurture partner relationships with key internal and external stakeholders.
Vision Statement

To improve the quality of life for our customers through competence and caring. We will strive to deliver the industry’s best customer service experience and serve as a model to new and existing call centers.
## Call Volume and Activity

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>86,494</td>
<td>68,442</td>
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<tr>
<td>3-1-1</td>
<td>113,685</td>
<td>84,924</td>
</tr>
<tr>
<td>Courts*</td>
<td></td>
<td>19,893</td>
</tr>
<tr>
<td>Total Calls</td>
<td>200,179</td>
<td>173,259</td>
</tr>
<tr>
<td>Avg Calls Per Day</td>
<td>3,282</td>
<td>2,840</td>
</tr>
<tr>
<td>Dispatched Calls</td>
<td>95,318</td>
<td>14,025</td>
</tr>
</tbody>
</table>

*transitioned to 311, effective 9/21/09
In the beginning…

- Five City departments teamed up to create 3-1-1 Mobile Squad
- Team obtained a 1997 Chevy Blazer from Equipment and Building Services
- Code Compliance and Sanitation provided $1,650 to wrap vehicle with 3-1-1 information
- 3-1-1 Mobile Squad implemented in July 2009
- Believed to be the first of its kind in the country
- Equipped with 2 rugged laptops with air cards provided by Communication and Information Services; staffed with 2-3 English and Spanish-speaking call center representatives
Benefits of the 3-1-1 Mobile Squad

- Serves as a City-wide marketing tool to educate the public about City services and/or initiatives
  - 2010 Census
  - OneDAY Dallas (1-day trash and recycling pick-up program)
  - Weatherization Assistance Program

- Promotes neighborhood awareness of the 3-1-1 Customer Service Help Line
- Allows 3-1-1 representatives to interact face-to-face with citizens
- Outreach to citizens at town hall meetings, city events, community cleanups and safety fairs
- Promotes goodwill between the citizens and the reps
3-1-1 Mobile Squad on the move…

- July 18, 2009 – Neighborhood Clean Up – Golden Seed Church
- August 18, 2009 – Polk Wisdom Library – Neighborhood Assoc. Meeting
- August 22, 2009 – Grace Tabernacle – Town Hall Meeting
- August 27, 2009 – Fretz Park Rec Ctr. - Town Hall Meeting
- August 28, 2009 – Polk Terrace Block Party
- August 29, 2009 – Mt. View College – Recycle Round Up
- September 10, 2009 – North Central DPD Substation
- September 12-13, 2009 – Pike Park – Mexican Independence Day
- September 26, 2009 – Martin Weiss Park – Graffiti Abatement
3-1-1 Mobile Squad on the move… (continued)

- October 6, 2009 – National Night Out – SOC High School
- October 6, 2009 - National Night Out - Meadow Stone Park
- October 10, 2009 – 2000 Roses Community Clean Up
- October 17, 2009 – Farmer’s Market – Pumpkin Festival
- October 24, 2009 - Vickery Towers - Taste of Greenville Ave
- October 24, 2009 – Old East Dallas Work Yard – Unity in the Community
- October 24, 2009 – Faith Temple – Health Fair
- November 12, 2009 – Exline Park - Take the Office to the Streets
- November 14, 2009 – Farmers Market - Safety Fair
3-1-1 Mobile Squad Upcoming Events

- Mobile Squad partnering with 2010 Census Team to promote the Decennial Census
- Team with Sanitation to promote OneDAY Dallas
Requesting the 3-1-1 Mobile Squad

To request the 3-1-1 Mobile Squad at your town hall meeting, city event, community cleanup or safety fair, call 3-1-1 or e-mail eva.liggins@dallascityhall.com
DATE  December 10, 2009

TO  Honorable Members of the Quality of Life Committee: Pauline Medrano (Chair), Vonciel Jones Hill (Vice Chair), Carolyn R. Davis, Angela Hunt, Sheffie Kadane, David A. Neumann, Steve Salazar

SUBJECT  City of Dallas and Community Housing Development Organization Collaborative Efforts

On Monday, December 14, 2009, you will be briefed on the City of Dallas and Community Housing Development Organization Collaborative Efforts. The briefing material is attached for your review.

If you have questions or need additional information, please let me know.

Förest E. Turner
Assistant City Manager

cc:  Honorable Mayor and Members of the City Council
Mary K. Suhm, City Manager
Deborah A. Watkins, City Secretary
Thomas P. Perkins, Jr., City Attorney
Craig D. Kinton, City Auditor
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David K. Cook, Chief Financial Officer
Frank Librio, Public Information Office
Helena Stevens-Thompson, Assistant to the City Manager
City of Dallas and Community Housing Development Organization Collaborative Efforts

Presented to the Quality of Life & Government Services Committee
December 14, 2009
Purpose

- To provide details on the ongoing collaborative efforts between the City of Dallas and area Community Housing Development Organizations
What is a CHDO?

- **Community Housing Development Organization**

- A non-profit community organization that provides decent, affordable housing to low-income and moderate-income persons

- To become a CHDO, an organization must apply to its city or state and meet certain requirements
  - Legal Status
  - Organizational Structure
  - Capacity and Experience
  - Financial Statements
  - Business Plan
CHDOs in Dallas

- There are currently 18 certified CHDOs working in the City of Dallas*

- A majority of these CHDOs focus on single family development with some providing special needs housing and multifamily rehabilitation

- 352 homes have been completed by CHDOs with the assistance from the City since FY 04-05

*List of the groups is in Appendix
City’s Holistic Approach to CHDOs

- 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 works with CHDOs
  - Assistant Director Les Allen is the “CHDO Liaison” for the City of Dallas

- All of the efforts outlined in this briefing are coordinated and communicated with Housing/Community Services
Housing/Community Services’ Role

- Housing/Community Services plays a critical role in helping CHDOs access funding for their projects.

- Housing/Community Services currently has $18 million in development contracts out for the CHDOs.

- There is currently $500,000 out in operating assistance for these groups.
Housing/Community Services’ Role

In addition to development and operating assistance funding, Housing/Community Services provides:

- Predevelopment
  - Land Acquisition
  - Land Planning
  - Design
- Construction
  - Specifications
  - Cost Estimates
  - Inspections
- Sales & Marketing
  - Working with lenders to access construction financing and mortgages
  - Mortgage Assistance Program (MAP)
  - Locating prospective buyers
Code Compliance’s Role

- Code Compliance is committed to improving the quality of life of all residents by keeping lots targeted by CHDOs development ready
  - This is accomplished by providing inspection and abatement services to the CHDOs

- Benefits
  - Building houses in the Southern Sector will reduce the number of vacant lots, thus:
    - The number of complaints of high weeds and litter on vacant lots are reduced
    - Code Compliance staff can focus its resources towards other areas of need in the community
Transforming Vacant Lots

An example of some of the thousands of vacant lots the City must continuously address

An example of the results CHDOs can achieve on similar vacant lots
Collaborative Efforts

- In Spring 2009, a pilot program was started with participating CHDOs to collaborate with Code Compliance to assist them in their development efforts

- Services Provided by Code:
  - Property Maintenance
  - Lien Removal
  - Sweeps and expedited Abatement
  - Responsible Home ownership classes
# Collaborative Efforts

<table>
<thead>
<tr>
<th>CHDO</th>
<th>Year Established</th>
<th>Contact</th>
<th>Target Area</th>
<th>Council Districts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Builders of Hope</td>
<td>1998</td>
<td>Theresa Canales</td>
<td>West Dallas</td>
<td>3,6,8</td>
</tr>
<tr>
<td>Dallas Area Habitat for Humanity</td>
<td>1985</td>
<td>Emogene Hanvey</td>
<td>City-wide</td>
<td>4,5,6,7,8</td>
</tr>
<tr>
<td>The East Dallas Community Organization (EDCO)</td>
<td>1997</td>
<td>Jesse Banda</td>
<td>East Dallas</td>
<td>4,7,8</td>
</tr>
<tr>
<td>Forest Heights Neighborhood Development Corporation</td>
<td>1993</td>
<td>Liz Head</td>
<td>South Dallas</td>
<td>7</td>
</tr>
<tr>
<td>Inner-City Community Development Corporation (ICDC)</td>
<td>1986</td>
<td>Diane Ragsdale</td>
<td>South Dallas/Fair Park</td>
<td>7</td>
</tr>
<tr>
<td>South Fair Community Development Corporation</td>
<td>1991</td>
<td>Lester Nevels</td>
<td>South Dallas/Fair Park</td>
<td>7</td>
</tr>
<tr>
<td>Vecinos Unidos</td>
<td>1992</td>
<td>Rosa Lopez</td>
<td>West Dallas</td>
<td>3,6</td>
</tr>
</tbody>
</table>
Locations Where Collaboration Took Place

CHDO Agencies
- Builders of Hope
- Dallas Area Habitat for Humanity
- EDCO
- Forest Heights Neighborhood Development Corpora
- ICDC
- Southfair
- Vecinos Unidos
Property Maintenance

- Code Compliance provides our partner CHDOs with assistance in maintaining their lots, by:
  - Including the CHDO properties on an existing contracted mowing schedule
  - Providing mowing, litter removal, and closure services on an “as needed” basis
Lien Dismissal

- Often times the lots that are targeted by CHDO Groups have accumulated an excessive amount of liens over the years.

- These liens often make it cost-prohibitive for CHDOs to acquire these properties.

- Code is more than willing to dismiss these liens knowing the property will be in the hands of a responsible party that is ready to develop.
Sweeps and Expedited Abatement

- The efforts to assist CHDO targeted areas doesn’t end once the home is built and occupied.

- Often these houses are still surrounded by vacant lots and derelict properties.

Peabody Ave
Sweeps and Expedited Abatement

- Code Compliance provides enforcement and abatement response to these areas in addition to **education**

- Keeping these neighborhoods Code Compliant is critical to the long-term success of the CHDO’s efforts

*Peabody Ave*
Responsible Homeownership Classes

- CHDOs cater to first time homeowners who are often unaware of what all is required to be Code Compliant.

- Responsible Homeownership Classes not only educates these new homeowners on how to keep their properties compliant, but also educates them on how to spot other code violations in their neighborhood.
Next Steps

- Work with our existing CHDO partners to refine the current menu of services we provided over the past year

- Continue to work closely with Housing/Community Services to provide CHDOs the best assistance possible

- Utilize area CHDOs to spread education on Code Compliance issues

- Continue to work with all stakeholders in this process to devise the best ways to serve these neighborhoods in need
Our Key Stakeholders

- Diane Ragsdale
  - Inner-City Community Development Corporation (ICDC)

- Jesse Banda
  - East Dallas Community Organization (EDCO)

- Theresa Canales
  - Builders of Hope

- Bill Hall
  - Dallas Habitat for Humanity
Questions?
Appendix (Certified Dallas CHDOs)

- 4 E Community Development Corp.
- 2000 Rose Foundation, Inc.
- Builders of Hope CDC
- Center of Housing Resources, Inc.
- Central Dallas Community Development Corp.
- City Wide Community Development Corp.
- Cornerstone Community Development Corp. Inc.
- Dallas City Homes
- Dallas Neighborhood Alliance for Habitat
- East Dallas Community Organization
Appendix (Certified Dallas CHDOs)

- Forest Heights Neighborhood Development Corp.
- Frazier Berean Group
- GMP Development Corp., Inc.
- LifeNet Community Behavioral Healthcare
- Inner-City Community Development Corp.
- Southfair Community Development Corp.
- Urban Progress Community Development Corp.
- Vecinos Unidos, Inc.
Memorandum

DATE: December 11, 2009

TO: Honorable Members of the Quality of Life Committee: Pauline Medrano (Chair), Voncile Jones Hill (Vice Chair), Carolyn R. Davis, Angela Hunt, Sheffie Kadane, David A. Neumann, Steve Salazar

Thru: Forrest E. Turner
Assistant City Manager

SUBJECT: Hike and Bike Trails Emergency Locator System

Attached is the Hike and Bike Trails Emergency Locator System briefing which will be presented to the Quality of Life Committee on Monday, December 14, 2009.

If you have questions or need additional information, please call me at 214-670-4071.

Paul D. Dyer, Director
Park and Recreation Department

cc: Honorable Mayor and Members of the City Council
    Mary K. Suhm, City Manager
    Deborah A. Watkins, City Secretary
    Thomas P. Perkins, Jr., City Attorney
    Craig D. Kinton, City Auditor
    Judge C. Victor Lander, Judiciary
    Ryan S. Evans, First Assistant City Manager
    A.C. Gonzalez, Assistant City Manager
    Jill A. Jordan, P.E., Assistant City Manager
    David K. Cook, Chief Financial Officer
    Helena Stevens-Thompson, Assistant to the City Manager
Hike and Bike Trails
Emergency Locator System

Your
911
location is
KT 103

Quality of Life Committee
December 16, 2009
Purpose of Briefing

• Provide background on the Trail Network Master Plan
• Discuss the need for an emergency locator system on the trails
• Review the alternative processes for addressing trails
• Discuss next steps
Trail Network Master Plan

- The Trail Network Master Plan was adopted in March 2005
  - Trail projects in the 2003 Bond Program which are nearing completion
  - Trail projects in the 2006 Bond Program which are being implemented
  - New trail corridors
Trail Network Master Plan

• Implementation
  – The 2003 and 2006 Bond Programs allocated $31 million for:
    • Right-of-Way Acquisition
    • Matching Funds
    • Site Amenities
    • Trail Construction
    • Trail Reconstruction
    • Trail Planning
  – 18 additional miles of trails funded
Trail Network Master Plan

– The 2003 & 2006 Bond Programs leveraged an additional $20 million through various grant and partnership programs

- City of Dallas: $31 mil
- Dallas County: $7.5 mil
- Collin County: $.5 mil
- Private: $2.0 mil
- STEP: $10 mil
Trail Network Master Plan

- Inventory of existing trails

<table>
<thead>
<tr>
<th>Trail Type</th>
<th>2005</th>
<th>2008</th>
<th>Existing and Funded Trails</th>
</tr>
</thead>
<tbody>
<tr>
<td>Major Linear Trails</td>
<td>28.8 miles</td>
<td>34.9 miles</td>
<td>66.0 miles</td>
</tr>
<tr>
<td>Major Loop Trails</td>
<td>20.1 miles</td>
<td>20.7 miles</td>
<td>20.7 miles</td>
</tr>
<tr>
<td>Major Nature Trails</td>
<td>22.8 miles</td>
<td>23.0 miles</td>
<td>23.0 miles</td>
</tr>
<tr>
<td>Neighborhood Trails</td>
<td>13.8 miles</td>
<td>19.4 miles</td>
<td>19.4 miles</td>
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<tr>
<td>Total Miles</td>
<td>85.5 miles</td>
<td>98.0 miles</td>
<td>129.1 miles</td>
</tr>
<tr>
<td>Additional Proposed Trails</td>
<td>144.0 miles</td>
<td>172.9 miles</td>
<td>141.8 miles</td>
</tr>
<tr>
<td>Plan Total</td>
<td>229.5 miles</td>
<td>270.9 miles</td>
<td>270.9 miles</td>
</tr>
</tbody>
</table>
Emergency Locator System

• As trail usage has increased so has the need for emergency responses:
  – Accidents and/or injuries
  – Crimes
Emergency Locator System

- Most of the major linear trails are in railway and utility easements with limited street access
Emergency Locator System

- The Friends of the Katy Trail wanted to increase safety on the Katy Trail by placing Call Boxes along the trail
  - Call Boxes require a street address
  - Katy Trail does not front on streets, but is located behind residential and commercial properties
  - Most street crossings are grade-separated
Emergency Locator System

• Issues:
  – How can trails fit into the 911 system?
  – Can trails have addresses similar to streets?
    • To fit in the 911 system, trails would have to be designated “pedestrian ways”
    • There are numerous streets in Dallas that are called trails
Emergency Locator System

• What solutions are out there?
  – Staff was unable to find where any trail management agency was addressing this issue

• It was determined that Dallas would need to create its own solution to this issue.
Emergency Locator System

• A coordinated city effort was required to address this issue
  – Park and Recreation Department
    • Planning
    • Maintenance
  – Dallas Fire-Rescue
  – Enterprise GIS
  – Computer Aided Dispatch personnel
Emergency Locator System

• After reviewing several options the team determined that a unique “911” pole marker system was the best way to proceed.

• It was determined that it is imperative that the 911 pole markers:
  – Could be seen from any location on the trail
  – Would have a similar appearance on every trail throughout the City’s trail network
  – Could be purchased within current budget allocations
Emergency Locator System

• The solution was to find a way to assign addresses to the pole markers
  – Each trail would be given initials to specify which trail
    • Example: Katy Trail = KT
    • Example: White Rock Lake Trail = WRT
  – Each pole marker would have an individual number
Katy Trail

- Due to increased incidents on the Katy Trail, the Dallas Police Department requested that this trail be the pilot location
  - Park staff installed poles every $\frac{1}{8}$th of a mile
  - DFR staff plotted each pole location on maps
  - DFR assigned each pole a unique number
    - KT 103, for Katy Trail marker number 103
Katy Trail

- DFR gathered the data on each pole necessary to enter the location in a shapefile in ArcView
  - The data included latitude and longitude information
Katy Trail

- Closest trail access for vehicular traffic
- Closest access for foot traffic

Katy Trail Map Legend
Katy Trail 911 Pole Markers

Katy Trail Access & 911 Pole Marker Locations

Katy Trail 911 Pole Marker Locations
Katy Trail

- By assigning addresses to each pole, CAD was able to dispatch to the coinciding address when the pole number was entered.
- Caution Notes were then added to each of these linked dispatching coordinates.
  - The Caution Notes would be transmitted to the Mobile Data Computers (MDC) on the emergency vehicles.
  - The Caution Notes would supply directions along the trail to enable emergency crews to locate the pole and thus locate the emergency.
<table>
<thead>
<tr>
<th>POST</th>
<th>ACCESS PT</th>
<th>Caution</th>
</tr>
</thead>
<tbody>
<tr>
<td>125</td>
<td>Artline Road and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3599 McKinney Ave, go NE past there. Foot access from alley west of trail. Alley access at 3501 Artline Rd, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>124</td>
<td>Harvard Ave and head north.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3198 Harvard Ave, go NE. Foot access from alley west of trail. Alley access at 3198 Harvard Ave, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>123</td>
<td>Harvard Ave and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3198 Harvard Ave, go NE. Foot access from alley west of trail. Alley access at 3198 Harvard Ave, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>122</td>
<td>Harvard Ave and head north.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3198 Harvard Ave, go SW. Foot access from alley west of trail. Alley access at 3198 Harvard Ave, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>121</td>
<td>Knox St and head north.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go NE. Foot access from alley west of trail. Alley access at 3500 Knox St, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>120</td>
<td>Knox St and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go NE. Foot access from alley west of trail. Alley access at 3500 Knox St, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>119</td>
<td>Knox St and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go SW. Foot access from alley west of trail. Alley access at 3500 Knox St, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>118</td>
<td>Knox St and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go NE. Foot access from alley west of trail. Alley access at 3500 Knox St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>117</td>
<td>Knox St and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go SW. Foot access from alley west of trail. Alley access at 3500 Knox St, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>116</td>
<td>Knox St and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go SW. Foot access from alley west of trail. Alley access at 3500 Knox St, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>115</td>
<td>Knox St and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go SW. Foot access from alley west of trail. Alley access at 3500 Knox St, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>114</td>
<td>Knox St and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go SW. Foot access from alley west of trail. Alley access at 3500 Knox St, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>113</td>
<td>Knox St and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3500 Knox St, go SW. Foot access from alley west of trail. Alley access at 3500 Knox St, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>112</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>111</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>110</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>109</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>108</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>107</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>106</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>105</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>104</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>103</td>
<td>Routh St from the east and head south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 3138 Routh St, go NE. Foot access from 3138 Routh St, go NE. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>102</td>
<td>All Star Way at Houston St from south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 2740 All Star Way, go SW. Foot access at 2740 All Star Way, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>101</td>
<td>All Star Way at Houston St from south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 2740 All Star Way, go SW. Foot access at 2740 All Star Way, go SW. Bullards must be removed and returned at access point.</td>
</tr>
<tr>
<td>100</td>
<td>All Star Way at Houston St from south.</td>
<td>Nothing larger than a rescue allowed on trail. Rescues entry at 2740 All Star Way, go SW. Foot access at 2740 All Star Way, go SW. Bullards must be removed and returned at access point.</td>
</tr>
</tbody>
</table>
# Katy Trail Caution Notes

<table>
<thead>
<tr>
<th>Post</th>
<th>Access PT</th>
<th>Caution</th>
</tr>
</thead>
<tbody>
<tr>
<td>124</td>
<td>Harvard Ave and head north</td>
<td>Nothing larger than a rescue allowed on trail. Rescues enter at 3198 Harvard Ave, go NE 1.6 mile. Foot access from alley west of trail. Alley access at 3198 Harvard Ave. go NE. Bollards must be removed and returned at access point.</td>
</tr>
<tr>
<td>101</td>
<td>All Star Way and head north</td>
<td>Nothing larger than a rescue allowed on trail. Rescues enter the Katy Trail from 2740 N Houston St. north of All Star Way, go NW 1.4 mile. Bollards must be removed and returned at access point.</td>
</tr>
</tbody>
</table>
Katy Trail

- The markers have been in use for just over a year
  - DFR and DPD have responded to several calls and have not had any issues in finding locations
White Rock Lake Trail

- Far more complicated than Katy Trail
White Rock Lake Trail

- Tried a different approach
  - DFR used ArcView to plot the points along the trail
  - Using ArcView’s geo-referencing capabilities, DFR added lat/long coordinates to the attribute table
  - DFR wrote preliminary caution notes to go with the points, to be verified once the poles were in the ground
### Attributes of Pole_Markers

<table>
<thead>
<tr>
<th>Pole_Marker</th>
<th>Address</th>
<th>Feature</th>
<th>Pole_Nr</th>
<th>Lat</th>
<th>L</th>
<th>Caution</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>3240W</td>
<td>Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Turn south on White Rock West Park, by restrooms across from White Rock Boathouse.</td>
</tr>
<tr>
<td>1</td>
<td>3240W</td>
<td>Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Turn south on White Rock West Park, enter trail straight ahead past restrooms, head east 320 ft.</td>
</tr>
<tr>
<td>2</td>
<td>3240W</td>
<td>Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Turn south on White Rock West Park, enter trail straight ahead past restrooms, head east 320 ft (WRT125), then head north 560 ft.</td>
</tr>
<tr>
<td>3</td>
<td>3240W</td>
<td>Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access from W Lawther Dr 190 ft east of the parking lot, 45 ft south of W Lawther Dr.</td>
</tr>
<tr>
<td>4</td>
<td>3240W</td>
<td>Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Turn south on White Rock West Park, enter trail on right, head south 150 ft.</td>
</tr>
<tr>
<td>5</td>
<td>2898W</td>
<td>White Rock Rd</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Enter trail here, head north 725 ft along trail.</td>
</tr>
<tr>
<td>6</td>
<td>2989W</td>
<td>White Rock Rd</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>North of Boat Storage near north end of 2900 block of White Rock Rd.</td>
</tr>
<tr>
<td>7</td>
<td>2900W</td>
<td>White Rock Rd</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>North end of building at 2900 White Rock Rd.</td>
</tr>
<tr>
<td>8</td>
<td>2100W</td>
<td>Winstead Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Enter trail here, head north 3275 ft along trail.</td>
</tr>
<tr>
<td>9</td>
<td>2100W</td>
<td>Winstead Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Enter trail here, head north 2325 ft along trail.</td>
</tr>
<tr>
<td>10</td>
<td>2100W</td>
<td>Winstead Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Enter trail here, head north 1675 ft along trail.</td>
</tr>
<tr>
<td>11</td>
<td>2100W</td>
<td>Winstead Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Enter trail here, head north 1050 ft along trail.</td>
</tr>
<tr>
<td>12</td>
<td>8001</td>
<td>Garland Rd</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>15 ft NW of Garland Rd.</td>
</tr>
<tr>
<td>13</td>
<td>801</td>
<td>Garland Rd</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>26 ft NW of Garland Rd.</td>
</tr>
<tr>
<td>14</td>
<td>8143</td>
<td>Garland Rd</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>32 ft south of Garland Rd.</td>
</tr>
<tr>
<td>15</td>
<td>3255</td>
<td>Garland Rd</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>7 ft NW of Garland Rd.</td>
</tr>
<tr>
<td>16</td>
<td>3335</td>
<td>Garland Rd</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>30 ft NW of Elawther Dr.</td>
</tr>
<tr>
<td>17</td>
<td>1181</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>50 ft SW of E Lawther Dr.</td>
</tr>
<tr>
<td>18</td>
<td>1147</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>70 ft west of E Lawther Dr.</td>
</tr>
<tr>
<td>19</td>
<td>1113</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>40 ft NW of E Lawther Dr.</td>
</tr>
<tr>
<td>20</td>
<td>1079</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>14 ft NW of E Lawther Dr.</td>
</tr>
<tr>
<td>21</td>
<td>1045</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>12 ft NW of E Lawther Dr.</td>
</tr>
<tr>
<td>22</td>
<td>1011</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>75 ft west of E Lawther Dr.</td>
</tr>
<tr>
<td>23</td>
<td>3885</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at 384 E Lawther Dr at Emerald Isle Dr, head west 3000 ft. 120 ft west of E Lawther Dr.</td>
</tr>
<tr>
<td>24</td>
<td>3883</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at 384 E Lawther Dr at Emerald Isle Dr, head west 3000 ft. 120 ft west of E Lawther Dr.</td>
</tr>
<tr>
<td>25</td>
<td>3754</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at 384 E Lawther Dr at Emerald Isle Dr, head west 3000 ft. 120 ft west of E Lawther Dr.</td>
</tr>
<tr>
<td>26</td>
<td>3607</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at 384 E Lawther Dr at Emerald Isle Dr, head west 3000 ft. 120 ft west of E Lawther Dr.</td>
</tr>
<tr>
<td>27</td>
<td>3545</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at 384 E Lawther Dr at Emerald Isle Dr, head west 3000 ft. 120 ft west of E Lawther Dr.</td>
</tr>
<tr>
<td>28</td>
<td>3404</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at 384 E Lawther Dr at Emerald Isle Dr, head west 3000 ft. 120 ft west of E Lawther Dr.</td>
</tr>
<tr>
<td>29</td>
<td>3090</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at 320 Emerald Isle Dr, 320 ft south of E Lawther Dr. Head east 20 ft.</td>
</tr>
<tr>
<td>30</td>
<td>3042</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at south entrance on circle at Sunset Bay, 642 E Lawther Dr. Head south 30 ft.</td>
</tr>
<tr>
<td>31</td>
<td>3096</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at south entrance on circle at Sunset Bay, 642 E Lawther Dr. Head south 30 ft.</td>
</tr>
<tr>
<td>32</td>
<td>9100</td>
<td>Poppy Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>24 ft south of E Lawther Dr. Trail may be accessed at 9100 Poppy Dr and head SW 1075 ft. May also be accessed from the north side of E Lawther Dr.</td>
</tr>
<tr>
<td>33</td>
<td>790</td>
<td>E Lawther Dr</td>
<td>96</td>
<td>94</td>
<td>3</td>
<td>Access trail at 9100 Poppy Dr. Head SW on trail 440 ft. 135 ft SE of E Lawther Dr.</td>
</tr>
</tbody>
</table>

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White Rock Trail is not just a linear trail, with easily defined access points. This has made the writing of caution notes more challenging.
White Rock Lake Trail

• Using the map created by DFR, Park staff installed poles
White Rock Lake Trail

- DFR confirmed the accuracy of the caution notes
  - Rewrote as necessary
  - Data was entered into CAD
- Test runs were made to reduce confusion
- 911 signs installed August 2009
- Dispatching began almost immediately
White Rock Lake Trail

• Within the first two weeks there was a medical emergency on the trail near Big Thicket
  – Emergency responders were able to access the individual without delay
Next Steps

• DPD has already requested signage for White Rock Creek Trail and Bachman Lake Trail
• Work with adjacent cities whose trails will connect to Dallas’ trail network
• Look at modifying this system to work in large parks for identifying areas within the park