



City of Dallas

DALLAS DELIVERS

CITY HALL HIGHLIGHTS

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Process improvement combines ideas and empowerment

What do you get when you take a handful of City employees with good ideas, mix in a bit of training on how to analyze and improve the way they perform their jobs, and add a dash of empowerment to make improvements they identify a reality? Better customer service!

The Efficiency Team and Strategic Customer Services teamed up to bring a simple, flexible, and fun process improvement approach to the City, known as ZOOM. From August through October, six teams of City employees were trained and worked to address hiring, from initial requisition to distribution of first candidate list; 311 Customer Response (with a focus on Code service requests); Fire Protection Plan Review and Inspection; Fleet Procurement and Make-Ready; Grants Solicitation; Permitting at the Oak Cliff Municipal Center



Teams of City staffers, facilitators, and executive sponsors gathered baseline data; analyzed current processes; identified causes for unnecessary costs, time delays and/or errors; and brainstormed solutions for improvement. Assumptions, such as "that won't work," "we've always done it this way," or "we tried that before" were not allowed. Every proposed change was tested in a simple way to see if it would work.

Examples of improvements made by the teams:

- Applying for vehicle registrations in person at the local tax office instead of via mail through Austin can save four weeks.
- Using a date and signature stamp can save a plans examiner 45 minutes per set of blueprints.
- Eliminating a signature can speed up a process by two days.

Based on the positive results of these pilot projects, the City is tailoring and developing training to roll out the approach, to be known as ZIP, through City University in early 2008. This training will be offered to departments as the Citywide standard for process improvements. New ZIP teams will be trained, launched and empowered to make improvements!

“Every component of the project is essential to transforming the Trinity River from a back door alley into our City’s front door, making it a spectacular showcase of nature, recreation and innovation,” said IGS Director Brett Wilkinson.

The certificate is the highest honor given in the area of governmental accounting and financial reporting.

Office of Intergovernmental Services helps secure funding for Trinity River Corridor Project

The City’s Office of Intergovernmental Services (IGS) has been working closely with Dallas area federal elected officials to secure legislation critical to the success of the Trinity River Corridor Project. Earlier this month, Congress voted to override the Presidential veto of the Water Resources Development Act (WRDA). This legislation authorizes funding for flood control and water projects across the nation.

“The WRDA is a huge step in moving us forward with many of our exciting plans for the Trinity River Corridor Project”, said IGS Director **Brett Wilkinson**. “We have been fortunate to have a Congressional delegation led by Representative Eddie Bernice Johnson which has been very supportive of our legislative efforts to secure funding for the Trinity.”

The bill includes a \$459 million (\$298 million federal, \$161 million local match) provision for the Dallas Floodway Project. The Dallas Floodway Project is an important component of the overall Trinity River Corridor Project, as it contains future initiatives planned within the existing Dallas Floodway, such as levee raises, meanders, wetlands, utilities, maintenance

roads, irrigation systems, water delivery system for the lakes, water features, habitat, lake berms, etc. The project also includes plans for improving the interior drainage system along the Corridor.

“The cornerstone of the Trinity River Corridor Project is flood control,” Wilkinson said. “That is our most important and most immediate concern. The Trinity Parkway will be protected from a 100 year flood while the heart of the city is protected from an 800 year flood. Every component of the project is essential to transforming the Trinity River from a back door alley into our City’s front door; making it a spectacular showcase of nature, recreation and innovation,” Wilkinson said.

He noted that the bill is an authorization, and that the City will still need to seek funding through future annual energy and water appropriations. “Nonetheless, this is a significant victory for the Trinity,” he said.



Excellence in Financial Reporting award to City of Dallas

The Certificate of Achievement for Excellence in Financial Reporting has been awarded to the City of Dallas Controller’s Office by the Government Finance Officers Association of the U.S. and Canada (GFOA) for its Comprehensive annual Financial Report (CAFR).

The Certificate is the highest honor given in the area of governmental accounting and financial reporting, and represents a significant accomplishment by a government and its management.

The GFOA is a nonprofit professional association serving approximately 16,000 government finance professionals across the country.

Officer Thaddeous Hasse is named Rookie of the Year

In 1951, just 21 days after graduating from the police academy, Dallas Police Officer Johnny Sides and his partner confronted a gang of wanted criminals; both officers were shot in the confrontation. From his hospital bed, Sides was able to positively identify all four men involved in the shooting; all were later captured. Since his death, the Dallas Police Department chooses a Rookie of the Year to be honored by the Dallas Junior Chamber of Commerce.

This year's Rookie of the Year is Officer **Thaddeous Hasse**. A graduate of Southern Methodist University with a 3.45 GPA, Officer Hasse was assigned to the Southwest Patrol Division after joining the department. In 21 months he answered more than 2,570 calls for service; handled 131 accidents and made more than 400 arrests, including 61 felonies. He also recovered 49 stolen vehicles, cleared 96 offenses, recovered 10 firearms and issued 121 hazardous citations and 263 regulatory citations. Officer Hasse has also received eight commendations.

Officer Hasse received the award at the Johnny Sides Rookie of the Year Banquet held Nov. 3 at the Renaissance Dallas Hotel. The other nominees were Officer **Scott Ash** and Officer **Brendan Gadomski**.



Officer Thaddeous Hasse is honored as Rookie of the Year.

Students enjoy Texas Recycles Day at Convention Center

The City of Dallas was proud to participate in Texas Recycles Day Nov. 15 at the Dallas Convention Center. Texas Recycles Day is a statewide public awareness campaign that aims to educate Texans on the environmental and economic benefits of waste reduction and recycling.



City Sanitation Services Waste Diversion Manager John Barlow with Dallas ISD students.

More than 400 students joined Dallas Mayor Tom Leppert and Dallas ISD Superintendent Dr. Michael Hinojosa for a day of fun, interactive educational sessions.

The hope of organizers is that children will not only learn how to be responsible with our planet, but will adopt new recycling habits year round, at home and school.



Office of Environmental Quality employees played games with student participants.

home excited about what they learned and convinced their parents to recycle at home. We all know our kids can convince us, as parents, to try new things.”

Hosted by the City of Dallas Sanitation Services Department, the environmental education initiative event targets Dallas ISD elementary students about recycling, as well as water conservation, water management, air pollution prevention and grease abatement.

“Tuesdays @ Central will offer an exciting array of programs and activities . . . With new programs to stimulate and entertain presented every week,” said Central Library Administrator Kjerstine Nielsen.

“The renovation was certainly challenging, but definitely worth the wait,” said SDCC Manager Vicki Meek.

Dallas Public Library presents Tuesdays@Central

Tuesdays@Central, an exciting new weekly series of eclectic and engaging programs for the public, will begin Jan. 8, 2008 at the Dal-



las Central Library, 1515 Young St. Held every Tuesday from 7 to 8 pm on the first floor, the series offers a wide variety of free, fun and educational programs.

“Tuesdays@Central will offer an exciting array of programs and activities, featuring local authors and musicians, cooking demonstrations, information on small businesses and entrepreneurship, starting your own container garden, parenting tips, urban living, and much more,” said Central Library Administrator **Kjerstine Nielsen**. “New programs designed to stimulate and entertain will be presented every week.”

Other upcoming programs in the series will include the art of making rich chocolate truffles; instruction on how to play Chess; and how to make your home a sanctuary using the ancient Chinese practice of Feng Shui.

For more information about Tuesdays@Central, go to www.dallaslibrary.org, or call (214) 670-1400.

Renovations complete, South Dallas Cultural Center reopens

The South Dallas Cultural Center (SDCC) reopened Nov. 1 after being closed for renovation since 2005. The entire month of November was dedicated to the grand opening celebration, with open houses, live music, workshops, classes, film, literary events and dance festivals.

“I am just overwhelmed by its beauty,” said SDCC Manager Vicki Meek. “The renovation was certainly challenging, but definitely worth the wait.”

The South Dallas Cultural Center is internationally known and has been a staple in the community for more than 30 years. It now has nearly double the space, and features a new library, a superbly equipped dance studio with full dressing rooms, the *Virtual Sound Lab* recording & video studio, digital photography studio, a state-of-the-art 120-seat Black Box Theater, a spectacular art gallery, new offices, break room, outdoor patio, a beautiful lobby/reception area, and an extended parking lot.

The City of Dallas originally built the Center in 1985 and opened it in 1986. Dallas artist Emmanuel Gillespie was commissioned to create a public art piece that celebrates the cultural vibrancy of the South Dallas Cultural Center and its community. His mural was unveiled as part of the grand opening ceremony.

National and state recognition for Southside Treatment Plant

Dallas Water Utilities' Southside Wastewater Treatment Plant has received a Clean Water Act Recognition Award for Exemplary Biosolids Management from the United States Environmental Protection Agency (EPA). The award recognizes excellence in municipal biosolids management, including exemplary operating projects, research, technological advances, public acceptability, and risk and cost reduction.

This year's award is the second time in the last five years that Southside has been recognized by the EPA. In 2002, the plant received the EPA National Award for Outstanding Wastewater Treatment Facility Operations and Maintenance.



"The recent recognition and sustained, outstanding performance of this plant is a testament to the dedicated and skilled individuals involved in the daily operation and maintenance of this facility," said Senior Program Manager **Fariborz Fakheri**. "In addition to our own staff, we are thankful for the efforts and support we receive from all divisions within Dallas Water Utilities and other City Departments that make our job possible."

The plant was also recognized at the state level, with two awards from the Water Environment Association of Texas (WEAT). Southside received the 2006 Municipal Wastewater Treatment Plant of the Year award for outstanding performance beyond the normal call of duty and the 2006 Ronald B. Sieger Biosolids Management Award for significant accomplishments in biosolids technology and management practices.

The Southside Wastewater Treatment Plant includes about 1.2 million customers from the City of Dallas and 11 customer cities. The City's collection system conveys wastewater through more than 4,000 miles of pipes to the City's two treatment plants - the Southside and the Central Wastewater Treatment Plant.

For nearly two decades, the Southside Wastewater Treatment Plant has operated without a permit violation. Southside has twice received the Platinum Award from the National Association of Clean Water Agencies for five consecutive years of perfect compliance (1997, 2002) and was recently awarded a Platinum 16 Peak Performance Award, recognizing 16 years of complete and consistent National Pollutant Discharge Elimination System permit compliance.

City receives awards from DFW Minority Business Council

The City of Dallas has been honored as public entity of the year and ResourceLINK Team specialist **Rozalind R. Dickerson** received the Advocate of the Year award from the Dallas/ Fort Worth Minority Business Council.



Rozalind R. Dickerson

The awards were presented Nov. 16 at the Dallas Hilton Anatole Hotel. The event recognized minority business enterprises, advocates, volunteers and buying entity and public sector buyers for outstanding achievements and excellence during the year.

Environmental Audit to begin Dec. 7

An audit of the City's Environmental Management System will be conducted starting Dec. 7. The Office of Environmental Quality reminds employees that as part of the Environmental Management System, the City has committed to compliance with all local, state and federal environmental regulations; pollution prevention; and continual environmental improvement.



For more information about the audit, call (214) 671-8139.

“The exercise gave agencies the opportunity to practice and refine their emergency procedures,” said Department of Aviation Assistant Director Terry Mitchell.

The international event consists of 2.4 miles of swimming, 112 miles of biking and 26.2 miles of running.

Dallas first responders host major exercise at Love Field



More than 100 people participated in a full-scale, simulated aircraft disaster exercise at Love Field on Nov. 8. An alarm two call went out shortly after 9 a.m. causing the activation of the Dallas Fire-Rescue unit at Love Field, Dallas Police Airport Unit and the Dallas Love Field Operations staff.

The training exercise is required by the Federal Aviation Administration to ensure that first responders know what operational and response procedures to employ in the event of an accident at Love Field. Departments participating in the exercise used an interoperability communications system which is the only of its kind in the United States.

The simulation exercise included an actual Boeing 737 airplane provided by Southwest Airlines and volunteer “mock victims” in make-up appropriate to their assigned “condition.” The “victims” were treated on the scene, sorted by injuries, and processed for delivery to area hospitals. Fire units based at Love Field responded with fire fighting and rescue equipment. Dallas Police and Aviation provided logistical support, and the Public Information Office coordinated news media coverage of the exercise.



“The exercise gave agencies the opportunity to practice and refine their emergency procedures,” said Department of Aviation Assistant Director **Terry Mitchell**. “These agencies train continuously in their own specialized fields and during table-top exercises, but this real-time simulation provided some hands-on experience to maximize the effectiveness of emergency response, multi-agency cooperation and operability.”

City’s Fitness Center Director competes in Iron Man Triathlon

After training for the past year, Fitness Center Director **Brenda Golderos** will compete in the Western Iron Man Triathlon Dec. 2 in Busselton, Western Australia. She will have up to 17 hours to complete the international event, which consists of 2.4 miles of swimming, 112 miles of biking and 26.2 miles of running.

Brenda’s sister, Sandra Golderos is also competing as is Maya Jackson, a former Code Enforcement employee who now works for the Dallas ISD. City employees accompanying Golderos to provide moral and logistical support are: **Donald Brown** and **Laura DeLeon**, Police; **Kwaheri Heard**, Office of Emergency Management; **Josie Marroquin**, Public Works & Transportation; and **Ron Drake**, CIS. Dorila DeLeon, wife of a retired City employee, is also attending the event.

If you’d like to track Brenda’s progress, go to: www.ironmanwa.com and click on Iron Man Western Australia.



Fitness Ctr. Director competes in Iron Man contest.

Fire-Rescue veteran committed to highest customer service standards

What if your child had a medical emergency? Knowing their child is in danger but being unable to help is a parent's greatest fear. Luckily for Dallas residents, people like 27-year veteran **Linburge Williams** are on the other end of the 911 emergency phone line.

Recently, Williams took a call from a mother whose 14-month-old child was having a seizure. Like his co-workers in Fire-Rescue Dispatch, Williams is trained to quickly get the right information from people who may be having difficulty communicating under stress. "Linburge's soothing tone of voice and reassuring manner helped the mother give Fire-Rescue the necessary information to save her baby's life," said Dallas Fire Rescue's **Sherrie Lopez**.



Linburge Williams is one of many dedicated Emergency Medical Dispatchers.

Paramedics were briefed en route about the status of the child, and because Williams was able to calm the mother, the baby received critical pre-arrival medical care. The call was one of hundreds that Fire-Rescue Dispatchers receive every day; calls that are given completely focused attention by every dispatcher.

"Of all the emergency calls we receive, the ones involving children affect us the most," said Williams. "Most Emergency Medical Dispatchers are parents or grandparents, so when children are involved it becomes more personal; that child becomes our child, and we want nothing but the best possible outcome."

Academy graduates welcomed to Dallas Fire-Rescue family

The Dallas Fire-Rescue Training Division presented Fire and Rescue Officer and Fire Prevention and Education graduates in a special ceremony Nov. 9 at Park Lane Ranch, 8787 Park Lane. The graduates received certificates and were sworn in as members of the Dallas Fire-Rescue Department.



Dallas Fire & Rescue Officer Recruit classes



New Dallas Fire-Rescue Officer Scott James Delamore talks to a young attendee at the graduation ceremony.

The series of matinees have been developed specifically for Dallas seniors who are patrons of the arts.

The program is aimed at engaging future citizens and help them understand how they can improve their city.

Cultural Center’s One Thirty productions aimed at seniors

One Thirty Productions in cooperation with the City of Dallas Office of Cultural Affairs and the Bath House Cultural Center is presenting a series of matinees developed specifically to better serve the senior citizens of Dallas interested in patronizing the arts.

Three plays will be presented at 1:30 p.m. so that Cultural Center audiences may take in the beauty of White Rock Lake from the Bath House veranda, enjoy a stroll through the Center’s art galleries, take in a light comedy in an intimate theater setting and be at home kicked back in an easy chair before the afternoon rush hour traffic.



The new series debuts Dec. 4 with Alfred Uhry’s warm comedy *Driving Miss Daisy*, featuring a critically acclaimed cast.

In the spring, One Thirty Productions will present two additional shows, the heartwarming comedy *Opal’s Husband* about an irrepressible junk woman and an old man who appears on her door step and *A Texas Romance*, a touching comedy about life and love in a small Texas town in 1928.

Dallas students learn about *forwardDallas!* comprehensive plan

The City of Dallas Development Services Department and the Dallas Independent School District have partnered to bring the *forwardDallas!* comprehensive plan to Dallas high school and middle school students. “City Planning in Dallas ISD Schools” was introduced to students by Development Services staff at Sunset High School on Nov. 27. *ForwardDallas!* is the City’s first comprehensive plan and will guide future growth and development through 2030.



This program will introduce stu-

dents to city planning and the *forwardDallas!* comprehensive plan. It will highlight current planning initiatives in Dallas and stress the importance of community involvement. The goal is to spark interest in the city planning profession and to engage these future citizens of Dallas by helping them understand how they can improve their city through public involvement.

Development Services Director Theresa O’Donnell talks to Sunset High students.

The “City Planning at Dallas ISD Schools” program will feature educational sessions at several area schools. The Dallas ISD participating high schools are: Thomas Jefferson, Bryan Adams, Sunset, South Oak Cliff and the Lincoln Humanities/Communications Magnet. Participating middle schools are: Benjamin Franklin, E. B. Comstock, and L. V. Stockard. Other schools are Yvonne A. Ewell Townview Center and William Hawley Atwell Law Academy.