



**City of Dallas**

# **Closing Disparities: Department Progress Measures Update- Livable Portfolio**

**Workforce, Education and  
Equity Committee  
December 9, 2024**

Dr. Lindsey Wilson, Director, Office of Equity and Inclusion  
Christopher Christian, Director, Code Compliance  
Paul Ramon, Director, Dallas Animal Services  
Clifton Gillespie, Director, Sanitation Services  
Christine Crossley, Director, Office of Homeless Solutions

# Overview



## Leveraging Data, Engagement and Collaboration

### Livable Portfolio

- Departments in the Livable Portfolio

### Department Updates

- REP Department Progress Measures
- Outcomes and Impact
- Advancing the Work

### Next Steps

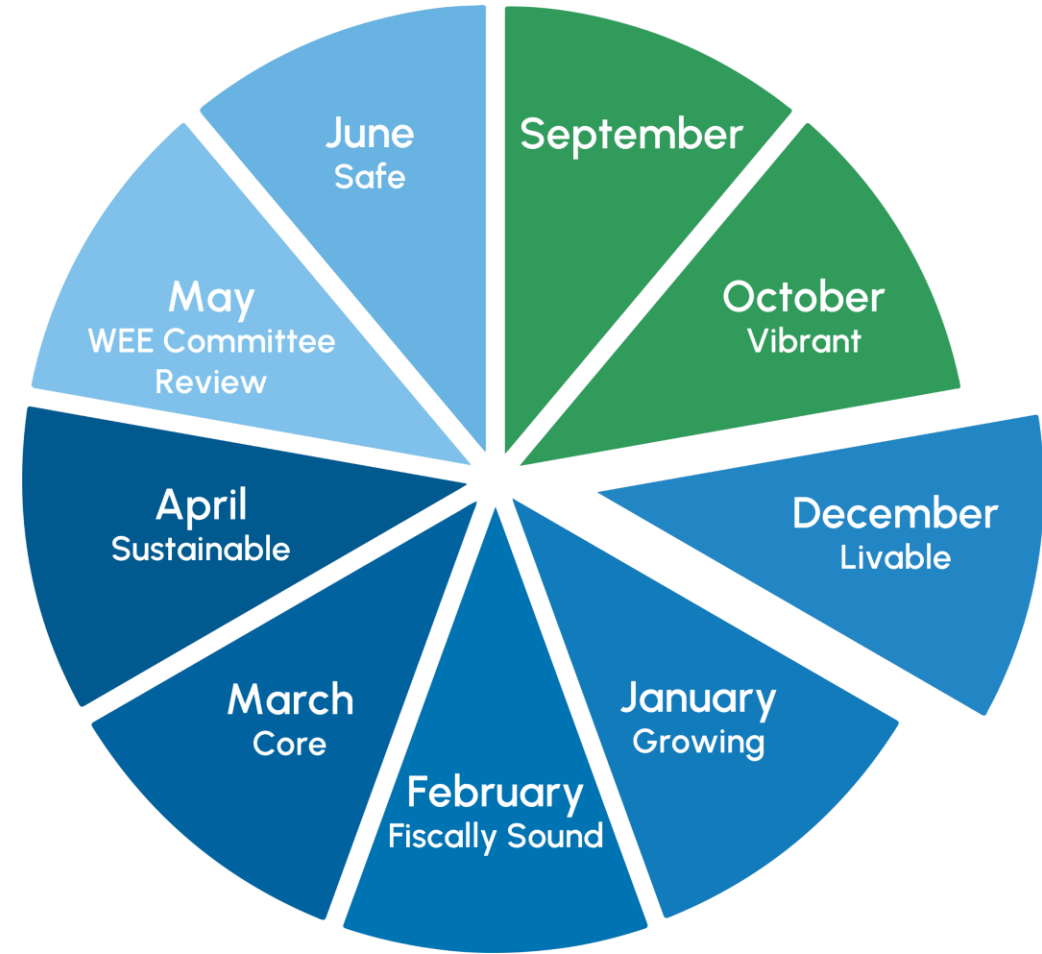
- Engagement



# Livable Portfolio



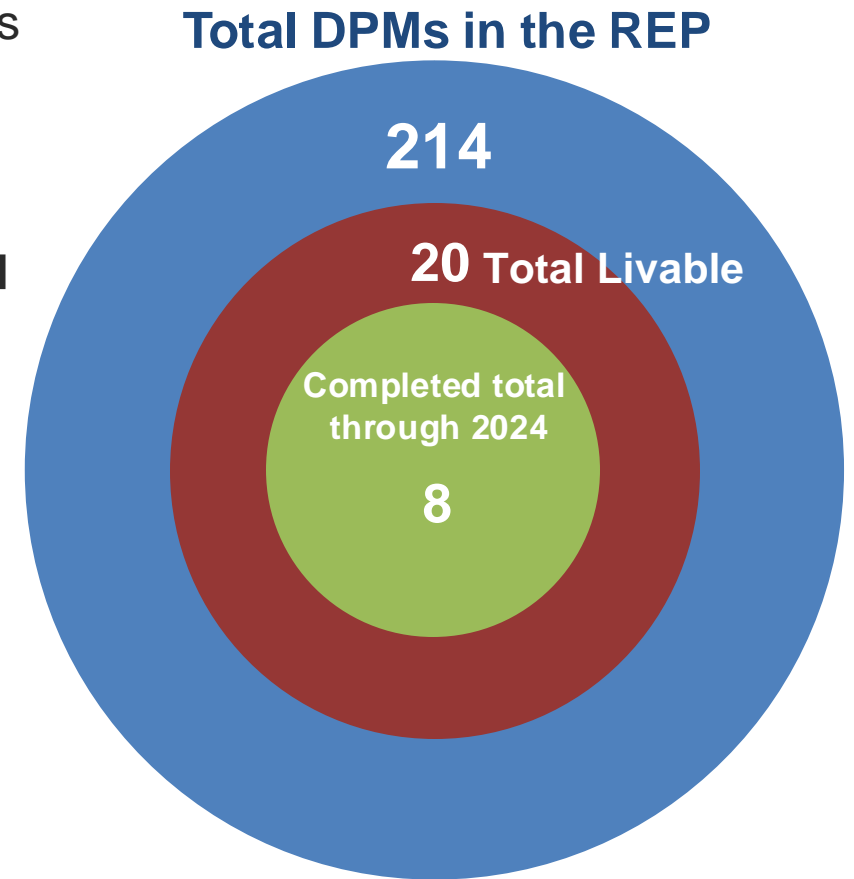
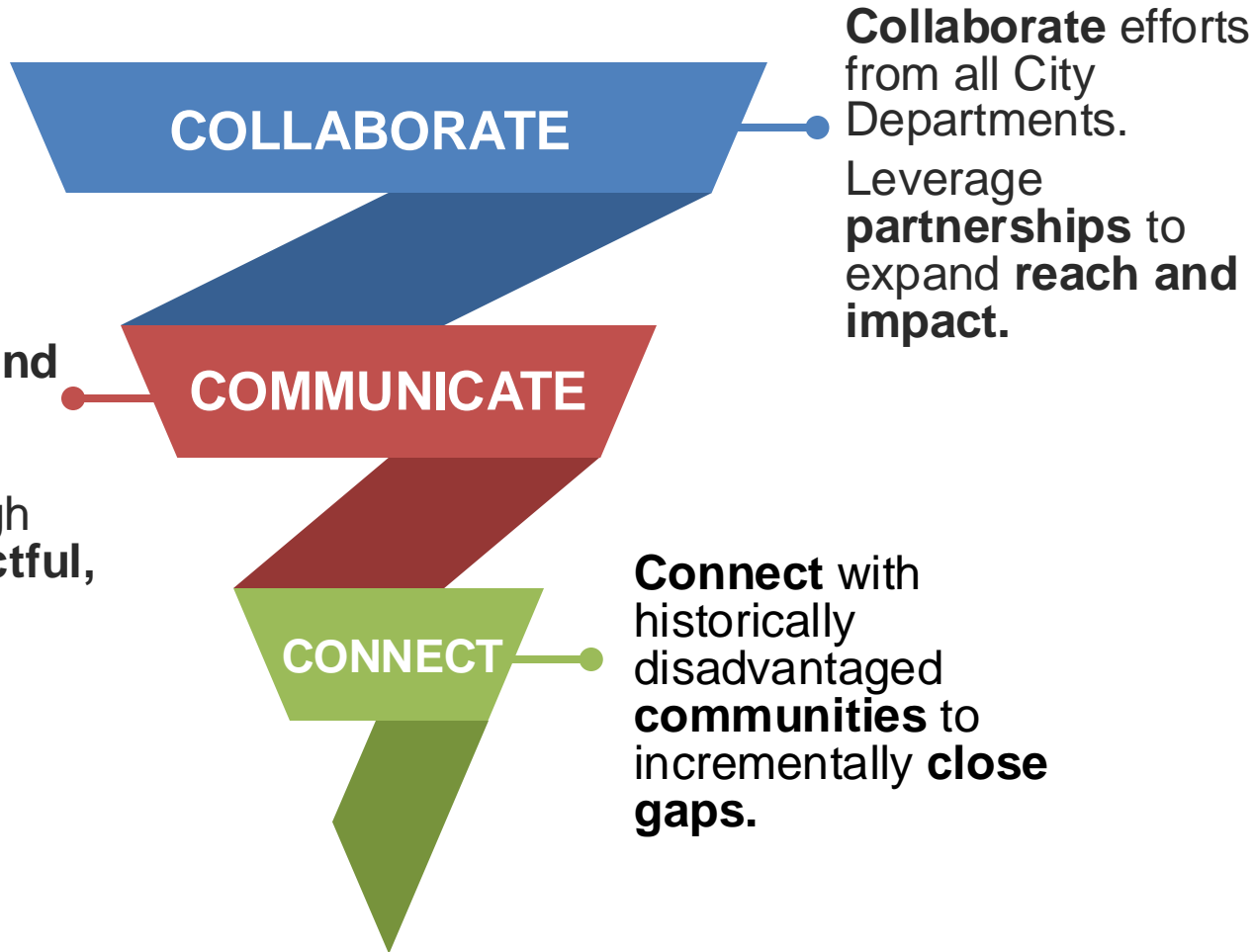
- Code Compliance
- Dallas Animal Services
- Sanitation Services
- Office of Homeless Solutions



# Service First, Now! for Impact & Innovation



## Empathy, Ethics, Excellence, Engagement, and Equity



DPMs Drive Accountability.



# Sanitation Services



**McCommas Bluff Landfill**



**Garbage and  
Recycle Collection**



**Community Outreach and  
Communications**



# Sanitation Services



## EQUITY INDICATOR: 39 GOVERNMENT SATISFACTION

Public perceptions are reflective of and can inform improvements in the quality of government services. Racial and ethnic disparities in perceptions of government services may be indicative of different problems facing different communities.

Department Progress Measures	Status/ Completion Date	Outcome
Make a recommendation to City Council to propose a Dallas Rate Assistance Program to support income eligible households with utility fees by October 2023. [Ei 12, 30]	October 2023	Sanitation Services recognizes the importance of ensuring that all residents have equitable access to essential services, and we are committed to exploring ways to address this need effectively. We will continue to explore and identify organizations that have the expertise and capacity to manage and administer the program efficiently.
In partnership with Code Compliance, increase Batteries, Oil, Paint, and Antifreeze (BOPA) participation at all neighborhood trash-off events from 200 to 250 participants in equity priority areas by September 2024. [Ei 30]	September 2024 ✓	Sanitation Services partnered and participated in 16 Batteries, Oil, Paint, and Antifreeze (BOPA) events with Code Compliance in FY23-24. These events were attended by more than 1,200 residents.
Increase the number of portable events waste containers at scheduled/known charitable feeding events from 25 to 50 in equity priority areas by September 2024. [Ei 39]	September 2024 ✓	This initiative allows for the support for charitable feeding events by ensuring waste associated with such events are properly and safely discarded. Additionally, Sanitation Services invested in Portable Event Waste Containers (PEWS). These PEWS extend our reach, by making containers available for use for City sponsored public events.





## Improving the Lives of Residents

### Operationalizing Equity

- Providing commercial roll carts at community feeding events helps maintain a standard of cleanliness that benefits our entire community.
- Providing portable event waste containers aim at ensuring at city sponsored events, regardless of size or location, there is equal access to adequate and convenient waste management resources.

### Improving Quality of Life

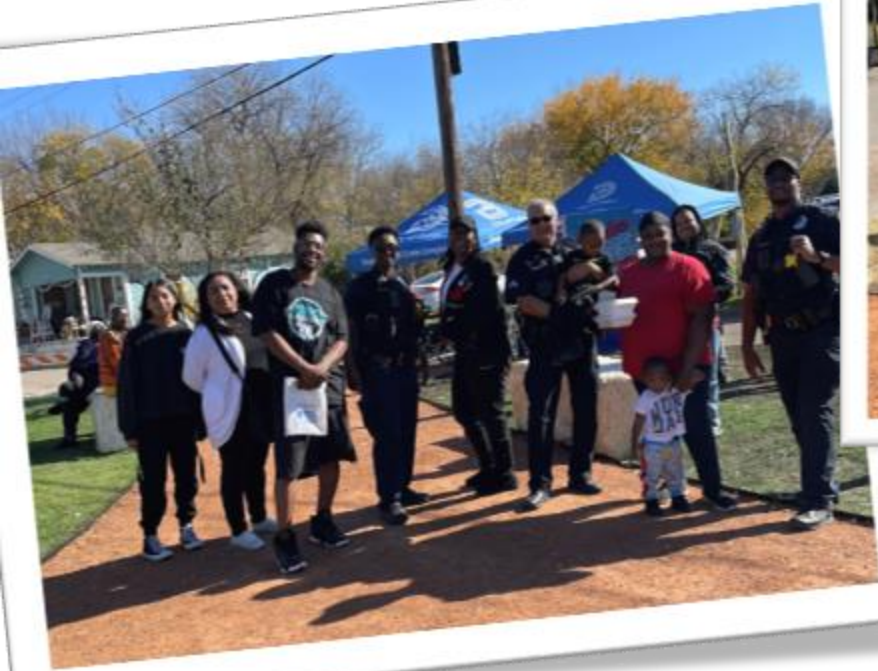
- Education on the proper disposal of hazardous chemicals, we can significantly reduce the risk of environmental contamination, protect our water supply, and prevent potential health hazards.
- BOPA events are more than about proper waste management, they are about protecting our communities and ensuring that everyone has access to a clean and safe environment.

### Economic Impact to the City

- Identifying agencies and organizations that specialize in providing financial assistance for sanitation utility costs.
- Investing in rate assistance programs create a more equitable and economically vibrant City. This initiative supports not only those in need but also strengthens the entire community by fostering economic opportunity.



# Code Compliance



**Lot Beautification Congo St.**



**Street Beautification  
Park Row**



**Community Clean-up Phyllis  
Wheatley Area**





# Code Compliance



## Equity Indicator 31: Long-term Rental Vacancies

Long-term residential vacancies can have a negative impact on the safety and quality of neighborhoods and can contribute to neighborhood blight

Department Progress Measures	Status/ Completion Date	Outcome
Recommend <b>Boarding Home</b> ordinance improvements (related to living conditions, repeat violations etc.) to City Council by May 2023. [Ei 31]	May 2023  ✓	Provided a penalty of a Class B misdemeanor for operating a boarding home without a license; and a fine not to exceed \$2,000 and/or up to 180 days in jail. Adopted a 1,000 ft rule that prohibits new boarding homes from being within 1,000 ft of one another; this would not apply to current licensed boarding homes that continuously maintain licensing. A separate license was required for each boarding home facility that a person operates. Required size for minimum for refrigerators and kitchen sinks, require a stove and microwave. Required operator to post information concerning tenants' rights and responsibilities. Included verbiage that states retaliation against residents is prohibited.
Increase the number of proactive <b>Illegal Dumping Pro-TEAMS</b> deployed in equity priority areas from 2 to 4 by May 2024 to reduce blight. [Ei 31]	May 2024  ✓	The increased number of teams has led to increased proactivity in blight remediation and a 225% increase in the number of monthly illegal dumping abatements.





## Improving the Lives of Residents

### Operationalizing Equity

- Allocated \$801,000 to the Keep Dallas Beautiful Program
- 33 Hazardous residential and commercial properties were demolished
- Additional inspectors deployed in areas of highest need, especially in the southern sector

### Improving Quality of Life

- 61 Clean-up events in equity priority areas.
- 13 Trash-off events in equity priority areas.
- Illegal Dumping and Proactive Response (PRO) teams remove illegally dumped waste in disadvantaged neighborhoods

### Economic Impact to the City

- Clean and safe neighborhoods aid in higher property values.
- Clean and safe neighborhoods aid in Economic Development by attracting investment opportunities.
- With a \$1M investment, Code Compliance has removed unsafe structure, enhancing quality of life.
- \$2.6M was allocated in FY24 to support Illegal Dumping and Proactive Response (PRO) teams focusing on removing illegally dumped waste in disadvantaged neighborhoods.



# What's Next?



1

## Increase Demolitions

- CCS received \$500,000 in funding in the FY24 Budget for the demolition of substandard properties in blighted areas improving public safety, property value, and clearing space for future development continuing to make our city more vibrant.

2

## Increased Community Engagement

- CCS has received a \$100,000 Love Your Block grant that will be allocated to community clean-ups and engagement efforts in targeted areas of need.

3

## AI Enhanced Cameras

- CCS has received a budget enhancement for the implementation of Artificial Intelligence enhanced cameras which can detect violations and blight. The implementation of this technology will greatly enhance enforcement and engagement efforts in targeted areas.



# Dallas Animal Services



Subsidized Spay/Neuter Services

### DFW Pets are Family

IMPACT REPORT  
September 14, 2024

- 11 Organizations
- 1,145 Pets Served
- 1,453 Vaccines Administered
- 399 Microchips Implanted
- 13,000 lbs of Food Handed Out

**What this means to the community:**  
Jack's, Duke's, and Scrappy's owners woke up at 3:00am so that they could take the bus from Garland to make it to the event. For their owners, this event means that "It's a way that I can provide the best care for my dogs and I'm very thankful it happens."

**Thank you to:**

- CLUEBY
- Dallas Pets Alliance
- Spay Fixate! Network
- Operation Kindness
- Dallas Animal Services
- SPCA of Texas
- The Love Pit
- Humane Society of Dallas County
- JP Morgan Chase Volunteers
- GoodPup
- Petco Love



Community Support





Pet Resources





## EQUITY INDICATOR 37: SENSE OF COMMUNITY

A strong sense of community can improve well-being, feelings of safety, and participation in community and civic responsibilities.

Department Progress Measures	Status/ Completion Date	Outcome
<p>Increase the number of pop-up pet food pantries available in historically disadvantaged communities from 24 to 40 by FY24. [Ei 37]</p>	<p>Completed FY24 </p>	<p>DAS has surpassed its FY24 goal of offering 40 pop-up food pantries by 7%. This achievement is not solely ours but also a testament to the partnerships we are continually fostering. These partnerships are at the core of our mission, and we deeply appreciate the unique role each stakeholder plays in expanding our outreach.</p>
<p>Through partnerships, funding, and community outreach efforts, increase the number of fully-free annual vaccine clinics provided in equity priority areas from 0 to 2 by May 2025 (In addition to maintaining the 12 low-cost annual vaccine clinics offered in 75212). [Ei 37]</p>	<p>Completed FY25 </p>	<p>DAS has surpassed its FY25 goal of offering 2 Fully Free vaccine clinics in Southern Dallas' equity priority areas by completing a total of 12 fully-free clinics with the goal of increasing those numbers annually.</p>



# Dallas Animal Services Impact



## Removing Barriers to Pet Ownership

### Operationalizing Equity

- Improving pet food and resource access through donations and in collaboration with outside partners for those in need
- 43 Total Pet Food Pantry Events
- 12.7K pounds of pet food donated and distributed
- Working closely with vendors to provide mobile and community-based pet care needs
- 2660 Subsidized spay/neuter and pet care services
- 12 Free Vaccine clinics provided in the southern sector
- Provide diversion counseling and alternatives to securing pets on the property (dog runs, harnesses, trolly lines)

### Improving Quality of Life

- Eliminating and or reducing financial barriers to food security and resources
- Enhancing food and resource distribution at the shelter and in the community
- Ensuring that vulnerable groups have access to these resources and other opportunities to better care for their pets
- Reducing the need for travel to gain access to opportunities

### Economic Impact to the City

- Reducing the likelihood of pet owner surrenders
- Minimizing shelter capacity
- Keeping that human-animal bond intact
- Reducing budget impacts for the community and the City of Dallas (DAS/Courts)
- Reducing loose-owned dog calls
- Reducing the potential for loose-owned dog bites
- Improving quality of life for pets and people
- Public Safety
- Animal welfare



# What's Next?



1

## Engagement Opportunities:

- While exploring other options for removing barriers to food security and subsidized or free services, DAS implemented/developed an engagement team that utilizes data to target communications regarding opportunities in a walk-and-talk format. Since May 2024, over 400 contacts have been made, and 974 pieces of information have been provided.

2

## Fines, Fees and Equity

- A recent project with the National League of Cities DAS studied the effects of fines and fees relative to pet ownership and compliance. In partnership with Spay Neuter Network, OEI, FEC, and DAS, we were able to remedy 14 citations for noncompliance through grant NLC grants and counseling.

3

## Resources and Diversions

- DAS has increased its partnerships with pet food and pet resources (dog runs, harnesses, leads, etc.) to remove barriers and insecurities while improving pet health and public safety.



# Office of Homeless Solutions



**Dallas R.E.A.L Time Rapid Rehousing  
(DRTRR) Initiative**



**Family Reunion**



**Winter Warmth Coat Drive**





# Office of Homeless Solutions



## EQUITY INDICATOR 28: HOUSING COST BURDEN

Households paying more than 30% of income on rent or mortgage payments have less disposable income for other necessities.

Department Progress Measures	Status/ Completion Date	Outcome
By December 2022, formalize a partnership between HOU, OCC, Housing Forward (formerly MDHA), and Dallas County to address permanent supportive housing for residents with no to lower-income. [Ei 28]	2022-2023  ✓	A partnership was formulized and has met regularly since to discuss the expansion of PSH.
In partnership with OGA and OEI, recommend a source of income discrimination legislation by December 2023. [Ei 39]	2023  ✓	OHS, OGA, and OEI collectively developed legislative language for the last legislative session which was not utilized
By July 2024, in partnership with HOU, OCC, (formerly MDHA), and Dallas County create a citywide plan for permanent supportive housing for residents with no – to lower-income. [Ei 28]	Ongoing	<ul style="list-style-type: none"> <li>• OHS continues to lead monthly meetings with internal and external partners, resulting in the securing of a \$22.8M award from HUD. As of December 2023, 2,949 individuals were rehoused, exceeding the goal of 2,700 by the end of 2023, with a new goal of reducing unsheltered homelessness by 50% by the end of 2026. In total over 12,000 individuals rehoused.</li> <li>• A NOFA process specifically for PSH was developed in collaboration with HCD, this template is the first of its kind and will be utilized for all future NOFA projects. The first PSH NOFA was awarded in July 2024.</li> </ul>



# Office of Homeless Solutions Impact



## Improving the Lives of Residents

### Operationalizing Equity

- A cross-departmental partnership has been formed with external partners resulting in a brain-trust that collaborates on PSH needs
- This allows us to collaborate with external partners to elevate public outreach and communication around the approach to tackling homelessness via the pathway of Permanent Supportive Housing (PSH), to continue adding permanent supportive housing stock via the PSH NOFA and existing properties
- Decades of research shows that 80 to 90% of tenants in PSH remain stably housed over the long term by combining affordable housing with wrap around supportive services  
According to the 2024 PIT Count, 57% of the local unsheltered population are of black / African American heritage. Low barrier options to enter PSH programs provides the accessibility that the population is needing to be successfully re-housed.

### Improving Quality of Life

- The partnership has worked towards the goal of bringing on additional units of PSH via online City and external partners resources
- Ensures that City-funded services to address homelessness are modeled on best practices, driven by data, and promote collective impact
- Systemic oppression and racism have contributed to an overrepresentation of Black households in the homeless response system nationally and locally, and expansion of PSH allows for the population to elevate their quality of life.

### Economic Impact to the City

- External partnerships allow for units to come online with little to no economic cost to the City via private investments and State and Federal grants
- Leverages localized and targeted resources, partnerships, and strategic advancement, to maximize the growth of PSH
- PSH improves health outcomes and reduces utilization of costly systems like emergency hospitalizations



# What's Next?



1

Continue growing PSH stock by leveraging City seed funding for larger, partner projects through the PSH NOFA.

2

Continue to lead and grow a multi-city stakeholder group focused on lifting up and working through the issues in our region.



# BIG AUDACIOUS GOALS (BAGs)



## How the Livable Team Drives Key Big Audacious Goals



### Economic, Workforce, Community Development

Improve development and social support in HDCs with food insecurity and predatory lending.  
Support alternative community-based retail like community gardens and co-op food stores.



### Environmental Justice

Quantify environmental impacts in disadvantaged communities.  
Collaborate to ensure communities have access to healthy food.  
Support relationship-building in EPAs to address illegal dumping site cleanups.  
Reduce illegal commercial truck parking and idling in HDCs.  
Address persistent apartment sanitary overflows.



### Housing

Improve and build stable housing communities for unhoused populations.  
Revitalize and renovate existing housing stock not meeting code requirements.  
Provide resources to purchase and maintain homes.  
Provide construction financing and other incentives for affordable housing projects.



### Public Safety and Wellness

Uphold community wellness in a wholistic manner with public safety  
Address food insecurity and predatory lending in marginalized communities.  
Promote community wellness through access to food and hygiene items.  
Pilot meal opportunities for families in need.  
Invest in community gardens and urban agriculture.  
Support local urban agriculture ecosystems.



### Infrastructure

Support alternative retail like farmers' markets and co-ops.  
Improve engagement with historically disadvantaged communities in city decisions.



# Closing Disparities



## WEE Committee Feedback for the Livable Portfolio



**INSIGHT**



**OBSERVATION**



**QUESTIONS**





**City of Dallas**

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# Appendix: Department Progress Measures



Department	Department Progress Measures	Status/ Completion Date	Outcome
Code Compliance	Increase community engagement to build relationships between Code Inspectors and community members in equity priority areas by December 2025. Baseline to be established by end of year (EOY) 2022. [Ei 28]	December 2025	
Code Compliance	Through outreach, increase the number of independent, MWBE mobile food vending companies registered in equity priority areas from 0 to 75 by June 2027. Baseline to be established by EOY 2023. [\$] [Ei 2,5]	June 2027	
Dallas Animal Services	Through partnerships, funding, and community outreach efforts, increase the number of fully-free annual vaccine clinics provided in equity priority areas from 0 to 2 by May 2025 (In addition to maintaining the 12 low-cost annual vaccine clinics offered in 75212). [\$] [Ei 37]	May 2025	
Dallas Animal Services	Increase average monthly proactive Service Request (SR) rate by Animal Services Officers in equity priority areas from 306 to 328 (by 7%) by October 2026. [Ei 39]	October 2026	
Dallas Animal Services	Increase the number of dog and cat adoptions and owner reunions in equity priority areas from 4,533 (FY21) to 4851 (by 7%) by the end of FY27. [Ei 37]	End of FY27	



# Appendix: Department Progress Measures



Department	Department Progress Measures	Status/ Completion Date	Outcome
Dallas Animal Services	Increase the number of pet-owning households in historically disadvantaged communities served through the fence-building program (through direct service or community partnerships) from 0 to 250 by December 2027 [new program to be established]. [\$] [Ei 40]	December 2027	
Dallas Animal Services	Increase allocation of the Animal Welfare Fund annually going to support struggling pet owners in attaining compliance in historically disadvantaged communities from \$0 to \$10,000 by May 2027. [\$] [Ei 40]	May 2027	
Office of Homeless Solutions	Decrease the number of unsheltered among those populations that exhibit the greatest need by 2025. [Ei 39]	2025	
Office of Homeless Solutions	In partnership with HOU, OCC, MDHA, and Dallas County, add an additional 248 units to the availability of permanent supportive housing stock by December 2027. [\$] [✓] [HOU, OCC] [Ei 28]	December 2027	
Office of Homeless Solutions	Decrease the average placement time for program enrollment to housing placement for historically disadvantaged residents in Dallas REAL Time Rapid Rehousing from an average of 77 days to an average of 59 days by December 2027. [Ei 39]	December 2027	
Sanitation Services	Increase fiscal aid to support income-eligible households with franchise fees assessed on Sanitation enterprise fund from \$0 to \$1 million by May 2027 (Offset rate increases). [\$] [Ei 12, 39]	May 2027	