Memorandum

DATE September 22, 2026

CITY OF DALLAS

TO Honorable Members of the Housing and Homelessness Solutions Committee: Lorie Blair (Chair), Cara Mendelsohn (Vice Chair), Adam Bazaldua, Zarin Gracey, Jesse Moreno, Jaime Resendez, Gay Willis

SUBJECT **Upcoming Council Agenda Item #26-2613A – Authorize Supplemental Agreement No. 11 to exercise the fourth and final, one-year renewal options to the service contract for Management Services the amount of not to exceed $5,147,500.00 to be granted to Bridge Steps dba The Bridge**

The purpose of this memorandum is to provide information of the upcoming City Council agenda item #26-2613A for September 23, 2026. This item will authorize the City Manager to **(1)** exercise the fourth of four, one-year renewal options to the facility management services contract (the MSC contract) with Bridge Steps d/b/a The Bridge, as amended, for facility management and operational services; **(2)** provide funding for the annual fee during year four of the contract, as amended, in an amount not to exceed $4,519,000.00 sourced from General Fund; and **(3)** increase the annual fee during year five of the contract, as amended, from $4,519,000.00 to an amount not to exceed $5,147,500.00, with $328,500.00 sourced from General Fund for an increase for pay-to-stay shelter beds, and $300,000.00 sourced from General Fund for an increase for the facility management services contract. Not to exceed $5,147,500.00 – Financing: General Fund ($5,147,500.00) (subject to appropriations)

Background

This facility management services contract is funded with the general fund and will provide for the management and all operational responsibility of the City's homeless shelter located at 1818 Corsicana Street (Homeless Recovery Center). The MSC contract, as amended, will be managed by the Office of Housing and Community Empowerment. The scope of work includes support services programs for clients, which utilize best practices specified by the National Alliance to End Homelessness. This contract is in support of the following key priorities: preventing homelessness, protecting persons experiencing homelessness, promoting affordable housing solutions, and partnering to maximize resources. The MSC contract with the Bridge has been amended several times since 2022 to add additional funds via Supplemental Agreements.

As the only low barrier shelter and entry point for all adult males and females experiencing homelessness in the City, this contract is vital to keeping guests sheltered and safe while also helping them exit homelessness. Bridge Steps d/b/a (The Bridge) is equipped with the required experience and capabilities to successfully provide these services at the City's homeless shelter and will assist persons experiencing homelessness with innovative solutions to overcome their housing crisis and provides substantial case management services.

Since opening in 2008, Bridge Steps d/b/a The Bridge has been an integral part of the City's homeless response system through the provision of day shelter, night shelter, and housing attainment services. Day services include meal service (three meals per day, 365 days per year), peer support services, showers, laundry facilities, storage of client belongings, and case management. Service offerings have evolved over the years. The most recent services include kennel services for pets of overnight shelter guests and the creation of a street outreach team.

Collaborating with the Office of Housing and Community Empowerment, the local Continuum of Care (CoC), via its lead agency, Housing Forward other social service agencies and homeless service providers, is essential to the continued success of the City's partnership with The Bridge. Currently, the following agencies provide services at the location, Parkland Hospital, MetroCare Services, and the Veteran's Administration. Other services include a library, barber shop, computer lab, and telephone service for guests and residents.

Program Accomplishments

Program / Performance Measure	Goal	Actual
Master Service Contract — $4,522,288 spent as of July 2026		
Day Shelter – Unduplicated Clients Served	6,000	5,831
Night Shelter – Unduplicated Clients Served	1,660	2,253
Total Shelter Beds Provided	84,304	111,009
Pay to Stay — $547,500 spent as of July 2026		
Unduplicated Clients Served	520	507
Shelter Bed Nights	17,100	19,076

The information provided reflects July 2026. The current contract term will end September 2026. The program is on track to meet expectations for this contract term.

Should you have any questions or need any additional information, please contact myself or Thor Erickson, Director, Office of Housing and Community Empowerment at thor.erickson@dallas.gov.

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SUBJECT **Upcoming Council Agenda Item #26-2613A – Authorize Supplemental Agreement No. 11 to exercise the fourth and final, one-year renewal options to the service contract for Management Services the amount of not to exceed $5,147,500.00 to be granted to Bridge Steps dba The Bridge**

Service First, Now!

M. Elizabeth (Liz) Cedillo-Pereira
Assistant City Manager

c: Kimberly Bizor Tolbert, City Manager
Bertram Vandenberg, City Attorney (I)
Rory Galter, City Auditor (I)
Bilierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Baron Eliason, Inspector General (I)
Dominique Artis, Chief of Public Safety
Dev Rastogi, Assistant City Manager
Alina Ciocan, Assistant City Manager
Robin Bentley, Assistant City Manager
Jack Ireland, Chief Financial Officer
Ahmad Goree, Chief of Staff to the City Manager
John Johnson, Chief of Real Estate
Directors and Assistant Directors