

MINUTES OF THE CITY COUNCIL COMMITTEE
TUESDAY, JUNE 21, 2022

22-0002

SPECIAL CALLED TRANSPORTATION AND INFRASTRUCTURE COMMITTEE
CITY COUNCIL CHAMBER, CITY HALL/VIDEO CONFERENCE
COUNCILMEMBER OMAR NARVAEZ, PRESIDING

PRESENT: [6] Narvaez, Atkins, Bazaldua, *Mendelsohn (**3:11 p.m.), *Moreno (**3:21 p.m.), Willis

ABSENT: [1] Schultz

The meeting was called to order at 3:08 p.m. with a quorum of the committee present.

The meeting agenda, posted in accordance with Chapter 551, "OPEN MEETINGS," of the Texas Government Code, was presented.

After all business properly brought before the committee had been considered, the meeting adjourned at 4:20 p.m.

Chair

ATTEST:

City Secretary Staff

Date Approved

The agenda is attached to the minutes of this meeting as EXHIBIT A.

The actions taken on each matter considered by the committee are attached to the minutes of this meeting as EXHIBIT B.

The briefing materials are attached to the minutes of this meeting as EXHIBIT C.

***Note: Members of the Committee participated in this meeting by video conference.**

**** Note: Indicates arrival time after meeting called to order/reconvened.**

MINUTES OF THE CITY COUNCIL COMMITTEE
TUESDAY, JUNE 21, 2022

EXHIBIT A

RECEIVED

2022 JUN 17 PM 2:17

CITY SECRETARY
DALLAS, TEXAS

City of Dallas

1500 Marilla Street,
Council Chambers, 6th Floor
Dallas, Texas 75201

Public Notice

220625

POSTED CITY SECRETARY
DALLAS, TX



Transportation and Infrastructure Committee

June 21, 2022

3:00 PM

SPECIAL CALLED MEETING

2021 CITY COUNCIL APPOINTMENTS

COUNCIL COMMITTEE	
ECONOMIC DEVELOPMENT Atkins (C), Arnold (VC), McGough, Narvaez, Resendez, West, Willis	ENVIRONMENT AND SUSTAINABILITY Blackmon(C), Ridley (VC), Arnold, Bazaldua, Resendez, Schultz, West
GOVERNMENT PERFORMANCE AND FINANCIAL MANAGEMENT Mendelsohn (C), Willis (VC), Atkins, Bazaldua, McGough, Ridley, West	HOUSING AND HOMELESSNESS SOLUTIONS Thomas (C), Moreno (VC), Arnold, Blackmon, Mendelsohn, Ridley, Schultz
PUBLIC SAFETY McGough (C), Mendelsohn (VC), Atkins, Moreno, Resendez, Thomas, Willis	QUALITY OF LIFE, ARTS, AND CULTURE Bazaldua (C), West (VC), Arnold, Blackmon, Narvaez, Ridley, Thomas
TRANSPORTATION AND INFRASTRUCTURE Narvaez (C), Atkins (VC), Bazaldua, Mendelsohn, Moreno, Schultz, Willis	WORKFORCE, EDUCATION, AND EQUITY Schultz (C), Thomas (VC), Blackmon, McGough, Moreno, Narvaez, Resendez
AD HOC JUDICIAL NOMINATING COMMITTEE Resendez (C), Arnold, Bazaldua, Ridley, Thomas, West, Willis	AD HOC LEGISLATIVE AFFAIRS Atkins (C), McGough, Mendelsohn, Narvaez, Willis
AD HOC COMMITTEE ON COVID-19 RECOVERY AND ASSISTANCE Thomas (C), Atkins, Mendelsohn, Moreno, Ridley	AD HOC COMMITTEE ON GENERAL INVESTIGATING & ETHICS Mendelsohn (C), Atkins, Blackmon, McGough, Schultz

(C) – Chair, (VC) – Vice Chair

Handgun Prohibition Notice for Meetings of Governmental Entities

"Pursuant to Section [30.06](#), Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a concealed handgun."

"De acuerdo con la sección [30.06](#) del código penal (ingreso sin autorización de un titular de una licencia con una pistola oculta), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola oculta."

"Pursuant to Section [30.07](#), Penal Code (trespass by license holder with an openly carried handgun), a person licensed under Subchapter H, Chapter 411, Government Code (handgun licensing law), may not enter this property with a handgun that is carried openly."

"De acuerdo con la sección [30.07](#) del código penal (ingreso sin autorización de un titular de una licencia con una pistola a la vista), una persona con licencia según el subcapítulo h, capítulo 411, código del gobierno (ley sobre licencias para portar pistolas), no puede ingresar a esta propiedad con una pistola a la vista."

"Pursuant to Section [46.03](#), Penal Code (places weapons prohibited), a person may not carry a firearm or other weapon into any open meeting on this property."

"De conformidad con la Sección [46.03](#), Código Penal (coloca armas prohibidas), una persona no puede llevar un arma de fuego u otra arma a ninguna reunión abierta en esta propiedad."

Note: A quorum of the Dallas City Council may attend this Council Committee meeting.

General Information

The Dallas City Council regularly meets on Wednesdays beginning at 9:00 a.m. in the Council Chambers, 6th floor, City Hall, 1500 Marilla. Council agenda meetings are broadcast live on WRR-FM radio (101.1 FM) and on Time Warner City Cable Channel 16. Briefing meetings are held the first and third Wednesdays of each month. Council agenda (voting) meetings are held on the second and fourth Wednesdays. Anyone wishing to speak at a meeting should sign up with the City Secretary's Office by calling (214) 670-3738 by 5:00 p.m. of the last regular business day preceding the meeting. Citizens can find out the name of their representative and their voting district by calling the City Secretary's Office.

Sign interpreters are available upon request with a 48-hour advance notice by calling (214) 670-5208 V/TDD. The City of Dallas is committed to compliance with the Americans with Disabilities Act. **The Council agenda is available in alternative formats upon request.**

If you have any questions about this agenda or comments or complaints about city services, call 311.

Rules of Courtesy

City Council meetings bring together citizens of many varied interests and ideas. To insure fairness and orderly meetings, the Council has adopted rules of courtesy which apply to all members of the Council, administrative staff, news media, citizens and visitors. These procedures provide:

- That no one shall delay or interrupt the proceedings, or refuse to obey the orders of the presiding officer.
- All persons should refrain from private conversation, eating, drinking and smoking while in the Council Chamber.
- Posters or placards must remain outside the Council Chamber.
- No cellular phones or audible beepers allowed in Council Chamber while City Council is in session.

"Citizens and other visitors attending City Council meetings shall observe the same rules of propriety, decorum and good conduct applicable to members of the City Council. Any person making personal, impertinent, profane or slanderous remarks or who becomes boisterous while addressing the City Council or while

Información General

El Ayuntamiento de la Ciudad de Dallas se reúne regularmente los miércoles en la Cámara del Ayuntamiento en el sexto piso de la Alcaldía, 1500 Marilla, a las 9 de la mañana. Las reuniones informativas se llevan a cabo el primer y tercer miércoles del mes. Estas audiencias se transmiten en vivo por la estación de radio WRR-FM 101.1 y por cablevisión en la estación *Time Warner City Cable* Canal 16. El Ayuntamiento Municipal se reúne en el segundo y cuarto miércoles del mes para tratar asuntos presentados de manera oficial en la agenda para su aprobación. Toda persona que desee hablar durante la asamblea del Ayuntamiento, debe inscribirse llamando a la Secretaría Municipal al teléfono (214) 670-3738, antes de las 5:00 pm del último día hábil anterior a la reunión. Para enterarse del nombre de su representante en el Ayuntamiento Municipal y el distrito donde usted puede votar, favor de llamar a la Secretaría Municipal.

Intérpretes para personas con impedimentos auditivos están disponibles si lo solicita con 48 horas de anticipación llamando al (214) 670-5208 (aparato auditivo V/TDD). La Ciudad de Dallas se esfuerza por cumplir con el decreto que protege a las personas con impedimentos, *Americans with Disabilities Act*. **La agenda del Ayuntamiento está disponible en formatos alternos si lo solicita.**

Si tiene preguntas sobre esta agenda, o si desea hacer comentarios o presentar quejas con respecto a servicios de la Ciudad, llame al 311.

Reglas de Cortesía

Las asambleas del Ayuntamiento Municipal reúnen a ciudadanos de diversos intereses e ideologías. Para asegurar la imparcialidad y el orden durante las asambleas, el Ayuntamiento ha adoptado ciertas reglas de cortesía que aplican a todos los miembros del Ayuntamiento, al personal administrativo, personal de los medios de comunicación, a los ciudadanos, y a visitantes. Estos reglamentos establecen lo siguiente:

- Ninguna persona retrasará o interrumpirá los procedimientos, o se negará a obedecer las órdenes del oficial que preside la asamblea.
- Todas las personas deben abstenerse de entablar conversaciones, comer, beber y fumar dentro de la cámara del Ayuntamiento.
- Anuncios y pancartas deben permanecer fuera de la cámara del Ayuntamiento.
- No se permite usar teléfonos celulares o enlaces electrónicos (*paggers*) audibles en la cámara del Ayuntamiento durante audiencias del Ayuntamiento Municipal

"Los ciudadanos y visitantes presentes durante las

attending the City Council meeting shall be removed from the room if the sergeant-at-arms is so directed by the presiding officer, and the person shall be barred from further audience before the City Council during that session of the City Council. If the presiding officer fails to act, any member of the City Council may move to require enforcement of the rules, and the affirmative vote of a majority of the City Council shall require the presiding officer to act." Section 3.3(c) of the City Council Rules of Procedure.

asambleas del Ayuntamiento Municipal deben de obedecer las mismas reglas de comportamiento, decoro y buena conducta que se aplican a los miembros del Ayuntamiento Municipal. Cualquier persona que haga comentarios impertinentes, utilice vocabulario obsceno o difamatorio, o que al dirigirse al Ayuntamiento lo haga en forma escandalosa, o si causa disturbio durante la asamblea del Ayuntamiento Municipal, será expulsada de la cámara si el oficial que este presidiendo la asamblea así lo ordena. Además, se le prohibirá continuar participando en la audiencia ante el Ayuntamiento Municipal. Si el oficial que preside la asamblea no toma acción, cualquier otro miembro del Ayuntamiento Municipal puede tomar medidas para hacer cumplir las reglas establecidas, y el voto afirmativo de la mayoría del Ayuntamiento Municipal precisara al oficial que este presidiendo la sesión a tomar acción." Según la sección 3.3 (c) de las reglas de procedimientos del Ayuntamiento.

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The City Council Transportation & Infrastructure Committee meeting will be held by videoconference and in the Council Chambers, 6th Floor at City Hall. The public is encouraged to attend the meeting virtually; however, City Hall is available for those wishing to attend the meeting in person following all current pandemic-related public health protocols. The following videoconference link is available to the public to listen to the meeting and Public Affairs and Outreach will also stream the City Council Briefing on Spectrum Cable Channel 95 and [bit.ly/ cityofdallastv](https://bit.ly/cityofdallastv):

<https://dallascityhall.webex.com/dallascityhall/j.php?MTID=m103406ec97a8b66205f0cd48b2c2f84e>

Call to Order

BRIEFING ITEMS

- A [22-1486](#) Update on DART Bus Service Adjustments
 [DART Staff, Dallas Area Rapid Transit]

Attachments: [Presentation](#)

ADJOURNMENT

EXECUTIVE SESSION NOTICE

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1. seeking the advice of its attorney about pending or contemplated litigation, settlement offers, or any matter in which the duty of the attorney to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act. [Tex. Govt. Code §551.071]
2. deliberating the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.072]
3. deliberating a negotiated contract for a prospective gift or donation to the city if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.073]
4. deliberating the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee unless the officer or employee who is the subject of the deliberation or hearing requests a public hearing. [Tex. Govt. Code §551.074]
5. deliberating the deployment, or specific occasions for implementation, of security personnel or devices. [Tex. Govt. Code §551.076]
6. discussing or deliberating commercial or financial information that the city has received from a business prospect that the city seeks to have locate, stay or expand in or near the city and with which the city is conducting economic development negotiations; or deliberating the offer of a financial or other incentive to a business prospect. [Tex Govt. Code §551.087]
7. deliberating security assessments or deployments relating to information resources technology, network security information, or the deployment or specific occasions for implementations of security personnel, critical infrastructure, or security devices. [Tex Govt. Code §551.089]

MINUTES OF THE CITY COUNCIL COMMITTEE
TUESDAY, JUNE 21, 2022

EXHIBIT B

OFFICIAL ACTION OF THE CITY COUNCIL COMMITTEE

JUNE 21, 2022

Item A: Update on DART Bus Service Adjustments

The following individuals briefed the committee on the item:

- Nadine Lee, President & CEO, DART;
- Robert Smith, Vice President of Planning & Scheduling, DART;
- Rosa Medina-Cristobal, Vice President of Human Resources, DART;
- Michele Wong Krause, DART Chair;
- Flora Hernandez, DART Boardmember;
- Jon-Bertrell Killen, DART Boardmember;
- Carmen Garcia, DART Boardmember; and
- Gary Slagel, DART Boardmember

MINUTES OF THE CITY COUNCIL COMMITTEE
TUESDAY, JUNE 21, 2022

EXHIBIT C



Update on DART Bus Service Adjustments

Rob Smith

Vice President, Service Planning and Scheduling

Rosa Medina

Vice President, Human Resources

June 21, 2022



Background

- On January 24th DART implemented a completely re-designed bus network
- The New Bus Network was the most significant change to bus service in DART's history
- Along with the redesign, services on bus and light rail were restored to pre-pandemic levels
- Work on the redesign started in October 2019, and continued through the pandemic



Improved Access and Coverage

Key measure of new network performance: increase in jobs accessible by transit within 60 minutes travel

Average improvement in jobs reachable within 60 minutes by transit:
+34%

Access improves for every socioeconomic and demographic group

98% of pre-pandemic boardings within walking distance of service

Improved overall service coverage



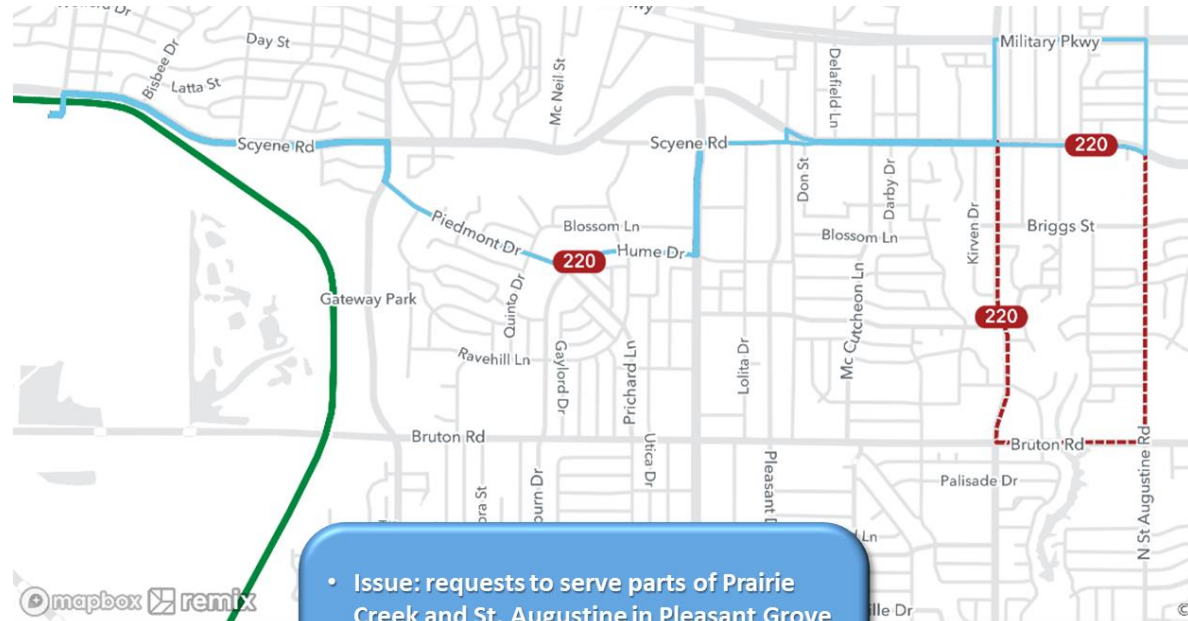
June Service Adjustments

- DART has implemented a series of adjustments to some bus schedules and GoLink zones since the bus network redesign was introduced in January
- Additional adjustments to the network occurred on June 13, and these are the focus of today's update
- Two routes in Dallas have had route modifications based upon customer requests:
 - Route 215 to serve Blewitt Flowers and Overton Park Apartments
 - Route 220 to serve additional streets in Pleasant Grove



June Route Modifications

Route 220



- Issue: requests to serve parts of Prairie Creek and St. Augustine in Pleasant Grove via modification of Route 220
- This change is feasible and will not have adverse impact on riders
- Slated for June service changes

Route 215



Alternative route

- Issue: service to Bluit Flowers Health Center
- Walk distance to Kiest 2,600 ft
- Walk distance to Marsalis 1,800 ft

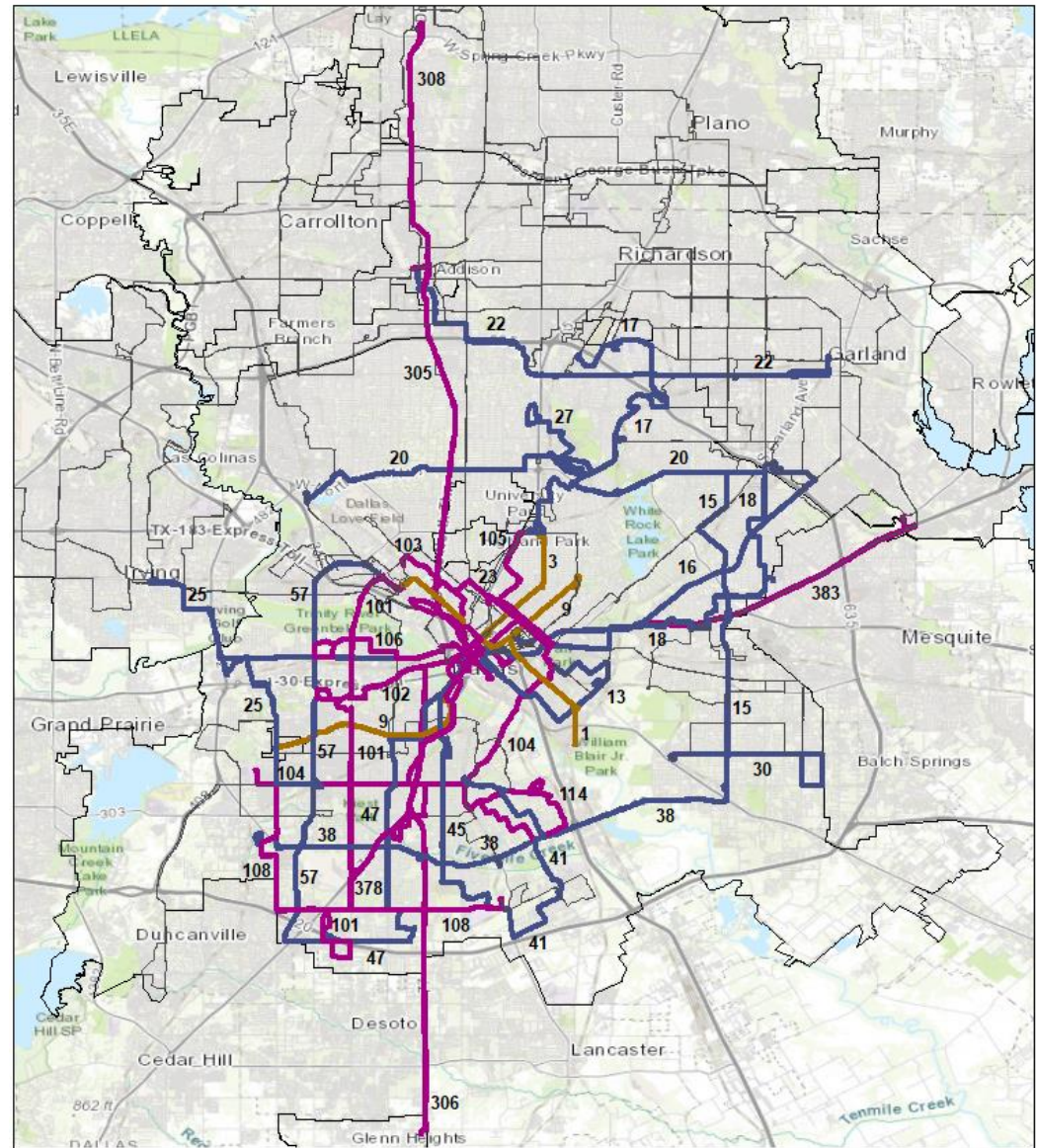
Operator Shortages

- The largest group of the June 13 changes involve schedule adjustments to address bus operator shortages
- Similar to many transit agencies throughout the Country, DART has faced a series of labor shortages over the past two years
- When DART designed and implemented the new network in January, we did not anticipate that labor shortages, specifically for bus operators, would have the impact that we have seen
- Shortages have caused missed service throughout the bus system
- The goal of the changes is to help with missed connections, getting people to work on time, and responding to the customer feedback we have received



Temporary Service Adjustments

- On June 13th, 31 bus routes had schedule adjustments:
 - 15-minute service will switch to 20-minute service
 - Some 20-minute service will switch to 30-minute service midday and early evenings
- Adjustments may continue until January 2023
- As we are able to build the workforce we will re-evaluate the plan and timing and adjust if possible



Legend

City Boundaries

Weekday Frequency (peak/base)

20/20 min

Peak Changes Only - 20 min

20/30 min

Unaffected Routes



Communications Plan

Temporary Service Adjustments

- Bilingual Communications were targeted to inform:
 - Riders
 - Residents
 - Stakeholders
 - Elected officials
 - Cities staff
- Comprehensive plan started May 23 – three weeks prior to change



Message

- Messaging topics:
 - Describing the adjustments
 - Why we are making them
 - Planned community outreach approach
 - Benefits of DARTzoom (long term benefits remain)
 - Aggressive Operator hiring efforts
- Talking points conveying these messages appear throughout communications plan elements
- Bilingual – Spanish and English



Advertising

- "Acknowledgement and Action"
 - Acknowledge that our riders deserve a dependable bus network
 - Describe the actions we are taking to address:
 - service adjustments to improve timeliness
 - hiring bus operators to meet service levels
 - providing technology options to better manage experience
 - Reinforce benefits of 2022 bus network



Activation

Community:

- Stakeholder, elected official outreach
- General information two weeks before
- Special events
- Messaging to school districts last week of May, again for start of new school year
- Work with key communicators for DART Cities
- Corporate client outreach
- Rider alerts
- Press releases to media outlets

Employees:

- Call center training underway
- “Bus blitz” reachout at key stations/passenger facilities

Delivery

DART Assets

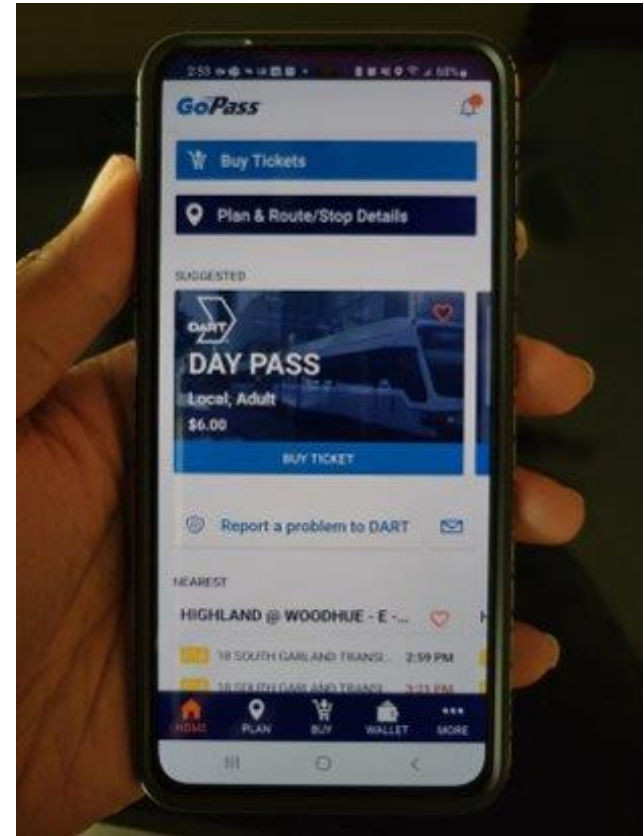
- Rail and bus interiors
- Transit Centers
- Windscreens
- Corner markers
- DARTmart



Delivery

Digital

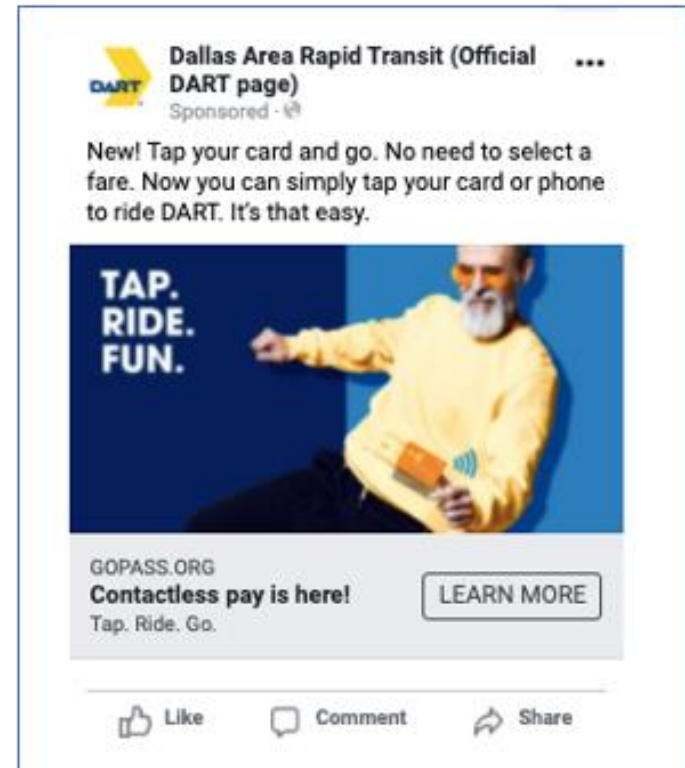
- Gov Delivery emails
- DART.org/DARTzoom.org websites
- DART Daily blog
- GoPass app
- Kiosks
- Bus digital screens



Delivery

Social Media

- Ask DART
- Facebook and YouTube Live Events
 - Several events in advance, others after
 - Bilingual
- Facebook
- Instagram
- Twitter
- LinkedIn



Tools

- Brochure
- New timetables for affected routes
- Printed notices on buses, trains



Bus Operator Hiring

- **Increased Starting Wage**
 - \$ 21.13/hr
- **MARCOM Campaign:**
 - Rolling Stock
 - DART owned/ operated locations
 - Digital Content
 - * *Efforts initiated in January and February and still in effect*
- **Launch of Bus Operator Incentive**
 - April 1st - Employee Referral and Sign-on Bonus
 - Announced in English and Spanish on DART.org
 - Over 100 applications in first week of Launch
- **Launch of Government Relations Press:**
 - April 11th press release to DART media database, including local and trade publications, and local print and broadcast media outlets.



What are DART's additional plans?

- Expand external Community-Based Partnerships
- Updated Agreement with Univision
 - Television, Radio, and Digital opportunities
- Establish Partnerships with Local CDL and Trade/Technical Schools
- Biweekly meetings with Operations leadership
- Biweekly hiring events and increased visibility at community Job Fairs
- On the spot interviews and hiring
- Expedited hiring process



Thank you



DART.org