

# Embracing Your Safe & Livable Neighborhood

CITY OF DALLAS  
STRATEGIC CUSTOMER SERVICES

## South Central Service Area News

### A word from your editor-

Good Day South Central family. I hope this newsletter finds you in the best of health and spirits and on a unified path for neighborhood excellence. First, I want to congratulate all the residents that have participated in a City of Dallas ride along or 311 tour. Thank you for leading the charge in learning the intricacies of what it takes to make a great City.

Now that we have declared ownership in 2009 and promised to take back the neighborhoods-let's strategize how to sustain and embrace your new safe and livable community. The most critical components to sustaining neighborhood vitality are 1) Educate your community about the most common code violations; 2) Partake and participate in your regularly scheduled community meetings; 3) Utilize every City resource that is available to you to ensure adherence to the City's ordinances; and finally 4) Tell! Tell! Tell! on the

residents that repeatedly violate them.

Please understand family, 'telling' is not demonstrative of malevolence toward your neighbor. It merely depicts a high regard for your community and it sets a standard. The standard needs to be set.

Remember, as your Service Area Coordinator, I am here to coordinate City services and ensure that the appropriate City departments are addressing your concerns. I work closely with Code Compliance, Sanitation, the Dallas City Marshals' Office, Streets Department, the City Attorney's Office, Public Works & Transportation, South Central Police Substation and 311. Team Dallas is here for you and ready to make a difference.

Please keep this in mind when you are driving down the street and observe things that jeopardize the quality of life in your com-

munity. If it's a life-threatening emergency, remember to dial 9-1-1. However, if it is a non emergency, like a street light out, loose dog, downed traffic light, or a junk motor vehicle, call 3-1-1. Be certain to jot down your Service Request Number (SR#). The SR# is very important because it will enable you to easily reference your concern with the 3-1-1 call taker in subsequent calls.

Remember, to make a difference, it requires action.

*Katrina Johnson*



**Katrina Johnson –  
Hand Salute outside  
State Capitol**

### South Central Civic Academy ONBOARD Sponsors!

The first South Central Civic Academy was held on January 24, 2009, from 8 a.m. until 1 p.m. at Dallas City Hall and it was a success!

As a result, the next academy will be held on **Saturday, June 27** from **9:00 a.m. until 2 p.m.** For this academy, breakfast and lunch will be provided courtesy of **Deputy Mayor Pro Tem Dwaine Caraway** and **Austin Bridge & Road**. The registration process will begin

on **May 12** until **June 12**. Simply call Katrina Johnson at 214-671-8057 and leave a message expressing your interest to participate.


Moreso, it is imperative that we extend a round of applause and a warm 'Thank You' to the following sponsors of the South Central Civic Academy. The following sponsors have contributed time and/or money to this event to ensure its success. Their generos-

ity has afforded the attendees to enjoy breakfast, lunch, gift cards and wonderful prizes for their demonstration of exemplary civic responsibility. We thank you and appreciate your commitment and partnership.

**Oncor, Dallas Habitat for Humanity, Charles Ballard, Paul Quinn College and Union Pacific.**



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I would like to extend a heart-felt 'Thank you' to the caring staff on wing

**4-C, Dr. Lynn Brooks, Stephanie and Mrs. Sandra Griffith** of the VA North Texas Healthcare Facility for their unyielding dedication, commitment to quality patient care and continuous customer service to Texas veterans. Thank you and job well done!



*VA Hospital located 4500 S. Lancaster*

# Have you met the Interstate Cowboy?



Have you met **B.J. Brantley** a.k.a the Interstate Cowboy? If you haven't, well you have now. The Interstate Cowboy is known and often recognized with his princely partner, an 18 year-old, Tennessee Walker horse named Roc. I first met Mr. B.J at a community clean up late last year. I was intrigued with Mr. B.J. and inquired about the bird's foot he wore around his neck as a necklace (being a City girl and all). Mr. B.J. explained, "It's a Red Tailed Hawk's foot. It's Cowboys' jewelry. We don't wear diamonds, gold and silver chains" which made a lot of sense.

Afterwards, I learned that Mr. B.J. is known as the Interstate Cowboy because he and Roc are committed to greeting early morning commuters on their way to work on Interstate 45. I thought this was great and that he had an abundance of character. However, a short time passed before I encountered Mr. B.J again and to my surprise, I subsequently learned that he was the President of Cigarette Heights/ Highland Hills Neighborhood Association. I concluded on March 14, 2009, that Mr. B.J would be featured in this newsletter because he has an awesome story to tell with an unstoppable vision not only for the South Central

Service Area but Citywide.

On Thursday, April 23, 2009, I visited Mr. B.J on his ranch where he maintains his horses and train others. I had the privilege of meeting the mild mannered show horse Roc, BB, and Buttercup. Mr. B.J demonstrated an unconditional love for God, his horses, his ranch, and a desire to offer at risk kids the opportunity to interact and care for his horses with hopes to improve their accountability, responsibility and encourage self-esteem and a sense of accomplishment. Well, before I could print his story on paper and list Mr. B.J's many commitments, he added another very special feat: On Friday, April 24, 2009, I was traveling East on Overton and I spotted a loose horse in the street between Arizona and Michigan eating grass off of the City parkway. The cars were traveling about 30 to 40 mph on Overton (coming around the curve) and I was afraid the horse would be struck before the motorist could identify it. I pulled my car behind the horse and put on my hazards. I was terrified of the loose horse (did I mention I was a City girl?) but I age to onto the While it on the didn't leave the called 911 three times then it dawned on me- MR. B.J.



With all toes and fingers crossed, I called Mr. B.J. and explained the situation. Guess what Family, Mr. B.J was there within 15 minutes.

I couldn't believe my eyes as I watched him coax the loose horse. I stood afar with my camera phone to capture it all for you to see. Mr. B.J. talked to the horse in a calm voice and the horse LITERALLY walked over to him and he carefully placed the rope around the horse's neck. Needless to say, I was in awe because each time the horse approached me, I ducked into my little Strategic Customer Service car (did I mention I was a City girl?).



Aside from actively participating in city events and community clean ups, serving as the Chair of Cigarette Heights Neighborhood Association, demonstrating Texas comradery as the Interstate Cowboy, Mr. B.J has now earned the title as the Horse Whisperer.

To find out how to have Mr. B.J. & Roc attend your next birthday party, photo shoot, planned event or for riding lessons or horse training, simply give him a call 214-276-4830.



## The Dallas City Marshals



The Dallas City Marshal's Office mission is to preserve the integrity of the Municipal Courts by executing the duties of Prisoner Transfers, Civil

Process, Warrant Enforcement, Detention Services and Enforcing Illegal Dumping and Environmental Crimes committed within the Dallas city limits. We are committed to providing quality customer services while protecting the citizens of Dallas and Constitutional Rights of all persons.

Our office was established in 1856, as the first law enforcement entity for the City of Dallas pre dating the creation of the Dallas Police Department by approximately 33 years. Deputy Marshals assigned to the Dallas Marshal's Office are sworn Peace Officers as prescribed by the Texas

Code of Criminal Procedure, Texas Penal Code and Texas Occupations Code.

Currently, we are located at 1600 Chestnut in Dallas, Texas and employ 63 sworn and non sworn staff that carry out the following functions: **Detention Services** - House Class C and Public Intoxicated Prisoners. **Warrant Enforcement**- Enforce outstanding City of Dallas Class C warrants. **Civil Process**- Serve court summons, subpoenas, and civil process documents for the City of Dallas. **Prisoner Transfer Services** - Transport prisoners having City of Dallas warrants from 150 regional law enforcement agencies. **Illegal Dump Team** - Enforce Environmental Crimes (Illegal Dumping of waste, chemicals, tires and demolition debris, scrap tire, and motor vehicle violations, Idling violations, unsecured load and illegal outdoor burning violations). If you identify an illegal dumpsite and a suspect is not present, please call 3-1-1; however, dial 9-1-1 upon witnessing an Illegal dumping violation and safely

obtain as much information as possible about the suspect.

The Dallas City Marshals continuously strive for excellence and our most recent successes are our participation in the Statewide Warrant Round Up and the recent investigation of a water pollution case that resulted in the suspect being arrested and given a bond of \$3.25 million dollars. In addition, our team received a grant from the Texas Commission on Environmental Quality for digital surveillance equipment to enhance our strategic tactics.

For more information about the Dallas City Marshals and the Illegal Dump Team, please call 214-670-3075.

Also, if you are interested in a community presentation, simply call 214-670-6804.



## Some Healthy Family Competition



Natasha Singleton, Leader

The Daughters of Destiny, a free local community program operated under InnerCity Solutions, Inc. in conjunction with Grace Tabernacle Church, located at 2302 Scotland Drive, has been challenged to answer the following essay question 'Why is it important to be involved in your community?'

The participants of this program range from the ages of 9-17 and have undergone six empowering life skill sessions of training and transformation. The program is designed to teach the importance of love, honor, and re-

spect to young ladies early in their lives while they are impressionable, says leader, **Natasha Singleton**. It is a five month program and its emphasis is on self-respect, the dangers of falling into the trap of premarital sex, drugs and other life altering decisions. Most importantly, it offers them the opportunity to commit to Christ through a purification ceremony. To learn more about this program, simply call Natasha Singleton at (469) 337-5805.

In support of the competition and unyielding commitment to this City, the winner of the essay will receive a \$50 gift card courtesy of **Deputy Mayor Pro Tem Dwaine Caraway**.

## 2010 U.S. Census Information



Hello South Central! My name is **Yasmin Barnes Tolliver** and I am the Census Manager & Liaison for the City of Dallas. Did you know that April 1, 2010 is

Census Day across the United States? The City of Dallas has taken a proactive approach to ensure an accurate count of all Dallas residents. I will be working closely with the Mayor's Complete Count Committee, the local Census Bureau Partnership Specialist and other agencies across the City to make sure everyone is counted and Dallas is represented appropriately. The U.S. Constitution mandates that a head count be taken every 10 years of every person residing in the U.S. which has been in effect since 1790. The results of the Census will determine how over \$300 Billion in annual federal funding is distributed throughout the 50 states. Those federal funds pay for things like public transportation, road rehabilitation & construction, programs for the elderly, WIC (Woman, Infants & Children Assistance), Head Start Programs and Title 1 Grants to educational agencies. So, you see why your participation is so important...because you count! Just remember, the 2010 Census is easy, important, and safe.

To kick off this awareness effort, join the Complete Count Committee and City Officials for the Dallas, We Count Rally. The event will be on Saturday, **June 13** from 9 a.m. until 12 p.m. at the Dallas City Hall Plaza. For more information on the 2010 Census or to request a speaker for your community group, please call Yasmin Barnes Tolliver at 214-670-5417 or email [yasmin.barnes@dallascityhall.com](mailto:yasmin.barnes@dallascityhall.com)



### \*\*ATTENTION\*\* SENIOR RESIDENTS \*\*ATTENTION\*\*

Did you know you can call **Audrey Brown**, Caseworker at the South Central Police Substation at 214-670-6739, if you are a senior citizen or disabled and need help with various social service matters. Mrs. Brown is well-informed and skilled in managing multiple social service issues and can assist you in reaching a practical resolve. Audrey is also a Public Notary and will come out to assist you, free of charge. If you know of a senior resident that needs assistance or there is a senior citizen that lives next door to you, please forward this information onto them.



## A Word from our CHIEF!



Hello South Central residents. I am **Deputy Chief Sherryl Scott** from the South Central Patrol Division.

Working together, we have accomplished an awesome task in our crime reduction efforts. As of this date, we have reduced crime in this service area by 25%. However, we must remember as summer approaches, and as the temperature increases, so will criminal behavior. In order to sustain our crime reduction efforts, you must continue to call 9-1-1 when you observe criminal activity or suspicious behavior. The crimi-

nals must understand that we will not tolerate their behavior. When you call, if you do not want to be contacted by the police, please inform the 9-1-1 operator. Also, you can call 214-671-4499 to give anonymous tips about suspected drug houses, names & addresses of persons committing crimes and vehicle descriptions. I am convinced that if we continue to work together, we will continue to have success in reducing the crime. If you would like to be more involved in your community, please contact Sgt. Melissa Gregg, Neighborhood Police Coordinator at 214-671-4532. *D.C. Sherryl L. Scott*

## The City of Dallas and its RIIP Team



Hello South Central residents. My name is **Juan Pedraza**. I am a Manager with the Rapid Intensified Inspection Pro-

gram, also known as the RIIP Team. The RIIP Team, a component of the Department of Code Compliance's Nuisance Abatement Division, was created in April 2008, to strategically manage time sensitive, complex, priority code violations, and to participate in multi departmental special projects.

This specialized squad is made up of two code inspection teams that work together to provide service seven days a week. We participate in community projects, special clean ups and joint projects with the neighborhoods to preserve neighborhood quality and combat blighted conditions.

During the weekend, we respond to service requests such as life hazard concerns at multi tenant properties, illegal garage sales and after hour parking violations.

The RIIP Team is located at 4020 W.

Illinois and ready to handle all types of code violations that may extend outside the normal scope of duties for the Neighborhood Code District.

We are here to help, and to learn more about the RIIP Team, simply call 214-948-



**CITY OF DALLAS  
STRATEGIC CUSTOMER SERVICES**

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This is the second edition of the **South Central Service Area Newsletter**. Its purpose is to encourage residents to take notice and part in their neighbors' well-being.

Throughout the newsletter, you will find information about your neighbors and South Central happenings. Yes, we are our brothers' keepers and this is the year of service. Hence, keeping you informed.

If you identify something you consider SCSA newsletter worthy or to be a part of the SCSA newsletter please email [katina.johnson@dallascityhall.com](mailto:katina.johnson@dallascityhall.com)



**Dr. Elba Garcia**  
Dist. 1

**Pauline Medrano**  
Dist. 2

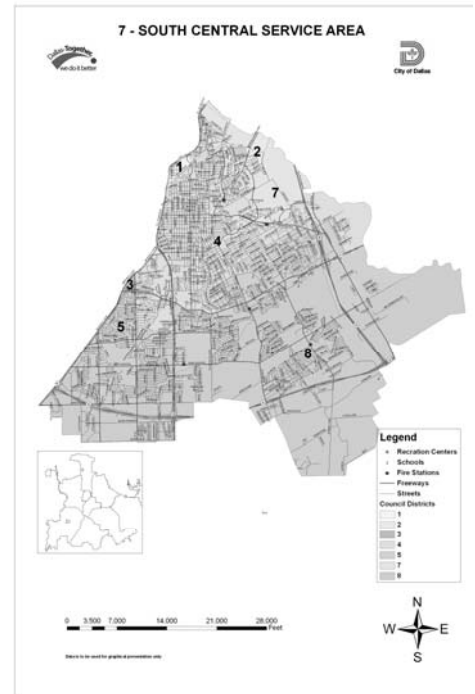
**David Neumann**  
Dist. 3

**Dwaine Caraway**  
Dist. 4

**Vonciel Jones Hill**, Dist. 5

**Carolyn Davis**  
Dist. 7

**Tennell Atkins**  
Dist. 8



*A community is like a ship; everyone ought to be prepared to take the helm. ~Henrik Ibsen*

## Inquiring Minds Want to Know...

### **What does the City Manager do when she is not running the City of Dallas?**

“My name is **Mary Suhm** and I am the City Manager for the City of Dallas. When I am not working, I enjoy reading, bike riding and visiting my family in Austin, Texas.”

### **Who braids Commissioner John Wiley Price's hair?** ~Sharon Jefferson

“My name is **Keldra** and I am Commissioner Price's Executive Secretary. **Mrs. Tootsie** braids the Commissioner's hair. Mrs. Tootsie is located at Tootsie's Braiding Gallery on 2402 S. Lancaster Road.

### **Will the City of Dallas consider reinstating the street sweepers at least once per month?** ~Carolyn Arnold

“My name is **Kelly High** and I am the Director of Street Services. The City of Dallas does not currently offer residential street sweeping. Adding residential street sweeping would require additional funding for the Department of Street Services and would have to be approved by Council. Currently, once a month residential street sweeping cost over \$3M

annually (excluding the cost of equipment). Although residential street sweeping has been discussed during past budget deliberations, funding has not been available to add the program.”

### **What can be done to clean up the trash in our business parking lots?** ~Deitra Wright

“My name is **Opal White**. I am the South Central Neighborhood Code Representative. If you see a business that has litter or any other code violations, please get the name and address of that business and call it in to 3-1-1. Business owners are responsible for the property upkeep. This includes the parking lot.”

### **What are future plans for I-20 & Lancaster Road Area?** ~Carolyn Pritchett

“Hello South Central Dallas. My name is **Lee McKinney** and I am the Assistant Director of Economic Development. To date, the City is not aware of plans for immediate development. A UNT-Dallas Area Plan has been developed that address a future development vision in an area generally bounded by I35, I20, Ledbetter and Lancaster Road. The Plan will create a vibrant ‘university town’ of

urban mixed use area for working, shopping, entertainment, urban neighborhoods with many housing options, residential neighborhoods that maintain the character of established neighborhoods, commercial centers that provide neighborhood retail goods and services and business centers that offer regional shopping and employment opportunities.

The plan can be viewed at [www.forwarddallas.org](http://www.forwarddallas.org). The I20/Houston School Road development was highlighted in an article in the Dallas Morning News about 2 years ago. The site is located in Lancaster. I'm not sure the project is still on the table.

Finally, the Mayor's Southern Task Force is a venue for offering ideas and actions that help to facilitate and manage future development. Citizens should be involved to have a say in their future.”

### ***Next Month's Question for Inquiring Minds:***

***If you had an opportunity to interview one person in city government, who would it be and what would you ask?***

Submit your questions to

[katina.johnson@dallascityhall.com](mailto:katina.johnson@dallascityhall.com)