



Lee M. Kleinman

Dallas Council Member, District 11



Winter Newsletter December 2020

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Season Greetings,

This year has been difficult for many because of COVID-19. If you or someone you know is needing assistance with any resources, please contact our office.

Please enjoy reading our newsletter which provides district and citywide updates. Constituents can voice their concerns through calls and emails to our office and can also submit service requests by using 311.

Thank you for your community engagement and dedication to make this City a better place to live!

Sincerely,

Lee M. Kleinman
Council Member
District 11

Thank You

Branching Out Events (Pagewood Park & Valley View Park)

Thank you to everyone who volunteered at "Branching Out" Tree Planting Events at Pagewood Park and Valley View Park! The trees look amazing thanks to your planting expertise.

A special thanks to the Park and Recreation staff, Jeff Kitner D11 Park Board Member, and to all the volunteers.



**Thank you Park and Recreation Staff
(Valley View Park)**



**Thank you volunteers
(Valley View Park)**



**A special thanks to Park and Recreation
staff Sloan Anderson and Jeff Kitner Park
Board Member (Valley View Park)**



**Tree planting was an awesome experience
(D11 Council Liaison - Sophia Figueroa
Valley View Park)**



**Park and Recreation staff and volunteers
(Pagewood Park)**



**Park Board Member Jeff Kitner and
volunteer (Pagewood Park)**



Services of Hope

A special thank you to Services of Hope Farmers to Families & Community Food Boxes for helping families in need. Services of Hope provided Thanksgiving Boxes to Anne Frank Elementary for families in need. Thank you to all the volunteers that helped with this amazing event.

Thank you to the teachers and volunteers at Anne Frank Elementary School.





Park Central Condo HOA

Update by Bill Gart HOA Representative

As you know each year our Park Central Condo HOA we hold twice a year a Food and Clothing drive the first Saturday in May and the first Saturday in November. This year due to COVID-19 we had to cancel our May drive. I contacted our committee and suggested to send out notices to all of our homeowners that would like to make a donation of \$5.00 and the proceeds would go to Vickery Meadow Food Bank on Walnut Hill Lane.

The program was November 1 thru November 15th and flyers were placed on each door and each mailbox of the HOA announcing the drive. Also, our neighboring HOA Hillcrest Forest was invited to join us and they accepted. They reached out to their community and provided a website to make donations for this cause. Their donations were \$5, \$15, or \$25.00. The total amount collected from both HOA groups was \$2,300.00 and presented to the Food Bank. The Vickery Meadows Food Bank shared that since March 2020 they now serve 4 times as many people than they have in the past.

The goal is to implement this program for each district beginning February 2021.

District Updates

Esperanza District Building Blocks

Building Blocks Stakeholder meetings for the Esperanza District will restart in January 2021 with the assistance of Community Prosecution, Dallas Police Department, and various community leaders.

These meetings will be held to develop and discuss crime reduction strategies and offer

collaboration on quality of life improvements for residents and businesses. Owners and managers of businesses in the district should participate to discuss concerns and learn about helpful resources.

You are invited to join a virtual meeting on **Thursday, January 14th at 10am - 11am**.
Please RSVP by emailing district11@dallascityhall.com

Northhaven Trail Expansion

Update by Jeff Kitner D11 Park Board Member

The Northhaven Trail, which on the eastern end currently terminates at Valleydale Drive, is expanding east. As part of a Texas Department of Transportation (TXDOT) project, the trail will eventually connect with the White Rock Creek and Cottonwood Creek trails on the east side of Central Expressway via a bridge over Central Expressway. The bridge is currently in the final design stages with TXDOT, and the project should go out to bid in spring of 2021. For renderings of the proposed bridge, please visit [here](#). Additionally, the City of Dallas is preparing to make modifications to Valleydale and Northhaven Road to make these more pedestrian and bike friendly as the final connection between the current terminus and the entry point for the new bridge.

Valley View/Galleria District

I am excited to be kicking off a strategic planning process in 2021 for the Valley View/Galleria District along with co-chair and former Park Board commissioner, Amy Monier. Stakeholders and neighbors will be included in an extensive process to shape the direction and bring all the facilities, amenities, and connections together into a single, cohesive vision.

In November, voters approved a Dallas Independent School District bond election, including a new K-12 choice school to be located in the Midtown area and designed to compete with private schools in North Dallas.

Thanks to the incredible work by the North Dallas Chamber of Commerce and Texas A&M Commerce, a new DISD Choice school will be coming to D11!

The International STEAM Academy will be the first DISD PreK-12 school in Dallas. The focus will be science, technology, engineering, arts and mathematics with an international perspective.

Due to the success of the recent DISD bond election the school is slated to be in the 1st tranche of funding. After the new year the DISD will be hiring a project manager and begin bringing this dream to reality!

For details about the STEAM Academy visit [here](#).

Also, the City of Dallas is in negotiations to acquire several different properties in the area. These acquisitions will be used to help create new park and cultural affairs spaces in the district. The Midtown Park Foundation has been working on strategies to raise funds for the acquisition of additional land in the district for the development of a signature park. Finally, the North Central Texas Council of Governments and Jacobs Engineering completed a mobility study for a people mover project within the Midtown area.

A park vision plan has been completed view details here:

http://dallasmidtownvision.com/wpcontent/uploads/2019/08/DallasMidtownPark_Vision

A Transportation/Parking study for an Automated Transportation system is complete:
<http://dallasmidtownvision.com/wp-content/uploads/2020/03/Dallas-Midtown-ATS-ES.pdf>

City Updates

Budget and Management Services

(Virtual Neighborhood Public Meetings for HUD Grant Funds)

Budget and Management Services (BMS) and the Community Development Commission (CDC) will host six public engagement meetings, beginning January 7 - 14, 2020. The purpose of these meetings, is to encourage residents to provide comments and input on potential uses for the U.S. Department of Housing and Urban Development (HUD) funds of the Consolidated Plan. The Consolidated Plan grants include: Community Development Block Grant (CDBG), HOME Investment Partnership Program (HOME), Emergency Solutions Grant (ESG), and Housing Opportunities for Person with AIDS (HOPWA). Information on the dates, times, and links for the virtual meetings are published on community development website click [here](#).

City Website Dalbot Feature

Dalbot is a new chatbot tool on dallascityhall.com that makes it easier for Dallas residents and stakeholders to find City services, resources and general information. Dalbot is available in both English and Spanish. For more detail click [here](#).

Dallas Animal Services

(DAS Offers New Online Tool to Help Residents in Need of Rehoming Pets)

DAS recently launched a partnership with [Home to Home](#)™, an online platform that allows residents to proactively rehome their pets when keeping them is no longer an option. This free tool offers an adoption process very similar to the one at DAS and helps the owner have quality conversations with potential adopters to find the right match. Home to Home™ also allows pets to go directly from their old home to a new one, preventing shelter overcrowding and saving shelter resources for pets with no other options. Within the first week of launch, 26 residents utilize the tool to rehome their pets.

Those looking to surrender a pet or to adopt through Home to Home™ can both access the DAS [site here](#). Additionally, DAS launched a [Dallas Community Rehome and Pet Support Facebook page](#) which will automatically post adoptable pets from Home to Home™ and will also include additional pet support resources for residents of Dallas. Media coverage of the Home to Home™ launch included [NBC DFW](#), [Dallas Weekly](#), and [Fox 4](#).

Dallas Public Library (Wi-fi hotspot)

Request your hotspot now!

With the rollout of the additional 2,100 hotspots, for a total of 3,000, the Dallas Public Library is encouraging residents to place a request for a hotspot now. It's easy to log click [here](#), search hotspot in the catalog and mark your place in the queue. Requests will be available for

Holiday Safety Tips

Holiday gatherings are not recommended this year. If you decide to celebrate with close friends and family, practice these [safety tips](#) to prevent the spread of COVID-19.
#StayOnGuardDallas

Office of Arts and Culture **(Arts & Culture Holiday Events & Programs)**

The Office of Arts and Culture (OAC) has put together a list of highlights of 2020 holiday events and programs for the month of December. Whether you are staying inside and enjoying virtual events by the fire or looking for in-person, socially distanced events, there are so many ways to feel the holiday cheer this season. The list of highlights pulls from OAC Cultural Centers as well as partners from all over Dallas such as the Dallas Symphony Orchestra, Dallas Arboretum and Botanical Gardens, and more! For more information, please click [here](#).

Office of Community Care **(Office of Community Care - WIC Reimagine How Families Access Social Benefits)**

The work of the Office of Community Care's Women, Infants and Children (WIC) Local Agency 07 (LA07) in partnership with Child Poverty Action Lab (CPAL) was featured in a recent newsletter for global nonprofit design firm, IDEO.org. [The feature](#) highlighted a design thinking project implemented by WIC LA07 and CPAL to better understand the needs and barriers to service for WIC clients and target populations, showcasing incredible work on the front line transforming a program to better support families across Dallas.

WIC Local Agency 7 and CPAL prototyped different ways to implement seamless trips to the grocery store and created warmer, community-centered clinic visits. Using the WIC playbook developed with CPAL and IDEO, the City of Dallas accessed national Americorps VISTA grant funding. New VISTAs corps members will be onboarded in the coming months to focus on prototyping and implementing additional concepts from the playbook to clarify and improve families' access to social benefits.

Dr. Martin Luther King, Jr. Celebration Week

In January 2021, the City of Dallas will host its 39th annual celebration of the life and legacy of Dr. Martin Luther King, Jr. with a weeks' worth of events highlighting issues of equity, diversity, and opportunity. The theme for Dr. Martin Luther King, Jr. Week 2021, selected by the MLKJCC Advisory Board is "The Fierce Urgency of Now." MLK Week 2021 will include a Candle Lighting Ceremony, Youth Fair, Wreath Laying Ceremony, Job Fair, Equity Symposium, and culminate with the Dr. Martin Luther King, Jr. Awards & Scholarship Gala. Event details are being finalized and can be found [here](#).

Dr. Martin Luther King Jr. Essay Contest

The City of Dallas is pleased to announce the [2021 Dr. Martin Luther King Jr. Essay Contest!](#) The contest will award six scholarships up to \$5,000 (per award) to graduating high school seniors or first-year students accepted into a college-level educational institution (two-year college, four-year college, or trade school). This year's essay prompt aligns with the theme of the 2021 Dr. Martin Luther King, Jr. Celebration Week, "The Fierce Urgency of Now". The submission deadline is December 31, 2020.

Office of Community Police Oversight

The Community Police Oversight Board (CPOB) took a historic step at its December 8th monthly meeting. The Board voted for and added Dallas City residents to all five of its subcommittees. The community members will be notified of their appointment by the Director of OCPO. You will be able to view the selected residents on the [CPOB website](#) soon. OCPO is excited about working with the CPOB to onboard the community members so they can start serving on those committees in the early part of 2021.

Office of Economic Development

(Economic Development Small Business Continuity Fund Update)

The Small Business Continuity Fund (SBCF) has awarded funding to more than 300 Dallas small businesses impacted by COVID-19. Since July of this year, the SBCF program has funded 316 grants, totaling more than \$2.7M in grant funding. An additional 18 loans have been approved, totaling \$450,900, bringing the overall amount of approved funding under the SBCF program to \$3.2 million. We will continue processing the first round of applications and expect to reopen applications again early in 2021. Businesses that would like to be added to the notification list can email SBCF@dallascityhall.com.

The Office of Environmental Quality and Sustainability

(2019-2020 Air North Texas Partner Award)

The Office of Environmental Quality and Sustainability (OEQS) is pleased to report that the City has been awarded the 2019-2020 Air North Texas Partner Award for Outstanding Outreach by the North Central Texas Council of Governments (NCTCOG). This award reflects the work of the Air Quality/Climate Policy Team in OEQS who re-vamped the North Texas Climate Symposium, the Clean Air Action Day, and other outreach and engagement efforts to a virtual platform, to amplify the NCTCOG Air North Texas messages, through outreach and education on local air quality. As part of this work, staff analyzed air quality data over time compared with the air quality during the initial COVID19 shutdown, to investigate and better understand air quality improvements achieved with reduced vehicle emissions.

Staff was honored at the December 10, 2020 meeting of the NCTCOG Regional Transportation Committee. This award is well-deserved, and reflects the hard work, dedication, innovation and programmatic creativity by these staff members. Their efforts continue to reflect positively for the program and our City.

Office of Equity and Inclusion

The Office of Equity and Inclusion implemented a campaign developed by the City of Dallas to engage residents, community leaders, and organizations to slow the spread of COVID-19 throughout our communities. #StayonGuard when at home, work, and school. Protecting ourselves, wearing our masks, and maintaining a safe distance are strategies we must continue implementing to protect our loved ones. For additional details about Stay on Guard visit [here](#).

Office of Homeless Solutions

(COVID-19 hotel shelter operations)

St. Jude - Park Central began Phase I COVID-19 hotel shelter operations for guests. At present, there are 13 guests receiving care. Efforts are continuing at the site to make all 180 rooms available for COVID-19 hotel sheltering. The St. Jude – Park Central project is a joint collaborative between the City, County and Catholic Housing Initiative. OHS is supporting this property by managing hospital referrals.

For additional details please read the press release from [Catholic Charities](#).

Based on the current availability of hotel rooms, OHS will have capacity and an approved contract, from the City Council, under the Coronavirus Relief Funds to meet the needs of the Bridge: Homeless Recovery Center.

In conclusion, OHS and our partners have served more than 1,000 unduplicated guests in hotel sheltering since March. OHS will meet the deadlines of the Coronavirus Relief Funds that support these operations by concluding hotel sheltering prior to December 30th, 2020. Due to the added capacity of the St. Jude – Park Central development, we estimate enough capacity to support on-going needs.

The Office of Homeless Solutions (OHS) has implemented a Service Request dashboard to be utilized to track the progress of encampment resolution efforts. Constituents can access the dashboard by clicking [here](#).

Homeless Encampment Cleaning Update

On December 4th, City Council was advised by the Office of Homeless Solutions and Dallas Police Department of the implementation of a temporary suspension of homeless encampment resolutions as a result of on-going COVID-19 cases and current guidance. This week, The OHS Street Outreach teams engaged with persons experiencing unsheltered homelessness, following all current CDC COVID-19 protocols and procedures, and provided proactive clean-up of trash and debris, distributed waste and hygiene supplies, and made connections to resources and shelter. The following locations were served on Tuesday, December 15th:

- US-75 & Forest Lane
- 508 & 515 Park (Corner of Canton St. & Park)

OHS will continue to monitor, assess, proactively clean and provide sanitary products to known encampment locations to limit the potential spread and effects of COVID-19. Information on continued service to homeless encampments can be found [here](#).

Public Works Update

To view a list of all Districts Active and Scheduled Projects view here: [Public Works District Projects](#).

Helpful Resources

Atmos Energy



Caring for our Customers

Stay warm. Stay safe. Stay connected.

As winter approaches, we are committed to helping our customers find solutions to pay past due balances and maintain their natural gas service. Payment plans and financial assistance are available, and we continue to proactively work with our customers who are accumulating past due balances.

Customer Outreach

In March, Atmos Energy immediately suspended disconnections for non-payment, eliminated fees for late payments, and fees for setting up a payment plan. In May, we enhanced our payment plan options and began a robust communications effort to our customers and stakeholders such as cities, food banks, assistance agencies, regulators, and faith-based organizations. We want to work with customers to help them keep their natural gas service connected, especially now that winter is arriving. We are here to help customers manage their account so the past due amount does not become insurmountable. We also share this information via:

Customer bills, online Account Center, [AtmosEnergy.com](#), on-hold messages, outbound calls to customers, customer letter and emails, social media platforms: Facebook, Twitter, LinkedIn, Instagram, and Nextdoor.

Bill Payment Options:

Payment Plans

Installment plans are available that spread out the payment of a past due balance over time. There is no charge or fee. To set up an installment plan, log in to the Account Center at [atmosenergy.com/accountcenter](#) and select the Payment Assistance tab. Or call during business hours to set up a payment plan.

Financial Assistance

Funds to help pay natural gas bills are available through the federally funded Comprehensive Energy Assistance Program (CEAP)*, Atmos Energy donations and our Sharing the Warmth* program. These funds are distributed through local energy assistance agencies to qualified residential customers. To locate an agency, visit [atmosenergy.com/assistance](#) or call 211.

*State low-income qualifications apply for (CEAP) funds. Eligibility for Sharing the Warmth funds is determined by your local agency.

Customer Service | 888.286.6700

Monday - Friday | 7 a.m. to 6 p.m. Central

[atmosenergy.com/assistance](#)

Smell gas? Act Fast! If you suspect a natural gas leak, leave the area immediately and from a safe distance call 911 and Atmos Energy's 24/7 emergency line: 866.322.8667.





Cuidando a Nuestros Clientes

Quédese caliente. Quédese seguro. Quédese conectado.

A medida que se acerca el invierno, nos comprometemos a ayudar a nuestros clientes a encontrar soluciones para pagar los saldos vencidos y mantener su servicio de gas natural. Hay planes de pago y asistencia financiera disponibles, y continuamos trabajando de manera proactiva con nuestros clientes que están acumulando saldos vencidos.

Alcance al cliente

En marzo, Atmos Energy inmediatamente suspendió las desconexiones por falta de pago, eliminó las tarifas por pagos atrasados y las tarifas por establecer un plan de pago. En mayo, mejoramos nuestras opciones de plan de pago e iniciamos un sólido esfuerzo de comunicación con nuestros clientes y partes interesadas, como ciudades, bancos de alimentos, agencias de asistencia, reguladores y organizaciones religiosas. Queremos trabajar con los clientes para ayudarlos a mantener conectado su servicio de gas natural, especialmente ahora que llega el invierno. Estamos aquí para ayudar a los clientes a administrar su cuenta, para que el monto adeudado no se vuelva insuperable. También compartimos esta información a través de:

Facturas de clientes, centro de cuentas en línea, AtmosEnergy.com, mensajes en espera, llamadas salientes a clientes, cartas y correos electrónicos de clientes, plataformas de redes sociales: Facebook, Twitter, LinkedIn, Instagram, y Nextdoor.

Opciones de pago de facturas:

Planes de Pago

Hay planes de pago a plazos para distribuir los pagos de su saldo durante un determinado período de tiempo. No hay ningún cargo ni tarifa. Para inscribirse en un plan de pago a plazos, inicie sesión en su Centro de Cuentas en atmosenergy.com/accountcenter y seleccione Payment Assistance. O puede llamarnos durante las horas normales de negocio para establecer un plan de pago.

Asistencia Económica

Fondos para ayudar a pagar las facturas de gas natural están disponibles por medio de los fondos federales del programa Comprehensive Energy Assistance Program (CEAP)*, donaciones de Atmos Energy, y nuestro programa de Sharing the Warmth*. Estos fondos se distribuyen por medio de agencias locales de asistencia de energía a clientes residenciales elegibles. Para encontrar una agencia cerca de usted, visite atmosenergy.com/assistance o llame al 211.

*La elegibilidad para los fondos distribuidos por CEAP está basada en los requisitos estatales de bajos ingresos. La elegibilidad para fondos de Sharing the Warmth es determinada por su agencia local de asistencia.

Atención al Cliente | 888.286.6700

lunes - viernes, 7 a.m. hasta las 6 p.m. Zona Central

atmosenergy.com/assistance

¿Huele Gas? ¡Actúe Rápido!
¡Aléjese inmediatamente del área! Llame al 911 y nuestro número de emergencia al 1-866-322-8667 desde una distancia segura.



Local Energy Assistance Agencies

Assistance Center of Collin County
900 18th St
Plano, TX 75074
(972) 422-1125

Catholic Charities – Fort Worth
249 W Thornhill Dr
Fort Worth, TX 76115
(817) 534-0814

City of Fort Worth Community Action Partners
4200 S Frwy 2200
Fort Worth, TX 76115
(817) 392-5790

Christian Community Action
200 S Mill St
Lewisville, TX 75057
(972) 221-1224

Dallas County HHS
2377 N Stemmons Frwy, Ste. 201
Dallas, TX 75207
(214) 819-1848

GRACE
837 E Walnut St
Grapevine, TX 76051
(817) 488-7009

Grand Prairie United Charities
1417 Densman St
Grand Prairie, TX 75051
(972) 262-2014

Irving Cares, Inc.
440 S Nursery Rd
Irving, TX 75060
(972) 721-9181

Mesquite Social Services
1035 Military Pkwy
Mesquite, TX 75149
(972) 285-3000

Oak Cliff Bible Fellowship (TurnAround Agenda)
7140 Library Ln
Dallas, TX 75232
(469) 567-1793

Rockwall County Helping Hands
401 W. Rusk Street, Ste. 200
Rockwall, TX 75087
(972) 771-4357

Sharing Life Community Outreach
3544 E Emporium Cir
Mesquite, TX 75150
(972) 285-5819

The Senior Source
3910 Harry Hines Blvd
Dallas, TX 75219
(214) 823-5700

Tarrant County
1200 Circle Dr
Fort Worth, TX 76119
(817) 531-5620

Texoma Council of Governments
1117 Gallagher Dr
Sherman, TX 75090
(903) 893-2161

Waxahachie Care
609 Kaufman St
Waxahachie, TX 75165
(972) 923-2273

West Dallas Multipurpose Center
2828 Fish Trap Rd
Dallas, TX 75212
(214) 670-6530

**COVID-19
Mobile In-Home Testing
Call 1-833-657-1887
(See Details Below)**

COVID-19 Mobile In-Home Testing AVAILABLE NOW!

Healthcare workers will travel in a mobile testing unit to screen residents in their home.



SCHEDULING APPOINTMENTS:

Mobile in-home testing appointments will be scheduled at NO COST to eligible residents

CALL THE MCI DIAGNOSTIC CENTER SCREENING LINE:

1-833-657-1887



HOURS OF SCHEDULING:

8 a.m. to 6 p.m., Monday to Saturday

TO BE ELIGIBLE FOR COVID-19 MOBILE IN-HOME TESTING:

- Must be a Dallas resident
- Must NOT have transportation and NOT have means to get to a testing site



¡Pruebas Móviles, En Casa, COVID-19 Ya Están Disponibles! LLAME A 1-833-657-1887

¡PRUEBAS MÓVILES, EN CASA, COVID-19 YA ESTÁN DISPONIBLES!

Los trabajadores de la salud viajarán en una unidad móvil de pruebas, para examinar a los residentes en sus hogares.



PROGRAMACIÓN DE CITAS:

Las citas para las pruebas móviles, en casa, serán coordinadas SIN COSTO, para los residentes que cumplan con los síntomas mencionados previamente

LLAME A LA LÍNEA DE DETECCIÓN DE MCI DIAGNOSTIC CENTER:

1-833-657-1887



HORA PARA LA PROGRAMACIÓN:

8 a.m. a 6 p.m., lunes a sábado

REQUISITOS PARA REALIZARSE LAS PRUEBAS MÓVILES, EN CASA, DEL COVID 19:

- Deben ser residentes de Dallas
- NO tener transporte y NO tener medios disponibles para llegar al lugar de la prueba



**Dallas Water Utilities
(Rates became effective October 1, 2020)**



Rates and fees have been adjusted to maintain service levels and recover costs

There are changes to your water, wastewater, sanitation and stormwater services rates this month. These changes were made to more accurately align service levels and costs. Rates became effective October 1, 2020.

Water and wastewater rates

Dallas Water Utilities (DWU) rates have two components, a customer charge and a volume usage charge. Wastewater volume is based on actual usage or winter average, whichever is less.

Customer Charge (5/8" meter)	Water		Wastewater	
	Old	New	Old	New

Usage (per 1,000 gallons)

Residential

0 - 4,000 gal.	\$1.86	\$1.88	\$5.36	\$5.41
4,001 – 10,000 gal.	\$4.00	\$4.05	\$5.36	\$5.41
10,001 – 20,000 gal.	\$6.50	\$6.59	\$5.36	\$5.51
20,001 - 30,000 gal.	\$9.30	\$9.40	\$5.36	\$5.41
Above 30,000 gal.	\$10.70	\$10.86	\$5.36	\$5.41

General Services

0 – 10,000 gal.	\$3.73	\$4.22	\$4.11	\$4.56
Above 10,000 gal.	\$4.05	\$4.60	\$4.11	\$4.56
Above 10,000 gal. and 1.4 times annual average monthly usage	\$6.15	\$7.02	\$4.11	\$4.56

DWU provides high quality water and wastewater services and recovers all of its costs through rates, which remain among the lowest in the country for comparable utilities.

Sanitation Fee

The residential sanitation fee has increased from \$28.64 (\$31.00 with tax) to \$30.52 (\$33.04 with tax) per month. This fee increase is necessary to maintain cost of delivering solid waste services.

Storm Drainage Management Fee (Stormwater monthly charge)

The monthly Stormwater fee has increased for both residential and non-residential customers. This fee increase helps maintain current service levels and improve city-wide stormwater drainage and flood management infrastructure.

Residential

Impervious Area	Old	New
Up to 2,000 Sq Ft	\$3.90	\$4.25
2,001 – 3,500 Sq Ft	\$6.21	\$6.76
3,501 – 5,500 Sq Ft	\$9.29	\$10.11
More than 5,500 Sq Ft	\$15.19	\$16.53

Non-residential Property

Fee is calculated based on \$2.29 per 1,000 square feet, or parts thereof, of impervious area. The minimum monthly charge for non-residential is \$6.53.

For more information call DWU Customer Service at 214-651-1441 or visit www.DallasCityHall.com



Publication FY 19/20 #73

10/20



Para mantener los niveles de servicio y recuperar costos, las tarifas y cuotas han sido ajustadas

Este mes hay cambios en su tarifa de servicios de agua, drenaje, salubridad y aguas pluviales. Estos cambios se hicieron para alinear con mayor precisión los niveles de servicio y costos. Los cambios entraron en efecto el 1º de Octubre del 2020.

Servicios de Agua y Drenaje

Las tarifas de agua y drenaje de Dallas Water Utilities (DWU) tienen dos componentes, un cargo al consumidor y un cargo por volumen de uso. El volumen de drenaje está basado en el uso actual o el uso promedio de invierno, el que sea menor.

Cobros a Usuarios	Aguas	Drenaje	Tarifa Anterior	Tarifa Nueva	Tarifa Anterior	Tarifa Nueva
(Medidor de 5/8")	\$5.33	\$5.38	\$4.78	\$4.83		

Uso Residencial (por 1,000 galones)

0 - 4,000 gal.	\$1.86	\$1.88	\$5.36	\$5.41
4,001 - 10,000 gal	\$4.00	\$4.05	\$5.36	\$5.41
10,001 - 20,000 gal	\$6.50	\$6.59	\$5.36	\$5.41
20,001 - 30,000 gal	\$9.30	\$9.40	\$5.36	\$5.41
Más de 30,000 gal	\$10.70	\$10.86	\$5.36	\$5.41

Servicio General

0 - 10,000 gal	\$3.73	\$4.22	\$4.11	\$4.56
Más de 10,000 gal	\$4.05	\$4.60	\$4.11	\$4.56
Más de 10,000 gal y 1.4 más del uso mensual del promedio anual	\$6.15	\$7.02	\$4.11	\$4.56

DWU provee servicio de agua y drenaje de alta calidad y recupera la totalidad de sus costos mediante las tarifas, las cuales se mantienen entre las más bajas del país por servicios públicos comparables.

Recolección de Basura

Las tarifas de recolección de basura residencial han aumentado de \$28.64 (\$31.00 con impuestos) a \$30.52 (\$33.04 con impuestos) al mes. Este aumento de tarifa es necesario para mantener el costo de la entrega del servicio de recolección de basura.

Aguas Pluviales (Tarifa mensual)

La tarifa mensual de Aguas Pluviales ha aumentado para clientes residenciales y no residenciales. Este incremento ayuda a mantener los niveles de servicios existentes y proveer mejoras en el sistema de drenaje de aguas pluviales y la infraestructura del manejo de inundaciones en toda la ciudad.

Residencial Área

Impermeable	Tarifa Anterior	Tarifa Nueva
Hasta 2,000 Sq Ft	\$3.90	\$4.25
2,001 - 3,500 Sq Ft	\$6.21	\$6.76
3,501 - 5,500 Sq Ft	\$9.29	\$10.11
Más de 5,500 Sq Ft	\$15.19	\$16.53

Propiedades no residenciales y comerciales

La tarifa está basada en \$2.29 por cada 1,000 pies cuadrados de área impermeable. El cargo mensual mínimo para propiedades no residenciales es \$6.53.

Para información llame al servicio al cliente de DWU al 214-651-1441 o visite www.DallasCityHall.com

Dallas Public Library (Bring the internet home)

Bring the internet home with a Wi-Fi hotspot from Dallas Public Library! The library will soon have 2,100 more hotspots for cardholders to borrow. Request one now to get on the waitlist and you'll be first in line when they're available for check out. To request a hotspot click [here](#).

Traiga Internet a Casa

¡Traiga el Internet a casa con un Hotspot Wi-Fi de la Dallas Public Library! La biblioteca pronto tendrá 2,100 Hotspots más para que los titulares de tarjetas puedan pedir prestado. Solicite uno ahora para entrar en la lista de espera y será el primero en línea cuando estén

Bring the internet home!
¡Traiga internet a casa!

Use the internet at home with a hotspot.
Check one out with your library card.

Use Internet en casa con un Hotspot.
Alquila uno con su tarjeta de biblioteca.

Call
214-670-7809
or your local branch to request

Llame al 214-670-7809 o su sucursal local para solicitar.

III dallaspubliclibrary

Domestic Violence Information

- Domestic Violence affects individuals in every community, regardless of age, economic status, sexual orientation, gender, race, religion or nationality. You are not alone; help is available.
- It takes courage to ask for help when someone you love is hurting you. You are not alone; support is available.
- Domestic Violence includes physical violence, sexual violence, psychological violence and emotional abuse. Violence in relationships is never okay. Speak with someone to understand the signs of abuse.

STAYING AT HOME DOESN'T MEAN SAFE AT HOME

CALL FOR HELP

National Domestic Violence Hotline
1-800-799-SAFE (7233)

Child Protective Services (CPS)
1-800-252-5400

NEED SHELTER?

Genesis Women's Shelter
214-946-HELP (4357)

The Family Place
214-941-1991

IN AN EMERGENCY DIAL 911



City of Dallas

Violencia Doméstica

- La violencia doméstica afecta a personas de todas las comunidades, independientemente de la edad, la situación económica, la orientación sexual, el género, la raza, la religión o la nacionalidad. No estás solo; hay ayuda disponible.
- Se necesita el valor para pedir ayuda cuando alguien que amas te está lastimando. No estás solo; hay ayuda disponible.
- La violencia doméstica incluye la violencia física, la violencia sexual, la violencia psicológica y el abuso emocional. La violencia en las relaciones nunca está bien. Habla con alguien para entender los signos de abuso.

QUEDARSE EN CASA NO SIGNIFICA ESTAR SEGURO EN CASA

PIDA AYUDA

Línea telefónica nacional para
la violencia doméstica
1-800-799-SAFE (7233)

Servicios de Protección al Menor
1-800-252-5400

¿NECESITA UN REFUGIO?

Refugio para mujeres de Genesis
214-946-HELP (4357)

The Family Place Shelter
214-941-1991

EN CASO DE EMERGENCIA, MARQUE EL 911



City of Dallas

The Senior Source



Caring for an aging loved one is no easy task. Whether caring in your own home for a parent or spouse or caring from afar while a loved one is in a nursing home or assisted living facility, things can be stressful. This year, with the pandemic and the upcoming holidays added on, **The Senior Source** offers these **Top 10 Tips** for taking care of yourself so you can be the best caregiver you can be.

1. Reset your expectations. While it used to be feasible to travel from various relatives' homes, traveling might not be possible or recommended for elderly people this year. Stay home and stay safe if you are able.
2. Prepare family members for any changes your loved one may exhibit during a socially distanced visit or on a virtual visit or call.
3. Maintain routines as much as possible.
4. If your "to do" list is a mile long and you aren't enjoying the season, re-evaluate and determine which items on the list you can cut out or assign tasks to other family members.
5. Ask your loved one what THEY would like to do this holiday season and find out what their expectations are. There are still fun ways to enjoy the holidays safely. If your loved one lives with you, take a drive together to look at lights from your car or check out online opportunities for holiday music or shows.
6. Prepare and share at least one favorite holiday dish instead of trying to prepare the whole meal.
7. Keep your sense of humor. Research shows that laughter and humor help manage stress and has many health benefits.
8. Create new traditions when the old ones are no longer feasible for your loved one to engage in or because of pandemic restrictions.
9. Designate a quiet time or quiet space where your loved one can rest and relax.
10. Recognize the signs of caregiver burnout before they strike. Take time for yourself and engage in activities that bring you comfort and relaxation. Don't forget to ask others in your household for help and allow family members to take on tasks to give you a well-deserved break.

Bonus Tip-11. Call the Caregiver Support Program team. We are here for you! 214-823-5700.

Tree Safety

Christmas Tree Safety



As you deck the halls this holiday season, be fire smart. A small fire that spreads to a Christmas tree can grow large very quickly.



PICKING THE TREE

- Choose a tree with fresh, green needles that do not fall off when touched.



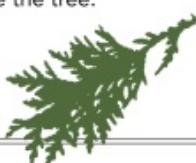
PLACING THE TREE

- Before placing the tree in the stand, cut 2" from the base of the trunk.
- Make sure the tree is at least three feet away from any heat source, like fireplaces, radiators, candles, heat vents or lights.
- Make sure the tree is not blocking an exit.
- Add water to the tree stand. Be sure to add water daily.



LIGHTING THE TREE

- Use lights that have the label of a recognized testing laboratory. Some lights are only for indoor or outdoor use.
- Replace any string of lights with worn or broken cords or loose bulb connections. Read manufacturer's instructions for number of light strands to connect.
- Never use lit candles to decorate the tree.
- Always turn off Christmas tree lights before leaving home or going to bed.



After Christmas

Get rid of the tree after Christmas or when it is dry. Dried-out trees are a fire danger and should not be left in the home or garage, or placed outside against the home.

Check with your local community to find a recycling program.

Bring outdoor electrical lights inside after the holidays to prevent hazards and make them last longer.

FACTS

! More than **one of every four** home Christmas tree fires is caused by electrical problems.

! Although Christmas tree fires are not common, when they do occur, they are more likely to be serious.

! A heat source too close to the tree causes **one in every four** of the fires.



NATIONAL FIRE PROTECTION ASSOCIATION

The leading information and knowledge resource on fire, electrical and related hazards

Your Logo

nfp.org/education ©NFPA 2019

Helpful Information

View these links for helpful information:

Building Inspection online permit process view [here](#).

City Website Dalbot Feature for details click [here](#).

Dallas 311 view [here](#).

Dallas County Covid-19 information view [here](#).

Dallas Library view [here](#).

Dallas Police New Chief view [here](#).

Dallas Water Utilities view [here](#).

Office of Arts & Culture view [here](#).

Office of Community Care Covid-19 resources view [here](#).

Office of Homeless Solutions view [here](#).

Office of Welcoming Communities & Immigrant Affairs view [here](#).

Office of Special Events view [here](#).

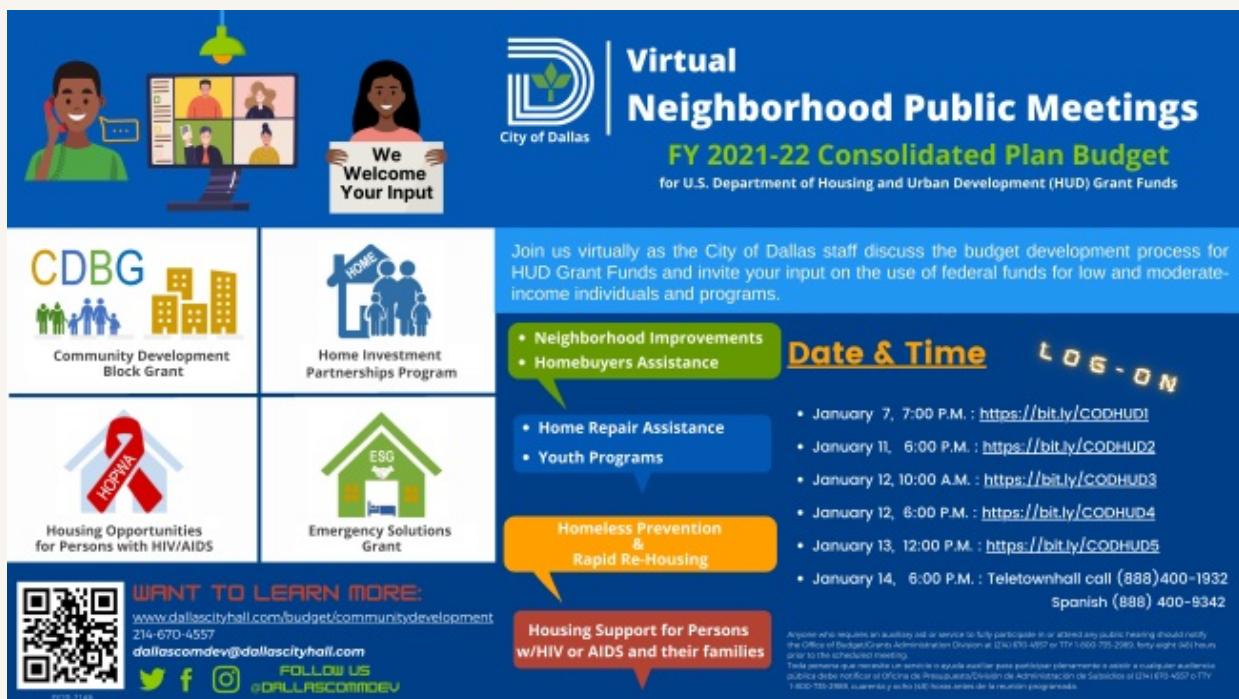
Park and Recreation view [here](#).

Sanitation Services view [here](#).

Events/Meetings

Virtual Neighborhood Public Meetings for HUD Grant Funds

Information on the dates, times, and links for the virtual meetings are published on community development website click [here](#).



The flyer features a blue header with the City of Dallas logo and the text "Virtual Neighborhood Public Meetings FY 2021-22 Consolidated Plan Budget for U.S. Department of Housing and Urban Development (HUD) Grant Funds". Below the header, there's a graphic of three people (two men and one woman) in a video conference setting, with the text "We Welcome Your Input". The main body is divided into four quadrants: 1. CDBG (Community Development Block Grant) and Home Investment Partnerships Program. 2. Housing Opportunities for Persons with HIV/AIDS and Emergency Solutions Grant. A central call-to-action box says "WANT TO LEARN MORE?" with a QR code, website link (www.dallascityhall.com/budget/communitydevelopment), and email (dallascomdev@dallascityhall.com). It also encourages following @DALLASCOMDEV on social media (Twitter, Facebook, Instagram). 3. A "Date & Time" section listing six dates from January 7 to January 14, each with a corresponding Zoom link. 4. A "LOG-ON" section with a QR code and a note for individuals who require an auxiliary aid or service to fully participate in or attend any public hearing.



This flyer is in Spanish and follows a similar structure to the English version. It includes the City of Dallas logo and the text "Reuniones públicas virtuales del vecindario Año fiscal 2021-22- Presupuesto del plan consolidado para los fondos de subvención del Departamento de Vivienda y Desarrollo Urbano de los Estados Unidos (HUD por sus siglas en inglés)". It features the same four quadrants for CDBG, HOME, HOPWA, and ESG programs. The "QUIEREN APRENDER MÁS:" section provides the same contact information as the English version. The "Fecha y hora" section lists the same dates and Zoom links as the English version, along with a "CONÉCTATE" section for Spanish speakers.



SERVING SEVEN CITIES · INCREASING REGIONAL MOBILITY



DART SILVER LINE BETTERMENTS PROGRAM NOTICE OF BETTERMENTS/SOUND WALL MOCK-UP VIEWING

You are invited to participate in the DART Silver Line Betterments/Sound Wall mock-up viewing in your city to see in person what the wall color and finish will look like in your neighborhood. The viewing will be available from **Friday, November 20, 2020 – Friday, January 29, 2021**.

The betterments/sound wall color and finish for each neighborhood were voted on by residents and stakeholders through a robust and inclusive community engagement process. All locations will provide the community an up-close look at the various wall color and finish selections. Attendees will see the Durisol Absorptive Wall System that will be used on the track-side of the alignment and the Precast Concrete Reflective Wall to be used on the neighborhood-side of the alignment.

To confirm wall color and finish for your neighborhood, please visit DART.org/SilverLine.

Viewing Locations

The locations to view betterment/sound wall mock-ups in your city are as follows:

City of Coppell

Coppell Town Center
255 Parkway Blvd.
Coppell, Texas 75019

City of Plano

Plano Municipal Center
1520 K Avenue
Plano, TX 75074

City of Carrollton

Crosby Recreation Center
1610 E. Crosby Road
Carrollton, TX 75006

City of Richardson

Richardson Civic Center
411 W Arapaho Road, Suite 102
Richardson, TX 75080

City of Dallas

Campbell Green Recreation Center
16600 Park Hill Drive
Dallas, TX 75248

For Additional Information: Please visit DART.org/SilverLine or contact DART Community Engagement at **214-749-2835**.



SIRVIENDO Siete CIUDADES · AUMENTANDO LA MOVILIDAD REGIONAL



PROGRAMA DE MEJORAS DE SILVER LINE DE DART AVISO DE PRESENTACIÓN SOBRE LAS MEJORAS DE LAS MUESTRAS DE PARED DE MITIGACIÓN DE SONIDO

Lo invitamos a participar en la presentación de las muestras de pared de mitigación de sonido como parte de las mejoras de Silver Line de DART en su ciudad. Así podrá ver en persona cómo se verá finalmente el color y acabado en las paredes de su vecindario. Las muestras estarán disponibles desde el **viernes 20 de noviembre de 2020 al viernes 29 de enero de 2021**.

Las mejoras del color y acabado de las paredes de mitigación de sonido para cada vecindario fueron elegidas por los residentes y participantes a través de un proceso de compromiso comunitario inclusivo. Todas las ubicaciones para ver las muestras de la pared y las mejoras proporcionarán a la comunidad un vistazo de cerca a las distintas selecciones de color y acabado. Los asistentes verán el sistema de muro absorbente Durisol que se usará en el lado del ferrocarril de la alineación y el muro reflectante de concreto prefabricado que se usará en la alineación al lado del vecindario.

Para confirmar el color y acabado de la pared en su vecindario, ingrese a DART.org/SilverLine.

Ubicaciones de las muestras

Las ubicaciones para ver las muestras de las mejoras en su ciudad son las siguientes:

City of Coppell
Coppell Town Center
255 Parkway Blvd.
Coppell, Texas 75019

City of Plano
Plano Municipal Center
1520 K Avenue
Plano, TX 75074

City of Carrollton
Crosby Recreation Center
1610 E. Crosby Road
Carrollton, TX 75006

City of Richardson
Richardson Civic Center
411 W Arapaho Road, Suite 102
Richardson, TX 75080

City of Dallas
Campbell Green Recreation Center
16600 Park Hill Drive
Dallas, TX 75248

Para obtener información adicional: Visite DART.org/SilverLine
o comuníquese con la División de Participación de la Comunidad de DART al **214-749-2835**.

141-0649-1020 ET

Happy Holidays

TIPS TO PREVENT
THE SPREAD OF
COVID-19



KEEP IT SMALL
Celebrate with 10 people or fewer.

WEAR YOUR MASK and make sure it covers your nose AND mouth.

WASH YOUR HANDS frequently with either alcohol hand gel or soap and water.

WATCH YOUR DISTANCE and remain at least 6 feet away from others.

Felices Fiestas

CONSEJOS DE SEGURIDAD
PARA LA
PREVENCIÓN DE COVID-19



MANTÉNGALA PEQUEÑA
Celebre con 10 personas o menos.

USA TU MASCARILLA y asegúrate de que te cubra la nariz y la boca.

LAVA TUS MANOS
frecuentemente con gel de alcohol para manos, o con agua y jabón.

VIGILA TU DISTANCIA y mantente al menos a 6 pies de distancia de los demás.

Contact Us

We enjoy hearing from you and ask that you continue to connect with our office. As always, our office is here to assist with any service requests and any policy questions.

Sincerely,
The District 11 Team