

# Memorandum



CITY OF DALLAS

DATE September 15, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – September 14, 2023**

In this week's issue of Taking Care of Business are the following topics:

## **New Information**

- New Commercial Permit Hotline
- Fact Sheet: Digital Equity Efforts
- Digital Inclusion Week: Digital Equity Art Contest
- Dallas Animal Services assists in DFW Pets are Family Event

## **Weekly Updates**

- Convention and Event Services Weekly Event Report
- Office of Procurement Services New Opportunities
- Office of Homeless Solutions Update
  - R.E.A.L. Time Rehousing
  - OHS Street Outreach Update
  - Give Responsibly Campaign Outreach Update
  - H.A.R.T/eam Update
- Media Inquiries

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## **NEW INFORMATION**

### **New Commercial Permit Hotline**

Development Services is pleased to announce a new Commercial Permit Hotline for customers who have submitted a building permit application and are experiencing permitting delays. This additional level of customer service is intended to give our commercial customers personalized attention during delays in the permitting process. Applicants who call the Hotline will be asked to provide the permit application number, property address, and the date the application was submitted. A member of our management team will respond to each customer within 24 hours or the next business day. This gives staff time to research the project and provide relevant solutions if there is an issue. The Commercial Permit Hotline will go live on Monday, September 18, 2023, and may be utilized by calling (214) 948-4535, Monday thru Friday, from 8AM – 5PM. All other permit inquiries will be directed to our Call Center at (214) 948-4480. Should you have any questions, please contact Andrew Espinoza CBO, MCP, CFM, CCEA, Director of Development Services, at [buildingofficial@dallas.gov](mailto:buildingofficial@dallas.gov).

### Fact Sheet: Digital Equity Efforts

The City Manager's Digital Equity Team has compiled a one-page fact sheet of the City's digital equity projects encompassing the four pillars of digital equity: Affordability, Access, Devices, and Digital Skills. The purpose of the fact sheet to provide a summary of the City's efforts that is easily accessible and shareable. An English and Spanish version are attached for your convenience. Should you have any questions or concerns, please get in touch with Estefania Ramirez, Digital Equity Coordinator, at [estefania.ramirez@dallas.gov](mailto:estefania.ramirez@dallas.gov).

### Digital Inclusion Week: Digital Equity Art Contest

In honor of Digital Inclusion Week, scheduled for October 2 - 6, 2023, the City Manager's Digital Equity Team has partnered with the Office of Arts and Culture to host our first digital equity art contest. Submissions will be accepted beginning Friday, September 15, 2023 through Thursday, October 5, 2023 at 8:00 am. 1st, 2nd, and 3rd place winners will be displayed at the Erik J. Johnson Central Library. Submission examples will include themes like: What digital inclusion means to me. How has technology empowered you at school or home? How has digital technology impacted your life? How do you protect yourself and others online? What are your favorite ways to connect with others using technology? Those interested in submitting an entry can fill out this form: <https://form.jotform.com/232505216822146>. Should you have any questions or concerns, please get in touch with Estefania Ramirez, Digital Equity Coordinator at [estefania.ramirez@dallas.gov](mailto:estefania.ramirez@dallas.gov).

### Dallas Animal Services assists in DFW Pets are Family Event

Dallas Animal Services (DAS) along with many area partner organizations took part in the DFW Pets are Family Event, providing food, vaccines, microchips, and resources to families in need in the City of Dallas. The drive-through event at Fair Park served over three miles worth of cars, totaling over 800 pets who were registered at the event. 703 pets received food, 379 received microchips, and 330 received medical support. Dallas Animal Services staff and volunteers assisted partner organizations in administering vaccinees and microchips, as well as handing out food and providing support resources. DAS believes the best place for pets is with their families, and events like this help keep them in their homes where they belong. Should you have any questions, please email Melissa Webber at [melissa.webber@dallas.gov](mailto:melissa.webber@dallas.gov).





**WEEKLY UPDATES**

**Convention and Event Services Weekly Event Report**

Each week, Convention and Event Services will provide a report featuring two weeks of upcoming events that are either coordinated with the Office of Special Events or hosted at the Kay Bailey Hutchison Convention Center Dallas. The report highlights the dates, location, and Council District for each event, and is attached for your convenience. Should you have any questions or concerns, please contact Rosa Fleming, Director of Convention and Event Services at [rosa.fleming@dallas.gov](mailto:rosa.fleming@dallas.gov).

**Office of Procurement Services New Opportunities**

The Office of Procurement Services (OPS) is excited to announce the following new contract opportunities. More information can be found on the City’s [electronic bid portal](#):

Opportunity No.	Opportunity Name
CIZ23-PBW-3043	Alley Reconstruction Group 17-8003
CIZ23-PKR-3040	Dallas Zoo South Garage
CIZ23-TRN-3042	Martin Luther King Junior Boulevard (MLK Blvd) Truck Route Traffic Feasibility Study and Preliminary/Schematic Engineering Design Services (CSJ 0918-47-375)
BQZ23-00022638	Enterprise Network Cabling Services

We are also pleased to share the latest, [Procurement Quarterly](#) listing citywide opportunities for the current quarter (of the fiscal year) and published on the OPS [website](#). The City of Dallas Office of Procurement Services will host in-person and

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virtual meetings to engage business and non-profit vendors with technical assistance regarding "Doing Business with the City of Dallas". For more information about the City of Dallas Office of Procurement Services or to schedule an appointment, please contact Angela Akins, at [Angela.akins@dallas.gov](mailto:Angela.akins@dallas.gov) or call 972.243.2127

Please be advised that once an opportunity is advertised, it is considered an open procurement until the City Council awards the contract. The Code of Ethics prohibits communication between councilmembers and vendors/ suppliers on open procurements. Should you have any questions, please contact Danielle Thompson, Director of Procurement Services at [Danielle.thompson@dallas.gov](mailto:Danielle.thompson@dallas.gov).

## **Office of Homeless Solutions Updates**

### **R.E.A.L. Time Rehousing**

The Dallas Real Time Rapid Rehousing (D.R.T.R.R.) team of homeless service providers, co-led by the Office of Homeless Solutions (OHS) and Housing Forward is on track to house over 2,700 unique individuals by 2023. The City and its partners now have a new goal of housing 6,000 unique individuals by 2025 and have rebranded the initiative to reflect the rehousing of those individuals across the expanse of the metroplex to R.E.A.L. Time Rehousing (RTR).

### **OHS Street Outreach Update**

Outreach is currently targeting several encampments, which will result in closure through the housing of those unsheltered individuals throughout the year. The team will outreach to these sites and meet with various persons experiencing homelessness to assess their needs in preparation for site closure via housing. During this time, the OHS Street Outreach Team will continue to engage with unsheltered residents through normal street outreach, connecting people with the needed resources, such as: getting IDs, working with Community Courts on expunging eligible tickets and offenses from their records, identifying medical needs, and getting them access to the Coordinated Access System (CAS). The RTR Community Dashboard is live and may be found [here](#).

Please see the attached schedule for homeless encampment cleaning the week of September 11 through September 15, 2023. Please note that these will be for debris removal and outreach only. All encampment cleaning requests are being resolved as time and weather allows and are subject to modification in response to special requests by City leadership.

### **Give Responsibly Campaign Outreach Update**

The Office of Homeless Solutions and Code Compliance work together to promote the Give Responsibly Campaign (GRC). This initiative aims to prevent street charity and illegal solicitation in the community through education and engagement. While providing alternative solutions for our residents experiencing homelessness.

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The Office of Homeless Solutions Community Liaison and Code Compliance Neighborhood Code Representatives are partnering to visit businesses in hot spots across all districts. This joint effort aims to address issues related to homelessness and the adverse effects street charity and illegal solicitation have on the community. It will provide education on sustainably supporting those in need while ensuring a safer and more comfortable environment for businesses and their patrons. For more information on the GRC, to request GRC materials, or to request event/meeting presence, please reach out to the OHS Community Liaison, Marci Jackson, at [Marci.Jackson@dallas.gov](mailto:Marci.Jackson@dallas.gov).

### **H.A.R.T/eam Update**

The Homeless Action Response Team (H.A.R.T/eam) is led by the Office of Homeless Solutions (OHS) and encompasses four teams comprised of a core team of the following: Crisis Intervention Team (CIT), Dallas Animal Services (DAS), Dallas Marshals, and Code Compliance (Code). This team is supplemented by Parks and Recreation, Dallas Fire & Rescue, and Public Works as needed. The purpose of H.A.R.T/eam. is to provide a quick response to immediate safety concerns around homeless encampments and hot spots. To report a critical issue regarding an encampment or panhandling, please submit a service request to 311 or the OurDallas smartphone app. For any questions or concerns please reach out to the H.A.R.T. Supervisor, Anthony Virgil, at [Anthony.Virgil@dallas.gov](mailto:Anthony.Virgil@dallas.gov).

The teams are assigned and respond to time-sensitive, critical issues received via 311 and via email which are defined as:

- Issues raised by City Leadership and members of City Council requests
- Issues presenting an immediate safety concern (the presence of firearms, uncontrolled fires, reports of threatening behavior)
- Any issues which would derail the normal street outreach service resolution process
- Panhandling

Please see the attached the H.A.R.T/eam's performance measures for the week of September 4 through September 9, 2023, and the H.A.R.T/eam's encampment resolution schedule for September 11 through September 16, 2023. OHS staff will also send individual H.A.R.T. encampment resolution reports bi-weekly to applicable Districts for a more comprehensive report out on the data outside of the TCB.

OHS continues to urge people who see an encampment to report it via 311 or 311's OurDallas smartphone app to ensure strategic alignment with comprehensive OHS outreach. The OHS Service Request dashboard can be utilized to track the progress of encampment resolution efforts. Please visit the [dashboard](#) and feel free to share this tool with residents. If you have any questions please reach out to Christine Crossley, Director of the Office of Homeless Solutions, at [Christine.Crossley@dallas.gov](mailto:Christine.Crossley@dallas.gov).

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### **Media Inquiries**

As of Sept. 11, 2023, the Communications, Outreach, and Marketing (COM) Department has received various media inquiries available to view [here](#). For more information, contact Catherine Cuellar, [catherine.cuellar@dallas.gov](mailto:catherine.cuellar@dallas.gov).

### **Dallas Fire-Rescue Media Inquiries**

The following storylines reference the major media inquiries addressed by Dallas Fire-Rescue (DFR) during the period dating from September 5<sup>th</sup> – 11<sup>th</sup>. A more detailed account of the department's responses to those inquiries, and others, can be viewed at [this link](#). Should you have any questions or concerns, please contact Fire Chief, Dominique Artis, at [dominique.artis@dallasfire.gov](mailto:dominique.artis@dallasfire.gov).

- Woman and Dog Die in Southeast Dallas House Fire
- Dallas Overdose Mapping Continues to Help Fight the Fentanyl Crisis
- DFR Takes Six to Hospital Following 20-Plus Vehicle Crash on I-30
- DFR 9/11 Remembrance Ceremony

Should you have any questions or concerns, please contact Genesis D. Gavino, Chief of Staff.



T.C. Broadnax  
City Manager

c: Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Billerae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors



# Digital Inclusion week

#DIW2023 | October 2-6, 2023

## ART CONTEST



Submissions will be accepted through  
October 5, 2023 at 8am.  
1st, 2nd & 3rd place will be displayed at  
Central Library.



City Manager's Office



Office of  
Arts & Culture



# Digital Inclusion week

#DIW2023 | October 2-6, 2023

## Concurso de Arte



El arte será aceptado hasta el 5 de octubre,  
2023 a las 8 am.

1er, 2ndo y 3er lugar serán exhibidos en la  
Biblioteca Central de Dallas.



City Manager's Office



Office of  
Arts & Culture



# FACT SHEET: DIGITAL EQUITY EFFORTS

AFFORDABILITY

ACCESS

DEVICES

DIGITAL SKILLS

## AFFORDABILITY

### [AFFORDABLE CONNECTIVITY PROGRAM – ENROLLMENT DASHBOARD](#) | [bit.ly/3P2k9p6](https://bit.ly/3P2k9p6)

The dashboard provides data on internet connectivity or a lack thereof within the City of Dallas at a census tract level and enrollment numbers for the federally funded Affordable Connectivity Program (ACP) for Dallas.

### [AFFORDABLE CONNECTIVITY PROGRAM – ENROLLMENT GUIDE](#) | [bit.ly/30FbjMf](https://bit.ly/30FbjMf)

ACP Enrollment Guide assists trusted community partners in supporting Dallas residents and families who are eligible to receive a monthly benefit of up to \$30 off internet services through the Affordable Connectivity Program. The Guide is available in [English](#), [Spanish \(bit.ly/47ximzs\)](https://bit.ly/47ximzs) and [Vietnamese \(bit.ly/3P0zars\)](https://bit.ly/3P0zars).

### [AFFORDABLE CONNECTIVITY OUTREACH GRANT](#)

In March of 2023, the City of Dallas was awarded \$700,000 by the Federal Communications Commission (FCC) through the Affordable Connectivity Program Outreach Grant Program to facilitate the promotion and awareness of and participation in the Affordable Connectivity Program among eligible households.

The City will partner with Dallas County, Dallas Independent School District and Dallas Housing Authority for a widespread engagement and outreach campaign to reach millions of residents served by all our agencies utilizing a broad range of media strategies to drive attendance to in-person ACP enrollment events in the community.

### [CURRENT COST OF AN INTERNET SUBSCRIPTION FOR HIGH-SPEED INTERNET](#)

Name	Plan	Pricing <i>(as of Aug. 2023)</i>	Speed	Connection	Source
<u><a href="#">AT&amp;T</a></u>	Fiber Internet 300	\$55.00/mo.	300 Mbps	Fiber	<a href="https://bit.ly/44iy8Lv">bit.ly/44iy8Lv</a>
<u><a href="#">AT&amp;T</a></u>	5 GIG	Starting Price \$180.00/mo.	4,700 Mbps	Fiber	<a href="https://bit.ly/44iy8Lv">bit.ly/44iy8Lv</a>
<u><a href="#">Spectrum</a></u>	Internet Gig	Starting Price \$89.99/mo.	1,000 Mbps	Fiber	<a href="https://bit.ly/3YFRYIY">bit.ly/3YFRYIY</a>
<u><a href="#">Frontier</a></u>	Fiber Internet	\$49.00/mo.	500 Mbps	Fiber	<a href="https://bit.ly/3DXHuSb">bit.ly/3DXHuSb</a>



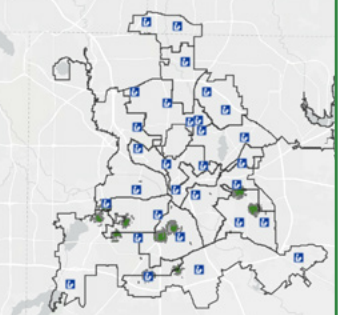
## ACCESS

### [COMMUNITY WI-FI LOCATIONS](#) | [bit.ly/3QluFTw](https://bit.ly/3QluFTw)

Since December 2020, the City has provided free wi-fi connectivity to 10 neighborhood locations utilizing advancements in street light technology and wireless technology. The neighborhood locations selected are the least connected in the city. Wi-Fi is also available at all Dallas Public Libraries.

### Wi-Fi Locations Map

-  Public Libraries
-  Council Districts
-  Community Wi-Fi Pilot Areas



## DEVICES

### [DALLAS PUBLIC LIBRARY HOTSPOT AND LAPTOP PROGRAM](#) | [bit.ly/3s5y0BJ](https://bit.ly/3s5y0BJ)

Dallas Public Library Cardholders can check out a Laptop + Hotspot bundle for up to 30 days with the option to renew if there are no outstanding requests. Multiple devices can be used on one hotspot. Each laptop comes installed with Microsoft Office products for your use, including Word, Excel and PowerPoint. It can also browse the internet, check email and accomplish any tasks you might need a computer to do.



## DIGITAL LITERACY

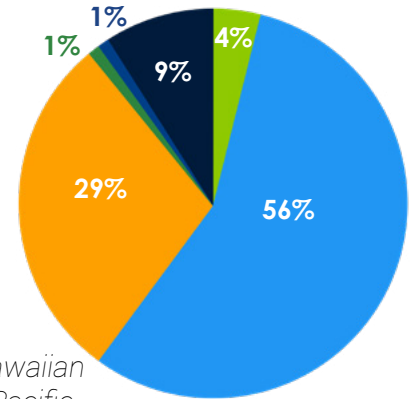
### [DIGITAL NAVIGATORS PROGRAM](#) | [bit.ly/3E0xyrq](https://bit.ly/3E0xyrq)

Dallas Innovation Alliance (DIA) administers the Digital Navigators Program to address the four pillars of digital equity: affordability, access, devices and digital skills. The program advances the recommendations identified in the City's Broadband and Digital Equity Strategic Plan through engagement with targeted communities to better understand and alleviate their needs to be connected to the internet, utilize computers and laptops and acquire training to support digital skills.

- Black or African American, 56%
- Hispanic/Latino, 29%
- White, 4%
- American Indian or Alaska Native, 1%
- Other/Multiracial, 1%
- No Race/Ethnicity Collected, 9%
- Asian, 0%
- Native Hawaiian or Other Pacific Islander, 0%

### Dallas Residents Served

\*As of July 2023



### DALLAS SECURE APP

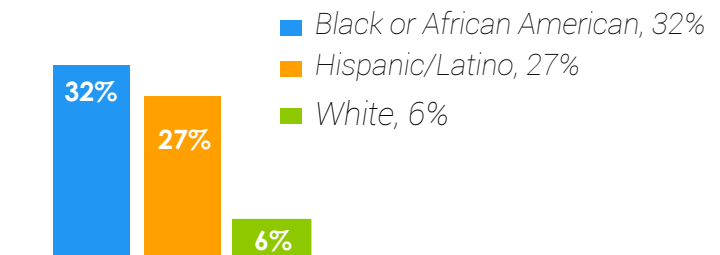


The Dallas Secure App is a mobile app offered to Dallas residents for free that alerts residents if their mobile device, tablet or Chromebook encounters threats, such as a potentially unsecure Wi-Fi network. With each alert, Dallas Secure offers recommendations on how to address the threat it detected. Dallas Secure does not access or distribute any personal information on any device.

## CURRENT STATE OF DIGITAL DIVIDE IN DALLAS

### [EQUITY INDICATORS REPORT](#)

The City of Dallas Equity Indicators report tracks the fairness and justice in outcomes for and treatment of groups of people in the city. From the 2021 Report, Indicator #29: Internet Access, shows that before the pandemic, 32% of Black and 27% of Hispanic households lacked internet access, compared with just 6% of white households.



### [DIGITAL DIVIDE INFORMATION](#)

There are a total of **74,486 (12.1%)** households without highspeed (100/10 Mbps) internet access.  
Source: 2021 American Community Survey (ASC)

Under 18 years old, with a computer, **31,612 (8.6%)** don't have internet.  
Source: 2021 American Community Survey (ASC)

**103,250 Households** are enrolled in the Affordable Connectivity Program (ACP).  
\*As of June 2023  
Source: Affordable Connectivity Program Enrollment Dashboard

# HOJA INFORMATIVA: ESFUERZOS DE EQUIDAD DIGITAL

- ACCESIBILIDAD
- ACCESO
- DISPOSITIVOS
- HABILIDADES DIGITALES

## ACCESIBILIDAD

### PROGRAMA DE CONECTIVIDAD ASEQUIBLE – REGISTRO DE INSCRIPCIÓN | [bit.ly/3P2k9p6](https://bit.ly/3P2k9p6)

El registro proporciona datos sobre la conectividad a internet o la falta de ella en la Ciudad de Dallas a nivel de tramo censal y cifras de inscripción para el Programa de Conectividad Asequible (ACP, por sus siglas en inglés), financiado con fondos federales, para Dallas.

### PROGRAMA DE CONECTIVIDAD ASEQUIBLE – MANUAL DE INSCRIPCIÓN | [bit.ly/3OFbjMf](https://bit.ly/3OFbjMf)

El Manual de Inscripción de ACP ayuda a socios comunitarios fiables a apoyar a los residentes y familias de Dallas que cumplen con los requisitos para recibir un beneficio mensual de hasta \$30 de descuento en servicios de internet a través del Programa de Conectividad Asequible. El Manual está disponible en inglés, español ([bit.ly/47ximzs](https://bit.ly/47ximzs)) y vietnamita ([bit.ly/3P0zars](https://bit.ly/3P0zars)).

### SUBVENCIÓN PARA LA DIFUSIÓN DE LA CONECTIVIDAD ASEQUIBLE

En marzo de 2023, la Ciudad de Dallas recibió \$700,000 de la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) a través del Programa de Subvenciones para la Difusión del Programa de Conectividad Asequible para facilitar la promoción, el conocimiento y la participación en el Programa de Conectividad Asequible entre los hogares que cumplan con los requisitos.

La Ciudad se asociará con el Condado de Dallas, el Distrito Escolar Independiente de Dallas y la Autoridad de Vivienda de Dallas para una campaña amplia de participación y difusión para llegar a millones de residentes atendidos por todas nuestras agencias utilizando una amplia gama de estrategias de medios para impulsar la asistencia a los eventos de inscripción presencial del ACP en la comunidad.

### COSTO ACTUAL DE UNA SUSCRIPCIÓN A INTERNET DE ALTA VELOCIDAD

Nombre	Plan	Precio <small>(a partir de agosto de 2023)</small>	Velocidad	Conexión	Fuente
<a href="#">AT&amp;T</a>	Fiber Internet 300	\$55.00/mes	300 Mbps	Fibra	<a href="https://bit.ly/44iy8Lv">bit.ly/44iy8Lv</a>
<a href="#">AT&amp;T</a>	5 GIG	Precio inicial \$180.00/mes	4,700 Mbps	Fibra	<a href="https://bit.ly/44iy8Lv">bit.ly/44iy8Lv</a>
<a href="#">Spectrum</a>	Internet Gig	Precio inicial \$89.99/mes	1,000 Mbps	Fibra	<a href="https://bit.ly/3YFRYiY">bit.ly/3YFRYiY</a>
<a href="#">Frontier</a>	Fiber Internet	\$49.00/mes	500 Mbps	Fibra	<a href="https://bit.ly/3DXHuSb">bit.ly/3DXHuSb</a>



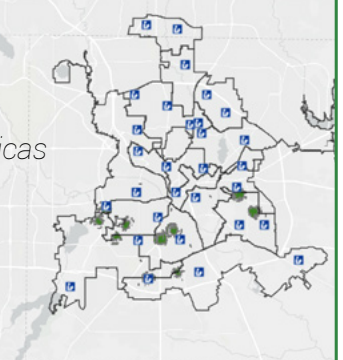
## ACCESO

### UBICACIONES CON WIFI COMUNITARIO | [bit.ly/3QluFTw](https://bit.ly/3QluFTw)

Desde diciembre de 2020, la Ciudad ha brindado conectividad wifi gratuita a 10 ubicaciones en vecindarios utilizando los avances en tecnología de alumbrado público y tecnología inalámbrica. Las ubicaciones seleccionadas en los vecindarios son las menos conectadas de la Ciudad. La conexión wifi también está disponible en todas las bibliotecas públicas de Dallas.

### Mapa de ubicaciones con wifi

- Bibliotecas públicas
- Distritos del Concejo
- Áreas piloto con wifi comunitario



## DISPOSITIVOS

**PROGRAMA DE PUNTOS DE ACCESO Y COMPUTADORAS PORTÁTILES DE LA BIBLIOTECA PÚBLICA DE DALLAS**  
[bit.ly/3s5y0BJ](http://bit.ly/3s5y0BJ)

Los titulares de tarjetas de la Biblioteca Pública de Dallas pueden retirar un paquete de computadora portátil + punto de acceso por hasta 30 días con la opción de renovar si no hay solicitudes pendientes. Se pueden utilizar varios dispositivos en un punto de acceso. Cada computadora portátil viene con productos de Microsoft Office instalados incluyendo Word, Excel y PowerPoint. También puede navegar por internet, consultar el correo electrónico y realizar cualquier tarea que pueda necesitar una computadora.



## ALFABETIZACIÓN DIGITAL

**PROGRAMA ORIENTADORES DIGITALES** | [bit.ly/3E0xyrq](http://bit.ly/3E0xyrq)

La Alianza de Innovación de Dallas (DIA, por sus siglas en inglés) gestiona el Programa de Orientadores Digitales para abordar los cuatro pilares de la equidad digital: accesibilidad, acceso, dispositivos y habilidades digitales. El programa promueve las recomendaciones identificadas en el Plan Estratégico de Banda Ancha y Equidad Digital de la Ciudad a través de la participación con comunidades específicas para comprender mejor y aliviar sus necesidades de estar conectados a internet, utilizar computadoras de escritorio y portátiles y adquirir capacitación para respaldar sus habilidades digitales.

■ Negros o afroamericanos, 56%

■ Hispanos/Latinos, 29%

■ Blancos, 4%

■ Indígenas americanos o nativos de Alaska, 1%

■ Otro/Multirracial, 1%

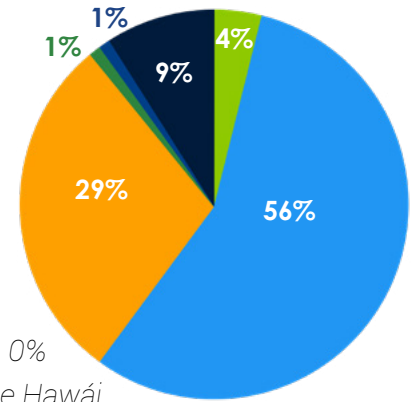
■ Sin Raza/Etnia Recopilada, 9%

■ Asiáticos, 0%

■ Nativos de Hawái u otras islas del Pacífico, 0%

### Residentes de Dallas atendidos

\*Hasta julio de 2023



## APLICACIÓN DALLAS SECURE

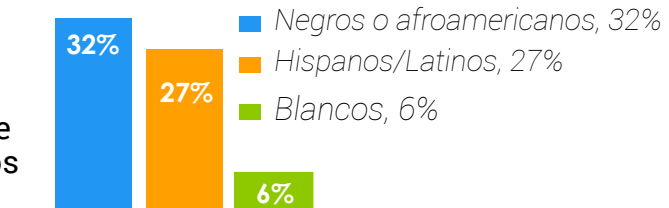


La Aplicación Dallas Secure es una aplicación móvil que se ofrece a los residentes de Dallas de forma gratuita y que los alerta si su dispositivo móvil, tableta o Chromebook encuentra amenazas, como una red wifi posiblemente insegura. Con cada alerta, Dallas Secure ofrece recomendaciones sobre cómo abordar la amenaza detectada. Dallas Secure no accede ni distribuye ninguna información personal en ningún dispositivo.

## ESTADO ACTUAL DE LA BRECHA DIGITAL EN DALLAS

### INFORME DE INDICADORES DE EQUIDAD

El Informe de Indicadores de Equidad de la Ciudad de Dallas realiza un seguimiento de la equidad y la justicia en los resultados y el trato de grupos de personas en la Ciudad. Del Informe 2021, el Indicador #29: Acceso a Internet, muestra que antes de la pandemia, el 32% de los hogares de afroamericanos y el 27% de los hispanos carecían de acceso a internet, en comparación con solo el 6% de los hogares de blancos.



### INFORMACIÓN DE LA BRECHA DIGITAL

Hay un total de **74,486 (12.1%)** hogares sin acceso a internet de alta velocidad (100/10 Mbps).

Fuente: Encuesta sobre la Comunidad Estadounidense (ASC, por sus siglas en inglés) de 2021

Menores de 18 años, con computadora, **31,612 (8.6%)** no tienen internet.

Fuente: Encuesta sobre la Comunidad Estadounidense (ASC, por sus siglas en inglés) de 2021

**103,250 hogares**

están inscritos en el Programa de Conectividad Asequible (ACP, por sus siglas en inglés). \*Hasta junio de 2023 Fuente: Registro de Inscripción al Programa de Conectividad Asequible

# HOJA INFORMATIVA: ESFUERZOS DE EQUIDAD DIGITAL

- ACCESIBILIDAD
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## ACCESIBILIDAD

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El registro proporciona datos sobre la conectividad a internet o la falta de ella en la Ciudad de Dallas a nivel de tramo censal y cifras de inscripción para el Programa de Conectividad Asequible (ACP, por sus siglas en inglés), financiado con fondos federales, para Dallas.

### PROGRAMA DE CONECTIVIDAD ASEQUIBLE – MANUAL DE INSCRIPCIÓN | [bit.ly/3OFbjMf](https://bit.ly/3OFbjMf)

El Manual de Inscripción de ACP ayuda a socios comunitarios fiables a apoyar a los residentes y familias de Dallas que cumplen con los requisitos para recibir un beneficio mensual de hasta \$30 de descuento en servicios de internet a través del Programa de Conectividad Asequible. El Manual está disponible en inglés, español ([bit.ly/47ximzs](https://bit.ly/47ximzs)) y vietnamita ([bit.ly/3P0zars](https://bit.ly/3P0zars)).

### SUBVENCIÓN PARA LA DIFUSIÓN DE LA CONECTIVIDAD ASEQUIBLE

En marzo de 2023, la Ciudad de Dallas recibió \$700,000 de la Comisión Federal de Comunicaciones (FCC, por sus siglas en inglés) a través del Programa de Subvenciones para la Difusión del Programa de Conectividad Asequible para facilitar la promoción, el conocimiento y la participación en el Programa de Conectividad Asequible entre los hogares que cumplan con los requisitos.

La Ciudad se asociará con el Condado de Dallas, el Distrito Escolar Independiente de Dallas y la Autoridad de Vivienda de Dallas para una campaña amplia de participación y difusión para llegar a millones de residentes atendidos por todas nuestras agencias utilizando una amplia gama de estrategias de medios para impulsar la asistencia a los eventos de inscripción presencial del ACP en la comunidad.

### COSTO ACTUAL DE UNA SUSCRIPCIÓN A INTERNET DE ALTA VELOCIDAD

Nombre	Plan	Precio <small>(a partir de agosto de 2023)</small>	Velocidad	Conexión	Fuente
<a href="#">AT&amp;T</a>	Fiber Internet 300	\$55.00/mes	300 Mbps	Fibra	<a href="https://bit.ly/44iy8Lv">bit.ly/44iy8Lv</a>
<a href="#">AT&amp;T</a>	5 GIG	Precio inicial \$180.00/mes	4,700 Mbps	Fibra	<a href="https://bit.ly/44iy8Lv">bit.ly/44iy8Lv</a>
<a href="#">Spectrum</a>	Internet Gig	Precio inicial \$89.99/mes	1,000 Mbps	Fibra	<a href="https://bit.ly/3YFRYiY">bit.ly/3YFRYiY</a>
<a href="#">Frontier</a>	Fiber Internet	\$49.00/mes	500 Mbps	Fibra	<a href="https://bit.ly/3DXHuSb">bit.ly/3DXHuSb</a>



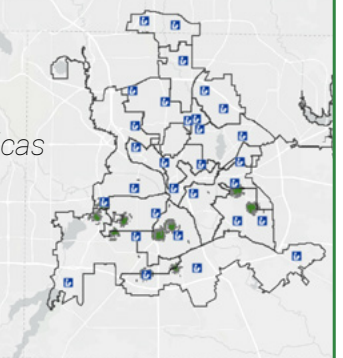
## ACCESO

### UBICACIONES CON WIFI COMUNITARIO | [bit.ly/3QluFTw](https://bit.ly/3QluFTw)

Desde diciembre de 2020, la Ciudad ha brindado conectividad wifi gratuita a 10 ubicaciones en vecindarios utilizando los avances en tecnología de alumbrado público y tecnología inalámbrica. Las ubicaciones seleccionadas en los vecindarios son las menos conectadas de la Ciudad. La conexión wifi también está disponible en todas las bibliotecas públicas de Dallas.

### Mapa de ubicaciones con wifi

- Bibliotecas públicas
- Distritos del Concejo
- Áreas piloto con wifi comunitario



## DISPOSITIVOS

**PROGRAMA DE PUNTOS DE ACCESO Y COMPUTADORAS PORTÁTILES DE LA BIBLIOTECA PÚBLICA DE DALLAS**  
[bit.ly/3s5y0BJ](http://bit.ly/3s5y0BJ)

Los titulares de tarjetas de la Biblioteca Pública de Dallas pueden retirar un paquete de computadora portátil + punto de acceso por hasta 30 días con la opción de renovar si no hay solicitudes pendientes. Se pueden utilizar varios dispositivos en un punto de acceso. Cada computadora portátil viene con productos de Microsoft Office instalados incluyendo Word, Excel y PowerPoint. También puede navegar por internet, consultar el correo electrónico y realizar cualquier tarea que pueda necesitar una computadora.



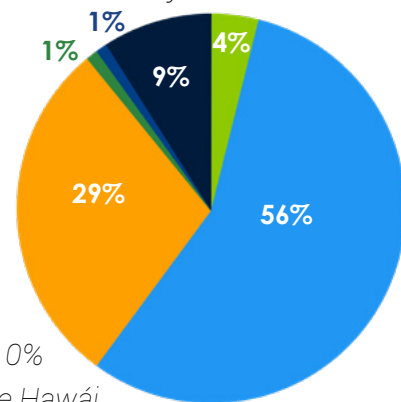
## ALFABETIZACIÓN DIGITAL

**PROGRAMA ORIENTADORES DIGITALES** | [bit.ly/3E0xyrq](http://bit.ly/3E0xyrq)

La Alianza de Innovación de Dallas (DIA, por sus siglas en inglés) gestiona el Programa de Orientadores Digitales para abordar los cuatro pilares de la equidad digital: accesibilidad, acceso, dispositivos y habilidades digitales. El programa promueve las recomendaciones identificadas en el Plan Estratégico de Banda Ancha y Equidad Digital de la Ciudad a través de la participación con comunidades específicas para comprender mejor y aliviar sus necesidades de estar conectados a internet, utilizar computadoras de escritorio y portátiles y adquirir capacitación para respaldar sus habilidades digitales.

### Residentes de Dallas atendidos

\*Hasta julio de 2023



- Negros o afroamericanos, 56%
- Hispanos/Latinos, 29%
- Blancos, 4%
- Indígenas americanos o nativos de Alaska, 1%
- Otro/Multirracial, 1%
- Sin Raza/Etnia Recopilada, 9%
- Asiáticos, 0%
- Nativos de Hawái u otras islas del Pacífico, 0%

## APLICACIÓN DALLAS SECURE

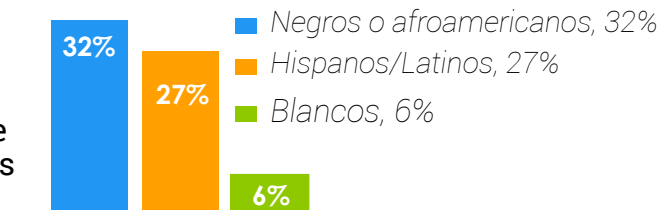


La Aplicación Dallas Secure es una aplicación móvil que se ofrece a los residentes de Dallas de forma gratuita y que los alerta si su dispositivo móvil, tableta o Chromebook encuentra amenazas, como una red wifi posiblemente insegura. Con cada alerta, Dallas Secure ofrece recomendaciones sobre cómo abordar la amenaza detectada. Dallas Secure no accede ni distribuye ninguna información personal en ningún dispositivo.

## ESTADO ACTUAL DE LA BRECHA DIGITAL EN DALLAS

### INFORME DE INDICADORES DE EQUIDAD

El Informe de Indicadores de Equidad de la Ciudad de Dallas realiza un seguimiento de la equidad y la justicia en los resultados y el trato de grupos de personas en la Ciudad. Del Informe 2021, el Indicador #29: Acceso a Internet, muestra que antes de la pandemia, el 32% de los hogares de afroamericanos y el 27% de los hispanos carecían de acceso a internet, en comparación con solo el 6% de los hogares de blancos.



### INFORMACIÓN DE LA BRECHA DIGITAL

Hay un total de **74,486 (12.1%)** hogares sin acceso a internet de alta velocidad (100/10 Mbps).  
Fuente: Encuesta sobre la Comunidad Estadounidense (ASC, por sus siglas en inglés) de 2021

Menores de 18 años, con computadora, **31,612 (8.6%)** no tienen internet.  
Fuente: Encuesta sobre la Comunidad Estadounidense (ASC, por sus siglas en inglés) de 2021

**103,250 hogares** están inscritos en el Programa de Conectividad Asequible (ACP, por sus siglas en inglés). \*Hasta junio de 2023 Fuente: Registro de Inscripción al Programa de Conectividad Asequible



**City of Dallas**

**Convention and Event Services  
Weekly Events Report  
September 15, 2023**

<b>Event Type</b>	<b>Name</b>	<b>Dates</b>	<b>Location</b>	<b>District</b>
Special Event	House of Spirits #1 & #2	9/15/2023	4607 Ross Ave.	2
Special Event	Private Event	9/15/2023	1601 Main St.	14
Special Event	Central Market – Portugal	9/15/2023	10720 Preston Rd.	13
Special Event	Tour Des Fleurs	9/16/2023	8525 Garland Rd.	9
Special Event	Private Event	9/16/2023	401 N. Harwood Rd.	14
Special Event	UNCF Dallas: Walk for Education	9/16/2023	300 E. Colorado Blvd.	1, 2
Special Event	Music Art & Culture Event Series	9/16/2023	5303 Challenger Dr.	3
Special Event	Carter Cowboys Alumni Picnic Association	9/16/2023	2549 Givendale Rd.	8
Special Event	Curious Curations	9/16/2023	3705 Cedar Springs Rd.	14
Special Event	Heritage Collective DFW	9/16/2023	415 N. Tyler St.	1
Special Event	Private Event	9/16/2023	2646 S. Westmoreland Rd.	3
Special Event	Autumn Moon's Mercado	9/16/2023	421 N. Tyler St.	1
Special Event	South Dallas Serves	9/16/2023	2815 S. Ervay St., Bldg. B	7
Special Event	Viva Dallas	9/16/2023	1500 Marilla St.	2
Special Event	Pride on Cedar Springs Parade: Stronger 2Gether	9/17/2023	4000 Cedar Springs Rd.	2, 14
Special Event	Woody's Pride Backlot Party	9/17/2023	4011 Cedar Springs Rd.	14
Special Event	Moonfire Outdoor Market	9/17/2023	714 W. Davis St.	1
Special Event	Dallas Heart Walk	9/23/2023	300 Reunion Blvd.	2, 1
Special Event	Bridging the Gap Walk	9/23/2023	109 Continental Ave.	6
Special Event	Private Event	9/23/2023	4349 W. Northwest Hwy.	13
Special Event	Swim Across America	9/23/2013	2059 Summer Lee Dr.	9
Special Event	6000 Sisters 6000 Steps for Hope	9/23/2023	2020 W. Wheatland Rd.	8
Special Event	Notre Dame School's 60 <sup>th</sup> Birthday Party	9/23/2023	2018 Allen St.	14
Special Event	Invasion Car Show	9/23/2023	2709 Elm St.	2
Special Event	Woodrow Homecoming Festival	9/23/2023	100 Glasgow Dr.	14
Special Event	Deep Ellum Outdoor Market #18	9/23/2023	100 – 199 N. Crowdus St.	2
Special Event	Private Event	9/23/2023	1601 Main St.	14
Special Event	DFW Chicano Fest	9/24/2023	10310 Technology Blvd.	6
Special Event	Antioch's Tailgate Party	9/24/2023	7550 S. Hampton Rd.	8
Special Event	Texas Security Bank – Customer Appreciation BBQ	9/28/2023	1212 Turtle Creek Blvd.	6
Special Event	Treasure Street	9/28/2023	2222 Welborn St.	2
Special Event	Uptown Block Party	9/28/2023	2950 Cityplace Blvd.	14
Special Event	Awshucks 40 <sup>th</sup> Anniversary	9/28/2023	3601 Greenville Ave.	14
Special Event	Private Event	9/28/2023	2001 Flora St.	14
Special Event	Hillcrest High School Homecoming Parade	9/29/2023	9924 Hillcrest Rd.	11
Special Event	Free Food Distribution and Health Fair	9/29/2023	3751 Merrell Rd.	13
Special Event	All School Party	9/29/2023	9800 Preston Rd.	13



## KBHCCD Schedule of Events

KBHCC	Farmasenergy 2023	9/19/2023	650 S. Akard St.	2
KBHCC	Mecum Auction	9/20/2023	650 S. Akard St.	2
KBHCC	TASA/TASB Convention 2023	9/29/2023	650 S. Akard St.	2



**City of Dallas  
Office of Homeless Solutions  
TCB Update – September 15, 2023**

**Encampment Resolution (Cleaning) Schedule  
September 11 – September 15, 2023**

<b>Location</b>	<b>District</b>
Continental Ave & N Stemmons Fwy SB	6
Oak Lawn Ave & N Stemmons Fwy SB	6
2107 Market Center Blvd	6
2301 N Stemmons Fwy SB	6
Medical District & N Stemmons Fwy	6
1558 Inwood Rd	6
N Stemmons Fwy SB & W Mockingbird Ln	16
8500 N Stemmons Fwy NB	6
Regal Row & N Stemmons Fwy SB	6
598 I 345 Expwy NB	14
Woodall Rodgers Fwy WB	14
1522 N Edgefield	6
9289 John Carpenter Fwy	6
11000 N Stemmons	6
9705 N Central Expwy	11
N Pearl St	14
3017 Clamath Dr	14
2101 Madera St	14
2001 Elm St	13

**H.A.R.T. Outreach and Advocacy  
September 4 – September 9, 2023**

<b>Performance Measure</b>	<b>Total</b>
Number of Service Request Closed within 10 days	6
Number of Service Request still open (pending closure)	18
Number of MCC's received for the week	8
Number of Locations Visited	33
Number of Individuals Engaged	50
Number of HMIS Entered	1
Number of Panhandlers Engaged	14

**City of Dallas**  
**Office of Homeless Solutions**  
**TCB Update – September 15, 2023**

**H.A.R.T. Encampment Resolution (Cleaning) Schedule**  
**September 11 – September 16, 2023**

<b>Location</b>	<b>District</b>
10200 Ferndale	10
Cedardale Dr & Bonnie View Rd	8
Bonnie View & I 20	8
Beltline & I 75	8