

Memorandum



CITY OF DALLAS

DATE March 13, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – March 12, 2020**

Updated Items

[Encampment Resolution Temporary Suspension](#)

Out of an abundance of caution, the Office of Homeless (OHS) will be temporarily suspending encampment resolutions scheduled for March 17th and March 24th. Staff will reevaluate resumption of encampment resolutions thereafter depending on the nature of COVID-19. OHS staff will be redirected to focus on outreach and sheltering as well as the establishment of a potential quarantine center in the event that a positive COVID – 19 case has been identified within our existing shelter network, during this pause to ensure our population experiencing homelessness has the best quality of care. Should you have any questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager and Kevin Oden, Interim Director of Office of Homeless Solutions.

New Updates

[Dallas Hires – Hiring Event](#)

During the month of February, the City, in partnership with Workforce Solutions of Greater Dallas and Community Council of Greater Dallas, launched its workforce campaign entitled *Dallas Hires*. Through this collaborative effort, the City hosted six workshop sessions called *Think Ahead Thursday* in southern Dallas to address barriers to workforce and provide advanced support to participants. To culminate this campaign, the City and Workforce Solutions hosted the *Dallas Hires - Hiring Event* on March 5, 2020 at Redbird Mall.

The *Hiring Event* hosted a total of 67 employers who participated in the hiring event, of which 19 were City of Dallas departments. Some City of Dallas departments were in attendance to provide information on services and programs available to Dallas residents including but not limited to the Office of Budget, Office of Business Diversity, Office of Fair Housing, and Office of Community Care – Fresh Start. There were a total of **1480 job seekers** in attendance. A total of **401 contingent offers of employment** were extended as a result of this event. Thank you to all City departments, partner organizations, and employers that participated in this inaugural event. Should you have any questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager.

[Department of Aviation Instituting Enhanced Cleaning Procedures](#)

In an effort to keep customers, visitors and staff safe from COVID-19, the Department of Aviation is enhancing its cleaning procedures at Dallas Love Field. Sanitizing wipes are being used on surface areas throughout the terminal and a handheld sprayer is used for nighttime sanitizing of the restrooms after their standard detail cleaning. Numerous hand

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sanitizer dispensers have also been placed in high-traffic areas, in addition to signage about stopping the spread of sickness.

[Dallas Culture Pass Wins NLC Cultural Diversity Award](#)

On Monday, March 9th, the City of Dallas received the Cultural Diversity Award from the National League of Cities. This award recognizes the successful launch of Dallas' Culture Pass which allows all Dallas Public Library cardholders to access free tickets at more than 35 arts organizations. To learn more, please visit: <https://culturepass.dallasculture.org>

[Love Field Again Top Airport for Customer Experience](#)

For the second year in a row, Dallas Love Field is the first-place recipient of the Airport Service Quality (ASQ) Award for North American airports that service 15 to 25 million passengers per year. The ASQ program, administered by Airports Council International, is based on in-airport customer surveys and is the world's leading airport passenger service and benchmarking program measuring passengers' satisfaction across 34 key performance indicators.

In 2018, Love Field won the ASQ Award for the first time after ranking third in its class in 2016 and 2017. The airport will receive its award in September at the ASQ Awards Ceremony, held during the ACI Customer Experience Global Summit in Krakow, Poland. Love Field receives quarterly reports on its ASQ progress and uses that data to drive decision-making related to the customer experience. Should you have any questions or concerns, please contact Mark Duebner, Director of Aviation at mark.duebner@dallascityhall.com.

[Coronavirus \(COVID-19\)](#)

The following communication was sent to all City employees earlier today: In light of the current situation involving the Coronavirus, we have attached COVID-19 Procedures for City Employees, FAQ's, and tips on how to reduce your risk of getting sick. Your safety is of the utmost importance to us and we are working diligently to keep you informed. We will continue to monitor the situation and update all employees as additional questions and concerns are raised. City leadership is in contact with the County and our external partners to ensure we are doing the responsible thing for employees and residents.

Reduce your risk flyers have been posted throughout City Hall and City facilities are being cleaned twice a day.

The attached information is available on the Human Resources website [here](#) and you can view important information regarding Coronavirus [here](#).

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Look Ahead

City Council Briefings

April 1, 2020

- Community Survey Results
- Transit Oriented Development Land Use Strategy
- Approval of DFW Airport Bond Ordinance
- Zoning Authorized Hearings

April 15, 2020

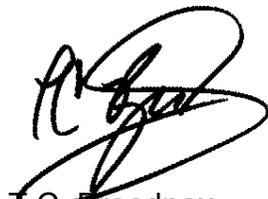
- VisitDallas Update
- Dallas Housing Authority Annual Update
- Strategic Economic Development Plan
- HUD Consolidated Plan

Media Inquiries

As of March 9, 2020, the City has received media requests from various news outlets regarding the following topics:

- Possible cancelation of the St. Patrick's Day parade
- DFR Issues Statement in Relation to COVID-19
- Early Morning Showers Cause Brief Spike in Accidents
- Multiple Residents Displaced from Northeast Dallas Condo Fire
- Two Firefighters Injured at South Dallas House Fire, but Six Residents Escape

Please see the attached document compiling information provided to the media outlets for the March 3rd, 2020 – March 9th, 2020 for your reference. Should you have any questions or concerns, please contact Kimberly Bizer Tolbert, Chief of Staff.



T.C. Broadnax
City Manager

c: Chris Caso, City Attorney (Interim)
Mark Swann, City Auditor
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager
Dr. Eric Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Aleqresh, Chief Innovation Officer
M. Elizabeth Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

**Public Affairs & Outreach
Media Requests
March 2 – March 9**

Date Submitted: 3/9/2020

Topic: St. Patrick's Day parade

Inquiry: Two media entities asked if the City would be cancelling the parade due to COVID-19. The City responded with, At this time, City-permitted special events will proceed as scheduled. We are actively monitoring updates and receiving guidance from the CDC and Dallas County Health and Human Services. We will continue to evaluate the situation as new information is received.

Submitted By: Roxana Rubio (Convention and Event Services, Office of Emergency Management)

Media Entity: Karen Ballesteros and Don Peritz (NBC 5 and Telemundo)



CITY OF DALLAS

Dallas Fire-Rescue Department
Media Requests: March 3 - 9, 2020.

Tuesday, March 3rd: The story at the highlighted link was printed in the Dallas Morning News from a Monday, March 2nd, inquiry (detailed below): <https://www.dallasnews.com/news/public-health/2020/03/03/how-a-jail-inmate-ended-up-under-observation-for-the-coronavirus-at-parkland-hospital-in-dallas/>

Dallas Morning News (David Tarrant), Univision 23 (Maritza Esquivel) and Fox 4 (Steven Young) - We wanted to reach out to you in regards to what seems to be an arrest made with a person of a possible case of coronavirus yesterday morning, involving staff from Dallas Fire and Rescue as seen below in a press release from Dallas PD, we wanted to verify if your department has also taken any precautions in regards to the health of the staff involved.

Updated Version:

*On [March 1, 2020](#), at about [9:00 a.m.](#), Dallas officers responded to a disturbance call at an apartment residence located in the 5900 block of Hudson Street. **When officers arrived, Dallas Fire and Rescue had transported the arrested person, 24-year-old White male, to an area hospital for injuries he sustained from an assault.** The arrested suspect was treated by medical staff and released back to Dallas officers where he was transported to jail and charged with Assault Family Violence.*

At approximately [10:30 p.m.](#), Detention Services officers notified Dallas police of a possible case of COVID-19 involving the arrested person. The arrested person was transported to Parkland Hospital by a private ambulance.

Per our contagious disease policy, all five officers that came in contact with the arrested person were notified of the potential exposure and was given a day off for precautionary reasons. All officers are expected to return back to work at their next tour of duty. Marked squad cars (5) were immediately removed from service for cleaning.

Members of the department are currently working with medical professionals to draft a protocol for officers to ensure their safety.

City Response - Dallas Fire-Rescue is required by federal regulations to maintain the confidentiality of all patient information, and we therefore do not comment on details related to individual patient treatment or transport. For more information on DFR's

treatment guidelines, and updates relative to COVID-19, you can visit <https://www.biotel.ws/>.

Wednesday, March 4th: WFAA 8 (Lourdes Vazquez) and NBC 5 (Patrick Randolph)

- Can you provide information on how many accidents DFR responded to between 5am to 10 a.m.?

City Response - DFR has responded to 47 different types of accidents during that time frame.

Saturday, March 7th: All local media outlets – Can we have more information on an early morning house fire DFR responded to on Matilda Street?

City Response - On Saturday, March 7th, at [6:44](#) a.m., Dallas Fire-Rescue units were dispatched to a 911 call for a structure fire at a condominium complex, located at 5076 Matilda Street, near the intersection of Greenville Avenue and Lovers Lane.

When firefighters arrived at the two-story complex, they observed smoke and flames coming from one of the buildings. Thankfully, residents had already self-evacuated by the time first responders arrived; allowing attack teams to focus their efforts primarily on fire suppression. After the fire spread into the attic space, a request for a second-alarm response was transmitted and suppression efforts shifted to a defensive posture. Master streams poured water into the structure until the conditions were such that firefighters were able to move back inside to knock down the remaining hot spots and declare the fire extinguished in about an hour.

The quick actions of first responders limited the fire damage to only two units in the building. Two others were damaged by smoke and water, which displaced at least seven residents from all the impacted units, but the American Red Cross was requested to assist with their needs.

Investigators believe the fire began in a condo on the second floor, but the exact cause is still undetermined. There were two residents in the unit of origin, and both of them escaped safely. Though one of them suffered minor injuries during the process, he declined transport to the hospital.

No other residents, or firefighters, were injured.

Saturday, March 7th: The following information was sent out to all local media outlets - On Saturday, March 7th, at 12:32 p.m., Dallas Fire-Rescue units were dispatched to a 911 call for a structure fire at a home, located on the 4000 block of Vanette Street, in South Dallas.

When firefighters arrived at the one-story residence, they observed flames coming from the front of the home. Firefighters forced entry and were able to locate and extinguished the fire; but not before it destroyed a large portion of the structure.

There were 6 people in the home when the fire began, but all of them were able to safely escape before the flames got out of control. The American Red Cross was notified to come out and assess the needs of the family going forward.

Fire Investigators determined that the cause of the fire was accidental in nature and began as the most probable result of a malfunction of a hot water heater.

Though no residents were injured, two firefighters sustained minor, non-life threatening, burns during the course of fire suppression operations. They were both taken to a local hospital for evaluation of those injuries and are expected to be okay.



Coronavirus (COVID-19) – Frequently Asked Questions

1. Q. Is the City of Dallas following any guidelines to address COVID-19?

A. The City of Dallas is following the guidelines established by the Centers for Disease Control and Prevention (“CDC”) and Dallas County Health and Human Services (“DCHHS”) in addressing COVID-19. CDC is working with local health and human services departments including, the DCHHS in its response to COVID-19.

2. Q. Can I work remotely?

A. In the event of a required quarantine (those who have been exposed to COVID-19), isolation (those who are infected with COVID-19), an outbreak, or as determined by the City, employees may be able to work remotely, if approved by their department director.

3. Q. What are the requirements to work remotely if I am not mandated to stay home?

A. Department directors will determine the feasibility to work remotely for employees in their departments. Employees are not allowed to work remotely without authorization from their department. Employees authorized to work remotely must check in with their supervisor every day. Supervisors must address and establish expectations regarding work output, communication, and schedules.

4. Q. Do I need to use my personal computer or telephone to work remotely?

A. Due to the limited number of City-owned electronic devices, employees who have been approved to work remotely may be required to use their personal devices.

5. Q. If I use my personal device to work, is it subject to Open Records?

A. Any work performed as part of an employee’s job duties on behalf of the City on a personal device may be subject to disclosure under the Texas Public Information Act (“the Act”). Employees who use personal devices while working remotely should store all City-related work separately from their personal information and forward or transfer the information to the City server to be preserved in accordance with the Act.

6. Q. How do I report my hours when working from home?

A. All employees authorized to work remotely are required to enter their hours worked in the HRIS timekeeping system on the same day of hours worked, or as soon as feasible thereafter. Supervisors are responsible for ensuring that time entries are made for their employees working remotely.

7. Q. Will I be required to stay home? If so, how will I be paid?

A. An employee who has been exposed to or infected with COVID-19 and is required to be in quarantine or isolation, may be granted up to 14 days of paid leave to cover the duration of the quarantine or isolation. A separate leave code will be created for COVID-19 leave. Additional instructions on how to enter the COVID-19 leave will be provided.

8. Q. What happens after the 14 days of paid leave are exhausted?

A. Employees who have not been released to return to work after the 14-day quarantine or isolation period, may use their accrued sick leave in accordance with Section 34-22(g) of the Personnel Rules. If necessary, employees may use other accrued leave (vacation, AIL, compensatory, etc.) once they exhaust sick leave.

9. Q. Will I be eligible for FMLA?

A. An employee who has been infected with COVID-19 or an employee who must care for an infected family member may be eligible for leave under the Family and Medical Leave Act (“FMLA”). Please see attached AD 3-72 regarding FMLA.



10. Q. Am I required to report a COVID-19 diagnosis?

- A. If an employee is confirmed to have COVID-19, the employee and the employee's supervisor are required to notify Human Resources at COVID19@dallascityhall.com.

11. Q. Will information about a positive COVID-19 test be kept confidential?

- A. Supervisors and the City must maintain confidentiality as required by the Americans with Disabilities Act ("ADA") and other applicable law.

12. Q. What if I am exposed to a co-worker that tested positive for COVID-19?

- A. If the City is notified that an employee has tested positive for COVID-19, the City will follow CDC and/or DCHHS guidelines in notifying employees who have been exposed to COVID-19 by a co-worker. The City will maintain confidentiality regarding individual employees as required by the ADA and other applicable law. Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

13. Q. Should I stay home if I am sick?

- A. In accordance with CDC guidelines, employees who have symptoms of acute respiratory illness will be required to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g., cough suppressants). Employees should notify their supervisor and stay home if they are sick.

14. Q. Can I travel?

- A. The City will follow the CDC and the DCHHS's guidelines on travel. Employees who travel to Level 3 countries or take cruises for personal reasons, will be required, upon return from travel, to use their accrued leave or take leave without pay for a minimum of 14 days prior to returning to work.

15. Q. What happens if an employee misrepresents or falsifies the reason for a paid leave of absence?

- A. Any employee who misrepresents or falsifies the reason for a paid leave of absence, including the COVID-19 related absence, may be subject to disciplinary action, up to and including termination of employment.

16. Q. Am I required to report sick family or household members?

- A. Employees who are well but who have a sick family or household member with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

17. Q. Where do I go for additional information?

- A. For general information regarding COVID-19, see links to CDC and DCHHS below:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.dallascounty.org/departments/dchhs/2019-novel-coronavirus.php>



City of Dallas COVID-19 Procedures for City Employees

1. Purpose:

To provide employees with information regarding the coronavirus COVID-19 (“COVID-19”) and to provide guidance to employees regarding procedures in the event of a COVID-19 exposure, infection, or outbreak. These procedures apply to all City of Dallas employees, including City temporary staff, and are subject to change as more information becomes available regarding COVID-19. These procedures do not apply to temporary staff working through temporary staffing agencies.

2. General Guidelines:

The Centers for Disease Control and Prevention (“CDC”) is working with local health and human services departments including, Dallas County Health and Human Services (“DCHHS”) in its response to COVID-19. The City of Dallas is currently following the guidelines established by the CDC and DCHHS in addressing COVID-19. In addition, the City will follow the guidelines below in the event of a COVID-19 exposure, infection, or outbreak.

3. Working Remotely:

- 3.1. In the event of a required quarantine (those who have been exposed to COVID-19), isolation (those who are infected with COVID-19), an outbreak, or as determined by the City, employees may be able to work remotely. Department directors will determine the feasibility to work remotely for employees in their departments. Employees are not allowed to work remotely without authorization from their department.
- 3.2. Employees authorized to work remotely must check in with their supervisor every day. Supervisors must address and establish expectations regarding work output, communication, and schedules.
- 3.3. Due to the limited number of City-owned electronic devices, employees who have been approved to work remotely may be required to use their personal devices. Please note that any work performed as part of an employee’s job duties on behalf of the City on a personal device may be subject to disclosure under the Texas Public Information Act (“the Act”). Employees who use personal devices while working remotely should store all City-related work separately from their personal information and forward or transfer the information to the City server to be preserved in accordance with the Act.
- 3.4. In the event of a forced shutdown of a City facility due to a widespread outbreak, employees displaced by the shutdown who are not in quarantine or isolation, will be required to report to an alternate work location as designated in the department’s Continuity of Operations Plan (“COOP”), or if necessary and authorized, to work remotely.
- 3.5. All employees authorized to work remotely are required to enter their hours worked in the HRIS timekeeping system on the same day of hours worked, or as soon as feasible thereafter. Supervisors are responsible for ensuring that time entries are made for their employees working remotely.

4. Leave Procedures:



- 4.1. An employee who has been exposed to or infected with COVID-19 and is required to be in quarantine or isolation, may be granted up to 14 days of paid leave to cover the duration of the quarantine or isolation. A separate leave code will be created for COVID-19 leave. Additional instructions on how to enter the COVID-19 leave will be provided. Employees who have not been released to return to work after the 14-day quarantine or isolation period, may use their accrued sick leave in accordance with Section 34-22(g) of the Personnel Rules. If necessary, employees may use other accrued leave (vacation, AIL, compensatory, etc.) once they exhaust sick leave.
- 4.2. An employee who has been infected with COVID-19 or an employee who must care for an infected family member may be eligible for leave under the Family and Medical Leave Act (“FMLA”). Please see attached AD 3-72 regarding FMLA.
- 4.3. If an employee is confirmed to have COVID-19, the employee and the employee’s supervisor are required to notify Human Resources at COVID19@dallascityhall.com. Supervisors must maintain confidentiality as required by the Americans with Disabilities Act (“ADA”) or other applicable law. Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure.
- 4.4. For any other illnesses or injuries, employees may only use their accrued leave and may be approved for leave without pay once they exhaust their accrued leave, in accordance with the Personnel Rules.
- 4.5. Any employee who misrepresents or falsifies the reason for a paid leave of absence, including the COVID-19 related absence, may be subject to disciplinary action, up to and including termination of employment.

5. Information Regarding COVID-19:

- 5.1. In accordance with CDC guidelines, employees who have symptoms of acute respiratory illness will be required to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g., cough suppressants). Employees should notify their supervisor and stay home if they are sick.
- 5.2. In accordance with CDC guidelines, employees who think they have been exposed to COVID-19 and develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, should call their healthcare provider immediately.
- 5.3. If traveling, employees are encouraged to check the CDC’s Travel Health Notices for the latest guidance and recommendations and check themselves for symptoms of acute respiratory illness before starting travel and notify their supervisor and stay home if they are sick.
- 5.4. The City will follow the CDC and the DCHHS’s guidelines regarding travel. Employees who travel to Level 3 countries or take cruises for personal reasons, will be required, upon return from travel, to use their accrued leave or take leave without pay for a minimum of 14 days prior to returning to work.



5.5. Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure.

5.6. For general information regarding COVID-19, see links to CDC and DCHHS below:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.dallascounty.org/departments/dchhs/2019-novel-coronavirus.php>

REDUCE YOUR RISK

TAKE SIMPLE STEPS TO REDUCE THE SPREAD OF GERMS



Keep your workstations clean.



Stay home when you are sick.



Wash your hands with soap and water for at least 20 seconds.



Use an alcohol-based hand sanitizer with at least 60% alcohol.



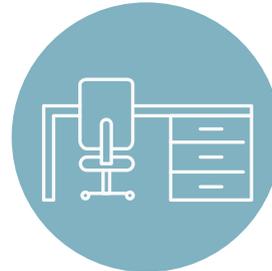
Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Cough or sneeze into your elbow if you do not have a tissue.

Reduzca sus riesgos

Tome medidas sencillas para reducir la propagación de los gérmenes:



Mantenga su lugar de trabajo limpio.



Quédese en su casa cuando esté enfermo.



Lávese las manos con agua y jabón durante al menos 20 segundos



Use un desinfectante para manos a base de alcohol que contenga, como mínimo, 60% de alcohol.



Tápese con un pañuelo desechable si tose o estornuda, y luego tire el pañuelo a la basura.



Si no tiene un pañuelo desechable, tosa o estornude sobre el codo.



City of Dallas

For more information visit dallascityhall.com/coronavirus



City of Dallas

Para obtener más información, visite dallascityhall.com/coronavirus

Memorandum



CITY OF DALLAS

DATE March 10, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Dallas Hires – Hiring Event and Think Ahead Thursday Summary Report**

The following responses summarize the outcomes of the City's "Hire Dallas" and Think Ahead Thursday initiative during the month of February and March 2020. A total of 1,480 job seekers participated in the hiring event on March 5, 2020 at Redbird Mall, with approximately 67 employers onsite with vacant positions ready to fill. A total of 401 contingent offers of employment were extended as a result of this event.

Below are additional staff responses to Councilmember questions regarding the success of the career development initiative:

- 1. What was the total number of job seekers in attendance?**
 - a. 1480

- 2. What was the total number of employers in attendance?**
 - a. Per Workforce Solutions, a total of 67 employers participated in the hiring event, of which 19 were City of Dallas departments. Some City of Dallas departments were there to provide information on services and programs.

- 3. What was the number of jobs that each employer was hiring for?**
 - a. According to Workforce Solutions, there were approximately 3,000 jobs were available for recruitment and hiring.

- 4. How many attendees at Think Ahead Thursdays were hired?**
 - a. There was also a low attendance rate for Think Ahead Thursday attendees at the Hiring Event on Thursday (32 of 134). Once the list of Think Ahead Thursday participants who attended Thursday's event is received from Workforce Solutions, staff will manually check to see if those attendees were extended offers through the Human Resources department.

- 5. Which City positions were available for FreshStart participants?**
 - a. Labor I/II
 - b. Truck Driver II
 - c. Trades Helper – Parks and Recreation only
 - d. Inspector – Parks and Recreation only
 - e. Office Assistant (Non-Civil Service Departments)
 - f. Customer Service Representatives (Non-Civil Service Departments)
 - g. Any non-Civil Service department position

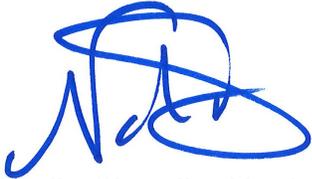
- 6. How many attendees were hired through FreshStart?**
 - a. There were 25 FreshStart candidates interviewed and 5 candidates were extended offers of employment. Staff are working HR to host a Dallas Hires event specifically for FreshStart candidates for City employment. Additional details to follow.

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7. How many attendees would not have been hired or interviewed if the three-year requirement for FreshStart have not been amended?

- a. A total of 19 candidates would not have been interviewed or considered for employment.



Nadia Chandler Hardy
Assistant City Manager

- c:
- | | |
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| T.C. Broadnax, City Manager | Joey Zapata, Assistant City Manager |
| Chris Caso, City Attorney (Interim) | Michael Mendoza, Chief of Economic Development and Neighborhood Services |
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