



Dear City of Dallas Family:

I hope you and your family are staying healthy and safe as we continue to work through the COVID-19 situation. I continue to have faith in what we are doing as a city to reduce the spread and flatten the curve of COVID-19. I am grateful for the commitment and dedication I continue to see from our first responders and hear about from every City of Dallas employee.

This week, I would like to highlight the value of empathy, one of our core values. As many of us have witnessed, the pandemic is exacerbating existing inequities not just in our city but across the globe. Now more than ever, our work is needed to center ourselves in service to others.

I have already seen good examples of this occurring from department to department in how you are leaning forward to serve all the residents of Dallas – whether you are a Code Enforcement officer deployed throughout the city to enforce the message of “stay home and stay safe,” or you are working in the Dallas Water Utilities taking calls from residents who are seeking assistance so their water service is not cut off. Your service-first mindset is commendable!

We are all being called to pivot, to be resolved in our dedication, and seek to understand the needs of our residents during this critical time. I thank you for heeding this call of public service and thinking of others even before yourselves. That is what it means to be empathetic and I am very honored to serve alongside you.

Rest assured that we are doing everything we can to acquire the equipment that front-line, essential workers need to address this evolving crisis. Our procurement services staff is tracking down every opportunity for personal protective equipment. If you have special requirements, please make those known to your direct supervisor.

Finally, the City is working diligently to maintain employee wages and benefits during this shelter in place. There are no changes at this time with the non-essential employees approved to work from home or non-essential employees on mandatory leave that I directed on March 25. We will continue to assess this situation and provide you with the most up to date information. If you have specific questions or concerns, please reach out to your direct supervisor.

Please also keep in mind we have a dedicated Human Resources Department microsite to provide you with ongoing information about COVID-19 including, FAQs, guidance, and point-of-contacts, and to link you to resources developed for our residents – all in one place. Click here to access the page <https://dallascityhall.com/departments/humanresources/Pages/COVIDEMP.aspx>

We will keep the lines of communication open and continue providing as many updates as we can.



## City of Dallas

I encourage you to take care of yourself and remember to check on your loved ones, friends, co-workers, and neighbors. Send them a virtual hug so they know we're in this together!

Dallas is a resilient city. When we work together, we can overcome anything – Together!

**In the Spirit of Excellence!!**

A handwritten signature in black ink, appearing to read 'T.C. Broadnax'.

T.C. Broadnax  
City Manager