

Memorandum



CITY OF DALLAS

DATE March 5, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **City License Applications**

Attached is a list of the most recent Dance Hall, Sexual Oriented Business, Billiard Hall, and/or Amusement Center license applications received for the week of February 22, 2021 – February 26, 2021 by the Criminal Investigation Bureau Licensing Squad of the Dallas Police Department.

Please have your staff contact Major Juan Salas, at 214.670.4811 and/or by email at juan.salas@dallascityhall.com should you need further information.

A handwritten signature in black ink that reads "Jon Fortune".

Jon Fortune
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
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Directors and Assistant Directors

WEEKLY APPLICATION LOG REPORT

DISTRICT	NAME OF BUSINESS	STREET ADDRESS	TYPE OF LICENSE	DATE OF APPLICATION	STATUS (RENEWAL/NEW)	APPLICANT NAME
D6	TYCOON COMMISSION	10333 E. TECHNOLOGY DR.	DH/A - LH	2/8/2021	NEW	CHRISTOPHER POUX
D6	THE BLACK ORCHID	2151 MANANA DR.	SOB	2/24/2021	RENEWAL	ERIC LANGAN
D3	DALLAS CLOUD 9 INC	4107 W. CAMP WISDOM	AC	2/25/2021	RENEWAL	MOHAMMAD NAJIM

License Definitions

- DH - Class "B" Dance Hall - Dancing Permitted Less Than Three Days a Week*
- DH - Class "C" Dance Hall - Dancing Scheduled One Day At A Time*
- DH - Class "E" Dance Hall - Dancing Permitted Seven Days A Week for Persons Age 14 through Age 18 Only*
- LH - Late Hours Permit - Can Operate A Dance Hall Until 4:00*
- BH - Billiard Hall - Billiards Are Played*
- SOB - Sexually Oriented Business - Adult Arcade / Adult Book/Video Store / Adult Cabaret / Adult Adult Theater / Escort Agency / Nude Model Studio*
- AC - Amusement Center*

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DATE March 5, 2021

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SUBJECT **Dallas Fire-Rescue's Fire Station Construction Monthly Update**

Dallas Fire-Rescue has several construction projects underway; and has been working with Building Services, the Bond and Construction Management Office (BCM), ITS, and OEQ, along with construction contractors to ensure a coordinated effort. This is a list of City projects involving major construction of fire stations:

1. Station 19 located at 5600 E. Grand Ave – This station sustained major structural damage due to a severe storm in June 2019 causing the station to be demolished. This project is scheduled for City Planning Commission consideration on March 25, 2021. Design is underway; the project is expected to be advertised for construction in May 2021 with construction to commence in July 2021 with an expected completion date of July 2022.
2. Station 30 located at 11381 Zodiac Lane – This station had structural concerns that needed to be assessed. Following an extensive structural assessment, City Council approved a contract amendment on January 27, 2021 to develop the design and authorized an up to \$650,000 construction job order to address foundation and structural issues at the station. Design is underway and projected to be complete next month with construction following and anticipated to be completed this summer.
3. Station 36 located at 2300 Singleton Blvd – This station is a replacement station approved under the 2017 Bond Program. BCM and the Contractor are working to obtain the construction permits by the end of March 2021. Construction is expected to commence in April 2021 with an expected completion date of April – May 2022.
4. Station 41 located at 5920 Royal Ln – This station is being replaced due to loss caused by a tornado in October 2019. This project is scheduled for City Planning Commission consideration on April 8, 2021. Design is underway, and the project is expected to be advertised for construction in June/July 2021. Construction is targeted to commence in July/August 2021 with an expected completion date of July/August 2022.
5. Temporary Station 41 located at 5807 Royal Ln. – This is a temporary fire station facility resulting from the loss of Station 41. DFR is coordinating with the BCM and the consultant to address questions regarding site preparation. Design services were retained in October 2020; however, procurement for canopies was approved by City Council on February 10, 2021. Site preparation is expected to be completed by May/June 2021. The temporary station is expected to be complete and in-service in June/ July 2021, subject to resolution of outstanding items related to fire personnel needs.

DATE March 5, 2021

SUBJECT **Dallas Fire-Rescue's Fire Station Construction Monthly Update**

6. Station 46 located at 331 E. Camp Wisdom Rd – This station is a replacement station approved under the 2017 Bond Program. Construction is underway with interior framing and exterior brick veneer nearing completion; dry wall installation and site paving to follow. Appliances, furniture, and equipment have been ordered. This station is on schedule and is expected to be completed by April/May 2021.
7. Station 58 located at 9393 Water Mill Rd - This station is privately funded by the Tax Increment Finance (TIF) district and will be located at 9393 Water Mill Rd. in the Cypress Waters Community at North Lake. Schematic Design of the fire station is complete, and a contractor (Ridgemont) was selected. A kick-off meeting on March 2, 2021 included preliminary planning for construction and timeline deliverables. This fire station will serve the Cypress Waters community at North Lake. Expected construction is set to begin March/April 2021 with a scheduled completion timeline in the first quarter of 2022.
8. Station 59 located at 7097 S. Jim Miller Rd – This station is a new fire station approved under the 2017 Bond Program. This station will improve response times in SE Dallas where population and development has expanded. Construction is underway with the apparatus bay poured, the slab plumbing completed, and the storm shelter also poured. This station is behind schedule due to inclement weather and targeted for completion by September 2021.



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TO Honorable Mayor and Members of the City Council

SUBJECT **DART D2 Alignment and Resolution Updates**

Over the past few months, City and DART staff has been working diligently to prepare a resolution of support to DART for its future application to the Federal Transit Administration (FTA) to secure up to \$800 million in Core Capacity grant funding for DART's proposed D2 Subway line in Downtown Dallas from the existing Victory Station on the west side of Downtown to the proposed Live Oak Station near the Deep Ellum neighborhood.

The City Council initially passed a resolution in September 2017 (Resolution No. 17-1426) to support a Locally Preferred Alternative (LPA) alignment for D2, and DART proceeded to design a modified alignment generally consistent with the approved LPA. DART has completed a 30% design effort for the alignment, prepared a Final Environmental Impact Statement/Record of Decision in coordination with FTA, and is seeking City Council support to add the alignment to the DART Service Plan and advance it through the FTA process. DART has recently presented an update on the D2 Subway project to City Council Committees on three separate occasions, to the Transportation and Infrastructure Committee on November 16, 2020 and January 19, 2021, and to the Economic Development Committee on March 1, 2021.

During the latter two committee meetings, there were discussions about a larger vision of integrating the future efforts of the I-30 and IH-345 improvements into Downtown and the role D2 could play in this larger vision. The larger vision would allow the different partnering entities of TxDOT, NCTCOG, DART and the City of Dallas to minimize right-of-way needed for future projects, eliminate throw-away construction activities, lessen disruption to properties while providing better access to the CBD and Deep Ellum areas, improve economic development opportunities, and enhance street-grid systems while integrating technology to the mobility systems.

The discussions for the D2 alignment also touched on the concerns of the Deep Ellum neighborhood and the constraints D2 may present while re-designing the IH-345 in the future. DART staff has agreed to work with the other partners and stakeholders to address the concerns raised as DART proceeds with advancing the project with FTA into the next phase of the FTA process to remain eligible for the Core Capacity grant. DART staff, in coordination with City, NCTCOG and TxDOT staff, has also agreed to brief the City Council periodically on the progress of the project.

Meeting with the FTA:

At the request of the City and NCTCOG staff, a team from DART, NCTCOG and the City met with the FTA Region 6 Administrator and Deputy Administrator on March 2, 2021 to discuss the grant application timelines and the requirement of a resolution of support as part of the application documents. The FTA pointed out that for the D2 project to be considered for the call of the next Core Capacity grant recommendations in the federal FY2023 budget, the D2 application will have to be submitted to the FTA in August 2021. DART will need to prepare the environmental and financial documents for submittal starting in March 2021 to meet the deadline. A resolution of

DATE March 5, 2021
SUBJECT **DART D2 Alignment and Resolution Updates**

support from the City Council will have to be part of the time-sensitive submittal and will be requested at the City Council's March 24, 2021 meeting. If a timely support resolution is not received, delays of the document submittals will occur and will cause the project to be delayed to a future funding cycle by the FTA and will result in the project missing the window to remain eligible under the Core Capacity grant program. The project could potentially continue under a different funding program called New Starts, but that program is oversubscribed, and the project would have to qualify under different criteria.

Next Steps

DART and City staff is preparing a resolution of support for the March 24, 2021 City Council meeting. The resolution will include the general support for the D2 alignment with the understanding and commitment that DART, TxDOT, NCTCOG and the City work together and with other stakeholders to address the concerns raised and ensure all projects are integrated into the vision for Downtown. The resolution will also commit DART and City staff to brief the City Council periodically on the progress of the D2 project and the larger vision.

If you have any questions or need additional information, please contact me at majed.al-ghafry@dallascityhall.com, or Ghassan Khankarli, Interim Director of the Department of Transportation, at Ghassan.khankarli@dallascityhall.com.



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Assistant City Manager

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SUBJECT **Public Safety Dashboards- February 2021**

The Dallas Police Department, Dallas Fire-Rescue Department, Office of Integrated Public Solutions, and Municipal Courts Public Safety Dashboards are intended to provide a comprehensive snapshot of public safety performance measures, critical areas of concern, and staffing levels each month.

Due to the timing of March's Public Safety Committee meeting, February month-end data was not available to be presented to the Committee earlier this week. As requested by the Committee, please see attached the completed Dashboards for February 2021 for your review.

Please contact me if you have any questions or need additional information.

A handwritten signature in black ink that reads "Jon Fortune".

Jon Fortune
Assistant City Manager
[Attachment]

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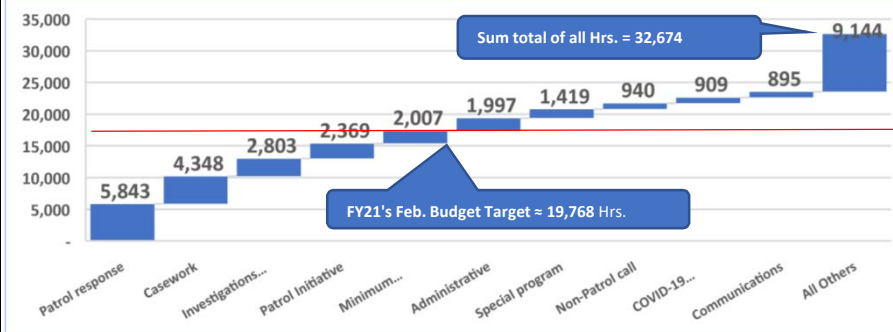
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Dallas Police Department Dashboard 2/28/2021

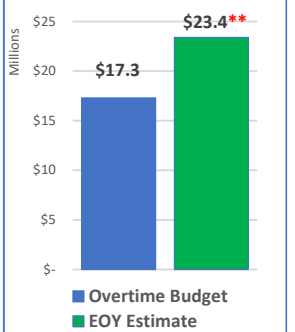
FY20-21 BUDGET

CRIME REPORTING *****

Jan Top 10 OT Activity Codes (By Hrs.)*



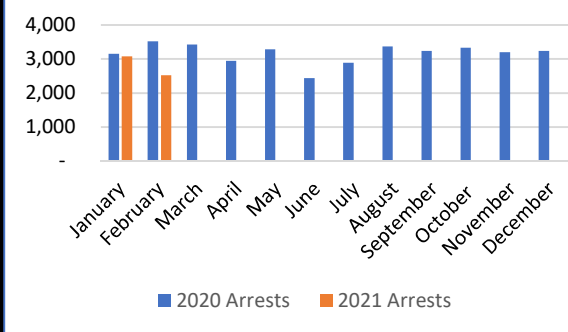
Sworn Overtime



Total Budget



Total Arrests



Year to Date Crime (NIBRS)

January 1, 2021 - February 28, 2021

Offense	2021	2020	Count DIFF	% Change	Clearance Rate
Assault Offenses	4,200	4,223	-23	-0.5%	60.9%
Agg Assault FV	307	247	60	24.3%	
Simple Assault FV	1,680	1,682	-2	-0.1%	
Homicide Offenses	46	26	20	76.9%	75.0%
Murder & Nonnegligent Manslaughter	38	22	16	72.7%	
Human Trafficking	2	4	-2	-50.0%	150.0%
Kidnapping / Abduction	18	20	-2	-10.0%	66.7%
Sex Offenses, Forcible	86	124	-38	-30.6%	78.3%
Sex Offenses, Nonforcible	-	-	0	-	-
Sub-Total	4,352	4,397	-45	-1.0%	61.5%
Arson	24	26	-2	-7.7%	8.3%
Bribery	1	-	1	-	0.0%
Burglary / Breaking & Entering	1,030	1,527	-497	-32.5%	6.3%
Counterfeiting / Forgery	38	108	-70	-64.8%	31.7%
Destruction / Vandalism	1,428	1,536	-108	-7.0%	9.5%
Embezzlement	28	63	-35	-55.6%	26.7%
Extortion / Blackmail	4	-	-1	-	0.0%
Fraud	255	338	-83	-24.6%	56.1%
Larceny / Theft	4,016	4,393	-377	-8.6%	4.2%
Motor Vehicle Theft	1,530	1,910	-380	-19.9%	8.3%
Robbery	434	680	-246	-36.2%	21.6%
Sub-Total	8,870	10,590	-1,720	-16.2%	9.4%
Animal Cruelty	10	22	-12	-54.5%	9.1%
Drug / Narcotics	1,456	979	477	48.7%	71.9%
Gambling	4	15	-11	-73.3%	0.0%
Pornography / Obscene Material	5	8	-3	-37.5%	50.0%
Prostitution Offenses	66	116	-50	-43.1%	88.5%
Weapon Law Violations	401	287	114	39.7%	76.7%
Sub-Total	1,942	1,427	515	36.1%	72.5%
Total	15,164	16,414	-1,250	-7.6%	29.9%

SWORN STAFFING AND HIRING

PATROL PERFORMANCE YEAR TO DATE

Function	2021 Assigned	2020 Assigned	2019 Assigned
CBD	98	101	101
Central	173	180	185
NE	344	354	315
SE	300	305	297
SW	277	285	270
NW	243	245	237
NC	181	185	182
SC	315	325	285
Nuisance Abatement	9	7	8
Patrol Total	1,940	1,987	1,880
Administrative***	485	487	592
Investigations & Tactical	669	652	629
Total	3,094	3,126	3,101

Crime Change by Division				Response time	
Person	Property	MTD Total	YTD Total	Priority 1	Priority 2
-14.35%	-0.39%	-3.32%	0.84%	6.84	24.18
-0.78%	-15.12%	-12.61%	-6.91%	8.42	27.37
-10.25%	-30.81%	-21.95%	-16.71%	8.88	31.40
0.28%	-15.88%	-12.23%	-6.91%	8.01	22.00
13.04%	-14.66%	-20.00%	-8.41%	8.98	23.53
1.24%	-14.27%	-15.40%	-10.42%	8.56	22.87
9.18%	-25.66%	-3.49%	-3.04%	7.72	22.85

INTERNAL AFFAIRS

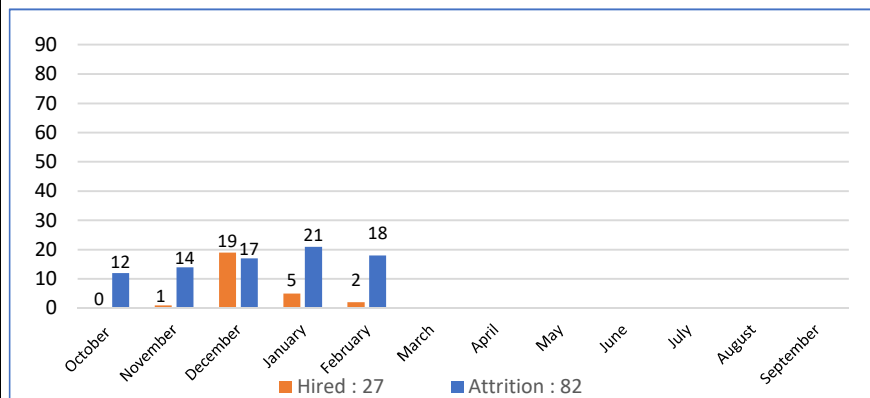
Complaint Type	2021 YTD	2020 YTD	% Change
Investigations Completed	28	57	-50.9%
Use of Force Complaints Received	1	6	-83.3%

COMMUNICATIONS

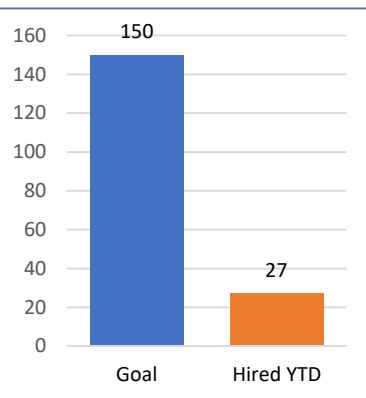
911 Call Center Information		
911 Calls YTD	Feb. Avg Answer	Feb. Service Level
166,146	27 Seconds	52.9%

911 Operator Staffing			
Trainee	Operator	Actual	Authorized
23	57	80	110

FY 20-21 Hiring and Attrition



FY20-21 Hiring Goal : 150



Top 911 Calls

Type	Calls YTD	February-2021	February-2020
Major Disturbance	16,537	7,458	8,684
Other Incidents	8,414	4,083	4,352
Other Escalated	7,777	3,812	4,172
Suspicious Person	3,438	1,485	2,522
Minor Accident	4,185	2,041	2,762
Business Alarm	3,431	2,063	1,592
Major Accident	2,586	1,193	1,558
Loud Music	3,177	1,435	1,473
Burg Motor Veh	507	207	682
Crisis Intervention	1,762	915	795
911 Hang-up	1,358	679	742

February Reports

Expeditor Reports		DORS Reports	
1,007		1,155	

Dispatched Calls and Response Time					
Date	Priority 1 Response Time	Priority 2 Response Time	Priority 3 Response Time	Priority 4 Response Time	Dispatched 911 Calls
Feb-21	8.83	24.44	75.36	105.42	39,144
YTD 2021	8.21	25.08	79.76	109.55	82,100
Feb-20	8.66	26.60	96.98	135.52	44,416
YTD 2020	8.65	26.12	92.48	127.72	92,965

Notes:

*DPD recently refined its >180 OT activity codes. New overtime activity codes further improve internal management opportunities as well as improve clarity/transparency to City Council. Results of these changes are now reflected in this report.

**YE estimate based on FY21's YTD expenditure trends.

***Administrative includes Police Academy Trainees (132). It also includes Office of the Chief of Police units such as Criminal Intelligence (48), Internal Affairs (28), and Public Integrity (10). 2021 Data is YTD. 2020 and 2019 data is Dec 31st of that year.

****Other Incident Calls - used when a call is received but does not fit into any other category of signals. Ex. harassing phone calls, criminal trespass, death notifications

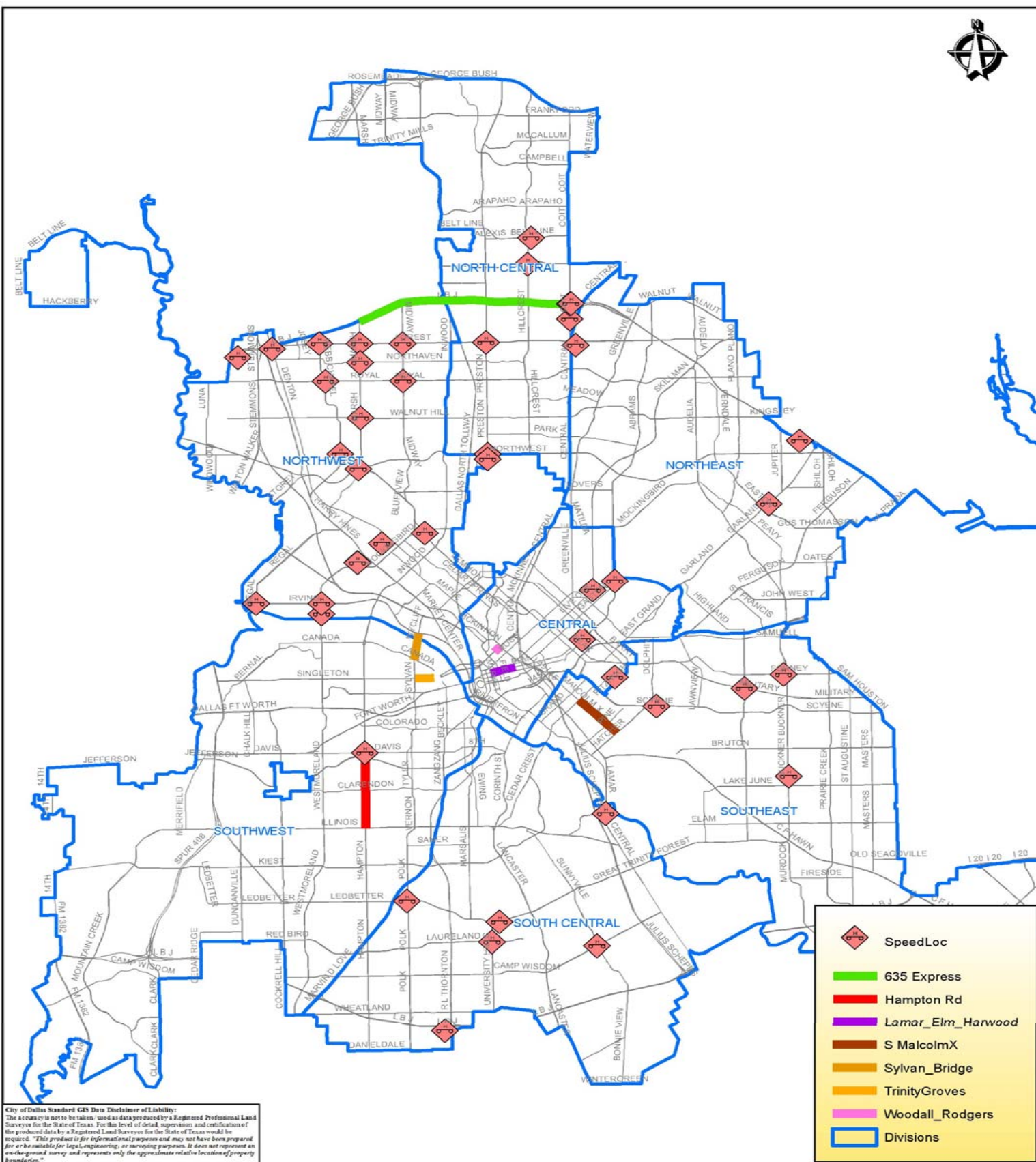
*****Other Escalated Calls - used when a call is received but does not fit into any other category of signals and is a priority in nature. Ex. person walking on the shoulder of freeway, suspicious activity that could lead to an. offense

***** Crime reporting now includes NIBRS data. Data is preliminary.

***** Investigations suspended : Awaiting criminal investigation. Awaiting Corrective Action: Cases not involving suspension or termination .

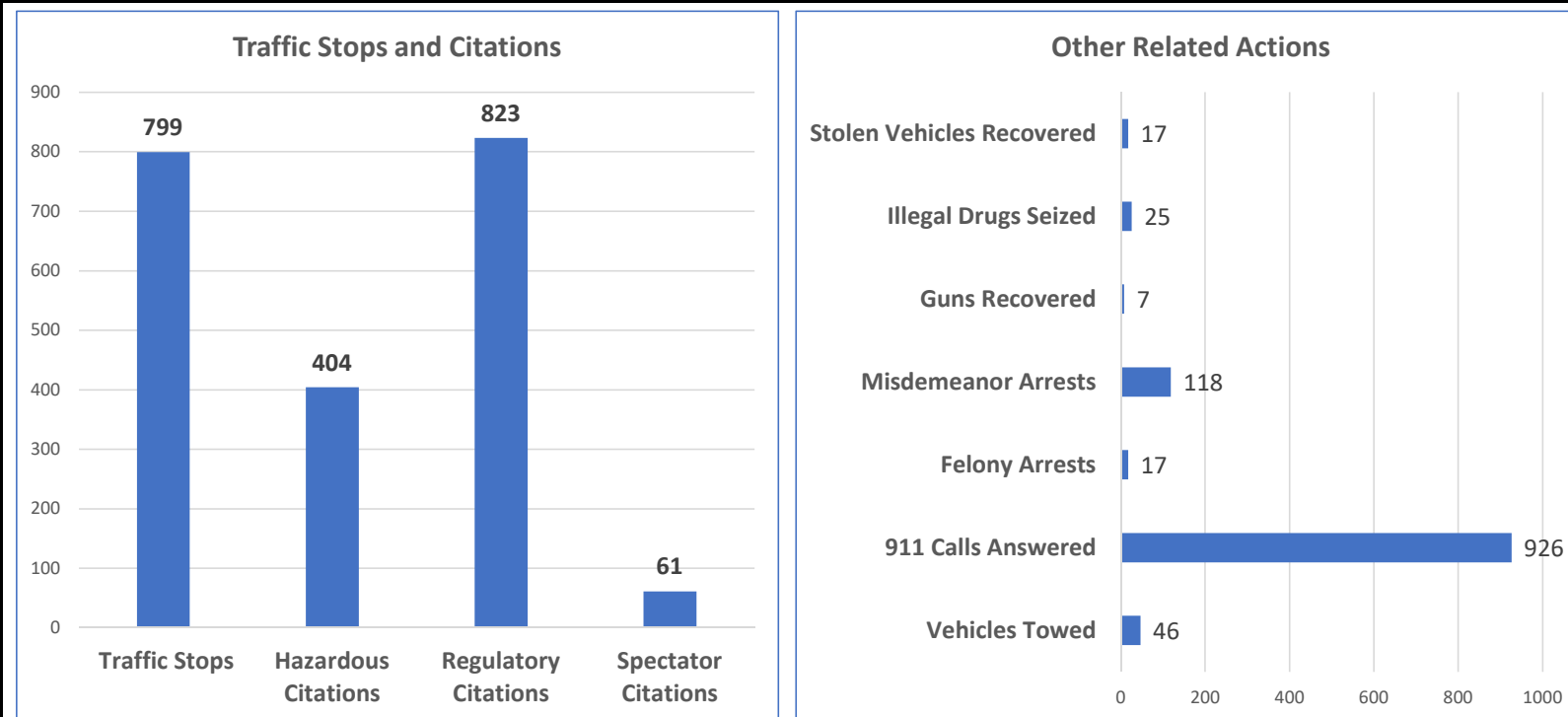
Dallas Police Department Racing / Speeding Dashboard 2/28/2021

Racing / Speeding Hotspots

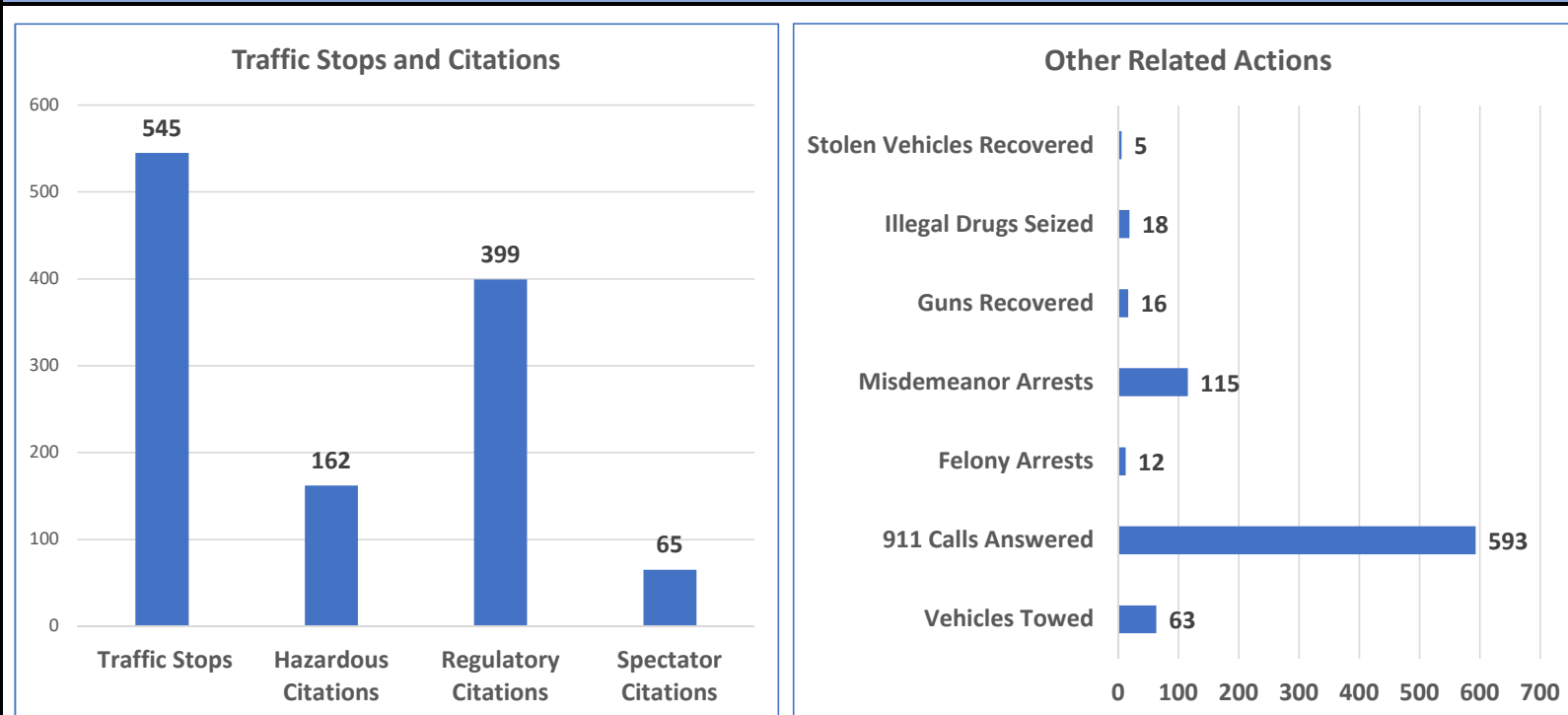


Racing / Speeding Operational Activity

January



February



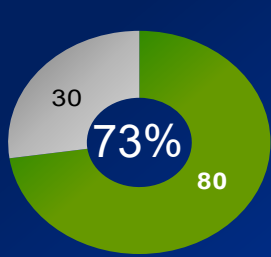
Notes:

Hazardous Citations: Citations involving safety violations such as red light / stop sign violations.

Regulatory Citations: Citations of an administrative violation such as registration, insurance, driver's license.

9-1-1 Communications Dashboard

Call Center Staffing



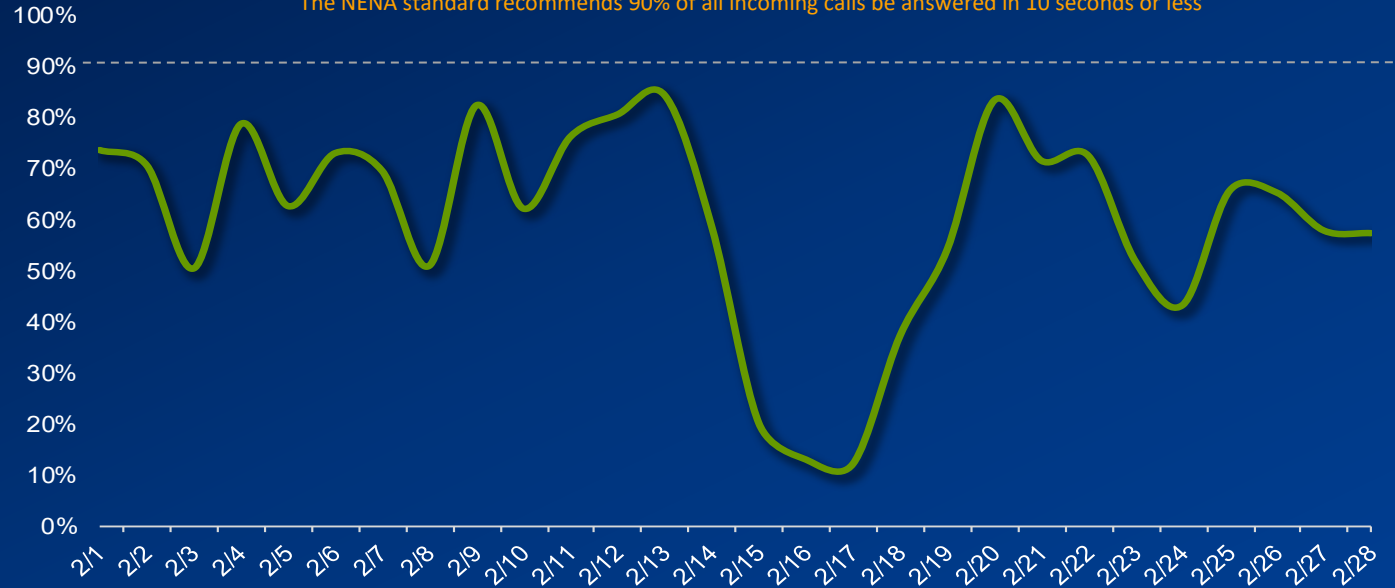
- Total Call Takers
- Call Taker Vacancies

***911 Operator Staffing**
 Senior Call Takers – 6
 Call Takers - 51
 Trainees – 23
 Total On Staff – 80
 Total Staff Authorized - 110

**February staffing affected by one (1) promotion of Call Taker to Senior Call Taker and two (2) call taker resignations*

February 2021 Service Levels

The NENA standard recommends 90% of all incoming calls be answered in 10 seconds or less



February 2021 Service Level

52.91%



YTD Service Level Jan 1 – Feb 28, 2021

62.29%



Average Answer Time February 2021

0:27



February 2021 Total 911 Calls

166,146



Call Takers in Training

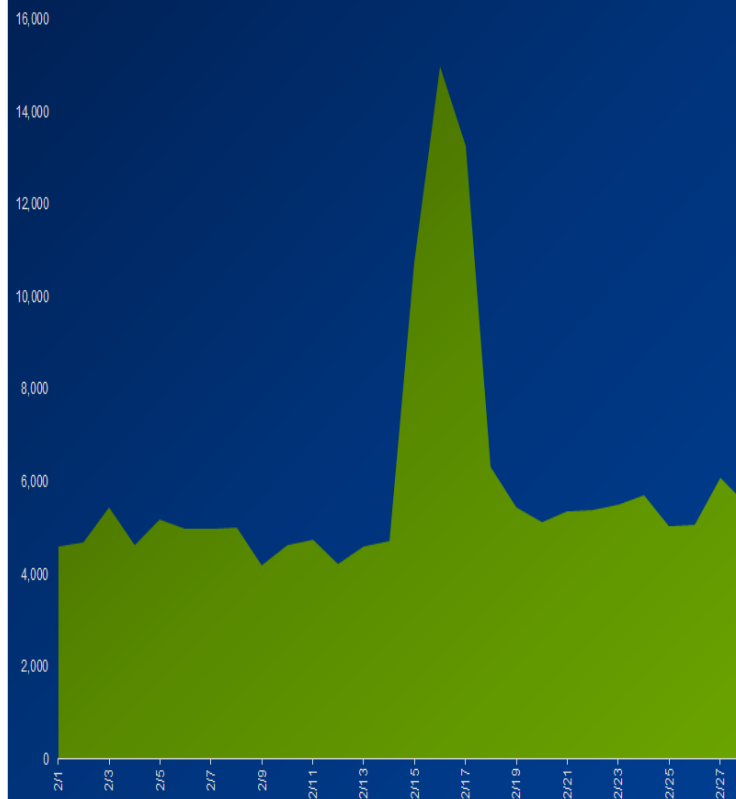
23



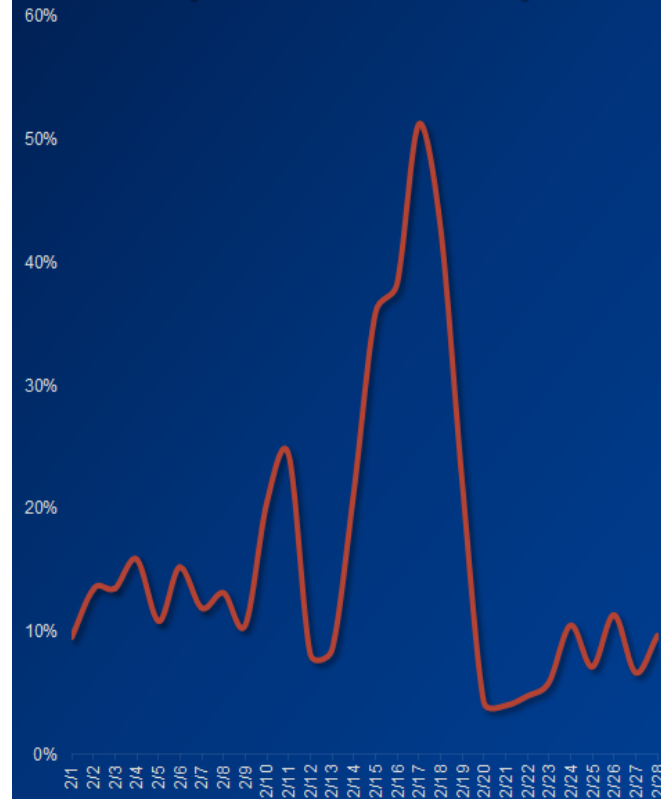
Call Takers in Background

25

February 2021 Emergency Calls Received

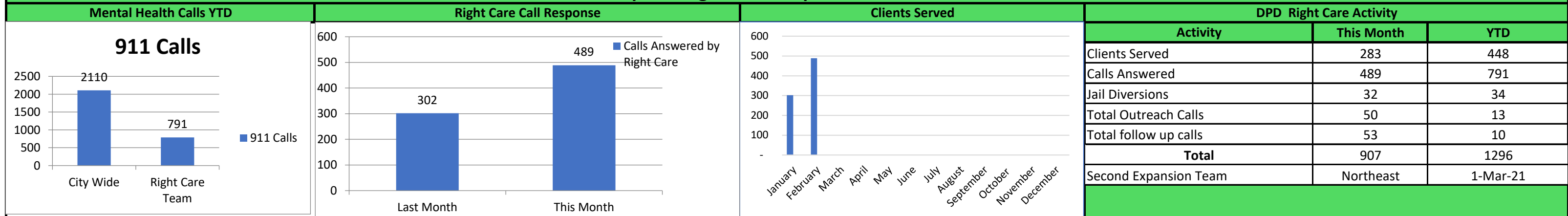


Percentage of Scheduled Call Takers Calling in Sick

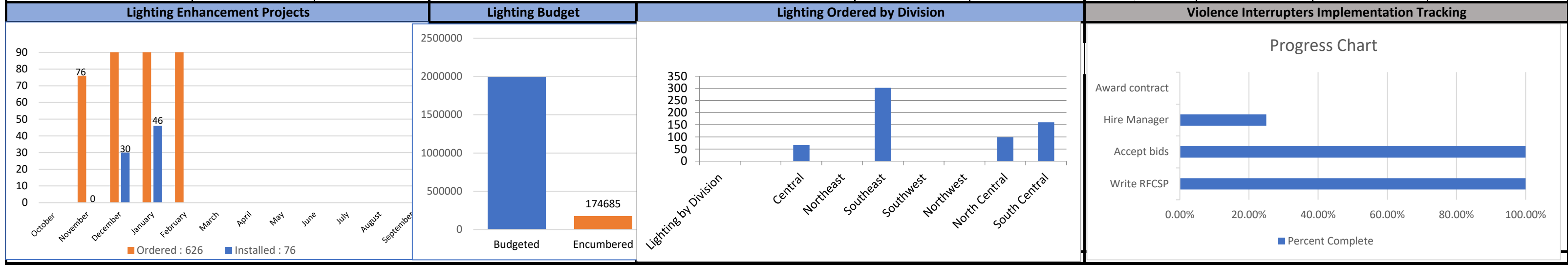


Office of Integrated Public Safety Solutions - February 2021 Dashboard

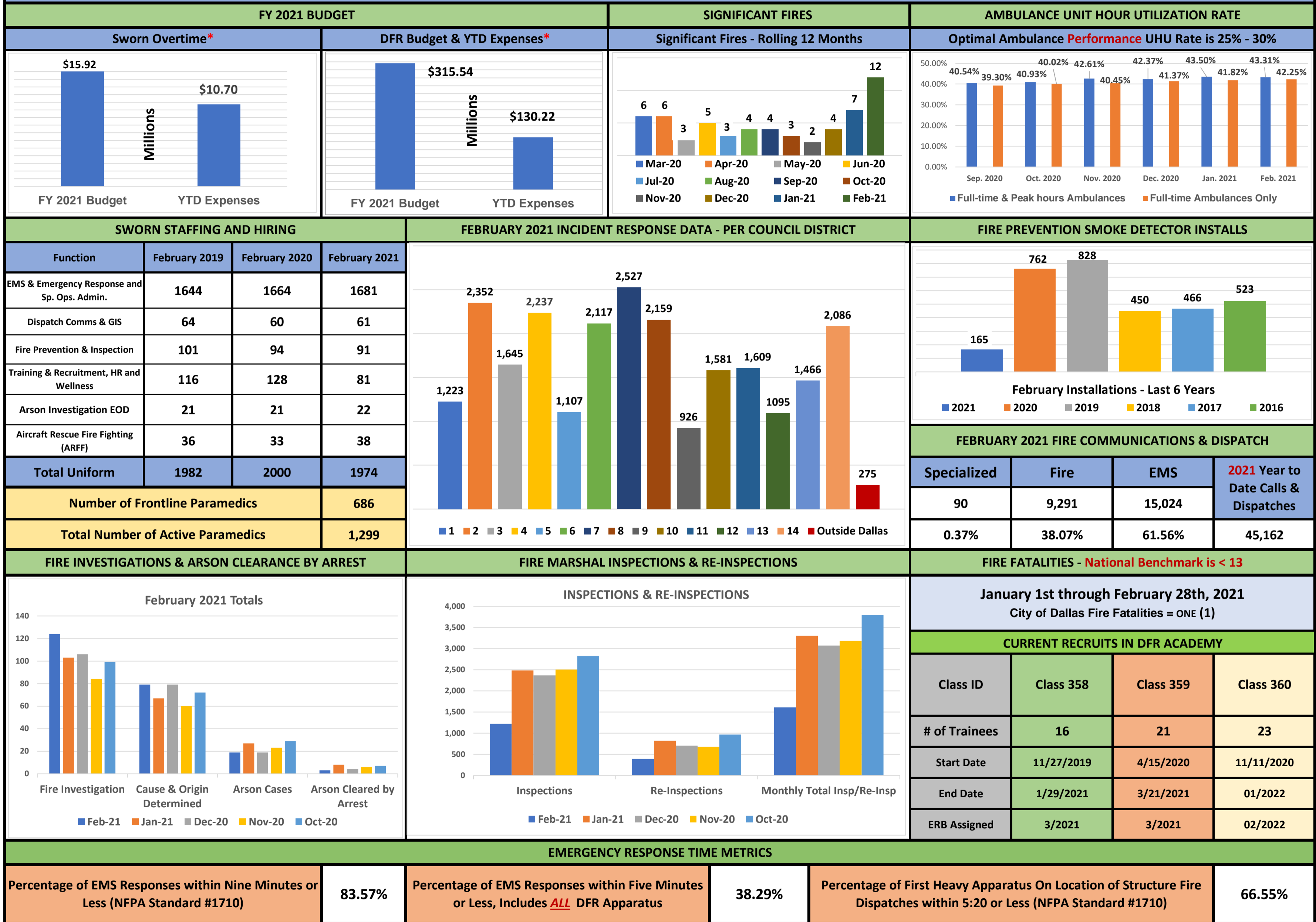
Rapid Integrated Group Healthcare Team



RISK - Nuisance Abatement			Risk Terrain Modeling Area: Malcolm X/Marburg			Crisis Intervention Scheduled Implementation Date March 2021						
Activity	This Month	YTD	Interventions	This Month	YTD	Personnel Hiring		Status				
Properties Investigated	86	102	Code violations identified and worked	649	1154	Manager III		Applicant Interviews				
Contacts with property owners	29	72	Code cases complete by owner compliance	68	115	Caseworker Supervisors		Job Description				
Meetings attended	72	96	Code cases complete through city intervention	23	68	Caseworkers		Pending				
Cases closed	3	9	Commercial business inspections	88	138							
Active Cases	New Case	Open Cases	Vacant lots remediated	22	58							
Central Open Cases	0	1	Zoning cases worked	108	153	City Funded Violence Interruption Programs						
Northeast Open Cases	1	11	Substandard structure cases worked	98	140							
			Effectiveness Measure: Percentage Increase or Decrease Malcolm X/Marburg			Funded and Scheduled for Implementation in April 2021 Awarding this contract requires an RFCSP which is currently in development with Procurement						
			Calls for police this year vs last year							-41%		
			Criminal offenses this year vs last year							-25%		
			Integrated Public Safety Solutions Engagement Report			Privately funded Violence Interruption Programs						
Staffing	Authorized	Current	Activity	This Month	YTD	Organization	Coordination Meetings	Interruption Events	Total Engagements			
Sergeant	1	1	Citywide Department Collaboration Meetings	5	15	Urban Specialists	2	10	60			
Detectives	7	7	Community Meetings	1	3							
Intelligence Officer	1	1	Presentations conducted	0	1							



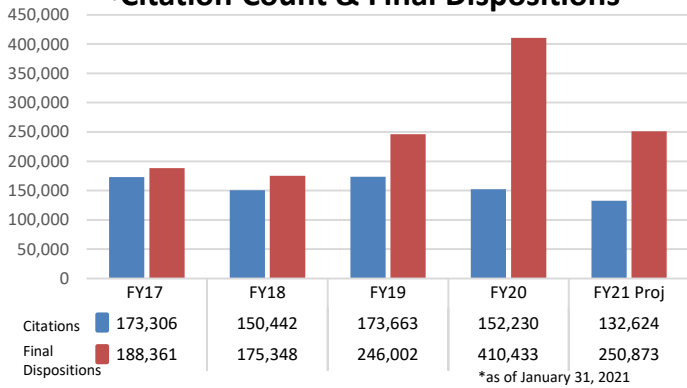
Dallas Fire-Rescue Department Dashboard: Month Ending February 28, 2021



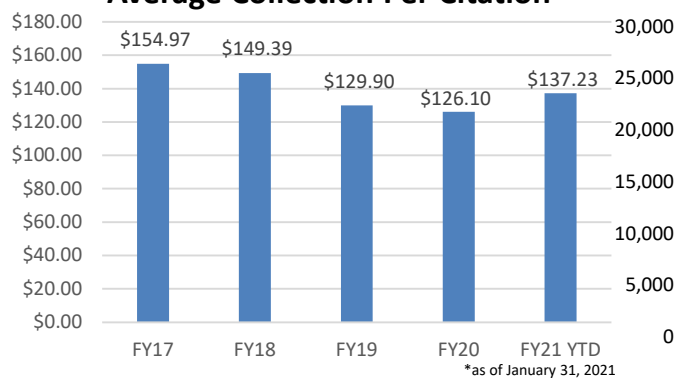
* YTD-Exp – Do Not Include Encumbrances

Municipal Court Dashboard: Month Ending February 28, 2021

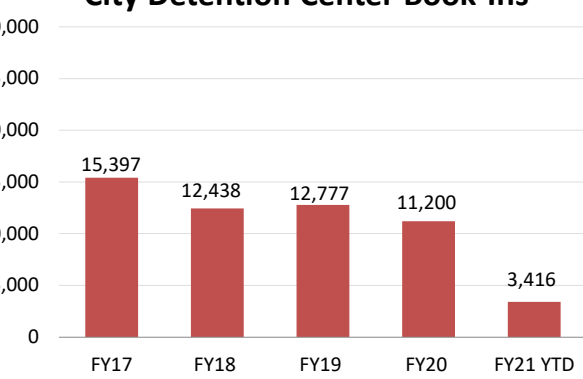
*Citation Count & Final Dispositions



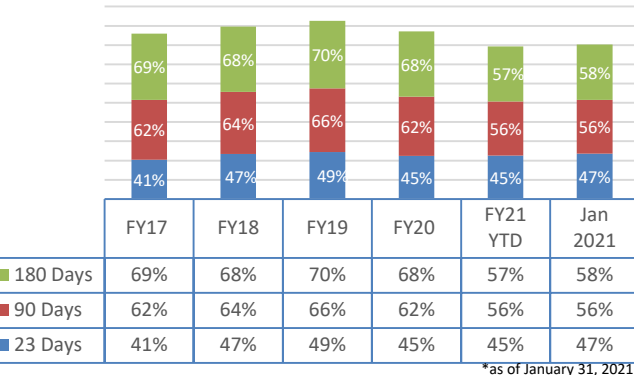
*Average Collection Per Citation



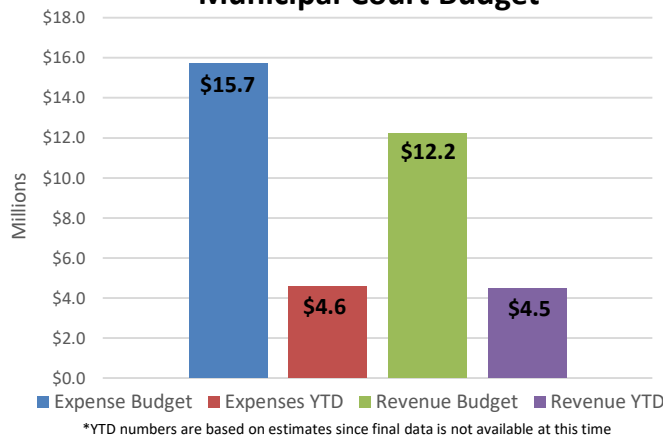
City Detention Center Book-Ins



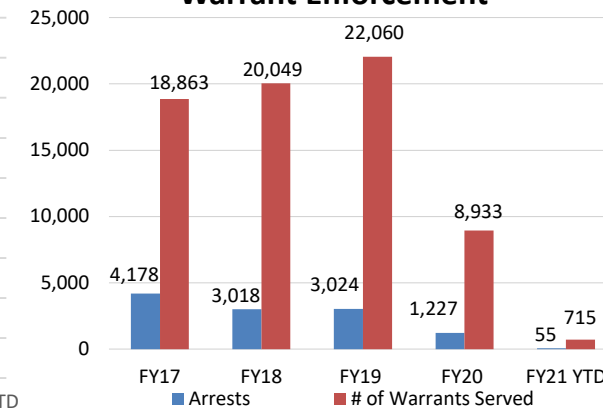
*Defendant's Cumulative Response Rate Looking Back 23, 90 & 180 Days



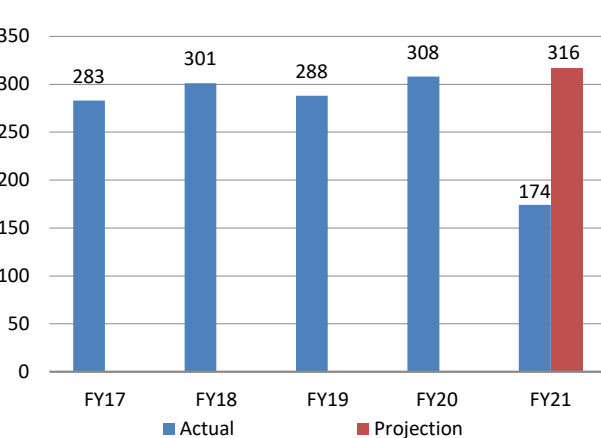
*Municipal Court Budget



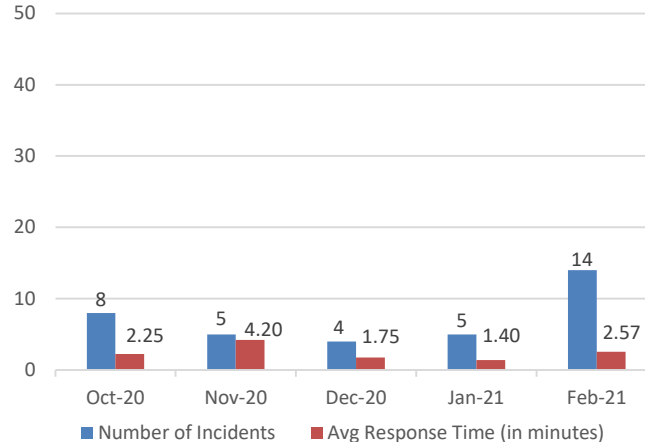
Warrant Enforcement



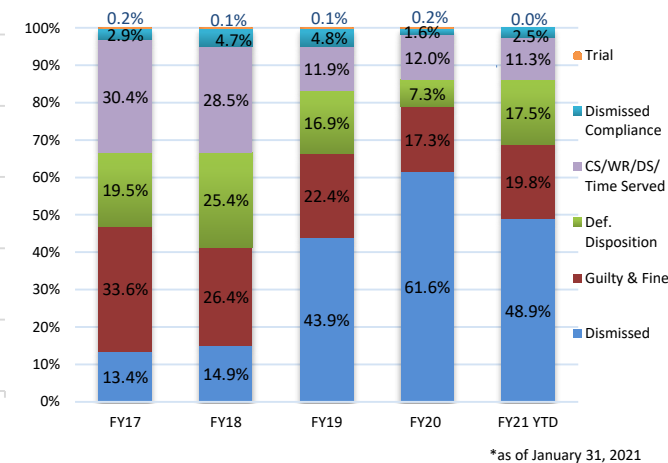
Environmental Cases Filed



Security Incidents and Response Time



*Courthouse Dispositions



Memorandum



CITY OF DALLAS

DATE March 5, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Emergency Home Repair Program Update**

On February 24, 2021, the Dallas City Council allocated \$2M in funding for the Emergency Home Repair Program (EHRP). This memo provides an update on the program that is being administered by the Department of Housing & Neighborhood Revitalization (Housing).

On February 25th, 2021 Housing launched the EHRP rebate portion of the program. Residents of Dallas who are under 80% of Area Median Income and had damage caused by the 2021 Texas Severe Winter Storm and who paid a professional contractor to repair the damage are eligible for up to \$10,000 in reimbursement of service.

On February 25, 2021 Housing started receiving proposals from nonprofit program administrators of the EHRP. Volunteers of America (VOA) applied for and will receive \$1M to serve approximately 100 people in areas that are most affected. As the Storm hit the entirety of Dallas, Housing worked with the Office of Equity and Inclusion and the Office of Data Analytics and Business Intelligence to assess available data that could be used to inform outreach. By using the CDC Social Vulnerability Index and layering data related to the storm, a list of prioritized zip codes that could be determined to be most at risk was produced. VOA will use this list of zip codes to prioritize applicants as they apply until they exhaust their resources.

VOA will begin taking applications on March 8th, 2021. Residents of Dallas who are under 80% of Area Median Income and had damage caused by the 2021 Texas Severe Winter Storm who need to have their home repaired are eligible for a grant up to \$10,000.

Outreach for this program will be done through direct email and phone calls to people who inquired with the City for assistance and social media. For information on how to apply please go to www.dallashousingpolicy.com and click Emergency Home Repair Program.

Housing is still accepting applications to administer EHRP and will work with qualified organizations as they apply to get them set up in a timely manner.

The timeline below summarizes the RFA solicitation review and approval process followed by next steps:

Dates	Actions
February 23rd	RFA Posted – Housing Policy Task Force outreach

DATE March 5, 2021
SUBJECT **Emergency Home Repair Program Update**

February 24th	Council Approved Program
February 25 th	Received first proposal, scored and awarded
March 8 th	Launch of Volunteers of America program

We recognize that the need is greater than funding will allow, but we believe that distributing these funds to organizations with a history of home repair and through the rebate program we will maximize the opportunity to assist as many residents as the funding will allow.

Should you have any questions, please contact David Noguera, Director, Department of Housing and Revitalization at (214) 670-3619 or David.Noguera@dallascityhall.com.



Dr. Eric Anthony Johnson
Chief of Economic Development & Neighborhood Services

cc: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera 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
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

Memorandum



CITY OF DALLAS

DATE March 5, 2021

TO The Honorable Mayor and City Councilmembers

SUBJECT **Return to Work Phase III Implementation Update**

This week, Governor Abbott stated that he will be allowing businesses to expand pandemic limitations on capacity as well as lift the mask mandate. The order allows for 100% capacity in restaurants, retail stores, office buildings, gyms, and museums beginning March 10. Currently, it is management's decision to remain in Phase II until more employees are vaccinated. As restrictions are relaxing around the state, we want to remain diligent about opening gradually. Our priority is the safety of our residents and ensuring they are receiving the services they need.

Dallas County's COVID-19 Risk Level is currently at Stay Home Stay Safe and we would prefer to see 14 days of improvement in these indicators, before implementing Phase III. If the metrics are met for a 14-day period, the level can be safely downgraded from orange to yellow, etc. The complete Dallas County COVID-19 Related Health Guidance for the Public can be found [here](#).



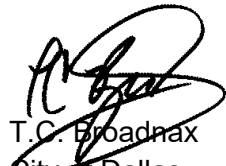
We will continue with virtual committee, city council, and briefing meetings. As previously communicated City staff has been working hard to ensure you feel safe returning to the workplace. Following guidance from the Centers for Disease Control (CDC) and State direction, we decided to reopen in a three-phased approach. Phase I began on June 8 and Phase II was executed on September 8. Planning is currently underway to move to Phase III by May 3. We will also be implementing a Phase IV in which 100% of employees will be able to work combining on-site and remote. The Phase IV date is to be determined. Please see the attached summary of the highlighting the Return to Work phases. Below are the updates for Phase III.

DATE March 5, 2021
SUBJECT **Return to Work Phase III Implementation Update**

Phase III ~ May 3

- 75% of employees able to work combining on-site and remote to include
 - Abbreviated schedules
 - Alternating workdays
 - Staggered shifts
 - Hybrid working arrangements
- Public facing departments increase capacity for in-person meetings from 4 to 8 people
- If in-person meetings are needed for internal purposes, continue to offer virtual options for staff. Attendance is a maximum of 8 people with social distancing
- For all meetings scheduled in city facilities ensure a buffer of 1-2 hours for appropriate cleaning
- Continue telework for qualified employees in compliance with ADA & HIPAA
- Fitness centers to remain closed
- Official City meetings will continue with video conferencing until further notice

We are encouraging directors to be open and transparent with employees about all changes. If employees have questions related to their health, our HR Cares Team is available to help and provide guidance.



T.C. Broadnax
City of Dallas

c: Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera 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
Dr. Eric A. Johnson, Chief of Economic Development & Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

Phased Reopening - Update



Employees and visitors are required to wear face coverings.

Phase Two: **Implemented** September 8

- Maximum 50% on-site staffing
- Public-facing departments increase capacity for in-person meetings by appointment only
- If in-person meetings are required, limit conference room capacity and attendance to maximum 4 people with social distancing, and schedule buffers in-between meetings for appropriate cleaning
- Telework for qualified employees in compliance with ADA & HIPAA
- Open fitness centers for uniformed personnel by appointment only. Civilian employee fitness centers remain closed.
- Implement or retrofit touchless features



Current Phase

Phase Three: ~May 3

- 75% of employees able to work combining on-site and remote to include
 - Abbreviated schedules
 - Alternating workdays
 - Staggered shifts
 - Hybrid working arrangements
- Public facing departments increase capacity for in-person meetings from 4 to 8 people
- If in-person meetings are needed for internal purposes, continue to offer virtual options for staff. Attendance is a maximum of 8 people with social distancing
- For all meetings scheduled in city facilities ensure a buffer of 1-2 hours for appropriate cleaning
- Continue telework for qualified employees in compliance with ADA & HIPAA
- Fitness centers to remain closed
- Official City meetings will continue with video conferencing until further notice

Phase Four: ~TBD

- 100% of employees able to work combining on-site and remote to include
 - Abbreviated schedules
 - Alternating workdays
 - Staggered shifts
 - Hybrid working arrangements
- Implement cashless & contactless payment
- Limit in-person meetings & services
- Continue to utilize technology alternatives to in-person meetings, i.e. town halls
- Assess and reimagine employee fitness offerings
- Codify enhanced remote work capabilities
 - Job requirements
 - Family caregiving
 - Health risks



Memorandum



CITY OF DALLAS

DATE March 5, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – March 4, 2021**

New Updates

[New Assistant Director Announcement](#)

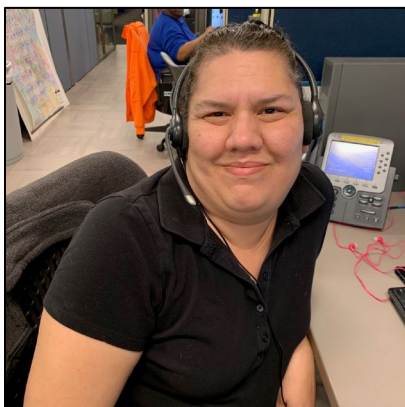
Cecilia Armendariz has been named the new Assistant Director of the Building Services Department, effective March 8, 2021. Cecilia brings more than 20 years of experience in a variety of facility management roles including operations, maintenance, condition assessment, capital planning, strategic planning, process improvement, and performance management. In her new role, Cecilia will initially directly oversee facility maintenance and operations and will also be involved with department-wide strategic planning, employee and customer engagement, administration, and support functions. I am excited to have Ms. Armendariz join the Building Services Department Team and look forward to her contributions to continue taking our facility services to the next level. Please join me in supporting Ms. Armendariz in her new role.

[City Manager's Corner – Employees of the Week](#)

Karry Moore (right) is a Dispatcher with 311 Customer Service and has been with the City of Dallas for 12 years. In her current role, Karry dispatches field crews for various City services, such as Dallas Water Utilities, Parking Enforcement, Sanitation Services, and Dallas Animal Services. In preparation for the winter weather event, Karry went above and beyond by staying at a nearby hotel, within walking distance to City Hall to help residents by volunteering to work extra hours, to assist with 311dispatch operations. Karry has exhibited Empathy and Excellence in her dedication to her



department, the City, and its residents.



Victoria Gomez (left) is a Dispatcher with 311 Customer Service and has been with the City of Dallas for 2 years. In her current role, Victoria provides residents calling into 311 with assistance submitting service requests, and most recently providing important information related to the winter weather event, COVID-19 testing, and vaccine information. Victoria is a team player and always assists with whatever is needed. Victoria exhibited a commitment to Excellence by helping to cover the “deep nights” shift for an entire week, during the winter weather event.

DATE March 5, 2021
SUBJECT Taking Care of Business – March 4, 2021

Botham Jean Street Renaming Ceremony

Please Save-the-Date for the Botham Jean Street Renaming Ceremony on Saturday, March 27, 2021 at 12:00pm. To abide by social distancing guidelines, this event will be a hybrid with limited in person guests along with virtual participation for the public. There will be a lunch reception to follow for dignitaries and other elected leaders in attendance at the event. Invitation and additional details are forthcoming. Should you have questions, please contact Kimberly Tolbert, Chief of Staff.



COVID-19 Vaccine Distribution Can be Viewed at Public Dashboard

The Office of Data Analytics and Business Intelligence launched a bilingual COVID-19 vaccine distribution dashboard for the City of Dallas in February. The dashboard includes anonymous demographic data on vaccine recipients including race, ethnicity, gender, age, and the ZIP code of residence for each vaccine recipient who received their vaccine at the City of Dallas Kay Bailey Hutchinson Convention Center and Methodist Hospital. The [dashboard](#) was briefed to the Ad Hoc Committee on COVID-19 Recovery and Assistance on February 25, 2021. Other dashboard tabs provide information on COVID-19 testing, the number of cases, and fatality information. It also includes information on hospital capacity and occupancy for Dallas County and the DFW region. For more information, please contact Dr. Brita Andercheck, Director of the Office of Data Analytics and Business Intelligence, at brita.andercheck@dallascityhall.com.

Dallas Love Field Earns Third-Straight ASQ Award

The Department of Aviation has earned another major award as Dallas Love Field is the 2020 Airport Service Quality Award recipient for North American Airports serving 15-25 million passengers per year. Love Field won the same award in 2018 and 2019 and in 2020 was named to the ACI World Director General's Roll of Excellence for its success within the ASQ program. The ASQ Awards measure 34 key performance indicators related to the customer experience and are based on live surveys of passengers in the terminal. It is considered the world's leading airport passenger service and benchmarking program. Despite the challenges of the COVID-19 pandemic, Love Field completed surveys in every month to qualify for the ASQ Award. More than half of the world's annual travelers pass through airports conducting ASQ research and surveys. Dating back to 2015, Dallas Love Field has placed in the top three of its categories every year. If you have any questions, please contact Director of Aviation Mark Duebner at mark.duebner@dallascityhall.com or 214-670-6077.

DATE March 5, 2021
SUBJECT **Taking Care of Business – March 4, 2021**

[Dallas Public Library continues partnership to mail books to kids!](#)

Over two years ago, DPL partnered with Ferst Readers to promote access to and the creation of in-home libraries. We are renewing these efforts to get families signed up to receive a free book each month. This is available for children in Dallas County from birth through age 5 and includes literacy tips in English and Spanish for the parents. To register go to <https://ferstreaders.org/Texas> For additional information, please contact Jo Giudice, Director of Libraries.

[City Hall Elevator Modernization Project Update](#)

All 13 units (12 passenger elevators and the freight elevator) are being upgraded with new energy efficient gearless machines, software, controllers, and ADA updates. Construction commenced in June 2019, was paused for several months due to the pandemic, and is anticipated to be completed in mid-2022. Status updates are as follows:

Green Elevators – three of the four are upgraded and back in service, the fourth is scheduled to be complete and back in service in April.

Blue Elevators – two of four units taken out of service for upgrading on Feb 15th with estimated completion in June, the other pair follow with estimated completion in October.

Red Elevators & Service Elevator – follow the blue elevators with overall project completion estimated in mid-2022.

For more information, please contact Building Services Department Director, Errick Thompson.

Look Ahead

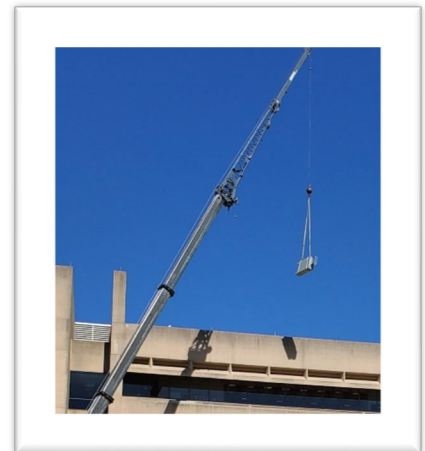
[City Council Briefings](#)

April 7, 2021

- Dallas Executive Airport Development Update
- Ad Valorem Tax Limit for Over-65 or Disabled Homeowners
- Redeployment of Neighborhood Code Resources
- Update to Violent Crime Reduction Plan
- City Manager's Goals for 2021

April 21, 2021

- Cultural Plan Update



DATE March 5, 2021
SUBJECT **Taking Care of Business – March 4, 2021**

- HUD Consolidated Plan Budget for FY 2021-22 (City Manager’s recommendation and CDC amendments)
- Short Term Rental Regulations
- Self-Certification Rental Inspection Program

Media Inquiries

As of March 1, 2021, the City has received media requests from various news outlets regarding the following topics:

- Overnight Fire Destroys Southeast Dallas Tire Shop
- Dallas Morning News Inquires About Number of Cold-Related Deaths
- Construction Crew Hits Gas Line Near High School
- Cause of Fire at North Dallas Apartment Complex Electrical in Nature
- One Resident Taken to Hospital After Apartment Fire in Northeast Dallas
- Construction Crews Hit Gas Line Near Dallas High Rise
- Vaccination Schedules Set Through the Weekend
- Firefighters Quickly Extinguish Fire at Abandoned Northwest Dallas House
- Residents Show Up to Receive Vaccine on Wrong Day
- Man Taken Into Custody After Unsuccessful Attempt to Burn Apartment
- Three Escape Safely After 18-wheeler Crashes and Catches Fire

Please see the attached document compiling information provided to media outlets, during the period from February 23 – March 1, 2021, 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
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff
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Directors and Assistant Directors

EAN • BOTHAM JEAN • BOTH
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1991-2018 • 1991-2018 • 1991-20

SAVE THE DATE

STREET NAMING CEREMONY

BOTHAM JEAN BOULEVARD

MARCH 27, 2021
11 A.M.



City of Dallas



City of Dallas

COVID-19 DASHBOARD

THE CITY OF DALLAS
COVID-19 DASHBOARD
INCLUDES DATA
ON CASES AND
VACCINATIONS BY
RACE, ETHNICITY,
GENDER, AGE, AND
ZIP CODE.

[DALLASCITYHALL.COM/COVID19](https://dallascityhall.com/covid19)



City of Dallas

SALPICADERO COVID-19

**EL PANEL DE CONTROL COVID-19
DE LA CIUDAD DE DALLAS
INCLUYE DATOS SOBRE CASOS Y
VACUNAS POR RAZA, ORIGEN
ÉTNICO, GÉNERO, EDAD Y
CÓDIGO POSTAL.**

[DALLASCITYHALL.COM/COVID19](https://dallascityhall.com/covid19)



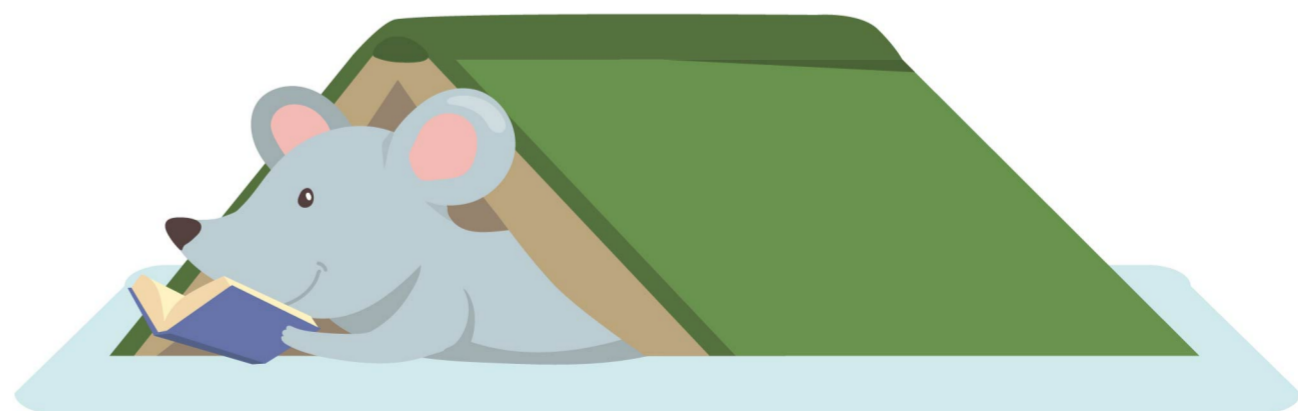
Children ages birth through five years in Dallas County can receive a free book mailed to their home each month, along with literacy tips for parents in English and Spanish.

To register, go online to <https://ferstreaders.org/texas> or call Dallas Public Library at 214-670-7943.

Los niños que viven en el condado de Dallas pueden recibir un libro gratis, de infancia a los 5 años de edad. El libro será enviado por correo a su hogar cada mes, junto con consejos de alfabetización para los padres en inglés y español.



Para registrarse, vaya en línea a <https://ferstreaders.org/texas> o llame a la Dallas Public Library al 214-670-7943.





CITY OF DALLAS

Dallas Fire-Rescue Department
Media Requests: February 23 – March 1, 2021.

Tuesday, February 23rd: Univision 23 (Erika Torres Caraban), WFAA 8 (Maci Smith) and CBS11 (Itzel Hernandez) – Can you please provide us with info on a fire at 3717 S Buckner Blvd. around 12:30am?

City Response - On Tuesday, February 23rd, at 12:16 a.m., Dallas Fire-Rescue units were dispatched to a tire shop, located at 3717 South Buckner Boulevard in Southeast Dallas, after a 911 call reporting it was on fire.

Even in the dark of night, a dark plume of smoke, from burning tires, could be seen as firefighters were heading to the scene. When fire companies arrived at the one-story commercial structure, they reported out with fire coming through the roof. With the fire already in its advanced stages, it wasn't very long before a second-alarm response was transmitted. Suppression efforts were mostly defensive from the onset, with as many as three ladder pipes, and a number of hand lines, being used to surround and drown the building. Approximately 50 firefighters brought the fire under control just before 3 a.m.

Fire crews remained on the scene well into the morning hours afterwards digging through the remnants to ensure all hot spots had been extinguished, as the business suffered severe damage throughout. Thankfully, there were no injuries reported as a result of the fire. Investigators are still working with the business owners, as well as neighboring businesses, to gather information on what may have happened; but the cause is currently undetermined and under investigation.

Tuesday, February 23rd: Dallas Morning News (Everton Bailey) - This is Everton Bailey, I'm a reporter at The Dallas Morning News. Have officers responded to any calls where anyone appeared to have died because of the extreme temperatures last week?

City Response - Unfortunately, this is not going to be information I can accurately provide. The only call types we attribute exclusively to the cold weather are "environmental" and "environmental emergency" calls. Between 2/12 and 2/19 the department responded to 45 such calls resulting in 20 transports to local hospitals; but no record of fatalities.

Additionally, during the same time span, we responded to 3 "Carbon Monoxide Emergency" calls. Among those responses there was 1 fatality and 1 hospital transport. We also responded to 107 "Carbon Monoxide Detector" calls, which resulted in 0 transports.

There are several other call types we have that could have involved individuals who were deceased; but since the department does not make cause of death determinations, we wouldn't be able to say that they were the result of the cold. The best data you're going to get in that regard will probably come by way of the Medical Examiner's Offices. Maybe even the hospitals would be able to share some information with you.

Tuesday, February 23rd: Univision 23 (Joanna Molinero) and CBS 11 (Giles Hudson) - I am reaching out on a possible neighborhood evacuation near Casa View Dr & Highwood Drive due to a gas leak.

City Response - Units were dispatched to this incident at 15:19 after a construction crew hit a reported 4" gas line at Highwood Drive and Casa View Avenue.

Atmos is already on the scene addressing the problem. There were no evacuations necessary, as the high winds dissipated the gas concentration in the air. The breach occurred just behind Bryan Adams High School, but the school was not in session.

DPD has blocked off the intersections of Highwood Dr. and Lingo Ln., as well as Casa View and Hartline Drives, so Atmos crews can complete their work.

No injuries were reported.

Wednesday, February 24th: NBC 5 (Patrick Randolph) - Just wanted to follow up and see if there had been a cause determined from the fires last week

On Feb 15 at the Alua Apartments, located at 4300 Horizon North Parkway, And Feb 15 3600 block of Lawnview Avenue, at 3:39 p.m.

City Response - On Monday, February 15th, at 9:55 p.m., Dallas Fire-Rescue units were dispatched to a 911 call for a structure at the Alua Apartments, located at 4300 Horizon North Parkway, in North Dallas.

When firefighters arrived at the three-story apartment building, they observed smoke coming from an apartment on the second floor. They made their way into the unit to find fire within the void spaces between the second and third floors as well as the wall spaces. Considering the weather conditions, the size of the structure and the inability to

visualize the extent of the fire, Command requested a second, and eventual third, alarm response. Fire made its way through the roof, forcing Command to pull all firefighters back, assuming a defensive posture. Approximately, 80 firefighters battled the fire, and the elements, well into the morning hours before declaring the fire extinguished around 2:30 a.m. However, crews remained on the scene the entire night/morning, conducting overhaul operations to ensure the flames had been completely extinguished, before clearing the scene around 9:00 a.m.

There were 24 units in the apartment building, and though only eight of them were reported to have suffered fire damage, all the units were left uninhabitable due to varying degrees of smoke and water damage. All residents evacuated the building safely, and there were no injuries reported. Firefighters were able to make it through the entirety of the operation thanks primarily to the efforts of the Box 4 Fire Buffs Organization being on scene and providing food, drinks and warming areas for first responders to take refuge in between rotations.

It is unclear the number of residents who were displaced as a result the fire, as most of them left for shelter with family and friends off-site, or sought refuge inside their vehicles; but property management is working with them to determine their needs going forward.

Fire Investigators were able to determine that the fire was accidental in nature and most probably the result of an unspecified electrical short of the building's fixed wiring. Custody of the building was passed back over to property management to determine what will ultimately happen to it.

Wednesday, February 24th: Sent the following information to all the local media news desks - At 3:57 p.m. Dallas Fire-Rescue (DFR) units were assigned to a 911 call for a structure fire at an apartment complex, located at 9803 Walnut Street, in Northeast Dallas.

First responding companies arrived at the scene and reported out with smoke coming from the 3rd floor of an apartment building. All residents made it out of the building safely prior to DFR's arrival, enabling them to place more of a focus on suppression efforts. They mounted up for an offensive fire attack, and made their way inside to find fire in the attic space. Despite its progression, they were able to put it out quickly; declaring it extinguished in about half-an-hour.

There were eight units in the apartment building, but the quick work of firefighters helped to isolate the fire damage to the unit of origin. While there were no reported injuries to fire personnel, there was one civilian who was taken to a local hospital for evaluation after over exposure to smoke conditions.

The cause of the fire is undetermined.

Thursday, February 25th: Univision 23 (Joanna Molinero) and WFAA 8 (Rickayla Mitchell) - Do you know if there are any evacuations near 3133 Knox Street on a gas leak -2021054178

City Response - Units were assigned to a 911 call for a gas leak, at 3133 Knox Street, after a construction crew stuck a reported 3 inch high pressure gas line.

The construction company actually notified Atmos, prior to DFR arrival. HazMat was notified to come out and get readings in a high-rise building, located at 4514 Cole Avenue, after someone reported the smell of gas inside the lobby. HazMat did not pick up any readings, so it was not necessary to evacuate the building.

HazMat has cleared the scene, and Atmos will address repair of the leak.

Thursday, February 25th: NBC 5 (Claire Cardona) - Will there be doses administered this weekend? Is there a plan for when the next round of second doses of the Moderna vaccine will be administered? When will people who are due for their second doses receive notice that they can go on one of those days to get their vaccine if they haven't already?

City Response – 2nd dose Pfizer will be administered today (Thursday), Friday and Saturday. 2nd dose Moderna will be administered Sunday, Monday and Tuesday. All notifications for 2nd dose Pfizer have gone out. Notifications for 2nd dose Moderna will go out tomorrow evening.

Friday, February 26th: WFAA 8 (Maci Smith) and Univision 23 (Erika Torres Caraban) - Is there any information available regarding a possible 2-alarm house fire in the 9900 block of Brockbank Dr? Incident number 2021054825.

City Response - At 2:23 a.m. DFR units were dispatched to a fire at an abandoned apartment complex at 9838 Brockbank Drive, in Northwest Dallas.

When firefighters arrived on location, they reported out with a two-story apartment building fully involved. A second alarm response was dispatched early on, and efforts have been defensive from the onset.

There have been no injuries reported and there is no word on the cause.

Friday, February 26th: NBC 5 (Claire Cardona) - We have now heard from people who have said that the website the city sent to log in will not let them in and the number they are told to call will just hang up without letting them confirm the appointment. Is there another way people can confirm their appointment? Can they just show up at the time without confirmation?

City Response - This (214-671-5546) is the number they are supposed to be calling. However, this is not a number that is to be shared publicly, as the only people who get it are those who have been notified by the City of Dallas that they can schedule their next appointment.

What we've found is that most of the issues are the result of the user incorrectly entering their COD number, leaving numbers out of it or selecting the wrong vaccine when they are trying to schedule; thereby rendering the number invalid (used).

They can either call the number back or they can send an email to vaccineappointment@dallascityhall.com.

Around 2:30 p.m. today, a notice was sent out to 5,000 people to schedule their 2nd Moderna dose. As of this email, almost 3,000 of them have scheduled. I provide this for context to support the likelihood of this being a user issue.

Saturday, February 27th: Univision 23 (Diana Perez) – Do you have any information on a fire at 2528 Merlin Street? Are there any injuries?

City Response - At 15:41 DFR units were assigned to a 911 call for a structure fire after a man tried setting fire to an apartment.

The fire was already out when firefighters arrived, but the man was taken into custody before being taken to a local hospital for non-injury related issues.

Sunday, February 28th: CBS 11 (Tiffany Moore), WFAA 8 (Lourdes Vazquez), Univision 23 (Nathalie Palacios) and the Dallas Morning News – Do you have information about an 18-wheeler on fire? I believe this is on N Stemmons Fwy NB.

City Response - At 11:58 a.m., Dallas Fire-Rescue units were assigned to a 911 call for a major accident, on the Southbound Dallas North Tollway and Interstate 635, after an accident after a single vehicle accident involving an 18-wheeler. Apparently the truck collided with a wall, jack-knifed and subsequently caught fire.

There were three people who were inside the truck when the accident took place, but they were all able to make it out safely before fire consumed the entire cab. Though none of them suffered any burns, or life-threatening injuries, they were all taken to a local hospital as a precaution.

The HazMat team was notified so they could off-load the diesel from the 18-wheeler's saddle tanks before it could be moved.

Communications, Outreach & Marketing
Media Requests
Feb. 23 – March 1

Date Submitted: 3/1/2021

Topic: Netflix franchise fees

Inquiry: The City provided the following information: The City Attorney received the City Council's unanimous approval to pursue video service providers Netflix, Hulu and Disney+ for failure to apply for a state-issued certificate of franchise authority under Tex. Util. Code Chapter 66 and pay the 5% franchise fee to Dallas. Counsel will seek consent from the Office of the Attorney General of Texas to retain outside counsel to pursue the matter on a contingency fee basis.

Submitted by: Catherine Cuellar

Media Entity: Communications Daily

Date Submitted: 3/1/2021

Topic: Netflix franchise fees

Inquiry: The City provided the following information: The City Attorney received the City Council's unanimous approval to pursue video service providers Netflix, Hulu and Disney+ for failure to apply for a state-issued certificate of franchise authority under Tex. Util. Code Chapter 66 and pay the 5% franchise fee to Dallas. Counsel will seek consent from the Office of the Attorney General of Texas to retain outside counsel to pursue the matter on a contingency fee basis.

Submitted by: Catherine Cuellar

Media Entity: Bloomberg

Date Submitted: 3/1/2021

Topic: Univision- water updates

Inquiry: The following information was shared: residents still without water may visit dallascityhall.com/weatherupdates to see locations where they may bring containers up to 15 gallons to fill with water.

Tenants without water unable to communicate with their landlords may also initiate a report using the 311 website or OurDallas app for Android or iOS.

Dallas Water Utilities (DWU) meter service calls are dropping from a high of 960 on February 17 to 19 yesterday with 4 of those being burst pipes.

Total main repairs – 354

Total main break repairs pending - 8

Please know that Dallas Water Utilities has successfully reduced its pending leaks/breaks to a typical "February" capacity and will be deactivating its emergency operations within next 2 days.

DWU only sees meter level consumption data, so has not known how many apartments may be without water if premises are master-metered. If a meter consumption is zero, that may be because premises were vacated or because the property owner turned off their water to make repairs.

Submitted By: Catherine Cuellar

Media Entity: Univision 23

Date Submitted: 3/1/2021

Topic: OHS shelter

Inquiry: The following information was shared: People brandishing weapons or using illegal substances would have to surrender that paraphernalia to enter shelters.

Submitted By: Catherine Cuellar

Media Entity: Dallas Observer

Date Submitted: 3/1/21

Topic: CBS 11 – water updates

Inquiry: The following information was shared: Dallas Water Utilities (DWU) meter service calls are dropping from a high of 960 on February 17 to 19 yesterday with 4 of those being burst pipes.

Total main repairs – 354

Total main break repairs pending - 8

Please know that Dallas Water Utilities has successfully reduced its pending leaks/breaks to a typical “February” capacity and will be deactivating its emergency operations within next 2 days.

If residents need water they may visit dallascityhall.com/weatherupdates to see locations where they may bring containers up to 15 gallons to fill with water.

DWU only sees meter level consumption data, so has not known how many apartments may be without water if premises are master-metered. If a meter consumption is zero, that may be because premises were vacated or because the property owner turned off their water to make repairs.

Submitted By: Catherine Cuellar

Media Entity: CBS 11

Date Submitted: 3/1/2021

Topic: WFAA – water issues

Inquiry: The following information was shared: Dallas Water Utilities (DWU) meter service calls are dropping from a high of 960 on February 17 to 19 yesterday with 4 of those being burst pipes.

Total main repairs – 354

Total main break repairs pending - 8

Please know that Dallas Water Utilities has successfully reduced its pending leaks/breaks to a typical “February” capacity and will be deactivating its emergency operations within next 2 days.

If residents need water they may visit dallascityhall.com/weatherupdates to see locations where they may bring containers up to 15 gallons to fill with water.

DWU only sees meter level consumption data, so has not known how many apartments may be without water if premises are master-metered. If a meter consumption is zero, that may be because premises were vacated or because the property owner turned off their water to make repairs.

Submitted By: Catherine Cuellar

Media Entity: WFAA

Date Submitted: 3/1/2021

Topic: Spectrum – water issues

Inquiry: The following information was shared: Meter service calls are dropping from a high of 960 on February 17 to 19 yesterday with 4 of those being burst pipes.

Total main repairs – 354

Total main break's Pending - 8

Please know that Dallas Water Utilities has successfully reduced its pending leaks/breaks to a typical "February" capacity and will be deactivating its emergency operations within next 2 days.

Submitted By: Catherine Cuellar

Media Entity: Spectrum

Date Submitted: 2/24/2021

Topic: DMN – streaming franchise fees

Inquiry: The following information was shared: Meter service calls are dropping from a high of 960 on February 17 to 19 yesterday with 4 of those being burst pipes.

Total main repairs – 354

Total main break's Pending - 8

Please know that Dallas Water Utilities has successfully reduced its pending leaks/breaks to a typical "February" capacity and will be deactivating its emergency operations within next 2 days.

Submitted By: Catherine Cuellar

Media Entity: DMN

Date Submitted: 2/24/2021

Topic: Dallas Free Press – water distro

Inquiry: referred to dallascityhall.com/weatherupdates

Submitted By: Catherine Cuellar

Media Entity: Dallas Free Press

Date Submitted: 2/24/2021

Topic: Univision – water distro

Inquiry: The following information was shared: the City has been supplying water directly to apartments/living communities that don't have running water. We are utilizing our operations crews to deliver the pallets to the apartments. If residents don't have access to water at their apartment they should first consult with their apartment, if the problem is not addressed they can call the City Council Office or 311.

Here is an overview of the pallets we have delivered to apartments:

Yesterday 2/23, Public Works delivered 29 pallets to 7 apartments, Building Services delivered 15 pallets to 7 apartments, Fleet delivered 15 pallets to 7 apartments, and Sanitation delivered 26 pallets to 7 apartments. Totaling 85 pallets to 28 locations.

Today we have another 18 locations with planned delivery of 110 pallets.

Submitted By: Adam Traylor (OEM)

Media Entity: Univision

Date Submitted: 2/24/2021

Topic: FOX News/emergency pay for time not worked

Inquiry: The following information was shared: As has been HR policy for the past decade, in the event of snow or ice on a workday, civilian and non-emergency personnel are scheduled to report work as usual.

- If weather conditions make it impossible to report for work by your scheduled start time, notify your supervisor as required by departmental regulations.
- If you are unable to work at all, you may use vacation, compensatory time, or leave without pay to record the time.
- If conditions make you unavoidably late, you will not lose paid time, provided that in the opinion of your manager/executive, you made every effort to report as promptly as possible.
- Uniformed and emergency personnel are required to work as prescribed by departmental regulations.

Additionally, employees able to work from home were paid to do so. For those employees not able to report to work or work from home, department directors may facilitate options to make-up their hours.

Per the Personnel Rules, paid administrative leave may be considered by a department director on a case by case basis, at their discretion. If an employee has vacation or compensatory time available, they need to use that first to cover the time, before requesting the paid administrative leave. But if they don't have a leave bank, Directors may consider the paid administrative leave.

Submitted by: Catherine Cuellar

Media entity: FOX News