

Memorandum



CITY OF DALLAS

DATE March 12, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – March 11, 2021**

New Updates

City Manager's Corner



Ty Khien is a Network Analyst in the Department of Information and Technical Services and has been with the City of Dallas for 15 years, first as a contractor and now as a City of Dallas employee for 5 years. Ty's position puts him on the front lines for dealing with the city's executive departments whose work relies heavily on internet access. From connecting to the VPN to issues with email to remote access, and more, Ty calmly and efficiently takes control and resolves the problem. He understands the critical nature of these issues and responds in a timely manner, whether it is during regular work hours, in the evening, or

even on weekends. Ty's work ethic and attitude exemplify our core value of Excellence and foster the ability of staff to serve the residents of Dallas.

City of Dallas of Economic Development Named an Accredited Economic Development Organization

Please join me in congratulating the Office of Economic Development, which last week was certified as an Accredited Economic Development Organization (AEDO) by the International Economic Development Council. Dallas is one of only 66 organizations to have received the AEDO recognition, an elite and internationally recognized accreditation demonstrating high professionalism and technical expertise. For more information please contact Robin Bentley, Interim Director of the Office of Economic Development.

Dallas Public Library Update!

During the month of February, DPL did its first *Big Read Down*, providing customers a chance to read-off existing fees on their library card accounts. It was a huge success with 305 individuals logging minutes or doing literary activities. The total minutes read was 219,614, and that combined with credits for activities, earned \$18,193.93 toward forgiveness.

The latest issue of the Young *Black Readers* newsletter is now available to share, encourage and engage readers. When you access it from the DPL website you will have

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a list of 146 picture books, 268-chapter books and 255 teen books just to list a few. Click on: <https://dallaslibrary2.org/dplwhatsnext/ybr.php> for hundreds of reading ideas. For more information contact Jo Giudice, Director of Libraries at 214.670.7803.

[Check out a laptop + a hotspot at select Dallas Public Library locations](#)

Dallas Public Library is making it easier for residents who need computer access: laptops bundled with hotspots to borrow using their library card. The first 100 Chromebook+Hotspot bundles will roll out this week at Arcadia Park, Bachman Lake, Dallas West, Highland Hills, Lancaster-Kiest, Martin Luther King, Jr., Pleasant Grove, Polk-Wisdom and Prairie Creek Branch Libraries. An additional 1,125 Laptop+Hotspot bundles will be released in April at 20 locations. The Chromebooks are funded through a grant from the Texas State Library and Archive Commission. The laptops were purchased with a CARES grant funds. Chromebook bundles can be requested at <http://catalog.dallaslibrary.org/polaris/> and picked up at designated locations through the *Library to Go* curbside service. For more information, contact Jo Giudice, Director of Libraries at 214.670.7803.

[Dallas GEMS videos](#)

What are you most proud of that makes Dallas special? Our Communications, Outreach and Marketing Team (COM) is working with Economic Development staff to create District-specific Dallas GEMS videos: movie trailer-style sizzle reels featuring each Council District's unique characteristics and opportunities. The deadline for submissions has been extended; please complete the following form linked below by Friday, March 12.

[Dallas GEMS: District Videos](#)

COM staff will then use the remainder of the Council Recess to capture preferred shot list. Please contact COM production manager Brian Plinck with any questions, comavrequest@dallascityhall.com.

[Spanish Style Guide and Glossary](#)

[Communications, Outreach and Marketing resources](#) now include a Spanish language [style guide](#) and [glossary of terms](#). These are living documents and will continue to evolve based on requests submitted via the COM Virtual Language Center of Excellence [Written Translation Request Form](#). Please contact COM senior project specialist for language access Alejandra Martinez with any questions, alejandra.martinez@dallascityhall.com.

[New Procurement Opportunities](#)

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

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Opportunity No.	Opportunity Name
CIZ1973	Montfort Drive Paving and Drainage Improvements, by Department of Public Works
BS21-00015575	Online Investigative Services

We are also pleased to share the latest [Procurement Quarterly](#), listing citywide opportunities for the current quarter (of the fiscal year) and published on the OPS [website](#). Please be advised that once an opportunity is advertised, it is considered an open procurement until the City Council awards the contract. The Code of Ethics prohibits communication between councilmembers and vendors/ suppliers on open procurements. Should you have any questions, please contact Chunny Chhean, Director of Procurement Services.

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
- City Manager's Goals for 2021

April 21, 2021

- Update to Violent Crime Reduction Plan
- Cultural Plan Update
- 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 8, 2021, the City has received media requests from various news outlets regarding the following topics:

- PKR transportation to vaccination site
- Encampment resolution
- Water issued due to winter storm
- City bank balance
- One Transported from Shooting Call at Dallas Hotel
- DFR Mask Policy Unchanged Following Governor's Lifting of State Mandates
- DFR Reporting Over 500 Employees To Date Having Tested Positive for COVID-19
- DFR Recovers Body from Trinity River
- Homeless Camp Catches Fire near I-75 and Forest Lane
- Rescue Unit Stolen from Baylor Hospital

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Please see the attached document compiling information provided to media outlets, during the period from March 2 – March 8, 2021, for your reference. Should you have any questions or concerns, please contact Kimberly Bizer Tolbert, Chief of Staff.



T.C. Broadnax
City Manager

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|--|--|
| Chris Caso, City Attorney | Jon Fortune, Assistant City Manager |
| Mark Swann, City Auditor | Joey Zapata, Assistant City Manager |
| Biliera Johnson, City Secretary | Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services |
| Preston Robinson, Administrative Judge | M. Elizabeth Reich, Chief Financial Officer |
| Kimberly Bizer Tolbert, Chief of Staff | M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion |
| Majed A. Al-Ghafry, Assistant City Manager | Directors and Assistant Directors |

Bring the internet home



**Laptop
+
WiFi
Hotspot**

**Request one with your
Dallas Public Library card**

Traiga internet a casa



**Laptop
+
WiFi
Hotspot**

**Solicite uno con su tarjeta
de la Dallas Public Library**

Communications, Outreach & Marketing
Media Requests
March 2 – March 8

Date Submitted: 3/8/2021

Topic: Governor's order

Inquiry: The following information was provided: Your understanding of the governor's order is correct. GA-34 allows a county judge in an area with high hospitalizations to implement COVID-19 mitigation strategies like mask mandates, however, GA-34 prohibits imposing a penalty on anyone for failure to wear a mask.

Submitted by: Catherine Cuellar

Media Entity: NBCnews.com

Date Submitted: 3/5/2021

Topic: Office of Homeless Solutions

Inquiry: The following information was provided: All on TXDOT property were warned of extreme weather and/or notified they would be cited for illegal activity and offered transportation with their property to available shelter and supportive care services. Once guests relocated, City staff cleaned and fenced the area to prevent future illegal activity for health and safety reasons. Several who declined shelter or services and relocated with their property to private premises were reported by those property owners for criminal trespass and other illegal activity as noted on the Dallas 311 Homeless Service Requests Dashboard. OHS continues to try and get unsheltered persons experiencing homelessness into shelter and supportive care to prevent further illegal activity increasing health and safety risk for neighboring residents and business owners.

Submitted by: Catherine Cuellar

Media Entity: proteanmag

Date Submitted: 3/5/2021

Topic: DMN – DWU

Inquiry: The following information was shared: Breaks and leaks refer to Dallas Water Utilities' main pipeline distribution system, and the City is responsible for maintaining that system.

Still awaiting today's numbers and will share when known, but emergency repairs were averaging about 25 main breaks repaired per day. Also each main break results in numerous calls to report it since mains serve multiple premises.

Burst pipes are a different category. Those are meter service requests typically referring to customer's calls about their service. While we assist with cutting water services on and off to help customers with their private plumbing issues, the customer is responsible for anything past the meter on their property.

Submitted By: Catherine Cuellar

Media Entity: DMN

Date Submitted: 3//2021

Topic: NPR emergency weather pay

Inquiry: The following information was provided: [A]s careful stewards of taxpayer dollars, the City of Dallas makes every effort to equitably accommodate employees unable to work. As has been our Human Resources policy for the past decade, in the event of inclement weather on a workday, civilian and non-emergency personnel scheduled are to report to work as usual. Personnel able to work from home are allowed to do so. If weather conditions make it impossible to report for work on time, supervisors should be notified as required by departmental regulations. If conditions make an employee unavoidably late, employees will not lose paid time, provided that the manager determines the employee made every effort to report as promptly as possible. For 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 should first use it to record unworked time before requesting paid administrative leave. If employees don't have a leave bank, Directors may consider paying their administrative leave.

Submitted By: Catherine Cuellar

Media Entity: The Takeaway

Date Submitted: 3/2/21

Topic: Bloomberg – Netflix suit

Inquiry: The following information was shared: 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: 3/4/2021

Topic: WFAA8 Verify/City bank balance

Inquiry: The following information was shared: Good morning, and thanks for your inquiry. For fastest response in the future, please email media@dallascityhall.com.

The City of Dallas account balance at the end of February with Bank of America is highlighted below in yellow. Brandy Pletcher, Assistant Director of Treasury, verified this with the Cash and Investment Manager, Rowena Zhang.

As of 02/28/21, total Bank Depository Accounts Balance - \$256,907,808.04. This amount includes:

- BofA Investment Holding Account - \$100,197,874.44
- All Bank Depository Accounts - \$156,709,933.60

Please advise if I may further assist, and stay safe!

Submitted By: Catherine Cuellar

Media Entity: WFAA

Date Submitted: 3/4/2021

Topic: DMN/winter storm apartment water DWU&CCS

Inquiry: 1/ What is the latest tally on the calls to the city of Dallas on pipe breaks and how many were confirmed water main breaks and leaks? And how many repairs have been made?

DWU Meter Services responded to 4,923 weather-related water meter calls, which includes 3,811 burst pipes for private issues of residential and commercial customers. Through March 3, 2021, DWU Distribution received 990 main break/leak calls, 369 of which were confirmed. 373 repairs have been administered within the same period.

There are currently 15 Separate complexes with open CCS cases regarding "Water Cut-Off". Since 02/12/21, a total of 849 service requests have been created for Multi-family properties. 249 of these service requests have been called in for 160 separate complexes with at least 1 unit with "Water Cut-Off".

2/ Also, I've seen the city's code compliance vehicles out in Vickery Meadow. Can residents call the city at 311 to get repairs properly done under the city code? I've seen significant water damage in apartments. I know there's a state property code here that deals with repairs, such as soggy ceilings and drywall. I've only found drafts on line for the city of Dallas. Can you direct me to the enacted property code, please?

Yes, CCS most definitely advises all residents to report untreated damage to 311 if management has been made aware of the damage, repair work has not started, or a reasonable timeline for repair has not been provided. The City of Dallas's Minimum housing standards can be found [HERE](#) . For CCS it is best to report via the 311 website or the OurDallas app for iOS or Android so the service request may be tracked.

3/ Has the water main been repaired at the Villas del Solamar at 8350 Park Ln., 75231? This is the location where the fire hydrant was opened by someone so that residents could get water to flush toilets. There are still building units without water at the massive Wildflower complex at 6031 Pineland Dr., Dallas, 75231, too.

Water was last reported to be restored at Villas del Solamar, 8350 Park Ln., as of 03/01/21. The Wildflower apartments at 6031 Pineland are still experiencing reported water outages. Our City Attorney's Office and Community Prosecution units are working closely on the cases at these properties and are doing everything in their power to urge water restoration By property management and ownership.

DWU Distribution staff will be dispatched today to investigate/verify no distribution-related concerns are impacting water services. We do not have any record/knowledge of Distribution staff operating fire hydrants to provide water for sanitary purposes.

Submitted By: Catherine Cuellar

Media Entity: DMN

Date Submitted: 3/4/2021

Topic: Steven Monacelli/Encampment Resolution

Inquiry: The following information was shared: The Dallas 311 Homeless Service Requests dashboard Dallas 311 Homeless Service Requests (arcgis.com) shows two dozen complaints at this intersection this month contributing to health and safety concerns, including three still to be resolved. For the health and

safety of all, OHS outreach staff continues to offer unsheltered persons in the vicinity hotel shelter and food; substance abuse and behavioral health treatment; and other supportive homelessness diversion services. City staff also continually work to address neighboring business owners' and residents' concerns about illegal unsanitary conditions and hazardous activity in and near this intersection.

Submitted By: Catherine Cuellar

Media Entity: proteanmag

Date Submitted: 3/8/2021

Topic: WFAA – PKR transportation

Inquiry: Lourdes Vazquez, Content Editor with WFAA asked how many persons have signed up to utilize PKR's transportation service to the Fair Park vaccination site. The City confirmed 143 persons signed up for scheduled visits.

Submitted By: Roxana Rubio (PKR)

Media Entity: Lourdes Vazquez (WFAA)



CITY OF DALLAS

Dallas Fire-Rescue Department
Media Requests: March 2 - 8, 2021.

Tuesday, March 2nd: CBS 11 (Giles Hudson) and WFAA 8 (Lourdes Vazquez) - Have reached out to DPD but did you all transport anyone from the shooting call on Market Center?

City Response - At 3:58 p.m., DFR responded to Doubletree Market Center, located at 2015 Market Center Boulevard, for an “Aggravated Assault” call, in which reports indicated gun shots being heard in the building. Incident details will need to come from DPD, but I can confirm that we transported at least one person to a local hospital.

Wednesday, March 3rd: Univision 23 (Erika Torres Caraban) - I hope you are well. We wanted to know how the new mask mandate that will go into effect on Wednesday, March 10th will impact your department? What is your current guidance on staff wearing masks?

City Response - There have been no decisions made in this regard as of yet.

Currently, the department requires masks be worn at the station unless you are eating or sleeping.

PPE on emergency response will more than likely be a matter determined separately from what we do at the station level.

Thursday, March 4th: Univision 23 (Erika Torres Caraban) - I hope you are well. Can you tell us how many fire fighters and civilian employees have tested positive for covid this year so far? How many have recovered and how many are currently under quarantine?

City Response - As of yesterday, Dallas Fire-Rescue has had 536 total uniformed and civilian employees test positive for COVID-19. 528 of those have recovered, and 17 are currently under quarantine for on and off-duty exposures.

Saturday, March 6th: Fox 4 (Steven Young), NBC 5 (Claire Cardona) and CBS 11 (Robbie Hoy) - Do you have any information on a report of possibly a body or something in the water on North Walton Walker and Singleton?

City Response - This incident is going to be under DPD jurisdiction. All I can confirm is that we were assigned to the call at 11:34 a.m., after someone in a canoe spotted a dead body at the Trinity River. Swift Water was called to remove. There is no information available regarding the exact time of removal, but the last unit cleared the scene, at 14:45.

Saturday, March 6th: NBC 5 (Claire Cardona) - Do you have information about a fire yesterday at what appears to be a homeless encampment near the Costco at Forest and US 75? Have you heard of any injuries?

City Response - On Friday, March 5th, at 13:54, DFR units were dispatched to the scene of a fire at a homeless camp, located at 12225 Willowdell Drive, around the entrance to Cottonwood Creek Trail.

There aren't a lot of details available about this fire, but there were no reported injuries, and units cleared from the scene around 15:00.

Tuesday, March 9th: WFAA 8 (Lourdes Vazquez), Univision 23 (Erika Torres Caraban) and Dallas Morning News (Catherine Marfin) - Can you provide information on an ambulance being stolen from Baylor hospital and located in Grand Prairie?

City Response - At approximately 1:30 a.m., a DFR rescue unit was stolen from the ambulance bay, at Baylor Scott & White of Dallas, while medics were inside dropping a patient off.

Thankfully the rescue was found, by law enforcement, along DFW Turnpike. The rescue unit was returned to Baylor Hospital where DFR EMS was able to confirm no missing equipment or drugs, and no damage to the unit.

The incident is under investigation.