

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](#)

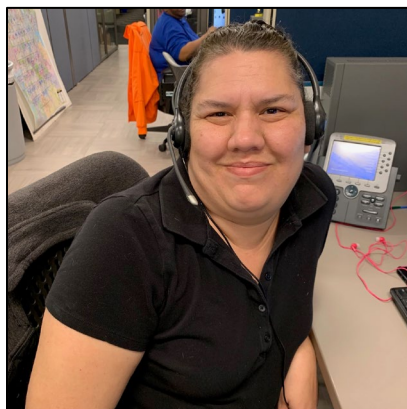
Cecilia Armendariz has been named the new Assistant Director of the Building Services Department, effective March 8, 2021. Cecilia brings more than 20 years of experience in a variety of facility management roles including operations, maintenance, condition assessment, capital planning, strategic planning, 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.

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[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.

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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

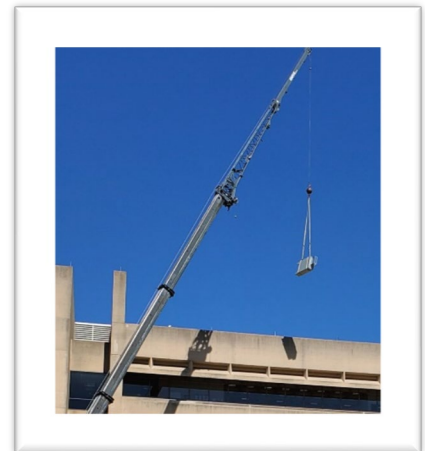
[City Council Briefings](#)

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
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 and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

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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.**

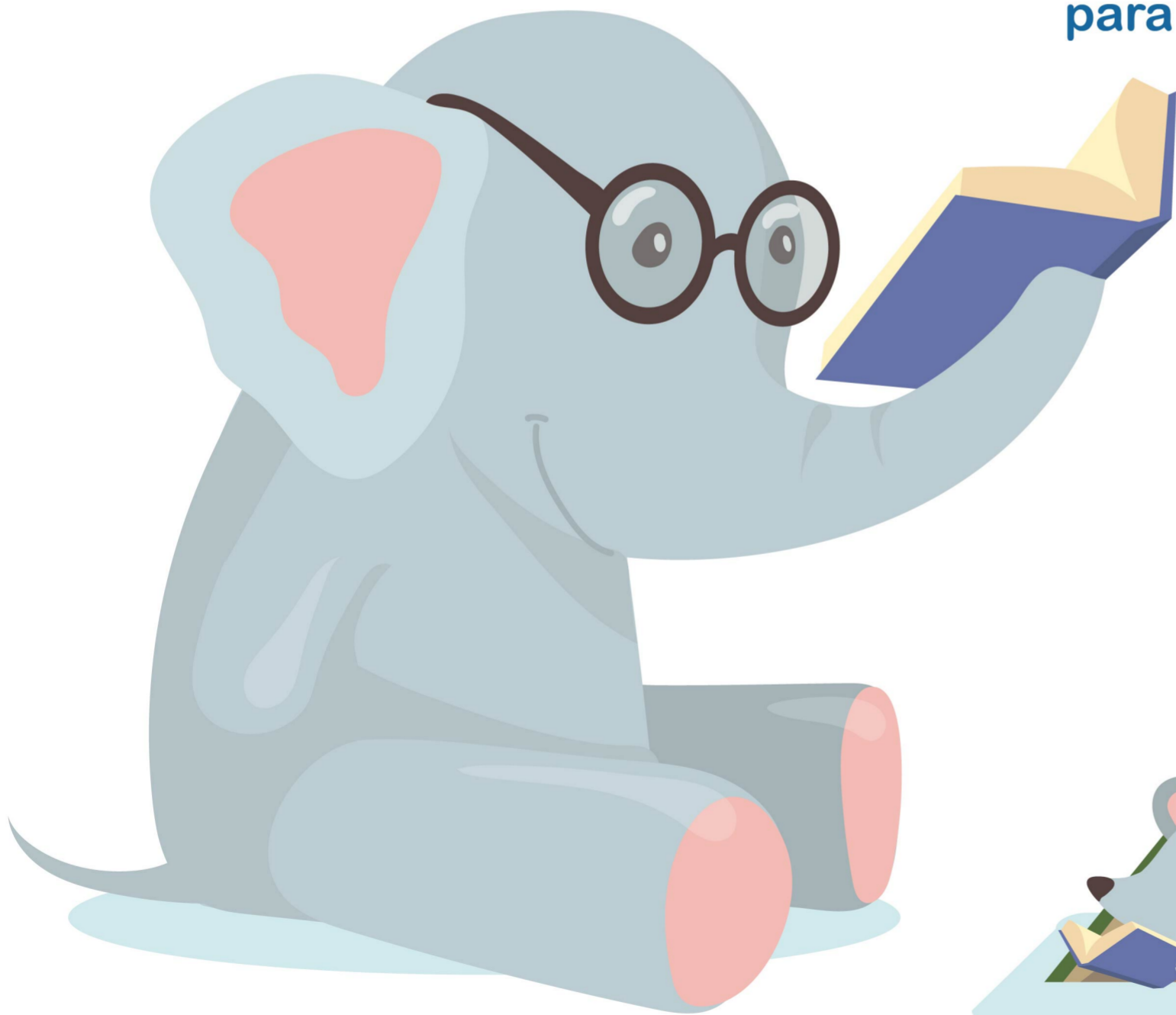
[DALLASCITYHALL.COM/COVID19](https://dallascityhall.com/covid19)



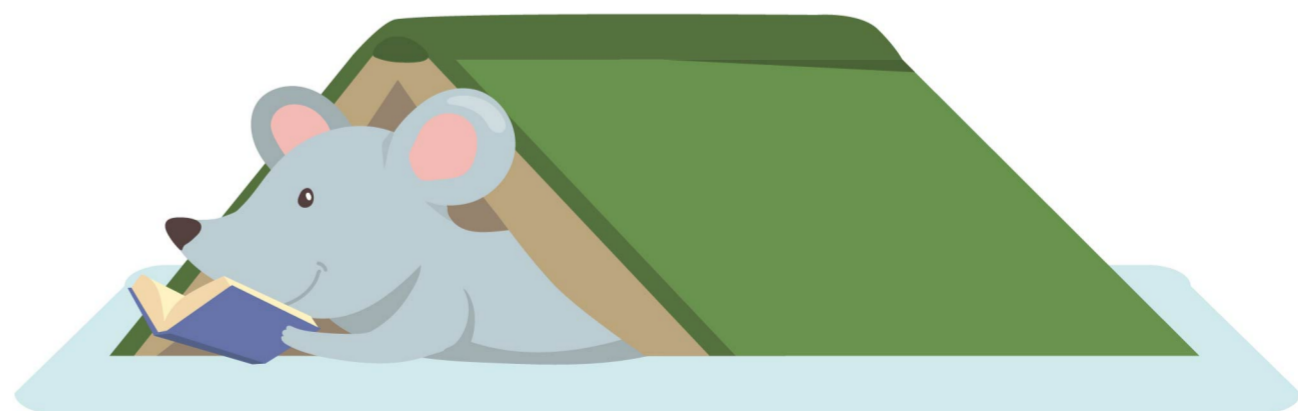
Children ages birth through five years in Dallas County can receive a free book mailed to their home each month, along with literacy tips for parents in English and Spanish.

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

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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.

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Submitted By: Catherine Cuellar

Media Entity: CBS 11

Date Submitted: 3/1/2021

Topic: WFAA – water issues

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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