

RECEIVED

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## City of Dallas

CITY SECRETARY  
DALLAS, TEXAS

1500 Marilla Street  
Dallas, Texas 75201



### **Ad Hoc Committee on COVID-19 Recovery and Assistance**

**October 1, 2020**

**1:30 PM**

*Public Notice*

200755

POSTED CITY SECRETARY  
DALLAS, TX

## **2020 CITY COUNCIL APPOINTMENTS**

<b>COUNCIL COMMITTEE</b>	
<b>ECONOMIC DEVELOPMENT</b> Atkins (C), Blewett (VC), Gates, McGough, Narvaez, Resendez, West	<b>ENVIRONMENT AND SUSTAINABILITY</b> Narvaez (C), Atkins (VC), Blackmon, Blewett, Gates
<b>GOVERNMENT PERFORMANCE AND FINANCIAL MANAGEMENT</b> Gates (C), Mendelsohn (VC), Arnold, Bazaldua, Kleinman, Narvaez, Thomas	<b>HOUSING AND HOMELESSNESS SOLUTIONS</b> West (C), Thomas (VC), Arnold, Blackmon, Kleinman, Mendelsohn, Resendez
<b>PUBLIC SAFETY</b> McGough (C), Arnold (VC), Bazaldua, Blewett, Medrano, Mendelsohn, Thomas	<b>QUALITY OF LIFE, ARTS, AND CULTURE</b> Arnold (C), Gates (VC), Atkins, Narvaez, West
<b>TRANSPORTATION AND INFRASTRUCTURE</b> Kleinman (C), Medrano, (VC), Atkins, Bazaldua, Blewett, McGough, West	<b>WORKFORCE, EDUCATION, AND EQUITY</b> Thomas (C), Resendez (VC), Blackmon, Kleinman, Medrano
<b>AD HOC JUDICIAL NOMINATING COMMITTEE</b> McGough (C), Blewett, Mendelsohn, Narvaez, West	<b>AD HOC LEGISLATIVE AFFAIRS</b> Johnson (C), Mendelsohn (VC), Atkins, Gates, McGough
<b>AD HOC COMMITTEE ON COVID-19 RECOVERY AND ASSISTANCE</b> Thomas (C), Atkins, Blewett, Gates, Mendelsohn, Narvaez, Resendez	

(C) – Chair, (VC) – Vice Chair

Note: A quorum of the Dallas City Council may attend this Council Committee meeting.

This Ad Hoc Committee on COVID-19 Recovery and Assistance meeting will be held by videoconference. The meeting will be broadcast live on Spectrum Cable Channel 95 and online at [bit.ly/cityofdallas.tv](https://cityofdallas.tv).

The public may also listen to the meeting as an attendee at the following videoconference link:

<https://dallascityhall.webex.com/dallascityhall/onstage/g.phpMTID=ed642b5d3ba4df1438b7b14fc4f2b142f>

## Call to Order

## MINUTES

1. [20-1921](#) Approval of the September 3, 2020 Ad Hoc Committee on COVID-19 Recovery and Assistance Meeting Minutes

**Attachments:** [Minutes](#)

## BRIEFING ITEMS WITHOUT ACTION

- A. [20-1922](#) COVID-19 Testing and Data Update  
[Dr. Kelvin Baggett, City of Dallas Healthcare Access Czar; Dr. Timothy Bray, University of Texas at Dallas; UT Southwestern Representative]
- B. [20-1926](#) Focus Areas Updates:
  - a) Tennell Atkins: Economic Development Funds/Policies
  - b) Jennifer Gates: Public Health
  - c) Jaime Resendez: Technology Youth and Schools
  - d) Cara Mendelsohn: Homeless Populations
  - e) Omar Narvaez: Senior Population
  - f) David Blewett: Budget Implications and Tax Revenue

## BRIEFING ITEMS WITH ACTION

- C. [20-1924](#) Amendments to CARES Act CRF - Short Term Emergency Rental Assistance Program  
[David Noguera, Director, Department of Housing and Neighborhood Revitalization; Thor Erickson, CARES Act Manager, Department of Housing and Neighborhood Revitalization]

**Attachments:** [Presentation](#)

- D. [20-1927](#) Parklet Program Funding Initiative  
[Rosa Fleming, Director, Convention and Events Services]

**Attachments:** [Presentation](#)

**BRIEFING MEMORANDUM WITH ACTION**

- F.     [20-1928](#)     Nonprofit Assistance - Program Statement  
                            [Jessica Galleshaw, Director, Office of Community Care]

**Attachments:**     [Memo](#)

- E.     [20-1929](#)     CARES Act Coronavirus Relief Funds Recommended Allocation to  
                            Independent School Districts for Texas Education Agency Operation  
                            Connectivity Bulk Ordering  
                            [Liz Cedillo-Pereira, Chief of Equity and Inclusion, City Manager's Office]

**Attachments:**     [Memo](#)

**BRIEFING MEMORANDUMS WITHOUT ACTION**

- G.     [20-1925](#)     Small Business Continuity Fund Update  
                            [Robin Bentley, Interim Director, Office of Economic Development]

**Attachments:**     [Memo](#)

- H.     [20-1923](#)     Monitoring and Enforcement of Current City Emergency Regulations and  
                            Executive and County Orders  
                            [Carl Simpson, Director, Department of Code Compliance]

**Attachments:**     [Memo](#)

**ADJOURNMENT**

**EXECUTIVE SESSION NOTICE**

A closed executive session may be held if the discussion of any of the above agenda items concerns one of the following:

1. seeking the advice of its attorney about pending or contemplated litigation, settlement offers, or any matter in which the duty of the attorney to the City Council under the Texas Disciplinary Rules of Professional Conduct of the State Bar of Texas clearly conflicts with the Texas Open Meetings Act. [Tex. Govt. Code §551.071]
2. deliberating the purchase, exchange, lease, or value of real property if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.072]
3. deliberating a negotiated contract for a prospective gift or donation to the city if deliberation in an open meeting would have a detrimental effect on the position of the city in negotiations with a third person. [Tex. Govt. Code §551.073]
4. deliberating the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee unless the officer or employee who is the subject of the deliberation or hearing requests a public hearing. [Tex. Govt. Code §551.074]
5. deliberating the deployment, or specific occasions for implementation, of security personnel or devices. [Tex. Govt. Code §551.076]
6. discussing or deliberating commercial or financial information that the city has received from a business prospect that the city seeks to have locate, stay or expand in or near the city and with which the city is conducting economic development negotiations; or deliberating the offer of a financial or other incentive to a business prospect. [Tex Govt. Code §551.087]
7. deliberating security assessments or deployments relating to information resources technology, network security information, or the deployment or specific occasions for implementations of security personnel, critical infrastructure, or security devices. [Tex Govt. Code §551.089]



# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1921

**Item #:** 1.

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Approval of the September 3, 2020 Ad Hoc Committee on COVID-19 Recovery and Assistance Meeting Minutes

# Ad Hoc Committee on COVID-19 Recovery and Assistance Meeting Record

The Ad Hoc Committee on COVID-19 Recovery and Assistance meetings are recorded. Agenda materials are available online at [www.dallascityhall.com](http://www.dallascityhall.com). Recordings may be reviewed online at <https://dallastx.swagit.com/ad-hoc-committees>.  
**Note:** This meeting was conducted via videoconference to comply with a social distancing mandate during a declared state of disaster.

**Meeting Date:** September 3, 2020

**Convened:** 1:31 p.m.

**Adjourned:** 3:45 p.m.

**Committee Members Present:**

Casey Thomas, Chair  
Tennell Atkins  
David Blewett  
Jennifer Gates  
Cara Mendelsohn  
Jaime Resendez  
Omar Narvaez

**Committee Members Absent:**

N/A

**Other Council Members Present:**

N/A

## **AGENDA**

### **CALL TO ORDER**

**1. Approval of the August 20, 2020 Ad Hoc Committee on COVID-19 Recovery and Assistance Meeting Minutes**

**Action Taken/Committee Recommendation(s):** A motion was made to approve the minutes for the August 20, 2020 Ad Hoc Committee on COVID-19 Recovery and Assistance meeting with a date adjustment on the posted agenda. The motion passed unanimously.

Motion made by: Tennell Atkins

Motion seconded by: Omar Narvaez

### **BRIEFINGS**

**2. COVID-19 Testing and Data Update**

**Presenter(s):** Dr. Kelvin Baggett, City of Dallas Health and Healthcare Access Czar; Dr. Timothy Bray, The Institute for Urban Policy Research, University of Texas at Dallas

**Action Taken/Committee Recommendation(s):** The region's foremost health experts gave updates on COVID-19 testing and data. There were comments from the Ad Hoc Committee on the City's partnerships and contact tracing. Information only.

**3. La Alianza DFW and Black COVID-19 Task Force Efforts Update**

**Presenter(s):** Florencia Velasco Fortner, President and CEO, The Concilio; Christopher B. Lewis

**Action Taken/Committee Recommendation(s):** Florencia Velasco Fortner provided an overview of La Alianza DFW's efforts to address health disparities in the Latinx community. Christopher Lewis provided an overview on the Black COVID-19 Task Force's goals and structure, and testing, essential services, communications, and community outreach efforts. Information only.

**4. Impact of COVID-19 on Dallas' Economy**

**Presenter(s):** N/A

**Action Taken/Committee Recommendation(s):** This item was deferred to later Ad Hoc Committee on COVID-19 Recovery and Assistance meeting.

**5. Focus Area Updates**

- a) **Tennell Atkins: Economic and Development Funds/Policies**
- b) **Jennifer Gates: Public Health**
- c) **Jaime Resendez: Technology, Youth, and Schools**
- d) **Cara Mendelsohn: Homeless Populations**
- e) **Omar Narvaez: Senior Population**
- f) **David Blewett: Budget Implications and Tax Revenue**

**Action Taken/Committee Recommendation(s):** Committee members provided updates on their assigned focus areas. Information only.

**BRIEFING MEMORANDUMS**

**6. Monitoring and Enforcement of Current City Emergency Regulations and Executive and County Orders**

**Presenter(s):** Jon Fortune, Assistant City Manager

**Action Taken/Committee Recommendation(s):** Jon Fortune provided a brief update on the monitoring and enforcement of emergency regulations. Information only.

**7. Upcoming Office of Community Care Agenda Item on CARES Act Community Mental Health Program Contracts**

**Presenter(s):** N/A

**Action Taken/Committee Recommendation(s):** No discussion on this item. Information only.

**ADJOURN**

**APPROVED BY:**

**ATTESTED BY:**

Casey Thomas, Chair  
Ad Hoc Committee on COVID-19  
Recovery and Assistance

Anne Lockyer, Coordinator  
Ad Hoc Committee on COVID-19  
Recovery and Assistance





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1922

**Item #:** A.

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COVID-19 Testing and Data Update

[Dr. Kelvin Bagett, City of Dallas Health Czar; Dr. Timothy Bray, University of Texas at Dallas; UT Southwestern Representative]



# City of Dallas

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## Agenda Information Sheet

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**File #:** 20-1926

**Item #:** B.

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Focus Areas Updates:

- a) Tennell Atkins: Economic Development Funds/Policies
- b) Jennifer Gates: Public Health
- c) Jaime Resendez: Technology Youth and Schools
- d) Cara Mendelsohn: Homeless Populations
- e) Omar Narvaez: Senior Population
- f) David Blewett: Budget Implications and Tax Revenue



# City of Dallas

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Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1924

**Item #:** C.

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Amendments to CARES Act CRF - Short Term Emergency Rental Assistance Program

[David Noguera, Director, Department of Housing and Neighborhood Revitalization; Thor Erickson, CARES Act Manager, Department of Housing and Neighborhood Revitalization]



**City of Dallas**

# Amendment to the CARES CRF – Short-term Emergency Rental Assistance Program

Ad Hoc Committee on  
Economic Recovery and  
Assistance

October 1, 2020

David Noguera, Director  
Housing & Neighborhood Revitalization

Thor Erickson, CARES Act Manager,  
Housing & Neighborhood Revitalization

# Presentation Overview



- Purpose
- Background
- Issue
- Staff Recommendation
- Discussion



# Purpose



- Discuss the proposed amendments to the CARES ACT  
Coronavirus Relief Fund – Short-term Rental Assistance Program



# Background



- On April 22, 2020 City Council authorized the City Manager to spend funds in compliance with the CARES Act and in accordance with guidance from the U.S. Department of Treasury for the Coronavirus Relief Fund; take all necessary actions to apply for and receive funds for which the City is eligible from state and federal sources; transfer appropriations, expenses, or cash between funds established for COVID-19 response; and execute any grant agreements necessary to receive COVID-19 funding from federal and state sources by Resolution No. 20-0644
- On June 17, 2020, City Council was briefed on the Coronavirus Aid, Relief and Economic Security Act (CARES) funds to facilitate assistance to eligible communities and households economically impacted by COVID-19
- On June 24, 2020 City Council (1) approved the Short-Term Rental Assistance Program (Program) due to Novel Coronavirus (COVID-19) to provide up to two months of rental assistance payments for low- and moderate-income persons at or below 80 percent AMI, and (2) execution of all documents and agreements necessary to implement the programs, including but not limited to agreement(s) to administer the programs through an open application process, approved as to form by the City Attorney by Resolution No. 20-1263



# Issue



- The Budget was established based on an expected average monthly rent of \$1,500.
- The actual rents are averaging less than \$1,000





# Staf Recommendation



Modify the Program Statement to

- (1) increase 2 months of assistance to 6 months; and
- (2) revise \$1,500 per month to up to \$3,000 total assistance



# Discussion



- Thank you





# Amendment to the CARES CRF – Short-term Emergency Rental Assistance Program

Ad Hoc Committee on Economic  
Recovery and Assistance  
September 17, 2020

David Noguera, Director  
Housing & Neighborhood Revitalization

Thor Erickson, CARES Act Manager,  
Housing & Neighborhood Revitalization





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1927

**Item #:** D.

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Parklet Program Funding Initiative  
[Rosa Fleming, Director, Convention and Events Services]



**City of Dallas**

# Parklet Program Funding Initiative

Ad Hoc Committee on COVID-19  
Economic Recovery and Assistance  
October 1, 2020

Dr. Eric A. Johnson  
Chief of Economic Development and  
Neighborhood Services

Rosa Fleming, Director  
Convention and Event Services

City of Dallas

# Presentation Overview



- Background
- Purpose
- Temporary Parklet Program: Current Status
- Proposed Funding Use
- Next Steps



# Background



- Council Member West was tasked with leading recovery efforts within the small business community and advocated for a temporary parklet program
- Downtown Dallas, Inc. and City staff presented plans and a strategy to implement a Temporary Parklet Program which launched after Ad Hoc Committee on COVID-19 Economic Recovery and Assistance approval on May 12, 2020
- Convention and Event Services – Office of Special Events (CES-OSE) began processing permits under Chapter 42A on May 18, 2020
- City Council approved amendments to Chapter 42A on June 24, 2020 to allow for parklet permitting through December 31, 2020
- Fourteen (14) temporary parklets are currently operational
- Need for a semi-permanent parklet solution identified
- Extension of the current temporary program to April 30, 2021 will be requested





# Purpose



- Office of Economic Development working in partnership with Council Members Chad West and David Blewett identified \$150k to assist in the development of Parklets
- CARES Act funding was identified
- Dr. Johnson and CES-OSE were tasked with identifying a strategy for appropriating funds before December 30, 2020





# Temporary Parklet Program: Current Status

- Fourteen (14) active parklets citywide
- Converting available right-of way-parking, parking lots and sidewalks into restaurant dining space
- Maximum of 3 parking spaces
- Predominantly portable
- Expedited permit processing (3 to 10 days)
- Current cost structure:
  - \$50 per permit (no alcohol),
  - \$200 per permit (includes alcohol)
- Permit holders have indicated that parklets have been instrumental in their ability to stay in business
- Requests received are related more to long-term options
- Permit extension fees have been waived



# Temporary Parklet Program: Current Status



	Name	Council District	Location
1	Tiny Victories	1	Bishop Arts, 604 N. Tyler
2	Eno's Pizza Tavern	1	Bishop Arts, 407 N. Bishop
3	Maracas Cocina	2	Deep Ellum, 2914 Main
4	Booty's Street Café	2	Deep Ellum, 2801 Elm
5	3 Streets - Roy G's	2	Oak Lawn, 4001 Cedar Springs
6	Café Victoria	2	Victory, 2422 Victory Lane
7	Coffee House Café	11	North Dallas, 6150 Frankford
8	Rafa's Café Mexicano	13	Tollway at Inwood, 5617 W. Lovers Lane
9	Dunston's	13	Tollway at Inwood, 5423 W. Lovers Lane
10	Mr. Misster	14	Oak Lawn, 3900 Cedar Springs
11	Mia's Tex Mex	14	Tollway at Lemmon, 4334 Lemmon
12	The Heights	14	Lakewood, 2015 Abrams
13	Origin Kitchen + Bar	14	Knox/Henderson, 4438 McKinney
14	(Temporary Parklet Applications were declined/not accepted for the following locations)		
	The Old Market	14	Knox/Henderson, 2847 N. Henderson



# Proposed Funding Uses



\$150k of CARES Act funding was identified, with an appropriation deadline of December 30, 2020

## Proposed Distribution Strategy:

- Provide financial assistance (retroactively and moving forward) with permit fees for the Temporary Parklet Program - \$10k
- Secure standardized plans for parklet design and administer construction grants - \$90k
- Provide road safety sign-off from consultant engineer related to location - \$50k



## Proposed Funding Uses - cont.



### Financial assistance with permit fees for the Temporary Parklet Program - \$10k

- Reimbursements of the current parklet permits issued: \$3,850
- Funds available for future applicants of the Temporary Parklet Program: \$6,150
  - Applicant will be able to apply for the current temporary parklet program free of charge, funds will be dispersed on a first-come-first-served basis
- Permit extension fees have been waived: \$17,750 to-date



# Proposed Funding Uses - cont.



## Standardized parklet design - \$50k

- Engage a partner to design approximately six parklet options
  - Reduces design and engineering expenses and time for the applicant
  - Provides a standardized look to semi-permanent activations citywide
  - Expedites the permit process
- Standardized plans will be reviewed and approved by the Sustainable Development and Construction Department, Department of Transportation and Department of Public Works to make sure they meet the essential requirements established
- These pre-approved plans will be posted on the CES-OSE website for review and selection by the applicants free-of-charge

## Construction grants - \$40k

- Engage a partner that will administer grants to help off-set parklet construction costs for applicants
- Funds will be dispersed on a first-come-first-served basis





# Proposed Funding Uses - cont.



## Provide road safety sign-off from consultant engineer - \$50k

- The Department of Transportation will coordinate the inclusion of this in the scope of the engineering consultants with whom the City has contracts
- Pre-selected engineers will result in efficiencies related to knowledge and experience and an expedited engineering verification
- This sign-off review is specific to each parklet based on location
- CES-OSE will review the application process to include an option to participate in the City funded sign-off
- Estimate \$2,500 per applicant
- First-come-first-served (based on application submission date)
  - Existing parklets offered first-right-of-refusal

OR

- Applicant may use their own engineering firm with signed/sealed plans submitted with application (no funding assistance available)



# Proposed Funding Uses - cont.



## Benefits to Local Economy-Dallas First



Local vendor(s) provide plans



Business stimulus funding to offset design and engineering. Additional outdoor space enhances businesses



Expedited permit process with pre-approved plans



Local engineers and construction jobs



# Next Steps



- Continue support for local businesses as they recover from the pandemic impact
- Continue development of the Semi-Permanent Street Cafe and Parklet Program in collaboration with the Sustainable Development and Construction Department, Department of Transportation, Department of Public Works and external partners
- Seek City Council approval of the extension of the current temporary program to April 30, 2021 and approval of a new Semi-Permanent Street Café and Parklet Program with a February 3, 2021 launch date







# Parklet Program Funding Initiative

Ad Hoc Committee on COVID-19  
Economic Recovery and Assistance  
October 1, 2020

Dr. Eric A. Johnson  
Chief of Economic Development and  
Neighborhood Services

Rosa Fleming, Director  
Convention and Event Services

City of Dallas





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1928

**Item #:** F.

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Nonprofit Assistance - Program Statement  
[Jessica Galleshaw, Director, Office of Community Care]

# Memorandum



CITY OF DALLAS

DATE September 29, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Upcoming Office of Community Care Agenda Item: CARES Act Funded – Nonprofit Assistance Program**

On June 17, 2020, the Dallas City Council allocated \$550,000 in CARES Act funding for nonprofit assistance program funding. The COVID-19 pandemic and resulting economic constriction have led to substantial impact across sectors, particularly the nonprofit sector. The Council of Nonprofits states on its website that “conversations on nonprofit sustainability have turned into conversations on their survivability” in light of the crisis. The nonprofit sector is critical in times like these as needs for their services grow, with more individuals seeking basic needs support and other services provided by the sector. Additionally, State, County and local COVID-19 regulations, as well as social distancing and safety considerations, though in place to promote safety and protect community members, unfortunately also create additional operational challenges to service delivery.

According to the State of the Sector 2020 Report produced by the Center for Nonprofit Management, there were 11,096 registered 501(c)3 public charities in Dallas. Regionally, nearly 60% of registered public charities indicate a mission aligned with human services (26.6%), education (16.2%), health (excluding hospitals) (5.9%), or public and social benefit (9.8%). Though the data collected in the report largely pre-dates the pandemic, the Report notes that COVID-19 will have a significant impact on the sector and that the data will serve as a baseline against a planned post-pandemic report.

In response to this need, the Nonprofit Assistance Program will support nonprofit organizations, as outlined in the attached Program Statement, that provide programming and services among the below:

- Organizations and programs focused on providing access to health services of all kinds, including those focused on addressing disparities; mental health services for children and youth; and supporting COVID-19 testing and access to testing/tracing
- Organizations and programs focused on preparing people for living wage jobs in the COVID-19 environment (e.g., via rapid re-employment, upskilling or reskilling through partnerships with community colleges/schools and/or moving to online adult learning)
- Organizations that provide supportive services for workers, such as childcare, food, or transportation
- Providing safe, stable housing for families or individuals
- Organizations that provide services to re-entry populations to assist them as they are returning to the community during this very challenging time
- Programs focused on personal safety from violence in the home
- Programs focused on public safety in the community and eliminating violence directed at people of color, disenfranchised and marginalized populations
- Programs working to reduce learning loss and close the racial academic achievement gap

DATE September 29, 2020  
SUBJECT **Upcoming Office of Community Care Agenda Item: CARES Act Funded - Nonprofit Assistance Program**

- Programs focused on supporting teachers/students given current online learning challenges
- Programs addressing the digital divide
- In- and out-of-school engagement programs for children and youth
- Organizations that provide basic needs and emergency assistance for low income clients, such as food assistance, rental and utility assistance, transportation or similar

The Office of Community Care (OCC) developed the Nonprofit Assistance Program Statement and sought feedback from local nonprofit funders and foundations, including representatives from organizations involved in the collaboration of funders behind North Texas Cares. The program will administer grants in the amount of no more than \$30,000.00 each, provided to nonprofits through this program. Grants can support operational expenses, including but not limited to expenses such as rent, utilities, staff salaries and benefits, cleaning supplies, and programs supplies incurred between July 1, 2020 and December 14, 2020 and resulting from COVID-19 and/or nonprofit response to needs caused by pandemic. Grants will be administered via an online application process during one or more established application periods, which launch in late October/early November. Should the level of funding requests exceed funding availability, applicants will be prioritized that are located within communities of concentrated poverty and/or that primarily or exclusively serve such communities and/or clients experiencing poverty. The City's Equity Impact Assessment Tool demonstrates that income and economic resilience are among COVID-19 high risk economic factors, thus supporting organizations that serve clients experiencing poverty is critical to maintaining a social safety net for low income clients and continuing the City's focus on the "drivers" of poverty.

OCC is in the process of selecting a subrecipient to administer the application and grant process through a Request for Applications (RFA) process. Staff expects to have a subrecipient identified by October 12, 2020 and will provide an update via memo to the City Council in this selection.

Should you have any questions or concerns, please contact myself or Jessica Galleshaw, Director of Office of Community Care.



Kimberly Bizor Tolbert  
Chief of Staff

c:	T.C. Broadnax, City Manager Chris Caso, City Attorney Mark Swann, City Auditor Biliera Johnson, City Secretary Preston Robinson, Administrative Judge 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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## Exhibit A

### City of Dallas CARES Nonprofit Assistance Program Program Statement

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**Program Purpose:** To provide financial support in the form of a grant for operational expenses, including, but not limited to expenses such as rent, utilities, staff salaries and benefits, cleaning supplies, and programs supplies incurred between July 1, 2020 and December 14, 2020, and resulting from COVID-19 and/or in response to needs caused by pandemic, to Dallas-based nonprofit organizations that deliver social services programming. To demonstrate need, applicants will be required to provide documents demonstrating anticipated or actual loss of revenue for the period of July 1, 2020 through December 14, 2020.

**Eligible Participants:** Nonprofit organizations that are located within the city of Dallas and serve primarily city of Dallas residents by providing social services to low-to-moderate income individuals.

- Must be a nonprofit organization with registered 501(c)3 tax exempt status
- Be officially registered with the State of Texas, physically located, and operating in the city of Dallas and serving residents of the city of Dallas
- Participants must have been in existence since October 1, 2017
- Must be current on applicable city taxes
- Must be currently providing direct-to-client social services (health, economic security, safety and wellbeing, education, and social justice) programming in one or more of the areas outlined below
  - Organizations and programs focused on providing access to health services of all kinds, including those focused on addressing disparities; mental health services for children and youth; and supporting COVID-19 testing and access to testing/tracing
  - Organizations and programs focused on preparing people for living wage jobs in the COVID-19 environment (e.g., via rapid re-employment, upskilling or reskilling through partnerships with community colleges/schools and/or moving to online adult learning)
  - Organizations and programs that provide supportive services for workers, such as childcare, food, or transportation
  - Organizations and programs that provide safe and stable housing for families or individuals
  - Organizations and programs that provide services to re-entry populations to assist them as they are returning to the community during this very challenging time
  - Organizations and programs focused on personal safety from violence in the home

- Organizations and programs focused on public safety in the community and eliminating violence directed at people of color, disenfranchised and marginalized populations
- Organizations and programs working to reduce learning loss and close the racial academic achievement gap
- Organizations and programs focused on supporting teachers/students given current online learning challenges
- Organizations and programs addressing the digital divide
- Organizations and programs that provide basic needs and emergency assistance for low income clients, such as food assistance, rental and utility assistance, transportation or similar
- In- and out-of-school engagement programs for children and youth
- Must have been providing at least one or more of the social services programming types outlined above for at least 2 years prior to March 1, 2020
- Nonprofit organizations that have received funding from the City of Dallas's Small Business Assistance Program may apply for support, however the applicant may only receive funding from the Nonprofit Assistance Program if the Program funding exceeds the total amount received through the Small Business Assistant Program and funding received from the Small Business Assistance Program will be deducted from the total award amount. The Program shall not provide funds for the same eligible expenses for the same time period already funded by another local, state, or federal program.

**Participants will be required to complete an application on-line or by phone for assistance and provide proof of the following:**

1. Being in existence on or before October 1, 2017
2. Documentation demonstrating loss of income since March 1, 2020
3. Documentation of nonprofit status and description of social services program delivery history, including:
  - a. Copy on IRS determination letter of tax-exempt status
  - b. Copy of Articles of Incorporation, By-Laws
  - c. Board of Directors Listing and Board Information Form
  - d. Minutes of the most recent Board of Directors meeting
  - e. Organization Chart
  - f. Current year operating budget (revenue and expenses) and year-to-date financials

Meeting this eligibility does not obligate the City to provide assistance to any nonprofit organization.

**Ineligible Participants:**

- Nonprofit organizations who have ceased operations or are closed, excluding short-term or temporary closures resulting from an exposure or need for facility cleaning due to a diagnosis of COVID-19
- Nonprofit organizations that do not offer direct-to-client social services programs in one or more of the outlined areas
- Nonprofit organizations that primarily or solely provide scholarships and do not provide direct client assistance programs
- Nonprofit childcare providers that have received assistance from the City's Child Care Providers Micro-Grant Program
- Nonprofit organizations that have received a Paycheck Protection Loan

**Assistance to be Provided:** Grants in the amount of no more than \$30,000.00 will be provided to nonprofit organizations through this Program. Assistance is provided to support organizations ability to continue operations in, light of revenue loss due to the COVID-19 pandemic. Assistance will be administered via an online application process during one or more established application periods. Should the level of funding requests exceed funding availability, applicants will be prioritized that are located within communities of concentrated poverty and/or that primarily or exclusively serve such communities and/or clients experiencing poverty.

**Eligible Uses of Funds:** Operational expenses, including but not limited to expenses such as rent, utilities, staff salaries and benefits, cleaning supplies, and programs supplies incurred between July 1, 2020 and December 14, 2020. Supporting documentation for all expenses is required.

**Reporting Requirements:** Should the City enter into a subrecipient agreement for administration of the program, the selected third-party administrator shall provide monthly reports to the City of Dallas through a designated staff that includes nonprofit awardees and award amounts. A detailed report on the application process should be provided at the conclusion of the Program that includes data on all applicants, locations and service areas of awardees, primary services and programs delivered by awardees.

Participants will be required to submit a planned use of funding during the application process, including any documentation of expenses incurred to date that are included within the request. Participants will be required to submit documentation of use of funds upon Program closure. Additionally, participants may submit to operational review and audit of fund use by City of Dallas and are required to agree to submit requested documentation to City of Dallas as requested and required by the CARES Act and the United States Department of Treasury.

**Program Budget:** \$550,000.00



# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1929

**Item #:** E.

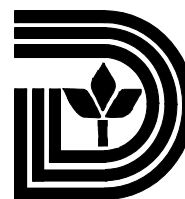
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CARES Act Coronavirus Relief Funds Recommended Allocation to Independent School Districts for Texas Education Agency Operation Connectivity Bulk Ordering

[Liz Cedillo-Pereira, Chief of Equity and Inclusion, City Manager's Office]



# Memorandum



DATE September 29, 2020

CITY OF DALLAS

TO Ad Hoc Committee on COVID-19 Recovery and Assistance

SUBJECT **CARES Act Coronavirus Relief Funds Recommended Allocation to Independent School Districts for Texas Education Agency Operation Connectivity Bulk Ordering**

On June 24, 2020, the City of Dallas designated \$10M in CARES Act Coronavirus Relief Funds (CRF) for bridging the digital divide. The City of Dallas recognizes that having access to the internet is critical for families and individuals during this time of crisis. While practicing social distancing and dealing with the closures of many businesses and social services, internet access will help families and individuals do a wide range of activities, from schoolwork to job searching to paying bills.

In response to the critical need that remote and distance learning become an essential part of a school's academic offering, Governor Abbott and Texas legislative leaders have allocated \$200M in CRF to match \$200M in local school district funding. This combined \$400M in bulk buying power will be used to cover the purchases of internet solutions such as hotspots and e-learning devices for Texas' school districts, with the goal of providing connectivity technology for all students who would not otherwise have them.

TEA has encouraged Local Education Agencies (LEAs) to work with their cities and counties to allocate some portion of their \$5B CRF allocation to reduce the overall cost of acquiring the tools to facilitate distance learning. LEAs are eligible for additional CRF fund matching if they are able to receive funding from their local city or county CRF for TEA's bulk order program. TEA will increase its fund matching by \$1 for every \$1 of local CRF that LEAs receive, up to a maximum of 25% of the expenditure approved and allocated by TEA (based on the number of economically disadvantaged students). LEAs must submit required documentation by October 1, 2020 to be considered for local CRF reimbursement. (See attached flyer from TEA for further detail). This matching reimbursement will be executed per the example below:

## Examples of CRF matching reimbursement allocations (Figures illustrative)

District A receives no match from local CRF	District B receives 10% match from local CRF	District C receives 25% match from local CRF
<ul style="list-style-type: none"><li>• LEA total bulk order: <b>\$100,000</b></li><li>• Local CRF contributes: <b>\$0</b></li><li>• TEA state CRF fund contributes: <b>\$50,000</b> (LEA base match) + <b>\$0</b> (local CRF match) = <b>\$50,000</b> total</li><li>• LEA contributes: <b>\$50,000</b></li></ul>	<ul style="list-style-type: none"><li>• LEA total bulk order: <b>\$100,000</b></li><li>• Local CRF contributes: <b>\$10,000</b></li><li>• TEA state CRF fund contributes: <b>\$50,000</b> (LEA base match) + <b>\$10,000</b> (local CRF match) = <b>\$60,000</b> total</li><li>• LEA contributes: <b>\$30,000</b></li></ul>	<ul style="list-style-type: none"><li>• LEA total bulk order: <b>\$100,000</b></li><li>• Local CRF contributes: <b>\$25,000</b></li><li>• TEA state CRF fund contributes: <b>\$50,000</b> (LEA base match) + <b>\$25,000</b> (local CRF match) = <b>\$75,000</b> total</li><li>• LEA contributes: <b>\$0</b></li></ul>

Of the ten independent school districts (ISDs) that overlap Dallas city limits, three school districts have requested matching funds – Dallas Independent School District (DISD), Richardson Independent School District (RISD), and Carrollton-Farmers Branch Independent School District (CFBISD). Following these requests, staff sent an e-mail to the ISDs requesting the following:

DATE  
SUBJECT

September 29, 2020

**CARES Act Coronavirus Relief Funds Recommended Allocation to Independent School Districts for Texas Education Agency Operation Connectivity Bulk Ordering**

1. Number of school-age Dallas residents enrolled in the ISD
2. Number of school-age Dallas residents enrolled in the ISD eligible for free and reduced lunch program
3. Residential zip code of the school-age Dallas residents enrolled in the ISD
4. Campus location of school-age Dallas residents enrolled in the ISD

The information received is as follows:

<b>District</b>	<b># of Dallas Students Enrolled</b>	<b># of Dallas Students eligible for Free and Reduced Lunch</b>
Dallas Independent School District	140,593	120,806
Richardson Independent School District	23,726	12,358
Plano Independent School District	NR	NR
Duncanville Independent School District	NR	NR
Carrollton-Farmers Branch Independent School District	3,457	2,481
Grand Prairie Independent School District*	NR	NR
Mesquite Independent School District	NR	NR
Coppell Independent School District	NR	NR
Garland Independent School District	NR	NR
Irving Independent School District	NR	NR
Cedar Hill Independent School District*	NR	NR
Lancaster Independent School District*	NR	NR
Highland Park Independent School District	NR	NR

NR – No Response

\*Awaiting responsive information that confirms school-age Dallas residents are enrolled in these ISDs

Staff has calculated the recommended allocation amount as follows:

$\$21$  (30% of hotspot cost of  $\$70$ ) X # of Students on Free and Reduced Lunch Program

Allocation recommendation:

<b>Independent School District</b>	<b>Recommended Allocation Amount</b>
Richardson ISD	\$260,000
Carrollton-Farmers Branch ISD	\$53,000
Dallas ISD	\$500,000
<b>TOTAL</b>	<b>\$813,000</b>

As a result of the other investments the City is making with Dallas ISD related to the digital divide, such as the strategic engineering consultant interlocal sharing agreement (\$250,000) and the private cellular network demonstration projects (\$2.5M), the recommended allocation for Dallas ISD is not calculated using the formula above, and instead is a flat amount.

DATE September 29, 2020  
SUBJECT **CARES Act Coronavirus Relief Funds Recommended Allocation to Independent School Districts for Texas Education Agency Operation Connectivity Bulk Ordering**

**Fiscal Impact**

The funding source of the recommended allocation would be drawn from the \$10M in CRF funding allocated for digital divide projects in the City. A total of \$813,000 will be allocated as TEA match funding for the ISDs.

**Recommendation**

Staff recommends the allocation of CRF funding as follows:

<b>Independent School District</b>	<b>Recommended Allocation Amount</b>
Richardson ISD	\$260,000
Carrollton-Farmers Branch ISD	\$53,000
Dallas ISD	\$500,000
<b>TOTAL</b>	<b>\$813,000</b>

Should you have any questions or need further information, please do not hesitate to contact me.



Liz Cedillo-Pereira  
Chief of Equity and Inclusion

c: Honorable Mayor and City Council Members  
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  
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services  
M. Elizabeth Reich, Chief Financial Officer  
Directors and Assistant Directors

# A Guide to Operation Connectivity: How Municipalities and Counties Can Help

**1.8 million students**  
lack technology  
to learn from  
home

With the rise of COVID-19 in Texas, **remote learning has become an essential** part of schools' academic offering. Yet, it is estimated that **over 1.8 million students in Texas lack the connectivity technology to learn from their homes**. This connectivity gap is a significant barrier to academic success and economic empowerment for these students.

In response to this critical need, Governor Abbott and Texas legislative leaders have allocated \$200M in CARES Act Coronavirus Relief Fund (CRF) funding to match \$200M in local district funding. This combined \$400M in bulk buying power will be used to cover the purchases of internet solutions such as hotspots and e-learning devices for Texas' School districts, with the goal of providing connectivity technology for all students who would not otherwise have them.



**\$200M**  
in CARES Act  
CRF funding



**\$200M**  
in local district  
funding



**\$400M**  
bulk buying power for  
connectivity technology



The **Operation Connectivity bulk order program** may leverage the majority of these funds to put over 1 million e-learning devices and nearly 500,000 hotspots in students' homes to enable learning, significantly reducing the connectivity gap.

Even with this historic investment, **we may still have hundreds of thousands of Texas students who lack reliable internet access.**

**500,000**  
hotspots



Texas received \$11.24 billion in federal CARES Act CRF funding, of which over \$5 billion has been given to counties and cities to determine how they should be spent.



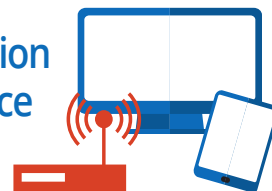
**\$11.24B**  
in CARES Act  
CRF funding



**\$5B**  
to City and  
County CRF grants



Allocate some portion  
to "facilitate distance  
learning"



**LEAs are encouraged to work with their cities and counties to allocate some portion of their local CRF funds to reduce their cost.<sup>1</sup>**

Details of the local CRF match reimbursement process are described on the next page.

By assisting school systems with their local match **funding right now**, CRF contributions can enable purchases of devices and hotspots at **steeply discounted rates** that vendors have made available specifically for orders placed through Operation Connectivity.

Local governments will see a **dramatic return on this investment**, including smart procurement, increased access to online learning for students, and access to urgent family telehealth care.



1. U.S. Department of the Treasury's guidance on use of CARES funding lists examples of eligible use of funds, including "Expenses to facilitate distance learning, including technological improvements, in connection with school closings to enable compliance with COVID-19 precautions." Source: Coronavirus Relief Fund Guidance for State, Territorial, Local, and Tribal Governments, Updated June 30, 2020

## Details of Approach to CRF Matching Reimbursement

Local Education Agencies (LEAs) are eligible for additional state Coronavirus Relief Fund (CRF) fund matching if they receive funding from their local city or county CRF for TEA's bulk order program. TEA will increase its fund matching by \$1 for every \$1 of local CRF that LEAs receive, up to a maximum of 25% of the expenditure approved and allocated by TEA (based on number of economically disadvantaged students). This matching reimbursement will be executed per the details below.

### Examples of CRF matching reimbursement allocations (Figures illustrative)

<b>District A receives no match from local CRF</b> <ul style="list-style-type: none"> <li>• LEA total bulk order: <b>\$100,000</b></li> <li>• Local CRF contributes: <b>\$0</b></li> <li>• TEA state CRF fund contributes: <b>\$50,000</b> (LEA base match) + <b>\$0</b> (local CRF match) = <b>\$50,000</b> total</li> <li>• LEA contributes: <b>\$50,000</b></li> </ul>	<b>District B receives 10% match from local CRF</b> <ul style="list-style-type: none"> <li>• LEA total bulk order: <b>\$100,000</b></li> <li>• Local CRF contributes: <b>\$10,000</b></li> <li>• TEA state CRF fund contributes: <b>\$50,000</b> (LEA base match) + <b>\$10,000</b> (local CRF match) = <b>\$60,000</b> total</li> <li>• LEA contributes: <b>\$30,000</b></li> </ul>	<b>District C receives 25% match from local CRF</b> <ul style="list-style-type: none"> <li>• LEA total bulk order: <b>\$100,000</b></li> <li>• Local CRF contributes: <b>\$25,000</b></li> <li>• TEA state CRF fund contributes: <b>\$50,000</b> (LEA base match) + <b>\$25,000</b> (local CRF match) = <b>\$75,000</b> total</li> <li>• LEA contributes: <b>\$0</b></li> </ul>
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### Key information about local CRF matching reimbursement process

<b>October 1st</b> Deadline to submit requests for CRF matching reimbursement	LEAs must submit required documentation (see below) by October 1st to be considered for local CRF matching reimbursement and will be reimbursed on a rolling basis. <sup>1</sup>
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## Process for LEA submission for Local CRF Matching Reimbursement



To submit documentation of any local CRF that has been received, an LEA will provide TEA a completed CRF Reimbursement Application (to be provided) and accompanying documentation that states:

- ▷ Date of allocation from city or county
- ▷ Amount of allocation
- ▷ Purpose of grant (should say TEA bulk order)

The standard application and details of accompanying documentation requirements will be communicated the week of 8/17/2020. Please email [customerservice@teabulkorder.com](mailto:customerservice@teabulkorder.com) if you have any questions regarding this process.

### Note on CARES ESSER Funds

The state has implemented a local matching requirement to this program in that the LEA must pay for an applicable percentage of the total costs of the program. This requires other fund sources available to the LEA to be used to pay for the remaining percentage of the program. This is not an in-kind match.

The LEA may use its CARES Act ESSER Grant allocation, TIMA, and other local sources to be approved later by TEA, in addition to other state and local funding to pay the LEA portion of this program and therefore split the total cost of the connectivity equipment between this program and its ESSER Grant.

LEA local documentation must be maintained to document 1) the percentage paid from the ESSER Grant, 2) inventory records and other appropriate safeguards to protect the equipment are in place, and 3) appropriate internal controls are being implemented.

<sup>1</sup> In the event all \$200M of state funds is expended the local CRF match will be awarded on a first come first serve basis.



# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1925

**Item #:** G.

---

Small Business Continuity Fund Update  
[Robin Bentley, Interim Director, Office of Economic Development]

# Memorandum



DATE September 29, 2020

CITY OF DALLAS

TO Honorable Members of the Ad Hoc Committee on COVID-19 Recovery and Assistance

SUBJECT **Small Business Continuity Fund (SBCF) Update**

We wanted to provide you with an update on the current status of the Small Business Continuity Fund (SBCF). With the additional \$2 M in funding authorized in August for the SBCF, 600 businesses have been notified that they are eligible for funding under the grant award, with 300 notifications occurring through the month of August. To date, 143 businesses have received grant funding, 65 withdrew from further consideration, 18 were not eligible upon further review of documentation, and 374 applications are pending. Staff continues to work with the pending applications to answer program questions and prepare documents for submission for the second set of 300 businesses, and has improved the on-boarding process from the initial applicant pool. Of the 300 businesses that were notified earlier in the summer, 137 grants have been approved, 9 were not eligible, 92 are pending, and 62 withdrew or were non-responsive despite multiple attempts at outreach.

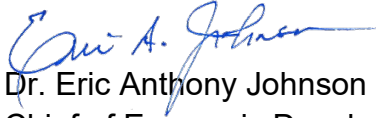
On the loan side, 86 businesses have been considered for funding. To date, 15 loans have received funding, 20 withdrew, 10 were not eligible and 41 are pending. The primary challenge for underwriting the loans remains the ability to repay in the current economic environment.

A total of \$1,072,000 has been awarded on the grant side, with an average award of \$7,497. Additionally, \$344,800 in loan funds have been disbursed, with an average loan amount of \$22,987.

As a reminder, the Office of Economic Development has created program dashboards that can be accessed here: <https://www.dallasecocodev.org/568/SBCF-Applications-and-Awards-Summary>. The data can be searched by council district, award status, demographic information or zip code. For best viewing, please click on the full screen icon on the bottom right corner of the dashboard. These dashboards will be updated weekly.

September 29, 2020  
SBCF Follow-up

Please contact me with any questions.



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

c:      T.C. Broadnax, City Manager  
         Chris Caso, City Attorney  
         Bilierae 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  
         Michael Mendoza, Chief of Strategy and Special Initiatives  
         M. Elizabeth Reich, Chief Financial Officer  
         Directors and Assistant Directors





# City of Dallas

1500 Marilla Street  
Dallas, Texas 75201

## Agenda Information Sheet

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**File #:** 20-1923

**Item #:** H.

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Monitoring and Enforcement of Current City Emergency Regulations and  
Executive and County Orders  
[Carl Simpson, Director, Department of Code Compliance]

# Memorandum



DATE September 30, 2020

CITY OF DALLAS

TO Honorable Members of the Ad Hoc Committee on COVID-19 Recovery and Assistance

SUBJECT **Monitoring and Enforcement of Current City Emergency Regulations**

The following is a combined monitoring and enforcement update of COVID-19 City Emergency Regulations. As of September 27, 2020, the 311 Call Center has received a total of 9,504 calls regarding COVID-19 since March 17<sup>th</sup>. Monthly COVID-19 calls have steadily decreased since May. Approximately, 198 calls have been received in September, compared with 451 in August, 927 calls in July, and 1,540 calls in June.

A total of 21,783 COVID-19 related violation service requests (SRs) have been submitted since March 17<sup>th</sup>, including proactive service requests. Approximately 630 Parks related emergency violation SRs have been submitted since March 20<sup>th</sup>. Both COVID-19 SRs and overall calls have declined over 50% in the recent months. 311 continues to monitor emergency regulations to ensure current SRs are reflective of current regulations in place.

For the month of September (through September 27, 2020), the Code Compliance COVID-19 Special Task Force conducted a total of 345 inspections and no citations were issued. There have been 6,164 Notices of Violation issued since March, and only 30 locations required citations to bring about compliance. For more information on 311 Call Center COVID-19 operations or COVID-19 code enforcement, please see the attached data.

Please contact me should you have any questions.

  
Carl Simpson  
Director

[Attachment]

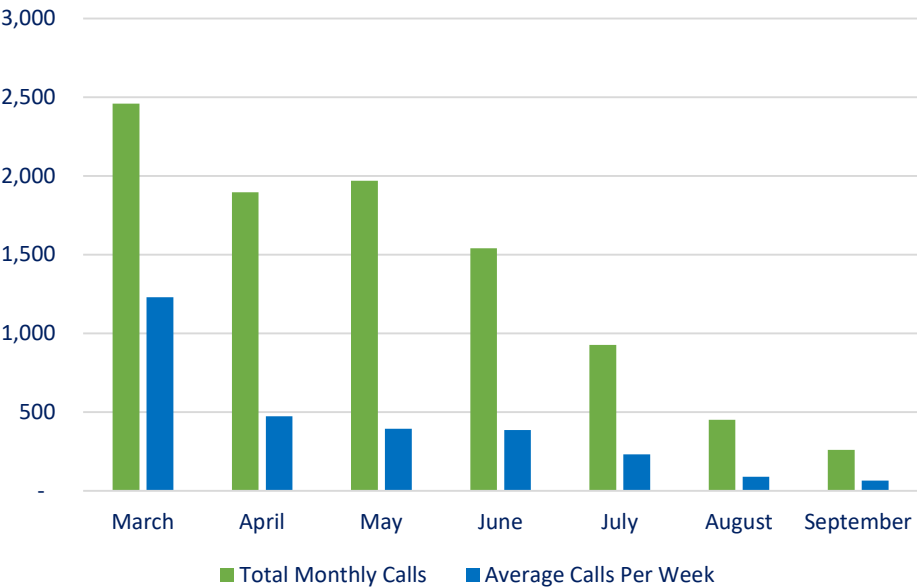
C: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Billieae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Chief of Staff to the City Manager  
Majed A. Al-Ghafry, Assistant City Manager

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

# COVID-19 311 Call Center Data



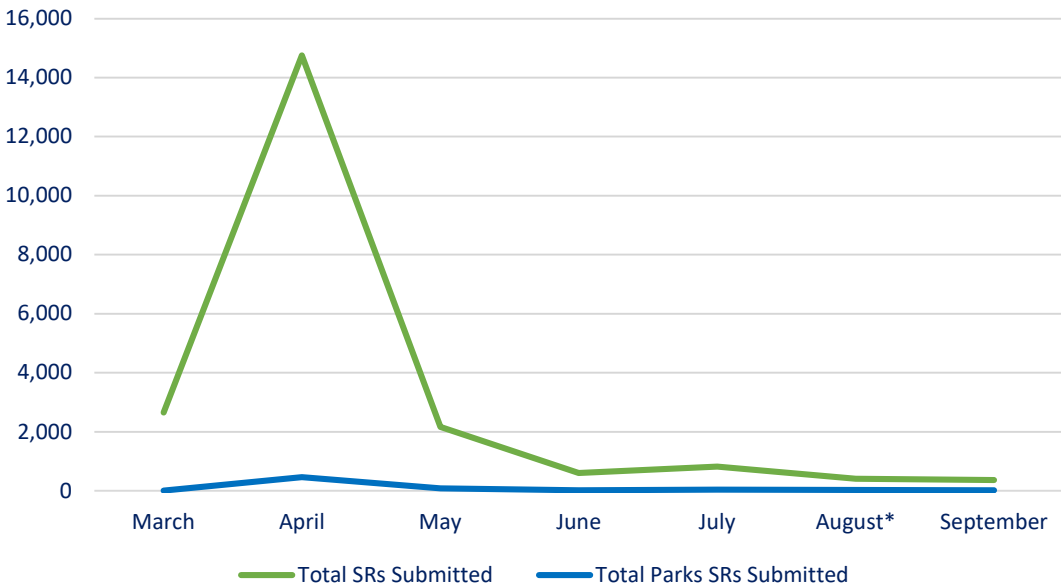
COVID-19 Related Calls to 311



COVID-19 Call Data

Month	Total Monthly Calls	Average Calls Per Week
March	2,460	1,230
April	1,896	474
May	1,970	394
June	1,540	385
July	927	232
August	451	90
September*	260	65
Total COVID-19 Calls To Date		9,504

COVID-19 Related SRs Submitted



COVID-19 Service Request Data

Month	Total SRs Submitted	Total Parks SRs Submitted
March	2,649	5
April	14,758	459
May	2,165	79
June	606	13
July	820	34
August	440	29
September*	367	13
Total COVID-19 SRs To Date		21,783

\*As of September 28, 2020



# 311 Call Center COVID-19 Operations



- **9,504** total resident calls related to COVID-19 since March 13<sup>th</sup>
- **21,783** total emergency regulations violation service requests, including proactive service requests, since March 17<sup>th</sup>
  - **630** total parks emergency regulations violation service requests since March 20<sup>th</sup>
- 311 continues to monitor current regulations in effect to ensure current SRs available are up to date



\*As of September 28, 2020

# COVID-19 Code Enforcement Data



## Code Compliance Services COVID-19 Special Task Force Inspections

Month	311 Reactive	Proactive	Total for the Month	Total Citations for the Month
March	1,323	2,695	4,018	3
April	2,625	11,454	14,079	17
May	511	823	1,334	15
June	566	112	678	1
July	642	95	737	1
August	309	58	367	0
September	224	121	345	0
Total to Date	6,200	15,358	21,558	37

\*Updated as of September 28, 2020



# COVID-19 Code Enforcement Data



- **15,358** of the cases regarding COVID\_19 have been proactive
- **6,200** cases were called in (311 reactive)
- **6,164** Notices of Violation (NOV) have been issued. Out of those NOVs, only **30** locations required a citation to bring about compliance
- Most of the cases have been related to non-posting of the AER requirements

\*Updated as of September 28, 2020



# COVID-19 Code Outreach Data



- Code Compliance has conducted educational and monitoring campaigns. During those efforts, the following outcomes were noted:
  - 11,418 educational flyers were distributed within certain zip codes during a recent awareness campaign.
    - Of that, 902 businesses were contacted and provided flyers to post and distribute to their customers.
  - A total combined effort has resulted in 25,113 locations monitored, educated and/or informational materials provided.
    - Currently, Code Compliance is providing COVID educational materials with each notice mailed, to add an additional layer of education and outreach to our citizens.

\*Updated as of September 28, 2020

