



City of Dallas

City of Dallas Return to Work Plan

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DRAFT last updated 6/3/2020 7:30am

Presentation Overview



- Background
- Timeline
- Reopening Guidelines
- New Normal
- Guiding Principles
- Strategic Approach to Reopening
 - Multidisciplinary Working Teams
 - Phased Reopening/Timeline
- New Entry Protocols
- Changes to Reduce Risk
- Communications/Outreach
- Next Steps



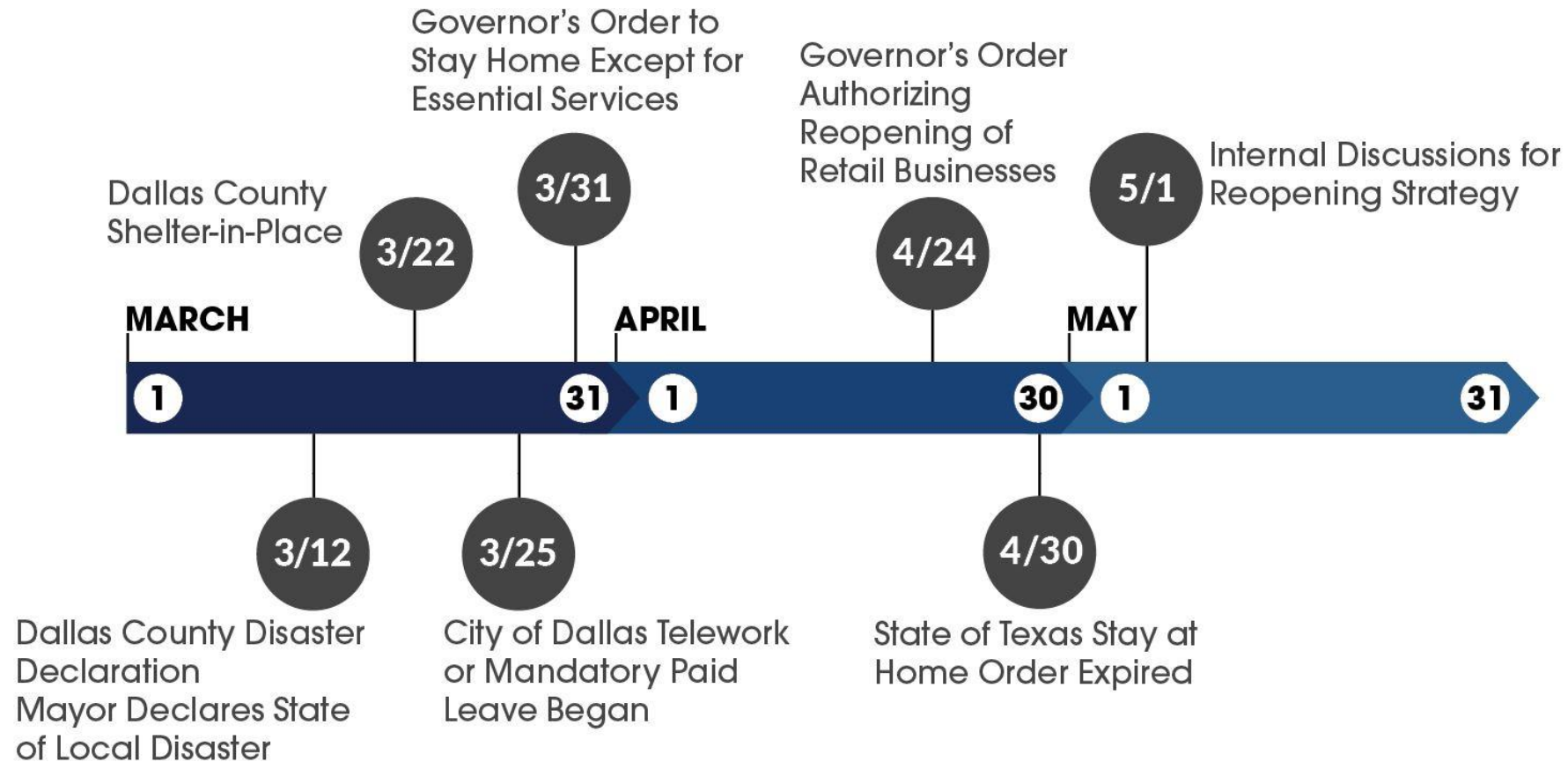
Background



- Shelter-In-Place Orders began Tuesday, March 24 at 11:59 p.m. (#SaferAtHome)
- Provided core services without interruption
- Implemented Telework or mandatory leave for employees deemed non-essential
- Provided outreach and guidance on online, phone, and digital platforms to connect with city services
- Implemented social distancing measures for essential employees
- Centralized procurement & distribution of Personal Protective Equipment (PPE) for essential staff
- Enhanced operational protocols & city vehicle cleaning with third party vendor
- Dedicated employee, community-based testing sites (CBTS) & mobile testing
- Staffed childcare facilities for essential workers
- Implemented COVID-19 Dashboard



Timeline Background: March – May 2020



Reopening Guidelines



- 14 Day decline in influenza-like illnesses
- 14 Day decline in illnesses with COVID-19 symptoms
- Either a 14 Day decline in known COVID-19 cases or a decline in positive tests as a total percentage of tests for 14 days
- Hospitals treat all patients without crisis care
- Robust testing and tracing, including antibody testing, is in place for at-risk workers including health care providers and first responders

Source: Centers for Disease Control (CDC)



New Normal



- Reduce unnecessary crowding or gatherings in city facilities
- Accelerate contactless solutions
- Expand capabilities for the public to conduct City business online or by phone by enhancing existing digital/technology platforms for key public-facing city services
- Centralize a visitor management system for city facilities
- Implement robust telework program and flex work schedules
 - Alternate workdays (hybrid)
 - Stagger start and end times
 - Expand technology alternatives for community meetings and in-person participation



Guiding Principles



- Innovate to improve delivery of essential services
- Equip and clean facilities with special attention on high-touch and common areas to protect the health and safety of employees, residents, and visitors
- Reimagine facility and workplans
- Implement physical barrier precautions and retrofits where feasible
- Educate employees on personal responsibility
- Communicate strategically to reduce anxiety
- Update departmental operational guidelines
- Lead with flexibility and agility



Strategic Approach to Reopening



- Follow guidance from Centers for Disease Control (CDC) and Dallas County, the City's health authority
- Monitor COVID-19 data points continuously
- Phase reopening over several months
- Continue essential services and resume key public-facing services
- Communicate equitably to manage public expectations
- Train all employees prior to their return to work, emphasizing personal responsibility
- Support employees through Employee Assistance Program, CareATC, telemedicine, and dedicated microsite
- Provide director/manager flexibility by work location or department
- Utilize multidisciplinary team to mitigate issues (ongoing)



Multidisciplinary Working Teams



Protocols for high touch areas

Face Covering & Temperature Scans



Building Capacity

Contact Tracing/Visitor Log Process



Contactless Payment

Internal Fitness Centers



Waste & Recycling in Public Facilities

Communications: Internal & External



Phased Reopening



**Avoid group gatherings. Employees and visitors are required to wear face coverings.
Increase cleaning in high-touch/high traffic areas.**

Phase One: ~June 8

- Maximum 25% on-site staffing
- City Hall reopens
- Municipal Center courts reopen
- Resume advisory boards and commissions; other boards continue virtual meetings
- Separate Employee and Visitor Entrances at City Facilities
- Continue telework status (departments not in Phase One)
- Public & committee meetings via videoconferencing
- Focus on ongoing core services and restarting key public-facing services
 - Limited in-person interaction
 - By appointment only
- Employee fitness centers remain closed



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Phase Two: ~June 22

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



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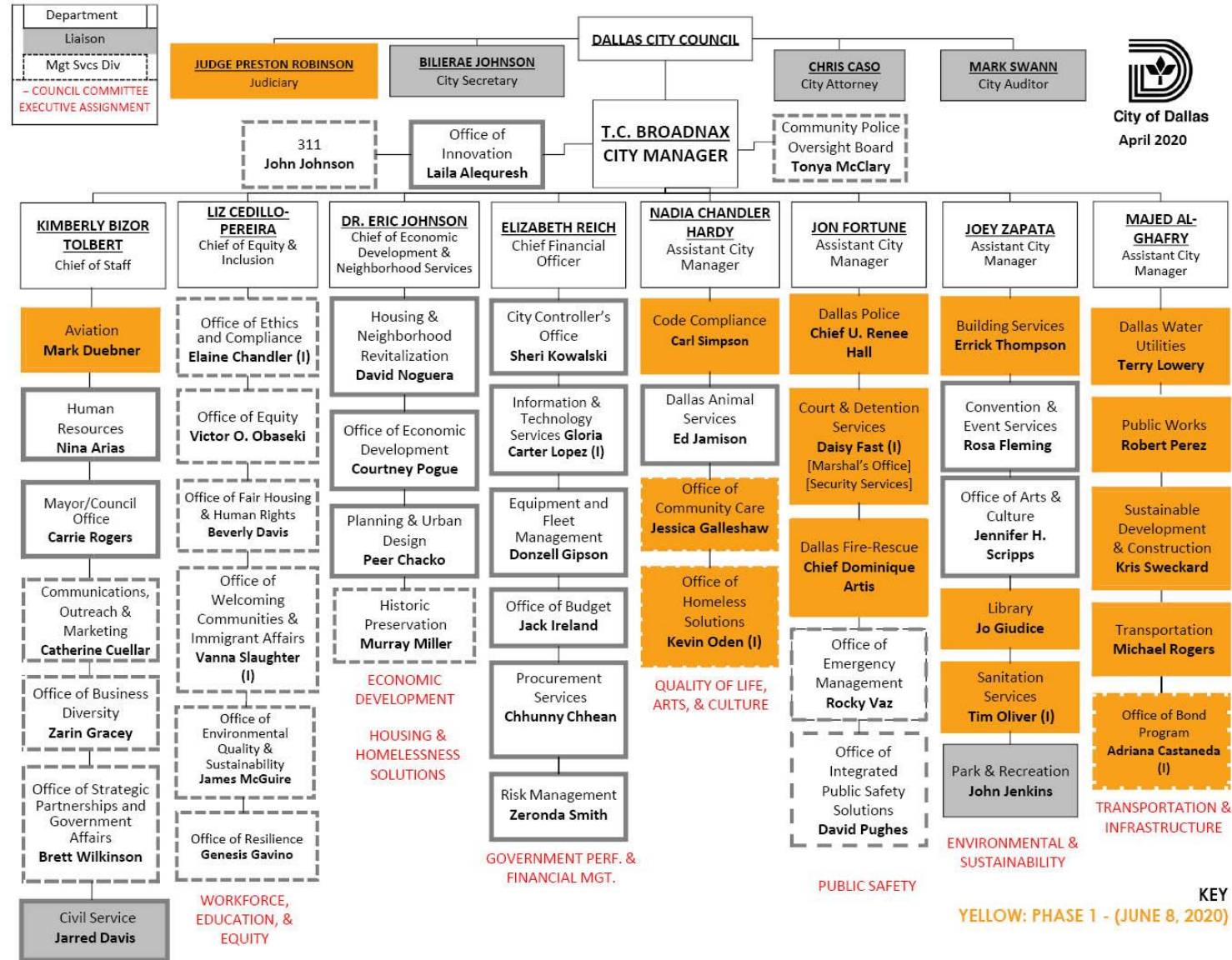
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- Implement or retrofit touchless features

Phase Three: ~July 6

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



Reopening Organizational Chart

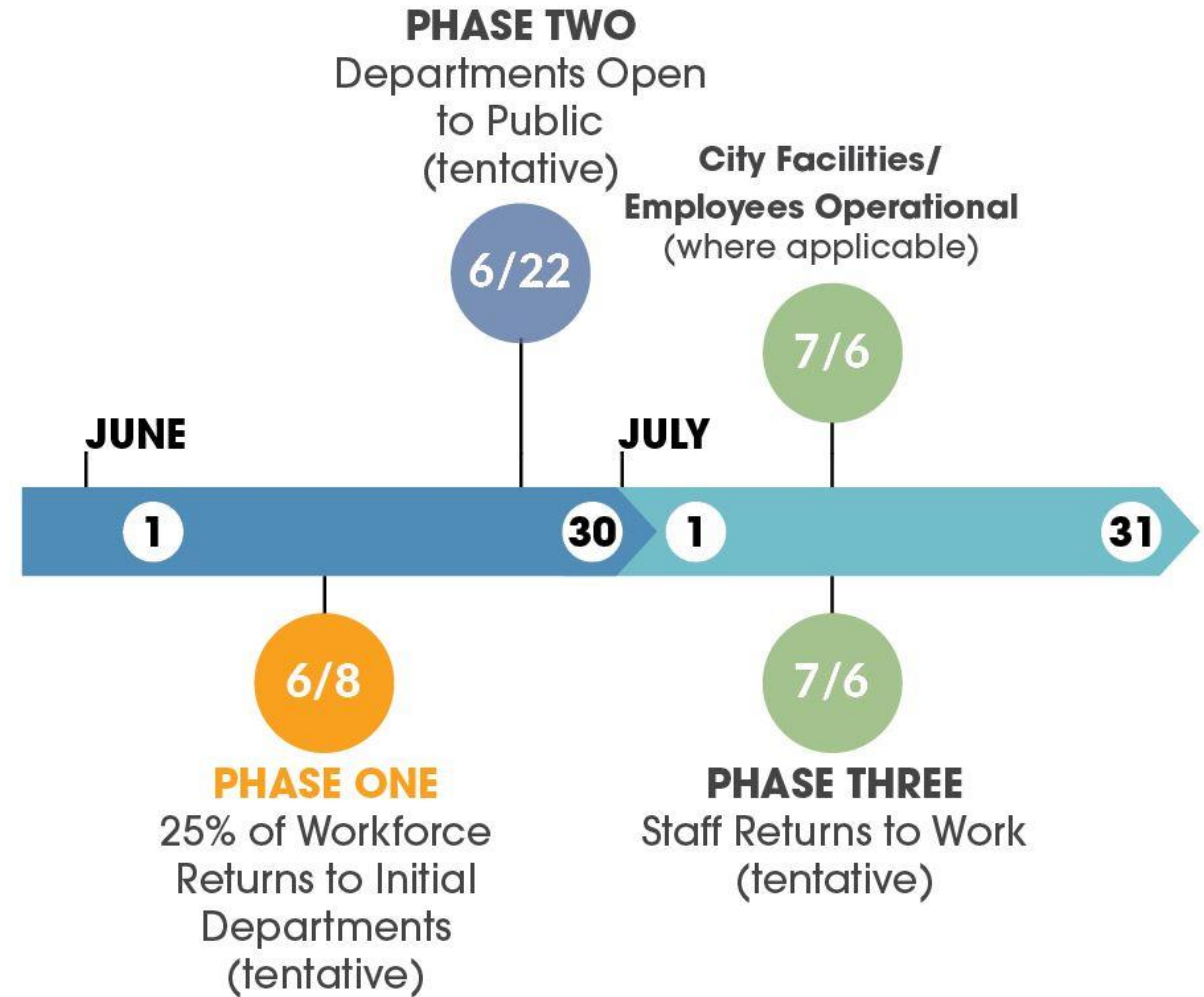


Reopening: Phase One (tentatively June 8)

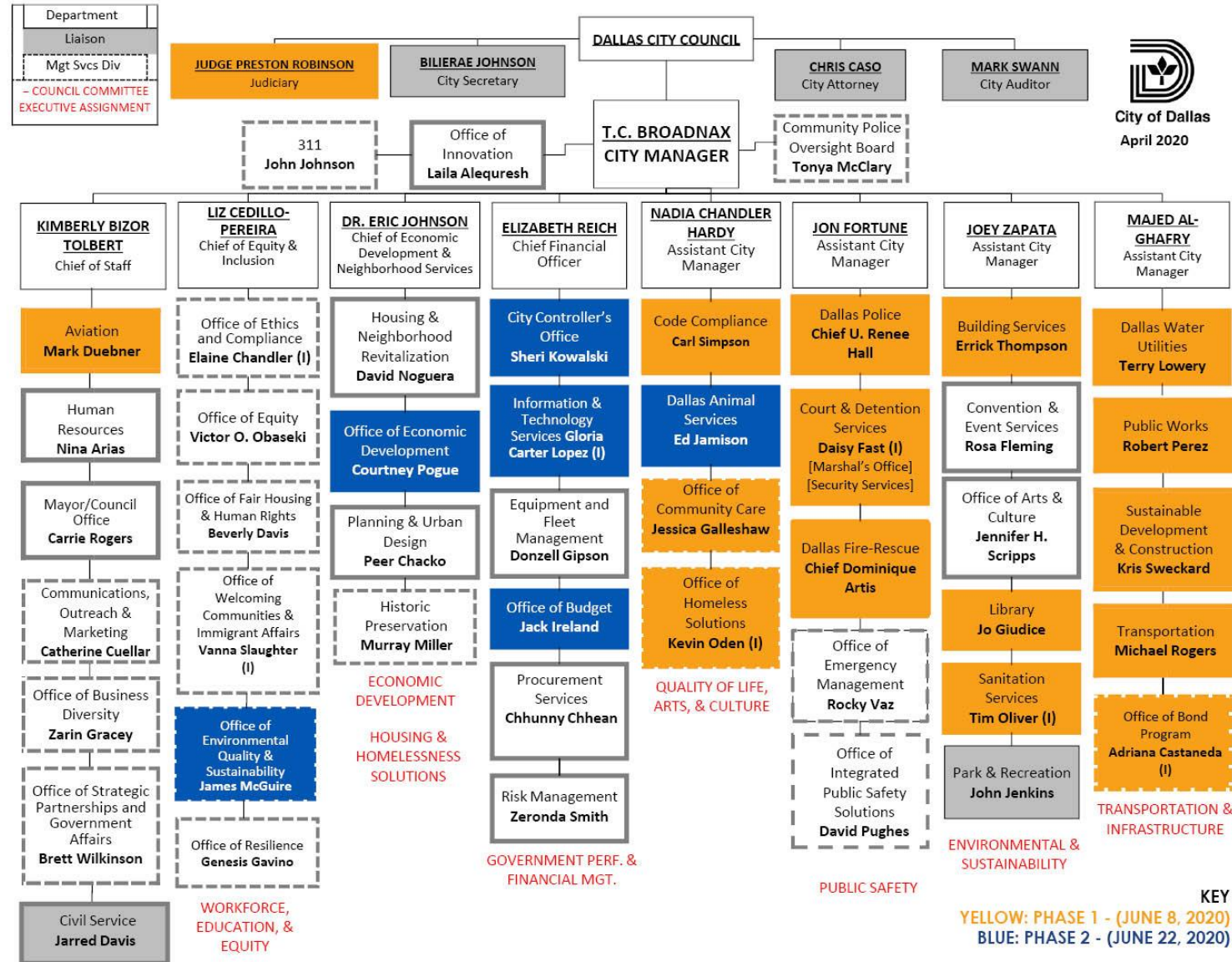


AVAILABLE SERVICES:

1. Plan Review Online or in-person by appointment at City Hall
2. Library to Go (16 locations)
3. Municipal Court Resumes: Staggered Dockets, Limited Lobby Windows & In-Person Courtrooms, Expand Virtual Hearings, Resolve Citations Online
4. Curbside/Drive Through Death Certificates @ Central Library
5. WIC programs continue via telephone
6. Community Centers open for curbside and walk-up distribution of food/donated items
7. Permitting for right-of-way and construction continues at Oak Cliff Municipal Center (OCMC) by appointment only
8. Continue online payments for Dallas Water Utilities
9. Transfer Stations and landfill open to the public (May 26)
10. Reopen Lost & Found at Love Field



Reopening Organizational Chart

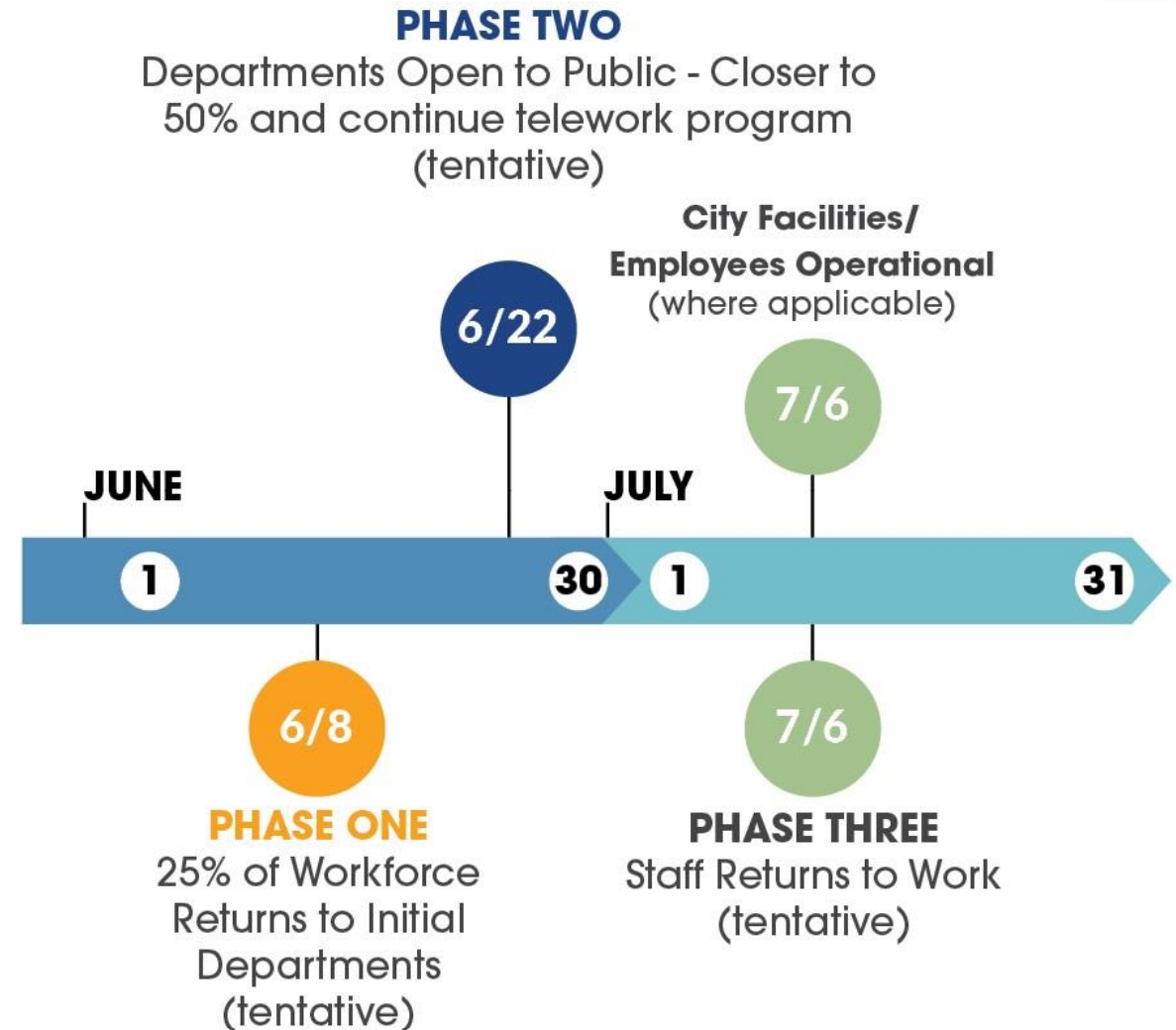


Reopening: Phase Two (tentatively June 22)

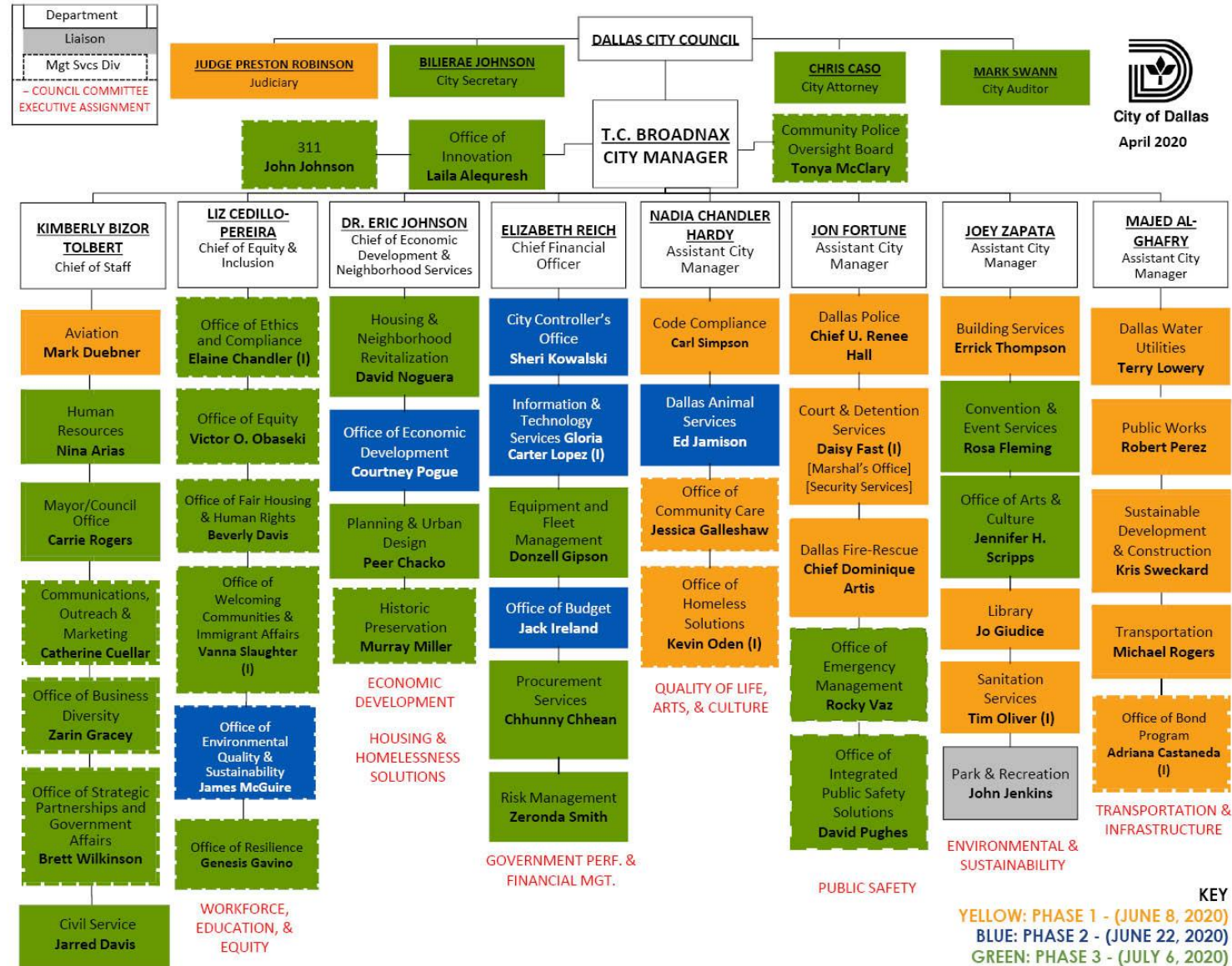


AVAILABLE SERVICES

1. Continue air and stormwater inspections.
Conduct environmental education courses online.
2. Implement pilot project for binless workstations at City Hall
3. Continue tele & curbside operations for Dallas Animal Services with field operations (limited public contact)
4. Continue electronic invoicing for accounts payable
5. Community Centers open with limited staffing for scheduled appointments only
6. Continue Civil Service virtual quasi-judicial hearings
7. Community Courts open at West Dallas Multipurpose Center & MLK Community Center for scheduled hearings only
8. Office of Economic Development redevelopment and workforce operations online



Reopening Organizational Chart

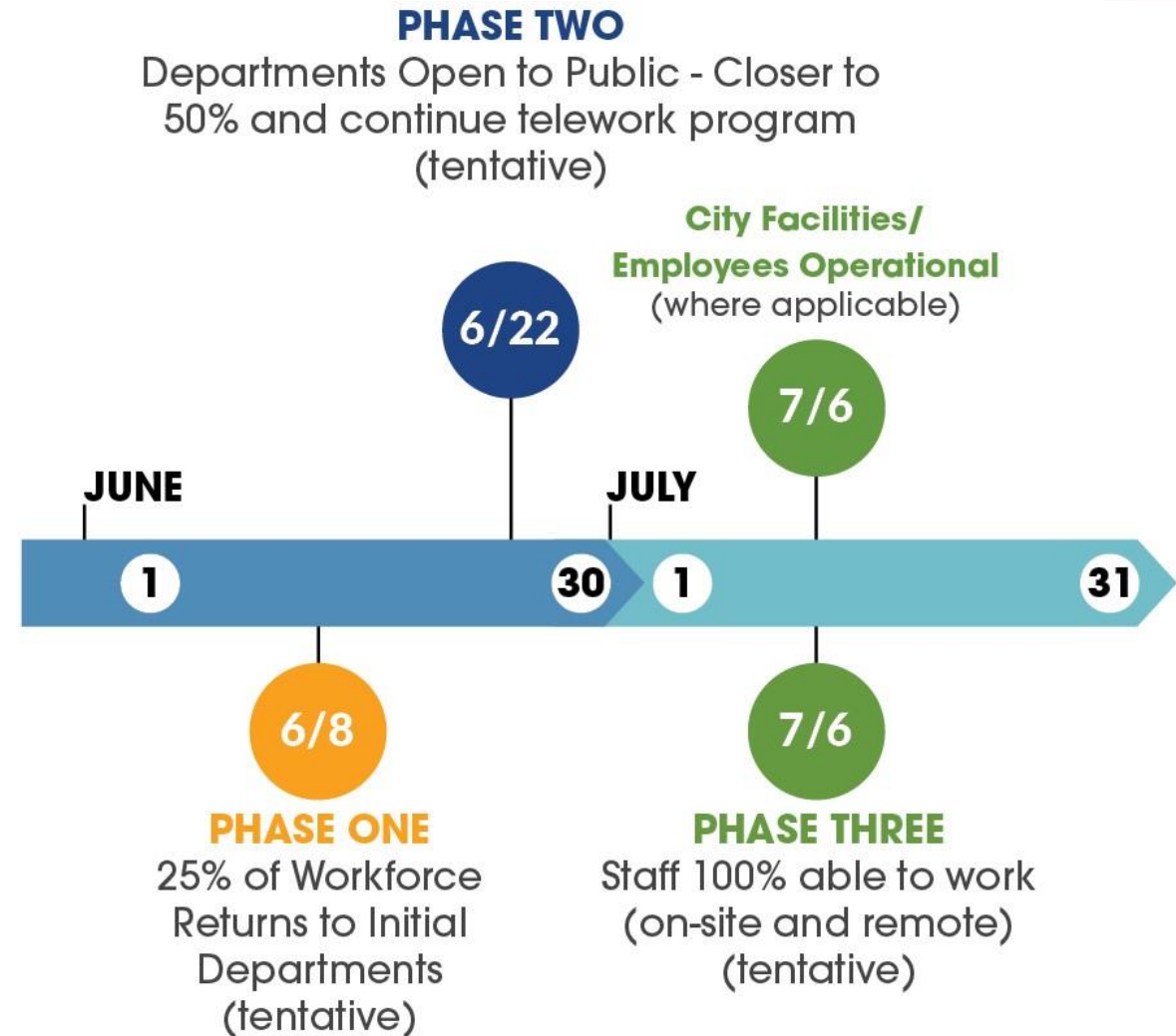


Reopening: Phase Three (tentatively July 6)



AVAILABLE SERVICES:

1. Reopen Latino Cultural Center and South Dallas Cultural Center Galleries with limited access
2. Community Centers open for limited public access, in person, and walk-in hours (staff, tenants & clients)
3. Remaining Community Courts will open for scheduled hearings only
4. Departments/offices with community engagement functions continue through virtual platforms and scheduled appointments
5. Expand cashless/staff-less payment kiosks
6. Implement curbside payments and payment options at third-party locations
7. Explore best practices to potentially deploy virtual Civil Service exams for uniform personnel
8. Implement Planning and Urban Design online capacity building workshops for neighborhood organization leaders
9. Libraries by appointment: Public computer usage (16 locations) and research (Central)
10. Open Records Center back to normal operations and deadlines resume



New Entry Protocols for City Facilities



Visitor Protocols*

Register Online

- Visitors will be allowed to submit a one-time form available on the City Website. Preregistration is not required,

Contactless Registration Process**

- Visitors coming into City facility will be required to log in (where applicable by law)
- Security staff will ask visitors for name and phone number (visitors may provide a form of ID if they wish)
- Visitor information recorded through Visitor Management System, will be stored for contact tracing** and occupancy requirements

Face Covering Required**

- For all persons over two years of age, face covering must be worn throughout the entirety of the visit
- Face coverings will be provided, if needed
- Visitors will not be allowed to enter or remain in a City facility without a face covering

New Departmental Requirements

- Some departments are not accepting walk-ins
- Please call or email ahead to schedule an appointment
- Remember all services are still available online

Visitor Entry Points to City Facilities

- City Hall Garage L1 Green – Visitor Parking
- City Hall East Lobby Blue – ADA access
- Oak Cliff Municipal Center
- Municipal Court Building
- MLK Community Center and West Dallas Multipurpose Center

*Varies by location

**CDC Recommendations



New Entry Protocols for City Facilities



Employee Protocols

Health Checks

- At home daily self-health check

Face Covering Required

- Entry of City facility*
- Face covering must cover the nose and mouth
- All common areas including break rooms, conference rooms and restrooms
- Face coverings may be removed while eating or drinking if maintaining social distancing
- Employees who are medically unable to wear a face covering must notify their supervisor

Temperature Checks (handheld)

- Only required by specific public facing departments (ie., Dallas Fire Rescue, Dallas Police, Sanitation)

Personal Protective Equipment

- Some departments may require personal protective equipment in addition to face coverings

Scan In/Scan Out

- In facilities with badge access readers employees must scan badge to enter building (Exit Scanners Tentative phase 3)**

Entry Points City Hall

- L1 and L2 Blue and Red Garage elevators
- Employees who do not have garage access, will enter through East Lobby Blue 1 (Employee Door)

*Varies by location

**CDC Recommendations



Facility Readiness

Facility Readiness



- Building Upgrades
- Touchless Building Enhancements
- High Touch Areas
- Cleaning Based on Frequency
- Common Spaces
- Workspace/Workplace Modifications

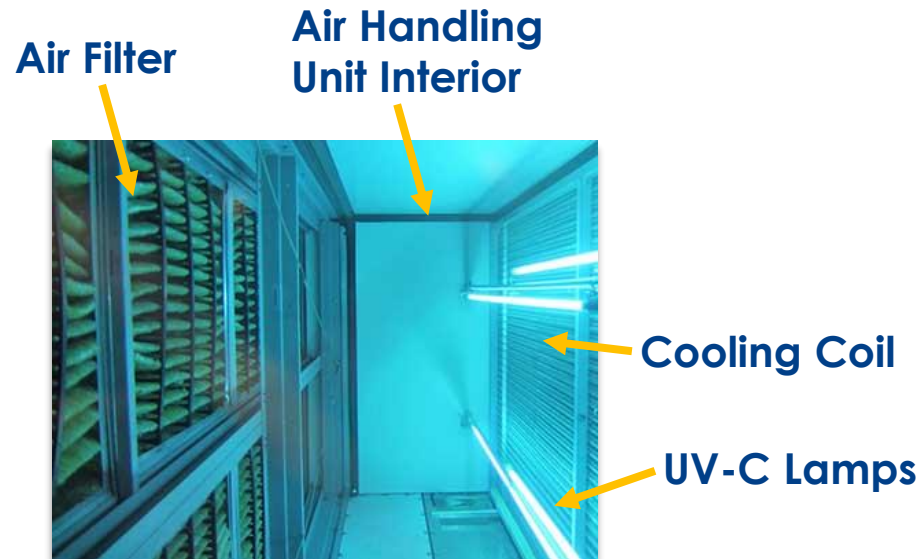


Changes to Reduce Risk

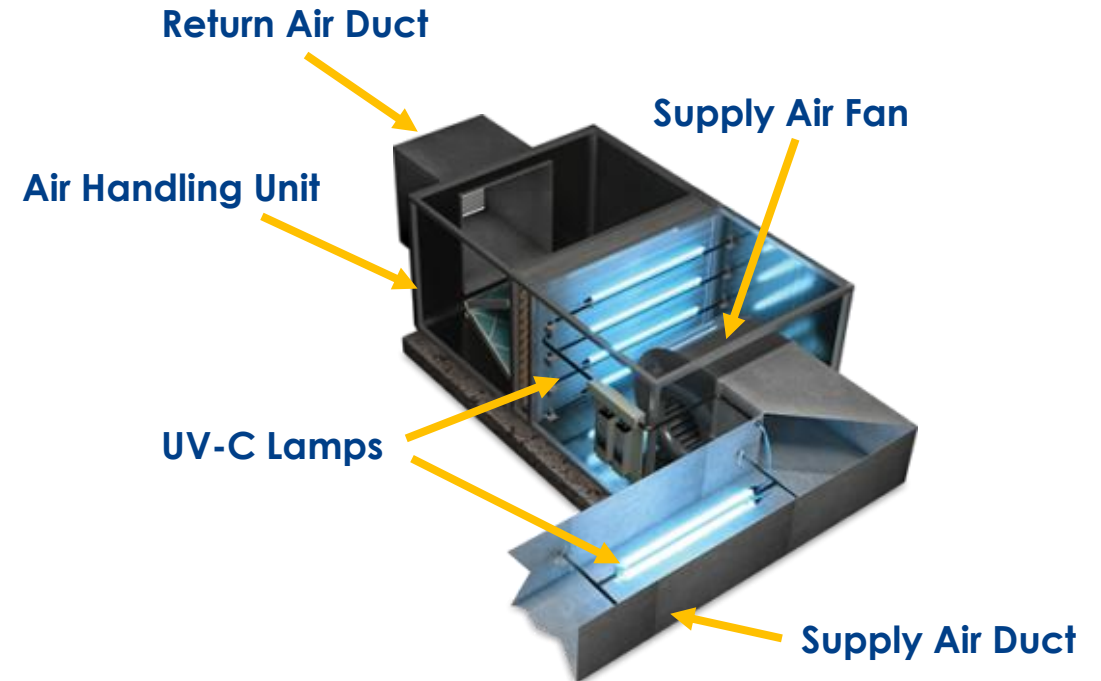


Example Retrofits: HVAC and Ultraviolet Lamps

Various air cleaning technologies are available in the market to inactivate bacteria and viruses. Staff is performing due diligence on potential ultraviolet germicidal irradiation (UVGI) retrofits and installations that can range from several hundred to tens of thousands of dollars.



galgonhvac.com/commercial-hvac-and-the-coronavirus/



freshaireuv.com/commercial-hvac/#coil



Changes to Reduce Risk



Example Retrofits: Restrooms

StepNpull® Foot-operated Door Opener - stepnpull.com

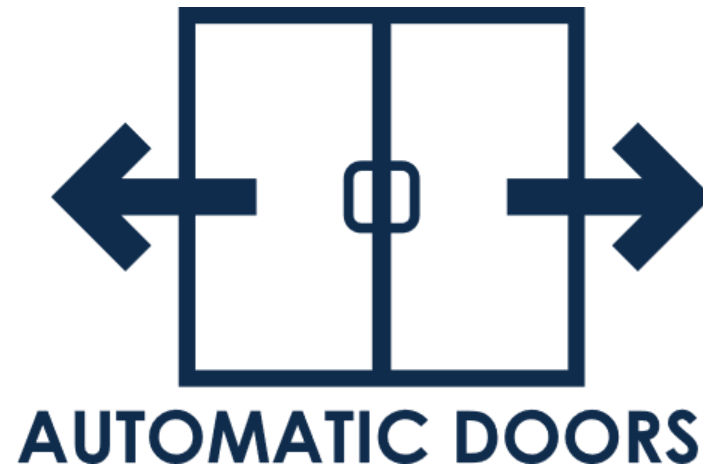


Changes to Reduce Risk



Touchless Building Enhancements

- Automatic doors
- Water fountains
- Ice dispensers
- Faucets
- Toilets
- Urinals
- Towel dispensers

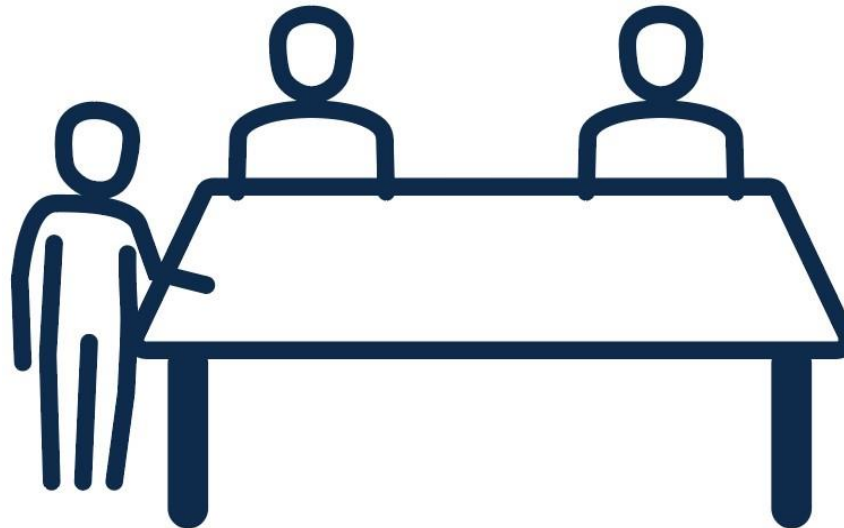
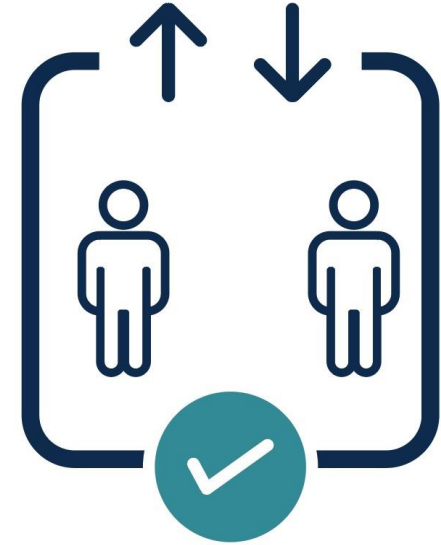


Changes to Reduce Risk



High-touch areas

- Reduced elevator capacity to a maximum of four passengers, depending on the elevator size
- Elevator priority for elderly, mobility challenged, multiple floors
- Floor graphics encouraging stairs
- Reduce conference room capacity in all facilities and implement social distancing measures



Changes to Reduce Risk



Cleaning Frequency Based on Traffic and Occupancy

- Sanitation materials (e.g. wipes) provided to staff for frequent use (keyboards, desks, phones)
- Routine and layered cleaning and enhanced disinfection of high touch areas based on occupancy and traffic (doorknobs/handles, light switches, handrails, stairwells, copiers, elevators, ATMs)
- Consolidation of waste and recycling to reduce contact and maintain a clean environment

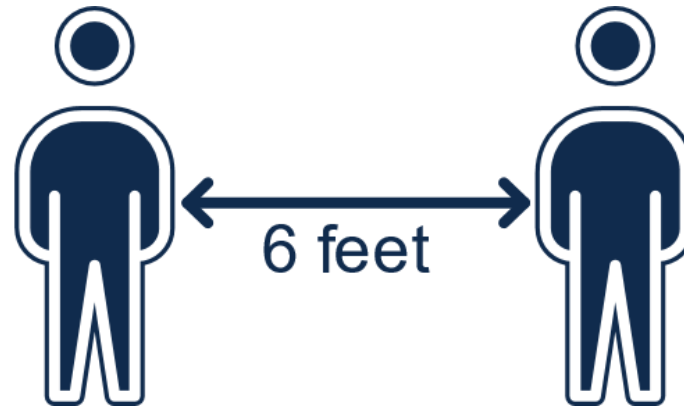


Changes to Reduce Risk



Common Spaces

- New signage promoting proper preventative measures
- Fewer chairs in public spaces lowering density
- Posted signage limiting maximum occupancy



Communications and Outreach



Develop and execute a unified strategy across multiple channels to ensure the public, employees and stakeholders are informed of reopening plans and protocols.

Tactics:

- Multilingual Resources
- Print and Broadcast Media Outreach
- Website
- Social Media Channels
- Email newsletter
- Text message/mobile alerts
- Customer service
- Indoor/Outdoor Signage
 - Exterior window cling directional signage to visitor entrances
 - Yard signs, door hangers & wrapped city vehicles with COVID-19 number and microsite
 - Face covering guidance

There are many precautions that can be taken to minimize risk and reduce the spread of COVID-19. Six key ways include:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Wear a Face Covering.
- Maintain at least a 6-foot (2 meter) distance from others.
- Wash hands frequently with soap and water for at least 20 seconds.
- If you are sick, stay home.



For information, contact: (214) 670-INFO | [DALLASCITYHALL.COM/COVID19](https://dallascityhall.com/covid19)



Return to Work Signage



REDUCE YOUR RISK

Take simple steps to reduce the spread of germs:

Avoid close contact with people who are sick.

Avoid touching your eyes, nose and mouth.

Wear a Face Mask.

Maintain at least a 6-foot (2 meter) distance from others.

If you are sick, stay home.

Wash hands frequently with soap and water for at least 20 seconds

For information, contact:
(214) 670-INFO | DALLASCITYHALL.COM/COVID19

HAND SANITIZING STATION

For information, contact: (214) 670-INFO | DALLASCITYHALL.COM/COVID19

BEFORE ENTERING PLEASE FOLLOW THESE GUIDELINES

Wear a Face Covering

Wash/Sanitize Your Hands

Please Maintain Proper Social Distancing

For information, contact: (214) 670-INFO | DALLASCITYHALL.COM/COVID19



Return to Work Signage



ELEVATOR SOCIAL DISTANCING GUIDELINES:

- Maintain 6 ft/2m from others.
- Give priority to mobility impaired.
- Wear a mask or face covering.
- Limit number of people per elevator.
- Disinfect hands after pressing buttons.
- Cover your cough or sneeze.

For information, contact: (214) 670-INFO | [DALLASCITYHALL.COM/COVID19](https://dallascityhall.com/covid19)



PRACTICE SOCIAL DISTANCING

WHILE IN BUILDING

For information, contact: (214) 670-INFO | [DALLASCITYHALL.COM/COVID19](https://dallascityhall.com/covid19)



Next Steps



- Update external stakeholders on the City's return to work plan and implement communications and outreach strategy
- Implement Communications & Outreach Strategy
- Monitor COVID-19 trends and cases to anticipate operational risk exposure, future waves, and response to prevent spread
- Assess technologies to foster better engagement and collaboration
- Examine all touch-based interfaces within city facilities for future technology replacement
- Identify and automate additional tasks required to insure safe work environment
- Implement employee feedback mechanisms to gather sentiment on Return to Work protocols
- Conduct a communications team reflection on what systems and process worked well in crisis and recommend what needs to change to insure future agility (in the event of an outbreak)
- Engage working group to support and respond to any future protocols related to mass community COVID-19 outbreaks or immunization in coordination with health authority



Questions & Answers

Appendix

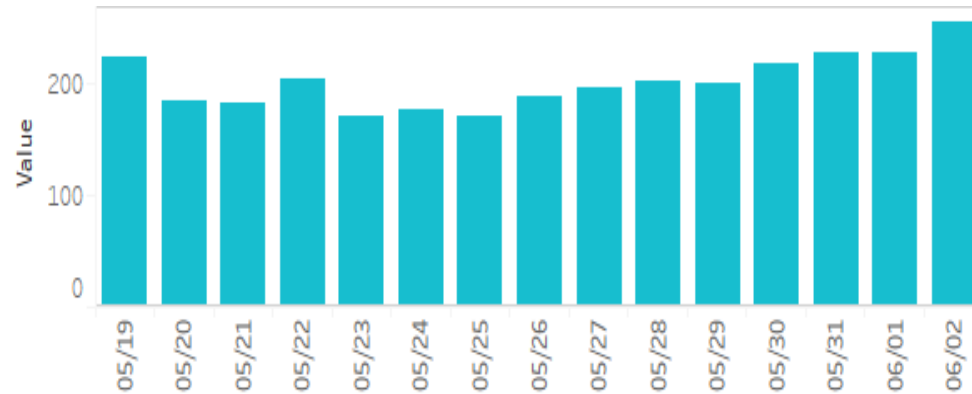
Community guidelines for reopening from White House and Centers for Disease Control



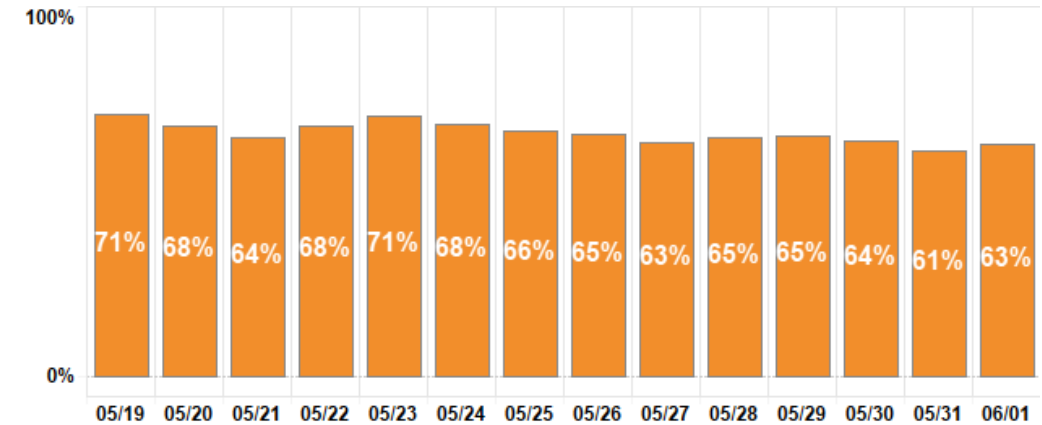
- A downward trajectory of influenza-like illnesses reported within a 14-day period.
- A downward trajectory of COVID-like syndromic cases reported in a 14-day period.
- Either a downward trajectory of documented cases within a 14-day period or a downward trajectory of positive tests as a percent of total tests within a 14-day period.
- Hospitals treat all patients without crisis care.
- Robust testing program is in place for at-risk healthcare workers, including emerging antibody testing.



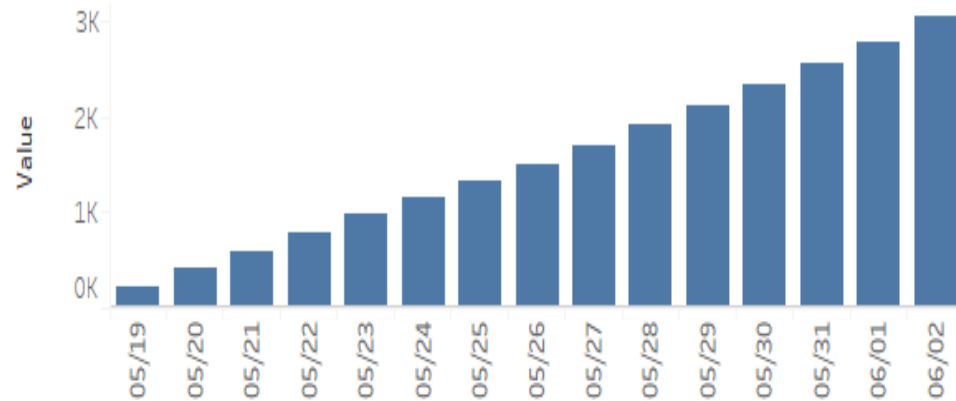
New COVID Positive Cases



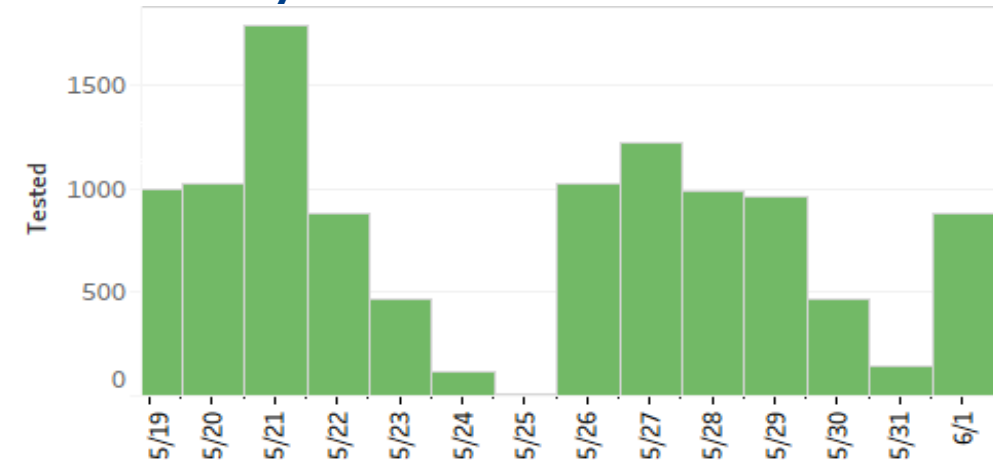
% ICU Beds Occupied



Cumulative COVID Positive Cases



Daily Total Tests Conducted



*Last updated 6/3/2020



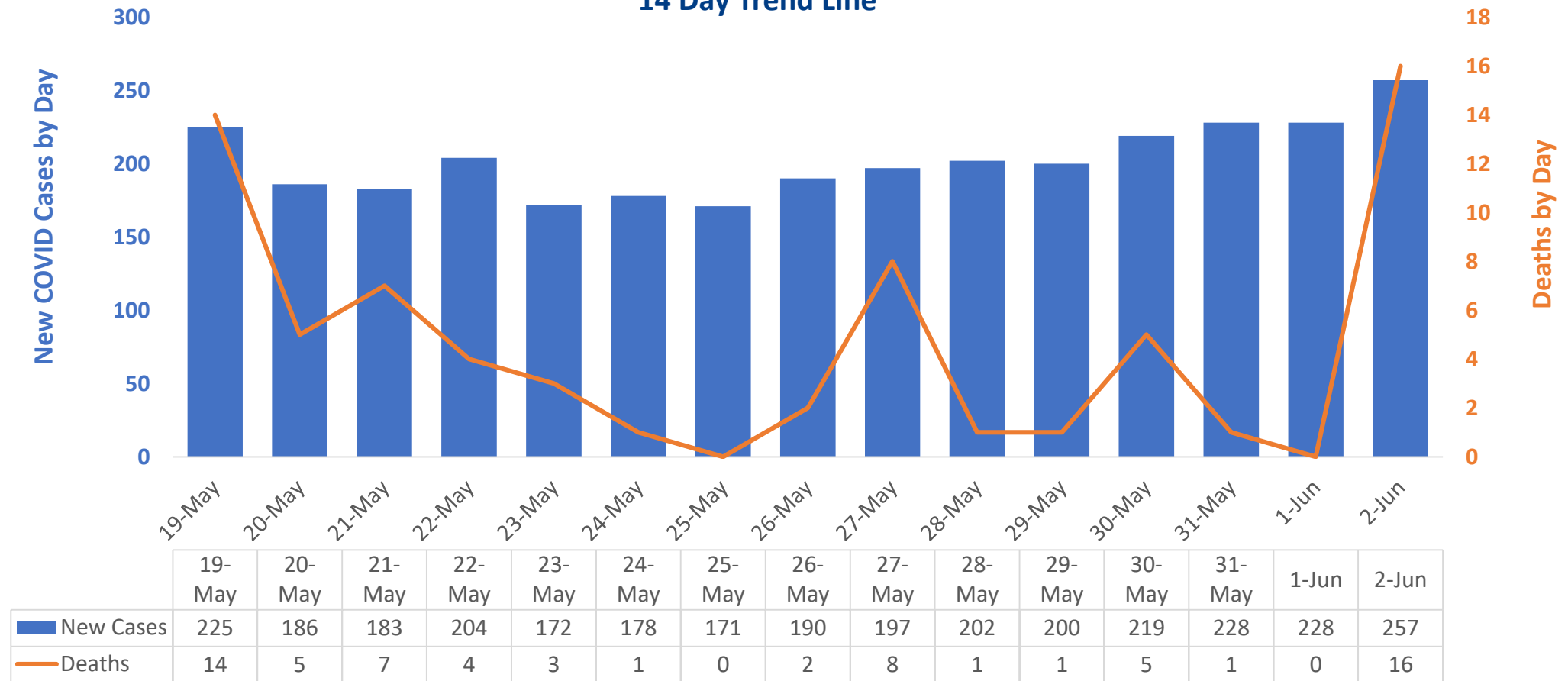
Data Sources



- *Covid-19 Case Counts* provided by Dallas County
- *Tests Conducted* data provided by Office of Emergency Management in partnership with Dallas County
- *ICU Beds Occupied* data provided by all hospitals within the City limits



New Cases and Deaths by Day
14 Day Trend Line

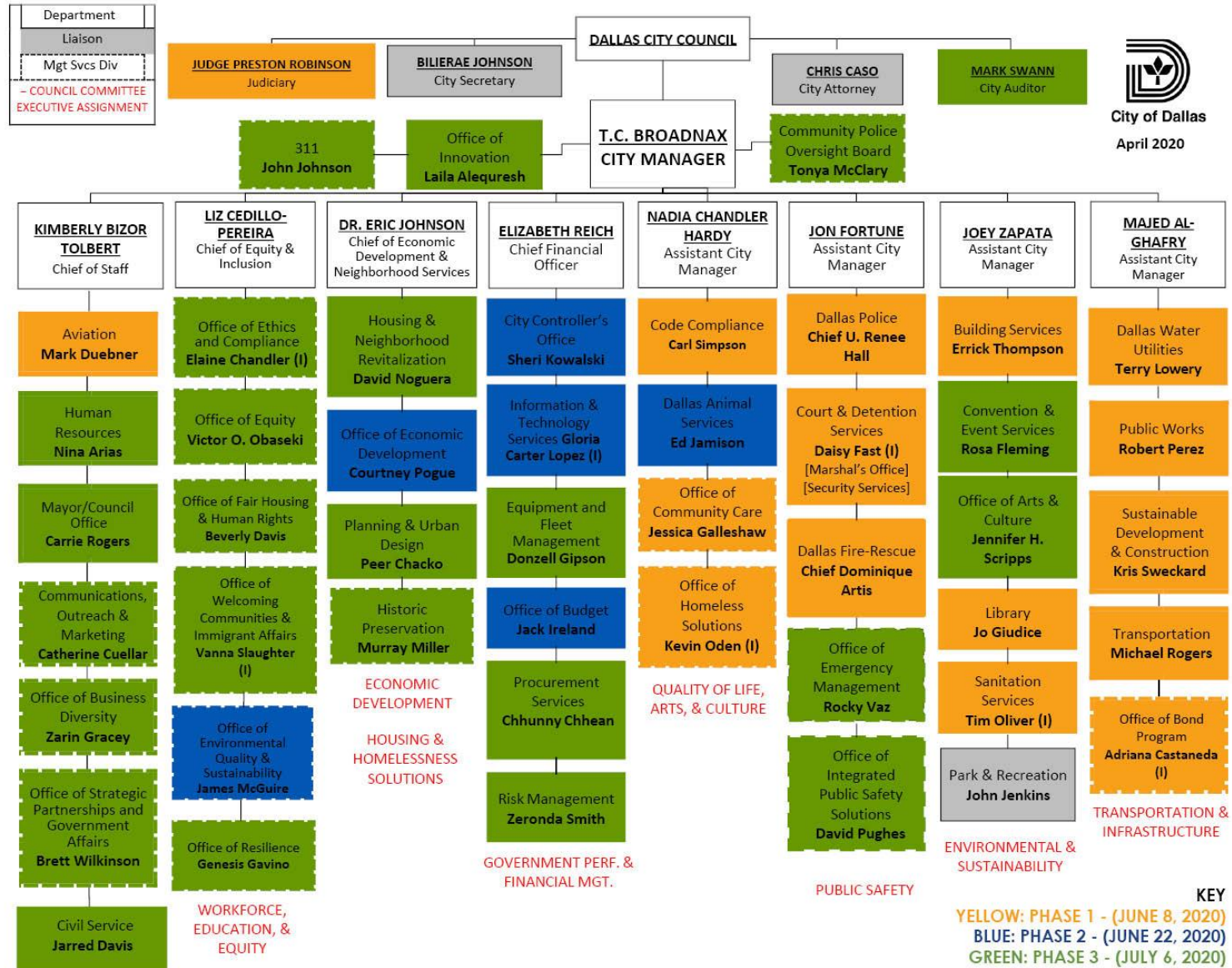


*Last updated 6/3/2020

Source: Dallas County Health and Human Services



Reopening Organizational Chart



Recommendations Phase I for COS/CMO Review (May 26, 2020)



| | Temperature Screening Required | Safety Partitions | Sanitizing Gel | COVID-19 Safety Signage | Face Masks Required | Additional PPE Required |
|--------------------|--|---|----------------|-------------------------|---|-------------------------|
| Departments | All Public Facing Aviation Department to use Wello-Digital I Kiosk Back-up Contactless Handheld Thermometers Provided Staff Training Required | Public Facing Roles; Workspace Modifications | All | All | DFR, DPD, DWU, Public Facing* Roles | DFR, DPD |
| Visitors | No | Public Facing Roles | Available | Available | Yes | |
| Employees | Department Specific Listed Below Training Required for Staff | Public Facing Roles | Available | Available | Recommended Except when eating or drinking; Public Facing Roles Common Areas | |

- **All Departments and Areas**
 - Visitors required to have face coverings. Will have Sanitizing Gel available for use by employees and visitors and COVID-19 Safety Signage Posted
- **Additional Employee Requirements:**
 - At home, daily Self-Health Check regarding COVID-19 symptoms.
- ***Public Facing Departments Requiring Temperature Checks Include:**
 - Court & Detention Services, Dallas Fire and Rescue (DFR), Dallas Police Department (DPD), Dallas Water Utilities (DWU), Library, Public Works, Sanitation, Convention and Event Services, Equipment and Building Services
- **Additional PPE may include:**
 - N95 Respirator Mask, Tyvek gown, medical gloves, face shield



Face Covering Guidance



| TYPE | PROTECTION | APPROPRIATE FOR | USE GUIDELINES | REUSE | FABRICATION |
|--|--|--|--|---|--|
| HOMEMADE CLOTH MASK  | May protect the wearer and those around them from large droplets coming from coughs or sneezes. | For general workforce and community members following standard use guidelines for control of potential sources. | Wearers should practice 6' physical distancing, handwashing, and avoid touching their faces. | Can be reused when properly cleaned. * | Can be easily made at home using breathable materials such as cotton or cotton blends/synthetic. |
| CLINICAL MASK  | Fluid resistant and provides the wearer protection against large droplets, splashes, or sprays of bodily or other hazardous fluids. Protects others from the wearer's respiratory emissions. | For source control, and frontline health workers or first responders where risk is controlled or low, and a N95 is not indicated or unavailable for use. | Disposable, health workers should follow practice protocol. | Disposable, health workers should follow practice protocols | Made using medical- grade cloth and polypropylene following fabrication guidelines for fluid resistance. |
| N95 RESPIRATOR  | Filters 95% of very small particles when tightly fitted, and provides better respiratory protection, reducing opportunity for exposure risk. | For frontline health workers or first responders. Community use is discouraged so more masks are available for health workers. | Requires medical clearance, training and professional fit- testing to be fully effective. | Extended use or reuse requires following CDC guidelines. | Manufactured using specialized materials and processes to be certified by NIOSH. |



*General cleaning instructions for homemade cloth masks:

- To wash, launder the mask often in your washing machine in HOT water using soap or detergent that leaves no residue.
- Dry on HOT in your dryer.
- Bleach is not recommended at this time.



DAS Pet Resources



DAS: Your Animal Assistance Resource

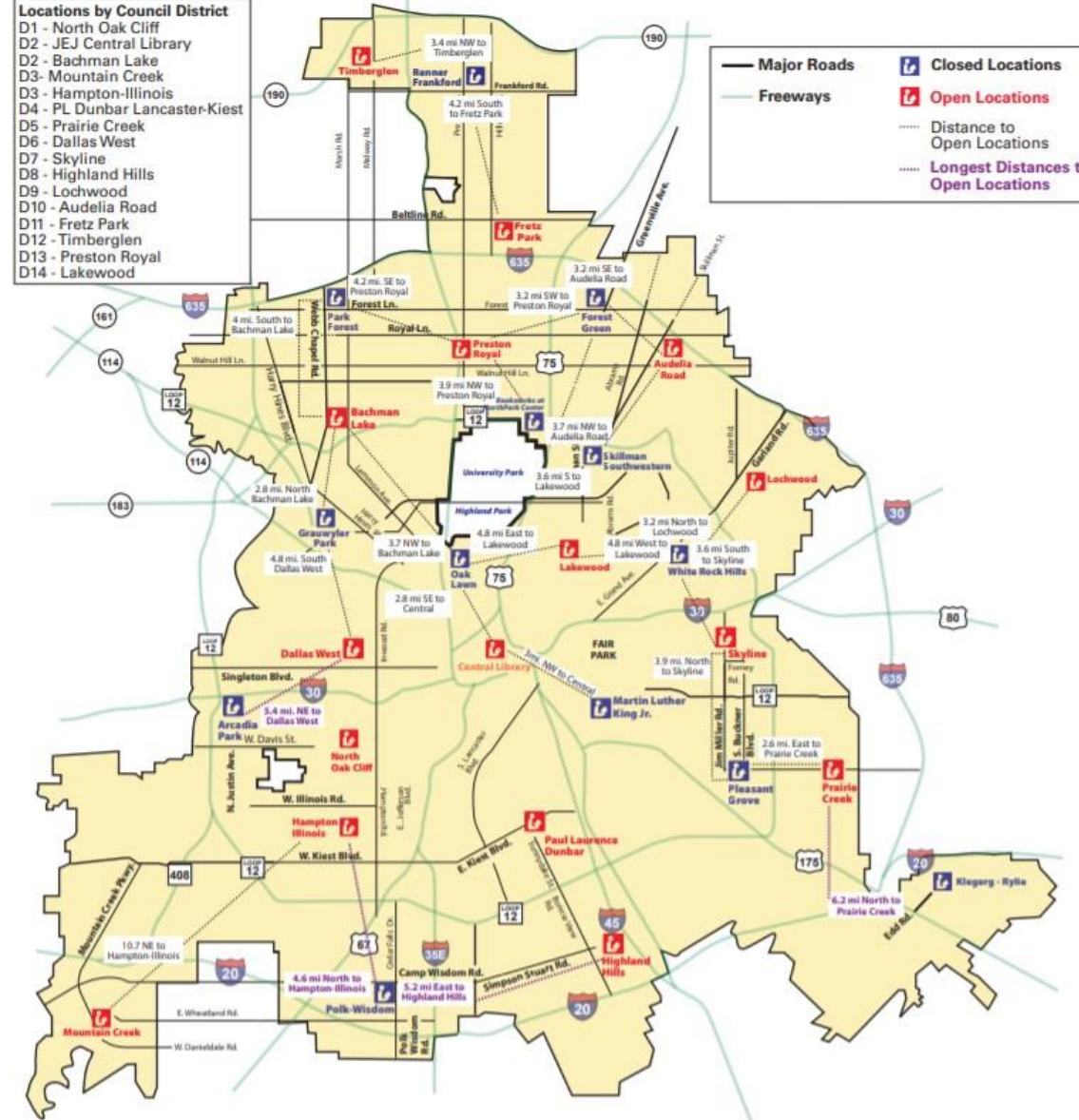


| How we can help | | Resource / contact information |
|------------------------------------|-----------------------------|---|
| Looking to adopt ? | | Visit dallasanimalservices.org and select "Adopt a Pet." |
| Need help to keep your pet? | | |
| Pet Resources | Behavioral / medical / food | SPCA's Pet Resource Center: SPCA.org/prc |
| | Additional food assistance | Operation Kindness: OperationKindness.org and select "Pet Food Pantry." |
| | General Support | Call 311 or visit dallasanimalservices.org and select "Pet Support." |
| Unable to keep your pet? | | Visit dallasanimalservices.org and select "Can't Keep Your Pet." |
| Field services: | | |
| Field | Injured / sick animals | Call 311. |
| | Threats to public safety | Call 311. |
| Are you able to foster ? | | Visit dallasanimalservices.org and select "Foster a Pet." |
| Are you able to volunteer ? | | Visit dallasanimalservices.org and select "Volunteer a Pet." |

We're here to help YOU!



Library Locations Opening by District



Fitness Centers Operations, Set-up, and Sanitation Parameters



Facility opening timeline:

- Phase I all facilities will be closed
- Phase II only uniformed facilities
- Phase III all facilities will be open

New Procedures*:

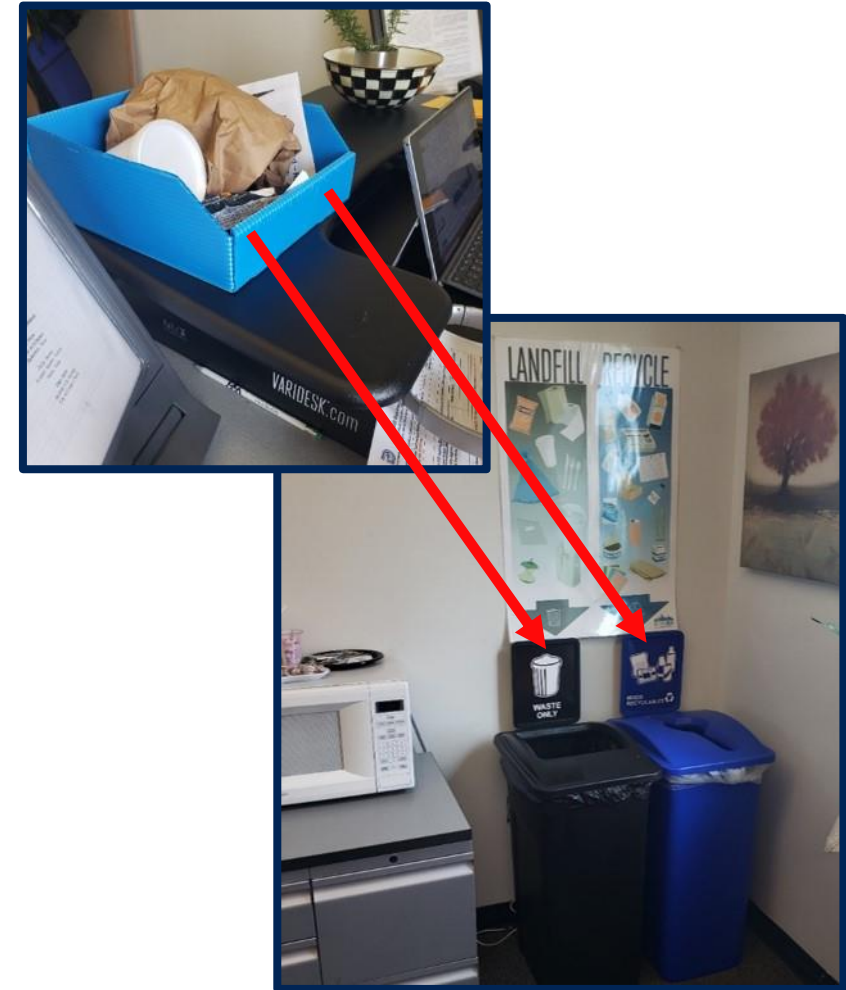
- Reduced Hours of operation
- Facility occupancy limited based on capacity requirements sets by the County
- Member will be required to sign up and reserve their work out time
- Workout sessions will be limited to 45 minutes – allowing 15 min for clean-up in between
- Gloves and masks use will be required by members
- Signs for usage and traffic flow will be posted, including: maximum occupancy, sanitation requirements, and symptoms
- Excess weight plates, kettlebells, and other various items will be removed
- Each gym facility will be cleaned daily by contract vendor
- Hand sanitizing and disinfecting wipe stations will be placed around the facilities
- Personal responsibility/Personal Power Enforced – Wipe equipment before and after each use
- Locker rooms and showers – Closed

* New procedures vary by location



We are committed to reducing and recycling

- **Centralized Waste Collection will occur at City Hall**
 - Employees will empty their waste and recyclables daily into centralized containers
 - Allows cleaning staff to provide additional cleaning
- **City Wide Plan**
 - Outlined in City's Local Solid Waste Management Plan (a.k.a Zero Waste Plan) and Dallas Comprehensive Environmental Climate Action Plan
 - For implementation by December 2020
- **Building Services**
 - Collects at 100 facilities
 - Individual departments manage service at over 575 City facilities
- **New Normal**
 - Signage, education, and central waste containers for garbage and recycling will be provided
 - For conversion assistance contact DallasRecycles@Dallascityhall.com



CASHLESS & OTHER PAYMENT TRANSACTIONS



COVID-19 Adjustments

- Staff is reducing the use of cash payments by offering more non-cash and contactless options
- Currently, other options for residents include pay by Phone, Mail, City's Online site, Customer's Banking Institution, or Fidelity Pay Stations
- Long term options for consideration:
 - Staff-less kiosks
 - Curbside payments
 - Amending contracts to accept payments for the City at additional locations
 - Court fines: Consider electronic deposits vs deposit slips, armored car pickup, etc.

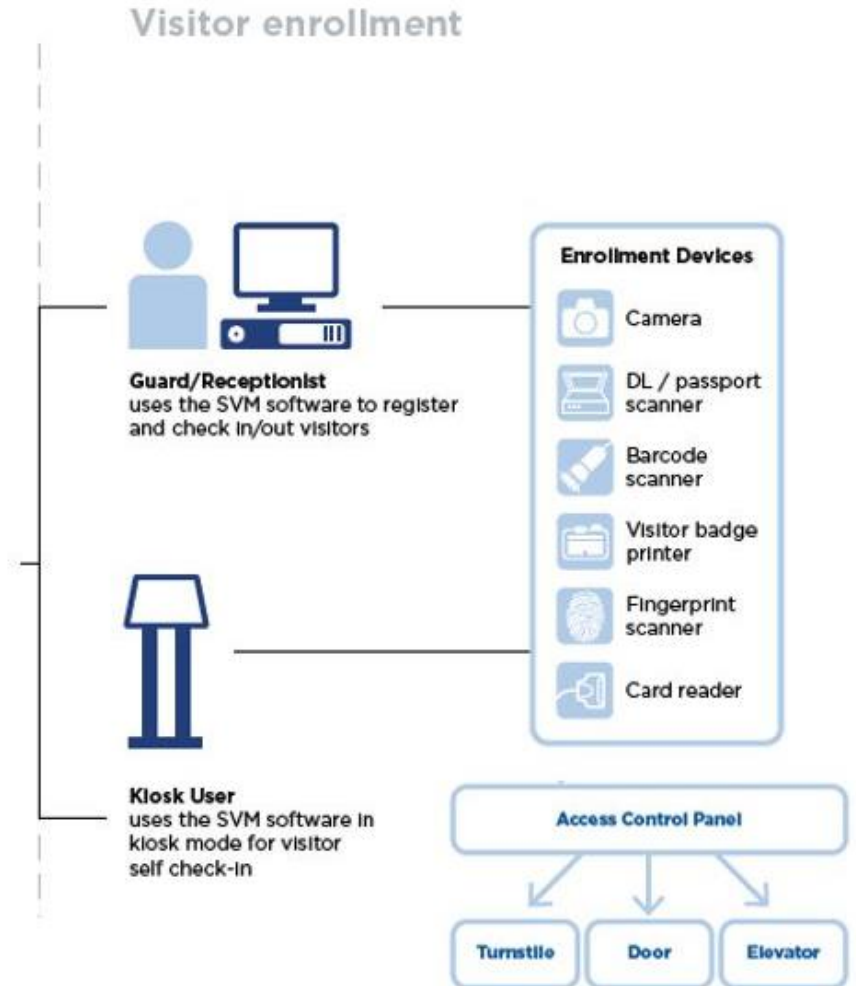


Visitor Management System



Garage Level 1 Auditorium (Green) Entrance

- Web-based, touchless visitor management system
- Allows electronic capture of visitor name and phone number
- Enhances security protocols and ensures daily visitor log information is available if needed for notification purposes
- Scheduled initial pilot for city facilities:
 - City Hall, Oak Cliff Municipal Center, Municipal Courts Building
 - Two additional recommendations for MLK Community Center and West Dallas Multipurpose Center



Visitor Management System



[Mayor](#) | [City Council](#) | [City Manager](#) | [Departments](#) | [Select Language ▼](#) | [Feedback](#) | [Pay](#) | [Q](#)

 **City of Dallas**

Resident ▾ | **Visitor** | Business ▾ | Government ▾ | News | 311 ▾

Coming to City Hall? Pre-register here.

Visitor

Lists of Community Resources available online.



Communities

Child care, domestic violence shelters, food, homeless, housing, WIC, and other services.



Culture

Art museums, cultural centers, parks, plazas, and theaters.



Education

General education, private schools, colleges/universities, and adult education.



Employment

Career Dallas, City of Dallas career opportunities, Dallas Morning News Classifieds, among others.

Visitor Form Mock-up






We look forward to welcoming you to a city facility. Please fill out this short form to expedite the screening process!

[Spanish] [other languages]

* 1. Which city facility are you planning to visit?

* 2. Do you plan to meet with a city employee?

* 3. Please type the name of the employee you plan to meet:


Device View    Provide your name below: Survey Format  

* 4. Please provide your name below:

* 5. Please provide your phone number below:






* 6. Please indicate which day and time you will be visiting the city facility:

Date / Time

Date 

Time : AM/PM

We look forward to seeing you soon! This information will be sent to the appropriate department. Please print this email as confirmation of your planned visit.

Device View    Survey Format  



Changes to Public Access to City Hall



Existing Garage Level 1 (Green) Entrance



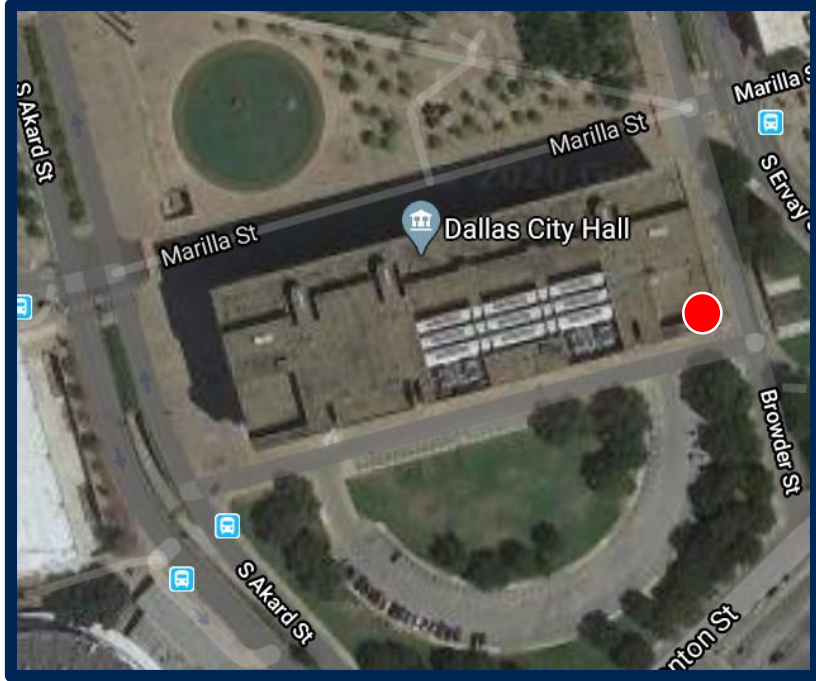
- Accessible for those with mobility challenges
- Closer to visitor parking than current L1 Green entrance



Changes to Public Access to City Hall



Existing Ervay Street (Blue) Lobby Entrance



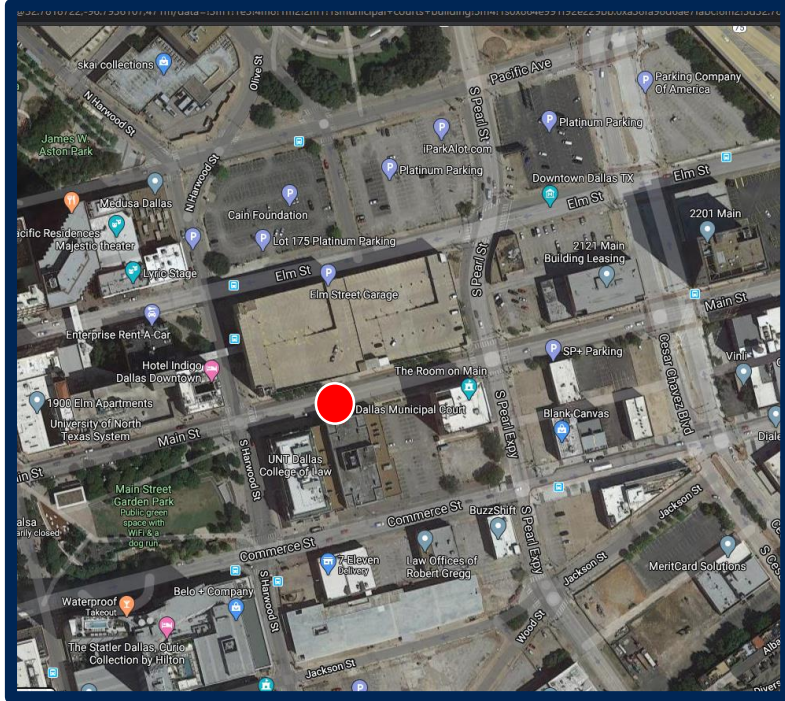
- Awning to be installed for visitor protection from sun / inclement weather
 - Close to horseshoe metered and handicap parking spaces
 - Accessible for those with mobility challenges



Changes to Public Access to Municipal Courts Building



Existing Front Entrance



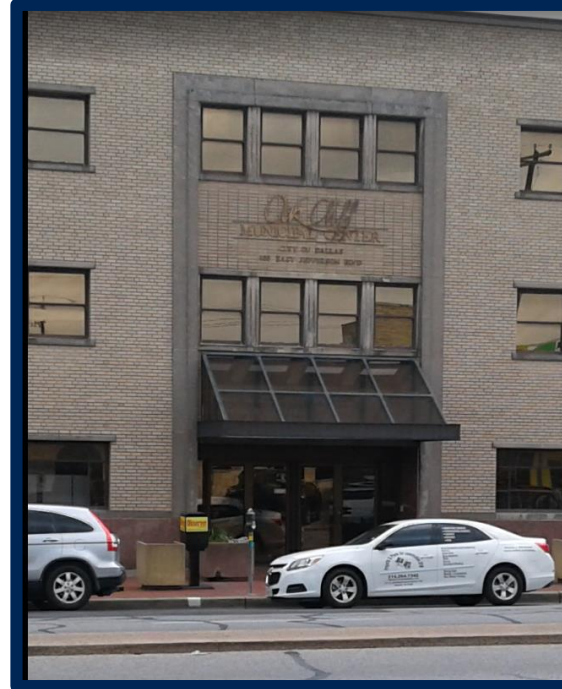
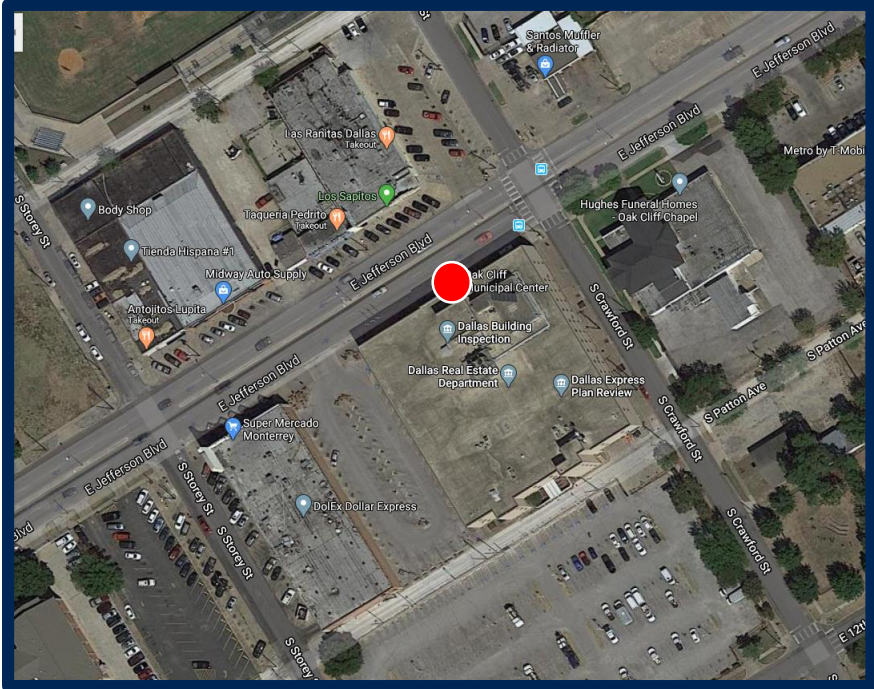
- Main front entrance is the dedicated visitor entrance
 - Close to parking spaces



Changes to Public Access to Oak Cliff Municipal Center (OCMC)



Existing Front Entrance



- Main front entrance is the dedicated entrance
 - Close to metered parking spaces
 - Accessible for those with mobility challenges

