



City of Dallas

Return to Work Update

Including City facilities/place of work

May 6, 2021

**Ad Hoc Committee on COVID-19
Recovery & Assistance**

**Kimberly Bizer Tolbert, Chief of Staff
Erick Thompson, Director, Building Services**

Presentation Overview



- Timeline
- Reopening Guidelines
- Vaccination Update
 - Community
 - City Employees
- Updates: Phase Three
- Update and Summary of Facility Readiness
- Next Steps
- Appendix



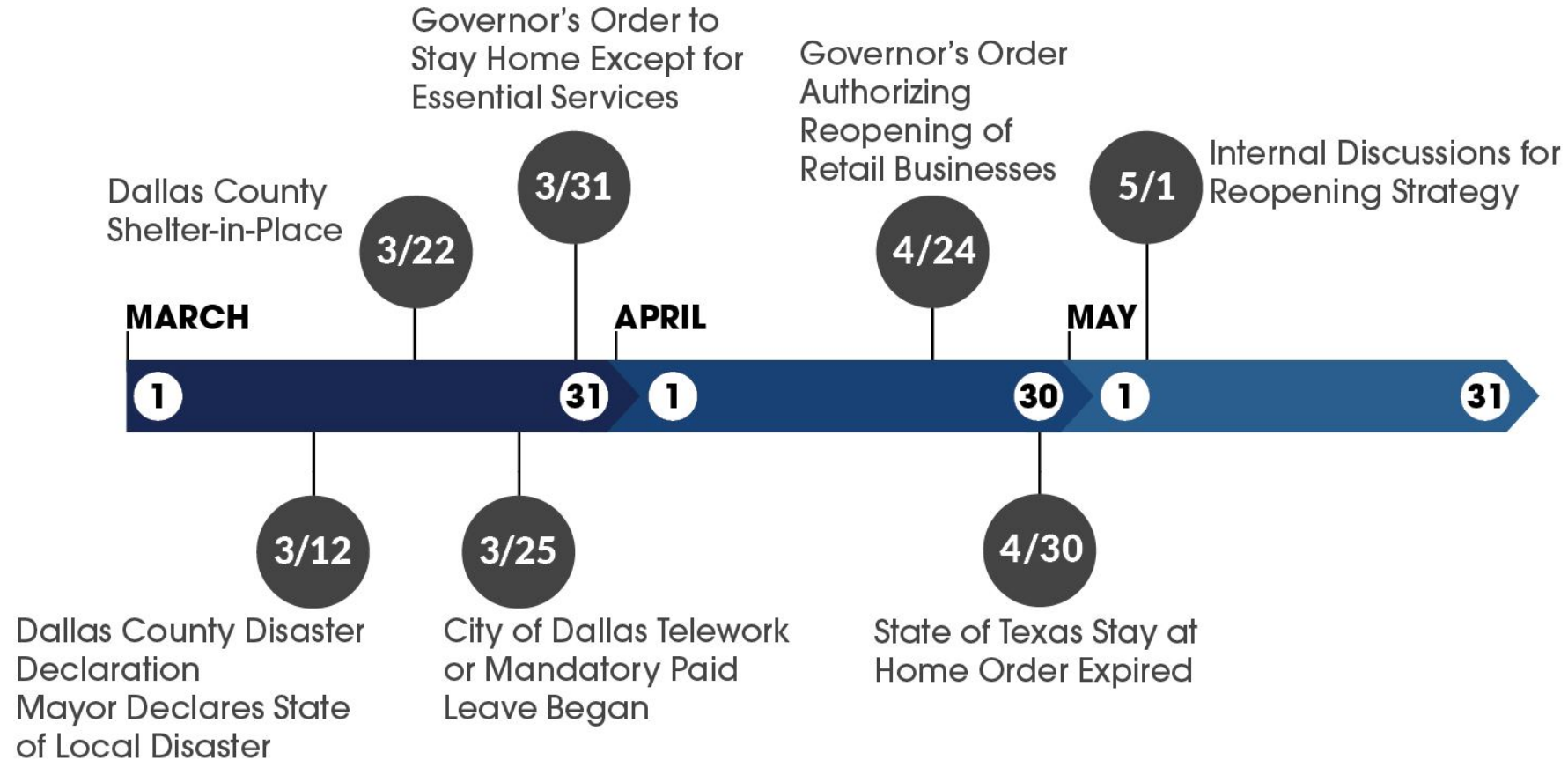
Strategic Approach to Reopening



- Follow guidance from Centers for Disease Control (CDC) and Dallas County, the City's contract health authority
- Monitor COVID-19 data points continuously
- Phased 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 (ongoing)
- Provide director/manager flexibility by work location and department
- Utilize multidisciplinary team to mitigate issues (ongoing)



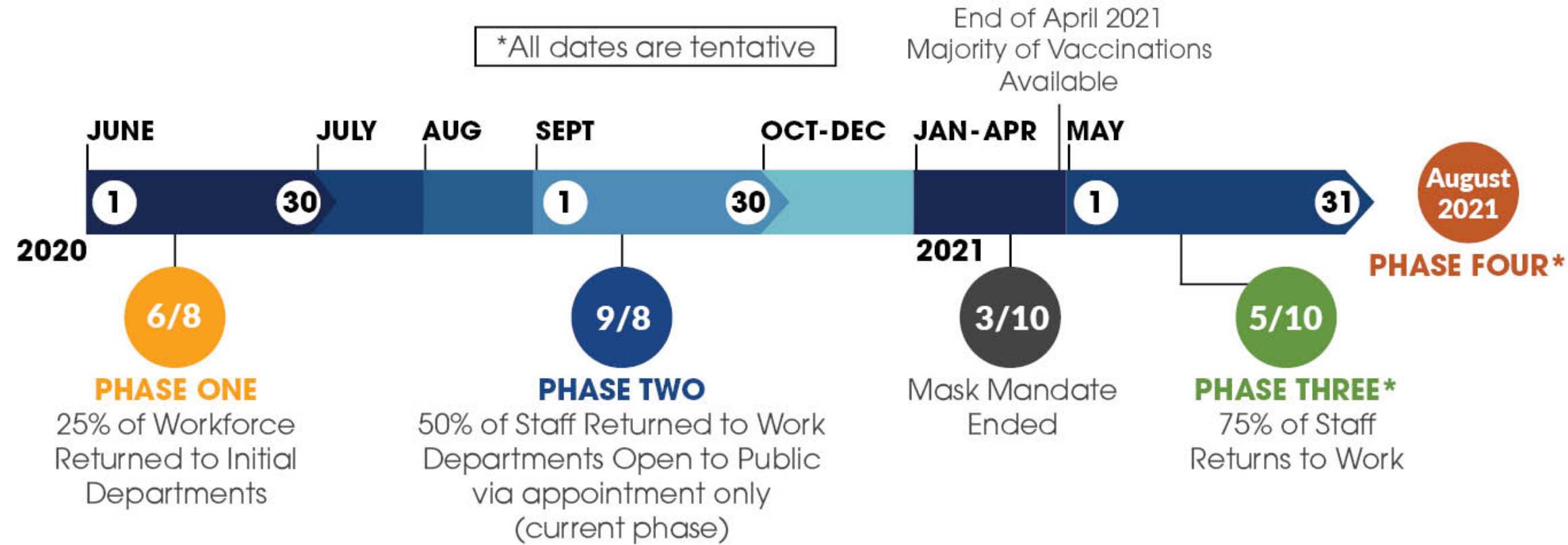
Timeline Background: March – May 2020



Timeline Phases



*All dates are tentative



Reopening Guidelines



- No change in operations for indoor public facilities due to the Governor's April 24, 2021 action. Staff is maintaining all safety precautions, including closures and limited operations.

Today's Risk Level



Dallas County COVID-19 Health Guidance for the Public

Nivel de riesgo de hoy



Orientación de salud para el público en el Condado Dallas en torno al COVID-19

- Staff is planning for expanded operations with restrictions for public health in the coming weeks, if Dallas County's COVID-19 Risk Level is improving
- For outdoor events that require a special event permit, event planners and applicants are being notified to submit applications with details about measures to protect public health and safety
- Residents, guests, and visitors to City facilities will need to continue to wear face masks



Community Vaccination Update



Dallas County Health & Human Services (DCHHS)

- City of Dallas employees were offered priority appointments for vaccines starting April 6
- Dallas County is distributing Pfizer, Moderna and Johnson & Johnson vaccines
- DCHHS is partnering with several vaccine providers to administer COVID-19 vaccinations; employees may receive a vaccination at a location other than Fair Park
- Same-day or next-day appointments are available but not required to receive the vaccine
- City Employees are **strongly encouraged** but vaccinations *are not mandatory*



City of Dallas Employee Vaccination Status



Human Resources & OEM Data Findings

- No mandatory vaccines for employees (currently reviewing potential incentives)
- Public safety employees offered vaccine in December 2020:
 - Dallas Fire-Rescue: 738
 - Dallas Police Department: 1,221
 - City Marshal's Office: 45
 - Total: 2016
- City employees (327) over the age of 65 were offered vaccines in January 2021
- Beginning April 14th, all city employees were invited to receive the vaccine at The Potter's House without pre-registration or appointment.
- Blue Cross Blue Shield (BCBS)
 - 538 employees have received their first vaccine through BCBS
 - 205 Fully vaccinated (this figure does not include first responders)



Retention, Reinvention & Resilience



Retention

- Continue with staggered schedules and flexible work schedules
- Reduce cost for employees – daycare, caregiving, mileage
- Set guidelines for Telework and have flexibility during transition period

Reinvention

- Continue to use virtual tools
- Constant evolving
- Private vs public sector
- Voluntary remote work environments

Resilience

- Uphold employee morale
- Be empathetic
- Continue to provide employee resources and employee assistance programs



Phased Reopening - Update



Employees and visitors are required to wear face coverings.

Phase Two: **Implemented** September 8, 2020

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



Current Phase

Phase Three: ~May 10, 2021

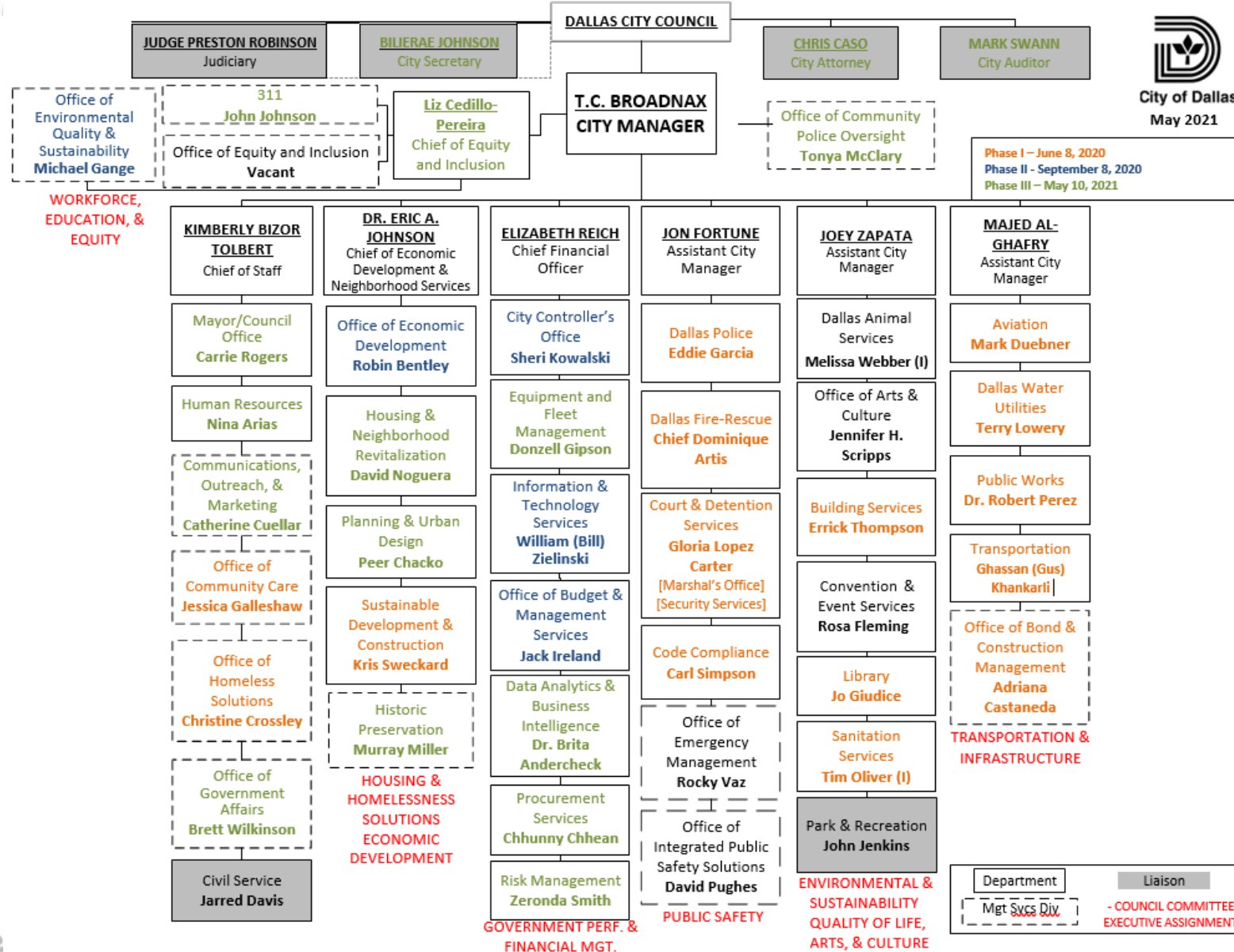
- 75% of employees able to work combining on-site and remote to include
 - Abbreviated schedules
 - Alternating workdays
 - Staggered shifts
 - Hybrid working arrangements
- Public facing departments increase capacity for in-person meetings from 4 to 8 people
- If in-person meetings are needed for internal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

Phase Four: August 2021

- 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



Departments by Phases



Pre-Phase III Openings



Park & Recreation

The department has continued with modified operations throughout the pandemic.

- **Indoor Facilities**
 - Masks are required while visiting any indoor recreation facility
- **Outdoor Athletics/Parks & Trails**
 - Masks are not required when actively engaged in a sport outdoors
 - Social distancing is encouraged
- **Department Sponsored Special Events**
 - Will continue with “contactless” events (drive thru or virtual)
 - Reservations @ specialty rental facilities (Big Thicket, Winfrey Point)
 - 100% occupancy is permissible



Pre-Phase III Openings



Library

- Limited access to 29 DPL locations (Excluding Bookmarks in NorthPark Center - curbside pick-up only here)
- All locations will offer computer use by appointment (One, 90-minute session each day, per person) and free print outs
- Browsing of the collection (limited number inside at a time) for materials check out using self-check machines
- Research by appointment for our Genealogy, History & Archives and Business divisions of the Central Library (floors 5,7,8)
- Continued Library to Go curbside service at all locations
- No in-person programs inside with limited outdoor programs possibly during the summer
- No meeting room use



Updates: Phase Three (May 10)



Phase III Departments

1. Office of Human Resources
2. Office of Historic Preservation
3. Mayor & City Council Office
4. Office of Equity & Inclusion
5. 311
6. Communications, Outreach, & Marketing
7. Office of Government Affairs
8. Housing & Neighborhood Revitalization
9. Planning & Urban Design
10. Historic Preservation
11. Equipment & Fleet Management
12. Data Analytics & Business Intelligence
13. Procurement Services
14. Risk Management
15. Office of Emergency Management
16. Office of Integrated Public Safety Solutions
17. Office of Community Police Oversight
18. Office of Arts & Culture
19. Convention & Event Services



Updates: Phase Three (May 10)



Phase III Departments:

- 75% of employees able to work combining on-site and remote to include:
 - Abbreviated schedules
 - Alternating workdays
 - Staggered shifts
 - Hybrid working arrangements
- Public facing departments increase capacity for in-person meetings from 4 to 8 people
- These departments mostly consist of administrative type positions that can complete work remotely
- Staff will continue to conduct meetings, trainings, debriefs, contract negotiations, and supplier performance meetings virtually
- The City's mail and reprographics center at City Hall, L2, has maintained in-person operations through the pandemic and continues to remain open for business
- Fitness Centers will remain closed until Phase IV
- Effective Monday, May 10 travel restrictions for domestic travel will be lifted



Council Transition Meetings



- Provide hybrid City Council chambers and virtual options for the City Council Meetings starting May 19
 - Pending council feedback
- No public in person attendance
- Dallas City Council Inauguration on June 14 will include hybrid activities throughout the day, pending further CDC guidance
- Staff recommends the resuming of in-person City Council meetings August 2021





Facility Readiness



Facility Readiness



\$20.5m in federal Coronavirus Relief Funds dedicated to facility readiness was expended through December 2020 in two key areas:

1. \$20m for facility retrofits (HVAC systems, plumbing fixtures, door openers, plexiglass dividers, water fountains, etc.)
2. \$500k for enhanced cleaning and cleaning supplies/equipment



Facility Readiness: Actions Follow Guidance



Early months (Mar – July 2020) focused on cleaning, disinfecting, and reducing contact

- ✓ Distributed over 400 sanitizing station kits to departments / offices
- ✓ Implemented monthly fogging/spraying through December 2020
- ✓ Deployed over 100 high-capacity hand sanitizer dispensers



Example Retrofits - Restrooms



Beckley-Saner Recreation Center



Kidd Springs Recreation Center



Harry Stone Recreation Center

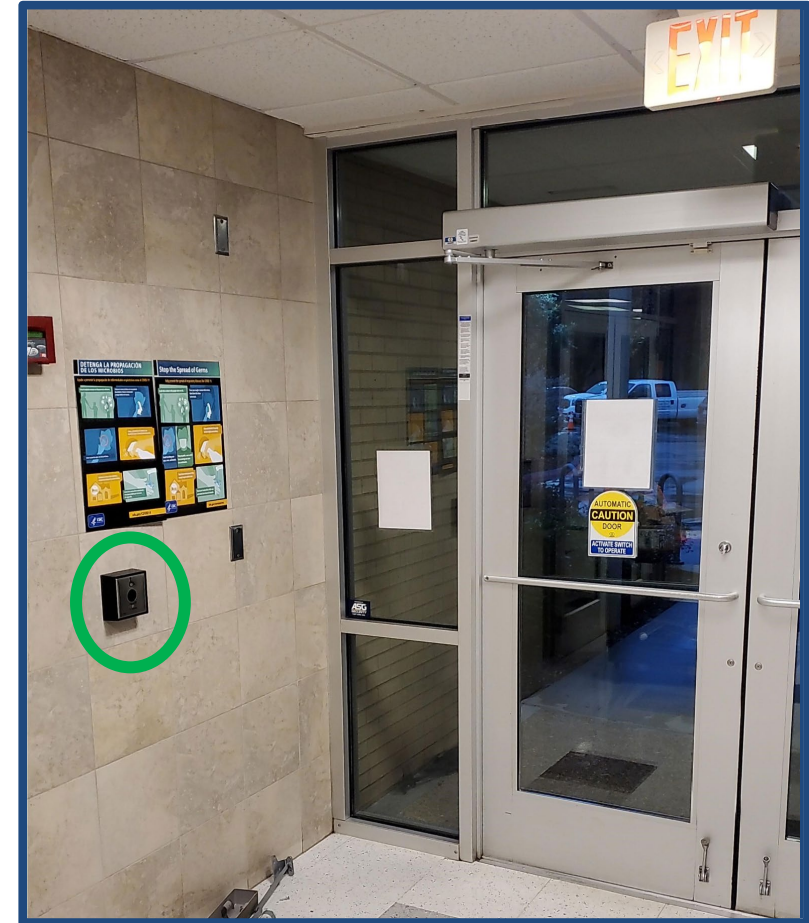


Jaycee Zaragoza Recreation Center

- Approaching 900 faucets
- Over 400 urinals
- More than 1,100 toilets
- Nearly 800 paper towel dispensers
- Over 1,000 soap dispensers



Example Retrofits – Fountains, Ice Machines, Doors



Facility Readiness: Actions Follow Guidance



Summer/fall 2020, shifted focus to indoor air quality and mechanical system retrofits as science and data evolved

- HVAC duct cleaning and ultraviolet lamp retrofits
- Some facilities required upgrading old air handling systems and equipment to install enhanced filtration (MERV-13)
- 400 air purification devices being installed



Facility Retrofits for Better Air



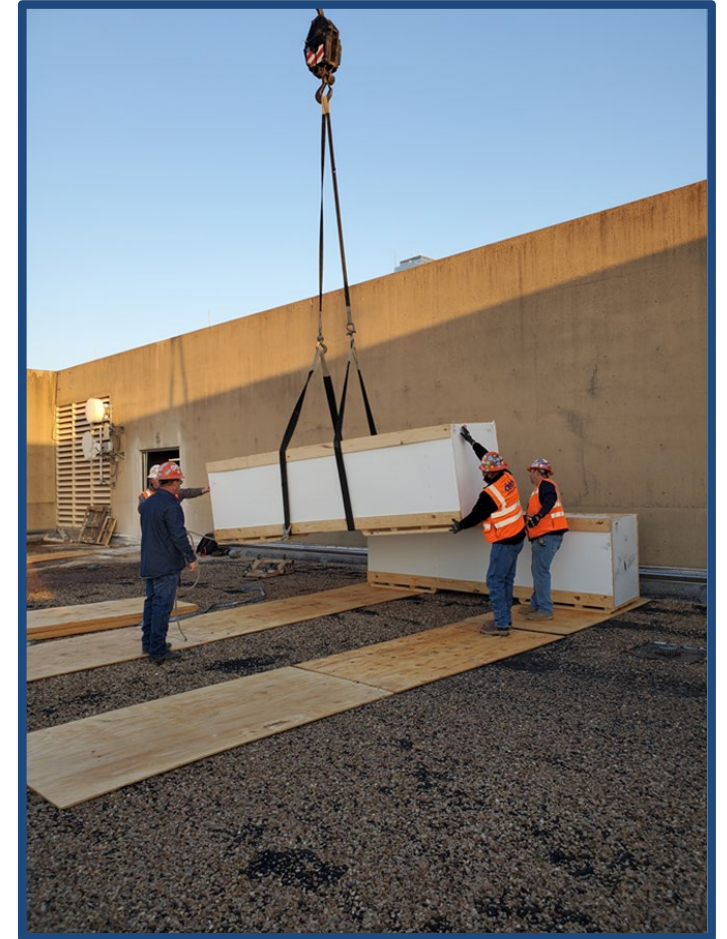
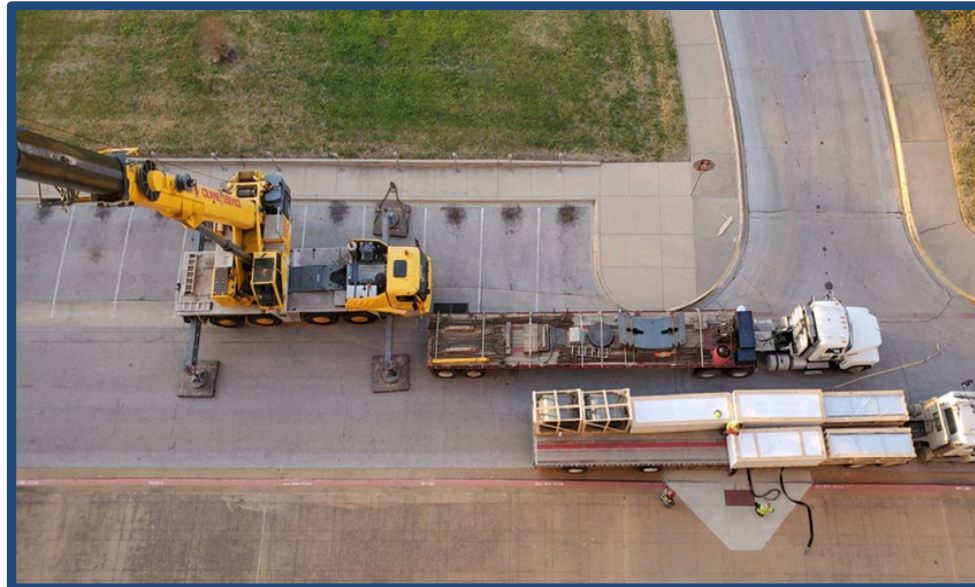
Indoor air quality assessments completed on larger buildings such as Central Library, City Hall, Jack Evans, and the Oak Cliff Municipal Center as well as

- 24 libraries
- 41 recreation centers
- 7 police stations
- 55 fire stations
- 32 service and multi-purpose facilities

Additional CO₂, humidity and temperature sensors, and differential pressure switches were added to increase indoor air quality monitoring capabilities



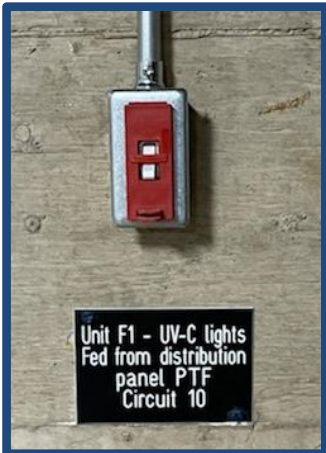
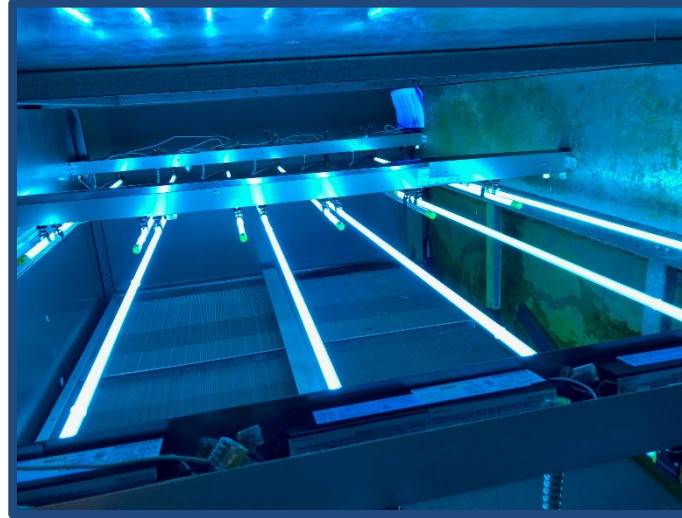
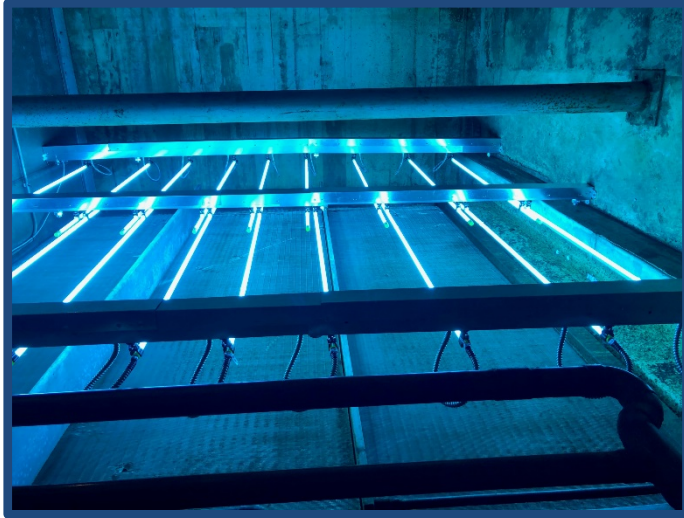
Example: City Hall – Air Handling Unit Replacement



City Hall – Air Handling Unit Replacement



Example: UV-c Lighting Installations and Safety



Example Retrofits



Facility Readiness



Significant progress made retrofitting City facilities is an important complement to City staff and visitors

- Getting vaccinated
- Exercising personal responsibility
- Adhering to guidance from CDC and local health authorities



Next Steps



Phase IV:

- 100% of employees able to work combining on-site and remote. Continue to provide:
 - Abbreviated schedules
 - Alternating workdays
 - Staggered shifts
 - Hybrid working arrangements
- Continue to implement cashless & contactless payment
- Limit in-person meetings & services where feasible
- Continue to utilize technology alternatives to in-person meetings, i.e. town halls
- Assess and reimagine employee fitness offerings
- Codify enhanced remote work capabilities





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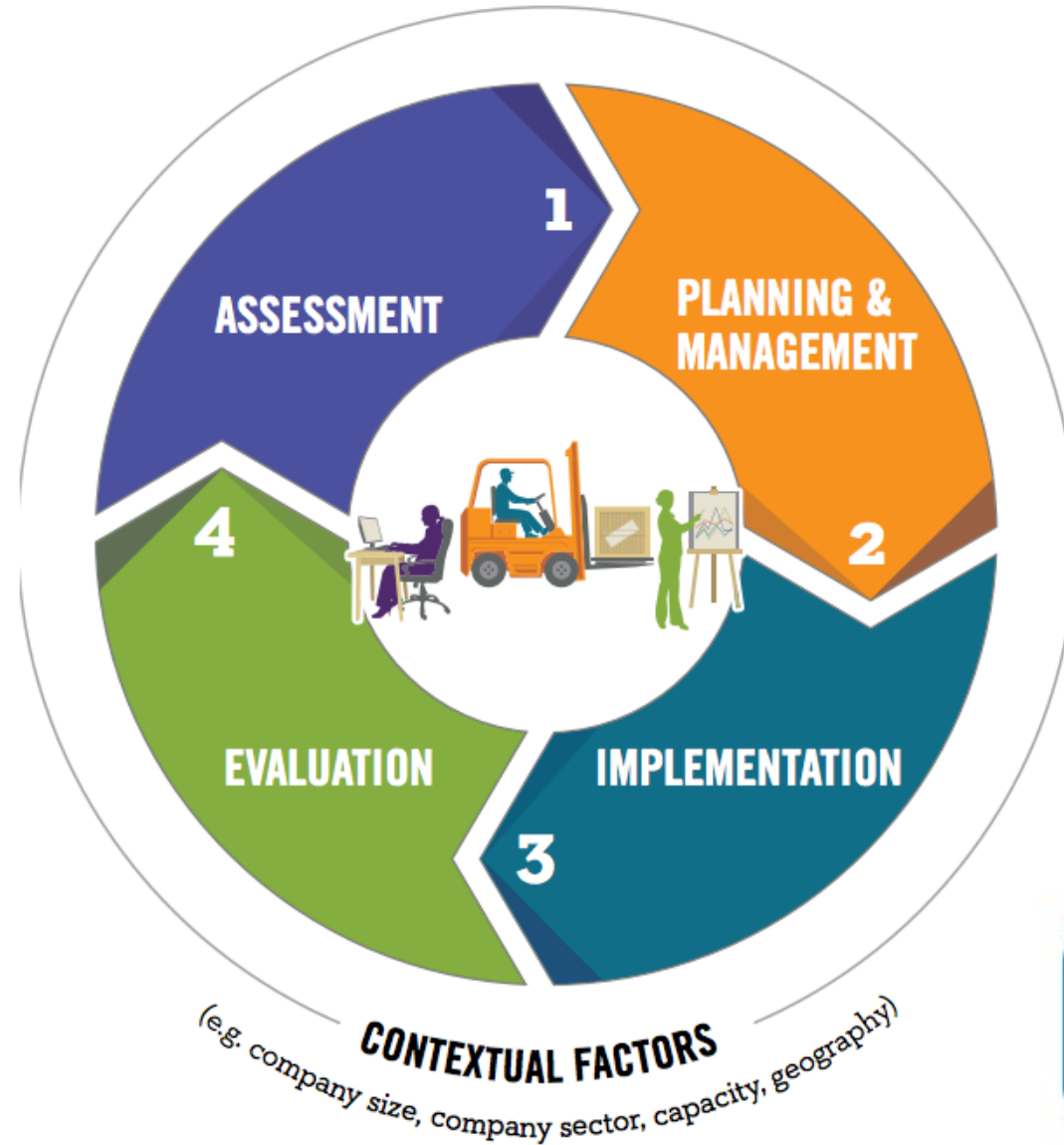
**Kimberly Bizer Tolbert, Chief of Staff
Erick Thompson, Director, Building Services**

Adopted the CDC Recommended Model



WORKPLACE HEALTH MODEL

The CoD
Total Well-Being
Plan
follows the
Workplace Health
model
recommended by
the CDC



Appendix: Other Cities



Laredo, Texas

- Services open to public: tennis courts, hike and bike trails, playgrounds and gardens, practice fields, police and fire departments, Animal Care Services, El Metro, airport
- City Manager Eads presented the reopening plan to council which aligns department and facility reopening with the number of vaccinated employees - 20-25% of Laredo employees are currently vaccinated

El Paso, Texas

- Reopening strategy is responsive to the community's needs for services and programs and prioritizes the health and safety of all residents and City staff
- Select libraries open for in-person browsing and continued curbside services starting April 5
- Parks & Recreation open, Senior Centers remain closed, youth sports resumed, aquatic facilities will reopen May 31

Coppell, Texas

- City Council meetings will remain remote for the foreseeable future

San Antonio, Texas

- Starting April 12th, community centers, reserve park pavilions, and public libraries open for in-person services
- Social distancing and face coverings required



Update: Phase Three (May 10)



AVAILABLE SERVICES Continued :

6. Office of Emergency Management

- Hybrid return of staff to office environment to build up to 75% (9 of 12 employees). Staff will rotate days and off set shifts to cover non-emergency duties on a Monday to Friday schedule.
- Emergency Operations Center will operate virtually as much as possible. Notifications, situation reports, resource requests, and several other EOC functions can be accomplished virtually for smaller incidents.
- If an in-person EOC activation is required, no more than one representative from each organization will be allowed to be present in the EOC. All briefings will be conducted virtually or via conference call to ensure all stakeholders have access to the most up to date information.

7. Office of Integrated Public Safety Solutions

- Hybrid return of staff to office environment to build up to 75%. Staff will rotate days and off set shifts to cover duties in the office at City Hall on a Monday to Friday schedule.
- Staff will operate meetings and administrative duties virtually as much as possible. Field duties will continue for the following work groups.
- The RIGHT Care program now operates 5 teams from 7AM-11PM in two shifts covering the entirety of the City.
 - Each team operates with three staff (1 DPD Officer, 1 DFR Paramedic, and 1 Licensed Social Worker)
- Mobile Crisis Response Teams are expected to launch in June 2021



Update: Phase Three (May 10)



AVAILABLE SERVICES Continued :

8. Office of Arts & Culture

- Office of Arts and Culture (OAC) employees will return to office environments beginning May 3rd and will combine on-site and remote work.
- OAC venues including Moody Performance Hall (MPH) and Majestic Theater (MAJ), in addition to current private streaming/recording work, will begin availability for approved event rental activity including audience operations with capacity limits under 30% allowing for social/physical distancing.
- OAC cultural centers will continue to operate with streamed/recorded programming and gallery/exhibition activities open to the public by appointment only.

9. Office of Housing & Neighborhood Revitalization

- Housing will offer in person services to the public on the 2nd floor @ 2CN. Staff will operate at 50% capacity daily on a rotational basis, adjusting to 75% on an as needed basis.
- The 2nd floor window will be open 5 days a week from 9am-6pm.
- Staff will be on-hand answering questions and receiving applications for home repair, release of lien requests and other housing related activities.
- Staff will have iPads on hand to assist residents in completing applications, submitting emails and exploring the Department's website.
- Developers and other constituents can schedule virtual or in person meetings with staff on the 6th floor.



Update: Phase Three (May 10)



AVAILABLE SERVICES Continued :

10. Data Analytics & Business Intelligence

- DBI is operating remotely. Office space is still being prepared. Employees can come to City Hall if there is a need for an in person visit.

11. Office of Planning & Urban Design

- One staff member is present at the office during the work week will be instituted to handle walk-in customer service as needed. A camera/microphone has been installed at the front door to facilitate safe interaction.
- The department has been hosting regular project-related virtual community task force and public engagement meetings using a combination of MS Teams and WebEx.
- PUD is working with ITS to acquire a subscription to Social Pinpoint – a tool to facilitate better interactive engagement at virtual meetings and online as part of our ongoing long range planning projects.

12. Equipment & Fleet Management

- Majority of department currently reports to work each day. Some staff work remotely on a primary basis with intermittent trips to office or at least (1) day a week in the office.
- Department will include a staggered approach to get them back to work in the office 100% of the time with a few exceptions for medical or other pre-approved reasons.



Update: Phase Three (May 10)



AVAILABLE SERVICES Continued :

10. Convention & Event Services

○ **Kay Bailey Hutchison Convention Center Dallas**

- The facility will continue to operate under its GBAC protocols and Reopening Expectations.
- Any event leasing the facility will be required to submit an infectious disease mitigation plan that is aligned with the facility GBAC protocols.
- Anyone entering the facility will be required to wear facial coverings at any time that social distancing cannot be maintained and excepting athletic competitors and individuals who are consuming food and beverage.
- The facility will continue to conduct medical screenings for employees, facility contractors, and visitors as a precondition for entering. Customers will be strongly encouraged to screen their employees, event contractors, exhibitors, attendees and guests.
- For Meeting Rooms and Ballrooms, capacities will be limited to 50% of the maximum published occupancy for each space. Exhibit Hall occupancy will be limited to 50% of occupancy as calculated based upon the type of room set.

○ **Eddie Bernice Johnson Union Station (EBJUS)**

- Currently Amtrak is running at 50% capacity, with required social distancing and masks.
- Amtrak (The Texas Eagle) will restore daily service beginning May 24, 2021.
- Minimal seating will remain in the transportation lobby to increase social distancing.
- All DART/TRE transit center waiting areas will remain closed until further notice.



Update: Phase Three (May 10)



AVAILABLE SERVICES Continued :

4. 311

- Staff will continue to work remotely and on staggered schedules. 311 will continue with its weekday Manager on Duty program until on site staffing fully returns to normal.
- 311's Technology Analyst will begin working in the office full time, in order to most efficiently provide 311's call and dispatch centers with 1st line technology and help desk support.
- City Hall On-the-Go staff will continue to remain assigned to call center operations until the moratorium on City events, public meetings, and townhall meetings has been lifted

5. Office of Procurement Services

- Staff will continue to conduct pre-bid meetings, trainings, debriefs, contract negotiations, and supplier performance meetings virtually.
- Certain procurements maintained in-person site visits with all Covid-19 precautions in place. Bid openings continue to take place in-person at the Express Business Center and are streamed on the City website every Friday afternoon.
- The City's mail and reprographics center at City Hall, L2, has maintained in-person operations through the pandemic and continues to be open for business.
- The City Store now serves as a PPE distribution hub for City staff and is open for in-person pick-up while still selling City surplus inventory, but mostly through an online auction site.



Update: Phase Three (May 10)



AVAILABLE SERVICES Continued :

11. Office of Risk Management

- Many staff will continue to telework until Phase IV, internal meetings, incident review committee, and appeal board meetings will continue virtually.
- Workers' Compensation Coordinators will continue to facilitate the employee return to work program via telephone and ORIGAMI
- Liability adjusters will continue to administer claims handling via telephone and ORIGAMI
- Risk, COI and Bond reviews will continue to be prepared and documented through ORIGAMI

12. Office of Government Affairs

- Staff will continue to work from home until Phase IV.

13. Office of Communications, Outreach, & Marketing

- Staff will remain in remote online telework status until Phase IV.

14. Office of Community Police Oversight

- OCPO has 3 full-time staff that will be working on a 3 days in the office and 2 days at home. This will ensure that the office will be open to the public Monday – Friday.
- OCPO will continue to take complaints via phone, internet and walk-in
- Two more full time staff will be added to the office in May and June. Once the office is up to 5 people the work schedule in reverse and become 2 days in the office and three days at home for some staff. This will ensure adequate coverage to handle any walk-ins from the community Monday-Friday.



Update: Phase Three (May 10)



AVAILABLE SERVICES Continued :

15. Human Resources

- 100% of employees are available to work on-site or remote
- Staff will continue to conduct internal and external meetings virtually and work hybrid/staggered shifts.
- If in-person meetings are needed , the Department will continue to offer virtual options for staff and abide by the social distancing guidelines.
- Overall HR has around 20%-25% of all employees on site on any given day.

16. Office of Equity & Inclusion

- OEI continuing to offer virtual options for all staff. Attendance is a maximum of 8 people with social distancing
- Alternating workdays to maintain social distance
- For all meetings scheduled in city facilities, we are ensuring a buffer of 1-2 hours for appropriate cleaning
- Continuing telework for qualified employees in compliance with ADA & HIPAA



Appendix: Phases One-Two



AVAILABLE SERVICES Continued :

1. Office of Economic Development

- The department will continue with scheduled meetings and continue to require residents to schedule meetings before visiting city facilities
- Staff will continue the use of virtual and phone services
- Program information and forms are available online
- Staff are available to assist residents in finding online resources and helping them navigate specific programs

2. Library:

- Limited access to 29 DPL locations (Excluding Bookmarks in NorthPark Center - curbside pick-up only here)
- All locations will offer computer use by appointment (One, 90-minute session each day, per person) and free print outs
- Browsing of the collection (limited number inside at a time)for materials check out using self-check machines
- Research by appointment for our Genealogy, History & Archives and Business divisions of the Central Library (floors 5,7,8)
- Continued Library to Go curbside service at all locations
- No in-person programs inside with limited outdoor programs possibly during the summer
- No meeting room use



Appendix: Phase One-Two



AVAILABLE SERVICES Continued :

3. Aviation

- Lost & Found / Badging Offices at Love Field
 - Operations continuing from Monday – Friday 8am-5pm
 - Two locations where employees are splitting operations for social distancing
 - Office Personnel continuing with abbreviated schedules and staggered shifts

4. Information & Technology Services

- ITS has approximately 40% of its workforce coming into a City facility.
- While the department does not perform public-facing functions, ITS performs several support functions requiring staff to be onsite:
 - The Mobile Technology Center (MTC) and Radio Network Group (RNG) install and maintain the technology used by the Public Safety mission areas in police cruisers, ambulances and other City vehicles.
 - Network engineers are onsite to monitor the City's telecommunications infrastructure and ensure smooth business operations.
 - Information Technology Security engineers monitor traffic across the City's networks to protect against cyber attacks and other threats to the City's technology infrastructure, systems and data.
 - Personnel within our technical support group maintain the IT equipment on a day-to-day basis and troubleshoot hardware issues and deploy new devices as necessary.
 - Maintain They plan on moderately increasing that percentage to 35% with staggered shifts based upon business functions.



Appendix: Phase One-Two



AVAILABLE SERVICES Continued :

5. Office of Community Care

○ WIC

- Service via phone continues and WIC is also providing benefits to clients via walk-up/drive-up at 14 clinics
- The waiver on in person appointments for WIC services is in place through April 20, 2021, unless extended by the State agency. Upon the termination of the waiver, WIC will be expected to resume in person operations within 30 days.

○ Community Centers

- Continue with limited outdoor events, including curbside and walk-up distribution activities.
- On April 1, 2021, MLKJCC hosted a Spring Extravaganza with ChildCareGroup students on campus.
- Interior construction at WDMC is nearing completion, which will enable the increased staffing levels. On April 24, 2021, WDMC will host the Garden Refresh event as well as a produce distribution on site outdoors.
- Both centers will begin to allow increased on-site employees from Center partners and will begin scheduled client appointments.

○ Vital Statistics

- Staff will continue to provide key vital statistics services via VitalChek online, via telephone and via mail. Scheduled appointments will be allowed through a new online scheduling portal, for curbside service
- Funeral Home directors, DFPS staff, law enforcement, and military requests will be handled via drive up curbside service



Appendix: Phase One-Two



AVAILABLE SERVICES Continued :

6. Office of Homeless Solutions

- The public-facing entity is the Street Outreach Team. No changes need to be made since they have been at 100% in the field since the pandemic began. Street outreach work Service Requests Monday-Friday from 8am-5pm.
- Staggered shifts for staff to return to work at 75%. This applies to the Operations and Contracts Solutions staff, who have been 100% at home. They are now on staggered schedules and coming into work 2-3 days per week each.

7. Office of Bond & Construction Management

- Staff will continue to conduct internal and external meetings virtually and work hybrid/staggered shifts.
- If in-person meetings are needed for internal purposes, BCM will continue to offer virtual options for staff and abide by the social distancing guidelines.
- Off-site project visits will continue following social distancing protocols and limited numbers.

8. Office of Budget & Management Services

- Staff continue to work remotely and, in the office, as necessary to fulfill the responsibilities of the department. During Phase III, staff will continue a hybrid working arrangement.

9. Court & Detention Services

- Municipal Court: Limited occupancy in Courtrooms and lobby areas
 - Virtual Hearings encouraged versus appearing in-person, staff will continue to resolve citations online, use the Visitor Management System for contact tracing and the use of people counters to limit occupancy and require masks to be worn inside city facilities



Appendix: Phase One-Two



AVAILABLE SERVICES Continued :

10. Dallas Animal Services

- Tele-adoptions & tele-fostering continues with curbside pet pick up and foster telemedicine as appropriate
- Animal Services Officers will continue to respond to calls in the field while limiting contact with the public as they have throughout the COVID crisis
- To maintain capacity limits, building will remain closed to the public, except for owners looking for their lost pets
- Adoption events onsite in the outdoor pavilion, with social distancing, face covering, and capacity enforcement
- Re-opening the PetSmart Everyday Adoption Center four days a week with social distancing, face covering, and capacity enforcement
- Pet surrenders by appointment; emergency intakes through Pet Support desk

11. Office of Public Works

- All field staff will continue reporting full-time to their assigned office or service center. Staggered shifts will continue where possible.
- Staff who can telecommute will report to the office two days per week on alternating days (half the team will report at a time).
- Permitting and Survey Vault customers will continue online requests for services, but in-person appointments will continue being available.



Appendix: Phase One-Two



AVAILABLE SERVICES Continued :

12. Sanitation Services

- Collection of garbage, recycling, and brush and bulky trash operations remain at full capacity
- Staggered reporting times at district offices to avoid large crowds
- Supervisors distribute route sheets and keys outside whenever possible to avoid congregation indoors
- Meter field staff entry into office areas in the mornings and evenings for clocking in/out to avoid congregation indoors
- Landfill and transfer station operations remain at full capacity
- Shuttles between landfill office and working face at reduced capacity to avoid close contact
- Social distancing and mask requirements remain in place for the public when on site
- Meetings will continue to be done virtually

13. Dallas Water Utilities

- For essential work functions, DWU will continue providing in-person staffing for operations and maintenance of water, wastewater and stormwater infrastructure while following appropriate City, State and Federal COVID-19 guidelines.
- Employees that can work from home, alternate work and work-from-home schedules will be modified to bring in-person attendance up to the 75% in-person staffing level while following appropriate safety guidelines.
- A new queuing system for the DWU Lobby and Credit Services will allow customers to get in line, online. The system will notify our customers when they should make their way to City Hall to perform their transaction. The goal is to reduce long lines and promote COVID-19 safety precautions to keep citizens and staff safe. The Lobby lines will now be skill based so that we can assist our customers more efficiently.



Appendix: Phase One-Two



AVAILABLE SERVICES Continued :

14. Sustainable Development & Construction

- Operations for Sustainable Development & Construction will remain largely the same in Phase III as they have since the onset of the pandemic since we are an essential department.
- The only change will be staff who have been on a hybrid home/office schedule will spend one or two more days in the office each week, while maintaining social distancing.
- City Plan Commission, Zoning Ordinance Advisory Committee, Board of Adjustment, Sign Committees, etc. will all continue to meet virtually.



Appendix: Phase One-Two



AVAILABLE SERVICES Continued :

16. City Comptroller's Office

- 100% of employees can work on-site or remote
- Payroll working on site on alternating weeks with civilian payroll on site working one week and uniform payroll team working the other week
- Accounts Payable 80% working remotely and 20% in the office
- Financial Reporting team working 50% on site full time remaining 50% are hybrid.
- Overall CCO has around 20%-25% of all employees on site on any given day.

17. Office of Environmental Quality & Sustainability

- OEQS continues to work in a combination of remote and in-person work.
- Field staff (inspectors/monitors) work from their vehicles with little to know office impact.
- Non-field staff work flexible schedules to stagger the number of people in the office at any given time.

