

Memorandum



CITY OF DALLAS

DATE December 30, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **COVID-19 Update**

As you are aware, Dallas County Public Health Committee has raised the COVID-19 threat level back to red; meaning high risk of transmission. The number of positive cases in Dallas County are sharply increasing and we are experiencing a significant increase in the number of police officers and fire fighters that are also being affected.

Both the Dallas Police and the Dallas Fire-Rescue Departments are working to ensure their safety protocols stay current to reflect the latest CDC guidance and have implemented a number of safety measures to further protect their members as well as the public.

- All personnel able to work remotely are doing so in accordance with Phase III of the City's response plan.
- Facilities are being cleaned and disinfected daily and as needed.
- Quarantine, Isolation and Testing procedures are in place for any member that becomes symptomatic or suffers an exposure (on and off duty). These procedures are in accordance with CDC Guidelines and State mandates.
- A tracking mechanism is in place for all members in quarantine / isolation, with daily contact being made for monitoring and support.
- DFR has uses the Aeroclave RDS 3110 Decontamination Unit in Rescues to reduce the risk of infection of personnel and patients.
- DFR has launched department wide rapid testing utilizing the BinaxNow Testing Kits
- DFR launched an operation for COVID19 Booster shots for DFR, DPD, and Dallas Marshals on November 1st.

These measures are in place to help reduce the spread of the virus. However, with the recent sharp uptick in cases due to the Omicron variant, staff wanted to make the City Council aware that the current trend could pose challenges to current service standards and have a negative impact on overtime as we move forward into the new year. That said,

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the safety of our officers, firefighters, and the public is our top priority, and we will do everything feasible to mitigate these challenges.

If you have any questions or concerns, please contact my office at (214) 670-5365.



Jon Fortune
Assistant City Manager

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
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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DATE December 30, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT Council Agenda Item #45 for January 12, 2022 – Water Utilities Department

Dallas Water Utilities (DWU) has item #45 listed on the January 12, 2021 Council agenda to renew the supplemental agreement with the third-party collections agency, Southwest Credit Systems, L.P., for delinquent utilities and other miscellaneous accounts.

DWU provides services including billing for water, sewer, sanitation, and stormwater services for more than 320,000 customers. To provide due process, DWU sends delinquent, termination, and/or final bill notices to its customers who are past due in paying for services already rendered. Delinquent accounts are only referred to the collection agency once all efforts are exhausted within the utility and the account is closed by the customer. DWU understands the financial hardships that customers may face, especially as the community is dealing with the pandemic effects, therefore, DWU continually works with customers to find payment plans that meet their needs. No active utility accounts are sent to the collection agency except for some stormwater-only accounts.

With the onset of the pandemic in March 2020, DWU ceased all dunning and collection activities to assist DWU customers as they maneuvered the many economic challenges of COVID-19, and no new collection files were sent to the third-party collection agency. In October 2021, DWU resumed dunning and collection activities, and delinquent files were submitted to Southwest Credit Systems to resume their collection activities, that were suspended in March 2020.

The chart below shows the last four fiscal years' collection amounts. Please note Fiscal Years 2020 and 2021 show reductions in collections due to pandemic conditions. Fiscal Year 2022 is year to date through November 2021.

	Collected Amount	SWC Commission
FY 18	\$414,319.85	\$70,382.12
FY 19	\$516,913.56	\$86,799.39
FY 20	\$422,622.45	\$71,312.73
FY 21	\$259,750.21	\$42,097.29
FY 22	\$47,357.00	\$6,606.07
Total	\$1,660,963.07	\$277,197.60

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If you have additional questions, please contact Terry Lowery, Director of Dallas Water Utilities, at 214-670-3143.



Majed A. Al-Ghafry, P.E.
Assistant City Manager

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