



**SPECIAL
COVID-19
ISSUE**

CITY OF DENTON RESIDENT UPDATE

WE ARE HERE FOR YOU: CITY LEADERS AND STAFF WORK TO KEEP THE COMMUNITY SAFE, HEALTHY, AND INFORMED

This special issue of the *Resident Update* will provide you, our Denton community, with a glimpse into the City's response to the COVID-19 (Coronavirus) pandemic. Much has happened since the first local case of COVID-19 was reported on March 19. Recognizing the significance of this event, the City quickly activated its Emergency Operations Center to better coordinate resources with our local and regional partners. To protect the safety of our community, we joined with the State of Texas and Denton County by taking such actions as issuing a Stay at Home order to help flatten the curve and preserve our hospital capacity throughout this crisis.

As we continue to find our way through this difficult time, know that your City leaders and staff are working for you. If we can be of help, contact us through the Engage Denton mobile app or webpage at www.engagedenton.com, or visit www.cityofdenton.com/stayupdated for more ways to stay connected.

WHAT YOU NEED TO KNOW:

We Are Coordinating with the State and County
City staff and elected officials are coordinating on a daily basis with our partners at the state and county levels to receive a steady supply of hospital equipment, grant funding for the COVID-19 response, and personal protective supplies for first responders.

We Are Carefully Reopening Facilities and Operations
Keeping the safety of our citizens and employees our top priority, City facilities will begin to open to the public in the early summer. This issue will provide an overview of our current reopening plans, project updates, and options to access City services from home.

We Will Continue to Provide Resources
The City of Denton, through its partnerships with the United Way of Denton County, Our Daily Bread, and other local nonprofit service providers, continues to make resources available to those residents in need of housing, food, or other essentials.

We Are Helping Businesses Navigate the Pandemic
Understanding the regulations and guidelines for how businesses may reopen after the pandemic can be a challenge. City staff are available to help Denton businesses understand when and how they may reopen, and provide guidance on funding assistance and proper social distancing.

We Will Keep You Updated
The City is providing an abundance of information on its COVID-19 webpage—www.cityofdenton.com/coronavirus—social media, and all other communication channels to help you through the pandemic. Connect with us!

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! All information included in this special edition of the *Resident Update* is current and accurate as of May 19. Visit www.cityofdenton.com for the latest news and updates.

UPCOMING PUBLIC MEETINGS

To protect the health and safety of the Denton community; City Council, board, and commission members; and City staff, all public meetings have moved to a remote format until further notice. All meetings will use the new Rules of Procedure that were adopted during the March 31 Council meeting.

Scheduled public meetings are streamed online at www.cityofdenton.com and are made available on-demand. Certain meetings, including Denton City Council meetings, are broadcast on the Denton Television cable channel. Due to the remote format of the meetings, no in-person attendance at Denton City Hall will be permitted.

Certain meetings will accommodate and receive public input on eligible agenda items. Citizens are able to participate using a number of virtual public comment options, including an online Virtual White Card and by phone.

For additional information and a current list of upcoming public meetings, visit www.cityofdenton.com/publicmeetings.

FROM THE MAYOR



On March 13, I issued my first Declaration of Local Disaster in response to the approaching COVID-19 pandemic. Over the last few months, our city has experienced unprecedented hardship as we fought to prevent the spread of COVID-19. Nothing has been quite the same.

For many in the Denton community, the months since have been a time of challenge, uncertainty, and perseverance. Sadly, it has also been a time of loss and mourning. We grieve with those families who said goodbye to their loved ones who were lost to this terrible disease.

This pandemic has challenged our city like no other time. Yet, in the face of great uncertainty and hardship, one thing has not changed; the love and compassion our citizens have for one another. From our largest businesses providing food for the hungry to the simple act of a resident checking in on a neighbor, the spirit of our community never wavered. Whether they make cloth masks in a living room, serve as a medical responder on the front lines of this pandemic, or drive around the neighborhood collecting food for a local food center, we have discovered heroes among us.

As we take our first steps toward recovery, I implore those in need to reach out to the network of service providers and other resources in this publication. Whether it's a local food bank, funding for your business, or someone who can help you find the answer to your questions, your community is here for you. We are all here for you.

The City Council and City staff are working tirelessly to protect the public health and provide the services our city needs. Together we will weather this storm. Together we will emerge a stronger, more compassionate, and resilient community. #DentonStrong.

A handwritten signature in black ink that reads "Chris Watts".

DENTON CITY COUNCIL



- Chris Watts**, Mayor | Chris.Watts@cityofdenton.com
- Gerard Hudspeth**, District 1 | Gerard.Hudspeth@cityofdenton.com
- Keely G. Briggs**, District 2 | Keely.Briggs@cityofdenton.com
- Jesse Davis**, District 3 | Jesse.Davis@cityofdenton.com
- John Ryan**, District 4 | John.Ryan@cityofdenton.com
- Deb Armintor**, At Large Place 5 | Deb.Armintor@cityofdenton.com
- Paul Meltzer**, At Large Place 6 | Paul.Meltzer@cityofdenton.com

Not sure who your Council Member is?

Visit www.cityofdenton.com, click on the magnifying glass in the top right corner, and type "Find My Council Member" in the search bar.

CITY PARTNERS WITH UNITED WAY TO OFFER ASSISTANCE TO DENTON RESIDENTS

We understand that during this difficult time, many Denton residents and businesses are in need of assistance. The City of Denton and numerous local nonprofit organizations are offering assistance and resources, such as food, medical aid, housing, various employment resources, and relief funds.

One way the City is helping to provide assistance to residents is through a partnership with the United Way of Denton County (UWDC). On Tuesday, April 21, the City and UWDC launched an expansion of the United Way Information and Referral program to provide more resources to individuals and businesses that have been affected by the COVID-19 pandemic.

“So many of our residents and local businesses are struggling and accessing the myriad of funding and tools provided by various levels of government can be daunting at times” said Mayor Chris Watts. “Our community needs a trusted partner to help show them the way forward.”

Under the expanded Information and Referral program, UWDC will act as a one-stop shop for questions regarding what federal, state, and local resources are available to help individuals and businesses weather the effects of the pandemic. United Way will directly provide community members with information and guidance relating to unemployment benefits, CARES Act programs, and more.

To access the program, community members may contact United Way of Denton County at (940) 566-2688, info@unitedwaydenton.org, or online at www.unitedwaydenton.org/info.

For additional updates and information about the various COVID-19 community resources available, visit the City's website at www.cityofdenton.com/coronavirusresources.

UTILITY BILL ASSISTANCE AVAILABLE

We know during these tough times that paying your utility bills can be especially challenging. The City has provided funds to a local nonprofit organization, Interfaith Ministries, to help City of Denton customers pay their utility bills. For additional information and to apply, visit www.ifmdenton.org/i-need-help.

Another way the City can help is by offering you an easy way to gradually pay off outstanding bills through the debt recovery program of the City's Pay As You Go service with MyUsage. MyUsage accounts never have deposits, late fees, or reconnection fees. If you have an existing deposit on your account, moving to PrePaid allows you to apply that deposit to any outstanding balances or provide credit toward future usage.

The City of Denton is here to help and we are happy to speak with you about your options, including payment plans. For additional information about the City's utility billing options, call us at (940) 349-8700 or visit www.cityofdenton.com/paymybill.



UNEMPLOYMENT RESOURCES

WORK IN TEXAS JOBS BOARD

Many businesses are seeking part-time or temporary workers to assist with the COVID-19 response. The Texas Workforce Commission (TWC) manages a comprehensive job board called “Work In Texas.” To view available jobs in the area, visit www.workintexas.com.

UNEMPLOYMENT INSURANCE

The CARES Act includes numerous provisions to assist individuals experiencing furloughs, layoffs, or reduced pay/hours as a result of the COVID-19 pandemic.

The Relief for Workers Affected by Coronavirus Act (RWACA) is designed to provide additional financial support for states and additional support for individuals through a weekly federal unemployment benefit, in addition to any state benefits that an individual may be eligible for.

The Texas Workforce Commission (TWC) manages unemployment benefits in Texas. The TWC has posted information and is making regular updates regarding COVID-19 impacts at twc.texas.gov.

Businesses and employees can contact TWC's tele-center at (800) 939-6631 using their new extended hours from 7 a.m. to 7 p.m. 7 days a week. You can also submit an application for benefits through their online portal at twc.texas.gov.

For these and other unemployment resources and information, visit www.cityofdenton.com/coronavirus and click on “COVID-19 Community Resources.”

ADAPTED CITY SERVICES AND FACILITIES UPDATE

With the health and safety of our employees and the Denton community as a top priority, the City has made a number of decisions and adjustments over the last several months as we work to provide you the same great services that you have come to expect as a Denton resident—just in a different way!

FACILITIES UPDATE

The following City facilities are temporarily closed to the public*:

- **City Hall** (215 E. McKinney St.) is anticipated to open June 1.
- **City Hall East** (601 E. Hickory St.) is anticipated to open June 1.
- **Service Center** (901 Texas St.) will continue to be closed to the public until further notice.
- **Linda McNatt Animal Care and Adoption Center**, open by appointment only (3717 N. Elm St.).
- **All Library branches** are closed, except for certain services listed on page 5.
- **All Parks and Recreation facilities** are closed, except those listed below.

UTILITIES CUSTOMER SERVICE

The City continues to offer a variety of convenient bill payment and customer service options.

- **Online:** To pay your bill online, visit www.cityofdenton.com/paymybill.
- **By Mail:** To pay by mail, send a check, money order, or cashier's check with your payment stub to City of Denton, PO Box 660150, Dallas, TX 75266-0150. Please allow 7 to 10 days for processing.
- **By Phone:** To request service or disconnection, pay your bill over the phone, or speak with a Customer Service representative, call (940) 349-8700 Monday through Friday from 8 a.m. to 5 p.m.
- **Dropbox:** There are two drop box payment locations at City Hall East, 601 E. Hickory St.

For additional information about your options, including a list of frequently asked questions, visit www.cityofdenton.com/paymybill.

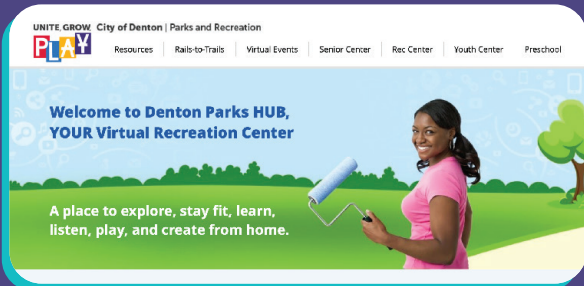
PARKS AND RECREATION

Parks and Recreation is opening its facilities in phases. Currently, all **tennis courts** are open for free play with four players or fewer per court. **North Lakes Driving Range** is open with modified hours and regulations to maintain social distancing. No programming is scheduled for either sport. The **disc golf course** at North Lakes Park is open and the **batting cages** in Evers Park are open. In the parks, all **trails, pavilions, benches, tables, and fishing piers** are open. All park patrons are encouraged to bring their own hand sanitizer, water bottles, and wear a mask.**

VIRTUAL REC CENTER

In-person Parks and Rec programs remain canceled until further notice, but we've created a free Virtual Recreation Center with lots of fun ideas to help you and your family stay active and entertained.

Visit www.cityofdenton.com/virtualreccenter to see how you can exercise, learn, grow, and play from home!



The **Civic Center** and **recreation and senior centers** will remain closed until further notice as their reopening is part of a later phase. **Water Works Park** will be closed for the summer, and the **Civic Center Pool** remains closed for now. Though no other part of the Civic Center Pool is open, the **showers and restrooms** are open for public use. Parks and Recreation staff worked to create a barricaded space for patrons to promote social distancing. The facility is accessible from 9 a.m. to 5 p.m., Monday through Saturday. Due to current Centers for Disease Control and Prevention recommendations to not let "pets interact with people or animals outside the household," the **dog parks** will also remain closed at this time. In an effort to encourage social distancing, **outside basketball courts, outdoor restrooms, and playgrounds** will continue to stay closed until it is determined that they are safe to reopen.

DENTON PUBLIC LIBRARY

If you would like to check out a physical item, such as a book or DVD, the Library now offers **contactless curbside pick-up** of hold materials by appointment. To use this service, place holds online using your library card login at www.dentonlibrary.com. You will be notified when the item you requested is available at your preferred location. Then, you can schedule an appointment time to pick up the item by calling the library at (940) 349-8752 at least 30 minutes prior to arrival to coordinate checkout and contactless pick-up.



Curbside pick-up is currently available by appointment Monday through Friday, from 10 a.m. to 5 p.m. at all three branches, and on Saturdays from 10 a.m. to 5 p.m. at North Branch Library. For a list of library locations, visit www.dentonlibrary.com.

As always, library cardholders can access the Library's multitude of digital resources, such as ebooks and audiobooks, through cloudLibrary; movies, TV shows, music, and audiobooks on Hoopla; online learning videos on Lynda.com; and language-learning classes through Pronunciator. Visit www.dentonlibrary.com to access these resources and more.

When it's time to return your item, just use the outdoor book drops at any Denton Public Library location. Once items are returned, Library staff will sanitize them for future use. If you are unable to return your item on time, the Library's fine-free policy will protect you from any potential penalties.



DYNO DIRT is available for sale at 1100 S. Mayhill Rd. Tuesday through Saturday from 7 a.m. to 3 p.m. Credit and debit cards are currently the only forms of payment accepted. For additional information about Dyno Dirt, including a list of available products, visit www.cityofdenton.com/dyno.

DEVELOPMENT SERVICES

Development Services recently relocated to City Hall, (215 E. McKinney St.) and will be open for walk-in service when City Hall reopens to the public. All development application types are currently accepted electronically. For additional information, visit www.cityofdenton.com/development or call (940) 349-8541.

SOLID WASTE AND RECYCLING

The City of Denton Landfill will continue to be open to customers during its normal business hours. Currently, only credit and debit cards are being accepted. For additional information, including operating hours, visit www.cityofdenton.com/landfill.

The City's Home Chemical Collection Center and ReUse Store is currently closed to drop-off customers. Home chemicals and appliances may still be collected by calling (940) 349-8700 to schedule a curbside collection. For a list of acceptable items and how to prepare them for collection, visit www.cityofdenton.com/hcc.

ANIMAL SERVICES

Linda McNatt Animal Care and Adoption Center has made adjustments to better serve the public during this pandemic. To **adopt an animal**, customers can schedule an appointment 24 hours in advance, which allows for greater control of occupancy and cleaning. For a list of animals available for adoption, visit www.cityofdenton.com/animalservices. Furthermore, for assistance with stray animals and animal emergencies, call (940) 349-7594 during business hours, Monday through Saturday from 10 a.m. to 5 p.m. For animal emergencies after hours, from 5 p.m. to 10 p.m., call the police non-emergency line at (940) 349-8181.



The shelter also started an **emergency food pantry** for anyone who needs assistance feeding their pets. To pick up food, same-day appointments are available by calling (940) 349-7594. **Food donations** are also encouraged and should be left outside the front door of the shelter at 3717 N. Elm St.

*All information presented in this article is current and accurate as of May 19. For the most up-to-date information regarding available services and facility updates, visit www.cityofdenton.com/coronavirus.

**Disclaimer: Play at your own risk. Parks are cleaned routinely, however, not sanitized. The City of Denton in no way warrants that COVID-19 infection will not occur through participation in our programs or accessing our parks and facilities.

CITY EMPLOYEES GIVE BACK TO DENTON COMMUNITY

Over the last few months, City of Denton employees have been stepping up to help our local community outside of their everyday roles with the City. In March, staff members began volunteering in support of Our Daily Bread (ODB), a local community service organization that serves a free, nutritious meal to the hungry and homeless in Denton County and surrounding areas.

At the time of this publication, City staff provided 757 hours of assistance in numerous areas, from kitchen support to delivering and distributing meals to those in need, which has helped ODB fulfill its mission "to feed and care for the homeless and at-risk in our community while maintaining the dignity of our guests and offering opportunities for a new start."



For anyone who may be food insecure, or needs the resources ODB provides, call (940) 566-1308, or visit them at 300 W. Oak St. To learn more about Our Daily Bread, and to register as a volunteer, visit www.ourdailybreaddenton.org.

Virtual Fourth of July Events

Yankee Doodle Parade

Decorate yourself, your car, or whatever else you want and submit it to be a part of our digital parade! We're accepting pictures, videos, or animation (less than 30 seconds, no music). There will be awards for multiple categories, including Most Patriotic Baby, Pet, Vehicle, Yard, and more. All entries must be submitted by June 14.

Liberty Run and Walk

Register for our virtual run or walk. T-shirts available for purchase. Gift cards will be given to the most festive runner/walkers.

Visit cityofdenton.com/virtualreccenter

TRANSPORTATION PROJECT UPDATES

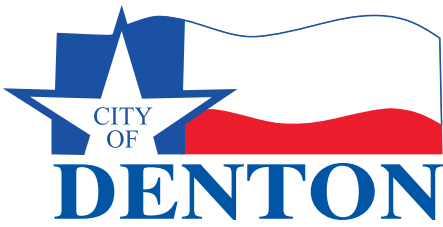
City-planned transportation projects continued moving forward amidst the COVID-19 pandemic. Road construction is considered an essential service under the Governor's executive orders, allowing all active major transportation projects to have only minimal schedule impacts. Listed below are updates for transportation projects recently completed, actively in construction, and scheduled throughout the city of Denton. For more information, visit www.improvingdenton.com.

- **MAGNOLIA DRIVE DRAINAGE** - Lanes are now reopened to thru traffic on Hinkle and Windsor Drive following the completion of construction and roadway paving in May. Final cleanup and landscaping are expected to be complete by the end of June. **Estimated Timeline: late June 2020**
- **BONNIE BRAE STREET** - In May, all lanes were opened to traffic following the completion of construction at the Bonnie Brae and Scripture Street roundabout. The new Bonnie Brae Bridges project (Phase 1, from Roselawn to Vintage) is scheduled for completion in September. The Vintage Boulevard widening project began construction in January 2020 and will be completed by March 2021. **Estimated Timeline: September 2020 and March 2021**
- **MAYHILL ROAD** - In May, construction at Mayhill Road (University Drive to north of Quail Creek Road) was completed. The final phase of this project is on schedule to begin January 2021 and will include the construction of a 4-lane bridge connecting Mayhill Road to Colorado Boulevard. **Estimated Timeline: June 2022**
- **US 377 FORT WORTH DRIVE** - In June, bridge and drainage construction are on schedule to continue. Crews are also actively completing paving on the north and south sides of the bridge. **Estimated Timeline: January 2021**
- **FM-2181 TEASLEY LANE** - Progress continues for the installation of utility and drainage infrastructure on FM 2181 and Teasley Lane. Crews are on schedule to have utility relocations completed by July. Once completed, drivers can expect temporary traffic pattern changes as roadway paving begins. Signage and traffic alerts will be shared in advance for those traveling in the area. **Estimated Timeline: February 2022**
- **HICKORY CREEK ROAD WEST** - Drainage and utility upgrades are continuing in June in preparation for roadway improvements. The project is on schedule to be completed by March 2021. **Estimated Timeline: March 2021**
- **NORTH SOUTH WATER MAIN** - In May, crews continued installing new water mains on Bonnie Brae Street (Roselawn to Scripture) and are on schedule for completion by July 2020. Crews began construction in the final phase (I-35E to Scripture) last month and are scheduled to be complete by May 2021. **Estimated Timeline: July 2020 and May 2021**
- **PECAN CREEK TRIBUTARY 4 (PEC-4) DRAINAGE IMPROVEMENT** - The installation of new underground utilities on Elm, Locust, and Prairie Street are on schedule to continue in June. Crews have reconstructed Wainwright Street (Highland to Warren) and will progress to the surrounding streets following the completion of the utility work which is approximately 80 percent complete. **Estimated Timeline: July 2021**
- **MCKINNEY STREET** - Construction and utility relocations began March and will continue through June on McKinney Street (Grissom to S. Fork and S. Fork to Loop 288). Traffic is temporarily switched to the north lanes as crews complete construction. **Estimated Timeline: January 2022**
- **HICKORY STREET** - With four phases complete (Bonnie Brae to Welch), the final phase of construction (Welch to Carroll) is on schedule to begin in November. **Estimated Timeline: June 2021**

- Recent Completion
- Design Complete
- Active Construction
- Scheduled

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RECYCLEABLE
IN THE
CITY OF DENTON