CITY MANAGER’S OFFICE

A MESSAGE FROM MAYOR TAMMY DANA-BASHIAN…

“We’re all adjusting to a temporarily different way of living our lives – separately but still strongly connected by community. We’re finding unique ways to reach out to loved ones and neighbors, making sure everyone has the supplies they need and providing a bit of the human interaction we all enjoy. Rowlett is a very special place, I am so moved by the acts of generosity, grace and kindness our residents continue to perform on a daily basis for one another.

And, although the COVID-19 case numbers in North Texas continue to rise, I’m happy to share that so far 10 of the Rowlett citizens who tested positive have recovered. We must all continue to work together to flatten this curve, so I hope you’ll all join me and virtually attend worship services and family celebrations this weekend: Zoom and Google Hangouts are great options! Stay home, stay safe, let’s all take care of each other.”

The following confirmed COVID-19 case counts reflect numbers as of 7pm Thursday, April 9th:
National – 461,437 cases (25,410 recovered), 16,478 deaths
Texas – 10,308, (1110 recovered), 202 deaths
North Texas – 3,107, (358 recovered), 66 deaths
Dallas County – 1,432 cases, 22 deaths
City of Garland – 123 cases (26 recovered), 3 deaths
Rockwall County – 19 cases, 0 deaths
City of Rowlett – 24 cases (10 recovered), 2 deaths

For comparison, here are numbers for Wednesday, April 8th:
National – 429,052 cases (23,559 recovered), 14,695 deaths
Texas – 9,353, 177 deaths
North Texas – N/A
Dallas County – 1,324 cases, 20 deaths
City of Garland – 118 cases (23 recovered), 3 deaths
Rockwall County – 15 cases, 0 deaths
City of Rowlett – 23 cases (7 recovered), 2 deaths

Our Rowlett cases include 15 women and 9 men. They range in age from late teens to 80’s. Nine are under 40 years old and seven are over the age of 60.

Rowlett will continue to alert the public about any new cases but will restrict information to age range and gender as it is available to us. Please visit www.Rowlett.com/COVID-19 for more information, closures and the measures instituted to help protect our community.
If you have been tested at either of the public drive-thru test sites in Dallas, you will get a call from the RESULTS CENTER in 3-5 days. Visit the following sites to download a copy of your results:
**Ellis David Field House** - [www.labcorp.com/results](http://www.labcorp.com/results).

Individuals who have not received their results after five days may request assistance by emailing [www.dallascbtsresults@dallascityhall.com](mailto:www.dallascbtsresults@dallascityhall.com) the following info:

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<thead>
<tr>
<th>Name</th>
<th>Location of Test</th>
<th>Telephone Number</th>
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**Dallas County Safer at Home Order** –
Dallas County has amended their Safer At Home Order under their Declaration of Local Disaster for Public Health Emergency to include the following changes:
- Places restrictions on short-term rentals
- Prohibits door-to-door solicitation

**NEIGHBORS HELPING NEIGHBORS** – The ongoing COVID-19 pandemic has left many without an income, and some are facing hunger for the first time. If you are able, please consider making a [donation to the North Texas Food Bank](https://www.ntxbfoodbank.org/donate) and help feed our neighbors.

If you know someone in need now, here are a few links that may help:
- Mobile Food Pantry
- SNAP Information
- Get Food Assistance
- Senior Programs

**GOT STRESS?** With so many changes and disruptions to our normal day-to-day lives, it’s completely understandable to feel troubled. In an effort to help get us all through this, the [North Texas Behavioral Health Authority](https://www.ntbheALTH.org) has established a mental health support line for those dealing with the trauma and stress of COVID-19. The phone number is **833-251-7544** and the line is open 24/7.

[NTBHA 24-7 COVID-19 Mental Health Support Line - Spanish](https://www.ntbheALTH.org/24-7 COVID-19 Mental Health Support Line - Spanish)

**Please sign up for CONNECT ROWLETT today** –
Download the Smart911 app, available at the Apple Store or Google Play. Stay up to date with notifications about emergencies and City information. You’ll get reliable information about the fast changing COVID-19 situation or other emergencies by text, email or phone call – however you choose. You have the option to provide critical medical information about high risk household members and when a person in your household calls 911, that information is automatically provided for the first responder, saving critical time. All information is safe and secure.

The CDC recommends wearing cloth face coverings in public settings where other social distancing measures can be difficult to maintain – grocery stores or post office as examples. Please save the surgical masks or N-95 respirators, for healthcare workers and our first responders to wear.
Rowlett Fire Department Shows How to Properly Put On and Remove Face Masks/Gloves – Our firefighters are back to show us the proper way to wear masks for maximum protection. Thank you!

Rowlett Fire Department Implements TeleMedic Program – The Rowlett Fire Department has a long history of providing innovative solutions to complex issues. Continuing that legacy of care and commitment to our community, the Rowlett Fire Department has implemented a TeleMedic program in response to the COVID-19 pandemic. Please click on this link to continue reading...

NEXT VIRTUAL COUNCIL MEETING IS MONDAY APRIL 13 @ 5:30PM

VIRTUAL CITY COUNCIL MEETINGS HELD UNTIL SHELTER IN PLACE IS LIFTED! Due to the Shelter in Place declaration and to conform with the social distancing requirements, the City Council meetings will be held via teleconferencing and we encourage the public to view live on the City’s website or via RTN16. The City Council may receive public input – to provide comments for the meeting, please send an email to CitizenInput@rowlett.com by 3:30pm the day of the meeting. Please state whether your comment is regarding a specific agenda item or a general comment to Council. Your comment will be read into the record during the meeting (must be within the 3-minute time limit). Specific access to each meeting will be included on the posted agenda, which can be found on the Public Bulletin Board on the City’s website: https://www.ci.rowlett.tx.us/980/Public-Bulletin-Board. For additional assistance, please contact the Action Center at 972-412-6100 or cac@rowlett.com.

To listen to the Council Meetings by telephone only, please call: 877-853-5247 and when asked, enter Meeting ID #: 615 411 540. NOTE: This number will only allow you to listen and not make live comments; as stated above, to comment on an agenda item or make a general comment, please send an email to CitizenInput@rowlett.com by 3:30pm the day of the meeting and it will be read into the record during the meeting. Thank you for your patience during this difficult time for all of us.

Dallas County Establishes Tenant Hotline
For those individuals experiencing hardships with paying rent and also possibly facing eventual eviction, this hotline can provide information and help connect you with agencies and groups that may be able to provide some help.
Email: tenanthotline@dallascounty.org
Call: 214-653-6563 or 833-743-0072
Website: https://www.dallascounty.org/covid-19/tenant-hotline.php

DART MODIFIED SCHEDULE – As many in North Texas remain at home under shelter in place orders, DART has implemented temporary service adjustments for bus and light rail to reflect current ridership demand.
• All bus routes will have service on weekdays except routes 155 and 887 (which services Rowlett). Route 887 customers have access to GoLink Service.
• All light rail service will operate at a 20-minute frequency throughout the day.
• All DART Transit Center indoor seating areas will be closed.

Service could be adjusted further as the coronavirus situation evolves. More details can be found at www.dart.org/mod or by calling DART Customer Service at (214) 979-1111.

CENSUS2020 – In the midst of this public health emergency, one thing that has not been canceled is the #2020Census. An accurate count will ensure our community gets its fair share of federal funding for healthcare, schools, job training, emergency services and more during the next 10 years. It also helps Texas receive accurate representation in the U.S. House of Representatives.
So make sure everyone in your household is counted and respond online today at [my2020census.gov](http://my2020census.gov) or by phone at 1-844-330-2020. As of last Saturday, Rowlett had reported 56% of residents had taken the Census – LET’S MAKE IT 100%!!

Garland Independent School District (GISD) Changes to Meal Distribution Times and Procedures - Starting the week of April 13th meal distribution will be on Monday – Wednesday – Friday. Details Here: [https://www.garlandisd.net/node/11272](https://www.garlandisd.net/node/11272)

Map of locations – [Click](http://www.garlandisd.net/node/11272) here to open a GISD map; enter your address to find the closest location for meal pickup.

Rockwall ISD will continue to provide Grab"N"Go meals at Dobbs, Rochell and Jones Elementary Schools.

### ECONOMIC DEVELOPMENT DEPARTMENT

The Economic Development department has an up to date and extensive COVID-19 business and workforce resource page. The webpage may also be accessed from the website’s homepage at [https://rowlettonthemove.com/](https://rowlettonthemove.com/).

On the web page is important information on business funding mechanisms are available, as well as additional local, regional, state, federal government, national, and international resources.

There’s also a list of [Rowlett Food Establishments OPEN FOR BUSINESS](https://rowlettonthemove.com/) and how they can be shopped.

[Link to The Cares Act Key Components](https://rowlettonthemove.com/)

### LIBRARY

Even though the Library building is closed, we’re still here for you! To help individuals access our online services, we’ve removed blocks for anyone with excessive fines or fees. We also are accepting online applications for a Temporary Digital Access Library Card or call the Library Service Desk at 972-412-6161.

Give us a call or email [reference@rowlett.com](mailto:reference@rowlett.com) if you need assistance getting hooked up with digital services. We’re now assisting customers from 9-9 seven days a week! We’ve also added a way for you to contact Library staff – send us a text at 972-200-3860.

Find your next favorite read on [TeenBookCloud](http://teenbookcloud.com) temporarily available from TumbleBooks.

Mrs. Lauren reads “Macca the Alpaca”

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PARKS & RECREATION DEPARTMENT

As of Tuesday, April 7th, in an effort to encourage social distancing in our parks system, all basketball courts in the City of Rowlett parks system will be closed. Staff will be removing goals and nets.

Remember that parks open space and trails are still open to the public, but please continue to practice social distancing while visiting these parks and trails. Also, please remember leash laws are in effect and our puppers need to be on a leash while in public.

Restrooms, water fountains, playgrounds, and fitness equipment have been closed. Rowlett Community Centre, Scentral Bark Dog Park and all city baseball, soccer and softball fields are also closed to the public at this time as well.

We can’t wait to see you all back active in the parks once we #StopTheSpread! Our team continues to advocate and remind folks to social distance as they come across that in the parks.

#RowlettAtHome is up and in full force. We love all the pictures we are getting from activities and crafts around Rowlett. Keep checking our social media pages for new and exciting ideas.

KEEP POSTING THE PICTURES WITH #RowlettAtHome!

FaceBook Live Bingo every Tuesday and Thursday @ 10:30am!
Your parks and recreation staff will bring the bingo to the comfort of your home!

Our summer programs are now open. While registration in person is limited, we are still accepting summer registrations over the phone and online. Register today and keep active during the summer. Call today! 972.412.6170

POLICE DEPARTMENT

Weekly Crime Reports – Rowlett PD provides a link to the weekly crime reports so you, our citizens, can be informed about what is going on in your City.

While being mindful of social distancing Bayside Dental graciously donated face masks and lip balm to the Police Department. Thank you Bayside Dental!
**PUBLIC WORKS DEPARTMENT**

**MAIN STREET REHABILITATION AND PGBT NORTH BOUND RIGHT TURN LANE PROJECT**

This week a few franchise utility conflicts were resolved on Main St. This will now allow the contractor to return to the site and move forward to completion.

**MILLER ROAD 20"FORCE MAIN & 24" GRAVITY SEWER PROJECT**

The contractor installed all concrete barricades on Miller Rd. bridge so the guardrail can be removed to create a construction zone. Temporary construction fencing was erected at Paddle Point Park for the construction staging area. Work should start on April 14th, weather permitting, in the vicinity of Fire Station 1.

**LAKE COUNTRY ESTATES PHASE 2 RECONSTRUCTION PROJECT**

Quality Excavation will be grading and backfilling vacant lot/sidewalks with topsoil and installing sod; crack-sealing streets, alleys, and sidewalk joints to finish the project.

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A Public Service Message from Keep Rowlett Beautiful, Inc.

Have you seen used gloves in parking lots? This is littering too... Not only is it bad for the environment, but other humans too. Someone has to pick this up, please don’t put someone else in danger for doing so. The retail workers are risking enough for us all already.

Easter is only a few days away but because of COVID-19, we’re singing a different holiday tune: “Oh, there’s no place like home for the holidays...”

We understand that Easter is usually a day spent together with extended family, but this year we’re asking you to PLEASE STAY HOME. Right now, the only people you should be spending time with are the people who live with you in your house.

✦ Many churches are hosting “virtual” services, streamed online. Find out if yours will be offering the Easter Sunday service for you to watch from home or use Google to find a service close to you.

✦ You can set up a family hangout via FaceTime, Google Hangouts, or Zoom and enjoy your meal together, but separately. In your own homes.

✦ Get creative and make family memories that you’ll be talking about years from now when you’re all together - because you stayed apart in 2020!

*Everyone to have a wonderful Easter weekend!*
**IMPORTANT WEBSITES, EMAIL ADDRESSES AND INFORMATION:**

**Facts** regarding COVID-19 and how to prevent it, what to do in the event you or a family member become ill, and many other resources including the latest news concerning our community.  
[www.rowlett.com/covid-19](http://www.rowlett.com/covid-19)

**Essential Household Activities** questions – Email cac@rowlett.com or call 972-412-6100

**Essential Business Activities** questions – Email jtucker@rowlett.com

**Testing** questions? Here is the [Texas Health and Human Services Testing Capacity Overview](https://www.tdhhs.gov/).  
Questions about your **pet and their health**? Here is the [Texas Animal Health Commission’s FAQ](https://www.texasanimalhealthcommission.com/).  
Information about **Rowlett Ready** – [www.RowlettReady.com](http://www.RowlettReady.com) or email needs@rowlettready.com if you need local assistance from volunteers.

**Dallas County Orders** – [Safer @ Home](https://www.dallascounty.org/coronavirusexplorer/)

**Long Term Care Facility**

**Texas Governor’s Orders** – [Executive Order](https://www.governor.texas.gov)

- [March 31 Essential Services and Activities Executive Order](https://www.governor.texas.gov)
- [Governor Greg Abbott Air Travel Order](https://www.governor.texas.gov)
- [Governor Greg Abbott Detention Centers Order](https://www.governor.texas.gov)
- [Governor Greg Abbot Louisiana Texas Travel Order](https://www.governor.texas.gov)

**Don’t Be A Victim To These Scams** – Visit [www.theseniorsource.org](http://www.theseniorsource.org) and [www.ftc.gov/coronavirus](http://www.ftc.gov/coronavirus) for more information. Do NOT click on links from sources you do not know and only call known phone numbers.

**REMININDERS:**

**UPDATE ON FCC GARBAGE COLLECTION** – ALL trash items must be bagged now. DO NOT bag recyclables.

**LIMITED ACCESS TO MOST CITY BUILDINGS** – Public Safety remains our top priority and the Police and Fire Department facilities will remain open to the public. As always, call 9-1-1 if you are experiencing an emergency.

**NEIGHBORHOOD SERVICES/CODE ENFORCEMENT** – Will continue to operate as usual.

#MyRowlett #BetterTogether