

# City Operations Update

APRIL 14, 2020

CEDAR  HILL



# VISION

We envision Cedar Hill as a premier city that retains its distinctive character; where families and businesses flourish in a safe and clean environment.

# MISSION

The Mission of the City of Cedar Hill is to deliver the highest quality municipal services to our citizens and customers consistent with our community values.

# VALUES



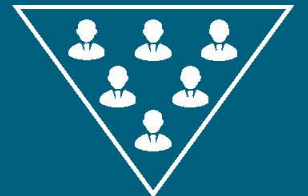
PEOPLE &  
RELATIONSHIPS



STEWARDSHIP



HIGHEST ETHICAL  
STANDARDS,  
BEHAVIOR & INTEGRITY



SERVANT  
LEADERSHIP

# Pursuing Premier

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**CEDAR HILL HAS  
DISTINCTIVE  
CHARACTER**



**CEDAR HILL IS**



**CEDAR HILL IS  
CLEAN**



**CEDAR HILL HAS  
VIBRANT PARKS  
& NATURAL  
BEAUTY**



**CEDAR HILL HAS AN  
ENGAGED COMMUNITY**



**CEDAR HILL HAS  
EXCELLENT, SAFE &  
EFFICIENT INFRASTRUCTURE**



**\$ CEDAR HILL HAS  
A STRONG &  
DIVERSE ECONOMY**

**CEDAR HILL HAS  
TEXAS SCHOOLS  
OF CHOICE**



# City Services & Modified Operations



# City Services and Modified Operations

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- All City facilities are closed, but services are available online at [cedarhilltx.com](http://cedarhilltx.com) and over the phone at (972) 291-5100.
- Police and fire are still operating as normal and with additional protections from exposure.
- Parks, Public Works, and other field crews still operating and following CDC guidance for construction crews.
- Limited office staff; most office functions are being carried out by employees working from home.

# Senior Outreach



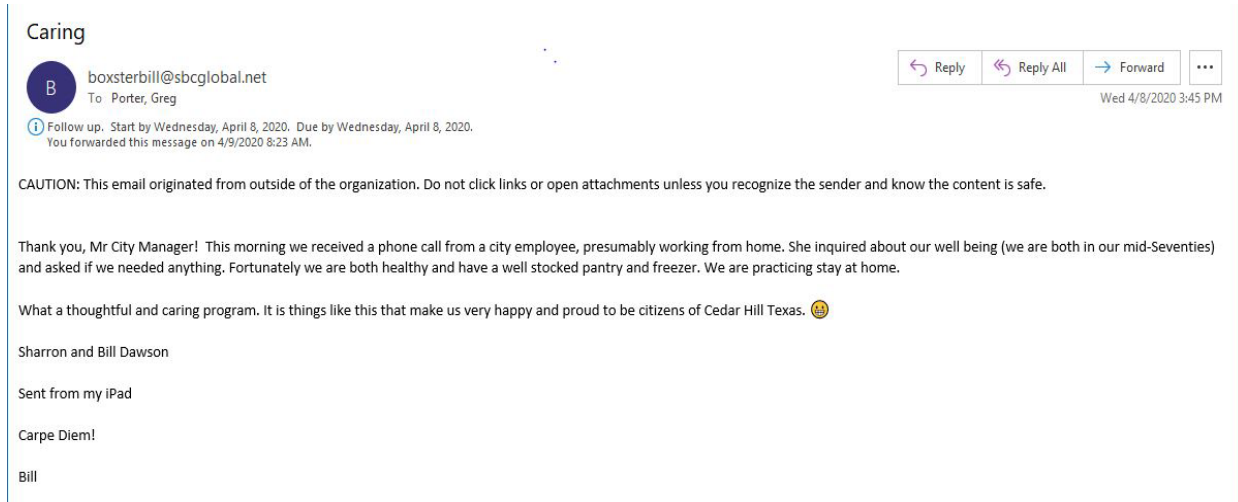
# Connecting with Seniors

- More than 900 seniors are called each week, and an email newsletter is sent each week
- **Information is also available at [cedarhilltx.com/covid-19](http://cedarhilltx.com/covid-19).**
- Senior needs are met in partnership with community organizations and churches
- PACT officers delivered Easter baskets to seniors isolated from their families



# Response from Community

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**“I just want to thank you all for what you’re doing. This is so special....I really appreciate your call.” – a Cedar Hill Resident**

# Business & Workforce Outreach



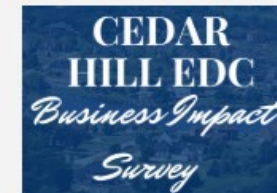
# Partnership between EDC & Cedar Hill Chamber (cedarhillstrong.com)

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- Financial resources, tax information, and tools for small businesses
- Employment information and opportunities
- Restaurant directory
- Survey and direct outreach to businesses to assess needs



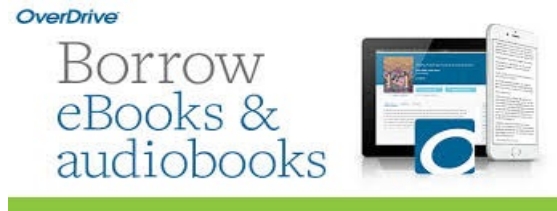
Take the Cedar Hill Business Impact Survey



# Virtual Programming



# Virtual Library Tools & Resources (cedarhilltx.com/virtuallibrary)



**pronunciator:**   
Learn a new language!



# Library Virtual Programs

(Facebook.com/CHlibrary)

- Storytime
- Book club
- Creative moments
- Yoga
- Poetry readings
- Storytelling lessons
- Juggling
- Line dancing



Zula B. Wylie Public Library in Cedar Hill, Texas was live.

April 3 at 10:25 AM · 🌐

Storytime with Chief Reyes - April 3



## Parks & Recreation Virtual Programs (Facebook.com/cedarhillpard)

- Home workouts
- Stretching & yoga
- Senior programming
- Nutrition tips
- Kids games & activities
- Virtual Easter egg hunt



**Cedar Hill Parks and Recreation Department**

Published by Sara Runkel CH [?] · April 9 at 3:00 PM · 🌐

Join some of our Parks and Rec family for an Easter Activity!



# Communications

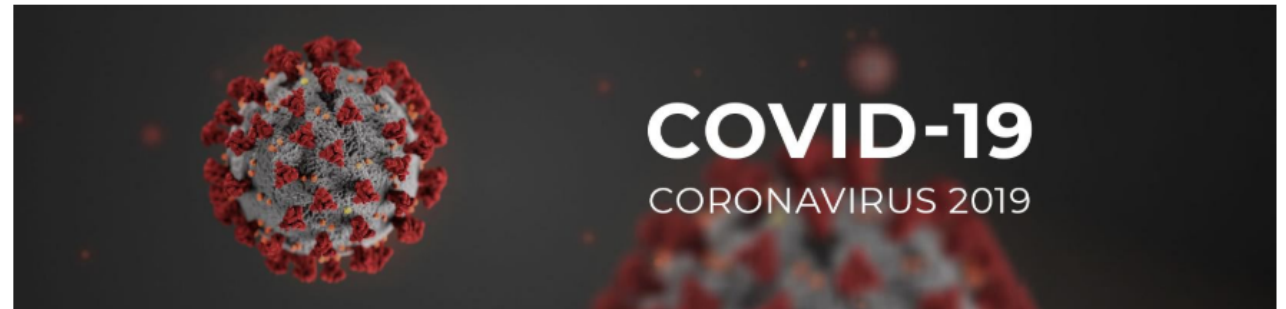


# Dedicated COVID-19 Website

- City services online
- Closures & cancellations
- Community resources
- Business resources
- Activities for families
- Frequently asked questions
- Link to CHISD updates

[Home](#) > [City Services](#) > [Emergency Management](#) > Coronavirus Disease 2019 (COVID-19)

## CORONAVIRUS DISEASE 2019 (COVID-19)



The City of Cedar Hill continues to actively monitor and respond to the the Coronavirus (COVID-19) situation. We are in close contact with Dallas County, state and local health officials, and our community partners.

Dallas County has issued a public health order to slow the spread of the virus. The order requires residents to stay at home except for essential activities and work to provide essential business and government services. [View the latest public health order here.](#)

For current information on COVID-19 cases in Dallas County, please visit the [Dallas County Health and Human Services website](#). DCHHS updates these numbers daily at 10 a.m.

## CALL CENTER

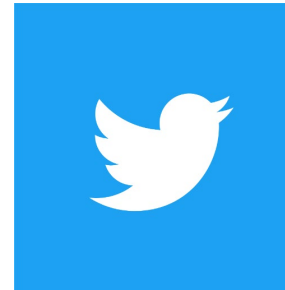
For questions about COVID-19,  
**dial 2-1-1, then choose Option 6.**

Hours: 7:00 a.m. – 8:00 p.m., daily  
Email: [coronavirus@dshs.texas.gov](mailto:coronavirus@dshs.texas.gov)

# BY THE NUMBERS



- Pageviews up 195% (2,962 total)
- Post Reach up 642% (61,786 total)
- New followers up 524% (279 total)
- Engagement (likes, shares, comments) up 529% (24,401 total)



- Impressions up 705% (122,000 total)
- Profile visits up 879% (1,831 total)
- 96 new followers (total 3,027)



- Site visits up 30% (total 52,572)
- 8,762 COVID page visits

# Public Health & Government Information

- Updated case counts from Dallas County HHS
- How to access city services and updates on closings and cancellations
- Updates from our partners: CHISD, community organizations
- Guidance from CDC and public health officials
- Mental Health support and resources



City of Cedar Hill, Texas - Government

Published by Alison Ream [?] · April 7 at 11:00 AM ·

Face coverings are not a substitute for staying home to protect yourself and your family from coronavirus (COVID-19), but the CDC does recommend wearing simple cloth face coverings in public settings where other social distancing measures are difficult to maintain - like grocery stores and pharmacies.

We now know from recent studies that a significant portion of individuals with coronavirus lack symptoms ("asymptomatic") and that even those who eventually develop symptoms ("p... See More



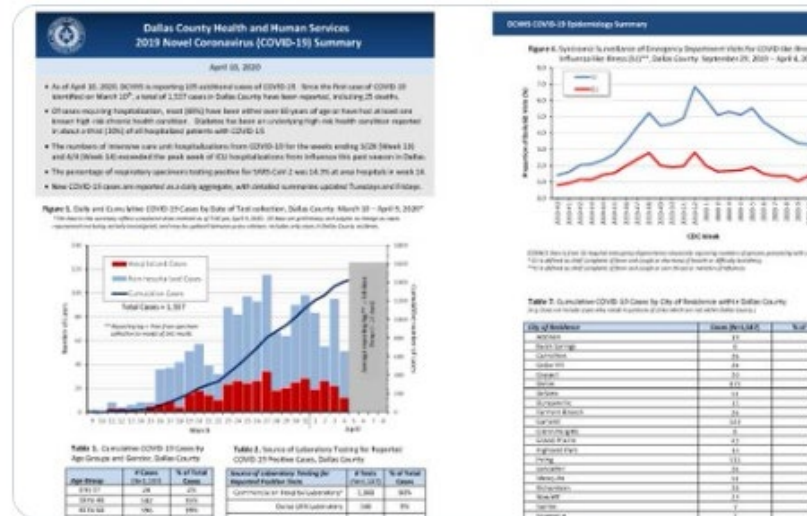
YOUTUBE.COM

How to Make Your own Face Covering

Surgeon General, Dr. Jerome Adams, shares ways to create your own fac...

City of Cedar Hill @CedarHillTX · Apr 11

As of Apr 10, Dallas County HHS is reporting 105 additional positive COVID-19, bringing the total case count in Dallas County to 1,537, in 25 deaths. There are 28 positive cases in Cedar Hill. #StayHomeTexas stay safe. Find more at [dallascounty.org/covid-19](https://dallascounty.org/covid-19).



Pinned Tweet

City of Cedar Hill @CedarHillTX · Mar 23

Although we continue to provide essential services, City facilities, including the GovCenter, @TheCedarHillRec, Senior Center, Tri-City Animal Shelter, and @CH\_ZBWLibrary are closed to the public. Access services at [cedarhilltx.com](https://cedarhilltx.com) or by calling us at (972) 291-5100.

## COVID-19 UPDATE

### CITY OF CEDAR HILL

City facilities, including the Cedar Hill Government Center, the Alan E. Sims Recreation Center, the Senior Center, the Tri-City Animal Shelter, and the Zula B Wylie Public Library are closed to the public. You can access city services at [cedarhilltx.com](https://cedarhilltx.com) or by calling us at (972) 291-5100.



## City of Cedar Hill, Texas - Government

Published by Alison Ream [?] · April 9 at 10:20 AM ·

Help spread cheer in your neighborhood - decorate your driveway or sidewalk! Zula B. Wylie Public Library in Cedar Hill, Texas is handing out chalk goodie bags through curbside pick-up to get you started. Share your creations with us using the hashtag #CedarHillStrong and check out your neighbors' chalk art posted in Chalk Our Walks Cedar Hill.



## MONDAY: PAJAMA DAY

It's Monday...pajamas are a necessity



## CINEMA TUESDAY

Dress up like your favorite movie character.  
Bonus if you watch that movie too!

## TWINNING WEDNESDAY

Find a social distance buddy and dress alike or  
dress as your favorite duo.



## THROWBACK THURSDAY

Dress up from another era --  
20s, 50s, 60s, 70s, 80s, 90s...

## FRIDAY: CH SPIRIT DAY

Wear anything from Cedar Hill - schools, business  
tourism, or event apparel.



**SHARE YOUR SPIRIT WITH US!**

#welovecedarhill #cedarhillstrong



## City of Cedar Hill, Texas - Government

Published by Hootsuite [?] · April 10 at 8:45 AM ·

It's #feelgoodfriday y'all, and we want you to tell us something good! Each Friday, we'll feature a good news story, a moment of joy, or an expression of gratitude from someone in our community.

Head over to [letstalkcedarhill.com/good](https://letstalkcedarhill.com/good) and submit your story - if we feature it on our Facebook page we'll send you a \$25 gift card for a local business!

Here's our first submission from Cedar Hill residents Jen & Matt Chappel:...



# Sharing Good News & Having Fun!

# Questions?

