

City of Dallas Services and Response to COVID-19

Closures of City Facilities as Public Health Measure



Public access is closed indefinitely to all Dallas Public Libraries, neighborhood cultural centers, playgrounds, golf courses, tennis centers, and recreation centers. For more, information, contact:

- Dallas Public Library - Dallaslibrary.org
- Park and Recreation - Dallasparcs.org
- Office of Arts & Culture - Dallasculture.org

Temporary Shelter Activation



The City of Dallas has opened a temporary, overnight shelter at the Kay Bailey Hutchison Convention Center. The shelter adds bed capacity as overnight shelters have lost beds due to social distancing precautions. The shelter will provide overnight sheltering operations every day from 5 p.m. to 7 a.m. For up-to-date temporary shelter locations, visit Dallascityhall.com/COVID19.

Connecting Community with Resource via Welcoming Hub



If you or others you know need help paying for essential needs, finding food, or in need of services, the Welcoming Hub lists free and reduced-cost community resources in any zip code in the Dallas area. For more information visit:

communityresources.dallascityhall.com

Fair Housing and Human Rights Operations

Effective, Thursday, March 19th, Office of Fair Housing and Human Rights will be open by telephone appts only. Residents may call 214-670-3247 to speak to a representative about fair housing, ADA or paid sick leave. Fair Housing complaints can be filed on-line at: dallascityhall.com/departments/fairhousing/Pages/fair_housing_complaints.aspx. Paid Sick Leave questions can also be submitted by email to: paidsickleave@dallascityhall.com.

Dallas Water Utilities Assistance



For Dallas Water Utilities customers who have been financially impacted due to COVID-19, a 30-day hold will be placed on their account without service interruption. Concerns regarding payment, contact 214-651-1441 or visit dallascityhall.com/departments/waterutilities

Continuing Women, Infants, and Children Services



The City of Dallas WIC Program has closed certain sites to the public and is offering car-side at select sites. For more information on closures and obtaining WIC services contact 214-670-7200.

Small Business Support



The City of Dallas is closely monitoring the impact of COVID-19 on the small business community, working closely with our local, state and federal partners. For more information visit:

dallasecocodev.org/562/COVID-19-Info-for-Small-Business

Courts and Detention Services



All trials, hearings and jury duty are rescheduled for a later date. Person will be notified by mail with a new date and time. Individuals are encouraged to utilize our online court options by visiting courts.dallascityhall.com. For questions, please call 214-670-0109 or go online to chat with a court clerk.

For more information related to City services, call 3-1-1.

Due to the dynamic nature of the current situation, please visit dallascityhall.com for up-to-date information.



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