

Memorandum



CITY OF DALLAS

DATE January 13, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Mayor and City Council Public Speakers on January 11, 2023 – Westfield Drive Construction**

Background

During the City Council meeting on January 11, 2023, two residents of Westfield Drive (Stephanie Howat, 8605 Westfield Drive and Jamie Kirk, 8620 Westfield Drive) addressed the Mayor and City Council, during the Open Microphone session, to discuss mail delivery and sanitation collection concerns associated with the 2017 Bond Program, Westfield Drive Street Reconstruction Project being managed by the Department of Public Works (PBW). The Westfield Drive Street Reconstruction Project, which entails full utility replacement and reconstruction of the street, driveways, and sidewalks, began in February 2022 and paving is scheduled to be completed by January 25, 2023, weather permitting.

Given the raised concerns of mail delivery and sanitation collection during the reconstruction project on Westfield Drive, the purpose of this memorandum is to detail how the concerns have and will be addressed by PBW.

Mail Delivery Concern

On December 16, 2022, PBW was notified by Ms. Howat that mail delivery had been stopped. As part of the design process for street projects, engineers will identify mailboxes located in the Right-of-Way (ROW) so accommodations for temporary mailboxes can be placed during construction. For Westfield Drive, there are no mailboxes in the ROW as mail is delivered to the mailboxes located on the houses. Historically, where mailboxes exist on individual homes, the United States Postal Office (USPS) has not stopped delivery as the mail carrier would walk across the yards and not restrict themselves to only using the sidewalk.

Given the historical operations of the USPS, PBW was not made aware that mail had stopped being delivered until after the sidewalks were removed in mid-December. Once made aware, several attempts were made by PBW to coordinate with the USPS to accommodate their requirements for mail delivery and options included:

- Temporary boxes on the other side of the street – rejected by USPS. The USPS indicated the construction zone was a hazard to their employees and once construction was complete on both sides of the street, mail delivery would recommence.
- Large central mailboxes with master lock - This option was allowable, but USPS required 700 signatures of everyone on the route, not just the residents on Westfield;

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this option was not feasible as paving is expected to be completed by January 25th and the signature and installation process would probably extend beyond January 25th.

Sanitation Collection Concern

Aside from the concern of a pause of mail delivery, failed sanitation collection, associated with the Westfield Drive Reconstruction Project, was also voiced during Open Microphone session. As previously noted, this project began in February of 2022 and issues with sanitation and bulk trash pickup began in December of 2022, which coincided with the change in the Department of Sanitation's collection days across the City.

As a result of paving operations on Westfield Drive, residents could not leave their trash cans in front of their homes for pick up. However, to ensure continuity of trash pickup, on trash days, the contractor would move the cans to a single location for pickup. In researching this concern, it was determined that there was only one incident of missed trash pickup during the first week of the collection day change and the contractor was not made aware of the change; trash was picked up the following week.

Given the concerns raised during the Open Microphone Session, PBW acknowledges a missed opportunity for better communication with the Westfield Drive residents. To address the communication, on January 13, 2023, PBW will deliver a letter, to the residents of Westfield Drive, detailing why mail delivery has been impacted, why trash pickup was missed, and timing for the remainder of the project. Should there be any questions, please contact Ali Hatefi, P.E., Director of Public Works, at alireza.hatefi@dallas.gov or me at robert.perez@dallascityhall.gov.



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