

City of Denton

City Hall 215 E. McKinney St. Denton, Texas 76201 www.cityofdenton.com

Meeting Agenda City Council

Tuesday, January 12, 2021

3:00 PM

Council Work Session Room

Special Called Meeting

WORK SESSION BEGINS AT 3:00 P.M. IN THE COUNCIL WORK SESSION ROOM

CITY COUNCIL CONSIDERATION OF THE CONSENT AGENDA AND ITEMS FOR INDIVIDUAL CONSIDERATION WILL BEGIN IMMEDIATELY FOLLOWING THE WORK SESSION IN THE COUNCIL WORK SESSION ROOM

CITY COUNCIL CONSIDERATION OF THE PUBLIC HEARING ITEMS WILL BEGIN AT 6:30 P.M. IN THE COUNCIL WORK SESSION ROOM

Note: Mayor Gerard Hudspeth, Mayor Pro Tem Jesse Davis, and Council Members Birdia Johnson, Connie Baker, John Ryan, Deb Armintor and Paul Meltzer will be participating in the work session and meeting via video/teleconference.

REGISTRATION GUIDELINES FOR ADDRESSING THE CITY COUNCIL

Due to COVID-19 precautions, members of the public will not be able to attend the January 12, 2021, City Council meeting in-person. To accommodate and receive input on agenda items, citizens will be able to participate in one of the following ways (NOTE: Other than public hearings, citizens are only able to comment one time per agenda item; citizens cannot use both methods to comment on a single agenda item. Public comments are not held for work session reports.):

Virtual White Card On January 8, the agenda was posted online at www.cityofdenton.com/publicmeetings. Once the agenda is posted, a link to the Virtual White Card, an online form, will be made available under the main heading on the webpage. Within this form, citizens may indicate support or opposition and submit a brief comment about a specific agenda item. Comments may be submitted up until the start of the meeting, at which time, the Virtual White Card form will be closed. Similar to when a citizen submits a white card to indicate their position on the item, these comment forms will be sent directly to City Council members and recorded by the City Secretary.

City Council Members review comments received in advance of the meeting and take that public input into consideration prior to voting on an agenda item. The Mayor will announce the number of Comment Cards submitted in support or opposition to an item during the public comment period. Comments will not be read during the meeting. The City Secretary will reflect the number of comments submitted in favor/opposition to an item, the registrant's name, address, and (summary of) comments within the Minutes of the Meeting, as applicable.

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OR

- By phone Citizens wishing to speak over the phone during this Council meeting, may call (940) 349-7800 beginning 30 minutes prior to the meeting start time. Comments by phone will be accepted until the item is opened for discussion by the Council. When the call is initially received, a staff member will receive the caller's information and either: 1) offer to call the citizen back when it is time for them to speak, or 2) record the caller's information, support or opposition, and comment. If the caller chooses to record their support or opposition, rather than speaking during the meeting, the Mayor will announce the number of comments submitted in support or opposition to the item. If the caller wishes to receive a call back, the voice of each caller will be broadcast into the meeting during the public commenting time of their desired agenda item. Individuals will be able to comment once per agenda item, no matter the method.
- At regular meetings only, citizens can speak on any topic that is not on the agenda (Open Microphone). Alert the call taker if you wish to speak under the Open Microphone category. If you would like to give a public report, see the information below.

After determining that a quorum is present, the City Council of the City of Denton, Texas will convene in a Work Session on Tuesday, January 12, 2021, at 3:00 p.m. in the Council Work Session Room at City Hall, 215 E. McKinney Street, Denton, Texas at which the following items will be considered:

WORK SESSION

1. Citizen Comments on Consent Agenda Items

This section of the agenda allows citizens to speak on any item listed on the Consent Agenda prior to its consideration. Each speaker will be given a total of three (3) minutes to address any item(s). Any person who wishes to address the City Council regarding these items may do so by utilizing the "By Phone" registration process as referenced under the REGISTRATION GUIDELINES FOR ADDRESSING THE CITY COUNCIL detailed at the beginning of this agenda. Registration is required prior to the time the City Council considers this item. Registrants may call in and remain on hold or receive a call back at the time the Work Session is called to Order and are encouraged to ensure they remain accessible to accept the call.

2. Requests for clarification of agenda items listed on this agenda.

3. Work Session Reports

A. <u>ID 20-1978</u> Receive a report, hold a discussion, and give staff direction regarding an internal audit of Meter Reading & Billing: Electric & Water Utilities.

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Audit Response Cover Letter

Exhibit 3 - Internal Audit of Utility Meter Reading & Billing: Electric & Water Utilit

Exhibit 4 - Presentation

B. <u>ID 20-2094</u> Receive a report, hold a discussion, and give staff direction on pending City Council requests for:

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(1) Have the City to audio record and archive as confidential all closed Council and board/committee meetings.

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Ordinance 19-2026 - City Council Request Process

Exhibit 3 - Process for Certified Agendas

Exhibit 4 - Council Work Session Requests Presentation

NOTE: The City Council reserves the right to adjourn into a Closed Meeting or Executive Session as authorized by Texas Government Code, Section 551.001, et seq. (The Texas Open Meetings Act) on any item on its open meeting agenda or to reconvene in a continuation of the Closed Meeting on the Closed Meeting items noted above, in accordance with the Texas Open Meetings Act, including, without limitation Sections 551.071-551.086 of the Texas Open Meetings Act.

NOTE: Any item for which a formal action at the Special Called Meeting has been taken by Council may be subject to a request for a motion for reconsideration at any time during the meeting, at the Concluding Items Section, or after the meeting. In order to comply with the Texas Open Meetings Act, a request for a motion for reconsideration made during, at the end of, or after a Council meeting will be placed on the agenda and considered at the next official meeting of the City Council.

Following the completion of the Work Session, the City Council will convene in a Special Called Meeting to consider the following items:

1. CONSENT AGENDA

Each of these items is recommended by Staff and approval thereof will be strictly on the basis of the Staff recommendations. Approval of the Consent Agenda authorizes the City Manager or his designee to implement each item in accordance with the Staff recommendations. The City Council has received background information and has had an opportunity to raise questions regarding these items prior to consideration.

Listed below are bids, purchase orders, contracts, and other items to be approved under the Consent Agenda (Agenda Items A - P). This listing is provided on the Consent Agenda to allow Council Members to discuss or withdraw an item prior to approval of the Consent Agenda. If no items are pulled, the Consent Agenda Items will be approved with one motion. If items are pulled for separate discussion, they may be considered as the first items following approval of the Consent Agenda.

A. ID 20-2162 Consider approval of the minutes of December 1, December 7, and December 17, 2020.

Attachments: Exhibit 1 - December 1, 2020 Minutes

Exhibit 2 - December 7, 2020 Minutes
Exhibit 3 - December 17, 2020 Minutes

B. ID 20-2564 Consider adoption of an ordinance of the City of Denton, a

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation ("City"), authorizing the City Manager, or his designee, to execute a memorandum of understanding regarding electrical distribution switching procedures with University of North Texas, a Texas higher education institution ("UNT"), to ensure electric system reliability and safety for parties by establishing electric distribution system switching procedures; and, providing an effective date.

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Ordinance (w/memorandum of understanding)

C. <u>ID 20-2565</u> Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal

corporation ("City"), authorizing the City Manager, or his designee, to execute a memorandum of understanding regarding electrical distribution switching procedures with Texas Woman's University, a Texas higher education institution ("TWU"), to ensure electric system reliability and safety for parties by establishing electric distribution system switching procedures; and, providing an effective date.

Attachments:

Exhibit 1- Agenda Information Sheet

Exhibit 2- Ordinance (w/memorandum of understanding)

D. ID 20-2450

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager, or his designee, to execute a contract with Zimmerer Kubota & Equipment, Inc., through the Buy Board Cooperative Purchasing Network Contract # 597-19, for the purchase of one (1) Model KX080 and one (1) Model KX040 Kubota excavator for the Streets and Water Distribution Departments; providing for the expenditure of funds therefor; and providing an effective date (File 7539 - awarded to Zimmerer Kubota & Equipment, Inc., in the not-to-exceed amount of \$145,633.83). The Public Utilities Board recommends approval (6-0).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Quotes

Exhibit 3 - Ordinance

E. ID 21-015

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the approval of a fourth amendment to a Professional Services Agreement between the City of Denton and Hazen and Sawyer, P.C., amending the contract approved by City Council on July 21, 2015, in the not-to-exceed amount of \$427,368.00; amended by Amendments 1, 2, and 3 approved by City Council; said fourth amendment to provide additional engineering services and permitting support for the Hickory Creek Detention Facility and the Hickory Creek Lift Station project; providing for the expenditure of funds therefor; and providing an effective date (File 5768 - providing for an additional fourth amendment expenditure amount not-to-exceed \$144,150.00, with the total contract amount not-to-exceed \$1,346,964.00).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Original Ordinance and Contract

Exhibit 3 - Ordinance and Amendment 1

Exhibit 4 - Ordinance and Amendment 2

Exhibit 5 - Ordinance and Amendment 3

Exhibit 6 - Ordinance and Amendment 4

F. ID 21-017

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the approval of a third amendment to the Professional Services Agreement between the City of Denton and Halff Associates, Inc., amending the contract approved by City Council on November 6, 2018, in the not-to-exceed amount of \$837,900.00; Amendments 1 and 2 were approved by Purchasing staff; said third amendment to provide additional surveying and engineering services is necessary for the design of the water mains, sanitary sewers, storm sewers, and culverts in Elm Street and

Locust Street, and a drainage study of North Pecan Creek and Pecan Creek; providing for the expenditure of funds therefor; and providing an effective date (File 6590-041 providing for an additional third amendment expenditure amount not-to-exceed \$177,840.00, with the total contract amount not-to-exceed \$1,056,040.00).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Original Ordinance and Contract

Exhibit 3 - Amendment 1
Exhibit 4 - Amendment 2

Exhibit 5 - Ordinance and Amendment 3

G. ID 21-018

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the approval of a first amendment to a Professional Services Agreement between the City of Denton and Kimley-Horn and Associates, Inc., amending the contract approved by City Council on January 14, 2020, in the not-to-exceed amount of \$1,398,600.00; said first amendment to provide additional design engineer services, permitting services, and construction administration services in support of the Northwest Booster Pump Station and Water Transmission Main project; providing for the expenditure of funds therefor; and providing an effective date (RFQ 6590-081-providing for an additional first amendment expenditure amount not-to-exceed \$126,300.00, with the total contract amount not-to-exceed \$1,524,900.00).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Original Ordinance and Contract

Exhibit 3 - Ordinance and Amendment 1

H. ID 21-019

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the approval of a first amendment to a Professional Services Agreement between the City of Denton and Kimley-Horn and Associates, Inc., amending the contract approved by City Council on January 14, 2020, in the not-to-exceed amount of \$922,800.00; said first amendment to provide additional utility conflict analysis, surveying, easement acquisition, design, bidding, and construction administration services in support of the State reimbursable relocation of water and wastewater utilities within the Interstate Highway 35E Right-of-Way; providing for the expenditure of funds therefor; and providing an effective date (RFQ 6590-084 - providing for an additional first amendment expenditure amount not-to-exceed \$165,000.00, with the total contract amount not-to-exceed \$1,087,800.00).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Original Ordinance and Contract

Exhibit 3 - Ordinance and Amendment 1

I. ID 21-020

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the approval of a third amendment to a contract between the City of Denton and USIC Locating Services, LLC, amending the contract approved by City Council on June 19, 2018, in the not-to-exceed amount of \$1,200,000.00; amended by Amendments 1-2 approved by Purchasing; said third amendment to continue to supply

underground utility locating services; providing for the expenditure of funds therefor; and providing an effective date (File 6736 - providing for an additional third amendment expenditure amount not-to-exceed \$300,000.00, with the total contract amount not-to-exceed \$1,500,000.00).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Original Ordinance and Contract

Exhibit 3 - Amendment 1
Exhibit 4 - Amendment 2

Exhibit 5 - LLC Members

Exhibit 6 - Ordinance and Amendment 3

J. ID 21-021

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager, or his designee, to execute a contract with vendors for the rental of heavy trucks for various City of Denton departments; providing for the expenditure of funds therefor; and providing an effective date (IFB 7464 - awarded to Big Truck Rental, LLC, Herc Rentals, Inc., Industrial Power, LLC, and Rush Truck Leasing, Inc., for three (3) years, with the option for two (2) additional one (1) year extensions, in the total five (5) year not-to-exceed amount of \$450,000.00).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Bid Tabulation

Exhibit 3 - LLC Members

Exhibit 4 - Ordinance and Contracts

K. ID 21-022

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager, or his designee, to execute a contract with Roll-Offs USA, Inc., for the purchase of steel refuse and recycling containers for the Solid Waste Department; providing for the expenditure of funds therefor; and providing an effective date (RFP 7503 - awarded to Roll-Offs USA, Inc., for three (3) years, with the option for two (2) additional one (1) year extensions, in the total five (5) year not-to-exceed amount of \$2,438,173.00).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Ordinance and Contract

L. <u>ID 21-023</u>

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager, or his designee, to execute a contract with Houston Mac Haik Dodge Chrysler Jeep Ram LTD, Houston-Galveston Area Council of Governments (H-GAC) Cooperative Purchasing Program Contract Number AM10-20, for one (1) new Frazer Medic and two (2) remounted Frazer medics for the Fire Department; providing for the expenditure of funds therefor; and providing an effective date (File 7557 - awarded to Houston Mac Haik Dodge Chrysler Jeep Ram LTD, in the not-to-exceed amount of \$632,824.00).

<u>Attachments:</u> Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Quotes

Exhibit 3 - Ordinance

M. ID 21-024

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager, or his designee, to execute a contract with Siddons-Martin Emergency Group, LLC, through the Buy Board Cooperative Purchasing Network Contract #571-18, for one (1) Pierce Custom Enforcer Pumper Engine for the Fire Department; providing for the expenditure of funds therefor; and providing an effective date (File 7558 - awarded to Siddons-Martin Emergency Group, LLC, in the not-to-exceed amount of \$764,947.00).

Attachments: Exhibit 1 - Agen

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Quote

Exhibit 3 - LLC Members

Exhibit 4 - Ordinance

N. <u>ID 21-025</u>

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager, or his designee, to execute a contract with Caterpillar, Inc. dba Holt CAT, through the Sourcewell Purchasing Network Contract Number 032119, for the purchase of one (1) Caterpillar model D9 Dozer for the Solid Waste Department; providing for the expenditure of funds therefor; and providing an effective date (File 7585 - awarded to Caterpillar, Inc. dba Holt CAT, in the not-to-exceed amount of \$1,285,661.68).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Price Comparison

Exhibit 3 - Quotes

Exhibit 4 - Ordinance

O. ID 21-026

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager, or his designee, to execute a contract with SHI Government Solutions, Inc., through the Department of Information Resources (DIR) Cooperative Purchasing Network Contract No. DIR-TSO-3984 for the procurement of the NEOGOV Full Suite for the Human Resources Department; providing for the expenditure of funds therefor; and providing an effective date (File 7596 - awarded to SHI Government Solutions, Inc., for one (1) year, with the option for four (4) additional one (1) year extensions, in the total five (5) year not-to-exceed amount of \$883,908.50).

Attachments:

Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Quote
Exhibit 3 - Ordinance

P. ID 20-2579

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager, or his designee, to execute a Professional Services Agreement with John Hoggard dba Utility Planning Network (UPN), for 311/CRM Consulting Services for Customer Service and Public Affairs as set forth in the

contract; providing for the expenditure of funds therefor; and providing an effective date (RFQ 7485 - Professional Services Agreement for consultant services awarded to John Hoggard dba Utility Planning Network (UPN), for one (1) year, with the option for one (1) additional one (1) year extension, in the total two (2) year not-to-exceed amount of \$200,000.00).

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Evaluation Sheet

Exhibit 3 - Ordinance and Contract

2. ITEMS FOR INDIVIDUAL CONSIDERATION

A. <u>ID 20-2276</u> Consider adoption of an ordinance establishing the City of Denton Utility system extendable commercial paper financing program and authorizing Utility system revenue

extendable commercial paper notes, series B; and providing an effective date.

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Issuing and Paying Agent Agreement

Exhibit 3 - Dealer Agreement

Exhibit 4 - Offering Memorandum

Exhibit 5 - Ordinance

Exhibit 6 - Presentation

B. ID 21-070 Consider adoption of an ordinance considering all matters incident and related to the

issuance, sale and delivery of up to \$100,000,000 in principal amount of "City of Denton Utility System Revenue Refunding Bonds, Series 2021"; authorizing the issuance of the bonds; delegating the authority to certain city officials to execute certain documents relating to the sale of the bonds; approving and authorizing instruments and procedures relating to said bonds; enacting other provisions relating to the subject; and providing an

effective date.

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Utility System Revenue Refunding Bond Ordinance

C. ID 20-2424 Consider adoption of an ordinance of the City of Denton to declare the intent to

reimburse capital program expenditures of the Electric Utility (\$42,538,108), Solid Waste (\$3,000,000), Water (\$23,647,184), Wastewater (\$26,144,574), and General Government (\$72,608,678) with Tax- Preferred Obligations (Certificates of Obligation and General Obligation Bonds) with an aggregate maximum principal amount not to

exceed \$167,938,544; and providing an effective date.

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Project List

Exhibit 3 - Ordinance

Exhibit 4 - Presentation

D. <u>ID 21-049</u> Consider approval of a resolution by the City of Denton authorizing the City Manager or his designee to apply for funding under the Denton County Transportation Reinvestment

Program (TRiP), providing financial assistance to member cities for transit-supportive projects, from the Denton County Transportation Authority (DCTA) in the amount of \$2,517,997 for the funding period of October 1, 2020 through September 30, 2021; and providing an effective date.

Attachments: Exhibit 1 Agenda Informtion Sheet

Exhibit 2 Presentation

Exhibit 3 TRIP Application

Exhibit 4 Resolution

E. <u>ID 20-2549</u> Consider appointing a nominating committee to recommend appointees to serve on the

Economic Development Partnership Board.

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - EDP Board Ordinance (No. 2017-203)

Exhibit 3 - Presentation

3. PUBLIC HEARINGS

NOTE: Action on these items will occur on or after 6:30 p.m. in accordance with the published public notices.

A. Z20-0011d

Hold a public hearing and consider adoption of an ordinance of the City of Denton, Texas, regarding a change in the zoning district and use classification from Planned Development (PD) District to Residential 1 (R1) District on approximately 4.23 acres of land generally located on the east side of State School Road, approximately 150 feet southeast of Winston Drive, in the City of Denton, Denton County, Texas; adopting an amendment to the city's official zoning map; providing for a penalty in the maximum amount of \$2,000.00 for violations thereof; providing a severability clause and an effective date. The Planning and Zoning Commission voted [7-0] to approve the request. (Z20-0011, State School Road Estates, Karina Maldonado)

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Staff Analysis

Exhibit 3 - Site Location Map

Exhibit 4 - Future Land Use Map

Exhibit 5 - Existing Zoning Map

Exhibit 6 - Zoning Change

Exhibit 7 - Conceptual Site Plan

Exhibit 8 - Preliminary Trip Generation

Exhibit 9 - Ordinance No. 1986-109

Exhibit 10 - LLC Members Lists

Exhibit 11 - Staff Presentation

Exhibit 12 - Notification Map and Responses 1.7.2021

Exhibit 13 - Draft Ordinance

B. DCA20-0005

<u>a</u>

Hold a public hearing and consider adoption of an ordinance of the City of Denton amending the Denton Development Code Subchapter 3, "Zoning Districts," related to the minimum side yard setback for the Residential 3 (R3) Zoning District; providing for a penalty in the maximum amount of \$2,000.00 for violations thereof; providing a severability clause and an effective date. The Planning and Zoning Commission voted (6-1) to recommend approval. (DCA20-0005a, Side Yard Setbacks, Julie Wyatt)

Attachments: Exhibit 1 - Agenda Information Sheet

Exhibit 2 - Staff Analysis
Exhibit 3 - Presentation

Exhibit 4 - Virtual Comment Cards

Exhibit 5 - Draft Ordinance

4. CONCLUDING ITEMS

A. Under Section 551.042 of the Texas Open Meetings Act, respond to inquiries from the City Council or the public with specific factual information or recitation of policy, or accept a proposal to place the matter on the agenda for an upcoming meeting AND Under Section 551.0415 of the Texas Open Meetings Act, provide reports about items of community interest regarding which no action will be taken, to include: expressions of thanks, congratulations, or condolence; information regarding holiday schedules; an honorary or salutary recognition of a public official, public employee, or other citizen; a reminder about an upcoming event organized or sponsored by the governing body; information regarding a social, ceremonial, or community event organized or sponsored by an entity other than the governing body that was attended or is scheduled to be attended by a member of the governing body or an official or employee of the municipality; or an announcement involving an imminent threat to the public health and safety of people in the municipality that has arisen after the posting of the agenda.

B. Possible Continuation of Closed Meeting topics, above posted.

CERTIFICATE

I certify that the above notice of meeting was posted on the bulletin board at the City Hall of the City of Denton, Texas, on the 8th day of January, 2020 at 4:45 p.m.

CITY SECRETARY

NOTE: CITY OF DENTON'S DESIGNATED PUBLIC MEETING **FACILITIES** ACCESSIBLE IN ACCORDANCE WITH THE AMERICANS WITH DISABILITIES ACT. WILL PROVIDE ACCOMMODATION, SUCH AS SIGN LANGUAGE INTERPRETERS FOR THE IMPAIRED, IF REQUESTED ΑT LEAST 48 HOURS ΙN **ADVANCE** SCHEDULED MEETING. PLEASE CALL THE CITY SECRETARY'S OFFICE AT 940-349-8309 OR USE TELECOMMUNICATIONS DEVICES FOR THE DEAF (TDD) BY CALLING 1-800-RELAY-TX SO THAT REASONABLE ACCOMMODATION CAN BE ARRANGED.