

City of Dallas

Emergency Preparedness and Response



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Presentation Overview



The City of Dallas has dealt with major incidents in recent years. This presentation will cover highlights and lessons learned from these events.



- Dallas Ebola Incident
- Trinity River Flooding Incident
- July 7, 2016 Police Shooting Incident
- Hurricane Harvey Sheltering
- Natural Gas Service Disruption



Dallas Ebola Incident

September 28 – November 7, 2014

DATE	EVENT
9/29/2014	CDC confirmed the first case of Ebola to be diagnosed in the United States. He was identified as Thomas Eric Duncan
10/1/2014	The Dallas County Emergency Operations Center (EOC) was activated; in cooperation with City of Dallas and Texas Department of State Health Services
10/10/2014	A Texas Presbyterian Hospital healthcare worker tested positive for Ebola



Dallas Ebola Incident

September 28 – November 7, 2014



DATE	EVENT
10/15/2014	A second Texas Presbyterian Hospital healthcare worker tests positive for Ebola and was transferred to a hospital in Atlanta, Georgia. The patient recovered and was discharged on October 28, 2014
10/30/2014	Health care workers complete medical monitoring
11/7/2014	Dallas County Ebola Free



Lessons Learned

- The City identified gaps in the Reverse 911 system and have worked to address those gaps for future events
- The City has improved planning and coordination with internal and external partners to address public health incidents before they happen
- The City has made recovery from incidents more of a priority



Trinity River Flooding

May 29 – June 1, 2015



- In May 2015, the City of Dallas experienced record rainfall leading to the flooding of the Trinity River
- The City participated in multiple daily briefings from US Army Corps of Engineers and National Weather Service to monitor river flow rates
- The City tracked all road closures, rescues, and calls for service in affected areas and coordinated City Response
- The City provided Warning Messaging to the public via Reverse 911 system and distribution of flyers to affected areas



Lessons Learned



Collected information on operational costs and damages to property and infrastructure

Finalized statistics on rescue operations:

- 165 street blockages,
- 163 persons in danger from high water calls
- 84 minor accidents



Dallas Police Shooting

July 7, 2017



- On July 7th a group of approximately 800 people gathered to protest the recent killing of 2 men by police officers in Minnesota and Louisiana
- At the conclusion of the original protest, a group of protestors began marching through the streets of downtown – this was not anticipated
- As the march concluded, a lone gunman parked his SUV near El Centro College, got out of his vehicle, and began shooting police officers



Dallas Police Shooting

Strengths and Challenges

- Dallas Fire-Rescue responded with 64 personnel across all disciplines
- Dallas Police Department 100 officers at the event, but had over 500 respond to the scene total
- Uncertain of the number of shooter(s) and location
- Instant media coverage of the event resulting in an influx of 9-1-1 calls
- The assailant made it clear that he planned to kill as many police officers as he could and he had no intention of surrendering
- DPD/DFR jointly staff the EOD Division. Robot was sent in with a small amount of C4, which was detonated near the suspect, killing him



Lessons Learned



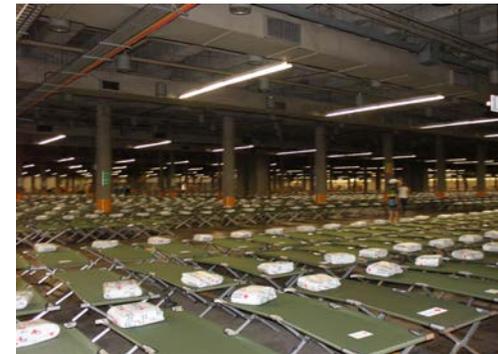
- Continue to improve communication between different disciplines and partner agencies (DPD, DFR, OEM, outside agencies)
- Train across disciplines
- Expand training to include single threat, multiple threats, and Complex Coordinated Attack (CCA/CCTA)
- Create Intelligence/Investigation Section with collaboration between the Fusion Center and OEM
- Communicate better with public. Media was heavily present at the protest and many media outlets had reporters at, or near the event



Hurricane Harvey Sheltering

August 24 – September 30, 2017

DATE	EVENT
8/24/2017	The City of Dallas was tasked by the State to open emergency shelters for Hurricane Harvey evacuees
8/25/2017	The City opens Walnut Hill Recreation Center as its first shelter, leading to two other shelters
8/29/2017	The City opens a Mega Shelter in Kay Bailey Hutchison Convention Center



Hurricane Harvey Sheltering

August 24 – September 30, 2017

DATE	EVENT
9/4/2017	All shelters consolidate into Mega Shelter with a maximum enrollment of 5,520 residents
9/19/2017	The Mega Shelter closes, remaining evacuees relocated to a smaller shelter
9/30/2017	The final evacuee leaves, all shelter operations close.



Lessons Learned



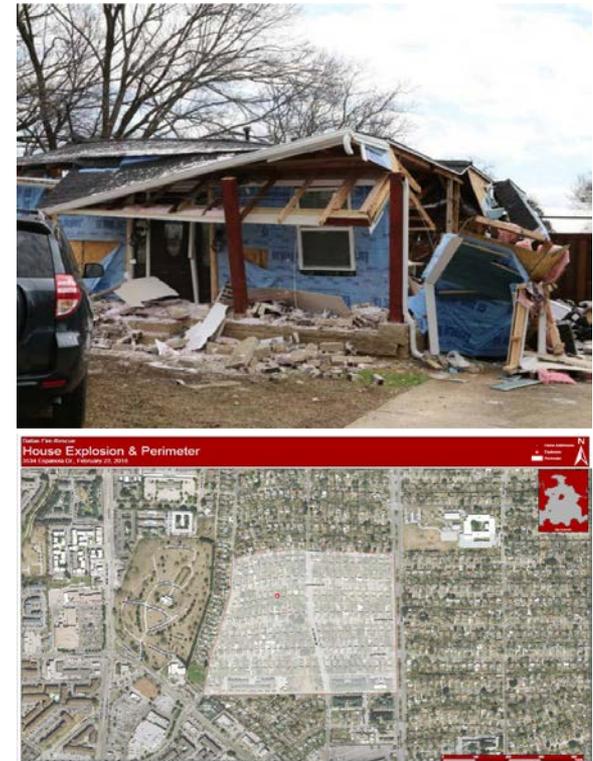
- The Evacuee Tracking Network (ETN) has the potential to be a great tracking source for shelter attendance
- Develop traffic plan for all resources entering and exiting the shelter to include staff, volunteers, vendors, and security
- Donations are the second disaster that necessitating an extensive dedicated operations support team
- Continuing to build and test our sheltering operations plans



Natural Gas Disruption of Service

February 23 - March 18, 2018

DATE	EVENT
2/25/2018	Initial explosion of home in Northwest Dallas
2/28/2018	EOC activated for Joint Planning of evacuations and responses
3/1/2018	Financial and service support announced
3/3-7/2018	Financial assistance for 2860 residences continues. Services are repaired in 24/7 shifts
3/8-18/2018	Reconnection of service begins



Lessons Learned



- Had information centers up and running quickly at area recreation centers
- Fed 300 residents on first night of assistance centers being open
- Worked with ATMOS to send targeted messaging to residents through Nextdoor as well as door to door fliers and information centers
- Briefed Mayor and Council on a regular basis



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