

# 2019



## CITY OF DALLAS OFFICE OF EMERGENCY MANAGEMENT ANNUAL REPORT

FY19-20 #26



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## FROM THE DIRECTOR - ROCKY VAZ

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Each year, the Office of Emergency Management (OEM) faces unique challenges, and 2019 was no exception. Our staff worked with multiple departments on their business continuity and emergency action plans. We planned and conducted even larger exercises than previous years. We conducted two tests of the national Integrated Public Alerts and Warning System (IPAWS), developed a program promoting Renters Insurance, and continued training personnel and residents on various aspects of disaster preparedness, response, and recovery.

In June 2019, we activated to coordinate the response and recovery efforts to a straight line wind storm that involved a construction crane to fall into an apartment complex and large swaths of debris. We continue to work and support the response and recovery efforts of the October 20, 2019 EF3 tornado that ripped through North Dallas. In addition, staff responded to and have worked with residents and Red Cross in the aftermath of several large apartment fires this year. We also continue to activate for the city's large events such as the various holiday parades, the Dallas Marathon, and the State Fair.

Our staff also worked with the Office of Homeless Solutions (OHS) and other departments to ensure our vulnerable populations had a safe and warm place to sleep in the face of unusually cold weather in November. We also continue to work to help develop a more permanent plan for the rest of the winter months.

The OEM staff has accomplished much and gone above and beyond on multiple occasions. I am proud of the efforts our staff has made this year to serve the needs of our residents.



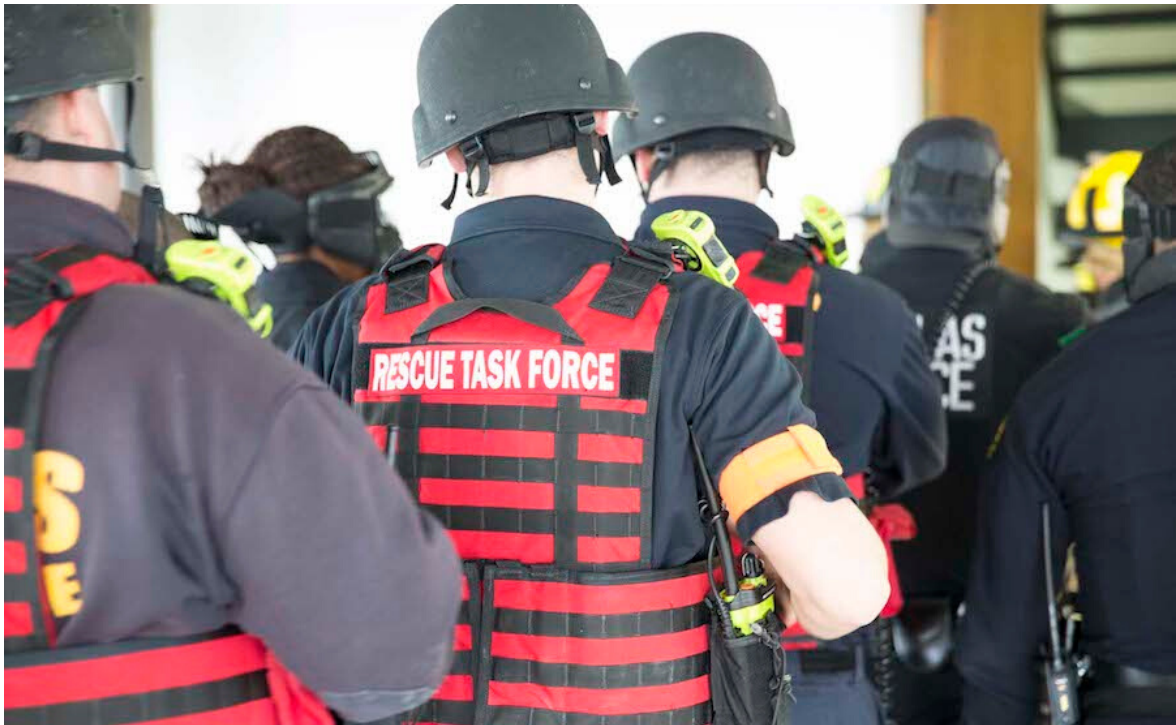


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## TRAINING AND EXERCISE

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One of the primary focus areas for the Office of Emergency Management (OEM) and the City is training and exercise. This is to ensure Dallas is ready to face a wide variety of dangers. OEM works diligently as a department to coordinate, host, and conduct trainings and exercises for ourselves and our partners. We also participate in exercises with City departments and regional partners. 2019 was our most ambitious year yet with a number of exercises including the largest full-scale exercise in the region to date and a series of smaller exercises leading up to it.



### UPCOMING TRAINING

OEM is a vital part of the planning and coordination of a grant-funded, regional full-scale exercise focusing on the response to a complex terrorist attack.

For more information on training and exercise, contact Destiny Craft at [destiny.craft@dallascityhall.com](mailto:destiny.craft@dallascityhall.com).

## HIGH-RISE ACTIVE SHOOTER FULL-SCALE

OEM conducted a full-scale exercise on the 50th and 51st floors of the Renaissance Tower on January 12, 2019. The exercise allowed Dallas Police Department (DPD) and Dallas Fire Rescue (DFR) the opportunity to train in an environment that presents unique challenges to responders.

The exercise combined fire elements with a domestic violence-based active shooter event requiring DFR to escalate to a police response for that portion of the exercise.

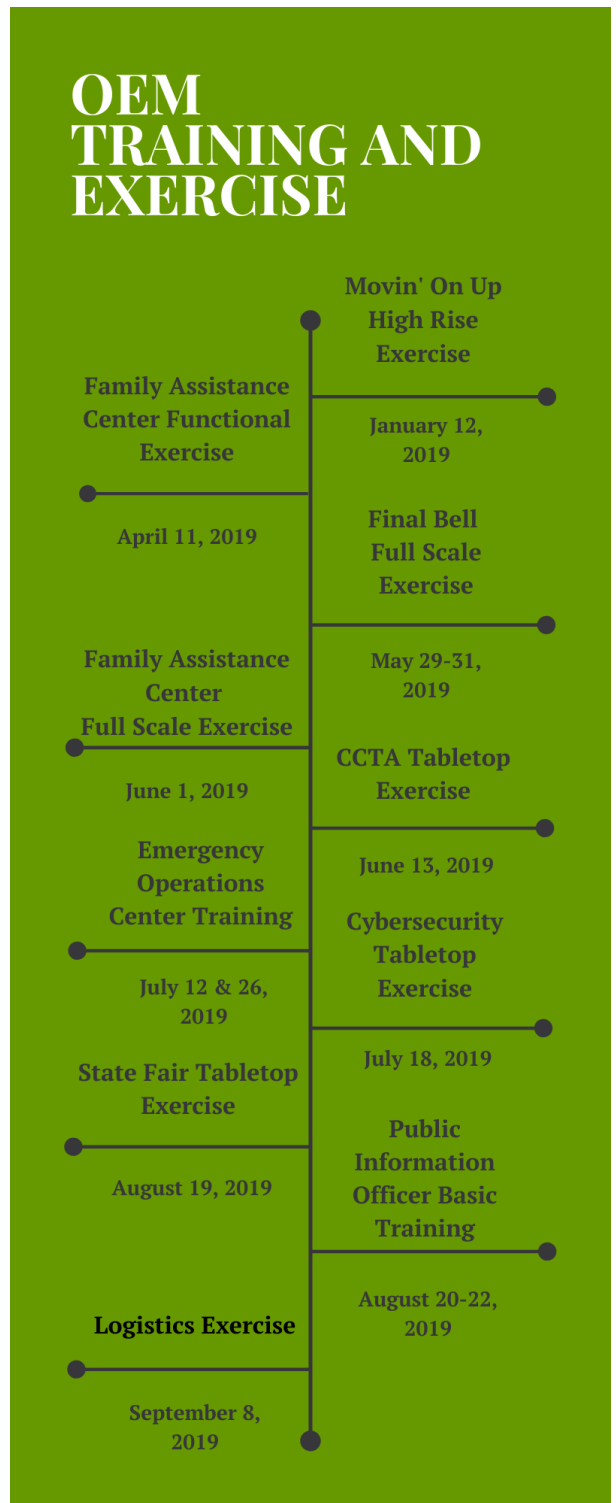
OEM involved CERT team members acting as victims and evacuees during the exercise, giving needed information and obstacles to the exercise.

We worked with Axis Communications to temporarily install cameras on the exercise floors to give city officials, building managers, security directors, and others the opportunity to watch the exercise and to provide recordings for training purposes.

## CCTA TABLETOP EXERCISE

OEM conducted our first tabletop exercise for the Complex Coordinated Terror Attack (CCTA) exercise on Thursday, June 13, 2019. This discussion-based exercise introduced our regional partners to the scenario we'll be using throughout the grant period and started discussions on regional strengths, capabilities, and areas for improvement. The discussion groups included operational personnel, the Fusion Centers, senior City leaders, emergency management, and hospitals.

The scenario and discussions in this exercise are the starting point for what will become a full-scale exercise for the region and the beginnings of more coordinated efforts throughout the region.





## FINAL BELL FULL-SCALE EXERCISE

OEM conducted the largest full-scale exercise to date May 29—June 1, 2019. This four-day exercise tested the life cycle of an active shooter scenario from initial incident through recovery. The exercise began with four different scenarios that tested Dallas Independent School District Police Department (DISD PD), DPD and DFR's capabilities and new Rescue Task Force capabilities on a closed school campus. The first two days of exercise also allowed our Public Information Officers to come together on how to create more unified messaging and how to work with other entities.

The exercise moved into the hospital patient tracking and family reunification component and allowed us to continue working with our Dallas County and medical partners on how to address issues following the incident.

The final element was standing up a Family Assistance Center which is a part of both the response and recovery phases of emergency management. Family Assistance Centers are vital to the recovery process after a traumatic incident and had never been exercised before in the region.

We were able to simulate both family and victims through this four days of exercise with the tireless help of our volunteer and professional organizations, including: DISD PD, American Red Cross, and Dallas Community Emergency Response Team (CERT) members. These participants help make our exercises as real as possible for our players. We couldn't do it without them.

**THESE EXERCISES  
TRAINED OVER 1,000  
PEOPLE ON MULTIPLE  
TACTICS**



## CYBER SECURITY TABLETOP EXERCISE

Cybersecurity is an ever-present concern for the City. We have all felt the affects of data breaches and website attacks. The US is the primary target for cyber-criminals, which led to the President's Budget plan to spend \$15 billion on cybersecurity-related activities. The City of Dallas has taken steps to secure our cyber presence and plans for any potential future threats.

On July 18, 2019, OEM hosted The Dallas Regional Cybersecurity Tabletop exercise. This tabletop was months in the planning with our Communication and Information Services (CIS) department, Federal agencies, and other partners.

The tabletop brought in participants from across City departments with a part to play in a potential cyber security breach. These plans, housed with CIS, are vital to the City's continued operation.

OEM participated in this exercise by providing the space for the exercise, participation in the planning process and involvement in the exercise itself. We are dedicated to working in all safety and security arenas.

## EOC ACTIVATIONS

One of OEM's core responsibilities and capabilities is operating and maintaining the Emergency Operations Center (EOC). The EOC is the multi-departmental, multi-functional facility that allows us to monitor events and respond to emergencies.

In 2019, we activated the EOC over a dozen times. OEM activates the EOC on a variety of levels multiple times a year for large planned and unplanned events.

Activations can run a few hours to a week or more depending on the type of event.

### 2019 EOC Activations

January 21, 2019	MLK Day Parade
January 26, 2019	City Hall Planned Power Outage
March 13, 2019	Severe Weather Activation
March 16, 2019	St. Patrick's Day Parade
May 12, 2019	Byron Nelson Golf Tournament
June 9, 2019	Straight Line Wind Storm
June 29, 2019	Building Implosion
September 14, 2019	Dallas Heart Walk
September 23, 2019	Amber Guyger Trial
October 12, 2019	Texas/OU Football
October 20, 2019	North Dallas EF3 Tornado
December 7, 2019	Dallas Holiday Parade
December 15, 2019	BMW Marathon



## EOC EXECUTIVE TRAINING

The City has seen a lot of change in the last few years, especially in leadership positions. In July, OEM scheduled two opportunities for senior leaders to have an overview of who OEM is, what we do, what happens in the EOC during activations, and why they or their department may be called on to respond.

The training began with the high-level overview and moved into a short tabletop exercise designed to get participants acquainted with EOC notifications and how and when they may be notified to report to the EOC.

This allowed them to run through a scenario where they could discuss how they or their department would be called upon in time of emergency. We also emphasized the need to continuously update their contact lists so that the right people able to make decisions and are brought into the response in a timely manner.



## Active Shooter Summit

OEM hosted its first Active Shooter Summit on January 23, 2019 at the Music Hall at Fair Park. This event brought in over 200 of the area's top officials, security directors, command staff, and more to learn from professionals involved in some of the country's most devastating mass casualty events.

Our attendees heard from Manuel Soto, Emergency Manager for Orlando, who spoke about the response and recovery from the Pulse Nightclub shooting. Rachel Skidmore, the Las Vegas Metropolitan Police Department Emergency Management, spoke on the Route 91 Harvest Fest shooting. We heard from Cathy Bustos of Psychological First Aid addressed the importance of mental health issues in first responders. Brent Parker followed with a presentation on his own struggles and stresses of being a fire chief.

He spoke on how the culture among police and fire fighters needs to change in regards to mental health. The key message being "It's okay NOT to be okay." Kevin Dinnin of BCFS ended the day detailing the aftermath of the Sutherland Springs church shooting, and the challenges of an incident in a small town with limited resources.

We are grateful for everyone who participated in this event. Knowing how other agencies address and persevere gives us more opportunity to serve our community. It also allows us to open a dialog on how to best support and work with each other.





## **JUNE 9, 2019 STRAIGHT-LINE WIND STORM**

On June 9, 2019, OEM sounded sirens for a straight-line wind storm that went through the City of Dallas leaving a line of storm debris. This storm toppled a construction crane in downtown Dallas that killed one, injured several more, and caused major damage to a Deep Ellum apartment complex. This storm damaged power stations, traffic signals, and knocked down trees. Over 300,000 residents across the area were without power—some for days.

OEM activated on June 9 and 10, 2019, to coordinate the initial response and damage assessment. City staff worked diligently with Oncor on power restoration and with the apartment complex to relocate residents who lost their homes.

OEM worked with other City departments to coordinate cleanup of storm debris, repair and replacement of traffic signals, and other issues caused by this storm as well as another severe storm that occurred on Sunday, June 16, 2019. The crane was finally removed from the complex in September.





**OCTOBER 20, 2019**

**EF-3 TORNADO**

On Sunday, October 20, 2019, the Office of Emergency Management activated the Emergency Operations Center for an EF-3 tornado that swept through North Dallas. OEM, along with many other departments, State agencies, and external partners activated to protect life safety and property by assessing damage, clearing roads, and coordinating a respite center and multi-agency resource center for affected residents.

For two weeks, crews of professionals and volunteers came together to restore as much normalcy to the affected areas beginning with debris removal, utility restoration, and damage assessments. The EF-3 tornado inflicted tens of millions of dollars in damages to City facilities and infrastructure.

OEM conducted several joint preliminary damage assessments with State, Federal, and other local partners in the weeks that followed, compiling all relevant cost data to build our case for Federal financial assistance. On January 13, Governor Abbott formally requested that President Trump issue a Major Disaster Declaration, authorizing aid for Texas through the FEMA Public Assistance grant program. OEM continues to spearhead efforts to maximize reimbursement of all storm-related expenses eligible under this program.



# INTEGRATED PUBLIC ALERTS AND WARNING SYSTEM TESTS



The Wireless Emergency Alert System (WEA) is one tool available for the City of Dallas to communicate essential emergency information to the public. Typically these type of alerts are issued by state or Federal agencies in instances like AMBER alerts or severe weather warnings. The WEA system is part of the Integrated Public Alert and Warning System (IPAWS) which includes the Emergency Alert System (EAS) on broadcast media. OEM is a recognized alerting authority by the Federal Communications Commission (FCC) and the State.

At 10 a.m. on March 4, 2019, OEM ran a test of the WEA system concentrated on the Central Business District. We have the capability to target certain areas and chose Downtown for its high volume of residents and guests. Part of the test was to gauge how many received the alert inside and outside the target area. This can occur if a phone is communicating with a cell tower inside the target area. We expected this to happen in the test as well as in a live event.

We also tested the system in conjunction with Love Field's full-scale exercise on Saturday, November 2, 2019, to alert residents of the exercise and the test.

The data collected allows us, the cell carriers, and the FCC to refine and adapt this vital system in protecting residents and guests in times of emergency.

For more information on the test or other tools for emergency alerts, check out our website—

<https://dallascityhall.com/departments/officeemergencymanagement/Pages/Warnings.aspx>





## GRANT COORDINATION

**OUR GRANT TEAM COORDINATES MILLIONS OF DOLLARS IN HOMELAND SECURITY AND UASI GRANTS EACH YEAR.**

In 2019 through the use of the Urban Area Security Initiative (UASI) grant, the City of Dallas approved the purchase of several pieces of equipment to further enhance the disaster response/preparedness capabilities of city departments. Included in these initiatives was additional SkyWatch towers, training for the Dallas Fire Department, and enhancements to the Backup Emergency Operations Center/911 Communications Center.

In September 2019, City Council approved \$1.6 million in Homeland Security grant funds to be used for the construction of a new Unified Command Vehicle. This vehicle is meant to provide leaders from DPD, DFR, OEM, and City Management with a mobile platform for decision making in emergencies and special events. This vehicle has been specifically designed so that it can be operated by both DPD and DFR personnel and has excellent audio-visual capabilities for information sharing.

## INCLEMENT WEATHER SHELTERING

The Office of Emergency Management worked with the Office of Homeless Solutions (OHS), Kay Bailey Hutchison Convention Center, and other departments the week of November 11, 2019, to open a temporary inclement weather shelter for our residents who needed a warm place to sleep during a cold week. This shelter, hosted over five days, averaged over 200 people each night. We coordinated cots, blankets, food, EMS services, and security for this humanitarian endeavor.

This shelter is designed to help existing shelters protect our residents. Criteria for opening these shelters is for the temperatures to be at or below 32 degrees prior to 8 p.m.

For more information on inclement weather sheltering contact the Office of Homeless Solutions -

<https://dallascityhall.com/departments/homeless-solutions/Pages/default.aspx>

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## NATIONAL PREPAREDNESS MONTH

This year, OEM celebrated National Preparedness Month by conducting a disaster preparedness class for City Employees in the Emergency Operations Center (EOC) on Wednesday, September 18, 2019. This class was a 90-minute facilitated discussion that filled up very quickly. We are scheduling other sessions and working with departments to provide future trainings.

We also celebrated Dallas CERT's newest graduating class with a Disaster Simulation on September 21, 2019 at the Dallas Fire-Rescue Training Academy. This event showcased skills taught to our registered resident volunteers. These trained volunteers are a vital part of emergency response.

Since the program began in 2007, we have trained over 3,000 residents and have used their services in various events across the region.

Then, on September 26, 2019 we held a preparedness information event in the City Hall Lobby to give employees the opportunity to learn more about OEM, preparedness, and how to sign up for the City Employee Emergency Notifications.

For more information on preparedness go to our website at

[www.DallasEmergencyManagement.com](http://www.DallasEmergencyManagement.com).



**PREPARED,  
NOT SCARED**



National Preparedness Month 2019

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## COMMUNITY EMERGENCY RESPONSE TEAM

Having trained volunteers to help in times of disaster is vital to response and recovery. Our CERT team members work hard to be ready, no matter what. On top of the initial 24-hour (over three days) training class, CERT members train, learn and work at a variety of opportunities. Each Spring they head to Houston for Harris County's CERT Rodeo, which lets them practice skills and learn from other CERT teams in a game environment.

In 2019, the Dallas Community Emergency Response Team (CERT) trained nearly 300 residents and offered our first non-English speaking CERT class. We hired an additional part-time instructor as well as recruiting and training 16 new coaches and participated in numerous regional exercises. CERT members also conducted OEM's community preparedness presentations, reaching more than 600 residents and trained in shelter management, Stop the Bleed, and Civilian Response to Active Shooter. CERT members are active participants in the set up and tear down of the 2019/2020 winter season inclement weather shelters.

Our CERT members took the time to record what being a CERT member means to them. Check it out here: <https://youtu.be/B6jd5nLYbXA>. Does your event need trained volunteers? Our CERT members are available to assist in a wide varieties of ways. For more information on CERT, contact Cassandra Wallace at [cassandra.wallace@dallascityhall.com](mailto:cassandra.wallace@dallascityhall.com).



# PUBLIC INFORMATION OFFICER TRAINING



OEM trains all areas of hazard preparedness, response, and recovery, including public information. Communicating to residents, guests, and partners before, during and after a hazard is vital to life safety and preserving property.

OEM hosted a Public Information in an All-Hazards Incident course on February 20-21, 2019. This two-day course was provided by Texas A&M Engineering Extension Service and gave public information and communications professionals of all levels an overview of what Public Information encompasses, basic Incident Command Structure, and how they work together in an emergency.

From August 20—22, 2019, OEM's Rhonda Simpson and Dallas County's Lisa Tatum provided this class on behalf of TDEM and the State to about 30 public information professionals from four states and from local, state, Federal agencies—including private partners and volunteer organizations. This type of training always fills up quickly and is in great demand.

The training provides new professionals, or those who have transitioned into the public sector a background on the Incident Command System, best practices for communicating in emergency situations, tools needed to provide that messaging, and a network of professionals to offer help and support when needed. This program included classroom instruction, exercises, guest speakers to provide real-world experience, and resources.

For more information on this class or others like it, contact Rhonda Simpson at [rhonda.simpson@dallascityhall.com](mailto:rhonda.simpson@dallascityhall.com).

# RENTERS INSURANCE

**YOUR LANDLORD IS PROTECTED AGAINST DISASTER. ARE YOU? RENTER'S INSURANCE PROTECTS YOU AND YOUR BELONGINGS IN AN EMERGENCY.**

Throughout 2019, OEM and several other key departments have been working to develop an educational and informational campaign to encourage our residents to have and keep renter's insurance. This program is in response to several large apartment building fires and storm damage that impacted over 500 families.

This campaign encourages and educates residents who may not know about renter's insurance--what it is, what it covers, and how it can help beyond what the Red Cross or other agencies might provide.

On September 25, 2019, OEM brought in the Texas Department of Insurance to train managers and supervisors from several front line departments on Renter's Insurance. These managers and supervisors took this information back to their employees so the City employees who interface with our residents can pass along this vital information. The Public Affairs Office (PAO) provided assistance with printed and digital materials for this campaign.

Beginning in October 2019, we began educating residents on Renter's Insurance through billboards, fliers, rack cards, social media, and other methods. We will continue to grow this program throughout the next year.

For more information, contact Rhonda Simpson at [rhonda.simpson@dallascityhall.com](mailto:rhonda.simpson@dallascityhall.com).

## WHY YOU NEED RENTER'S INSURANCE

Protect your property  
in case of an emergency.



Renter's insurance covers the cost of replacing property in the event of a **fire or other significant damage**.

Renter's insurance is typically **low cost**.



Renter's insurance can cover valuables **and provide temporary housing**.

Fires and storms affected more than  
**500 families**  
in the last year



City of Dallas

Visit [DallasEmergencyManagement.com](http://DallasEmergencyManagement.com)  
for more information





## SHARING OUR EXPERIENCES

The Office of Emergency Management is always open to share our experiences and knowledge with others. We have internship opportunities on a regular basis, and welcome visitors and tours from a wide variety of organizations from the Boy Scouts to dignitaries our our and other governments.

On September 19, 2019, we welcomed a visit by Melvin Hartley. Mr. Hartley was a 2019 Winston Churchill Memorial Trust Fellow and a Emergency Planning Manager in Great Britian.

Mr. Hartley reached out to our region and department to learn about our abilites and best practices as Emergency Managers as he researched volunteer management.

While here, he talked with Cassandra Wallace about our CERT program and our experiences with volunteer management and how we deal with spontaneous volunteers in major incidents.

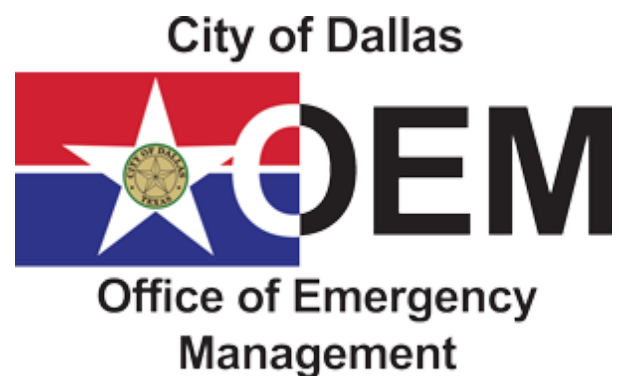
These visits not only help those doing the research, but give us invaluable insights into other jurisdictions best practices.

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## CONTACT US

In 2019, OEM welcomed new staff members and said farewell to others. Our team remains committed to "Service First".

If you have any comments or questions for our department, please feel free to reach out to us.



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