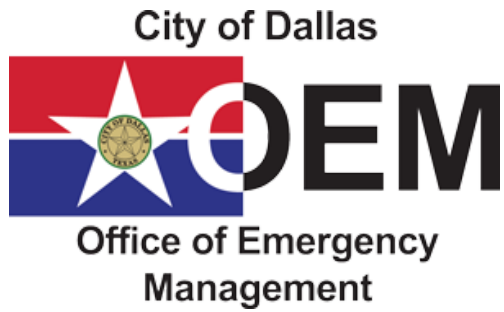


2020



CITY OF DALLAS OFFICE OF EMERGENCY MANAGEMENT ANNUAL REPORT

FY20-21 #14



FROM THE DIRECTOR - ROCKY VAZ

It's difficult to summarize a year in the Office of Emergency Management (OEM) under normal circumstances. 2020 has been anything but a typical year. "Unprecedented" has been the word most used throughout the year with the pandemic, hurricanes, and civil unrest. OEM has risen to meet every challenge presented this year.

Never before has OEM had an event last as long as the COVID-19 pandemic. We began tracking and monitoring the virus in January last year as it developed and began spreading. We began planning meetings in February with the first cases being identified in Dallas in early March. We have and continue to work with local, state, and Federal partners in every aspect of pandemic response from testing to vaccine distribution and everything in between.

Though COVID remains a top priority for OEM, it's not our only priority. We have activated for incidents of civil unrest involving the deaths of George Floyd and Breonna Taylor as well as monitoring election results. We were tasked by the state to shelter South Texas and Louisiana residents in the path of Hurricane Laura exactly three years after Hurricane Harvey.

We have also upgraded our Outdoor Warning Siren system as well as the Emergency Operations Center (EOC) while continuing our backup EOC project. We are moving forward with our Mobile Command Vehicle which is a joint project with the Dallas Police Department (DPD) and Dallas Fire-Rescue (DFR). We also have conducted virtual and in-person training and exercises this year in response to the unique



events occurring throughout the year, and we continue to plan our Complex Coordinated Terrorist Attack (CCTA) grant-funded functional exercise next year.

I have said before that I am proud to lead such an exceptional team of professionals, but it's never been more true than this year. I cannot imagine a better group to face the challenges of 2020 and beyond. They rise to every occasion while continuing to embody the City's Core Values of Empathy, Equity, Ethics, and Excellence.

COVID-19 RESPONSE

Pandemics are one of the hazards OEM plans for in our All-Hazards approach to emergency planning. However, no one expected a pandemic that has lasted as long or presented nearly the number of challenges that COVID-19 has. OEM has been working with partners at all levels since February of 2020 to prepare for, respond to, and even recovery from COVID-19. The response continues to this day and into the foreseeable future, but we are confident that recovery will happen, and we can return to our new normal.

OEM has been part of the COVID-19 response from safety messaging to the Community Based Testing Sites. We have coordinated different types of testing and partnered with healthcare stakeholders for an area-wide prevalence study. And now we are working with partners on a vaccine distribution plan.



OEM will continue to work with all partners, public and private, at all levels to ensure the safety of our residents and guests through the pandemic as we have from the beginning. We encourage everyone to Stay on Guard Dallas and continue safe practices by wearing masks, social distancing, washing hands often and getting vaccinated when available. For more information on what you can do to stay safe, go to dallascityhall.com/COVID19

PLANNING AND COORDINATION

OEM began planning and coordination for the COVID-19 response weeks before the emergency orders and regulations went into place. We have been monitoring the virus since January 2020 and planning for the response began with the first reports that the pandemic was moving closer to Dallas.

Intense planning started in February as COVID-19 spread into the US. OEM worked with DFR on alerting leadership and then helping City departments plan. We engaged with departments to update and create Continuity of Operations Plans (COOP). Departments were asked to think about how they could continue to provide service with team members either working remotely or out due to illness. Plans for widespread remote work were developed throughout the City, including in OEM.

We hosted meetings with area partners on how to prepare for and respond to this hazard.

When the virus hit the area in the March 2020, OEM swung into action working with departments and partners to take the lead on testing sites – including the Community Based Testing Sites, working with partners and vendors to set up City/County testing sites, mobile testing, and walk up testing. We coordinated a place and partners for the Federal Medical Station (FMS), and many other aspects of this activation.

OEM continues to work in all aspects of the planning and coordination in all aspects of the COVID response for as long as we are needed.

LAB TEST DATA COLLECTION

In the Mayor's March Local Emergency Declaration, Dallas laboratories are required to report their COVID test results to the City daily for the previous 24 hours. These reports only needed to be total test results, positives, and negatives. These numbers do not contain any personally identifiable information of our residents but provide needed statistical information to the City.

We have over a dozen labs testing for COVID-19 in Dallas, but commercial and hospital labs, reporting their daily number to the City. This information has been collected since mid-March 2020. This data is used to monitor the trends, populate the various dashboards, and to inform policy.

This is just one piece of data that the Office of Emergency Management helps collect and report. We will continue to gather numbers like this to use in our response activities, recovery activities, and future planning as this pandemic progresses.

We've collected nearly 500,000 lab tests over nearly 300 days. We will continue to gather data for a long as the pandemic continues.



FEDERAL MEDICAL STATION

Early in the COVID pandemic, there were projections that indicated a large swell in hospitalizations in the Dallas area. In April, the United States Department of Health and Human Services and the State of Texas, at the request of the Mayor and County Judge, shipped equipment and supplies to Dallas to establish a Federal Medical Station (FMS) in the Kay Bailey Hutchison Convention Center.

OEM supplied staff and coordination with Dallas Fire Rescue and leadership and partners at the local, state, and federal levels to equip the FMS. The station was equipped and laid out in one of the larger exhibition halls isolated from other parts of the convention center. PPE was a challenge, but as it became available, was stored in the FMS in case of need.

Over the months that followed, local medical professionals and area hospitals have learned more about COVID hospitalizations and treatment methods. The DFW Hospital Council concluded the FMS would be limited in providing necessary comprehensive care for patients. They advised that the most efficient and effective way to handle COVID patients would be to use hospital surge capacity with additional resources. The State provided those additional resources.



The State continues to support communities through out the state that lack hospital capacity. In July, there was an urgent need in Weslaco for medical resources. The FMS was redeployed to that area. We have continued to watch our hospitalization numbers and cases closely and monitor our needs. We will request resources when needed.

PREVALENCE STUDY

OEM has been at the forefront of COVID-19 response. One aspect of that response has been working with the University of Texas Southwestern Medical Center (UTSW) and Texas Health Resources (THR) on their area prevalence study.

The prevalence study is a way to better understand how common COVID-19 is in Dallas and Tarrant counties. Anyone who volunteers will be asked a few questions and from there be put into one of two groups. One group will answer a 10-minute survey on their experience through COVID. The other group will be invited to be tested for COVID-19 as well as participating in the survey.

The study began as a targeted, invitation only study but has recently expanded to all volunteers. Participation in the prevalence study helps guide decisions that keeps communities safe. It provides vital information to researchers that impact reopening schools, businesses, and faith communities.

PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment (PPE) remains a vital piece of the COVID-19 pandemic response. Masks, gloves, gowns, and cleaning supplies are essential to curb catching and spreading the virus.

One of the early challenges OEM faced in the pandemic was to help our first responders and medical partners get the PPE needed for safety as we learned more about COVID-19. The need for PPE quickly outpaced the available supplies. For our internal departments, we worked with procurement and others to find and secure supplies for the initial waves.

For our first responders and medical professional partners, the need and access was different. We worked with County and State partners to route PPE needs through the State of Texas

Assistance Request (STAR) portal. We also worked with the North Central Texas Trauma Regional Advisory Council (NCTTRAC) to route needs to the appropriate channels, coordinated with all partners as processes changed and evolved over time.

We continue to work with our partners to ensure they have what they need to protect their teams and our residents.



COMMUNITY BASED TEST SITES

Our first COVID-19 testing sites began in March of 2020 with the set up and coordination of two Federally supported testing sites. These Community Based Testing Sites provided the first drive-up testing option available to residents of the city and throughout the region.

OEM worked with local, state, and Federal partners to identify two locations – American Airlines Center and Ellis Davis Field House – as the locations to set up these sites. We also coordinated to provide leadership, staff, logistics, and messaging through out the run of the sites.



The Community Based Testing Sites provided free testing to any resident who qualified with symptoms. The criteria changed over time as needed to meet demand for testing or circumstances. These sites initially used a nasopharyngeal swab that had to be administered by a nurse or medical practitioner trained for these tests. To help serve more residents and to reduce the amount of PPE needed for our medical professionals, the sites switched to a self-administered nasal swab test. The testing swabs were collected and sent to Federally contracted testing laboratories to be run and results given to residents.

Demand for testing grew over time with the peak happening in June and July with long lines and wait times for results. OEM worked with our leadership and the leadership of the testing sites to assist residents with questions about testing and results. American Airlines Center served residents until June 30. Ellis Davis Field House served until July 14 and then transitioned to a City/County supported testing site.

CCTA REGIONAL AND LOCAL FUNCTIONAL EXERCISE

The regional CCTA full-scale exercise was initially scheduled for November 12, 2020. We began working with our local, regional and federal stakeholders to design and execute a regional and local CCTA full-scale exercise following the tabletop exercise in 2019. Then the COVID-19 pandemic created a situation that meant changing gears in the design of the exercise to take safety measures into account.

Due to COVID, the CCTA full-scale exercise that was scheduled for November 12, 2020, will now be a functional exercise in August 2021.

The CCTA Homeland Security grant is intended to support and improve the ability to prepare for, prevent, respond to complex coordinated terrorist attack. This is to be accomplished by identifying gaps, update plans, conduct trainings, and validate through exercises. The CCTA Regional Plan will be completed in the Spring of 2021.

For more information on the CCTA functional exercise, contact Destiny Craft at destiny.craft@dallascityhall.com.



MAJOR INCIDENT COMMAND TABLETOP EXERCISE

In October and November of 2020, OEM worked in coordination with DPD and DFR to design and execute two rounds of tabletop exercises with Major Incident Command. This exercise was at the request of Chief U. Renee Hall and in conjunction with Senior Corporal Terrance Hopkins.

The first round of exercises were for officers at the Major rank and the second round was for Lieutenants who may be new to the EOC process and not know what resources are available in the event of an emergency. We had 33 DPD command staff and nine DFR deputy and battalion chiefs who participated.

These exercises presented three scenarios that had a complication of occurring during the election cycle, either during early voting or on Election Day itself. Election Day has special challenges. This exercise was designed to provide DPD and DFR command staff with the opportunity to assess their preparedness and response capabilities. Our discussions focused on emergency responder coordination and critical decision making.

This tabletop exercise was conducted with full precautions with both in-person and virtual options for participation, temperature checks, masks, and social distancing.

STOP THE BLEED TRAINING

In 2019, the Texas Legislature passes a “Stop the Bleed” law requiring Texas school districts to have bleeding control stations on each campus. In January and February, OEM worked with DFR and Dallas Independent School District (DISD) to provide Stop the Bleed training to DISD teachers and staff in compliance with this national program.

The training consisted of lecture and practical exercises on how to properly use a tourniquet, including how to apply to oneself, in an active but safe simulation. The second practical application gave educators the opportunity to practice the first aid skills of packing and applying pressure to a variety of wounds.

This training, beginning with 8th grade science teachers, is designed for these



educators to take what they learned back to their campuses to teach other educators and students the same skills. The program also provides schools additional tools and skills to help in an active shooter or other traumatic bleeding scenario. This gives anyone with such an injury more time until emergency services can arrive. Those seconds or minutes can make all the difference.

LIVE NATION TABLETOP EXERCISE

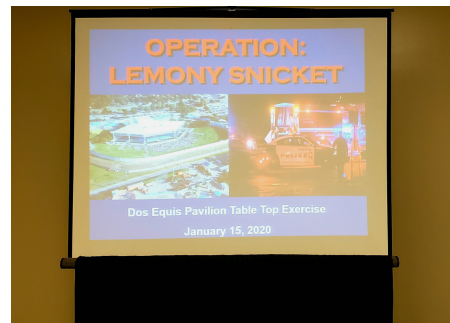
OEM partnered with Live Nation and Dos Equis Pavilion on January 15, 2020, to conduct a tabletop exercise. This joint venture was the culmination of discussions between OEM and Live Nation to bring about the first-ever collaborative tabletop.

OEM worked with Live Nation and the Dos Equis leadership to create a “very bad day” scenario in which many things go wrong during a concert at the open air concert venue—from a violent incident to health crises—we put our partners through their procedural paces from local response to elevation to national corporate resources.

This tabletop allowed OEM and Live Nation to bring in law enforcement agencies from local, state, and Federal levels along with Dallas Fire Rescue and other resources to discuss in a safe, no-fault environment what each organization brings to the table and when during a significant event. It also helps build

working relationships among those who might be responding to the incident so everyone knows what skills, resources, and strengths are available.

Tabletop exercises like this are important for companies, venues, and buildings to conduct in order to be fully prepared for any eventuality. If you need assistance in finding template exercises or resources for conducting your own exercises, please contact our training and exercise coordinator, Destiny Craft, at Destiny.Craft@dallascityhall.com.



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 2020, we activated the EOC fewer times over all but for a longer period of time. The initial activation with the Community Based Testing Sites ran from April to July.

OEM activates the EOC on a variety of levels multiple times a year for large planned and unplanned events.

OEM had the additional challenge of overlapping activations with the CBTS and George Floyd incidents occurring simultaneously. Activations can run a few hours to days or months depending on the type of event, as 2020 has shown us.

2020 EOC Activations

- January Cold weather shelter
- April - July COVID CBTS Operation
- May George Floyd Unrest
- September Breonna Taylor Unrest
- November Election Day Monitoring



HURRICANE LAURA

Three years almost to the day following Hurricane Harvey, the City of Dallas and Dallas County were tasked by the State of Texas to shelter those in the path of Hurricane Laura.

Hurricane Laura was a rare weather system that crossed the path of another system, Tropical Storm Marco before making landfall as a Category 4 storm on August 27, 2020. With the pandemic, we had additional challenges to sheltering. For Hurricane Laura, we did non-congregant sheltering in area hotels as safety precautions against spreading the virus.

As residents arrived, many in the first phase of sheltering by bus, we checked temperatures before checking them in and assigning rooms. We provided health care, COVID testing and other services to the guests throughout their stay. Most South Texas residents returned home or to areas closer to home by September 8, 2020. Residents from the Lake Charles area remained in the area as self-evacuees into October.

In a second phase of sheltering, the State consolidated all guests into five hotels in the area, three of which were in the City of Dallas. OEM provided liaison services to our guests and worked with the Texas and Louisiana representatives as well as the Red Cross to make sure our guests had all needs met while they were in the area.

The shelters closed on October 20, 2020 after extending the shelter slightly when Hurricane Delta went through the Lake Charles area again. Overall we housed and cared for approximately 5,375 individuals and 64 animals during the course of this sheltering operations. We housed 1,128 during Phase 1 and 4,247 during Phase 2. Most of the animals housed in partnership with Dallas Animal Services were during Phase 1 as many of the shelter hotels did not accept pets. Phase 2 hotels were pet friendly.

We continue to work with our area sheltering hub working groups to continue to learn from our sheltering experiences to make our operations more efficient and effective. John Patterson leads our sheltering efforts, He can be reached at john.patterson2@dallascityhall.com.



DISASTER FINANCE RECOVERY

It may seem odd to discuss recovery in the middle of an event, but recovery does begin the moment an event occurs. And though the pandemic continues as an active event, we are taking an active role in gathering expenses to date to submit for Federal reimbursement. This is possible because of the Federal Emergency Declaration and other funding sources like the CARES act and other programs.

Our disaster finance recovery team has been working for months to gather all eligible data to submit for project reimbursement. These reimbursements are subject to certain criteria and definitions work and reporting. We have begun submitting these requests for reimbursement in accordance with the Federal guidelines. We continue with our data collections and reimbursement opportunities. They have also been working on getting reimbursements for Hurricane Laura as well. It's not just for the pandemic.

The Federal government has time frames and deadlines for these project reimbursements. Our team has been and continues to gather financial information for different periods of time as new guidelines and deadlines come about. It is imperative in this difficult financial time for departments to keep up with their documentation. This is not just for the pandemic; this applies to any declared emergency. Getting into a good habit now will help us recovery from disasters in the future.

If you have any questions about finance recovery, contact Jack Wolters at john.wolters@dallascityhall.com.

INCLEMENT WEATHER SHELTERING

The Office of Emergency Management worked with the Office of Homeless Solutions (OHS) coordinated inclement weather sheltering in the early months of the year with the Dallas Public Library. We were able to utilize the basement of the J. Erik Jonsson Central Library to house approximately 200 individuals in need of shelter.

We worked with OHS to coordinate early overflow sheltering to allow for social distancing in the early stages of COVID-19.

COVID-19 remains an issue when it comes to sheltering in general as we move into winter once more. We have had conversations with OHS about currently plans and remain available to assist with any sheltering options that are needed.

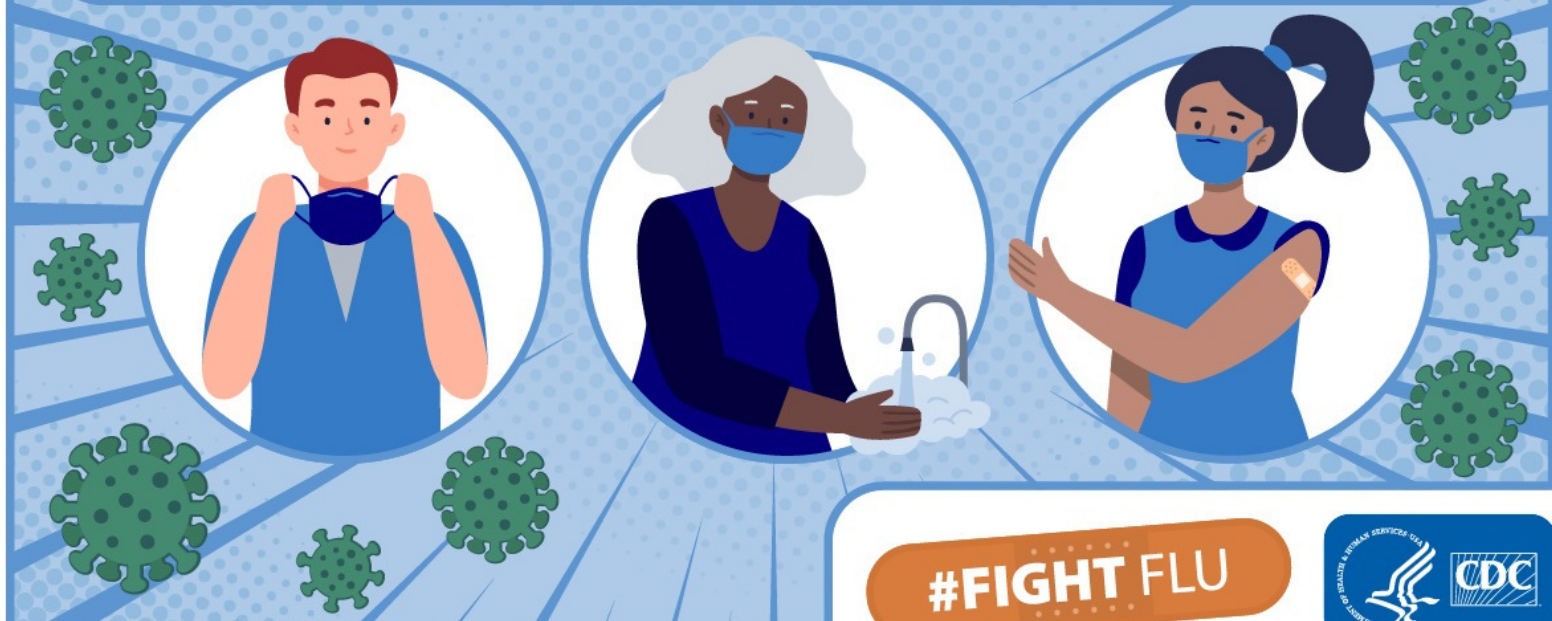
OHS is currently working with hotels and partner organizations to provide non-congregate shelter for individuals experiencing homelessness to provide a safe environment from both cold weather and COVID-19.

OEM is researching hotels open to the idea of disaster contracting with homeless and COVID-19 specifications to continue to have options for our vulnerable populations.

For more information on inclement weather sheltering contact the Office of Homeless Solutions - <https://dallascityhall.com/departments/homeless-solutions/Pages/Office%20of%20Homeless%20Solutions.aspx>



MASK UP, LATHER UP, SLEEVE UP



THE FLU SEASON IN 2020

The COVID-19 pandemic is still with us, which means additional danger to this year's flu season. It's more important than ever to protect our more vulnerable populations. The CDC highly recommends everyone over six months old who is able to get a flu shot. Flu vaccines reduce the risk of catching and spreading the flu to other more vulnerable populations.

The flu is a different type of virus from COVID-19, but both are respiratory illnesses that can spread from person to person. These viruses are more dangerous to those with weakened immune systems, chronic illnesses, the old and the young. There are ways to prevent catching and spreading viruses like flu and COVID-19.

- Get vaccinated for the flu and, when it becomes available, for COVID-19. This reduces your risk of catching the illness, and if you do, the resulting illness will be less severe.
- Continue to wear a face covering when in public places. Face coverings should cover your nose and mouth.
- Cover any coughs or sneezes with a tissue and throw it away. If a tissue isn't available, cough or sneeze into your elbow.
- Wash your hands often with soap and warm water for at least 20 seconds. Use hand sanitizer when soap and water aren't available.
- Stay home if you have a fever or feel sick to prevent spreading the illness. Stay home until you're fever-free for at least 24 hours without using fever reducers like Tylenol.

To help more residents get vaccinated for flu, flu shots are also available at our COVID-19 testing sites at Ellis Davis Field House and Eastfield College. For more information visit dallascityhall.com/COVID19.

SHARING VIRTUALLY

The Office of Emergency Management is always open to share our experiences and knowledge with others. We have had to change all our parameters this year. Our abilities to reach out to our community and global partners has been curtailed.

We have managed to do some of our preparedness and outreach work virtually. We have talked with students about emergency management virtually. We did community preparedness presentations via Facebook live and virtual platforms for

to help our partners and residents be better prepared for disasters.

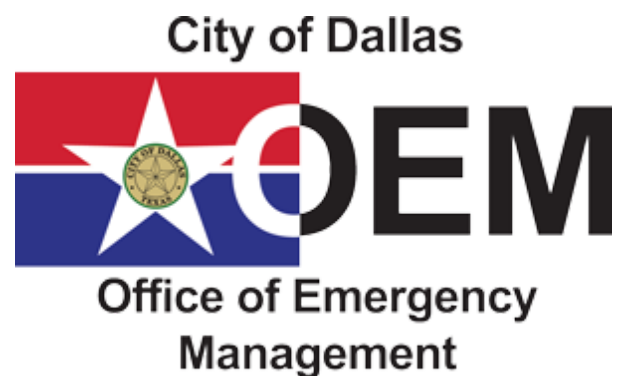
We are currently working through options on how to move forward with our efforts to engage the community in this new environment. Having in-person and virtual options for presentations in the future will give us more opportunities for accessibility into communities we may not have had before.

We look forward to seeing how these experiences unfold.

CONTACT US

The OEM team remains committed to "Service First" with a continued emphasis on the City's Core Values of Empathy, Excellence, Ethics, and Equity.

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



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