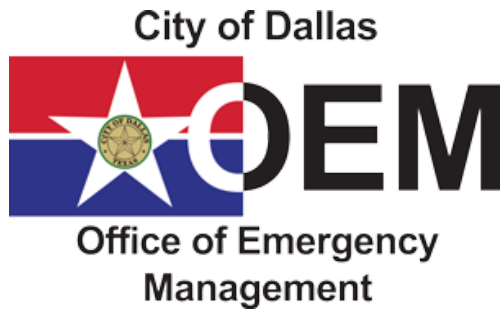


2021



CITY OF DALLAS OFFICE OF EMERGENCY MANAGEMENT ANNUAL REPORT

FY



FROM THE DIRECTOR - ROCKY VAZ

As 2021 comes to a close, I must begin with thanking the entire Office of Emergency Management (OEM) team for their hard work, efforts, and sacrifices. This has been another challenging year in a line of challenging years.

We continue to deal with the COVID-19 pandemic. We are constantly monitoring all variants for potential impacts to Dallas. We encourage full vaccinations and boosters along with safety practices like hand washing and mask wearing in public places.

However, the pandemic is not the only priority for OEM. OEM's mission remains the same - to prepare for, respond to, and recover from emergencies. We were a driving force in the Winter Storm Uri response in February. Our staff worked in dangerous and extreme conditions to ensure our residents had access to needed resources.

We worked for about three weeks to assist residents of an apartment complex that experienced an explosion that destroyed a building. These residents needed to be sheltered while the complex was repaired and inspected or other housing was arranged.

OEM is also returning to more traditional tasks while encouraging pandemic safety measures. We've returned to planning, training and exercise, and other projects. We are working with partners to prepare for winter inclement weather. We look forward to seeing where 2022 takes us.



TRAINING AND EXERCISE

2021 Training and Exercise

OEM remains committed to training and exercise, even with the COVID-19 pandemic. We have adapted to provide virtual and hybrid trainings and exercises to partner agencies and departments as well as limited in-person exercises. Our in-person exercises have been limited in capacity with masking and distancing encouraged per city policies. We have hosted trainings for other departments and designed exercises as requested.

Some of the trainings we hosted or conducted were the annual State Fair Tabletop exercise with Dallas Police Department (DPD), Dallas Fire-Rescue (DFR), and the Fair Park staff. We worked with Communications, Outreach and Marketing to conduct two different trainings - including a media training for executives.

We have also developed presentations for departments to give an overview of what OEM is and does and how our employees can also be prepared for any eventuality.

If your department has questions about doing a training or needs to exercise an emergency plan, contact Clay Taylor at clay.taylor@dallascityhall.com.



CCTA REGIONAL FUNCTIONAL EXERCISE

The Dallas/Fort Worth/Arlington Urban Area was awarded the Complex Coordinated Terrorist Attack federal grant to develop and conduct a region-wide exercise that included several scenarios across the major jurisdictions. Dallas OEM coordinated this grant project from its inception.

Planning for this exercise took a great deal of time and coordination, including hiring a contractor and working across jurisdictions. The original goal was to conduct the regional exercise in 2020. However, the COVID-19 pandemic delayed and necessitated a redesign of the exercise. The final exercise ran on Aug. 11, 2021.

OEM brought in and coordinated multiple departments and partner organizations from our hospitals as well as Dallas

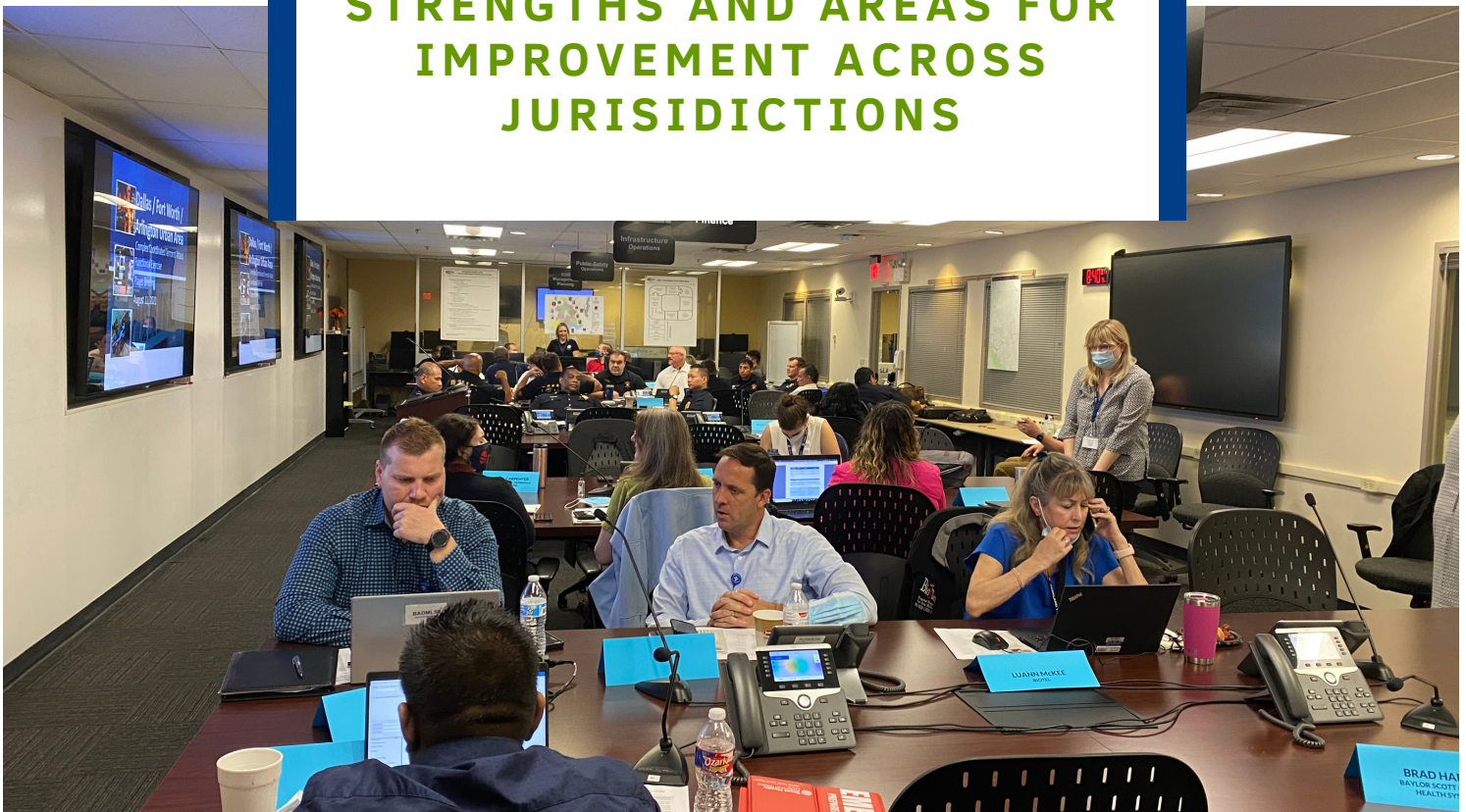
County to participate in the exercise. Other partners were involved to observe and evaluate the exercise.

We conducted a functional, mass casualty incident exercise involving City Hall and how our resources would be impacted. Our participants treated the exercise like a real-life event but without actually deploying physical resources.

These type of high profile exercises help our responders, departments, and partners practice plans and skills and address any gaps before an incident occurs.

For more information on the CCTA, please contact Clay Taylor at clay.taylor@dallascityhall.com.

THESE REGIONAL EXERCISES HELP DISCOVER STRENGTHS AND AREAS FOR IMPROVEMENT ACROSS JURISDICTIONS



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 2021, OEM activated the EOC on a variety of levels multiple times a year for large planned and unplanned events as we move toward more typical operations. We continue to have the EOC virtually operational as we monitor the ongoing pandemic.

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

2021 EOC Activations

Unplanned Events

- February Winter Storm Uri
- September - Highland Hills
- October Apartment Explosion

Planned Events

- October 30 Dia de los Muertos
- November 25 Turkey Trot
- December 4 Dallas Holiday Parade
- December 12 BMW Dallas Marathon

MEDIA RELATIONS EXECUTIVE TRAINING

The City has seen a lot of change in the last few years, especially in leadership positions. In July, OEM hosted two opportunities for senior leaders to have media relations training.

The training was given by The LeMaster Group and Communication, Outreach, and Marketing (COM) to give department heads, leadership, and communications professionals more confidence in answering questions about their departments when approached by the media.

While COM provides official statements for the City, departments are

considered experts in their field and may be called on to comment on behalf of their department. COM wants department heads to be confident to meet this need.

For more information, please contact COM directly at COMRequest@dallascityhall.com.



AED PROGRAM

New laws regarding Automated External Defibrillators (AED) went into effect on Sept. 1, 2021. The new law protects organizations with AEDs in three ways:

- Organizations where an AED is placed will no longer have civil liability for any misuse of, or failure to use, their AED
- Organizations will not have to train everyone in their building as a prerequisite for having an AED, and
- Organizations are required to check their AEDs monthly to ensure they are ready for use.

OEM has done a good inventory on all City-owned AEDs. We are currently instructing each department on how to inspect the AEDs in their area or buildings and report back to our AED Coordinator, Robert Coker. We are also researching a way to make tracking inspections and AED use easier.

Knowing where the nearest AED is and how to use it can save a life if someone is in cardiac arrest. Please take a moment to identify the nearest AED to you.

For more information on AEDs, training, or inspections, please contact Robert Coker at robert.coker@dallascityhall.com.

DISASTER FINANCE RECOVERY

Disasters last long after the event is over. For OEM, the process of disaster finance recovery can take months to years for those events that qualify for Federal or State reimbursement. And even for those events that are not reimbursable, there is still financial record keeping that needs to happen.

Disaster Finance Recovery continues for the COVID pandemic as we work through previous and ongoing expenses and how current federal funding can take care of those expenses, and how the City is working with the County to make sure we are working toward fiscal responsibility.

We also still have ongoing projects from other disasters that are being determined.

Winter Storm Uri cost the City and the State a significant amount of money. There was about \$300,000 in bottled water expenses between purchases and donations along with other expenses.

We also tracked expenses for a local disaster which was not eligible for any kind of reimbursement with the Highland Hills Apartment Explosion. This event also cost the City nearly \$300,000 in sheltering expenses as we housed displaced residents for about three weeks in non-congregate shelters while their homes were deemed safe.

For more information on disaster finance recovery, contact Jack Wolters at john.wolters@dallascityhall.com.

COVID-19 PANDEMIC

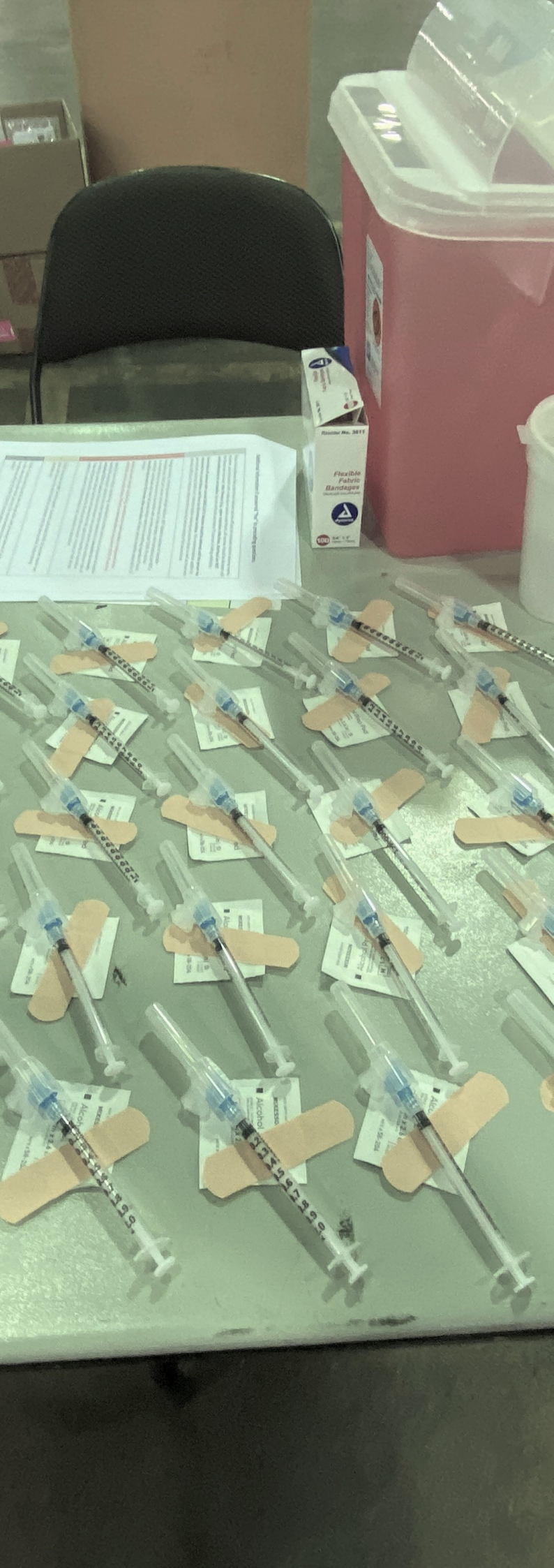
The COVID-19 pandemic remains a top priority for OEM. We continue to work with local, state, and Federal partners to promote vaccination and testing. We also work with community and faith-based organizations to encourage a whole-community approach to addressing this global pandemic. We are committed to assisting and encouraging all our residents and guests to get fully vaccinated with a booster and continue to be tested, especially among our historically excluded and vaccine hesitant communities.

This mission has been a constant part of OEM's daily duties since the pandemic began and will continue to be until local COVID-19 cases and hospitalizations allow full returns to pre-pandemic activities.

Activities OEM has and continues to coordinate or participate in:

- Drive through testing
- Drive through vaccination
- Pop up vaccination clinics
- COVID-19 vaccination messaging
- Resource coordination
- Partner with community vaccination and testing clinics
- Coordinate with partners on testing and vaccination planning
- Monitor and coordinate changes to Federal vaccination policy and procedure

OEM continues to monitor FEMA's policy and procedure for expenses and reimbursements where applicable. We are constantly and consistently working to make sure the City is doing all it can during this global pandemic as we have since early 2020.



COVID-19 VACCINE OPERATIONS

COVID-19 vaccines became available in late December 2020. OEM was part of vaccine operations from the beginning of vaccine availability. In late December, OEM worked with DFR to vaccinate DFR and DPD members in the Kay Bailey Hutchison Convention Center.

In early January 2021, OEM and other City departments worked with Dallas County to open the first mass vaccination hub site at Fair Park. This site was designed to help our most vulnerable populations get their first vaccinations. OEM continued to support the site with personnel for several weeks.

In late January, OEM and DFR opened Kay Bailey Hutchison Convention Center to a public drive through mass vaccination hub site. This site remained open through March, with the exception of Winter Storm Uri during mid-February, to provide approximately 50,000 doses of vaccine. The operation cost an estimated \$3million and utilized volunteers from our Community Emergency Response Team (CERT) and a variety of City departments.

OEM also supported the vaccination efforts at Fair Park when it became a Federally supported mega vaccination site. While the Federal partners were on site, the Dallas County vaccine hub site operated along side.

In February 2021, the City contracted with a vendor to open a drive through vaccination site at The Potter's House in South Dallas in March. OEM also worked with that site as it administered another 50,000 doses of vaccine in two months. The site closed in May 2021 and vaccinations transitioned to pop-up neighborhood sites.

For more information contact our department at OEMDepartment@dallascityhall.com.





WINTER STORM URI

The City of Dallas, along with the entire State of Texas, experienced one of the worst and most wide spread winters storms is recorded history. The Weather Channel named the February 2021 storm Winter Storm Uri. The winter weather system began with temperatures staying at or below freezing for 93 hours from Feb. 9 to 12, 2021. Beginning Feb.13, 2021, temperatures stayed below freezing for another 139 consecutive hours.

Freezing drizzle began on Feb. 11, 2021, creating a layer of ice that then was covered by about 5 inches of snow that fell between Feb. 14 and 17, 2021. The power grid was unable to keep up with the cold and the demand. Beginning Feb. 15, 2021, residents began losing power for blocks of time instead of the rolling brownouts first discussed. The lack of heat and power caused many pipes to freeze and burst, creating water challenges for many residents throughout the area.

Due to dangerous road conditions and lack of power and water, many of the City facilities used for warming stations were unavailable. OEM coordinated a warming center at the Kay Bailey Hutchison Convention Center and chartered coach buses to provide a warm place for residents to get water and recharge devices.

OEM and many City departments bought or had bottled water donated for our residents in need. Overall, 1.8 million bottles of water were distributed to residents during this operation at a value of about \$300,000. OEM also purchased 5-gallon buckets for residents to get bulk water from our recreation centers once available. Dallas was fortunate to not have a boil water notice for our residents as well thanks to Dallas Water Utilities' planning and emergency response.

Overall the City spent over \$7 million dollars in personnel, equipment, etc. to respond to Winter Storm Uri. We are using the lessons learned from this storm to help prepare for future weather events.



HIGHLAND HILLS APARTMENT EXPLOSION

DFR responded to a call at the Highland Hills Apartments on September 29, 2021. The call tragically resulted in an explosion that injured four firefighters and two apartment complex employees. OEM initially responded by providing the Unified Command Vehicle, but our role grew over the course of the day.

Three buildings were directly impacted. The building where the explosion occurred was demolished. The adjacent buildings had broken windows and other damage. The challenges came not just from needing to assist the displaced residents of these buildings, but the entire complex. Atmos determined the issue came from within the complex, and the Railroad Commission determined the complex needed to be evacuated.

OEM coordinated non-congregate shelter for about 200 families during a high hotel occupancy weekend and for the next three weeks as repairs and inspections were made to the complex. OEM also set up a Multi-Agency Resource Center for two days in the Erik Jonsson Central Library to provide information and resources for these residents to help them either get back into their homes or relocated to other apartments.

This activation cost almost \$400,000 in shelter expenses and staff time. Our residents' safety and needs remain a top priority for OEM as we continue to define and refine our processes for future disasters.

UNIFIED COMMAND VEHICLE



One of the many grant-funded projects OEM administers is the new unified command vehicle. This vehicle is designed to be a mobile Emergency Operations Center for OEM, Dallas Police Department (DPD) and (DFR) to work together during a large planned event or an unplanned incident requiring a command presence on site.

This unified command vehicle can be deployed quickly when needed and can be used in a variety of situations and moved where needed in the event of an incident. For example, after the Highland Hills Apartments explosion at the end of September, members of DFR and DPD worked alongside City Manager T.C. Broadnax and Assistant City Manager Jon Fortune to coordinate with the District 8 Council member, Texas Railroad Commission, Atmos, and displaced residents until all were safe. This project was meant not only to provide further resources to our responders, but also to continue to encourage and enhance our departments working together in high impact situations.



GRANT COORDINATION

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

In the 2021 calendar year, OEM was once again awarded funds through the Urban Area Security Initiative (UASI) grant program. These funds are awarded to large urban areas with high risks of terrorism and are used to help bolster our city's security. With these funds, the city of Dallas will be positioned to increase overall disaster preparedness, mitigation, response, and recovery. New this year, OEM applied for and was awarded funds through the 2021 Regional Catastrophic Preparedness Grant Program (RCPGP). Through use of this grant award, OEM, along with its regional partners, will identify current and emerging gaps across its Logistics and Supply Chain Management core capability and the Food, Water, and Sheltering Community lifeline, with a specific focus on gaps uncovered during the COVID-19 pandemic.

INCLEMENT WEATHER PLANNING

The Office of Emergency Management continues to work with the Office of Homeless Solutions (OHS), other departments and partners to plan for winter inclement weather sheltering. We are currently working in support of new ordinances and our partners to be ready for any weather situations.

For more information on inclement weather sheltering contact the Office of Homeless Solutions - dallascityhall.com/departments/homeless-solutions/Pages/default.aspx

OEM is also working with a variety of City departments to plan for future winter weather events. We are always creating and revising plans and options to ensure the City is ready for most eventualities, including major winter weather events.

We encourage personal preparedness as well. For more information on personal emergency preparedness, please see our website at dallascityhall.com/departments/officeemergencymanagement/Pages/Get-Prepared.aspx

NATIONAL PREPAREDNESS MONTH

National Preparedness Month (NPM) occurs each September to raise awareness about the importance of preparing for disasters and emergencies that could happen at any time. The 2021 theme was "Prepare to Protect." Preparing for disasters is protecting everyone you love. This theme focused on both Building a Kit, Making a Plan, and encouraged low-cost options and engaged youth in planning.

Unfortunately, for the second year, OEM was unable to do any large events to celebrate National Preparedness Month due to the continuing prevalence of COVID-19. Instead, we focused our

efforts on social media and virtual training and presentations. This is the best way we know to keep our residents and staff safe while promoting preparedness and readiness.

Preparedness is for all residents and businesses and needs to be considered at all times. Plans should be practiced and updated regularly. Emergency kits need to be checked for expiration dates and updated twice a year.

For more information and resources about preparedness or to request a virtual presentation, please check our website at www.DallasEmergencyManagement.com.

**National
Preparedness Month**
Prepare to Protect



COMMUNITY EMERGENCY RESPONSE TEAM

The COVID-19 pandemic has been difficult for our Community Emergency Response Team (CERT). We are still unable to conduct in-person classes or trainings, so there's been a shift in CERT. In 2021, we conducted three virtual conditional training classes for CERT volunteers. These conditional classes held the lecture portion of the CERT curriculum in a virtual environment with the idea that when we are able to be more hands-on, they will come in for the practical skills exercise that will complete the training process.

In the meantime, we are constantly looking at the program and our dedicated team of volunteers to see how to best utilize our teams. We also continue to look at the future of our CERT and other community programs. We value resident involvement in emergency preparedness and response.

For more information on CERT or our Community Programs, contact Cassandra Wallace at cassandra.wallace@dallascityhall.com.

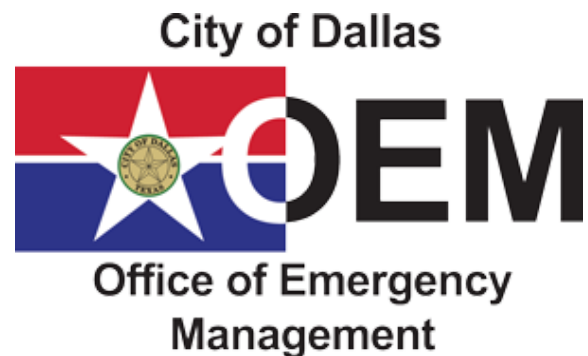
STAFF CHANGES

OEM welcomed two new staff in August 2021. Devon Spencer and Clay Taylor have joined us as Emergency Management Specialists. Clay is working as our Training and Exercise Coordinator. Devon will be working with all aspects of our department in a variety of projects. We look forward to having them on our team.

Devon Spencer is one of our new Emergency Preparedness Specialists. She comes to us from the City of Fort Worth where she was an Emergency Management Officer under Fort Worth Fire. Prior to Fort Worth, Devon was deployed to New York City to help with the COVID-19 response in the Spring of 2020. There she oversaw their hotel isolation program where they kept COVID positive individuals and healthcare workers. She currently holds a bachelor's degree in Emergency Administration and Disaster Sciences from UNT and is currently finishing her Master's degree in Public Administration with a focus in public finance.

Clay Taylor is our new Emergency Preparedness Specialist with the Office of Emergency Management. Clay is originally from Mississippi where he received his Master's degree in Criminology from Ole Miss where his work has been published in a National Research Journal, Book, and University Library. Clay will specialize in Training and Exercise and plans to capitalize on human intuition and data driven advancements to bring more functional trainings and exercises that will revitalize and educate our responders and partners to help keep the City of Dallas safe and secure.

CONTACT US



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