

Memorandum



CITY OF DALLAS

DATE February 26, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – February 25, 2021**

New Updates

[City Manager's Corner - Severe Winter Weather Week](#)

We all experienced the unfathomable weather conditions of extreme freezing temperatures, ice, snow, and widespread power outages of the recent winter that hit Texas. The winter storm also tested Dallas Water Utilities' (DWU) system infrastructure. Under the extraordinary events, DWU Department wide activities have been led by Randy Payton, Joel Tillery and Pat Donovan to oversee and repair the water delivery system to ensure delivery of safe drinking water during and after the winter storm.



To maintain water delivery to our customers DWU implemented a 24/7 operation to respond to leaks and burst pipes. Staff from all programs have stepped in to provide assistance to our team. The highest priority is given to leaks that impede traffic flow, damaging real property or pose an eminent danger to health and safety. The water delivery groups has received a total of 879 distribution systems calls related to mains, hydrants, services, valves, and water quality; 327 total main leak and breaks verified calls. Staff has also repaired over 207 main leaks and breaks and currently has 120 pending leak repairs. DWU's daily water pumpage and consumption are continuing to decrease which indicates progress with water delivery and loss.

Thru staff efforts within the entire system, DWU has continued to treat and deliver safe, potable water to its customers throughout and after the winter weather event. Water quality continues to meet or exceed regulatory standards and DWU's potable water system, including pumping distribution assets, remain stable.

DATE February 19, 2021
SUBJECT **Taking Care of Business – February 18, 2021**

[Free Seminar for Dallas Residents with Title Issues](#)

The Department of Housing & Neighborhood Revitalization and Cadillac Law Firm are hosting a free informational seminar on The Title & Property Assistance Program (TAPA). This seminar will provide a brief overview of fixing direct ownership issues, tax penalties, liens, heirship challenges and a host of other title issues.

To join in English for February 27, 2021 from 11:00 am to- 2:00 pm [Click Here](#)

This information seminar is open to all City of Dallas Residents. To qualify for program services, you must meet program criteria. Information on TAPA can be found [Click Here](#)

Should you have questions or concerns, please contact David Noguera, Director for Housing and Neighborhood Revitalization.

[Hensley Field Master Plan Progress Report](#)

The second Hensley Field Master Plan Stakeholder and Technical Advisory Groups (SAG & TAG) meeting will be held virtually via [zoom](#) on Thursday, February 25 from 1:30 pm to 3:00 pm. This meeting marks the culmination of Phase I of the master planning process. The consultant team led by McCann Adam Studio will summarize the findings from the site opportunities & constraints analysis, the preliminary market analysis and stakeholder focus group meetings. They will also facilitate a discussion on the guiding principles and goals in preparation for Phase II of the master planning process - the scenario planning stage. A Hensley Field project website has been launched and can be viewed [here](#). The Opportunities & Constraints Report, the Preliminary Market Analysis and the draft Project Guiding Principles & Goals will be posted on the City's website for public viewing and comment after the SAG & TAG meeting. For more information, please contact Peer Chacko, Director of Planning and Urban Design.

[Dallas Police Department's Community Affairs Division will have the following social media engagements:](#)

- Ask the Attorney Fridays (English and Spanish). The topic for this week is Evictions.
- COVID-19 PSA (English and Korean). This is a COVID-10 PSA for the Korean Community
- Home Repair Scams. This is an informative piece on how not to become a victim of home repair/Insurance Fraud.
- Implicit Bias and Mental Health Symposium. This is part of our Black History Month Educational outreach.

Attached please find social media flyers with dates and instructions for participation.

DATE February 19, 2021
SUBJECT **Taking Care of Business – February 18, 2021**

[Office of Community Police Oversight](#)

At the February 9, 2021 Community Police Oversight Board (CPOB) meeting, the Board welcomed DPD's new Police Chief Eddie Garcia and introduced him to the work of the Board. Chief Garcia gave the Board an overview of his goals and he also addressed questions and comments from each Board member. The Board also adopted an onboarding document for the community members that will be part of the five CPOB Subcommittees. The community members will participate in an orientation to the Board in March and start their work on the subcommittees. The Board also set their goals for 2021. One of the goals is to have quarterly events in their district. Board members will work with their Council member, the Mayor and OCPO to schedule these events. Board members are excited about the opportunity to engage residents of Dallas and educate them on the work of the Board. Should you have questions or concerns, please contact Police Monitor Tonya McClary.

[New artist residency program launched by South Dallas Cultural Center](#)

The Office of Arts and Culture's (OAC) South Dallas Cultural Center (SDCC) is pleased to announce the official launch of the Juanita J. Craft House Artist Residency Initiative—an immersive program for artists of all disciplines, meaningfully connecting them with South Dallas neighborhoods. The residency initiative supports artists by offering non-living studio space and connecting them with residents, organizations, and institutions to develop a unique body of work centering community activism. This opportunity opens space for artists to capture the present moment, where historical neighborhoods are rapidly changing due to socio-economic shifts, collecting various visions of South Dallas for future residents, visionaries, and developers. Applications will open April 2021.

For more information, please visit our [webpage](#). Should you have any questions or concerns, contact John Spriggins at john.spriggins@dallascityhall.com

[Dallas Animal Services Responds Increased Call Volume During Winter Storm Uri](#)

Between February 11-17, DAS received 1,338 Service Requests, a 26% increase in requests from the week before. Most of these calls were welfare checks on pets that were outdoors in the record-setting frigid weather Dallas saw last week. DAS Animal Services Officers worked around the clock, including mandatory overtime, to ensure that Dallas pets were safe. Other DAS staff braved the dangerous road conditions to continue to provide care, enrichment, surgeries, and medical care to pets at the shelter. Thanks to their commitment, we were able to provide top-notch care and find positive outcomes for pets throughout the storm. Please contact Ed Jamison, Director for Dallas Animal services for questions or additional information.

[New Procurement Opportunities](#)

The Office of Procurement Services (OPS) is excited to announce the following new contract opportunities. More information can be found on the City's [electronic bid portal](#):

DATE February 19, 2021
SUBJECT Taking Care of Business – February 18, 2021

Opportunity No.	Opportunity Name
CIZ1971	East Side Water Treatment Plant Residuals Handling – Phase 1, by Dallas Water Utilities
CIZ1972	Schedule A: Water And Wastewater Main Replacements At Various Locations, And Schedule B: University Hills Boulevard Wastewater Main Installation, And Schedule C: Luna Road From Northwest Highway To Royal Lane Water And Wastewater Main Replacements, by Dallas Water Utilities
BJZ21-00014965	Citywide Janitorial Services
BV21-00015595	Uninterruptible Power Supply (UPS)

We are also pleased to share the latest [Procurement Quarterly](#), listing citywide opportunities for the current quarter (of the fiscal year) and published on the OPS [website](#). Please be advised that once an opportunity is advertised, it is considered an open procurement until the City Council awards the contract. The Code of Ethics prohibits communication between councilmembers and vendors/ suppliers on open procurements. Should you have any questions, please contact Chhunny Chhean, Director of Procurement Services.

Look Ahead

City Council Briefings

March 3, 2021

- Illegal Dumping & Blight Abatement Strategic Plan
- Final Draft of Strategic Mobility Plan/Connect Dallas Plan
- City Manager 2021 Goals

April 7, 2021

- Dallas Executive Airport Development Update
- Ad Valorem Tax Limit for Over-65 or Disabled Homeowners
- Redeployment of Neighborhood Code Resources
- Update to Violent Crime Reduction Plan

Media Inquiries

As of February 22, 2021, the City has received media requests from various news outlets regarding the following topics:

- Residents without water
- Resources for residents following winter storms
- Netflix franchise fees
- Camp Rhonda
- 24 Apartment Destroyed in North Dallas Apartment Fire

DATE February 19, 2021
SUBJECT **Taking Care of Business – February 18, 2021**

- DFR Sees Increase in Hypothermia and Carbon Monoxide Related Calls
- DFR Inundates with “Turn Off Water” Calls for Ruptured Pipes
- DFR Attending to Citizens and Convention Center Warming Center
- Firefighter Extinguish Northeast Dallas Apartment Fire
- Dallas Morning News Inquires About Cold-Related Fatalities
- Residents Displaced After Fire at Northeast Dallas Townhomes
- Number of Ruptured Pipes Continues to Rise as Cold Temperatures Persist
- Twenty Residents Displaced from South Dallas Apartment Fire
- DFR Responds to Inquiries About Hypothermic and Carbon Monoxide Calls
- Firefighters Face Multiple Challenges Fighting Fire in Freezing Temperatures
- Responding to Ruptured Pipes Among Top Calls During Winter Storm
- DFR Battles Two Overnight Fires at Same Downtown High-Rise Residence
- Cutting Off Water for Bursted Pipes Continues to Be Number One Call Type
- Dallas Captain Gives “Boots on the Ground” Perspective to Two Media Outlets
- DFR Experiences Record Call Volume During Winter Storm
- More Media Inquiries About Winter Storm Related Call Volume
- Firefighters Come to the Aid of Two Police Officers Hit by Gunfire
- Fire at Northeast Dallas Apartments Displaces 7 Residents
- Texas Tribune Inquires About Cold-Related Fatalities
- Overnight Fire Destroys Southeast Dallas Tire Shop

Please see the attached document compiling information provided to media outlets, during the period from February 17 – February 22, 2021, for your reference. Should you have any questions or concerns, please contact Kimberly Bizer Tolbert, Chief of Staff.



T.C. Broadnax
City Manager

c: Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff
Majed A. Al-Ghafry, Assistant City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

DALLAS POLICE DEPARTMENT

HONORING BLACK HISTORY MONTH

Presents'

IMPLICIT BIAS & MENTAL HEALTH

AFRICAN AMERICAN OUTREACH "FOR THE CULTURE"

GUEST SPEAKER - DR. RYAN SUTTON

Director: Heman Sweatt Center for Black Males
Professor of Education: Univ. Texas at Austin

Zoom Information:

Meeting ID: 827 9882 4222

Passcode: 201661

Thursday Feb 25

12:00PM



FOR MORE INFO: CONTACT 214.671.3095
mandrell.drakes@dallascityhall.com





**NOTIFICACIÓN
DE
DESALOJO**



DEPARTAMENTO DE POLICÍA DE DALLAS
OFICINA DE ASUNTOS COMUNITARIOS

Únete a nosotros **VIERNES**

PREGUNTALE AL ABOGADO

FEBRERO 26 | 2PM CON INVITADO

W/ GUEST EL ABOGADO DAVID REYNA

FACEBOOK EN VIVO EN ESPAÑOL



**EVICTION
NOTICE**



DALLAS POLICE DEPARTMENT OFFICE OF COMMUNITY AFFAIRS

Join us **FRIDAYS**
ASK THE ATTORNEY

FACEBOOK LIVE | 10AM

FEBRUARY 26TH

W/GUEST ATTORNEY TREROD HALL

DALLAS POLICE DEPARTMENT
OFFICE OF COMMUNITY AFFAIRS

Join Us

KOREAN COVID-19 VACCINE

PUBLIC SERVICE ANNOUNCEMENT

MARCH 1ST 2:00PM - 2:45PM

LIVE VIA ZOOM REGISTER TODAY!

TO RECEIVE REGISTRATION LINK
MUST EMAIL SENIOR CORPORAL SOO NAM

soo.nam@dallascityhall.com

SPEAKER - DR. SAMUEL Y. KIM
ASSISTANT PROFESSOR
TEXAS WOMEN'S UNIVERSITY



귀하의 초대



FOR MORE INFO: CONTACT 214.671.4045



South Dallas
CULTURAL CENTER

Introducing...

The Juanita J. Craft House Artist Residency Initiative



An immersive, interactive program for artists of all disciplines to meaningfully connect them with South Dallas neighborhoods.

The residency initiative supports artists by offering non-living studio space and connecting them with residents, organizations, and institutions to develop a unique body of work centering community activism.

The application will open APRIL 2021





South Dallas
CULTURAL CENTER

Presentando...

La Juanita J. Craft House Residencia de Artistas



Un programa inmersivo e interactivo para artistas de todas las disciplinas para conectarlos con los vecindarios en el Sur de Dallas.

La residencia es una iniciativa que apoya a los artistas ofreciendo un espacio de estudio y conectándolos con residentes, organizaciones e instituciones para desarrollar una obra única centrado en el activismo comunitario.

La aplicación se abrirá en APRIL 2021

FACEBOOK *live* HOME REPAIR SCAMS

Don't Become a Victim!

JOIN US
MARCH 3RD
12PM

W/GUEST

Teresa Hockett

HOCKETT INSURANCE GROUP

FOR MORE INFO: CONTACT 214.671.4045

BEWARE OF SCAMS

- Unwanted Calls
- Imposter Contractors
- Unwanted Solicitors
- Upfront Fees Scams
- **Insurance Fraud**
- Licenses and Identification Scams
- Contracts and Agreements
- Read & Understand before you sign



DALLAS POLICE DEPARTMENT
OFFICE OF COMMUNITY AFFAIRS

Join Us

KOREAN COVID-19 VACCINE PUBLIC SERVICE ANNOUNCEMENT

MARCH 1ST 2:00PM - 2:45PM

LIVE VIA ZOOM 오늘 등록하세요!

등록 링크 받기

SR CPL. SOO NAM 에게 이메일을 보내야합니다.

soo.nam@dallascityhall.com

특별 초청강사: SAMUEL KIM
ASSISTANT PROFESSOR TEXAS
WOMENS UNIVERSITY

주제: 코로나 시기에 효과적인 대화술
질의응답



자세한 내용은 214.671.4045로 문의하십시오.

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION:

John Spriggins- Manager, South Dallas Cultural Center

john.spriggins@dallascityhall.com

214.671.0058

New artist residency program launched by South Dallas Cultural Center

DALLAS — Dallas' Office of Arts and Culture's (OAC) South Dallas Cultural Center (SDCC) is pleased to announce the official launch of the Juanita J. Craft House Artist Residency Initiative- an immersive, interactive program for artists of all disciplines to meaningfully connect them with South Dallas neighborhoods. The residency initiative supports artists by offering non-living studio space and connecting them with residents, organizations and institutions to develop a unique artwork, art series, or body of work centering community activism. This opportunity opens space for artists to capture the immediacy of the moment where historical neighborhoods are rapidly changing due to socio-economic shifts, to collect various visions of South Dallas for future residents, visionaries and developers.

"I am a native of South Dallas and dreamed of making an impact on my neighborhood," said South Dallas Cultural Center Manager John Spriggins. "I know the power of a residency and at the time, there weren't many artist residencies in Dallas that focused on supporting artists of the African Diaspora. Residencies like Project Row Houses in Houston and Rebuild Foundation by Theater Gates in Chicago provided the inspiration, where specifically Black artists went into Black communities and developed art projects with a community focus, making a cultural impact. My hope is to connect creativity with community in South Dallas. It is the right time to launch the residency with all of the changes happening in the area."

Spriggins has lead the cultural center since 2017. The pandemic offered him the opportunity to hyper-focus on the development of the Juanita J. Craft House Artist Residency Initiative , which will begin accepting applications in April 2021.

In Fall of 2020, Spriggins worked with artist Nitashia Johnson to pilot the program. Johnson was raised in South Dallas and graduated from Booker T. Washington High School for the Performing and Visual Arts in 2008. Some of her work includes, *The Smart Project*, a creative after-school program for artistic teens and her 2018 photographic book series, *The Self Publication*, created to uplift the Black community and dismantle harsh stereotypes associated with the culture. Johnson's unique voice and community-oriented work made her an excellent candidate to pilot the residency.

"The art of storytelling has always influenced my multimedia artwork," said Johnson. "My eagerness and love for the world and others have pushed me to produce a body of work highlighting environmental spaces, communities, and individual muses. When I started working on the residency project which I've titled *The Beauty of South Dallas, Capturing the Now Before the Future*, I was excited yet nervous about where to begin. South Dallas is a large area, and I wanted to make sure to capture the spirit of the

people and the land.” To inquire about the Juanita J. Craft House Artist Residency Initiative, or to learn more SDCC programming, please visit <http://sdcc.dallasculture.org/> or contact John Spriggins.

To share your personal South Dallas photos and memories as part of Nitashia Johnson’s *The Beauty of South Dallas, Capturing the Now Before the Future*, visit <https://www.thebeautyofsouthdallas.com/>.

South Dallas is experiencing rapid trends and changes with infrastructure, housing and socio-economic shifts. Since the 1950s, South Dallas has been predominately populated by African Americans with 15 neighborhoods which vary from working middle class to working poor. Now, like many other near-downtown-neighborhoods around the country, its proximity makes it appealing for urban renewal and redevelopment. The area is being carved into trendy districts. The impact of this transformation is determined by perspective and this residency encourages artists of the African Diaspora to explore this with new working methods, such as developing socially engaging art experiences that interact with and are immersed within the neighborhoods of the South Dallas area.

###



TANGLED TITLES



**JOIN THE CITY OF DALLAS AND CADILAC LAW TO
LEARN ABOUT A NEW TITLE CLEARING PROGRAM.**

**ENGLISH
FEBRUARY 27
11 A.M. TO 2 P.M.
[BIT.LY/38SNEHK](https://bit.ly/38SNEHK)**

RSVP BY FEBRUARY 26

CALL 469-708-0022 OR VISIT WWW.TEXASTAPA.COM FOR MORE INFORMATION.

DAS SEVERE WEATHER RESPONSE

(February 4–10, 2021 vs. February 11–17, 2021)

TOTAL CALLS

+26%

1,338

(2/11 – 2/17)

vs.

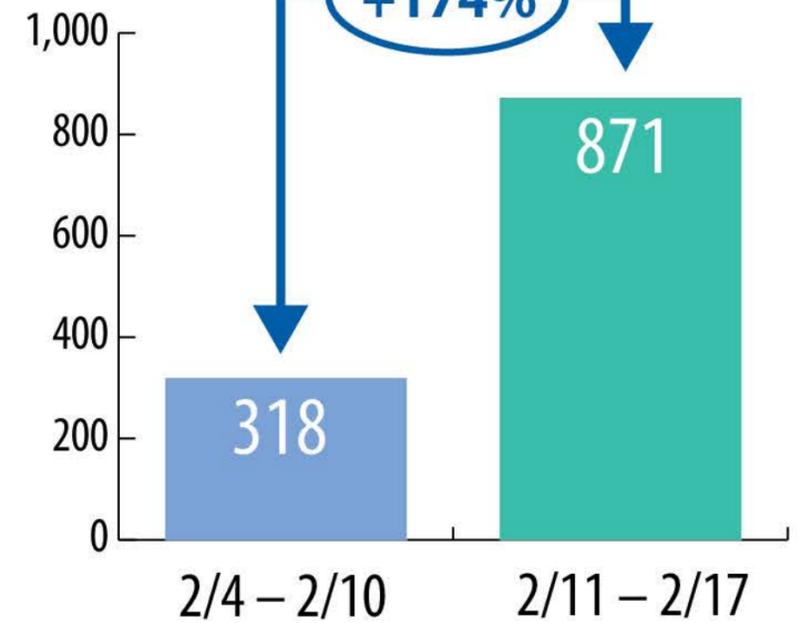
1,063

(2/4 – 2/10)



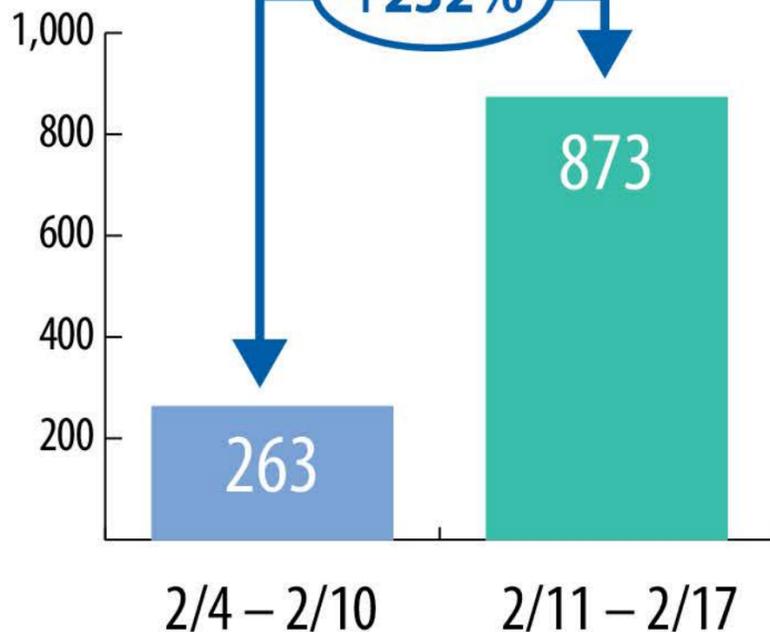
CLOSED CALLS HIGH PRIORITY (1-3)

+174%



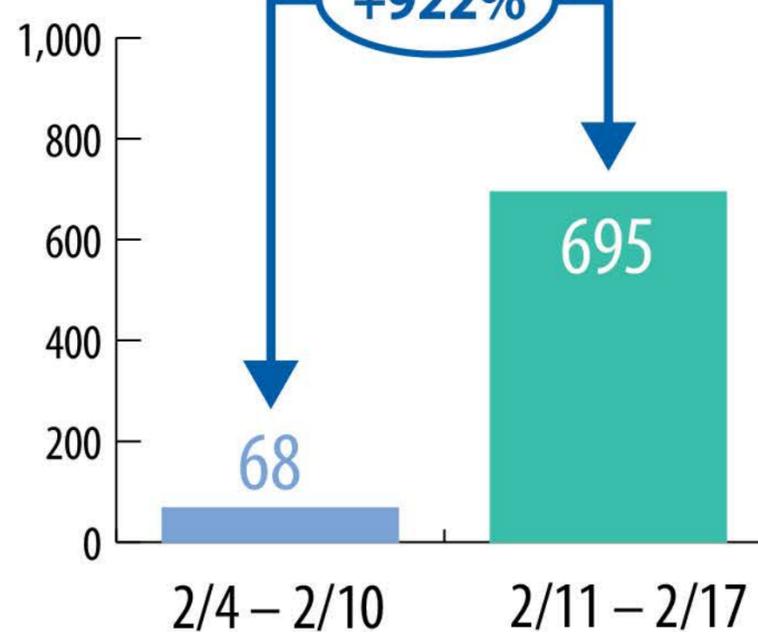
“LACK OF CARE” CALLS

+232%



WITHIN THE “LACK OF CARE” GROUP, “WEATHER” CALLS

+922%



NOTE: The emergency declaration did not go into effect until 2/12; however, as temperatures began to drop on 2/11 DAS began to see an increase in calls. Due to some connectivity issues with city systems during this time, there may be a slight variance in data when published in the future. These numbers reflect External, Proactive, and Follow-Up call types.



Communications, Outreach & Marketing
Media Requests
Feb. 16 – Feb. 22

Date Submitted: 2/22/2021

Topic: CBS 11 – Sanitation

Inquiry: referred to information on dallascityhall.com/weatherupdates

Submitted by: Catherine Cuellar

Media Entity – CBS 11

Date Submitted: 2/21/2021

Topic: WFAA – water issues

Inquiry: The following information was shared: As of now, we've received reports of 782 main breaks, 298 have been verified, 163 repaired with 135 pending.

We have added additional contractor crews and DWU staff from other areas to assist with repairs. We will continue work 24 hours a day to catch up on the pending repairs. The locations are being prioritized based on water loss and risk. They are also being monitored and reevaluated for priority.

Submitted By: Catherine Cuellar

Media Entity: WFAA

Date Submitted: 2/21/2021

Topic: Camp Rhonda

Inquiry: The following information was shared: Code Compliance educates property owners on what they need to do to comply with city code for the health and safety of all.

Submitted By: Catherine Cuellar

Media Entity: Dallas Observer

Date Submitted: 2/22/21

Topic: DBJ – Netflix franchise fees

Inquiry: The following information was shared: The City Attorney is seeking the City Council's approval to pursue video service providers Netflix, Hulu and Disney+ for failure to apply for a state-issued certificate of franchise authority under Tex. Util. Code Chapter 66 and pay the 5% franchise fee to Dallas. If approved by the City Council, counsel will seek consent from the Office of the Attorney General of Texas to retain outside counsel to pursue the matter on a contingency fee basis.

Submitted By: Catherine Cuellar

Media Entity: Dallas Business Journal

Date Submitted: 2/17/2021

Topic: KERA – water issues

Inquiry: The following information was shared: The City of Dallas Water Utilities Department operates and maintains approximately 5,011 miles of water pipeline encompassing 399 square miles throughout the city. Since the storm's arrival, DWU personnel have received notification of 137 main leaks/breaks

within its pipeline network. DWU has also responded and assisted approximately 1,100 of its customers with private burst pipes.

DWU uses a work management system to track its operational and maintenance related activities however it doesn't have a mechanism to calculate total persons impacted per each individual isolation.

During FY20, DWU personnel repaired nearly 1,100 main leaks/breaks within the system, averaging 3.0 repairs per day. At this time, DWU personnel is receiving more than 30 main leaks/breaks per day.

Submitted By: Catherine Cuellar

Media Entity: KERA

Date Submitted: 2/18/2021

Topic: Telemundo - KBHCC

Inquiry: Telemundo requested to interview KBHCC staff about shelter operations. Interview was cancelled by Telemundo.

Submitted By: Nakoya Moss (KBHCC)

Media Entity: Norberto Hernandez (Telemundo)

Date Submitted: 2/18/2021

Topic: Univision-Winter Weather Updates

Inquiry: Telemundo requested a Spanish speaking City Representative to participate in a Univision special program LIVE this Sunday to discuss shelter operations and resources. No response from staff.

Submitted By: Nakoya Moss (KBHCC)

Media Entity: Felicitas Cadena (Univision)

Date Submitted: 2/16/2021

Topic: Univision-warming shelter

Inquiry: Univision requested footage of the KBH warming shelter. Univision was advised media is welcome to record outside the shelter, but not enter while it is occupied.

Submitted By: Roxana Rubio (CES, OEM)

Media Entity: Daniel Tuccio (Univision)

Date Submitted: 2/16/2021

Topic: NBC/Telemundo – warming shelters

Inquiry: At this time, the City advised NBC and Telemundo that The City of Dallas continues working to identify additional resources that can serve as neighborhood warming centers. The KBHCCD warming center is the only center open at this time.

Submitted By: Roxana Rubio (OEM)

Media Entity: Lizbeth Licon (NBC)

Date Submitted: 2/22/2021

Topic: Univision – Residents w/o water

Inquiry: Univision inquired about residents without water, the City advised residents can report water outages to 3-1-1, if living in a complex also advise property management. The City also shared the following information: we've had 4200 meter related calls, 690 calls related to main breaks and leaks. The City is surveying residents through partnership organizations like Apartment Association of Greater Dallas in the next 48 hours.

Submitted By: Roxana Rubio

Media Entity: Andrea Rega (Univision)

Date Submitted: 2/22/2021

Topic: Telemundo – Residents w/o water

Inquiry: Telemundo inquired about residents without water, the City advised residents can report water outages to 3-1-1, if living in a complex also advise property management. The City also shared the following information: we've had 4200 meter related calls, 690 calls related to main breaks and leaks. The City is surveying residents through partnership organizations like Apartment Association of Greater Dallas in the next 48 hours.

Submitted By: Roxana Rubio

Media Entity: Emilio Ramos (Telemundo)



CITY OF DALLAS

Dallas Fire-Rescue Department
Media Requests: February 16 – 22, 2021.

Tuesday, February 16th: Sent the following information to all the local news desks

- On Monday, February 15th, at 9:55 p.m., Dallas Fire-Rescue units were dispatched to a 911 call for a structure at the Alua Apartments, located at 4300 Horizon North Parkway, in North Dallas.

When firefighters arrived at the three-story apartment building, they observed smoke coming from an apartment on the second floor. They made their way into the unit to find fire within the void spaces between the second and third floors as well as the wall spaces. Considering the weather conditions, the size of the structure and the inability to visualize the extent of the fire, Command requested a second, and eventual third, alarm response. Fire made its way through the roof, forcing Command to pull all firefighters back, assuming a defensive posture. Approximately, 80 firefighters battled the fire, and the elements, well into the morning hours before declaring the fire extinguished around 2:30 a.m. However, crews remained on the scene the entire night/morning, conducting overhaul operations to ensure the flames had been completely extinguished, before clearing the scene around 9:00 a.m.

There were 24 units in the apartment building, and though only eight of them were reported to have suffered fire damage, all the units were left uninhabitable due to varying degrees of smoke and water damage. All residents evacuated the building safely, and there were no injuries reported. Firefighters were able to make it through the entirety of the operation thanks primarily to the efforts of the Box 4 Fire Buffs Organization being on scene and providing food, drinks and warming areas for first responders to take refuge in between rotations.

It is unclear the number of residents who were displaced as a result the fire, as most of them left for shelter with family and friends off-site, or sought refuge inside their vehicles; but property management is working with them to determine their needs going forward.

The extent of damage left the building unsafe for entry; and as a result, the cause of the fire will be listed as undetermined. Custody of the building was passed back over to property management to determine what will ultimately happen to it.

Tuesday, February 16th: Spectrum Media (Mike Pool) - Can you please share the number of hypothermia and carbon dioxide calls the department has responded to in the past 24 hours?

City Response - DFR doesn't have a run category that confirms whether someone is suffering from Hypothermia. That's probably a metric you'd be better off contacting the hospitals, or a private ambulance service, about. The closest run type we have that specifically connects a response to the weather conditions, is an "Environmental Emergency". Over the past 24 hours (11a - 11a), we've responded to 16 such calls, 9 of which resulted in someone being taken to a local hospital for evaluation.

Additionally, DFR has responded to 27 "Carbon Monoxide Detector" calls over that same time span. Thankfully, we have yet to respond to any "Carbon Monoxide Emergency" calls. The difference being that a "detector" call is strictly for a detector that has gone off, with an "emergency" being for someone who has a detector going off, AND has symptoms consistent with CO exposure (dizziness, light-headedness, fatigue, headache, etc.).

I don't have any details indicating the exact reason behind these "detector" occurrences, but it could range anywhere from loss of power to someone actually using an appliance, or other unconventional device intended for outdoor use, to heat their homes to name a couple.

Tuesday, February 16th: NBC 5/Telemundo (Patrick Randolph) - Just wanted to see if there are any numbers for today on calls related to the weather...Water Cut Off/Busted pipe calls?

City Response – Dallas Fire-Rescue has responded to 105 "cut off water" calls since midnight.

Tuesday, February 16th: Univision 23 (Cynthia Cano Ugarte) - With pipes bursting in homes and apartments because of the low temperature, what guidance can you offer residents to prevent this from happening? Is leaving the faucets on the only option? Once the pipes burst and the water is flooding, is this something they can call 9-1-1 for? I understand that in homes there is principal water valve, is this something the fire department does?

City Response - While dripping faucets is something we'd recommend, suggestions for anything more is probably a question best directed to Dallas Water Utilities, or a certified plumber.

As far as your second question is concerned. If your pipes have busted, and water is running, you can call 911 and we'll come out and shut your water off. However, resulting repair work has to be done by a plumber.

Tuesday, February 16th: Dallas Morning News (Cassandra Jaramillo) - I wanted to ask how many Times EMS has been called to give treatment to people at Kay Bailey Center. I heard about a man who had frostbite this morning, if there's any info on his status.

City Response - Since beginning operations, on Friday, February 12th, DFR medics have evaluated 58 patients and transported 15. All transports have come over the past two days (7 and 8 transports respectively).

Tuesday, February 16th: All local news desks - Can you provide information on a 2 alarm fire at Fair Oaks Ave & Pineland Dr?

City Response – Dallas Fire-Rescue units were dispatched at 7:42 p.m., to the Fair Oaks Townhomes, located 7418 Fair Oaks Boulevard. Initial reports indicated smoke and fire coming from the attic of one of the buildings. Firefighters conducted an offensive fire attack and the fire was declared extinguished at 8:47 p.m. Thankfully, there were no injuries reported, but the cause of the fire is undetermined.

Wednesday, February 17th: Dallas Morning News (Cassandra Jaramillo) - I wanted to ask since the freezing temperatures started on Feb.12, how many deaths from hypothermia has DFR responded to?

City Response - Cassandra, unfortunately, this is not going to be a figure I can provide, as DFR doesn't determine cause of death. However, I can tell you the following relative to or responses to "Environmental" calls...

Since February 12th, DFR has responded to 35 Environmental Emergency calls. I see nothing indicating that any of these resulted in a fatality, but I can tell you that 16 of those calls resulted in transports to the hospital.

Wednesday, February 17th: WFAA 8 (Maci Smith) - Is there any information available regarding a possible apartment fire on Flickering Shadow Dr? Incident number 2021042810.

City Response - At 6:40 a.m., Dallas Fire-Rescue units responded to a 911 call for structure fire at a townhome, located on the 9200 block of Flickering Shadow Drive, in Northeast Dallas.

Firefighters arrived to find flames coming from the roof of a two-story townhome. They moved in for an offensive attack, but the fire was already in its advanced stages, so all personnel pulled out and took a defensive posture.

Unfortunately, the location was only one of 5 connected townhomes; and the fire spread to at least four of them. At least 10 residents have been displaced as a result of the fire, but thankfully, no injuries were reported. The American Red Cross is in the process of assisting those families with their needs.

There is no information available on the cause of the fire.

Wednesday, February 17th: All local news desks - We wanted to know how many calls of pipe bursts you guys have responded to?

City Response - Just for today, we've responded to 120 calls to "cut off water".

Wednesday, February 17th: WFAA 8 (Maci Smith) and Univision 23 (Marysol Gonzalez) - Is there any information available regarding a structure fire in the 3600 block of Red Bird Lane? Incident number 2021043298.

City Response – On Wednesday, February 17th, at 10:28 a.m., Dallas Fire-Rescue responded to a 911 call for a structure fire at the Redbird Trail Apartments, located at 3636 W. Redbird Lane. Initial reports indicated smoke coming from an apartment on the first floor of a two-story apartment building. Firefighters conducted an offensive fire attack on the building and, after having a second alarm dispatched for manpower, had it extinguished in about an hour.

Fire Investigators determined that the fire began in an apartment on the first floor. While firefighters limited the fire damage to only 4 units, all 8 apartments in the building were left uninhabitable from loss of power; displacing at least 20 residents.

There were no injuries reported, and the cause of the fire is currently undetermined.

Wednesday, February 17th: Estrella TV (Homar Rojas Cavazos) - Hello Jason it's Homar Rojas, news reporter from Estrella TV. I want to make and interview today for number of Carbon Monoxide and Hypothermia calls.

City Response - Since 2/12 DFR has responded to 74 Carbon Monoxide Detector/Carbon Monoxide Emergency calls. Since the same date, we've also responded to 35 Environmental calls.

Wednesday, February 17th: Univision 23 (Marysol Gonzalez) - I know you guys have been working several fires. Can you tell us how are the firefighters dealing with this weather attacking many fires? Can you happen to tell me how many carbon monoxide and water pipes breaks calls have you guys received?

City Response - Fighting fire in these weather conditions is extremely challenging as it puts an extra strain on equipment, personnel and the structure itself. More personnel is needed because of the increased frequency you have to rotate personnel in out of rehab. Water can freeze on the ground, making it a slipping hazard to firefighters, and anyone else, at the scene. Resources are in high demand city-wide.

Since 2/14, Dallas Fire-Rescue has responded to 83 "Carbon Monoxide Detector"/"Carbon Monoxide Emergency" Calls, and 740 calls to "Cut off Water" for ruptured pipes.

Wednesday, February 17th: Univision 23 (Nathalie Palacios) - We wanted to see if there was an updated number of how many water pipe bursts your department has responded to? What is the main concern when working the pipe bursts?

City Response - Since 2/14 we've responded to 740 "cut off water" calls for ruptured pipes. 300 of those calls have come in today (since midnight). The main concern, other than getting water cut off as quickly as possible to limit water damage, is to not damage the shut off valve when closing it.

Wednesday, February 17th: Univision 23 (Joanna Molinero) - I was writing to you to ask if there was any way of knowing how many calls has DFR shown up to regarding a Dallas resident passing away due to the extreme cold weather?

City Response - The only call type we have that points specifically to the cold is an "Environmental Emergency" or "Environmental" call.

Since 2/12 we have responded to 36 such calls, and have transported at least 17 patients to local hospitals for evaluation. However, I find no record of us responding to a deceased person at any of these calls.

Thursday, February 18th: All local media outlets - Do you have any information on these calls from overnight?

99B - HIRIS Structure Fire Wrk
1700 Cedar Springs Rd



Units: 684; 684; 781; 783;
Box: 180018

99B - HIRIS Structure Fire Wrk 2

1700 Cedar Springs Rd
Units: 684; 684; 781; 783;
Box: 180018

City Response - On Thursday, February 18th, at 2:37 a.m., Dallas Fire-Rescue units were assigned to a 911 call for a high-rise structure fire at Gables Park, located at 1700 Cedar Springs Road, near Downtown Dallas.

When firefighters arrived at the 25-story high-rise, they observed smoke coming from the underground parking garage. Upon making their way inside, rather than fire, they observed smoke coming from a generator on the first sub-level. They shut the generator down and ventilated the area; and after making contact with building representation to advise them of what happened, fire personnel cleared the scene in just under an hour.

Later in the morning, at 4:45 a.m., units were dispatched to the same location after reports of a “smoke odor” as high as the top floor of the building. When firefighters arrived the second time, they couldn’t see anything from outside the building. They made their way back inside the parking garage, but this time they found a fire in an electrical room on the 3rd sub-level generating even more smoke than the first incident. After insuring the power was shut off, firefighters were able to safely knocked down the flames using dry-chemical extinguishers; but excessive amounts of smoke had already made its way into the building which had to be ventilated.

Prior to these incidents, the building just recently had power restored to it. As a result, it was not yet fully occupied, making it is unclear as to the number of residents who were temporarily displaced as a result of the fire. However, those who were there, were relocated to a business across the street until DFR could confirm the building was ventilated of Carbon Monoxide.

Despite the challenges faced while making these responses in the inclement weather, the entire operation was helped to run a lot smoother thanks to the outstanding work of Gables Park representation, and the Box 4 Fire Buffs. Building representatives made themselves immediately available for anything DFR and its residents needed, from building plans to assist with ventilation efforts to the swift temporary relocation of it residents. Box 4 was there for the duration of both incidents, making sure firefighters stayed warm, fed and hydrated during their rehab rotations.

Thankfully, there were no injuries as a result of this incident, and the cause of the fire is undetermined.

Thursday, February 18th: Spectrum News (Mike Pool) - How many calls for broken pipes calls has the department responded to since Sunday?

City Response - Since Sunday, DFR has responded to just under 1,400 calls to “cut off water” (1,367) in response to ruptured pipes.

Thursday, February 18th: WFAA 8 (Rebecca Lopez) – Can we do a zoom interview with someone at a fire station about the types of things they’re responding to during the storm. We’d like to get more of a boots on the ground perspective.

City Response – Set up a Zoom interview with Captain, Cristian Hinojosa. Story aired that evening and can be viewed at <https://www.wfaa.com/mobile/article/news/local/dallas-fire-rescue-triples-its-call-load-as-winter-storm-devastates-residents/287-82563b24-8c79-4d0d-84c7-7249ca927c53>

Thursday, February 18th: Dallas Morning News (Brooklynn Cooper) - I hope you've been staying safe and warm. I left a voicemail for you, but wanted to follow up here just so you'd have it in writing.

I'm working on a story about how essential workers and first responders have been managing during the snowstorm, and I was wondering if you could connect me with a firefighter who could talk about the challenges they've faced this week and what it's been like working in this type of weather. If anyone's available before 3pm tomorrow, please let me know. Thank you!

City Response – Did a three-way phone interview with Captain, Cristian Hinojosa. The story can be read at the following link: <https://www.dallasnews.com/news/weather/2021/02/19/busted-pipes-desperate-calls-for-help-what-it-was-like-being-a-first-responder-in-dallas-during-the-winter-storm/>

Thursday, February 18th: NBC 5 (Patrick Randolph) - Can you put in perspective how many calls DFR has responded to over the course of this winter weather compared to the avg number of calls you respond to?

City Response - For the year 2020 DFR averaged 807 calls per day. Over the past three days, DFRs call volume has been as follows:

- Mon 2/15: Total Runs 1939
- Tuesday 2/16: Total Runs 2894
- Wednesday, 2/17: Total Runs 2790

Thursday, February 18th: New York Times (Jack Healy) - Hi guys, I am trying to figure out whether you have any reports of post-storm deaths: have you found anyone dead in their homes due to potential storm related hypothermia or other after effects? Perhaps elderly people being stuck without water and power for several days.

City Response - Unfortunately, this is not going to be information I can accurately provide. The only call types we attribute exclusively to the cold weather are “environmental” and “environmental emergency” calls. Since 2/12 the department has responded to 38 such calls resulting in 18 transports to local hospitals; but no record of fatalities.

Additionally, we’ve responded to 108 “Carbon Monoxide Detector”/“Carbon Monoxide Emergency” over that same span to time; and there was 1 fatality and 1 hospital transport among those responses.

There are several other call types we have that could involve individuals who were deceased; but since the department does not do cause of death determinations, we wouldn’t be able to say that they were the result of the storm.

To be perfectly honest with you, the best data you’re going to get in that regard will probably come by way of the various Medical Examiner’s Offices.

Friday, February 19th: NBC Universal (Lizbeth Licon) and Dallas Morning News (Catherine Marfin) - I hope you are staying safe and warm during this crazy week. I wanted to check in and see if Dallas Fire-Rescue has been responding to any calls related to carbon monoxide poisonings or exposures this week as people try to stay warm. Do you have any totals for those kinds of calls through the week?

Also, have you heard of any other cold-related deaths that may not be carbon monoxide related?

City Response - Since 2/12 DFR has responded to 108 “Carbon Monoxide Detector”/“Carbon Monoxide Emergency” calls. One of them involved a fatality, and there was only one person that had to be taken to the hospital.

Also, you’re better off reaching out to the medical examiner to inquire about cold-related deaths. We’re not able to make an official determination on a cause of death.

The only response we have that specifically identifies an incident as being specifically related to the cold are “Environmental” calls. Over that same time span we responded to 44 such calls and transported 19 patients, but no fatalities.

Friday, February 19th: In response to multiple media requests for information about an incident involving firefighters rescuing 2 DPD Officers who were shot while responding to a call, the following information was posted to Facebook and sent to local media:

<https://www.facebook.com/340809029275626/posts/3880589005297593/>

Sunday, February 21st: **WFAA 8 (Lourdes Vazquez)** - Can you provide information on how many cut off water calls DFR has responded to between Saturday to Sunday?

City Response – Dallas Fire-Rescue has responded to 177 "Cut Off Water" calls from Sat. 2/20 - Sun. 2/21.

Sunday, February 21st: **NBC 5 (Cynthia Garcia), Fox 4 (Steven Dial) and Advocate Magazine (Jaime Dunaway)** – Can you provide any details on the following fire? Dallas, TX (Dallas County)| 2 Alarm Fire| 8285 Southwestern Blvd| 2nd Alarm For Fire On 1st & 2nd Floor Of a 2 Story Apartment Building.| 18:39

City Response - At 18:23 Dallas Fire-Rescue units responded to a 911 call for a structure fire at an apartment complex, located at 8285 Southwestern Boulevard, in Northeast Dallas.

When firefighters arrived at the two-story apartment building, they observed heavy fire coming from the first and second floors. Despite the fire being well into its advanced stages, crews were able to move in for an offensive attack and bring the fire under control in about half-an-hour.

At least two units (and likely more) were damaged by fire, displacing 7 residents. Thankfully, everyone was able to make it out safely, and no injuries were reported as a result of the fire.

Investigators are looking into the matter further, but the cause of the fire is currently undetermined.

Monday, February 22nd: **Texas Tribune (Juan Pablo Garnham)** - I'm working on a story about the impact of the storm among people that are homeless. I was wondering if you can help me with any information regarding cases of people that needed assistance or sadly passed away during this emergency.

What kind of information do you have on this? What I'm trying to find out is:

- How many reports did you receive of people in the street that might have been in trouble?

- How many of these cases have you actually gone and attended during the storm?
- Did you find any people that died in these circumstances, in public areas or outdoors? How many?
- Any other contextual information that you can provide.

Please feel free to call me to my cell if that is easier. 786-498-5634. I'm trying to get this information as soon as possible.

City Response - Unfortunately, I can't be of much help, as our call types don't narrow down the circumstances of a response in this much detail.

The only call type we have that specifically identifies with the weather conditions are "Environmental" calls. Over the span of 2/12 – 2/19 Dallas Fire-Rescue responded to 45 Environmental Emergencies and transported 20 of those people to the hospital for evaluation. There were also no fatalities among those responses.

If you are looking for more accurate figures on fatalities related to the cold conditions, I'd suggest reaching out to the local hospitals or the Medical Examiners Offices.

Tuesday, February 23rd: Univision 23 (Erika Torres Caraban), WFAA 8 (Maci Smith) and CBS11 (Itzel Hernandez) – Can you please provide us with info on a fire at 3717 S Buckner Blvd. around 12:30am?

City Response - On Tuesday, February 23rd, at 12:16 a.m., Dallas Fire-Rescue units were dispatched to a tire shop, located at 3717 South Buckner Boulevard in Southeast Dallas, after a 911 call reporting it was on fire.

Even in the dark of night, a dark plume of smoke, from burning tires, could be seen as firefighters were heading to the scene. When fire companies arrived at the one-story commercial structure, they reported out with fire coming through the roof. With the fire already in its advanced stages, it wasn't very long before a second-alarm response was transmitted. Suppression efforts were mostly defensive from the onset, with as many as three ladder pipes, and a number of hand lines, being used to surround and drown the building. Approximately 50 firefighters brought the fire under control just before 3 a.m.

Fire crews remained on the scene well into the morning hours afterwards digging through the remnants to ensure all hot spots had been extinguished, as the business suffered severe damage throughout. Thankfully, there were no injuries reported as a result of the fire. Investigators are still working with the business owners, as well as neighboring businesses, to gather information on what may have happened; but the cause is currently undetermined and under investigation.