

Memorandum



CITY OF DALLAS

DATE February 21, 2020

TO Honorable Mayor and Members of the City Council

SUBJECT **Taking Care of Business – February 20, 2020**

Updated Items

[Encampment Resolution Schedule – February 18, 2020 and February 25, 2020](#)

The Office of Homeless Solutions (OHS) has scheduled the following sites for homeless encampment resolution on **February 18, 2020** and **February 25, 2020**

February 18, 2020	February 25, 2020
<ul style="list-style-type: none">• 953 Barry Avenue (District 2)• 277 I-345 Expressway South Bound (District 2)• 386 South Cesar Chavez (District 2)• 1428 North Hampton Road (District 1)	<ul style="list-style-type: none">• 5915 Skillman Street (District 13)• 8684 Lyndon B Johnson Freeway - Eastbound (District 11)• 4480 Skillman Street (District 14)• 10700 Walnut Hill Lane (District 10)• 8326 Forest Lane (District 10)• 8210 Forest Lane (District 10)

OHS Street Outreach team will continue to engage with homeless individuals to provide notice of clean-up and connect to resources and shelter. OHS Community Mobilization staff are meeting with stakeholders to determine long-term sustainability of encampment sites and will provide periodic updates. Should you have any questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager, or Monica Hardman, Director of Office of Homeless Solutions.

New Updates

[WCIA Needs Your Input](#)

The Office of Welcoming Communities and Immigrant Affairs (WCIA) invites you to participate in a brief survey regarding the recent soft launch of the Welcoming Hub. This information will help WCIA improve the new Welcoming Hub platform before we do an official launch to the public. The Welcoming Hub is a website that will serve as a resource to Dallas immigrants attempting to identify various service providers in the area. To view the Welcoming Hub, visit <https://communityresources.dallascityhall.com/>. After you enter your zip code and click search, the Welcoming Hub webpage will generate different organizations that offer programs in healthcare, education, housing, legal services, and much more! **The survey deadline is this**

DATE February 21, 2020
SUBJECT **Taking Care of Business – February 20, 2020**

Friday, February 21. To complete the survey, visit http://tiny.cc/COD_CM_Survey. Should you have questions or concerns, please email WCIA staff members, [Vanna](#) or [Carlos](#).

[Cultural Services Contracts - Application Deadlines](#)

The Office of Arts and Culture (OAC) contracts for cultural services through the Cultural Organizations Program for a full season of cultural programming support and through ArtsActivate for short-term cultural projects across Dallas. Applications for the FY 2020-21 Cultural Organizations Program will open on March 16, 2020 and close on April 27, 2020. ArtsActivate, which is open to artists and non-profit organizations, offers three application periods each fiscal year; the next application period will open in July 2020. For questions or concerns, please contact Jennifer Scripps, Director of the Office of Arts and Culture.

[Department of Code Compliance Community Clean Initiative](#)

The Department of Code Compliance Community Clean Program has completed cleanup and education efforts in Districts 3, 4, 7, 8, and 10 and is currently in phase 1 of the program in District 5. The Initiative is a proactive approach to create partnerships between the community and Code Compliance by educating residents on common code violations and methods of abatement. Code Officers go door-to-door in designated census tracts to make assessments and providing educational material, intended to reduce the impact of litter, high weeds and illegal dumping in the community. To date, staff has engaged over 25,000 residents through the Community Clean program, directly contacting, with over 2,000 citizens. During the clean-up events, residents have disposed of over 110 tons of bulk trash, 674 tires, and E-Waste. Residents also removed 1,100 gallons of paint, 430 gallons of used motor oil, batteries, and unused antifreeze from their homes. Code's Nuisance Abatement crews picked up over 735 tons of bulk trash from the curbs and parkways. This on-going initiative will continue to be deployed to targeted areas throughout the City of Dallas. Should you have any questions or concerns, please contact Nadia Chandler Hardy, Assistant City Manager, or Carl Simpson, Director of Code Compliance Services.

[Media Inquiries](#)

As of February 17, 2020, the City has received media requests from various news outlets regarding the following topics:

- Building implosion
- Portable classrooms
- Reverchon Park contract
- Inclement Weather Causes Brief Spike in DFR Accident Responses
- DFR Unit Hit by Speeding Truck
- DFR Extinguishes Early Morning House Fire in Northwest Dallas
- No One Injured in Fire at Vacant Dallas Home
- More Inclement Weather Results in Spike in Accident Responses
- City Takes Big Step in the Right Direction for Firefighters' Battle Against Cancer
- Firefighter Hospitalized After Suffering Significant Injuries at Northwest Dallas Structure Fire
- Elderly Woman Dies in Fair Park House Fire
- Injured Firefighter Released from Hospital
- Demolition of North Dallas Fire Station Postponed Due to Rain

DATE February 21, 2020
SUBJECT **Taking Care of Business – February 20, 2020**

Please see the attached document compiling information provided to the media outlets for the February 11th, 2020 – February 17th, 2020 for your reference. Should you have any questions or concerns, please contact Kimberly Bizer Tolbert, Chief of Staff.

Look Ahead

[City Council Briefings](#)

March 4, 2020

- Council Retreat Update
- 2020 Census Update
- Dockless Vehicle Ordinance

April 1, 2020

- Climate Action
- Approval of DFW Airport Bond Ordinance
- Authorized Hearings

[Coming Soon – New Interactive Public Safety Dashboards](#)

The Office of Innovation has partnered with public safety departments to produce the next generation of monthly performance dashboards. The updated Public Safety Dashboards will increase access and transparency for public safety data and will be interactive, live-updated, and viewable online by the public and city staff, with filters to customize the experience of the reader.

Staff are currently in the process of building the underlying architecture of the dashboards but have developed an interactive mockup of the Dallas Police Department Dashboard. You should have received a meeting request from staff to discuss the new dashboards. To view images taken from this dashboard and provide feedback on the work thus far or desired outcomes from this dashboard project, we encourage you to visit www.dallascityhall.com/dashboardsurvey to fill out a feedback survey. Should you have questions or concerns please contact Laila Aleqresh, Chief Innovation Officer.



T.C. Broadnax
City Manager

c: Chris Caso, City Attorney (Interim)
Mark Swann, City Auditor
Billierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager
Michael Mendoza, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
Laila Aleqresh, Chief Innovation Officer
M. Elizabeth Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors

**Public Affairs & Outreach
Media Requests
February 4 – February 11**

Date Submitted: 2/4/2020

Topic: Dallas street preparations for winter weather

Inquiry: On Tuesday, Feb, 4, NBC requested information about street crew staffing and any EOC plan that the City had for winter weather. The City provided the following response, "Public Works has crews on standby into the evening hours. The Office of Emergency Management will continue to monitor the weather for updates and will coordinate efforts as needed."

Submitted By: Demeshia Jackson (Public Works)

Media Entity: Ken Kalthoff (NBC 5)

Date Submitted: 2/5/2020

Topic: Inclement Weather Shelter 2/5

Inquiry: CBS wanted to know how many people stayed at the temporary shelter on 2/5. There were 158 individuals who stayed overnight at J. Erik Jonsson Central Library. The National Weather Service forecast is predicting a warming trend with temperatures not dropping back below 32 degrees over the next several days so the City will not be activating its shelter.

Submitted By: Anastasia Reed (Office of Homeless Solutions)

Media Entity: Giles Hudson (CBS 11)

Date Submitted: 2/6/2020

Topic: Emergency siren repairs update

Inquiry: Marysol Gonzalez with Univision 23 asked if the two emergency sirens that were under repair in January had been repaired. We provided the following information, Siren site #92 is back in service, #25 was completely destroyed by the tornado. We have revived the heads are waiting for the custom built concrete pole. It will arrive later this month and crews are ready to install when it arrives.

Submitted By: Roxana Rubio (Office of Emergency Management)

Media Entity: Marysol Gonzalez (Univision 23)

Date Submitted: 2/7/2020

Topic: Reverchon Park Lawsuit

Inquiry: Various media entities requested for comment as it relates to the recently filed lawsuit against the City of Dallas and Reverchon Park. The City Attorney's Office had no comment.

Submitted By: Roxana Rubio (City Attorney's Office)

Media Entity: Karen Falla, Lori Brown, Ken Kalthoff (Univision 23, FOX 4, NBC 5)



CITY OF DALLAS

Dallas Fire-Rescue Department
Media Requests: February 2nd – February 10th, 2020.

Monday, February 3rd: NBC 5 (Mike Conner) - Shortly after Midnight, DFR responded to a house fire at 820 Oslo Ln, in far SE Dallas. I thought I heard a request for an ambulance to the scene – Was there an injury? As I'm leaving shortly, please "reply all" so my colleagues can see your response... Thanks for any info & update you can provide.

City Response - Just after midnight, at [12:11](#) a.m., Dallas Fire-Rescue responded to a 911 call for a structure fire at a home, located at the 800 block of Oslo Lane, in far South Dallas.

Firefighters made their way into the home and extinguished the flames within the hour. There were 5 people (3 men, 1 woman and a child) in the house at the time of the fire, but everyone made it out safely. The American Red Cross was called out to assist with their needs.

During the course of operation, one firefighter suffered minor burns to his ears and was taken to the hospital for evaluation. Additionally, a second firefighter was taken to the hospital, for precautionary reasons, after overexertion. Both firefighters are okay and have been released from the hospital. A fire investigator was later bitten by a dog but was not taken to the hospital.

The cause of the fire is undetermined.

Tuesday, February 4th: Dallas Observer (Lucas Manfield) - Thanks for walking me through this over the phone. I'm still a little hazy on all the standards, so hopefully writing this down will help. For background, the FY 17-18 goal set by the city was "[Reduce the average EMS response time \(1st paramedic\) to 300 seconds](#)" the FY 18-19 goal was "[Percentage of EMS responses within five minutes](#)" with a target of 90% and the FY 19-20 goal is "[Percentage of EMS responses within nine minutes](#)" with a target of 90%. The metric kept by the fire department remains "[Average response time 1st Paramedic in minutes](#)" with a goal of 5 minutes. A little mind numbing.

Questions:

- Was the fire department involved in setting the city's goal? Do you know why they changed?

- Can you explain for me again what the DMN got wrong in their [coverage](#)? Did they misinterpret the standard? Was there something missing in their analysis?

- What is the department's current goals for ALS and BLS response times, and is it meeting them?

- What is the department doing to reduce response times? Why has it been unable to meet the goal on its website to reduce average response time to 5 minutes?

- Was the department aware of the change in city goals to 9 minutes in FY 19-20?

I'm trying to pull all this together by deadline today at 5pm, but if that's too tight let me know and we can figure something out.

City Response – Was the fire department involved in setting the city's goal? Do you know why they changed? **Yes, DFR is involved in setting the goals indicated in Dallas365. The goals are set in line with standards set forth by the National Fire Protection Association (NFPA). The decision to change the measure posted to Dallas365 was made, with approval from City Management, by DFR Leadership. The NFPA Standard requiring an Advanced Life Support (ALS) Unit's response within 9 minutes is traditionally the recognized measure used by fire departments similar in size across the country. Additionally, the EMS contingent of our department is primarily represented by our ALS ambulances. ALS care provides the highest level of emergency responder medical care to our citizens, and the new measure more accurately reflects our performance in that regard.**

- Can you explain for me again what the DMN got wrong in their [coverage](#)? Did they misinterpret the standard? Was there something missing in their analysis? **They didn't get anything wrong. However, the NFPA standard which governs responses within 5 minutes, 90% of the time, was interpreted in a way that implied exclusivity to "life-threatening" emergencies; when in fact, the standard refers to emergencies that are both life-threatening and non-life threatening.**

- What is the department's current goals for ALS and BLS response times, and is it meeting them? **Again, the department's goals are consistent with the standards set forth by the NFPA. While we are always striving to meet them both, the only one we have consistently met is the standard which governs the percentage of times an ALS unit responds to an incident within 9 minutes.**

- What is the department doing to reduce response times? Why has it been unable to meet the goal on its website to reduce average response time to 5 minutes? **To meet the growing service demand, as well as response standards, the department is currently in the process of analyzing response data from our tiered EMS dispatch system in an effort to more efficiently dispatch resources to 911 calls, added one full-time ambulance at Fire Station 18, and continues to develop the Rapid Integrated Healthcare Team (RIGHT) Care (which provides a more comprehensive response to people experiencing a mental/behavioral health emergency) and our Mobile Community Healthcare Program**

(MCHP) (which targets our more frequent 911 callers). We also have 6 peak demand ambulances strategically located throughout the City which go into service during peak hours to help take the strain off EMS resources in certain areas of the City. In the coming months, we'll be adding a truck to Fire Station 18 as well in addition to adding a new fire station (Station 59) at Jim Miller and Great Trinity Forest, which is scheduled to open no later than 2022. DFR will continue to monitor its response times and make the necessary changes to ensure that we continue to provide the highest level of service to the citizens of Dallas.

- Was the department aware of the change in city goals to 9 minutes in FY 19-20? **Yes**

Wednesday, February 5th: All local media outlets - Is there any information available regarding a 2-alarm high rise fire in the 2400 block of Fort Worth Ave?

City Response - At 6:09 a.m. Dallas Fire-Rescue responded to an automatic fire alarm at the Cliff Manor, located at 2423 Ft. Worth Avenue.

When firefighters arrived at the 11-story high-rise residence, they could see light smoke coming from the top floor; so, they called for a second alarm response and made their way inside. When they reached the floor and made it into the unit where the smoke was mostly coming from, they observed that the sprinkler system had already extinguished the fire, which originated in a wheelchair, and had the second alarm response disregarded.

Though investigators know the point of origin, they have not determined exactly how the wheelchair caught on fire. Thankfully, there were no injuries as a result of the fire, and the damage was continued exclusively to the wheelchair.

There was one person, an elderly man, in the unit when the fire began. Though he was taken to the hospital, it was for pre-existing medical issues unrelated to the fire.

Thursday, February 6th: All local media outlets - Let us know please when any info becomes available on the 2-alarm fire off Irving BLVD.

City Response - At [13:07](#) Dallas Fire-Rescue units were dispatched to a 911 call for a structure fire at an upholstery warehouse, located at 2460 Irving Boulevard, in Northwest Dallas.

When firefighters arrived at the location, they observed lots off smoke coming from the building. Thankfully, everyone had evacuated themselves prior to DFR arrival. Suppression efforts were defensive in nature after an early roof collapse, which resulted in the transmission of a second and third alarm response.

Investigators determined that the fire was accidental in nature and began as the result of an unspecified electrical short in a paint booth located near the front of the building. There

were 12 people working at the location when the fire began, some of which made unsuccessful attempts at putting the fire out with an extinguisher before it ultimately got out of control. Once the fire breached the roof line, the high winds contributed to its rapid spread, which resulted in significant damage to the entire building.

Though the building itself consisted of multiple businesses, firewalls contained the flames to the business of origin.

Currently, the fire is mostly contained, but firefighters will have to sift through debris to ensure no hot spots left are left behind.

There were no injuries reported as a result of the fire.

Thursday, February 6th: CBS 11 (Mike Pool) - What information can you share on the incident at 2000 Main Dallas?

City Response - There was a suspicious package delivered to the building, the building was evacuated, and HazMat was called out to investigate. The package turned out to be non-hazardous, turned over to Dallas FBI and our units cleared the scene.

Our units were assigned to the call at about [2:45](#) p.m.

Saturday, February 8th: All local media outlets - What info can you share about the overnight 2 alarm fire at Tealwood Apartments at 6050 Melody Ln?

City Response - On Saturday, February 8th, at [12:36](#) a.m., Dallas Fire-Rescue units were dispatched to a 911 call for a structure fire at the Tealwood Apartments, located at 6050 Melody Lane, in Northeast Dallas.

When firefighters pulled up to the three-story apartment building, they could see that fire had already engulfed a unit on the third floor and was shooting from the roof. One of the first people to notice the fire was the apartment security officer, who immediately began knocking on doors to warn residents. As a result, everyone had evacuated prior to DFR arrival.

Attack teams moved in for a quick offensive attack and a second alarm was immediately transmitted. Approximately 40-50 worked to mitigate the situation, and the fire was declared extinguished in just under 2 hours.

There were 12 units in the entire building; but despite the early progression of the flames, the quick actions of firefighters ultimately limited the fire damage to two units as well as the attic space of the building. An unknown number of additional units were damaged by water and smoke, resulting in the American Red Cross being requested to assist with the needs of at least 20 residents.

Upon examination of the building, Fire Investigators were able to determine that the fire began within the wall and attic space of a third-floor apartment, but the exact cause is undetermined.

While there were no injuries reported among residents, one firefighter sustained a minor lower leg injury during the operation. He was evaluated at the hospital, discharged to go home and is expected to be okay.

Sunday, February 9th: CBS 11 (Mark Willis) - Saw this on the WFAA twitter site. Can you confirm this? Anyone hit? Thanks for your help.

Active shooter Dave & Buster's North Central Dallas.

[@wfaa](#)

[#activeshooter](#)

City Response - At 14:01 Dallas Fire-Rescue units were dispatched to reports, from multiple 911 callers, of an active shooter at a Dave and Busters, located at 9450 North Central Expressway, at the intersection of Walnut Hill Lane.

The Dallas Police Department will have to confirm details of the incident, but DFR did transport one person from the location.

Monday, February 10th: WFAA 8 (Melissa Morrissette) - Can you confirm that Dallas city vehicles such as ambulances, fire trucks and police squad cars are being inspected due to a short circuit or issue with radio systems? If not, can you tell us what the actual issue is?

City Response - I can only speak for Dallas Fire-Rescue. That being said.....

Some of our units have been experiencing issues with their Mobile Data Computers (MDC) related to their ability to make electronic status changes (i.e. getting en route, on location, clear, etc). As a result, these status changes have had to be made verbally over apparatus radio. Thankfully, this issue has had no impact on emergency response.

We are working to identify the issue and apply the appropriate fix when it is confirmed.