



**SERVICE
FIRST,
NOW!**

Travis Houston

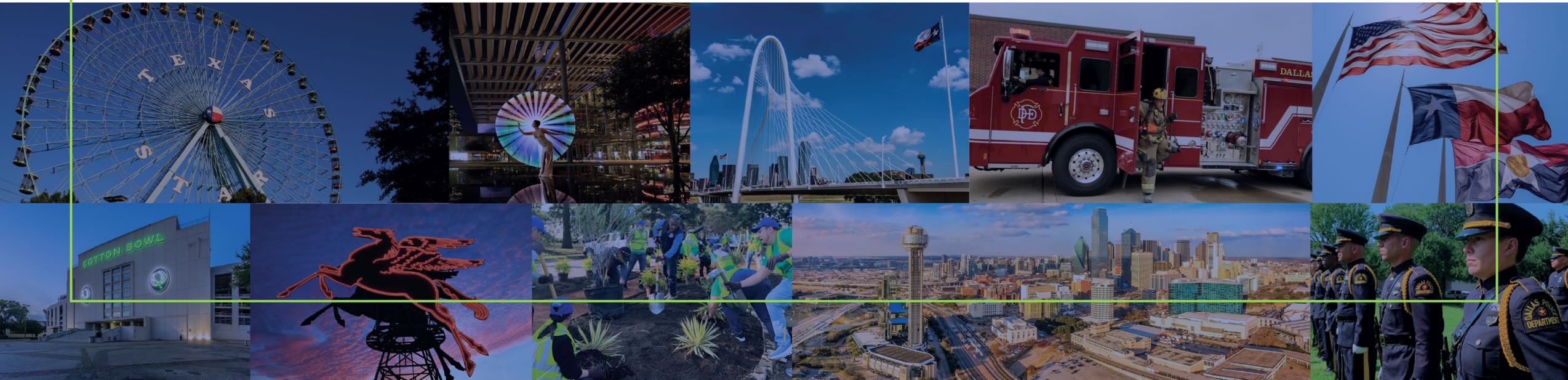
Deputy Director

Emergency Management & Crisis Response

After-Action Report on the January Winter Storm

Public Safety Committee

March 3, 2026



Presentation Overview



Executive Summary	3
Preparedness Actions	4
Emergency Operations Center	5
Emergency Management & Crisis Response Role	6
Shelter Operations	7
Response Operations	8
Data Driven Response	10
Communications & Public Information	11
Lessons Identified	12

Executive Summary

- Citywide winter storm with prolonged freeze conditions
- Limited major impacts to life safety and infrastructure
- Emergency Management & Crisis Response (EMCR) led sustained, coordinated response across 40+ departments/agencies
- Success was driven by months of preparedness and early coordination
- Continuous EOC operations ensured unified decision-making

Preparedness Actions

- Pre-incident posture established citywide 72 hours before event
- Resource staging across departments
- Shelter planning and equipment staging at Fair Park
- Welfare check planning for vulnerable populations



Emergency Operations Center (Strategic Coordination)

Key Metrics:

- **Level II** activation on 1/24 with six departments staffed in-person
- **6** operational days
- **40+** departments/agencies coordinated
- **12** citywide coordination calls conducted
- **12** executive Situation Reports delivered to leadership

Emergency Management & Crisis Response (ECR) Role

- Coordinated EOC operations and established operational objectives
- Maintained real-time situational awareness
- Managed internal escalation line for issue triage
- Conducted **478** State Emergency Assistance Registry wellness checks
 - **234** registrants contacted by phone
 - **244** in-person wellness checks conducted by Crisis Intervention Team and RIGHTCare
- Coordinated transport of unhoused individuals to shelter

Shelter Operations

- **1,800+** individuals served at Fair Park inclement weather shelter
- **9** days of continuous shelter operations led by Austin Street Center
- Dallas Street Response and Dallas Fire-Rescue (DFR) transported approximately **300** unsheltered individuals
- **443** shelter guests were provided medical care by DFR with **24** transports

Response Operations

- Dallas Police Department (DPD) responded to **424** accidents throughout the event
- Dallas Fire-Rescue responded to **968** welfare checks initiated through 9-1-1 calls
- Dallas Animal Services responded to **447** animal welfare calls throughout the event, issuing one citation and **88** notices of violation
- Code Compliance responded to **67** emergency calls, primarily related to heat, hot water, electrical, and sewage

Response Operations (cont.)

- Transportation & Public Works Ice Force sanding operations ran 24/7 throughout the event
 - **15,000+** routes treated
 - **70,000+** lane miles covered
- Power outages remained low throughout the event, with Oncor responding to most within a few hours
- Overall, impacts tracked as expected and conditions remained stable throughout

Data Driven Response

DBI built near–real-time, mission-critical data tools that integrated 911, 311, traffic signal, power outage, and other key feeds for the incident command team at the start of the weather event, enabling:

- Continuous, real-time monitoring of weather impacts across the City
- Live tracking of public safety team response and deployment
- Timely, data-driven updates to leadership throughout the duration of the event

Why this mattered:

- Providing leaders with real-time situational awareness
- Significantly strengthened the City's ability to monitor, coordinate, and respond to emergencies
- Faster restoration of normal conditions for residents

Communications & Public Information

- This event generated significant media attention, both in-market and nationally
 - **160+** media inquiries fielded by Communications & Customer Experience (CCX)
- CCX coordinated regular press conferences and media availability
- 3-1-1 maintained full staffing and minimal hold times throughout the event

Lessons Identified

- Early coordination reduces operational strain
- Pre-staged resources accelerate response
- EOC coordination enhances decision speed
- Data integration improves situational awareness
- Preparedness investments directly reduce impacts



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