Transportation
If you know a resident who may need a ride to a warming station, email CouncilOffice@dallascityhall.com or call 214.316.9480. Max is monitoring.
Persons experiencing a medical emergency need to call 9-1-1

Ready.gov provides tips on how to stay safe during a winter storm. They are posted below.
Avoid carbon monoxide poisoning. Only use generators and grills outdoors and away from windows.
Never heat your home with a gas stovetop or oven.
- Stay off roads if at all possible. If trapped in your car, then stay inside.
- Limit your time outside. If you need to go outside, then wear layers of warm clothing. Watch for signs of frostbite and hypothermia.
- Reduce the risk of a heart attack by avoiding overexertion when shoveling snow and walking in the snow.

Winter Weather Update
Dallas is facing a near record-setting deep freeze, and in the spirit of One Dallas, resources are available at www.dallascityhall.com for residents to help themselves and each other. Please consider making a financial donation before a physical one in order to stay on guard in the fight against COVID-19. Please check on your neighbors, while wearing a mask, to make sure they are okay.

Weather Updates
The National Weather Service – Fort Worth Office has the latest on the winter storm. Please visit their webpage https://www.weather.gov/fwd/ and Twitter pages for updates before venturing outside. https://twitter.com/NWSFort Worth

Roadway Updates
TxDOT’s Drive Texas map https://drivetexas.org/#/11/32.9548/-96.8491?future=false is a color-coded map that shows the conditions of major roadways. Bookmark it and view it before driving anywhere. We strongly suggest people stay off the roads if they can.

Shelter Resources
These are shelters are accepting financial donations, and if you choose to donate physical items – the ask is that they are brand new. We recommend donating financially to avoid dangerous traffic situations purchasing new items and delivering them to the organizations on icy roads.

Austin Street Center
The Stewpot
Union Gospel Mission
Oak Lawn – United Methodist Church
Our Calling
Genesis Women’s Shelter
Housing Crisis Shelter
**No heat? Stay with us.**
The Kay Bailey Hutchison Convention is open as a warming center not an overnight shelter. Please consider coming to the center if you are able to travel safely. A COVID-19 screening will be required at sign-in. ID is not required. The warming center is set-up for proper social distancing, and mask usage is required. Residents will be provided a chair and table and should bring in meals for themselves and their family if they are able to. Water, coffee and light snacks will be made available. The warming center is not an overnight shelter and cots will not be provided. For updates visit: [http://www.dallascitynews.net/city-dallas-opens-emergency-warming-center](http://www.dallascitynews.net/city-dallas-opens-emergency-warming-center)

The City is deploying assistance to the hardest hit parts of the city that have neighborhoods with no power for over 24 hours or more as mobile warming stations. If there is a critical need in your area, please let us know as we work on deploying this scarce resource as mobile warming stations. Residents can call 214-316-9480 or email [CouncilOffice@dallascityhall.com](mailto:CouncilOffice@dallascityhall.com) to receive services. Spanish bilingual staff are monitoring calls and email requests.

**Medical Emergencies**
DFR - Any resident calling who is experiencing a medical emergency is asked to call 911 so Dallas Fire Rescue can provide the appropriate treatment and/or transport them to a local hospital.

**Power Outages**
If you are experiencing a power outage, please do not call the Dallas Police Department’s 911 Call Center. Instead, contact Oncor at (888) 313-4747 or [https://oncor.ifactornotifi.com/ui/outage-reporting](https://oncor.ifactornotifi.com/ui/outage-reporting).

The 911 Call Center has been receiving an enormous amount of calls reporting power outages only. We understand how critical your dilemma may be, but we have to be sure that we have the resources available for those who may be in immediate danger and/or to report criminal activity.

**Grocery Pickup and Delivery Service for Paratransit Riders**
We know that it is important for our customers to stay at home as much as possible during this time. DART paratransit customers can now take advantage of a special grocery pickup and delivery service that is available until further notice.

DART Paratransit drivers will pick up groceries from the store and deliver directly to the customer. There is no charge for this service, but customers must have placed their orders directly with the grocery store and provide DART with the pickup ID information.

Customers interested in signing up, or learning more about the service, can call one of the DART Mobility Ambassadors at 214-828-8588, Monday-Friday, 8 a.m.-5 p.m.

**Public Transportation**
DART Rail Operations, Buses on Saturday Service Due to Severe Weather, Effective Feb 16
DART is implementing Operating Scenario 2 of their Severe Winter Weather Operating Plans. Information available at [DART.org/WinterWeather](http://DART.org/WinterWeather).
The following DART transit centers will be open beginning Monday, from 5 a.m. to 7 p.m., to keep passengers from the winter weather:
- Addison Transit Center
DART Paratransit will be operating Holiday service from Sunday, February 14, through Thursday, February 18. This means all subscription trips will be canceled with the exception of dialysis service. Customers who need to book trips can contact reservations at (214) 515-7272 or through the web portal at www.dart.org/ridepara.

**Dallas Water Utilities**
The unprecedented weather conditions could result in individual residential water line breaks or city-wide issues related from power outages or water main breaks. We have also seen strains on other water systems across Texas. We are assured by Dallas Water Utilities leadership, the water quality is excellent and the system is stable. However, should an issue arise that necessitates water service disruption, we want to ensure you are prepared. We suggest taking the following steps as a precaution:

- Fill pots on the stove with water for cooking.
- Fill a couple of buckets with water for washing.
- Fill potable water containers for drinking. Assume about one gallon of drinking water per person and animal per day.
- Fill bathtubs with water and use buckets to flush toilets. A toilet will flush when approximately a gallon of water is dumped into the bowl.

In the event a pipe bursts or a main breaks, please call 3-1-1. I encourage you to know how to turn off the water of your private cut-valve.

**DWU Emergency**
**Information:** [https://dallascityhall.com/departments/waterutilities/Pages/request_emergency_services.aspx](https://dallascityhall.com/departments/waterutilities/Pages/request_emergency_services.aspx)
**DWU Facebook:** [https://www.facebook.com/DallasWaterUtilities/](https://www.facebook.com/DallasWaterUtilities/)

We continue to monitor system, do testing and reporting for water quality.

**Cold Weather Tips**
Due to below-freezing temperatures, frozen pipes are a significant concern. Common signs of frozen pipes: little or no water from one or more faucets; or a pipe has frost on it or feels exceptionally cold.

Tips on what to do from American Red Cross: [http://rdcrss.org/3psBsiK](http://rdcrss.org/3psBsiK)

If you have no water at all, the main water supply line in your home may be frozen. Much of the damage from frozen pipes occurs after they thaw, since burst pipes can flood inside your home. You may need to
turn off the water to your home. If you don’t know where your private shut-off valve is, visit bit.ly/3rGQnf for tips where it might be.

If you can’t find it, DWU can shut water off at your meter. Call us at (214)651-1441 or contact 311. As a reminder, everything from the meter to the home is private plumbing, which is the responsibility of the homeowner. DWU is responsible for the water meter and everything on the street-side of the meter.

9-1-1 Messaging
This is a reminder that if you are experiencing a power outage, please do not call the Dallas Police Department’s 911 Call Center. Instead, contact Oncor at (888) 313-4747. The 911 Call Center has been receiving an enormous amount of calls reporting power outages only. We understand how critical your dilemma may be, but we have to be sure that we have the resources available for those who may be in immediate danger. Thank you for your understanding in this matter.

Pet Safety
A reminder to residents of Dallas: if you have a pet, please limit the time they are outside during these colder temperatures. If it’s too cold for you, it’s too cold for your pet! If you see a pet outside for a prolonged period of time without access to adequate shelter or fresh (not frozen) water when the actual or perceived temperature is below 32 degrees, please call 311 to report it or make a service request online through the OurDallas mobile app or at dallascityhall.com. Dallas Animal Services is responding to priority calls as quickly as possible but with the increased amount of calls and the weather conditions, response times may be longer than normal.

Garbage and Recycling
Garbage and recycling pickup has been delayed due to the weather and hazardous road conditions. Sanitation plans to resume operations on Thursday or Friday, depending on neighborhood street and alleyway conditions, beginning in Friday areas that we were unable to collect last week. Crews will re-start on the regular collection schedule Monday, Feb. 22. We anticipate higher than usual volumes, so there may be multiple trucks in your neighborhood as we work to catch up. Please place your cart at your collection point as usual and leave it there until it is collected. Thank you for your patience and understanding. We will continue to provide regular updates on the Sanitation website and social media until normal operations resume.

Vaccine Update
Operations are subject to weather conditions. Please remind worried residents that CDC guidelines state persons have up to 42 days to receive their second dose. Once operations resume safely, persons due their second dose will be prioritized.

Vaccine delivery and distribution will likely resume Monday and Tuesday of next week for first doses, second doses will tentatively start on Wednesday.

Resident and Staff COVID-19 Questions
Please check the FAQs online at either the City’s website www.dallascityhall.com or the County’s FAQs at www.dallascounty.org to see if you can find an answer there for routine resident questions.

Dallas County COVID hotline: 972.692.2780
Persons can register for the vaccine with Dallas County by calling 1-855-IMMUNE9 (855-466-8639). The hours are 7am - 7pm, 7 days a week. There will be call takers available to register people in English and Spanish.