

Garland

An official publication of the City of Garland

# CITY PRESS

February 2016 • GarlandTx.gov

*Special Edition*

Mayor's Message

Page 2

#GarlandRecovers

*Community Response*

Page 4

#GarlandStrong

*Rebuilding is Underway*

Page 6

Preparedness

Reminders

Page 7

Thank You!

Page 8



**GARLAND**  
TEXAS MADE HERE



# Message

## from the Mayor

This special edition of the Garland City Press is dedicated to the spirit of Garland – a spirit that is selfless and indomitable, facing the destruction left in the wake of the Dec. 26 tornados with strength, grace and even humor.

I have heard countless stories of courage from the night of the storm itself – our own emergency response teams and the neighboring responders who answered the call, along with storm survivors themselves who looked after the needs of their neighbors before their own. Our community has been blessed to witness the caring and generosity of neighbors, family, small organizations, large corporations, other government entities, and so many more in the days and weeks that have followed.

There are more stories than we could begin to tell in these pages. Some are uplifting and hopeful, others are heart wrenching and painful. But all are part of the fabric of Garland, a city known for overcoming adversity, rebuilding from disaster and working together toward the future.

We offer humble gratitude to all who have rallied around our community in our time of need. The words “thank you” cannot fully express our deep appreciation for the volunteers and donations that continue to go toward meeting the needs of those facing the long road to recovery. A strong community response comes from having already been a strong community.

I also want to publicly thank our own City staff for their sacrifice and response. I know it’s the job of public safety departments to jump into action when disaster strikes, but they demonstrated an amazing level of professionalism and compassion above and beyond the call of duty.

Firefighters and police officers who were off the clock responded immediately along with those who were on duty. Crews from Garland Power & Light, the Streets Department, the Fleet Department and the Parks and Recreation Department cleared roadways, restored power, set up shelters for those left homeless, and made sure City response vehicles were ready for the task. The Office of Emergency Management quickly called in the logistics, operations and planning teams needed to support and maintain response and recovery operations. Building Inspection was on the scene quickly to begin assessing the level of damage and habitability of the structures.

During the initial response and throughout the recovery process, every department has offered up expertise and resources while maintaining the day-to-day operations of City government.

I am proud to serve as Mayor of this incredible community, from those impacted by this devastating storm to those who have responded. And to those from other government entities and other communities who came to our aid, I am proud to call you a friend to our community.

*Remember:*

**Grow Community. Grow Opportunity. Grow Garland.**



"Our residents are resilient...and humorous. This couples' RV was damaged as badly as their house. In Texas-style understatement: *Some Repair Needed.*"



Mayor Douglas Athas addresses the media in the affected area



Mayor Douglas Athas  
972-205-2400  
Mayor@GarlandTx.gov

### Mayor's Evening Out

5 to 7 p.m.

**Feb. 25**

Location to be determined

### How to Receive Assistance

**Call 2-1-1 or 469-607-0909**  
**Visit [GarlandTX.recovers.org](http://GarlandTX.recovers.org)**

Survivors are being referred to resources with case management assistance through St. Vince De Paul and Catholic Charities by calling 2-1-1 or 469-607-0909. Survivors will be referred to individual organizations to assist with ongoing needs.

GarlandTX.recovers.org is still available for storm survivors and for organizations still wanting to assist.

### How to Help

To donate goods or services contact

**First Baptist Church-  
Friendship House**  
**469-429-5289 or**  
**[GarlandTX.recovers.org](http://GarlandTX.recovers.org)**

# When the Storm Hits Home *Saturday, Dec. 26*

The day after Christmas was filled with family time and post-holiday errands for most north Texans, until an EF4 tornado ripped through the region, including parts of Garland. The tornado struck at 6:45 p.m. near Interstate 30 and the President George Bush Turnpike. Homes, apartments and business were damaged or destroyed. Vehicles were swept off a highway overpass.

Eight people lost their lives in those vehicles that night. A ninth passed away on Jan. 9. More than 1,100 structures were impacted in south Garland. Building Inspection Department assessors declared 219 as unsafe and restricted access to 132 more.

The Garland Fire Department's first 911 call was for a collapsed building in the strike zone. Battalion 2 Chief Scott Roseberry said the calls began pouring in, threatening to overwhelm crews on duty. Chief Roseberry called in Battalion 1 to coordinate incoming calls and activated the City's Emergency Operations Center to support the response. Five operational commands were set up in the area: the accident scene on Interstate 30, the Landmark Village apartments and three in residential neighborhoods that suffered the most damage.

Garland police on the scene aided in the search and rescue efforts and provided security for the survivors. First responders from 25 entities beyond Garland responded to help. Garland responders were assigned to teams from

outside the City to help with navigation and communication. The primary command post was set up at a nearby WalMart, whose employees provided food and drink to the responders and even spray paint to help mark the buildings that had been searched.

"I was amazed at those who were off-duty and dropped everything in the middle of the storm and who wanted to come help the residents of Garland. And the on-duty crews who kept going on despite the conditions," said Chief Roseberry. "It wasn't just firefighters helping out; it was neighbors rescuing neighbors."



## GP&L Power Restoration

After the storm, GP&L worked overnight to stage poles and other equipment (below), ensuring crews were ready to begin power restoration the morning of Sunday, Dec. 27.

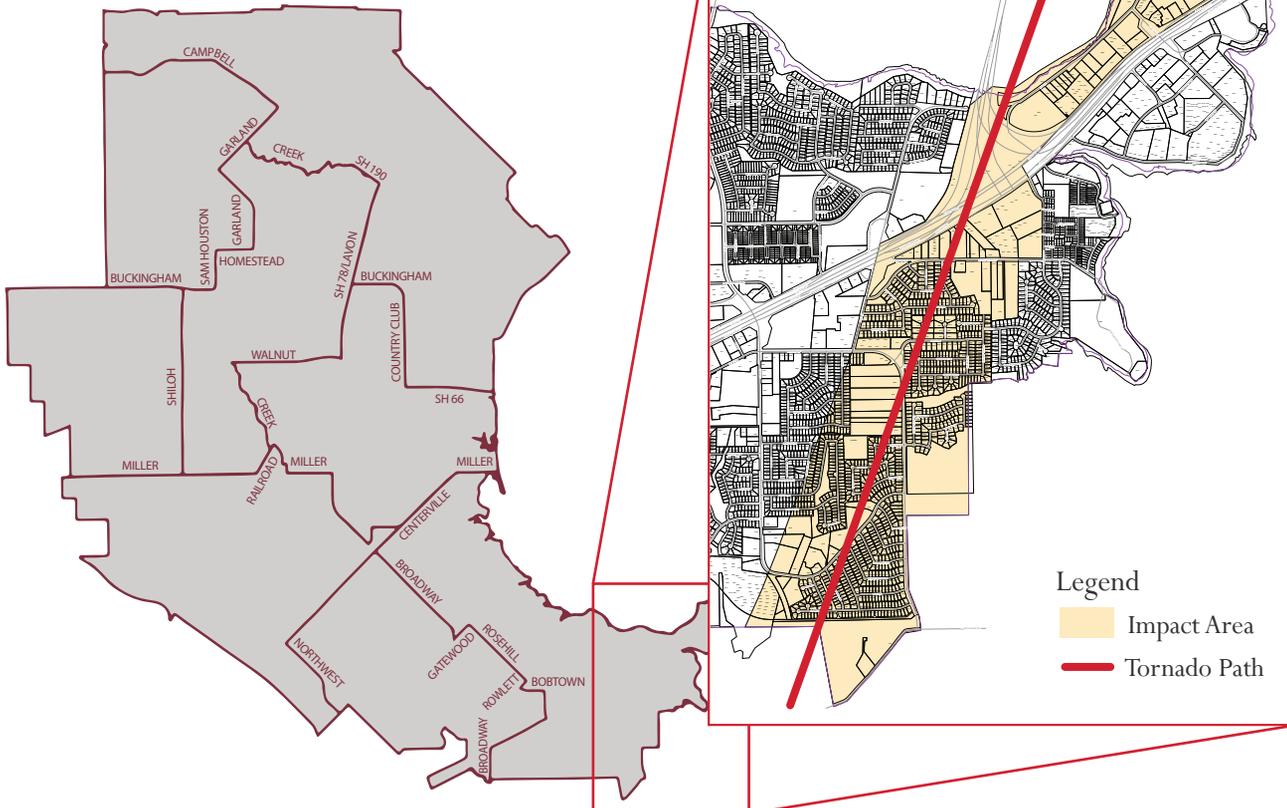
The tornado caused extensive damage to electric facilities in its path, taking 4,200 customers offline.

Over four days, GP&L replaced 40 poles and nearly nine miles of wire. By Dec. 30, all homes that could safely accept electric service were back online.

North of Garland, GP&L's transmission crew restored power to TPA's Olinger-Pruitt transmission line by removing debris left on the phases by the tornado that passed through Copeville.



## Tornado Impact Area



# #GarlandRecovers

## The Community Supports Those In Need

Almost immediately after daylight revealed the enormity of the storm damage on Dec. 27, the City set up a website, [GarlandTX.recovers.org](http://GarlandTX.recovers.org), in an effort to coordinate survivors' needs with the community meeting more than 281 needs. City employees monitored the site and made hundreds of phone calls to help match the resources available with needs to storm survivors.

The Cities of Garland and Rowlett partnered with Dallas County to open a Joint Disaster Management Resource Center (JDMRC) on Dec. 29, at Granger Recreation Center in Garland. The center served as a hub for volunteers, donations and survivor resources.

More than 900 families were registered with the American Red Cross to receive disaster relief resources. They were able to meet short-term needs such as financial assistance, hygiene kits, immediate health care needs and much more. Individuals and families were matched with organizations from Voluntary Organizations Active in Disaster (VOAD) along with other local agencies who could assist with clean up and debris removal, counseling, transportation needs, replacement of driver's licenses, clothing and other services.

Operation Blessing coordinated volunteers to assist in the storm damage impact zone. They held trainings and provided equipment to more than 4,500 volunteers that were assigned to help.

Over 100 different restaurants donated meals at the center to serve those going through the assistance process and the volunteers assisting them. Individuals, groups and major corporations generously gave clothing, bedding, cleaning supplies, household goods and pet supplies to the Donation Management Center located

at the Granger Annex and run by Adventist Community Services, Disaster Response.

On Jan. 10, the JDMRC closed to reorganize the transition to long-term recovery to meet a different need in the community. The center reopened on Tuesday, Jan. 12, as the Recovery Assistance Center (RAC), designed to help individuals, families and businesses navigate their long-term needs such as housing, financial counseling and rebuilding. This portion of the center ceased operations on Jan. 23.

Of course, not all relief efforts occurred at the JDMRC. Texas Baptist Men organized chainsaw groups in the area to assist in debris removal. Churches of Christ Disaster Relief Services, led by Saturn Road Church of Christ, set up a temporary center on Bobtown Road to provide daily lunch and dinner, coordinate on-site volunteers and help direct storm survivors with other immediate needs. Living Hope Church on Lyons Road gave those in the impact area a chance to do laundry and take a shower. Oasis Church, which was completely destroyed in the tornado, was out serving breakfast, lunch and dinner to volunteers and survivors the days following. Dozens of other churches and organizations provided work supplies, food and assistance for the past month.

To meet the immediate need of shelter, Garland hosted more than 50 guests at Gale Fields Recreation Center the first night of the tornado. As individuals were able to find housing and other assistance, the numbers began to decrease and the shelter closed its operation on Jan. 8.

"Thank you" does not adequately describe what it means to have everyone in the community pull together in this time of need, but we are all eternally grateful for everyone's efforts, thoughts and willingness to keep #garlandstrong.



Volunteers with San Antonio Shoemakers warehouse team packed their trailer and drove to Garland. Over a two-day period, they donated over 2,000 pairs of shoes to survivors. Each person was sized and fitted for two pairs of shoes and a pair of socks.



Members of Salvation Army and Reach Out America served meals to residents visiting the JDMRC.



Friendship House was one of several local organizations represented at the JDMRC, offering support to survivors.



Operation Blessing held two daily orientations for volunteers who went out to the affected area to help.



Days after the storm, Code Compliance distributed a semi load of water to the affected neighborhoods. As Adam Canales was delivering water, two strangers asked how they could help. Soon, Maxwell Schanbaum and Claudia Berube, from Dallas and Plano, were walking along side of the truck distributing water to storm survivors.

## The Cleanup Begins

Volunteers and property owners quickly began sifting through the debris to find family treasures and make way for repairs and rebuilding.

The City of Garland contracted with True North and TAG Grinding for a dedicated effort to remove storm-related debris. The debris haulers made tremendous progress, completing their first pass of the storm damage zone by Jan. 15. The second pass began Jan. 19 and was completed before the end of the month. The final pass began on Jan. 27, and will focus on streets with the most damage; the final pass is expected to take



care of the major debris issues. Debris must be placed in the proper locations (below) by Feb. 8.

### Important debris removal reminders:

- The City will not pick up debris generated by contractors. Property owners must work with their contractors to remove such debris.
- Separate the different types of waste on the curb or in the alley (see diagram).
- City crews cannot access private property to collect any type of waste; make sure it is on the appropriate right-of-way and not blocking streets or alleys.
- Try not to place storm debris underneath existing trees, to prevent damage to the tree and improve access by the debris removal crews.

**For questions about storm debris removal, call 972-205-3366.**

The Hinton Landfill is open to Garland residents to dispose of storm debris. Rowlett residents must have a Landfill Pass. The Landfill is located at 3175 Elm Grove Road in Rowlett and is open Monday through Friday, 8 a.m. to 4:30 p.m. and Saturday, 8 a.m. to 3 p.m. Visit [GarlandEnvironmentalWaste.com](http://GarlandEnvironmentalWaste.com) or call 972-205-3500 for additional landfill operations rules.

## Thanks to All,

I know of no better way to begin this note but to say thanks to all. While there was approximately two square miles that was directly impacted by the EF-4 tornado on December 26 thousands of volunteers stepped up and came out to help a stranger and became friends during the process.



Council Member  
Stephen Stanley

When the City of Garland in conjunction with the City of Rowlett and Dallas County opened the JDMRC on Wednesday after the storm donations immediately started pouring in and now over a month later they are still coming in. The previous coordinated efforts have now ceased but the City of Garland stands committed to work with the affected area residents and businesses for the months to come. This has and remains the biggest hurdle in making sure that all the needs get met and this will be ongoing long after the bright lights of the cameras have been turned off.

The one request I have is that for the next year to two we all keep the survivors in our hearts and minds and to help where you can; as it is this that has been Garland's greatest outcome in this disaster and that has been the outpouring of love and support for our neighbors in there greatest time of need.

Respectfully,  
Stephen W. Stanley, District 3 Councilman

## District 3 TOWN HALL MEETING

### Tornado Relief Update

A discussion highlighting tornado relief efforts and long-term recovery.

#### WHEN

Saturday, Feb. 6 @ 10:30 a.m.

#### WHERE

Living Hope Baptist Church  
6310 Lyons Rd. Garland, TX 75043

#### WHO

Stephen Stanley, Council Member District 3  
City departments:

- Building Inspection
- Emergency Management
- Environmental Waste Services

## Final Pass for Tornado Debris - Feb. 8

Following these specific guidelines when hauling tornado-related debris & household garbage to the curb will make for a speedier removal process.



Alley Right-Of-Way

#### HOUSEHOLD TRASH/RECYCLING

- Bagged trash
- Discarded food
- Recyclable materials
- All trash should be placed on alley right-of-way the night before the scheduled weekly pickup.

#### TORNADO DEBRIS

- Building materials
- Drywall -Lumber
- Carpet
- Mattresses
- Plumbing

- ▶ **NOTE:** Garland's debris removal crews will not pick up debris generated or moved to the curb by contractors.

#### VEGETATION DEBRIS

- Tree branches
- Leaves
- Logs
- Brush

- ▶ Take these items to Recycling Center located at 1426 Commerce St.

#### 'WHITE' GOODS

- Refrigerators -Washers,
- Dryers -Air conditioners
- Stoves -Water heaters

#### ELECTRONICS

- Accepted through Feb. 13
- Televisions -Computers -Radios
- Stereos-DVD players -Telephones

- ▶ Take these items to the Dallas County Household Hazardous Waste facility, located at 11234 Plano Road.

#### HOUSEHOLD HAZARDOUS WASTE

- Oils -Batteries -Pesticides -Paints
- Cleaning supplies -Compressed gas

For questions about storm debris removal, call 972-205-3366.  
Visit the City's tornado information webpage at [GarlandTX.gov](http://GarlandTX.gov) for updates and information.



## Fair Housing for Disaster Survivors

The Fair Housing Act is a federal law that prohibits discrimination in housing-related services based on a person's race, color, national origin, religion, sex, familial status, or disability. The Fair Housing Act ensures that all persons receive equal housing opportunity.

The U. S. Department of Housing and Urban Development (HUD) is available to help with any problem of housing discrimination. The Housing Discrimination Complaint Form is available to download, complete, and return, or to complete online and submit, or persons may also write HUD a letter or telephone a HUD office. Persons have one year after an alleged violation to file a complaint. Information needed to file includes: name and address of the person the complaint is against, address or other identification for the housing involved and a description and dates of alleged violation.

For information, call Garland Fair Housing Services at 972-205-3300 or HUD hotline at 800-669-9777 (voice) or 800-927-9275 (TTY). To file a complaint, visit [hud.gov](http://hud.gov) and select Topic Areas, then Housing Discrimination.

## Landlord/Tenant Rights & Responsibilities

*Workshop*

Wednesday, Feb. 17, 5:30 to 7:30 p.m.  
232 Carver Drive, Bldg. 2 Garland, TX 75040

Learn how to recognize discriminatory housing practices, request maintenance, understand a lease agreement, avoid or resolve landlord/tenant disputes, request a reasonable accommodation or modification and other related topics.

Call Garland Fair Housing Services at 972-205-3300 for more information.

### If you didn't request it, reject it!

When disaster strikes, there are people eager to take advantage of unsuspecting victims by promising repair work while having their sights set on getting your insurance claim money and leaving you worse off.

The National Insurance Crime Bureau urges you to work with your insurance company for prompt claims handling of your covered losses. Beware of unsolicited contractors pressuring you to sign a contract or pay in advance.

To report insurance fraud, call 800-TEL-NICB; 800-835-6422.

## Guide to Selecting a Roofer/Contractor

With the recent disaster, an influx of "storm chasers" and "fly-by-night" contractors will make their way to our community. The more information you have, the better decisions you can make regarding your home.

*Here are few tips to help you:*

- **Be wary of a contractor who tells you that you don't need a contract.** Always get a contract that describes the work to be done, a time frame to complete the work, the cost of the work and payment expectations. Make sure both parties sign the contract.
- **A deposit or down payment may not be necessary.** State laws protect consumers from making down-payments to out-of-town contractors in cases of disaster remediation. Consult with Garland Building Inspection for details.
- **Check with the Garland Building Inspection Department to be sure that the contract will require that all work will meet the minimum standards of the Building Code,** that a permit will be obtained and that the final inspection is approved by a City inspector.
- **Check the Better Business Bureau** and make sure the company is in good standing.
- **Ask for and check references.** Ask family and neighbors to recommend good contractors they have used.
- **Ask if the contractor is a member of a professional organization** such as the Dallas Builders Association, North Texas Roofing Contractors Association, Roofing Contractors Association of Texas, National Association of the Remodeling Industry, Texas Association of Builders, etc.
- **Verify the business address** of the contractor and determine the length of time at that location.
- **Consider requesting a lien waiver** from the contractor, subcontractors and suppliers to protect your property from unpaid subcontractors or suppliers.
- **Obtain multiple bids** for the work and be wary of low bids. You may not get the quality that you desire.
- **Don't succumb to intimidation or threats.**

The Building Inspection Department is located at 800 Main Street, Garland, TX 75040. Call 972-205-2300 with any questions or visit [GarlandTx.gov](http://GarlandTx.gov).

## Building Permit Office Onsite

In an effort to help our citizens and their contractors start the cleanup and re-build process, the Building Inspection Department has established an office located in front of 4713 Bobtown Road. Homeowners or contractors can obtain permits without having to come to the Building Inspection Office located at 800 Main St. The mobile office accepts cash, checks (made payable to the City of Garland), Visa, Discover or MasterCard. Credit cards must be presented in person and will be processed through PayPal. We cannot accept credit card information by any other means. The mobile office is open 9 a.m. to 4 p.m. Monday, Tuesday and Thursday.



## National Disaster Photo Rescue

National Disaster Photo Rescue (NDPR) is dedicated to the preservation and return of lost photos after a disaster, thus reuniting communities with treasured memories thought to have been destroyed. Their main priority continues to be "returning lost memories worth a thousand words." NDPR seeks to put pieces of family and individual lives together after a disaster by returning family photographs at no charge.

Photos found after the recent tornado may be dropped off at Granger Recreation Center, 1310 W. Avenue F, or at Fire Station #5, 5626 Lyons Rd.

For additional information about NDPR, visit [NationalDisasterPhotoRescue.org](http://NationalDisasterPhotoRescue.org).



## Monitoring Severe Weather

Garland residents have many ways to receive warnings, alerts and critical disaster information. The City of Garland uses a comprehensive approach to warning that uses as many of the available methods as possible. Each has unique capabilities and limitations, so it is crucial to have several ways to receive warnings.

### NOAA All Hazards Radio

(with battery backup) – can be programmed for your specific area and for the types of warnings you want to receive.



**CodeRED** – Offers automated telephone and text alerts for severe weather, as well as other hazards.



Keeping citizens informed.

**Social Media** – Automated weather warnings are posted to the City's Twitter and Facebook pages, @garlandtxgov, City of Garland, Texas Government

### Outdoor Warning Sirens

– These are designed to be heard outdoors, not inside your home or business.



**Local News Media Broadcasts** – Turn to local radio and television stations for details and follow-up information.

If weather condition appear threatening, make sure you stay alert and make use of these tools. For more information and to register for CodeRED, visit [Garland-OEM.com](http://Garland-OEM.com).



# 40th Annual STORM SPOTTER TRAINING

Free Training  
**SATURDAY  
FEB. 20  
2016**

9 a.m. to 4:30 p.m.  
Doors open to the public at 8:15 a.m.

**Granville Arts Center**  
300 N. Fifth Street, Garland, TX 75040

Learn how to prepare your family for severe weather. SKYWARN training is free to anyone with an interest in weather or weather preparedness. Citizens learn the basics of thunderstorm development, fundamentals of storm structure, and basic severe weather safety.

For more information visit [GarlandTX.gov](http://GarlandTX.gov)



### Agenda

8:45 to 9 a.m.

9 to 9:15 a.m.

9:15 to 10 a.m.

10 to 10:15 a.m.

10:15 to 11:10 a.m.

11:10 a.m. to noon

Noon to 1 p.m.

1 to 1:45 p.m.

1:45 to 2 p.m.

2 to 2:15 p.m.

2:15 to 3:15

3:15 to 3:30

3:30 to 4:30

Welcome from Officials

Television Media KDFW

Basic Spotter Talk Part 1

Break

Basic Spotter Talk Part 2

Survivor Panel Discussion

Food Truck Lunch

Dec. 26, 2015 Tornado Damage Surveys

Radio Media KRLD

Dallas Area/Spotter Operations

Advanced Spotter Talk

Break

Radar Interpretation

Garland City Press  
 City of Garland  
 P. O. Box 469002  
 Garland, Texas 75046-9002

PRSRRT STD  
 U.S. POSTAGE  
 PAID  
 GARLAND, TEXAS  
 Permit No. 365

## Postal Customer Garland, Texas

## Our Sincerest Thanks...

The outpouring of support in the wake of the Dec. 26 tornados has been amazing. We want to express our sincerest gratitude for the volunteers, the donations of goods and services, the financial gifts and the ongoing support provided on behalf of the residents and businesses in Garland impacted by the storm. Below are the groups, organizations and companies we were able to document. We know the abundance of generosity cannot be measured, nor can our humble thanks.

- |                                   |                                    |                                   |                                   |
|-----------------------------------|------------------------------------|-----------------------------------|-----------------------------------|
| 7-Eleven                          | City of Mesquite                   | Dos Banderas                      | Panda Express                     |
| Acadian Ambulance Service         | Emergency Management               | Duck Creek Masonic Lodge #1419    | Panera Bread - McKinney           |
| Adventist Community Services      | City of Mesquite Fire Department   | Eastfield College                 | Paw Paw's Sweet Shop and Café     |
| Disaster Response                 | City of Mesquite                   | Elks Lodge #1984 - Garland        | Plastipak                         |
| Allegiance Ambulance Service      | Police Department                  | Firehouse Subs - Garland          | Prestige Ford                     |
| American Red Cross                | City of Mesquite                   | Firehouse Subs - McKinney         | Recovers.org                      |
| Applebee's                        | Human Resources                    | First Baptist Church of Garland - | Royal Catering                    |
| Asplundh Tree Services            | City of Murphy Fire Department     | Friendship House                  | SafetyCom                         |
| Atmos Energy                      | City of North Richland Hills       | First United Methodist            | Sali's                            |
| Axe Memorial                      | Emergency Management               | Church of Garland                 | Samaritan's Purse                 |
| Methodist Church - Garland        | City of Plano                      | Garland Chamber of Commerce       | San Antonio Shoemakers            |
| Babe's - Garland                  | Emergency Management               | Garland Evening Lions Club        | Comfort and Support Team          |
| Baylor Scott and White            | City of Plano Fire Department      | Garland ISD                       | SaraBeth                          |
| Big Bass Towing Service           | City of Prosper                    | Garland RACES                     | Saturn Road Church of Christ      |
| Billy Graham                      | Emergency Management               | Golden Chick                      | Southern Methodist University     |
| Rapid Response Team               | City of Richardson                 | Good Samaritans                   | St. Vincent de Paul Society       |
| Buffalo Wild Wings                | Emergency Management               | Grandy's - Downtown Garland       | Starbucks - Firewheel             |
| C3-Church of Rowlett              | City of Rockwall                   | Hooters                           | T&D Solutions                     |
| Catholic Charities                | City Manager's Office              | Humanity First USA, Inc.          | Taco Cabana                       |
| Central Market                    | City of Rowlett Fire Department    | ICNA Relief USA                   | Tarrant County College            |
| Central Park Church of God        | City of Seagoville Fire Department | Intrinsic Smokehouse and Brewery  | Taste of the Islands              |
| Cheesecake Factory                | City of Southlake                  | Jason's Deli                      | Texas Association of Realtors     |
| Chick-fil-A                       | Emergency Management               | JCPenney                          | Texas Baptist Men                 |
| Chipotle                          | City of University Park            | Kiwanis - Garland and Richardson  | Texas Department of Insurance     |
| Citizens Firefighters Club        | City of Wills Point                | Living Hope Baptist Church        | Texas Department of Public Safety |
| of Garland                        | Police Department                  | Matthew 25:40 Project             | Texas Parks and Wildlife          |
| City of Allen Fire Department     | Civil Air Patrol                   | McAlister's Deli - Rowlett        | (Game Warden)-Region 2            |
| City of Arlington                 | Dallas County Constables-          | Meat U Anywhere BBQ               | Texas Task Force 2                |
| Emergency Management              | Constable Precinct 2               | Mormon Helping Hands              | Texas Workforce Commission        |
| City of Arlington Fire Department | Dallas County Health               | Mt. Hebron Missionary             | The Dallas Morning News           |
| City of Cedar Hill                | and Human Services                 | Baptist Church                    | Circulation Department            |
| Fire Department                   | Dallas County Medical              | National Protective Services      | The Dallas Morning News           |
| City of Cleburne Fire Department  | Examiner's Office                  | National Weather Service          | Independent Distributors          |
| City of Dallas Fire               | Dallas County Office of Homeland   | NCTCOG-Emergency                  | The Original Pancake House        |
| Department-7A South               | Security and Emergency             | Preparedness                      | The Salvation Army                |
| City of Dallas Police Department  | Management                         | New Life Church                   | Therapy Dogs International        |
| City of Frisco Fire Department    | Dallas County Sheriff's Office     | Nigerian Nurses Association       | Tzu-Chi Foundation, USA           |
| City of Grand Prairie             | Dallas County Voluntary            | North Texas Conference of the     | UNT Health Science Center         |
| Emergency Management              | Organizations Active in            | United Methodist Church           | Verizon                           |
| City of Irving                    | Disaster (VOAD)                    | North Texas Tollway Authority     | VFW Post 5076                     |
| Emergency Management              | DART                               | Olive Garden                      | Walmart (I-30 Location)           |
| City of Hutchins Fire Department  | Department of Homeland Security    | Oncor                             | Whataburger                       |
| City of Lewisville                | DFW International Airport          | Operation Blessing International  | Which Wich                        |
| Emergency Management              | Dickey's BBQ                       | Outback Steakhouse                |                                   |

## Facts & Figures

**200+ Garland firefighters and police officers** responded to the strike zone

**25 agencies** involved as first responders from other cities/entities

**600+ City employees** responded to impact zone, EOC and other support sites

Damage Assessment - **1,137 properties** inspected:

- 127 uninhabitable/destroyed
- 132 restricted
- 219 unsafe
- 400 considered to have some affected/minor/major damage

**106 City employees** staffing the Emergency Operations Center (EOC), Disaster Resource Center (JDMRC) and Gale Fields Shelter\*

**44 people from 20 agencies** offered non-City support to the EOC and JDMRC through Jan. 10; representing a value of \$46,053, no charge to the City of Garland

**4,612 volunteers** registered to support recovery **76 nonprofits** and other agencies supporting recovery\*

**812 homes/3,007 individuals** served at JDMRC starting Dec. 29\*

**281 needs met** through Garlandtx.Recovers.org \* through Jan. 10 marked the end of the initial response phase and the beginning of the long-term recovery phase.

Garland City Press is produced and funded by the City of Garland, and contains information about the City, as well as details on City-sponsored events.

Send comments or questions to: Dorothy White, Public & Media Relations, City of Garland, PO Box 469002, Garland, Texas 75046-9002.



Oncor has set up a 24-hour customer service hotline for customers affected by recent tornados to inquire about: service restoration, temporary electric service for home/business, electric consumption.

**Tornado Hotline**  
**800-666-8154**



**we are SOCIAL**       
 Visit [GarlandTx.gov](http://GarlandTx.gov) for links.

[GarlandTx.gov](http://GarlandTx.gov)