

## Wednesday, Feb. 21, 2018-3527 Durango Dr. (Structure Fire Reported)

- **05:49 a.m.**-Fire Reported (Spanish Translation-reported by neighbor residing in home across the street—Neighbor heard on audio mentioning that he heard an explosion and smoke coming from the home across the street from his residence)

- 05:59-(Electric and Gas Utilities requested to respond to the scene)

- 05:50-Engine 43 En Route

05:53 Engine 43 Arrives on Location and officer reports “a series” of one story frame homes with smoke coming but the officer had not ascertained which house the smoke was coming from.

05:45 Truck 43 officer radio size up includes that fire was visible from the back of the structure

05:59 Arson Investigator 684 added to response

06:01 Arson Investigator 685 added to response

- 06:08-Initial rapid (Primary Search completed)
- 06:17-Secondary search completed (search for victims)
- 06:17-Fire reported under control (Out taps)

# Incident Detail Report

Data Source: Data Warehouse  
Incident Status: Closed  
Incident number: 2018047564  
Case Numbers:  
Incident Date: 2/21/2018 05:49:43  
Report Generated: 11/30/2018 13:51:32

## Incident Information

Incident Type:	STRUCTURE FIRE A(WORKING)	Alarm Level:	1
Priority:	Emergency	Problem:	99 - Structure Fire Working
Determinant:		Agency:	Fire
Base Response#:	02212018-0064563	Jurisdiction:	Dallas Fire
Confirmation#:		Division:	Dallas Fire
Taken By:	CALDWELL, JOHN L	Battalion:	Dallas Fire
Response Area:	DAL	Response Plan:	*DFR-A BOX(WORKING)
Disposition:		Command Ch:	
Cancel Reason:		Primary TAC:	
Incident Status:	Closed	Secondary TAC:	
Certification:		Delay Reason (if any):	
Longitude:	96860740	Latitude:	32867298

## Incident Location

Location Name:		County:	DALLAS
Address:	3527 DURANGO DR	Location Type:	
Apartment:		Cross Street:	LARGA DR/EL CENTRO DR
Building:		Map Reference:	23-V
City, State, Zip:	Dallas TX 75220		

## Call Receipt

Caller Name:	T-MOBILE USA	Call Back Phone:	
Method Received:	911/311	Caller Location:	
Caller Type:			

## Time Stamps

Description	Date	Time	User	Elapsed Times Description	Time
Phone Pickup	2/21/2018	05:49:43			
1st Key Stroke	2/21/2018	05:49:43		Received to In Queue	00:00:29
In Waiting Queue	2/21/2018	05:50:12		Call Taking	00:03:24
Call Taking Complete	2/21/2018	05:53:07	CALDWELL, JOHN L	In Queue to 1st Assign	00:00:02
1st Unit Assigned	2/21/2018	05:50:14		Call Received to 1st Assign	00:00:31
1st Unit Enroute	2/21/2018	05:50:37		Assigned to 1st Enroute	00:00:23.4
1st Unit Arrived	2/21/2018	05:53:33		Enroute to 1st Arrived	00:02:56.1
Closed	2/21/2018	08:13:11	Mobile2	Incident Duration	02:23:28

## Resources Assigned

Unit	Primary Flag	Assigned	Disposition	Enroute	Staged	Arrived	Delay At Patient Avail	Complete	Odm. Enroute	Odm. Arrived	Cancel Reason
EN35	Y	05:50:14		05:51:07		06:00:45		08:13:11			
EN43	N	05:50:14		05:50:37		05:53:33		08:08:31			
EN42	N	05:50:14		05:51:54		05:57:34		07:42:30			
TR43	N	05:50:14		05:51:07		05:54:17		08:09:14			
TR41	N	05:50:14		05:51:49		05:58:20		07:39:32			
BC07	N	05:50:14		05:51:16		05:59:12		06:52:54			
BC09	N	05:50:14		05:52:36		05:59:08		06:27:49			
RE43	N	05:54:43		05:54:47		05:54:49		06:53:48			
684	N	05:58:04		05:59:23		06:35:39		07:35:32			
685	N	05:58:05		06:01:57		06:35:28		07:36:10			
RE42	N	06:14:43		06:17:21		06:22:29		06:28:05			

## Personnel Assigned

Unit	Name
EN35	
EN43	
EN42	
TR43	
TR41	
BC07	
BC09	
RE43	
684	
RE42	

## Pre-Scheduled Information

No Pre-Scheduled Information

## Transports

No Transports Information

## Transport Legs

No Transports Information

## Comments

Date	Time	User	Type	Conf.	Comments
2/21/2018	05:50:18	PAGINGSERICE	Response		[1] Paging Groups Notified:1-11 (98) GROUP
2/21/2018	05:51:14	012443	Response		[2] POSS EXPLOSION AT THE HOUSE ACROSS FROM ADDRESS PER CALLER
2/21/2018	05:51:43	012443	Response		[3] CALLER SEE A LOT OF SMOKE AT THIS TIME
2/21/2018	05:54:17	PAGINGSERICE	Response		[4] Paging Groups Notified:1-11 (99) GROUP

2/21/2018	05:54:36	012443	Response	[6] [Page] Problem changed from 98 - Structure Fire Reported to 99 - Structure Fire Working by Fire [Shared]
2/21/2018	05:54:36	012443	Response	[5] Multi-Agency Police Incident #: 18-0314896
2/21/2018	05:54:45	PAGINGSERICE	Response	[7] Paging Groups Notified:1-11 (99) GROUP [Shared]
2/21/2018	05:57:28	012443	Response	[8] TR43 IS OUT MULT 1 STORE WITH FIRE SHOWING IN THE REAR , PLUG IS ON DURANGO @ EL CENTRO , 2ND END BRING WATER [Shared]
2/21/2018	06:00:22	012443	Response	[9] ONCOR REF # T3475460 [Shared]
2/21/2018	06:00:34	017075	Response	[10] ATMOS NOTIFIED [Shared]
2/21/2018	06:14:45	PAGINGSERICE	Response	[11] Paging Groups Notified:1-11 (99) GROUP [Shared]
2/21/2018	07:50:04	Mobile1	Response	[12] [Police] has closed their incident [18-0314896]

#### Address Changes

Date	Time	Location/Address	User
2/21/2018	06:00:33	/ 3530 Durango Dr	JLC
2/21/2018	09:54:07	/ 3530 DURANGO DR	KRH

#### Priority Changes

No Priority Changes

#### Alarm Level Changes

Date	Time	User	Change to Alarm
2/21/2018	05:50:14	AD	1
2/21/2018	05:54:43	JLC	1
2/21/2018	06:14:43	JLC	1

#### Activity Log

Date	Time	Radio	Activity	Location	Log Entry	User
2/21/2018	05:49:44		Sector Change		From Sector No Sector to Sector 660	012443
2/21/2018	05:50:09		Sector Change		From Sector No Sector to Sector 660	012443
2/21/2018	05:50:12		Incident in Waiting Queue			
2/21/2018	05:50:12		ANI/ALI Statistics		INT Insert:Feb 21 2018 05:49:44 / INT SendNP:Feb 21 2018 05:49:43 / WS RecvNP:Feb 21 2018 05:49:43 / WS Process Feb 21 2018 05 50 12	012443
2/21/2018	05:50:13		Incident Priority Change		Incident priority changed from <none> to Emergency	012443
2/21/2018	05:50:13		Waiting Pending Incident Time Warning		Waiting Pending Incident Time Warning timer expired	
2/21/2018	05:50:14	BC07	Assgn	3530 Durango Dr	Response Number (02212018-0064568)	AUTODISPATCH
2/21/2018	05:50:14	BC09	Assgn	3530 Durango Dr	Response Number (02212018-0064569)	AUTODISPATCH
2/21/2018	05:50:14	EN35	Assgn	3530 Durango Dr	Response Number (02212018-0064563)	AUTODISPATCH
2/21/2018	05:50:14	TR41	Assgn	3530 Durango Dr	Response Number (02212018-0064567)	AUTODISPATCH
2/21/2018	05:50:14	EN42	Assgn	3530 Durango Dr	Response Number (02212018-0064565)	AUTODISPATCH
2/21/2018	05:50:14	EN43	Assgn	3530 Durango Dr	Response Number (02212018-0064564)	AUTODISPATCH
2/21/2018	05:50:14	TR43	Assgn	3530 Durango Dr	Response Number (02212018-0064566)	AUTODISPATCH
2/21/2018	05:50:15		Incident Timer Clear		Incident Timer Cleared	
2/21/2018	05:50:16		Automatic Dispatch		Automatic Dispatch Successful for DYNAMIC- *DFR-A BOX(REPORTED) - Alarm level 1	AUTODISPATCH
2/21/2018	05:50:33		Read Incident		Incident 361 was Marked as Read.	100274
2/21/2018	05:50:33		Read Comment		Comment for Incident 361 was Marked as Read.	100274
2/21/2018	05:50:37	EN43	Enr	3530 Durango Dr	Responding From = LOMBARDY LNVABERNATHY AVE	EN43
2/21/2018	05:50:39		UserAction		User clicked Exit/Save	100274
2/21/2018	05:51:07	TR43	Enr	3530 Durango Dr	Responding From = LOMBARDY LNVABERNATHY AVE	TR43
2/21/2018	05:51:07	EN35	Enr	3530 Durango Dr	Responding From = WALNUT HILL LNUNNAMED STREET	EN35
2/21/2018	05:51:12		Remove Waiting Pending Incident Warning		Removing Waiting Pending Incident Time Warning timer expired	
2/21/2018	05:51:16	BC07	Enr	3530 Durango Dr	Responding From = WALNUT HILL LNUNNAMED STREET	BC07
2/21/2018	05:51:49	TR41	Enr	3530 Durango Dr	Responding From = BERKSHIRE LNIDOUGLAS AVE	TR41
2/21/2018	05:51:54	EN42	Enr	3530 Durango Dr	Responding From = W MOCKINGBIRD LNUNNAMED STREET	EN42
2/21/2018	05:52:15		Incident Late		Active incident marked as late	
2/21/2018	05:52:36	BC09	Enr	3530 Durango Dr	Responding From = STA 47	012443
2/21/2018	05:52:59		Read Comment		Comment for Incident 361 was Marked as Read.	012443
2/21/2018	05:53:07		UserAction		User clicked Exit/Save	012443
2/21/2018	05:53:21		UserAction		User clicked Exit/Save	070211
2/21/2018	05:53:33	EN43	At Scene	3530 Durango Dr		EN43
2/21/2018	05:53:43	EN42	Route Deviation	LEMMON AVEVAIRDROME DR	Unit EN42 deviated from original driving directions route	EN42
2/21/2018	05:54:17		MultiAgencyResponse		A Change in the Problem from 99 - Structure Fire Working to 99 - Structure Fire Working has resulted in the recommendation of the following additional agencies Police	012443
2/21/2018	05:54:17	TR43	At Scene	3530 Durango Dr		TR43
2/21/2018	05:54:36		MultiAgencyResponse		Generated Inc: Police Inc#18-0314896	012443
2/21/2018	05:54:36		MultiAgencyResponse		The following additional Agencies have been sent because of a Problem/Nature change:Police	012443
2/21/2018	05:54:36		Read Comment		Comment for Incident 361 was Marked as Read.	036413
2/21/2018	05:54:38		UserAction		User clicked Reconfigure	012443
2/21/2018	05:54:41		Reconfigure Response		The following unit(s) is (are) recommended for assignment: EN43 (00:00:05),EN35	012443

2/21/2018	05:54:43	RE43	Assgn	3530 Durango Dr	(00:00:46),EN42 (00:03:11),TR43		
2/21/2018	05:54:47	RE43	Enr	3530 Durango Dr	(00:00:03),TR41 (00:05:04),BC07		
2/21/2018	05:54:49	RE43	At Scene	3530 Durango Dr	(00:00:48),BC09 (00:06:51),RE43 (00:03:50)	012443	
2/21/2018	05:55:06		Read Comment		Response Number (02212018-0064576)	RE43	
					Responding From = LARGA DR	RE43	
					Comment for Incident 361 was Marked as Read.	012443	
2/21/2018	05:55:48		UserAction		User clicked Exit/Save	070211	
2/21/2018	05:57:34	EN42	At Scene	3530 Durango Dr		EN42	
2/21/2018	05:57:57		UserAction		User clicked Exit/Save	070211	
2/21/2018	05:58:04	684	Assgn	3530 Durango Dr	Response Number (02212018-0064578)	012443	
2/21/2018	05:58:05	685	Assgn	3530 Durango Dr	Response Number (02212018-0064579)	012443	
2/21/2018	05:58:20	TR41	At Scene	3530 Durango Dr		TR41	
2/21/2018	05:58:57		Read Comment		Comment for Incident 361 was Marked as Read.	012443	
2/21/2018	05:59:08	BC09	At Scene	3530 Durango Dr		070211	
2/21/2018	05:59:12	BC07	At Scene	3530 Durango Dr		070211	
2/21/2018	05:59:23	684	Enr	3530 Durango Dr	Responding From = BAYLOR ST\DAWSON ST	684	
2/21/2018	06:00:06		Incident Late		Active incident marked as late		
2/21/2018	06:00:17		UserAction		User clicked Exit/Save	070211	
2/21/2018	06:00:37		UserAction		User clicked Exit/Save	012443	
2/21/2018	06:00:41		UserAction		User clicked Exit/Save	017075	
2/21/2018	06:00:45	EN35	At Scene	3530 DURANGO DR		012443	
2/21/2018	06:01:20		Read Comment		Comment for Incident 361 was Marked as Read.	122808	
2/21/2018	06:01:52		UserAction		User clicked Exit/Save	122808	
2/21/2018	06:01:57	685	Enr	3530 DURANGO DR	Responding From = BAYLOR ST\DAWSON ST	685	
2/21/2018	06:02:41		UserAction		User clicked Exit/Save	012443	
2/21/2018	06:08:52		UserAction		User clicked Exit/Save	017075	
2/21/2018	06:09:17		UserAction		User clicked Exit/Save	017075	
2/21/2018	06:09:45		UserAction		User clicked Exit/Save	070211	
2/21/2018	06:10:13		UserAction		User clicked Exit/Save	012443	
2/21/2018	06:14:36		UserAction		User selected Add Additional Resources from PowerLine	012443	
2/21/2018	06:14:39		VisiCAD Recommendation		RE42: 00:06:37, RE30: 00:07:00, RE11: 00:10:47, RE01: 00:12:13, RE37: 00:12:30,	012443	
2/21/2018	06:14:41		UserAction		User Accepted RE42		
2/21/2018	06:14:41		Add Resources		The following unit(s) is (are) recommended for assignment: RE42 (00:06:37)	012443	
2/21/2018	06:14:43	RE42	Assgn	3530 DURANGO DR	Response Number (02212018-0064592)	012443	
2/21/2018	06:16:44		Incident Late		Active incident marked as late		
2/21/2018	06:17:21	RE42	Enr	3530 DURANGO DR	Responding From = STA 42	RE42	
2/21/2018	06:17:27		Read Comment		Comment for Incident 361 was Marked as Read.	070211	
2/21/2018	06:17:49		UserAction		User clicked Exit/Save	070211	
2/21/2018	06:22:29	RE42	At Scene	3530 DURANGO DR		RE42	
2/21/2018	06:27:49	BC09	Clear	3530 DURANGO DR		BC09	
2/21/2018	06:28:05	RE42	Clear	3530 DURANGO DR		RE42	
2/21/2018	06:35:28	685	At Scene	3530 DURANGO DR		685	
2/21/2018	06:35:39	684	At Scene	3530 DURANGO DR		684	
2/21/2018	06:52:54	BC07	Clear	3530 DURANGO DR		BC07	
2/21/2018	06:53:48	RE43	Clear	3530 DURANGO DR		RE43	
2/21/2018	07:35:32	684	Clear	3530 DURANGO DR		684	
2/21/2018	07:36:10	685	Clear	3530 DURANGO DR		685	
2/21/2018	07:39:32	TR41	Clear	3530 DURANGO DR		TR41	
2/21/2018	07:42:30	EN42	Clear	3530 DURANGO DR		EN42	
2/21/2018	08:08:31	EN43	Clear	3530 DURANGO DR		EN43	
2/21/2018	08:09:14	TR43	Clear	3530 DURANGO DR		TR43	
2/21/2018	08:13:11	EN35	Clear	3530 DURANGO DR		EN35	
2/21/2018	08:13:11	EN35	Response Closed	3530 DURANGO DR	Response Disposition:	EN35	
2/21/2018	09:53:55		Read Comment		Comment for Incident 361 was Marked as Read.	037045	
2/21/2018	09:54:18		UserAction		User clicked Exit/Save	037045	

#### Edit Log

Date	Time	Field	Changed From	Changed To	Reason	Table	Workstation	User
2/21/2018	05:49:43	Address	(Blank)	3300-3399 LOMBARDY LN	New Entry	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:43	Call_Back_Phone			(Response Viewer)	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	Longitude	0	96866522	Entry Verified	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	Latitude	0	32866479	Entry Verified	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	City		Dallas	Updated City	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	Address	3300-3399 LOMBARDY LN	3300-3399 LOMBARDY LN	Entry Verified	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	Response_Area		DAL	(Response Viewer)	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	Battalion		Dallas Fire	(Response Viewer)	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	Division		Dallas Fire	(Response Viewer)	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:44	Jurisdiction		Dallas Fire	(Response Viewer)	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:49:59	Address	(Blank)	3530 D	New Entry	Response_Master_Incident	CADDFRF290B	012443
2/21/2018	05:50:09	Response_Area		DAL	(Response Viewer)	Response_Master_Incident	CADDFRF290B	012443

2/21/2018	05:50:09	Battalion		Dallas Fire	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:09	Division		Dallas Fire	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:09	Jurisdiction		Dallas Fire	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:09	Longitude	96866522	96860656	Entry Verified	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:09	Latitude	32866479	32867302	Entry Verified	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:09	City		Dallas	Updated City	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:09	Address	3530 D	3530 DURANGO DR	Entry Verified	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:09	ResponsePlanType	0	0	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:12	Priority_Number	0	1		Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:12	Priority_Description		Emergency		Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:12	Problem		98 - Structure Fire Reported	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:14	Pickup_Map_Info		23-V		Response_Transports	CADDFRF290B 012443
2/21/2018	05:50:14	Map_Info		23-V		Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:14	Caller_Building		350001	Polygon Lookup	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:50:33	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	CADDFRF286B 100274
2/21/2018	05:50:33	Read Call	False	True	(Response Viewer)	Response_Master_Incident	CADDFRF286B 100274
2/21/2018	05:52:59	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:54:17	Incident_Type	STRUCTURE FIRE A(REPORTED)	STRUCTURE FIRE A(WORKING)	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:54:17	Response_Plan	*DFR-A BOX(REPORTED)	*DFR-A BOX(WORKING)	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:54:17	RespReconfigState	0	1	Response reconfigure needed	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:54:17	Problem	98 - Structure Fire Reported	99 - Structure Fire Working	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:54:36	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CADDFRF285B 036413
2/21/2018	05:54:36	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT311 116775
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CADDFRF287B 021252
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CADDFRF280B 017075
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT365 121722
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CADDFRF284B 071236
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	APCAD105 DFRAPIUSER
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT336 120510
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT340 122808
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT342 113872
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CADDFRF286B 100274
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT355 122495
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT338 119651
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT346 119914
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT343 120170
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT359 118968
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT350 121506
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CAD911CT347 120747
2/21/2018	05:54:37	Read Comment	False	True	(Comment Notification Window)	Response_Master_Incident	CADDFRF283B 070211

2/21/2018	05:55:06	Read Comment	False	True	Notification Window) (Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:58:57	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	05:59:17	Date_Time		Feb 21 2018 05:59:17	*Notified - Electric Utility	Response_User_TimeStamps	CADDFRF290B 012443
2/21/2018	05:59:34	Date_Time		Feb 21 2018 05:59:34	*Notified - Gas Utility	Response_User_TimeStamps	CADDFRF280B 017075
2/21/2018	06:00:33	Longitude	0	96860656	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	06:00:33	Latitude	0	32867302	(Response Viewer)	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	06:00:33	Address	3530 Durango Dr	3530 Durango Dr	Address Change	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	06:00:33	Address	3530 Durango Dr	3530 DURANGO DR	Change Verified	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	06:00:35	Pickup_Map_Info		23-V		Response_Transports	CADDFRF290B 012443
2/21/2018	06:00:35	Map_Info		23-V		Response_Master_Incident	CADDFRF290B 012443
2/21/2018	06:00:35	Caller_Building	350001	350001	Polygon Lookup	Response_Master_Incident	CADDFRF290B 012443
2/21/2018	06:01:20	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	CAD911CT340 122808
2/21/2018	06:08:51	Date_Time		Feb 21 2018 06:08:51	**Primary Search Complete	Response_User_TimeStamps	CADDFRF280B 017075
2/21/2018	06:17:27	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	CADDFRF283B 070211
2/21/2018	06:17:44	Date_Time		Feb 21 2018 06:17:44	**Secondary Search Complete	Response_User_TimeStamps	CADDFRF283B 070211
2/21/2018	06:17:47	Date_Time		Feb 21 2018 06:17:47	**Out Taps	Response_User_TimeStamps	CADDFRF283B 070211
2/21/2018	09:53:55	Read Comment	False	True	(Response Viewer)	Response_Master_Incident	CADDFRF286B 037045
2/21/2018	09:54:07	Address	3527 DURANGO DR	3527 DURANGO DR	Change Verified	Response_Master_Incident	CADDFRF286B 037045
2/21/2018	09:54:07	Longitude	96860656	96860740	(Response Viewer)	Response_Master_Incident	CADDFRF286B 037045
2/21/2018	09:54:07	Latitude	32867302	32867298	(Response Viewer)	Response_Master_Incident	CADDFRF286B 037045
2/21/2018	09:54:07	Address	3530 DURANGO DR	3527 DURANGO DR	(Response Viewer)	Response_Master_Incident	CADDFRF286B 037045
2/21/2018	09:54:07	Address	3530 DURANGO DR	3527 DURANGO DR	Address Change	Response_Master_Incident	CADDFRF286B 037045
2/21/2018	09:54:08	Map_Info	23-V	23-V		Response_Master_Incident	CADDFRF286B 037045
2/21/2018	09:54:08	Pickup_Map_Info		23-V		Response_Transports	CADDFRF286B 037045
2/21/2018	09:54:08	Caller_Building	350001	350001	Polygon Lookup	Response_Master_Incident	CADDFRF286B 037045
2/21/2018	09:54:16	MethodOfCallRcvd		911/311	(Response Viewer)	Response_Master_Incident	CADDFRF286B 037045

**Custom Time Stamps**

**Description**

\*Notified - Electric Utility

\*Notified - Gas Utility

\*\*Primary Search Complete

\*\*Secondary Search Complete

\*\*Out Taps

Date	Time	User
2/21/2018	05:59:17	012443
2/21/2018	05:59:34	017075
2/21/2018	06:08:51	017075
2/21/2018	06:17:44	070211
2/21/2018	06:17:47	070211

**Custom Data Fields**

**No Custom Data Fields**

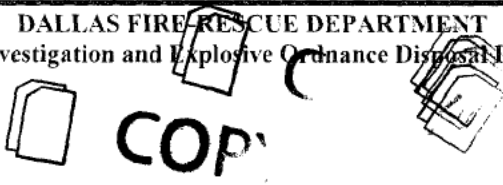
**Attachments**

**No Attachment**

# FIRE INVESTIGATION REPORT

DALLAS FIRE RESCUE DEPARTMENT  
Fire Investigation and Explosive Ordinance Disposal Division

1551 Baylor Street #500  
Dallas, Texas 75226  
Phone Number (214) 670-4312  
Fax Number (214) 670-4650



Council District: 2
Census Tract: 009802
Zip Code: 75220

Date: 02/21/2018      Time of Alarm: 05:49      District/Shift: 7/C      Mapsc0: 23-V

Incident Number: 2018047564      Investigator (s): Kumar/Westbrook

Address: 3527 Durango Dr.

Apartment / Suite Number:      Exposure:      Same Building:

Business Name:

Property Owner: [REDACTED]      Rep:

Occupant:      Rep:

### Type

Structure <input checked="" type="checkbox"/>	1-Story Wood Frame Residential	Construction Type V
Non-Structure <input type="checkbox"/>		
Criminal Attempt <input type="checkbox"/>	Terroristic Threat <input type="checkbox"/>	False Alarm <input type="checkbox"/>
Injury <input checked="" type="checkbox"/>	Number of injuries 1	Death <input type="checkbox"/> Number of deaths
Multiple Alarm <input type="checkbox"/>	Select one:	Out Taps 00: 1 /
Vehicle <input type="checkbox"/>	Year      Make      Model	State/License Number      VIN

Classification \*\*\*\*Changed to Undetermined on 2/28/18\*\*\*\*

### Fire Loss Information

	Building / Vehicle	Contents
Loss Estimate	10000	2000
Estimated Value	88500	2000
Insurance Company		
Description		Comments
Right of Entry/Chain of Custody	Exigent Circumstance/N/A	1134 Sq. Feet
Gas	Yes	
Electric	Yes	
DFR Notified	911 Caller	
First Responder	Truck 43	

Assigned       FBR Entered       NFIRS Entered       Completed       Sup. Review \_\_\_\_\_

## FIRE INVESTIGATION REPORT

INCIDENT # 2018047564

<b>Evidence:</b> No	<b>Photos:</b> Yes	<b>Supplement:</b> No
<b>Previous Fires:</b> No	<b>Drug Involved:</b> No	<b>Homeless:</b> No

<b>Sprinklers:</b> No	<b>Type: Choose One:</b>  <b>Activated: Choose One:</b>	<b>Operational:</b> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/> <b># of Heads</b>
<b>Fire Alarm System:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Unk. <input type="checkbox"/> <b>How many:</b> 0 (including non-working)	<b>Type:</b>	<b># of working smoke alarms:</b> 0
<b>Operational:</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk. <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	<b>Location:</b> No smoke detectors	
<b>Number of occupants at home at time of fire:</b> 5	<b>Ages of occupants:</b> 46, 38, 19, 16, 15	
<b>Did the smoke detector warn occupants?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk. <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	<b>Did the smoke detector aid in escape?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk. <input type="checkbox"/> N/A <input checked="" type="checkbox"/>	
<b>Exits Obstructed:</b> Yes <input type="checkbox"/> No <input type="checkbox"/> Unk. <input type="checkbox"/> N/A <input checked="" type="checkbox"/> <b>If Yes, How?</b>		
<b>Burglar Bars:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<b>Installed Correctly?</b> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	

**Narrative:**

Truck 43 responded to reported structure fire at listed location. Once out, firefighters reported smoke showing from the back of the house and began a quick attack. Fire investigators (684/685) were requested to the scene. Once out, 685 conducted a methodical examination of the location from least burned to most burned areas and documented the scene with photography. 684 obtained owner information, occupant information and details of the fire when it first occurred. Occupant stated he heard a noise coming from the gas heater in the restroom located in the back of the house and woke up to check the heater. Once he approached the heater, the heater exploded throwing him a few feet back from the heater. Occupant was transported to Parkland Hospital for 2nd degree burns to the face and to the right knee. Occupant's son who was sleeping in the back room heard an explosion and woke up to debris that landed on top of him. He had minor cuts to his feet but refused to be transported to the hospital. He and other occupants exited the home. The fire most probably originated in, on or around the gas heater when it exploded causing major damage to the back of the house. The occupant indicated that there was a gas leak a few weeks prior to the fire. The back bedroom was a new addition built a few years ago. Investigators determined that this fire is accidental. Investigators also went to Parkland Hospital to confirm the occupants information and injuries.

The classification for this incident was changed to undetermined on 2/28/18 due to the subsequent fires that occurred after this incident. On 2/22/18, a structure fire was reported at 3515 Durango Drive under incident number 2018048587 and a third structure fire was reported on 2/23/18 at 3534 Espanola Drive under incident number 2018049283.

Additional information was also received from the occupant who sustained 2nd degree burns to the face and right knee when Investigator Molina followed up with the occupant for a follow up statement. Occupant stated that he heard a popping noise around 2 AM before the alarm time for this incident. Shortly before the alarm time of this incident, the occupant heard a noise coming from the HVAC unit and woke up to adjust the thermostat for the central air and observed that only the A/C was activated. There was no heat. Occupant then went to the main HVAC unit located in the attic to investigate. Occupant then observed that the plate that normally sits in front of the pilot light was on the ground next to the unit and the pilot light was not turned on. The occupant placed the plate back in front of the pilot light where it usually sits. This action re-activated the pilot light and the occupant was then thrown back a few feet as a result of the HVAC unit exploding. There is nothing further to report at this time.



**SIGNIFICANT FIRE INCIDENT REPORT**

**DALLAS FIRE-RESCUE DEPARTMENT**

**FIRE INVESTIGATION & E.O.D.**

**(214) 670-4312 FAX: (214) 670-4650**

Date: 02/21/2018 Alarm Times: 1<sup>st</sup> 05:49 2<sup>th</sup> 3<sup>th</sup> 4<sup>th</sup> 5<sup>th</sup> 6<sup>th</sup> 7<sup>th</sup> Out Taps 06:17

DFR #: 2018047564 Location: 3527 Durango Dr Investigator: Kumar

Type of Incident / Description of Property: Structure Fire/1-Story Wood Frame Residential

Name of Business or Property:

Owner / Occupant: [REDACTED]

Cause of the Fire: Accidental

Fire Loss: Building: \$10,000 Content: \$2,000 Total: \$12,000

Departmental Resources: Fire Fighting Equipment (Companies): 11 Firefighters: 30

	Yes	No	Unk	
Smoke Detectors?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	If yes, type
Installed Correctly?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If no, explain
Operational?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If no, explain
Warned Occupants?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If no, explain
Aided Escape?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If no, explain
Sprinkler System?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Operational? Yes <input type="checkbox"/> No <input type="checkbox"/> Unk. <input type="checkbox"/>
Additional Information?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Description of Incident:**

Occupant stated he heard a noise coming from the gas heater in the restroom located in the back of the house and woke up to check the heater. Once he approached the heater, the heater exploded throwing him a few feet back from the heater. Occupant was transported to Parkland Hospital for 2nd degree burns to the face and to the right knee. Occupant's son who was sleeping in the back room heard an explosion and woke up to debris that landed on top of him. He had minor cuts to his feet but refused to be transported to the hospital. He and other occupants exited the home. The fire most probably originated in, on or around the gas heater when it exploded causing major damage to the back of the house. The occupant indicated that there was a gas leak a few weeks prior to the fire. The back bedroom was a new addition built a few years ago. Investigators determined that this fire is accidental.

Injuries/Deaths Yes  No  Unk.  If Yes, continue on second page

This release authorized by \_\_\_\_\_

**INJURIES / DEATHS**

Name	C / F	Injury Type or Fatality	Transported by and taken where Pronounced where and time
[REDACTED]	<input checked="" type="checkbox"/> <input type="checkbox"/>	2nd Degree Burns	Rescue 43 to Parkland Hospital
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____
_____	<input type="checkbox"/> <input type="checkbox"/>	_____	_____

Can names be released? No

This release authorized by \_\_\_\_\_

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

\* \* \* \* \*

Investigation of:

\*  
\*  
\*  
\*  
\*  
\*

NATURAL GAS-FUELED EXPLOSION OF  
RESIDENCE IN DALLAS, TEXAS,  
ON FEBRUARY 23, 2018

Accident No.: PLD18FR002

\* \* \* \* \*

Witness statement of: [REDACTED]

3527 Durango Drive  
Dallas, Texas

Monday,  
March 2, 2018

S T A T E M E N T

1  
2           The noise that we heard at 1:00 a.m., we heard an explosion  
3 in the attic, and we turned off the heater. Then, I got up at  
4 5:30 a.m., and I turned on the heater because I was feeling cold.  
5 It worked for a little bit, and then it turned off. Then I went  
6 upstairs to see what was going on, because it was not turning on.  
7 And then I found out that the cover was removed from the heater,  
8 and I put it back on when the explosion occurred. Then we ran,  
9 looking for the kids to go outside to the street. Then the  
10 firemen came, and we didn't know anything about what had happened.

11           Before going to check the heating system, I had turned up the  
12 thermostat because it was cold in the morning; the thermostat was  
13 not touched again during that time. After it was adjusted, our  
14 heating system turns on automatically depending on the temperature  
15 in the house.

16           During the time that I was there, we didn't smell any gas  
17 odor anywhere in the house.

18  
19  
20  
21  
22  
23  
24  
25

CERTIFICATE

This is to certify that the attached statement for the  
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:           NATURAL GAS-FUELED EXPLOSION OF  
RESIDENCE IN DALLAS, TEXAS,  
ON FEBRUARY 23, 2018  
Witness Statement of [REDACTED]

ACCIDENT NO.:                PLD18FR002

PLACE:                         Dallas, Texas

DATE:                         March 2, 2018

was translated from Spanish into English to the best of my skill,  
experience, and ability.

[REDACTED SIGNATURE]

\_\_\_\_\_  
Zhann Henry Cifuentes  
Translator



### WITNESS STATEMENT

Fecha: 3/2/18 Page No. 01

Declaracion De:

Nombre: [Redacted] Fecha De Nacimiento: [Redacted] TX DL OR ID# \_\_\_\_\_

Direccion: 3527 Durango Dr Telefono De Casa: \_\_\_\_\_  
Dallas TX 75220

Empleador: [Redacted] Telefono Del Trabajo: [Redacted]

Direccion Del Empleado: [Redacted]

Telefono Movil: [Redacted] Email: \_\_\_\_\_

Contacto De Emergencia: [Redacted] Relacion: [Redacted]

Direccion De Contacto: [Redacted] Telefono: [Redacted]

El ruido que escuchamos ala 1:00 AM se oyo attic y apagamos el calenton, y luego <sup>una explos</sup> me levante alas 5:30 AM y prendi el calenton porque sentia frio prendio un ratito y se apago luego fui arriba a ver que pasaba porque no prendia y me encontre con la tapa quitada del calenton y ya se la puse de nuevo cuando ocurrio la explosión. y luego salimos corriendo para afuera buscando los niños para salir para la calle, luego llegaron el cuerpo de bombero y ya no supimos nada lo que habia pasado



WITNESS STATEMENT  
Continued

Date 3/02/18 Page No. 02

STATEMENT OF:

NAME: [REDACTED]

Informacion adicional

antes que subio a revisar el sistema de calefacion el abia subido el termostato porque amanecio frio, durante ese tiempo ya no se toco el termostato de nuevo, despues de que lo abia ajustado, nuestro sistema de calefaccion se prende automaticamente depende de la temperatura de la casa.

En el tiempo que andaba ay no sentimos nada de olor a gas en el area de la casa

SIGNATURE: [REDACTED]

INVESTIGATOR: Rebecca Mathews