

Leva, Anthony F (City Council)

From: Ramos, Odette (City Council)
Sent: Monday, April 28, 2025 11:48 PM
To: Leva, Anthony F (City Council)
Subject: FW: Emergency Scene Legislation hearing April 29th

Good evening

Ms. Dawkins is unable to join us. She may submit a video, but otherwise this letter should be added to the record. I'll read her statement.

Thanks

Odette Ramos

Baltimore City Councilwoman
District 14
100 N Holliday Street, Suite 553
Odette.ramos@baltimorecity.gov
410-396-4814
www.odetteramos.com

From: Kimberly Dawkins <kdd829@gmail.com>
Sent: Thursday, April 24, 2025 12:20 PM
To: Ramos, Odette (City Council) <Odette.Ramos@baltimorecity.gov>
Subject: Re: Emergency Scene Legislation hearing April 29th

CAUTION: This email originated from outside of Baltimore City IT Network Systems.
Reminder: DO NOT click links or open attachments unless you recognize the sender and know that the content is safe. Report any suspicious activities using the Report Phishing Email Button, or by emailing to Phishing@baltimorecity.gov

Good afternoon CW Ramos,

Please see below my testimony for your hearing. Please let me know if there is anything I should also consider adding or if you would like me to read this on video and submit.

My name is Kimberly Dawkins, and I am submitting this written testimony to share my experience as a homeowner who was further traumatized by the actions of an emergency service company on the night my home caught fire—February 17th, 2025.

At approximately 11:00 p.m., I checked my phone and saw several missed calls and text messages starting around 10:45 p.m. All of these calls and text messages were from representatives of an emergency service company informing me that my house was on fire. When I returned the call, I was told they had been trying to reach me and then, without pause or compassion, I heard someone on a

three-way call—who introduced himself as a supervisor—offer his condolences for my loss. It was at that moment I was blindsided with the realization that my home had truly caught fire.

When I arrived at the scene with my fiancé around 11:30 p.m., fire crews were still present. The emergency service team approached us, introduced themselves, and immediately stated they were there on behalf of my insurance company. They knew the name of my insurance provider, they had my contact information, and they consistently reinforced that their services were coordinated through my insurer. In my shock and distress, this gave me a false sense of security and trust. They walked through the home with me, took inventory, offered to file a claim on my behalf, and handed me documents to sign—telling me they were simply authorizations to secure the property and begin mitigation, and that I wouldn't have to pay anything out-of-pocket.

In the chaos of the moment, I signed. What I didn't know was that I was signing contracts for services I did not want and had not yet consented to with full understanding.

The next morning, my contractor explained the reality—that this company was not, in fact, working on behalf of my insurance provider. From that moment forward, the situation escalated into a pattern of aggressive and manipulative behavior that caused unnecessary stress during an already traumatic time.

Despite me canceling the contracts, they:

- Showed up the next day to begin mitigation work before a fire investigation was scheduled, let alone completed.
- Made repeated, unsolicited phone calls attempting to pressure me into using their services and their own vendors.
- Misled and intimidated my contractor, even accusing him of being involved in the fire without evidence or basis.
- Lied to my insurance adjuster by falsely claiming I had named my contractor as the cause of the fire.
- Shared my contact information with vendors I did not authorize, leading to ongoing harassment.
- Claimed that someone from my insurance company inquired why mitigation hadn't started yet couldn't provide contact information when I asked for verification.

What I experienced was a blatant example of manipulation, misinformation, and emotional exploitation at a time when I was vulnerable and trying to make sense of a devastating loss.

These companies should be limited to essential safety and emergency measures only on the day of the incident. They should not be allowed to continue contact, push services, or solicit business until at least 48–72 hours after the event—giving the victim time to process, grieve, and make informed decisions. Their role must be transparently communicated, and under no circumstances should they claim to represent or act on behalf of an insurance company unless that representation has been explicitly established and documented.

Homeowners should never be pressured or misled into signing contracts in the wake of trauma. There must be policies in place to protect us—from confusion, from coercion, and from being further victimized.

Thank you for your time and for your attention to this matter. I sincerely hope my experience will help spark change that protects others in the future as I fully support Council Bill 25-0018.

Sincerely,

Kimberly Dawkins

On Mon, Apr 21, 2025 at 11:44 AM Ramos, Odette (City Council) <Odette.Ramos@baltimorecity.gov> wrote:

Hi Ms. Dawkins

I hope you are well. Would you be available to come to City Hall or participate virtually to testify on my Emergency Scene bill? The date is Tuesday, April 29th and the time is noon.

My bill just establishes a fire or emergency scene where only authorized people are allowed in the scene including first responders, the Red Cross, and city employees. The guys like Platinum and other companies would not be allowed.

Here is the bill file, the text of the bill is First Reader.

<https://baltimore.legistar.com/LegislationDetail.aspx?ID=7134231&GUID=7B2CF551-C037-4656-BA4F-C87BC3E2EAE7&Options=&Search=>

If you can talk about your experience, that would be amazing.

Thank you for your consideration!

Odette Ramos

Baltimore City Councilwoman

District 14

100 N Holliday Street, Suite 553

Odette.ramos@baltimorecity.gov

410-396-4814

www.odetteramos.com

From: Kimberly Dawkins <kdd829@gmail.com>
Sent: Tuesday, March 4, 2025 12:53 PM
To: Ramos, Odette (City Council) <Odette.Ramos@baltimorecity.gov>
Subject: Re: Emergency Scene Legislation

CAUTION: This email originated from outside of Baltimore City IT Network Systems.
Reminder: DO NOT click links or open attachments unless you recognize the sender and know that the content is safe. Report any suspicious activities using the Report Phishing Email Button, or by emailing to Phishing@baltimorecity.gov

Good afternoon CW Ramos,

I just want you to know I am in Annapolis to support.

Kimberly

Please excuse typos as this is being sent from Kimberly's iPhone.

On Thu, Feb 27, 2025 at 4:22 PM Kimberly Dawkins <kdd829@gmail.com> wrote:

Thank you for the info CW Ramos.

I will read the bill and yes, I will read the Op Ed and consider being its author.

Please forward once completed.

Best,

Kimberly

Please excuse typos as this is being sent from Kimberly's iPhone.

On Thu, Feb 27, 2025 at 2:01 PM Ramos, Odette (City Council) <Odette.Ramos@baltimorecity.gov> wrote:

Hi. There is a hearing in Annapolis next week that is about this same subject. I'm working with Del Amprey on it.

Here is the bill. It regulates those companies and restricts them from contacting anyone affected by the fire for 48 hours.

<https://mgaleg.maryland.gov/mgaweb/Legislation/Details/hb1348?ys=2025RS>

Also we were thinking of drafting an Op Wd about this issue. Would you be willing to read through it and maybe be the author?

Thanks

Councilwoman Odette Ramos

Get [Outlook for iOS](#)

From: Kimberly Dawkins <kdd829@gmail.com>
Sent: Thursday, February 20, 2025 3:06:58 PM
To: Ramos, Odette (City Council) <Odette.Ramos@baltimorecity.gov>
Subject: Re: Emergency Scene Legislation

CAUTION: This email originated from outside of Baltimore City IT Network Systems.
Reminder: DO NOT click links or open attachments unless you recognize the sender and know that the content is safe. Report any suspicious activities using the Report Phishing Email Button, or by emailing to Phishing@baltimorecity.gov

Thank you CW Ramos,

I appreciate you getting back to me and if my experience can be of benefit to you, please let me know as I am willing to share.

Best,

Kimberly

Please excuse typos as this is being sent from Kimberly's iPhone.

On Thu, Feb 20, 2025 at 3:03 PM Ramos, Odette (City Council) <Odette.Ramos@baltimorecity.gov> wrote:

I am so sorry you are going through this. Those guys are so terrible. I am happy to help you on this.

The hearing date is not scheduled yet, but will be soon, and I'll let you know.

I am glad to know you are ok after the fire. It's such a traumatic experience. Please let me know how I can help you.

Thanks

Odette Ramos

Baltimore City Councilwoman

District 14

Office: 410-396-4814

Mobile: 443-801-8137

Odette.ramos@baltimorecity.gov

www.odetteramos.com

From: Kimberly Dawkins <kdd829@gmail.com>

Sent: Thursday, February 20, 2025 2:24 PM

To: Ramos, Odette (City Council) <Odette.Ramos@baltimorecity.gov>

Subject: Emergency Scene Legislation

CAUTION: This email originated from outside of Baltimore City IT Network Systems.
Reminder: DO NOT click links or open attachments unless you recognize the sender and know that the content is safe. Report any suspicious activities using the Report Phishing Email Button, or by emailing to Phishing@baltimorecity.gov

Good afternoon CW Ramos,

I am Nick Mosby's former assistant, Kimberly "Sky" Dawkins and I am writing to get more information on the Emergency Scene Legislation as I just experienced a fire at my home on 2/17/25.

I was contacted and met at the scene by Platinum Emergency Services who used language that led me to believe they were there on behalf of my insurance company. I am processing through false information they have shared with me, my insurance company, and my contractor in addition to the phone calls I am receiving from other businesses they have shared my contact information with.

Is there a hearing date that you can share with me as I would like to be present?

Thank you in advance.

Best,

Kimberly

Please excuse typos as this is being sent from Kimberly's iPhone.