

## STATE OF TEXAS, STATE OPERATIONS CENTER (SOC)

**SUBJECT: Hurricane Ike**

**SITUATION REPORT # 12**

**DATE AND TIME COVERED: Wednesday, September 17, 2008, 6:00 p.m. through Thursday, September 18, 2008, 6:00 p.m.**

### **1. CURRENT PRIORITIES:**

- Distribute Commodities
- Priority to Medical Facilities, Public Safety and Utilities
- Health and Welfare of Responders
- Transition to recovery
- Relieve Pressure on Shelters System

### **2. CURRENT SITUATION:**

**2-1-1:** September 17, 2008, the 2-1-1 system handled 24,231 calls. We had 186 call specialists logged on with a total of 1,299 logged-in hours. The system maintained an overall service level of 20%. This is the highest service level since the event began September 9th. Continuing telephone issues may be contributing to the higher service level. Due to capacity issues fewer callers are able to enter the system and are hearing a fast busy signal.

Since September 9, 2008, the 2-1-1 Texas system has handled 157,217 calls.

Only one gulf coast Area Information Centers (AIC's) in Beaumont remains closed due to storm damage. The Houston center is up and fully staffed. AIC's across the state are still contributing 100% of total staff and volunteers to respond to information and referral calls related to Hurricane Ike. All have extended business hours as needed.

The 2-1-1 Texas system continues to receive volunteer support from individuals and multiple entities.

At 11:00 a.m. today, our call volume was 4347 with an overall service level at 10%.

The low service level continues to indicate the need for additional volunteer assistance.

**Deaflink:** On 9/17/08 the Deaf Link Remote Interpreter Access unit at San Antonio Reception was deactivated due to minimal traffic at that location. The personnel and volunteers remaining at the reception center site will escort any arriving evacuees who are deaf to building 1536 where Deaf Link's Shelter Link system can provide Remote Interpreter Access for those evacuees or the evacuees can make video calls. San Antonio - Deaf Link's Shelter Link unit in Bldg. 1536 is still being utilized for communication between shelter staff, medical providers and FEMA personnel to provide services to deaf evacuees. The Deaf Link system is also being utilized by deaf evacuees to make video phone calls to friends and family members. Richardson - Shelter staff continues to utilize Deaf Link's Shelter Link unit to follow up on the medical needs of the deaf evacuees in their shelter. Deaf evacuees are using the Deaf Link unit for video calls to family members to let them know they're alright and receiving the medical care they need. Houston - Deaf Link Shelter Link up is operational between Shelter staff and deaf evacuees. The system is also being utilized for deaf evacuees to make video calls and locate family members. While in the Shelters, Deaf Link has trained shelter staff and the volunteers on using the Shelter Link system and made deaf evacuees, shelter staff and other shelter agencies aware of Deaf Link service that are available and if there is a situation that our Shelter Link system can not accommodate please request an on site interpreter from DARS. Deaf Link continues to update boil water notices from TCEQ and send out weather alerts such as flooding and do other informational videos such as feeding stations for Salvation Army. Deaf link's communication center has assisted in multiple

calls for evacuees from the shelters arranging for FEMA assistance, medical attention, transition to temporary housing and other needs while in the shelter.

**American Red Cross (ARC):** ARC is operating 114 shelters and the total number of evacuees being sheltered statewide by ARC Thursday morning is 11,062. There are 110 vehicles providing feeding, served 79,687 meals, 242,408 meals Wednesday have been served to-date. There are 2,418 disaster workers providing these services.

**Public Utilities Commission (PUC):** There are approximately 1.6 million total customers in Texas currently without power. This is down from a peak of 2.87 million reported on September 13, 2008. CenterPoint Energy has restored power to over 900,000 customers thus far in the Houston/Galveston/Harris County area, out of a peak of 2.1 million customers. Approximately 57% (1.28 million) of its total customers are still without power. Approximately 65% of Entergy Texas customers are without power in the Port Arthur/ Beaumont area (257,000 out of 398,635 total customers). 20 companies, municipalities, and cooperatives have reported outages. Overall, approximately 50% of customers reported are without power

**Emergency Support Function 9 - Search and Rescue (SAR):** All Search & Rescue Aviation was released to the TXMF Aviation Officer for release or reassignment as needed for recovery efforts. All State and Federal US&R Teams are in the process of reconstituting and decontamination response equipment and preparing for demobilization on Thursday, September 17, 2008. Liaisons from all State and Federal agencies have been released from Search & Rescue support and are now available for reassignment if needed.

**Public Works Response Team (PWRT):** All resources are demobilizing.

**Texas AgriLife Extension Service:** Texas AgriLife Extension Service has deployed a team of five AgriLife Extension agents and one Extension beef cattle specialist, one Regional Director and one Associate Director to stand up and operate a horse and livestock feed Resource Staging Area (RSA) for "Operation No Fences: Hurricane Ike Horse and Cattle Relief" near Anahuac, Texas in Chambers County. This team and facility is receiving and distributing feed, hay, water and other resources to relieve Chambers, Liberty and Jefferson County livestock producers in need of care for stranded livestock and horses. There have been in excess of 700 bales of hay, 100 watering troughs, two water trucks, 300 livestock panels, and equipment to operate the staging area delivered to Chambers County; the agency has established and provided leadership to the 41 member "Operation No Fences Working Group" comprised of agricultural industry, government, and educational organizations across the state for coordination and control actions in support of this the horse and cattle relief effort. TDA has also deployed an additional Extension beef cattle specialist for scientific and technical animal health and handling coordination and control at the Beaumont DDC; 48 AgriLife Extension agents in East Texas are activated to assess damages to support USDA County Emergency Boards and County Judges who initiate USDA disaster declaration by submitting damage assessments to the Governor prior to submission to the U.S. Secretary of Agriculture; 12 Extension beef cattle specialists, agriculture engineering specialists, range and wildlife specialist and agricultural economists serving on the agency's Incident Resource Teams are activated to address agricultural producer and local jurisdiction needs regarding animal care and feeding on farms and ranches following the storm and proper carcass disposal methods.

Additional AgriLife Extension Service agents across 74 Gulf Coast and inland evacuation hub counties have been activated as follows; 74 Extension agents to support animal care and sheltering across sheltering hub counties. Four AgriLife Communications news network specialists are activated to support GDEM public information and education via print and electronic media; 17 Extension family and consumer sciences and 4-H youth specialists serving on the agency's Incident Resource Teams are activated to support 81 Extension agents to support GDEM with family health, food and water safety, hygiene, home damage response, consumer fraud, public assistance information and education regarding local, state and federal assistance; 14 Extension specialists and AgriLife Extension agents for agency liaison services at the SOC; two Extension district and regional managers for agency liaison

services at the DDC's in Beaumont and Bryan; the agency's Headquarters Operation Center (HOC) is fully activated with 31 Extension management personnel; six AgriLife Communications personnel in College Station for printing and distribution of recovery educational materials; Public household and farmstead mitigation and recovery information are available at <http://texashelp.tamu.edu> .

**Texas Commission on Environmental Quality (TCEQ):** The following is a brief description of the current TCEQ Hurricane Ike Emergency/Disaster Response Actions to include:

- Assessing 1,394 PWS facilities in 10 counties. To date 152 facilities reported as operational, 214 reported as non-operational, and we were unable to establish contact with 1,028 facilities.
- Assessing 746 WWTP facilities in 10 counties. To date 129 facilities reported as operational, 93 reported as non-operational, and we were unable to establish contact with 524 facilities.
- Monitoring 238 Boil water notices. Boil Water Notice was rescinded for the entire City of Houston. All required bacteriological samples are clean.
- Contacting refineries. Ten of the 13 have been contacted of the three messages were left for two and unable to contact the third.

Deployed staff: Staff in the impacted area is having sporadic telephone service; TCEQ emergency response (ER) contractors (both Oil Mop and Eagle to provide two 500-gallons (diesel & gas) are providing fuel to Beaumont and Houston for vehicles and generators.

Beaumont: Up and running on generator power; working on skeleton crew plus 15 from other regions; teams (TCEQ and New Mexico Civil Support Team--CST) doing surveys to landfills, two Rapid Response Teams to address situations such as leaking pipes if found by surveillance boat teams; emissions event team; PWS team & WWTP team assessing priority sites. The Beaumont office is doubling as a bunkhouse; not fully operational. Houston: the Nebraska CST arrived this morning and set up internet and communications, internet, in the parking lot.

Houston staff activities: one staff participated in flyover to prioritize areas for assessment; planning on surveys now for this afternoon, focusing on Ship Channel and industrial areas, especially Manchester-Galena Park area. Planning ongoing today for PWS/WWTP surveys; will use PWS and WWTP information tabulated spreadsheets by HQ when received. Have 20 people in parking lot (including CST), TCEQ water staff working in Harris County building, coordinating work. Liberty and Chambers Counties coordination are pending. Requested hard copies of drinking water disinfection handouts to distribute to counties (Houston office lacks print/copier capacity)--PWS will provide information to be carried out on Thursday supply truck. Media Relations will do press releases for this information. Facilities Commission is concerned about CST using bathrooms, setting up power, and an air quality issue in the building, they don't want people in the building. Division Director Support Services will help with these issues. Two trailers coming today via emergency response contractors; 6-person bunkhouse on order Information Resources Division purchased wireless LAN connection to enable access to the Houston server from the parking lot, to be sent on supply truck going out tomorrow. Air cards arrived, but work only on three new laptops. Houston may need new laptops.

Galveston Bay Estuary Program: Have full power restored; Houston LAN support to restore server today (Thursday). When operational, Houston staff can use office, can help with copies.

Strike Team Activities: Four Harris Co. teams assessing PWS priority facilities; Prioritization to assist larger population systems first to provide lower priority systems with list of generator suppliers. Document all requests on spreadsheet surveyed 80-100 miles of beach waterfront for debris, HazMat, household hazardous waste and located high numbers of containers.

- Meet with TXDOT regarding debris; asking them to not pile up, just push off road, because it has to be sifted through.
- Three teams (TCEQ ST, EPA, CST) to survey high priority public water supply and wastewater systems in towns in the vicinity of Galveston
- One team to assess the Galveston County Landfill.

- One team to evaluate and consolidate hazardous materials at Galveston Scholes Field in anticipation of relocation of Task Force Ike
- Two teams to evaluate marina and seawall area--evaluated approximately 30 5-55 containers, one 200 gallon pressure tank, two gas cylinders, and two 300 gallon poly containers
- Assessed possible location for orphan container storage location and support ship berthing.
- Participated in a joint (TCEQ-EPA) aerial survey of Bolivar Peninsula to determine the damage and debris, and Anahuac Lake to evaluate the structure preventing salt water intrusion to the Trinity River--observed to be functioning correctly.

TCEQ has assigned a staff person to represent TCEQ at the Joint Field Office (JFO) Austin/Highland Mall to coordinate with FEMA.

TCEQ processed another waiver request for production of higher RVP gas which EPA has approved.

PWS and Media Relations to provide public service announcements for affected counties, advising residents about contacting local systems regarding boil water procedures

**Texas Department of Agriculture (TDA):** TDA personnel are staffing the SOC. TDA is working with local, state and federal partners as well as statewide agricultural organizations to meet the needs of thousands of agricultural producers impacted by Hurricane Ike. The TDA Hay Hotline is receiving calls from producers wanting to sell or donate animal feed, hay and water troughs. Producers in need of these resources are also encouraged to call the Hay Hotline or visit the TDA website. These calls are being processed accordingly. TDA and TAHC continue to work with AgriLife extension to obtain donations of fencing supplies and other supplies to support livestock. TDA Staff are working with Texas State Animal Resource Team (TXSART). TDA is providing USDA commodities to impacted areas. TDA worked with USDA to provide infant formula to Houston and Beaumont.

**Texas Department of Criminal Justice (TDCJ):** Due to Hurricane Ike, TDCJ offenders were evacuated from the Clemens Unit in Brazoria County. They will be returning to their unit Thursday. The truck picking up cots in Houston arrived. The food products from Victoria to Beaumont left Sugarland Thursday morning. Water from Ft Worth to Houston Food Bank arrived there this morning, but may not be able to unload until late tonight. Several units came up on power. Repopulation of the Clemens began this morning and should have been completed by mid-day. Correctional Managed Care is in the process of moving 60 patients from Palestine and Huntsville to the Carole Young Medical Facility in Texas City. This move began at this morning and should have been completed by mid-day.

**Texas Department of Family and Protective Services (DFPS):** A complete listing of DFPS office closures is available on the website. Agency continues to plan for re-entry and demobilization. HHSC RAS teams are assessing agency offices in the affected areas and determining the viability of offices. DFPS is working on plans to provide services in affected areas in the event offices are not habitable. All offices in Regions 4 and 7 are open. Offices are starting to open in Region 5 and 6. Statewide intake evacuation hotline is up and taking calls. Regions report no unmet needs at this time. DFPS are monitoring reports that involve children or elderly victims.

**Texas Department of Information Resources (DIR):** Team for Texas activated an emergency response team with 24/7 coverage to coordinate and expedite the response to outages caused by the storm and to facilitate and prioritize recovery efforts. Team for Texas has searched the asset inventory database to identify the total server inventory for the counties/zip codes that were affected by the storm and will begin testing connectivity to those servers. Information is being used to assess the potential recovery workload and identify the types of replacement parts and possibly additional temporary staff that may be needed. Team for Texas is tracking those servers that are not responding or those were shut down and will work with DIR to prioritize recovery requests related to damaged servers. Team for Texas is performing an emergency upgrade to add capacity to the EBT systems to handle increased demand anticipated as a result of the hurricane. DIR received a request from 911 coordinator in Fort Worth, to send additional TERT (Telecommunications Emergency Response Team) personnel to relieve

dispatchers in Seabrook and Pasadena, Texas. We are awaiting the local DDC's need to submit a 213 request.

**Texas Department of Insurance (TDI):** TDI issued a press release yesterday for insurance claim information for homeowners impacted by Hurricane Ike. TDI staff are conducting outreach to elected officials and sheltered evacuees in Houston, San Antonio, and East Texas.

**Texas Department of Public Safety (DPS):** DPS continues to support operations in Galveston, Houston and Lufkin area. DDC's 2A and 2B continue support operations. DPS continues to provide escort and security to affected area. Personnel in the affected area number 800+.

**Texas Animal Health Commission (TAHC):** Personnel from TAHC, along with the United States Department of Agriculture Animal and Plant Health Inspection Service Veterinary Service (USDA-APHIS-VS), have deployed personnel to the Beaumont area to assist in Hurricane Ike impact assessment and response operations. They will check on the status of animal production industry as well as the veterinary infrastructure in the impacted areas. Two thousand wire pet cages obtained from the State Veterinarian office in Louisiana, in Texas are being stored in a warehouse in Austin. Response teams from both Florida and New Mexico arrived at Beaumont today, via the Emergency Management Assistance Compact (EMAC) process, to provide assistance to Texas. TAHC personnel are staffing applicable disaster district committees (DDC's), the State Operations Center (SOC), and the TAHC Area Command in their Central Office in Austin. The executive director of the Texas State Animal Resource Team (TXSART), assisted by personnel from USDA-APHIS-Animal Care, the Humane Society of the United States (HSUS), and the Society for the Prevention of Cruelty to Animals (ASPCA) are working to coordinate sheltering support for small animals, as well as coordinating with TXSART Advisory Council member organizations to credential selected animal care groups who are handling the animal issues in the impacted areas. Approximately 110 pets accompanied special needs individuals on buses evacuated from risk areas. Two thousand pets were sheltered in hosting communities. Nineteen pet shelters are still open with almost 1,755 animals remaining. In view of the large numbers of potentially dead animals in the impact zone, TAHC and the Texas Commission on Environmental Quality (TCEQ) asked for and were granted federal carcass disposal assistance support through the National Resources Conservation Service (NRCS), and they are already working in communities to assist with the animal debris removal. TAHC and the Texas Department of Agriculture (TDA) continued working with AgriLife Extension to obtain donations of fencing supplies, hay, water troughs, portable panels, livestock transportation vehicles, etc. for immediate care of the stranded animals, again possibly as many as 10,000. Additionally, the One Star Foundation, Texas 2-1-1, the Texas Farm Bureau, and other agriculture producers and stakeholders and local officials, are working with these agencies to help seek and distribute appropriate resources and supplies at designated agriculture points of distribution (APOD's). The State is contracting with vendor trucking organizations to facilitate the transportation of the donated supplies to the APOD's. Imagery from the previous day's Civil Air Patrol missions is being reviewed to determine where clusters of live and dead cattle are located within the impacted areas. Today, TAHC and USDA personnel flew reconnaissance in a National Guard helicopter to survey the impacted areas, and both live and dead cattle were found in areas where livestock were not expected to be.

**Texas Procurement & Support Services (TPASS):** TPASS continues to coordinate bus transport assets from state contracted bus operators. TPASS is also in contact with contingency contract holders to ensure delivery of goods/services at the RSA's, shelters, refueling points and POD sites.

**Sun Coast:** Sun Coast Resources continues to provide fuel support for the RSA's, refueling points, bus staging sites and POD sites.

**Texas Task Force Ike:** SAR operations are closing and team members are being reassigned. Type II Incident Management Team has secured a location to relocate the base camp and is coordinating the relocation effort. POD operations are ongoing. The Texas City POD location was turned over to DDC Houston.

**Texas Department of State Health Services (DSHS):** Texas Department of State Health Services continues to provide assistance to State, Regional, and local health departments to meet their public health needs.

**BEHAVIORAL HEALTH:** DSHS has deployed a team of six disaster behavioral health specialists to the Houston area to address the need for disaster behavioral support. Additionally, two 4-5 person Critical Incident Stress Management (CISM) team have been assigned to assist DSHS Task Force Ike personnel and other first responders. Eight CISM personnel were sent specifically to Galveston Island to assess CISM needs of emergency services personnel.

**ESRD:** DSHS is implementing a plan to address the special medical needs for approximately 500 individuals with end stage renal disease (ESRD). One hundred twenty-five patients have reported to George R. Brown (GRB) and that dialysis staff on the ground in Houston placed them in local facilities for abbreviated treatments. A total of nine patients were transported to Dallas. Working with the DSHS Public Information Office to arrange for the continued release of the ESRD public services announcement every couple of days until all dialysis sites are opened in the affected area. The ESRD Emergency Coalition Call Center line has received 1,700+ calls with additional 500 dropped or hang ups since 1300 hours on Thursday, September 11, 2008.

**MSN SHELTERS:** There are currently 41 medical special needs (MSN) shelters open throughout Texas; the current census is approximately 3,539 with the capacity to accept 3,337 more. MSN shelters will continue to open to respond to the needs of the affected regions. DSHS has begun to deploy additional public health, first responders, and other support staff to provide relief to those currently working throughout the affected areas that are now at the end of their deployment period. Additional relief for Hospital staff and ambulance strike teams is underway. DSHS is currently working with Federal partners to deploy an applied public health team to the affected areas to assist with public health surveillance.

**TRANSPORTATION ASSETS:** Ambulances available – 183 at Reliant, including 35 para-transit and three buses, 10 at George R. Brown (GRB), 125 in San Antonio, 84 were demobilized on September 17, 2008. DSHS is processing additional transportation requests as needed. Other transportation resources including medical buses are also available to assist regions with transportation of MSN patients and repatriation efforts.

**VECTOR CONTROL:** DSHS has developed and is currently implementing a Vector Control Plan. Brazoria and Chambers county programs have initiated mosquito surveillance and will apply insecticides based on acquired data.

**RE-ENTRY:** RMOC has returned approximately 420 patients since Monday afternoon (80 Monday, 120 Tuesday, 220 Wednesday). CMOC has returned 168. Implementation of plans to return citizens back to areas unaffected by the storm is underway. CMOC is updating the list of 26 jurisdictions not ready for re-entry as of 0800 hrs September 18, 2008.

**CALL CENTER:** The Re-entry Person Locator Call Center is currently operational 0700 hrs to 2200 hrs and available to assist in locating evacuees.

**DMORT:** Hurricane Ike has resulted in human fatalities and disinterment of caskets in at least one cemetery that exceed local resources to manage. There are preliminary and still unconfirmed reports of a possible 40 storm related deaths. Information has been collected on 12 deaths so far (10 from the Harris County Medical Examiner Office, (Two of these are victims from Montgomery County who died in Harris County hospitals); one from HSR 2/3, and one from HSR 11/Nueces County Medical Examiner). Efforts will continue to collect information from other reporting sources.

#### DMORT Teams Deployments for 9/17/08

Galveston 1- This team departed to arrive in Texas City, Texas by 10 AM in support of the Galveston County M.E. This office has approximately 20 cases that need to be cleared. Past this point, the local office should be able to sustain operations with available resources.

Galveston 2 - This team traveled to the western edge of Galveston Bay to survey cemetery issues. Attempts should be made to locate all cemetery locations that may have been effected by the storm surge.

Brazoria 1-3 - These teams should coordinate between themselves the recon of all available cemetery locations in south Brazoria County. Maps indicate numerous sites that may have been in the surge area.

Orange – Hollywood cemetery has approximately 60 caskets that are loose in the cemetery and are unidentified. Due to the appearance of these caskets in plain view the plan is for DMORT personnel to assist local efforts in collecting these caskets and securing them in trucks.

Continued collaboration with DMORT staff. Responding to local requests for mortality resources. DMORT team assisted in clearing autopsy backlog for Galveston M.E. on September 17, 2008.

DMORT working on staff rotation/plan for best use of staff and skills. Teams will begin transitioning to Louisiana when an appropriate location for the Disaster Portable Morgue Unit (DPMU) is secured. There is a possibility of reduced DMORT staffing in Texas beginning this week end. DMORT main focus currently is receiving remains and manning collection site at Hollywood Cemetery in Orange (disinterred caskets). Four teams working in Hollywood Cemetery to secure unidentified caskets on ground and place them in locked trucks for storage. Will send unidentified remains to DPMU (to be located in Louisiana) for I.D., re-casketing, and return. Teams are also collecting information from family members who might come to the cemetery.

The DMORT team is planning on scaling back operations in Texas on Saturday. The team will set up portable morgue units in Louisiana. Those caskets disinterred in Texas will be sent to Louisiana for decedent identification and return to Texas for internment.

**CMOC:** CMOC remains fully activated with liaison officers embedded within George R. Brown shelter (GRB) and Rice DMAT's, and FCE teams in place at Reliant EMS staging. RCVQ remains deployed at Reliant staging. CMOC plans to decrease operations to 0700 – 2400 hours beginning Friday.

**CLOSED, DIVERTED AND EVACUATED HOSPITALS as of September 18, 2008:** Dickerson Memorial Hospital closed; Community Hospital evacuated; Mainland Medical Center closed; University of Texas Medical Branch closed; Winnie Community Hospital evacuated; Devereux Texas Treatment Network evacuating; Dubuis Hospital Beaumont evacuated; Dubuis Hospital Port Arthur evacuated; Memorial Hermann Southeast evacuated and closed; St. Joseph Medical Center divert; Doctors-Parkway evacuated and closed; East Houston Regional Medical Center evacuated and closed; Renaissance evacuated and closed; Riverside General Hospital Internal Disaster; Christus St. John evacuated and closed; Clear Lake Regional Medical Center divert; Kingwood Medical Center divert; Medical Center evacuated and closed; Patients Medical Center evacuated and closed; The Methodist Psychiatric divert; Rehabilitation Hospital evacuated and closed; HealthSouth Hospital of Houston - LTAC internal disaster; Houston Hospital for Specialized Surgery internal disaster; Kindred Hospital - Bay Area evacuated and closed; Kingwood Pines Hospital internal disaster; Memorial Hermann Specialty Hospital evacuated and closed; Nexus Specialty Hospital -The Woodlands internal disaster; Shiners Hospital for Children – Houston evacuated and closed; Texas Specialty Hospital at Houston internal disaster and Triumph Hospital Baytown evacuated and closed.

**Texas Department of Transportation (TXDOT):** TXDOT is currently clearing debris on major routes to open roadways for emergency responders. TXDOT is inspecting roads and bridges for damage assessments and monitoring road conditions throughout the affected areas. Road conditions continue to be updated on the TXDOT Website. TXDOT electronic message signs are displaying messages regarding road closures and limited fuel.

**Texas General Land Office (GLO):** Oil Spill personnel operating in Jefferson and Orange Counties are conducting pollution, sunken vessel and waterway safety assessments along the Sabine/Neches Waterway, Cow Bayou, Bessie Heights Marsh and High Island. Houston/Galveston response team will be operating in San Leon, Freeport Harbor, Houston Ship Channel, Trinity Bay, Clear Lake and Galveston. TTF-1 support ceased today. Communicating with the RRC and comparing spill data. Most reports deal with small spills (five barrels or less) at surface facilities. Energy Inspection staff completed

inspection of Double Bayou and moving to Goat Island production facilities by airboat for damage inspection. Received calls/e-mails status updates from major operators in Galveston Bay/High Island. Continuing to assess CEPRA, CMP, CIAP and Beach Watch projects and working with local officials and coordinating staff assessment teams to deploy to the field to determine project needs. The Corpus Permit Service Center (PSC) is working with applicants to provide assistance for emergency permits for existing permitted structures under Nationwide Permit #3. Reviewing pre and post storm aerial photos. Beach Watch sampling has been suspended in Brazoria, Galveston, Jefferson and Matagorda counties.

Aerial Inspections for September 18, 2008: Treasure Island (bayside), West Galveston (bayside), Cabins, Clear Lake, Galveston Bay, Trinity Bay, Cedar Bayou, Baytown, Tiki Island, Sabine Pass, Pleasure Island and Neches River, Fishers Reef Field (two locations), Red Fish Reef (two locations) and North Bolivar Field (two locations):

Timber Tracts: Gathering any and all information on damages caused by Ike to our commercial timber tract in East Texas. Will be coordinating with the Texas Forest Service and inspect all tracts according to a priority that correlates with the Timber Damage Assessment Forest Inventory and Analysis document put out by the Texas Forest Service.

GLO does not have any timber tracts in the Category 3 (Moderate) area, which was the area that received the most damage from the storm, anywhere from 10% to 50% damage on open canopy stands and less than 25% on all other stands. There are 12 timber tracts, a combined acreage of 4,627 acres, in the Category 2 (Light) area; according to the TFS, the stands in this area are estimated to have received a possible 5% to 10% damage, which, according to TFS, is noticeable damage, but not significant. The remaining four tracts, a total of 1,130 acres, fall in the Category 1 (Scattered Light) area; the TFS estimates that there was less than 5% damage that occurred to the stands in this area. Priority at this time is to inspect the timber tracts that fall within the Category 2 area, and assess exactly how much damage was done to the stands in this area. All of TFS field staff is assisting with the Ike recovery effort. Staff is contacting hunting lessees at this time to determine which tracts have damage. Staff will be conducting site inspections next week.

Commercial Leasing: Made contact with all but two of lessees along the seawall, and currently making phone calls to our higher profile commercial leases, including marinas to assess the level of damage to their structure and confirm the safety of our lessees.

TCOON: TAMU representative has confirmed that tide gauges at Sabine Pass and Texas Point are damaged but platforms are intact. Some equipment has been re-installed. Not able to reach Rainbow Bridge gauge yet.

Right-of-Way Team: To date, no spills or leaks have been reported.

Corpus/La Porte: Assessment Team 1 visited Caney Creek in Matagorda County by truck. Storm surge was estimated at 4-5 feet in the lower reaches of the creek. Thirty-five of approximately 250 structures reviewed had 50% damage, primarily to older structures. Assessment Team 2 visited Bayou Vista (Highland Bayou), Dickinson Bayou, Texas City Dike, and Galveston Bay (Baycliff, Bayshore Dr., and San Leon) by truck. Storm surge was estimated in excess of 10 feet in all areas surveyed.

- Bayou Vista- 10 of 37 structures looked at had >50% damage – extensive damage to houses.
- Dickinson Bayou- 10 structures out of approximately 100 looked at had > 50% damage- extensive damage to houses.
- Galveston Bay shoreline of San Leon and the southern portion of Bacliff – 100 structures were looked at and all were either completely destroyed or >50% damaged with extensive damage to houses.
- San Leon Marina was completely destroyed. There were 25 boats in the marina prior to storm, none are left as they are scattered over a one block radius.
- Eagle Point Marina - completely destroyed.



- Contrary to news media reports, the Texas City Dike was not destroyed, although all of the bait camps and docks along it were.

Assessment Team 3 visited the Kemah Boardwalk, Clear Lake Shores, the north shore of Clear Lake, and Taylor Lake via boat.

- Taylor Lake-30 of 114 structures had 50% damage. Some homes in Taylor Lake Village had 6-8 feet of water in them.
- A large number of dead fish were noted in Taylor Lake. Species primarily consisted of menhaden, but also mullet, black drum, catfish, redfish, and flounder. TPWD was notified of the fish kill.
- In Clear Lake Shores, half of the pier structures had 50% damage. Several large yachts came to rest next to houses.
- Along the Harris County side of Clear Lake approx. Ninety-five percent of the structures had some damage with 75% being 50% damaged. Many large sailboats and yachts (up to 50 feet in length) were observed entirely on upland property, especially around marina areas. The storm surge was estimated at 10-12 feet based on the debris line.
- The Kemah Boardwalk suffered heavy damage with approximately half of the boardwalk structure destroyed and complete destruction of the ground level floors of the restaurants. Debris and an unmarked plastic drum was observed floating in the water. The drum was reported to the U. S. Coast Guard. Based on the debris line, the storm surge was estimated at 10-12 feet above sea level.

Inspection Plan for 9-18-08: Assessment Team 1 will visit Freeport and Bastrop Bayou. Assessment Team 2 will continue with assessment of the Galveston Bay shorelines of Bacliff, Kemah, and Seabrook via boat. Assessment Team 3 (if enough staff is available) will visit Chocolate Bayou. Provided contact information to FEMA for the Rio Grande Valley State Veterans Cemetery in Mission and for the Houston National Cemetery and explained eligibility and costs.

Received bulletin information from HUD referring to information from 2001 and how loan relief was handled. USDVA also released information encouraging loan holders to make payments. Several recommendations were presented to the Commissioner for consideration on ways we might offer assistance. Anything we offer, must not compromise VLB's guarantee or insurance with VA or HUD. At this time, we still have not received calls from account-holders.

**Texas Military Forces (TXMF):** The TXMF were activated on September 7, 2008 at the request of the Governor in support of Hurricane Ike. The TXMF has been tasked to activate up to 7,500. The TXMF have supported the following coastal communities: Victoria, Bay City, Galveston, Beaumont, Orange, Port Arthur, Vidor, Port Neches, Pasadena, Houston, Columbus, Lufkin, Carthage, Madisonville, Tyler, DFMW, Garland, San Antonio, Mineola, Marshall, Longview and Coast bend area. They have supported bus staging areas, ground evacuation hubs, temporary fuel points, air evacuations hubs, ground/air SAR operations and shelter operations. The TXMF is also supporting re-entry operations (Mass Care Strike Teams Resource Staging Areas and Points of Distribution) and Task Force Ike Operations.

**Texas Office of Attorney General (OAG):** A toll-free, emergency hotline number remains open to help Hurricane Ike evacuation shelters better enforce their registered sex offender policies. Law enforcement officials manning the hotline will be able to inform shelters about whether they are housing registered sex offenders. When shelter personnel contact the Safe Shelter Hotline at (866) 385-0333 from 7 a.m. to 7 p.m., law enforcement officials will access state databases of registered sex offenders and can inform callers whether any of the hurricane evacuees housed at the shelter are registered in the database. Callers will need to provide the names, addresses and dates of birth of evacuees in order to ensure thorough database searches. Shelter managers can use this information as necessary to coordinate specialized housing arrangements for registered sex offenders at their facilities. The Office of the Attorney General also continues to operate its Consumer Complaint Hotline, (800) 252-8011. Consumers can call the hotline between the extended hours of 9 a.m. to 9 p.m. to report price gouging on necessities, including groceries, clothing, medical supplies, lodging, repair work and fuel during and after

such crises. Complaints can be made on-line 24 hours per day, 7 days per week, on the OAG website. The Website can be accessed at [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov). Investigators have been dispatched to various areas of the state to follow up on complaints of price-gouging. Information from consumers regarding price-gouging on fuel is being shared with the fuel team and Texas Department of Agriculture for evaluation.

**Texas Parks and Wildlife Department (TPWD):** Following the orders handed down in the 213 request the Wardens in Orange County reported great success and accomplishment during this operational period.

City of Vidor: The Wardens assigned in the area are able to provide traffic control at one of the POD's set up in the area and assisted in handing out rations and water to the people in Vidor. Four Wardens report for patrol during the 6pm to 6am night patrol for looting, and criminal activity prevention.

Rose City: Two Game Wardens providing routine Rural Law Enforcement Patrol for criminal activity.

Neches River, Sabine River, Cow Bayou, and Adams Bayou: 6 Game Wardens patrolling in pairs in three boats patrolled all of the water bodies. The patrol has been shut down until 6 am when it will resume as planned.

Strike team 2 Plus 30 Game Wardens from regions 5, 7, 9 staged at Beaumont-Academy IH10/105 and will continue to assist Region 4 (Houston) with local jurisdictions requests for LE assistance. (ICS 213)

Strike team Region 8 was deployed in Woodville, Tyler lodging at Spurger fire department per county (five Game Warden team plus Captain).

Strike team 2 Region 6 five game wardens are deployed in Livingston.

Strike teams Region 5, Captain and five man Game Warden team plus Region 2 Captain and five man Game warden team (airboat operators) are deployed in Beaumont. This strike team will total 30 Game Wardens including Captains and will have to be divided in smaller groups plus game wardens from Region 4 to assist City of Vidor, Rose City, Neches River, Sabine River, Cow Bayou, and Adams Bayou.

Strike team 2 Region 1, Captain and 10 Game Warden team was deployed to Jasper and began work per transition assistance to local jurisdictions.

Strike team 2 Region 10 Captain and six Game Warden team were deployed in Beaumont.

Region 7 Captain and 10 Game Wardens were deployed in Navasota (five wardens) and Grimes County Sheriff's Office (five wardens).

Region 3 continues to work in southeast Texas with 50 Game Wardens.

Region 4 continues work in southeast Texas and Houston areas with 50 Game Wardens.

**Texas Railroad Commission (RRC):** The RRC Houston office has electricity and phone service. Normal work activity resumed today and District calls are being transferred back to the Houston office. However, working hours may be limited due to water damage and the assessment of office conditions. O&G Operators are continuing to self report storm related damage concerning leaks and spills. Natural Gas utility companies continue to evaluate the integrity of distribution systems and are making necessary repairs. LPG and CNG industries continue to evaluate systems and facilities as well. RRC Field Inspectors have been advised to initiate surveillance work in areas that have been impacted by the storm, if safe access is available and adequate fuel supplies exist. Field inspectors in areas not impacted by the storm will be performing normal work duties, and will be available to assist in other areas if necessary to respond to emergencies. The RRC SOC Team has been addressing storm related issues as they are reported, and has assisted in four new incidents in the last 24 hours. Incident details

are recorded in the Team's daily shift log. District offices that work the storm impacted area have resumed normal field operations, and the SOC Team will support efforts from the State operations center until the team is released by the Governor's Division of Emergency Management.

**Texas Workforce Commission (TWC):** Workforce Centers Closed: Workforce Solutions San Jacinto, Tyler County, Trinity County, Houston County, Sabine County, San Augustine, Newton County, Beaumont, Orange, Port Arthur; Worksource-Northshore, Heights, Northeast, Greenspoint, Clear Lake, Huntsville, Denver Harb, Conroe, Liberty, Astrodome, Galveston, Westheime, Alvin, Lake Jackson and Katy. Hurricane Ike NEG is being processed by US DOL. Temporary workforce centers have been established in evacuation centers in Dallas, San Antonio, Fort Worth, Austin and across the state in assist those affected by the disaster with assistance filing disaster-related unemployment claims.

To expedite the claims process a 1-800 number was established for employers in the affected areas who have had to lay off workers temporarily to provide separation dates to TWC – number is 1-866-932-1332. Employer hotline for reporting layoffs is on employer page of agency website. Contractor is preparing Houston Tax Office so it's functional when power is back on. Mail: The USPS is giving shelter residents an official address to use for receiving mail. We are accepting that address on our claims and telling claimants to let us know when it changes. As of September 17, 2008, we have taken almost 11K claims as a result of Hurricane Ike. Due to the number of evacuees in shelters across the state there is not an accurate breakdown by county. We've hired 103 employees and will hire another 36 in the next few days. We are working with AT&T and the Governor's office to get expedited assistance to add an additional 168 phone lines. Inadequate phone lines is tremendously hindering our ability to serve customers. Due to Hurricane Ike we are extending hours of operations to 8am to 7pm M-F. Beginning this weekend 092008 from 8am to 5pm we will send staff to designated shelters to take claims via laptops. In the Houston area we will be utilizing Houston TAX staff and in other areas we will utilize Call Center staff. The following weekend we will continue to be at the shelters and will also have TeleCenters open from 8am to 5pm which will allow us time to publicize the new hours. Continue outreaching to heavily emphasize the need for employers to call the hotline to supply us with separation information. Very often individuals may still be on the employer's payroll. Continue to explore any and everything possible to assist Texans as quickly as we possibly can.

To clarify for all concerned: Regular UI Claims for the affected area have an Incident Period effective date of 9/7/08. Per US DOL, DUA claims have an effective date of 9/14/08. US DOL forwarded TWC's request for DUA to FEMA on 9/17. We anticipate FEMA funding DUA before the first payment (debit card) is ready for release.

RID: Evaluating recommendations to provide "penalty and interest relief", and delay in collections actions that may be granted to Employers located in the 29 county areas impacted by Hurricane IKE. A "Hurricane Ike" web-page is now on our web (one click off of our front page): <http://www.twc.state.tx.us/news/ikeinfo.html>

Short-Term Employment Needs of Ike Evacuees -

We have been notified that some Ike evacuees may be in need of short-term temporary employment to assist them in earning some immediate money. We have been asked if TWC would consider excluding these individuals from performance. Boards may convert WIA Dislocated Worker funds into a Local Activity Fund to serve this population, and may provide job search, and provide necessary support services (including transportation). TWC will consider this to be a "specialized" service, which will exclude individuals served from performance.

The Texas Workforce Commission wants you to know you may be eligible for disaster-related unemployment benefits. Individuals who are self-employed also may be eligible for disaster-related unemployment benefits. To apply, file online [www.texasworkforce.org](http://www.texasworkforce.org) or call TWC UI Tele-center at: Austin, (512) 340-4300; Dallas, (972) 339-6200; El Paso, (915) 832-6400; San Antonio, (210) 258-6600 or (800) 939-6631.

**DDC 1B Tyler:** Tyler DDC continues 24-hour operations. Tyler DDC deployed 3 Sergeants and 30 Troopers to Houston on Thursday, September 11, 2008. These troopers will return to district 1B today. The Tyler DDC is now directing evacuees to the Dallas-Fort Worth (DFW) area. Utility outages remain problematic in this area. Smith County EOC is in the process of relocating at the Smith County EOC Command Post at 106 Elm Street in Tyler and will reactivate when the move is completed.

**DDC 6C Bryan:** Updated list of counties in the Bryan District which have had power outages:

Leon County	(Southwest and Eastern Half of County is without power).
Madison County	(80 percent has been restored).
Grimes County	(City of Richards is still without power-rest of county is restored).
Burleson County	(Fully Restored).
Robertson County	(Fully Restored).
Milam County	(City of Gause is only one without power).
Houston County	(Western half of County has been restored).

The Emergency Operations Center of Burleson County stood down today.

### **3. AREAS AFFECTED:**

**Brazos County:** The Brazos County CEOC is in the process of transferring evacuees to only two shelters.

**Chambers County:** Chambers County continues to successfully coordinate three PODs. The Sheriff's Department is coordinating with several State and Federal agencies to assist with animal issues. Public Works is also working with State and Federal partners in assessing and repairing critical infrastructure. The County is continuing to secure shelter resources for displaced citizens.

**Galveston County:** There are five confirmed fatalities. City of Galveston and Galveston County top priorities include:

- re-entry
- urban search and rescue
- aerial reconnaissance
- essential requests and public health and safety

**Counties issuing disaster declarations:** Anderson; Brazos; Burleson; Caldwell; Chambers; Collin; Denton; Ellis; Fort Bend; Grayson; Gregg; Harrison; Henderson; Houston; Hunt; Jasper; Kerr; Lamar; Leon; Liberty; Limestone; Madison; McLennan; Menard; Navarro; Panola, San Jacinto; Tarrant; Upshur; Waller; Washington; Wood;

**Cities issuing disaster declarations:** Bryan, Corsicana; Crockett; Gladewater; Grapeland; Kennard; Kilgore; Kosse; Lakeport; Latexo; Liberty; Longview; Lovelady; Menard; Milano; Mt. Pleasant; Palestine; Port Arthur; Rockdale; Taylor Lake Village; Texarkana; Thorndale; Waco; White Oak;

**Harris County/City of Houston:** The City of La Porte issued a press release yesterday with information concerning the City's recovery efforts. The City of Spring Valley Village issued a proclamation extending their disaster declaration effective September 16<sup>th</sup>. The City of Jersey Village lifted their boil water notice. The City of Baytown Office of Emergency Management issued a press release concerning FEMA assistance for housing. 19 DPS offices have opened and 21 DPS stations remain closed.

**Newton County:** The County Judge rescinded the emergency orders effective September 17<sup>th</sup>.

**Orange County:** Orange County top priorities include:

- re-entry
- urban search and rescue
- aerial reconnaissance
- essential requests and public health and safety

Williamson County Mobile Communications Task Force is providing all mobile communications and EOC support in Orange County.

**Tyler County:** Tyler County Judge rescinded the mandatory evacuation order effective September 15<sup>th</sup>.

**Waller County:** The County Judge issued a Disaster Declaration effective September 11<sup>th</sup>.

**4. SHELTER INFORMATION:** Anyone requesting a shelter can phone 2-1-1 and the shelter information number, 214-653-7629, will be given to them. This number goes to the Dallas County Homeland Security Office which is maintaining the a-list of open shelters, space and rotation for receiving evacuees.

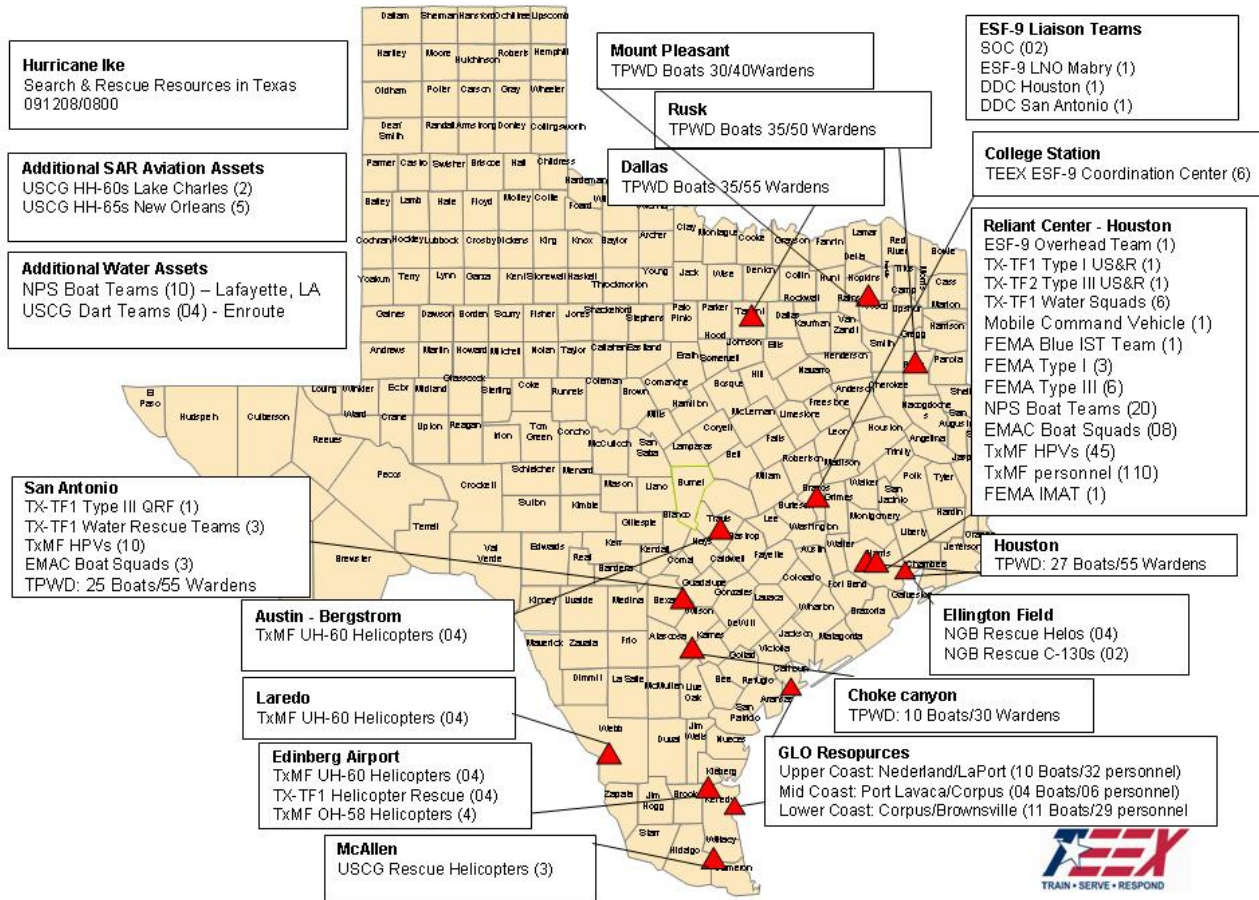
Region 3B Hurricane IKE Shelter Count Date/Time: 9/18/08 as of 0700 hrs										
Shelter Name	City	County	Point of Contact	General Pop.	Rpndr	Special Needs	Total Pop.	Responder Total Pop.	ARC Managed	
Bldg 1537/Rpndr	San Antonio	Bexar	210-215-8243		598		0	2700	N	
Emma Frey Elem	San Antonio	Bexar	210-414-9699	0			600		N	
Pfeiffer Acdmy	San Antonio	Bexar	210-416-7539	0			750		N	
Bldg 1536	San Antonio	Bexar	210-854-3603	1747			8000		N	
Bowie Elementary	San Antonio	Bexar	210-215-1374	0			800		N	
Seguin Coliseum	Seguin	Guadalupe	830-401-2416	0			350		Closed	
Cornal Complex	New Braunfels	Cornal	830-832-0412	0			2500		Closed	
Willie DeLeon Civic Cntr	Uvalde	Uvalde	830-591-6724	0	20			200	N	
Gonzales Complex	Various	Gonzales	830-672-2716	0			X		Closed	
Alamo Hts Christian	San Antonio	Bexar	210-206-8611			39	150		N	
Trinity Tripoint	San Antonio	Bexar	210-206-8611			50	250		N	
Trinity Baptist	San Antonio	Bexar	210-206-8611			43	250		N	
Alamo Hts UMC	San Antonio	Bexar				56	90			
NE Baptist Church	San Antonio	Bexar	210-206-8671			25	100		N	
First Presbyterian	San Antonio	Bexar	210-206-8671			25	58		N	
Park Hills Baptist	San Antonio	Bexar	210-336-5053			42	80		N	
Churchill Baptist	San Antonio	Bexar	210-206-8671			44	85		N	
Seguin UMC	Seguin	Guadalupe	210-535-0187			0	100		Closed	
Shearer Hills	San Antonio	Bexar	210-206-8741			13	100		N	
Bandera Rd Community	San Antonio	Bexar	210-206-8741			27	72		N	
Primera Iglesia	San Antonio	Bexar				0	80		N	
Winn FMS	San Antonio	Bexar	210-336-2486			112	250		N	
Kelly 1536 Section D	San Antonio	Bexar	210-336-5101			183	250		N	
				1747	618	659	14915	2900		

**5. RESPONDING AGENCIES/ORGANIZATIONS AND RESOURCES COMMITTED:**

Agency/Organization	Resources Committed
Texas Forest Service (TFS)	5 Type 3 Regional Incident Management Teams deployed Personnel to support shelter operations Lone Star State Incident Management Team Personnel to various DDC's & EOC's 5 LNO's stationed in the SOC
Texas Department of Public Safety (TXDPS)	950 Highway Patrol Troopers 4 Helicopters 42 Sergeants, 12 Lieutenants, 7 Captain Communication Command One Trailer
Texas Department of Criminal	LNO's stationed in the SOC

Justice (TDCJ)	Providing Shelter for 100 DPS Officers in Beeville
Texas Parks and Wildlife Department (TPWD)	50 Game Wardens – Houston 16 Captains - Beaumont 17 Game Wardens 5 Airboat Operators (Game Wardens) 10 Game Wardens – Jasper 1 Captain 10 Game Wardens – Navasota/Grimes County 50 Game Wardens – Rusk 30 Game Wardens to support Vidor, Rose City, Neches River, Sabine River, Cow Bayou & Adams Bayou 8 Game Wardens – Woodville 6 Game Wardens - Livingston
Coca-Cola	67 Trailers of Water
Texas Department of Transportation (TXDOT)	1587 Personnel 5 Dozer 56 Loaders 8 Maintainers 773 Other vehicles or trailers 34 Portable Changeable Message Signs 118 Permanent Dynamic Signs
Health & Human Services Commission (HHSC)	1322 truck loads of water 1161 truck loads of ice
Texas Department of State Health Services (DSHS)	500 Ambulances 140 Ambulances 7 Fixed Wing aircraft 13 Helicopters – San Antonio 19 Strike Teams w/Task Force Ike
Public Works Response Team (PWRT)	2 LNO stationed in Austin at the SOC 3 Assessment Teams in Orange 2 Resource Teams in Galveston 100+ Members plus vehicles and equipment
Sun Coast	Providing fuel support for San Antonio, Corpus Christi, Lufkin & Beeville
Texas Military Forces (TXMF)	10 UH-60 Helicopters – San Antonio & Kingsville 5 OH-58 Helicopters – San Antonio 5 C130 Aircraft – Corpus Christi High Profile Vehicles – Coastal Bend & San Antonio Personnel – Coastal Bend & San Antonio
Texas Engineering & Extension Service/Texas Task Force One (TEEX/TX-TF1)	ESF-9 Overhead Team - Houston Joint Air-Ground Coordination Team with LNO's - Houston TX-TF1 Type 1 US& R Team - Houston TX-TF2 Type III US&R Team - Houston Quick Response Force – San Antonio TX-TF1 Swiftwater Teams – San Antonio & Houston TX-TF1 Helicopter Rescue Specialists - Austin EMAC Swiftwater Teams – San Antonio & Houston FEMA US&R Teams - Houston
Texas Department of Aging and Disability Services (DADS)	Assisting DSHS in monitoring Medical Special Needs numbers.
US Border Patrol (USBP)	Standing by to assist with law enforcement support for contra-flow. The USBP will rotate 3 shifts with 4

	agents per shift.
American Red Cross	Coordinating sheltering sites with local jurisdictions.



**6. COMMENTS:**

The Governor’s Division of Emergency Management is monitoring the situation and will issue additional reports as necessary. The Hurricane Ike conference calls will be conducted daily at 10:30 a.m. until further notice. The SOC is at Level I (Emergency Conditions) to support Hurricane Ike operations.

**The four levels of SOC activation are:**

- Level I (Emergency Conditions)
- Level II (Escalated Response Conditions)
- Level III (Increased Readiness Conditions)
- Level IV (Normal Conditions)

*This Situation Report can be found on the DEM Homepage at [www.txdps.state.tx.us/dem](http://www.txdps.state.tx.us/dem)*

Jack Colley  
Chief, Emergency Management Division