

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

**SUBJECT: Hurricane Ike**

**SITUATION REPORT #23**

**DATE AND TIME COVERED: Tuesday, September 30, 2008 6:00 p.m. through  
Wednesday, October 01, 2008 6:00 p.m.**

**1. CURRENT PRIORITY:**

- Recovery
- Debris Removal

**2. CURRENT SITUATION:**

Hours for all DRCs and MDRC's, with the exception of Kennard, Kountze and the Woodlands, will be 8:00 a.m. to 6:00 p.m. The following numbers are as of September 30, 2008.

<b>County</b>	<b>MDRC/DRC Location</b>	<b>Date Opened Date Closing</b>	<b>Cumulative # of Visits</b>
Brazoria	<b>MDRC #22A</b> Sherwood Village Shopping Center 3216 East Broadway Pearland, TX 77581	09/29	169
Chambers	<b>MDRC #17A</b> American Legion Hall 1704 S. Main St. Anahuac, Texas 77514	09/26	242
Galveston	<b>MDRC #9A</b> MRIC Galveston Island City Hall	09/23	626
Galveston	<b>MDRC #12A</b> MRIC Galveston Island Jamaica	09/23	192
Galveston	<b>MDRC #14B</b> San Leon, Bacliff	09/28	422
Hardin	<b>MDRC #3A</b> 300 Monroe Highway 326 Kountze, Texas 77625	09/19	835
Harris	<b>MDRC #16A</b> Cedar Bayou	09/25	408
Harris	<b>MDRC #4A</b> Home Depot 11500 Chimney Rock, Houston, Texas 77035	09/19-10/2	1699
Harris	<b>MDRC #7A</b> Home Depot 10707 North Freeway, Houston, Texas 77037	09/19-10/2	1460
Harris	<b>MDCR #8A</b> Home Depot 6810 Gulf Freeway, Houston, Texas 77087	09/19	2613
Harris	<b>MDRC #1B</b> African America Chamber of Commerce 6112 Wheatley Street Houston, TX 77091	09/26	340
Harris	<b>MDRC #14B</b> Giao Xu Duc Me La Vang Church Pavilion Our Lady of Lavang Church	09/28	422

	12311 Old Foltin Road Houston, Texas 77086		
Harris	<b>MDRC #20A</b> La Porte	09/27	306
Harris	<b>MDRC #19A</b> Rex Meador Park 2100 Meyer Road Seabrook, Texas 77586	09/27	331
Harris	<b>MDRC #21A</b> Wal-Mart Parking Lot 1107 Shaver Blvd Pasadena, Texas 77506	09/28	182
Houston	<b>MDRC #6B</b> Weches Fire Station 19638 State Highway 21 East Weches, TX 75844	09/29 – 10/01	26
Houston	<b>MDRC #1B</b> Wheatley	09/26	340
Jefferson	<b>MDRC #13A</b> The Wright Building 1006 Port Neches, Port Neches, TX, 77651	09/24	516
Jefferson	<b>MDRC #</b> Judge Chesson's Office 19217 Hwy 365 Fannett, Texas 77705	09/30	0
Orange	<b>MDRC #2A</b> Orange County Courthouse 123 South 6 <sup>th</sup> Street, Orange, Texas 7763	09/19	1027
Tyler	<b>MDRC #5A</b> Tall Pines Plaza (Old Wal-Mart) South Magnolia, Woodville, Texas 75979	09/19	605
Walker	<b>MDRC #18A</b> Walker County Storm Shelter 455 Ave Q (SH 75N) Huntsville, Texas 77342	09/28	52
Austin	<b>DCR #3</b> Givens	09/22	351
Bexar	<b>DRC #1</b> 5455 Evers Road San Antonio, Texas 78238-1832	09/19	1727
Fort Bend	<b>DRC #7</b> Fort Bend County Annex 4520 Reading Road, Rosenberg, TX 77471	09/24	165
Galveston	<b>DRC #12</b> Galveston Island Community Center 4700 Broadway Galveston, County	09/28	255
Harris	<b>DRC #11</b> Baytown2	09/27	179
Harris	<b>DRC #15</b> Ellington Joint Reserve Base, Building 1383 14657 Sneider Street, Houston, Texas 77034	09/19	990
Jasper	<b>DRC #9</b> Central Baptist Church 33814 US 96 S Buna, Texas 77612	09/26	143

Jefferson	<b>DRC #10</b> Port Arthur	09/26	543
Montgomery	<b>DRC #5</b> Magnolia Community Development Building 422 Melton Street, Magnolia, TX 77354	09/23	374
Montgomery	<b>DRC #6</b> South County Community Center 2235 Lake Robins Dr. The Woodlands, Texas 77380	09/24	372
Newton	<b>DRC #8</b> Walthall	09/25	162
Polk	<b>DRC #4</b> First National Bank 1700 West Church Street, Livingston, TX 77351	09/23	531
Travis	<b>DRC #3</b> Givens Recreation Center 3811 East 12 <sup>th</sup> Street, Austin, TX 78721	09/22	351
Waller	<b>DRC #2</b> Hempstead	09/22	83
<b>Total</b>			<b>22,448</b>

<b>Individual Assistance Program Summary</b> (All numbers are cumulative)	
Registration and Contacts	659,186
Housing Assistance Checks	440,430 (\$75,580,964.37 Approved)
Other Needs Assistance	24,574
Disaster Unemployment Assistance	6,079
Inspections issued	322,404
Inspections completed	100,776

**Deaf Link:** Deaf Link continues to provide communication access for evacuees who are deaf at Port San Antonio Shelter and for the Auchan Shelter in Houston. Deaf Link will also be providing communications access at the shelter on Galveston Island.

**American Red Cross (ARC):** The American Red Cross is operating 26 shelters with a population of 2,500. There are 143 vehicles providing feeding, served 140,743 meals, 2,541,180 meals have been served to-date. There are 3,117 disaster workers providing these services.

**Public Utilities Commission (PUC):** Currently, the only company that still has electric outage from Hurricane Ike is Centerpoint Energy, reporting 115,087 customers remain without service.

**Public Works Response Team (PWRT):** Galveston still has resources from San Antonio Water Systems working to restore their main water and sewer plants and repair water leaks.

City of Galveston has requested licensed electrical inspectors and licensed plumbing inspectors to assist in the restoration effort. PWRT has received and deployed 19 resources from the Cities of Arlington, Austin, Benbrook, Burnet, Frisco, Hutchings, Killeen, Lago Vista, Montgomery, Temple, and Wichita Falls. PWRT has provided Galveston with a list of contractor/inspectors to use at their discretion.

PWRT has worked 304 requests totaling over 1300 generators for Hospitals/Medical Facilities, Nursing Homes, Emergency Continuity of Government Facilities, Shelters and Water/Wastewater Systems along the upper Texas coast and throughout east Texas. Requests were for individual generators in the 15 KV to 2 MW size range (skid/trailer mount up to tractor-trailer rig size). Smaller units requested are generally purchased or leased locally. The Corps of Engineers has provided most of the large generators for hospitals, shelters, emergency facilities and many water/wastewater facilities; some of the water and

wastewater requests have been filled through TXWARN and other industry associations, and in coordination with TCEQ. Many of these requests are being closed as electric power is restored to the area and generators are being released.

**Texas AgriLife Extension Service:** Demobilized at close of business September 30<sup>th</sup>, 2008.

**Texas Commission on Environmental Quality (TCEQ):** has assessed 1,384 Public Water Supply facilities in 10 counties that serve 7,135,078 people. All facilities have been contacted and their operational status assessed. To date 1,300 facilities for 99.4% of population served, reported as operational and 84 facilities for 0.6% of population served, reported as non-operational. TCEQ will continue monitoring and reporting the status of those facilities reported as non-operational. TCEQ has assessed 734 Wastewater Treatment facilities in 10 counties. All facilities have been contacted and their operational status assessed. To date 721 facilities for 98.2% of the population reported as operational, 13 for 1.8% of the population reported as non-operational. TCEQ will continue monitoring and reporting the status of those facilities reported as non-operational. Currently TCEQ is monitoring 961 Boil Water Notices with 364, approximately 38%, being reported as rescinded.

**Air Quality:** Yesterday ozone reached Level Orange (Unhealthy for Sensitive Groups) and PM2.5 peaked in the Moderate range on the Air Quality Index (AQI), mainly because of high background levels which should decrease later today. Work on portable EPA PM2.5 monitors (eBAMS) is almost complete and deployment at burn sites is expected later this week.

**Houston Office/Pasadena Unified Command Activities for September 29, 2008:**

TCEQ continued to coordinate with Joint Incident Command on Hazardous Materials and orphaned containers survey and response/recovery (9 recon teams; 3 removal teams; and, 3 recovery teams coordinated from the Pasadena JIC). Status assessed of 32 PWS systems in Brazoria, Galveston, Harris and Liberty Counties and status of 5 waste storage areas. Two teams reviewed operations at debris management sites and conducted PM monitoring in Galveston and Chambers Counties; two additional investigation teams addressed debris burning issues in Brazoria, Fort Bend, Liberty and Montgomery Counties. Technical assistance was provided to local governments and citizens on debris management and burning issues.

**Beaumont Office/Port Arthur Unified Command Activities for September 30, 2008:**

TCEQ conducted helicopter and general recon of Jefferson and Chambers Counties with EPA, 84th CST and TCEQ Staff. Field Survey of Proposed Debris Management Sites was conducted. Contained and recovered 211 orphaned containers and tanks with the assistance of EPA contractor. Surveyed and identified 140 orphaned containers and tanks for recovery in Beaumont region and Chambers County.

**Strike Team - Galveston Island/Bolivar Peninsula:**

Six teams conducted surveys of approx 250 orphaned containers for final removal. Total to date containers removed is 2,954.

**Texas Department of Agriculture (TDA):** Operation No Fences: Whites Park Feed Distribution Center Operations continue to wind down. Operation No Fences to be stood down tomorrow at 5:00 pm and turned over to local resources and Extension Staff.

Commodities received:

132 round bales  
450 square bales

Commodities distributed:

144 round bales  
232 square bales  
444 50 lb sacks of cattle cubes

Inventory on hand:

35 round bales  
218 square bales  
256 50 lb sacks of cattle cubes

According to reports TSWCRA staff, five truck loads of cattle representing 250 head total were shipped out. Plans are to ship out 5 loads again on 30 Sept., 2008.

**Texas Department of Family and Protective Services (DFPS):**

Significant Events/Activities: Essential services continue to be provided to Galveston through work from/out of the nearby Texas City office. DFPS has set a trailer in Galveston Island to be utilized by the child and adult protective programs as well as licensing program. The generator should be set today with the trailer to be used as a remote site effective tomorrow. Currently, DFPS has six offices that are closed, two in Galveston and four in Harris County. HHSC RAS teams continue assessing and determining the viability of agency offices in the affected areas. Other offices will open as power is restored and damages repaired. DFPS continues to execute its existing disaster plan for locating and contacting evacuated clients.

General Comments: The Statewide intake evacuation hotline team has been demobilized. The hotline has moved to an automated system to receive calls. The State Operations Center Team has been demobilized. DFPS maybe contacted by e-mail at DFPSOPERATIONS@DFPS.STATE.TX.US or at 512-944-4579.

**Texas Department of Assistive and Rehabilitative Services (DARS):** Significant restoration work continues at Alvin DRS Office and minor restoration work is occurring at Galveston DRS and Houston Hobby DRS offices.

The following DARS Division for Rehabilitation Service (DRS) offices are closed until further notice: Alvin DRS; Galveston DRS; Galveston Transitional Learning Community DRS; and Liberty DRS

**Texas Health and Human Services Commission (HHSC):** HHSC continues to coordinate the delivery of ice and water to support pods and feeding kitchens. HHSC has deployed 1 damage assessment team to do property damage assessments. HHSC has hired and will continue to hire staff for the Other Needs Assistance (ONA) disaster grant program. HHSC has processed 8,663 people for ONA grants for losses due to Hurricane Ike.

**Texas Department of Insurance (TDI):** Texas Department of Insurance (TDI) staff is providing insurance assistance at Disaster Recovery Centers. TDI has issued several bulletins to the insurance industry relating to Hurricane Ike. The TDI Hurricane Ike resource page now includes a consumer alert regarding contractors and repairing or rebuilding one's home. That web page also contains information regarding the TDI bulletins, FEMA payments, the National Flood Insurance Program, claim forms for the Texas Windstorm Insurance Association (TWIA) and the Texas FAIR Plan, safety tips for consumers. In addition, TDI's toll-free Consumer Help Line (1-800-252-3439) is maintaining extended hours, operating Monday - Saturday 8 a.m. to 6 p.m. and Sunday 1 to 6 p.m. TDI encourages consumers to be alert to all forms of insurance fraud; report insurance fraud toll-free by calling 888-327-8818. TDI has updated its Hurricane Ike Consumer Resource Page on its website at <http://www.tdi.state.tx.us/consumer/storms/cpmhurrike.html>.

**Texas Procurement & Support Services (TPASS):** TPASS continues to be in contact with contingency contract holders to ensure pickup of goods/services at the RSA's, shelters, kitchens, refueling points and POD sites.

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

**Texas Department of Transportation (TXDOT):** TXDOT is in the process of removing debris from highway rights of way. TXDOT continues to inspect roads and bridges for damage assessments and

monitor road conditions throughout the affected areas. Road conditions continue to be updated on the TXDOT Web site. Dynamic Message Signs on major highways to Houston are activated to display a message about storm damage, for people returning to Galveston and travelers coming through Houston.

**Texas General Land Office (GLO):** Two Coastal Resources staff and two managers will be in the Galveston area today to assist with emergency permitting issues and debris removal coordination. Aerial debris assessment and a meeting planned with the City and some debris contractors. Begin drafting emergency rules for commercial leasing. Residential and commercial rebuild letters; FAQs and contact information have been posted on the GLO website.

La Porte staff attended a meeting regarding hurricane debris cleanup in Chambers County requested by county leadership. Staff also conducted damage assessment of several commercial projects in Double Bayou. Field Office staff started receiving calls from lessees who received rebuild authorization letters mailed late last week. Staff will attend a project planning meeting at the U. S. Fish and Wildlife Service office related to the proposed TOPS pipeline project.

No reported spills related to offshore facilities.

Staff inspected two ERG locations (San Leon / Cedar Point (east of Atkinson Island)) and Davis and Sandridge shore facilities.

Layton and Genesis production is back on line in Galveston Bay off of Smith Point.

**Texas Military Forces (TXMF):** The TXMF were activated on 07 September 2008 at the request of the Governor in support of Hurricane Ike. The TXMF were 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, DFW, Garland, San Antonio, Minneola, Marshall, Longview and Coastal Bend area. They have supported bus staging areas, ground evacuation hubs, temporary fuel points, air evacuations hubs, ground/air SAR operations, shelter operations, re-entry operations (Mass Care Strike Teams Resource Staging Areas and Points of Distribution) and Task Force Ike operations. TXMF have begun demobilization of all remaining personnel and equipment with the exception of personnel supporting PODs on Bolivar Peninsula.

**Texas Office of Attorney General (OAG):** A toll-free, emergency hotline number remains open to help Hurricane Ike evacuation shelters enforce registered sex offender policies. 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 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).

Information from consumers regarding price-gouging on fuel is being shared with the fuel team and Texas Department of Agriculture for evaluation.

**Texas Department of Housing & Community Affairs (TDHCA):** TDHCA is in recovery mode and personnel continue to staff the SOC as well as the FEMA Joint Field Office. Community action agencies within the affected counties have been contacted and advised that their Disaster Assistance contracts are available and have all been completed.

**Texas Workforce Commission (TWC):** As of this morning, two workforce centers remain closed one in Gulf Coast (Liberty) and one in South East (Orange).

The Northeast center in Houston re-opened today (10/1/08).

- Temporary workforce center site established in Liberty County – Dayton (First United Methodist Church Fellowship Hall, 106 S. Cleveland St., Dayton, TX 77535)

Mobile Workforce Units –

- South East –
  - Their own unit moved from Bridge City to a location in Orange
  - Three mobile units began operations Monday (9/29/08). These units are currently scheduled to be in South East board area until October 12<sup>th</sup>.
    1. North Texas unit: stationed at Orange workforce center (1 staffer from North Texas)
    2. Upper Rio unit: stationed at Bridge City High School (3 staffers from Upper Rio)
    3. South Texas unit: Orange workforce center ( 1 staffer from South Texas)

Disaster Recovery Centers –

- Workforce Board/center staff is located at all established DRCs and continue to assist in shelters with significant numbers of evacuees.
- UI Tele-Center staff established dedicated phone lines for customers coming to Gulf Coast - Hobby and Texas City offices to file their UI/DUA claims, rather than sending staff to Houston where hotel rooms have been difficult to obtain.

Unemployment Insurance:

- UI staff continues working in open Shelters to take unemployment claims.
- TWC has taken approximately 115,841 claims.( 34,986 regular initial claims; 66,324 regular initial claims where the separation was listed as disaster impacted; 7,176 EUC initial claims and 7,250 DUA initial claims)
- TWC continues to extend office hours and will continue taking calls over the weekend.

We continue to update our “Hurricane Ike” link with the latest information:

<http://www.twc.state.tx.us/news/ikeinfo.html>

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; Fort Worth, (817) 420-1600; Houston, (281) 983-1100; McAllen, (956) 984-4700 or (800) 939-6631.

**Texas Department State Health Services (DSHS):** continues to provide assistance to State, regional and local health departments to meet their public health needs. DSHS MACC will continue to work repatriation requests as they come in and continue to work with Galveston County Health District and American Red Cross to resolve MSN and General Population needs in Galveston.

VECTOR CONTROL: Moody Wildlife Refuge was sprayed by Chambers County Vector Control on 9/30/08. Spraying was turned over to local mosquito control districts.

UTMB

- UTMB staff assumed very limited ER operations on 9/30/08 and worked with FEMA on mobile pharmacy unit to be operational 10/06/08.
- One UTMB mobile surgical unit will be operational 10/03/08.
- Patients arriving at UTMB ER who need higher level care are waiting to be transferred in the ER waiting area for long periods of time.

## Galveston ARC

- DSHS working with UTMB, Galveston County Health District (GCHD), and American Red Cross (ARC) regarding reentry to Galveston.
- Galveston does not have the health care infrastructure to care for Medical Special Needs (MSN) patients.
- Individuals waiting to return to Galveston on state buses will be screened by DSHS staff to determine risk for MSN.
- Patients with MSN that would prevent them from living in a general population shelter will be transferred to the MSN shelter in San Antonio.

**TEXAS FOREST SERVICE:** The Texas Forest Service (TFS) continues to provide personnel and incident management support at the RSA located in Houston as well as planning and operations support at the State Base Camp in Galveston. TFS is in the process of demobilizing the RSA in Houston which is scheduled to close at close of business on 1 October 2008.

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

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

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

### **4. RESPONDING AGENCIES/ORGANIZATIONS AND RESOURCES COMMITTED:**

<b>Agency/Organization</b>	<b>Resources Committed</b>
Texas Forest Service (TFS)	2 Type 3 Regional Incident Management Teams deployed 40 Personnel to support shelter operations Lone Star State Incident Management Team 1 LNO stationed in the SOC
Texas Department of Transportation (TXDOT)	322 Personnel 3 Dozers 13 Loaders 208 Other vehicles and trailers 14 Portable Changeable Message Signs 7 Dynamic Message Signs
Health & Human Services Commission (HHSC)	1322 truck loads of water 1161 truck loads of ice
Texas Department of State Health Services (DSHS)	10 box ambulances assigned to UTMB 10 box ambulances assigned to Galveston EMS 0 aircraft assets 6 DSHS Case Workers 2 DSHS Public Health Nurses 1 DSHS Region 6/5S employee 8 contracted nurses currently in Galveston, 6 additional will be deployed in next 24 hours
Public Works Response Team (PWRT)	13 SAWS resources in Galveston 19 Inspector resources authorized for Galveston from Arlington, Austin, Benbrook, Burnet, Frisco,



	Hutchings, Killeen, Lago Vista, Montgomery, Temple and Wichita Falls
Sun Coast	Providing fuel support for San Antonio, Corpus Christi, Lufkin & Beeville
Texas Military Forces (TXMF)	81 personnel - Galveston PODs and Mass Care Strike Teams
Texas Department of Aging and Disability Services (DADS)	Assisting DSHS in monitoring Medical Special Needs numbers.
American Red Cross	Coordinating sheltering sites with local jurisdictions.
Texas Animal Health Commission (TAHC)	TAHC Animal Health Inspectors - 2 USDA Animal Health Technicians - 1 Other TAHC Personnel - 2

## 5. COMMENTS:

The Governor's Division of Emergency Management is monitoring the situation and will issue additional reports as necessary. 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  
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