

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

**SUBJECT: Hurricane Ike**

**SITUATION REPORT #24**

**DATE AND TIME COVERED: Wednesday, October 01, 2008 6:00 p.m. through Thursday, October 02, 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-Closed</b>	<b>Cumulative # of Visits</b>
Angelina	<b>MDRC #24A</b> Diboll	10/1	17
Brazoria	<b>MDRC #22A</b> Sherwood Village Shopping Center 3216 East Broadway, Pearland, TX 77581	09/29	330
Chambers	<b>MDRC #17A</b> American Legion Hall, 1704 S. Main St. Anahuac, Texas 77514	09/26	308
Chambers	<b>MDRC #16A</b> Cedar Bayou	10/1	819
Galveston	<b>MDRC #9A</b> MRIC Galveston Island City Hall	09/23	632
Galveston	<b>MDRC #12A</b> MRIC Galveston Island Jamaica	<b>CLOSED</b>	192
Galveston	<b>MDRC #12B</b> MRIC Port Bolivar	10/1	60
Galveston	<b>MDRC #15A</b> San Leon, Bacliff	09/28	819
Hardin	<b>MDRC #3A</b> 300 Monroe Highway 326 Kountze, Texas 77625	09/19	909
Harris	<b>MDRC #4A</b> Home Depot 11500 Chimney Rock, Houston, Texas 77035	09/19-10/2	1792
Harris	<b>MDRC #7A</b> Home Depot 10707 North Freeway, Houston, Texas 77037	09/19-10/2	1585
Harris	<b>MDCR #8A</b> Home Depot 6810 Gulf Freeway, Houston, Texas 77087	09/19	2813
Harris	<b>MDRC #1B</b> African America Chamber of Commerce 6112 Wheatley Street, Houston, TX 77091	09/26	412

Harris	<b>MDRC #14B</b> Giao Xu Duc Me La Vang Church Pavilion Our Lady of Lavang Church, 12311 Old Foltin Road Houston, Texas 77086	09/28	588
Harris	<b>MDRC #20A</b> La Porte	09/27	406
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	235
Houston	<b>MDRC #6B</b> Weches Fire Station 19638 State Highway 21 East, Weches, TX 75844	09/29 – 10/01	51
Houston	<b>MDRC #1B</b> Wheatley	09/26	412
Jefferson	<b>MDRC #13A</b> The Wright Building 1006 Port Neches, Port Neches, TX, 77651	<b>CLOSED</b>	507
Jefferson	<b>MDRC #13B</b> Judge Chesson's Office 19217 Hwy 365, Fannett, Texas 77705	09/30	107
Orange	<b>MDRC #2B</b> Northway Shopping Center 3727 N 16 <sup>th</sup> St, Ste 100 Orange, TX 77630	10/3	0
Orange	<b>MDRC #2A</b> Orange County Courthouse 123 South 6 <sup>th</sup> Street, Orange, Texas 7763	09/19-10/2	1136
Polk	<b>MDRC #23A</b> Corrigan	10/1	34
Tyler	<b>MDRC #5A</b> Tall Pines Plaza (Old Wal-Mart) South Magnolia, Woodville, Texas 75979	09/19	646
Walker	<b>MDRC #18A</b> Walker County Storm Shelter 455 Ave Q (SH 75N), Huntsville, Texas 77342	09/28	91
Bexar	<b>DRC #1</b> 5455 Evers Road San Antonio, Texas 78238-1832	09/19	1777
Fort Bend	<b>DRC #7</b> Fort Bend County Annex 4520 Reading Road, Rosenberg, TX 77471	09/24	186
Galveston	<b>DRC #12</b> Galveston Island Community Center 4700 Broadway, Galveston, County	09/28	572
Harris	<b>DRC #11</b> Baytown2	09/27	308
Harris	<b>DRC #15</b> Ellington Joint Reserve Base, Building 1383 14657 Sneider Street, Houston, Texas 77034	09/19	1158
Harris	<b>DRC #14</b> Greenspoint Mall, 12300 North Freeway Houston, TX 77060	10/3	0

Jasper	<b>DRC #9</b> Central Baptist Church 33814 US 96 S Buna, Texas 77612	09/26	191
Jefferson	<b>DRC #10</b> Port Arthur	09/26	737
Liberty	<b>DRC #12</b> Cleveland	10/1	0
Montgomery	<b>DRC #5</b> Magnolia Community Development Building 422 Melton Street, Magnolia, TX 77354	09/23	404
Montgomery	<b>DRC #6</b> South County Community Center 2235 Lake Robins Dr. The Woodlands, Texas 77380	09/24	442
Newton	<b>DRC #8</b> Walthall	09/25	182
Polk	<b>DRC #4</b> First National Bank 1700 West Church Street, Livingston, TX 77351	09/23	598
Travis	<b>DRC #3</b> Givens Recreation Center 3811 East 12 <sup>th</sup> Street, Austin, TX 78721	09/22	363
Waller	<b>DRC #2</b> Hempstead	09/22	86
<b>Total</b>			<b>22,236</b>

<b>Individual Assistance Program Summary (All numbers are cumulative)</b>		
Registration and Contacts	664,462	
Housing Assistance Registrations	444,348	(\$76,713,576.61 Approved)
Housing Assistance Checks	25,684	
Other Needs Assistance Checks (Payments)	7,555	
Disaster Unemployment Assistance (Filed)	6,079	
Inspections issued	325,146	
Inspections completed	111,069	

<b>Public Assistance FEMA-State Joint Preliminary Damage Assessments (PDA)</b>	
Date	Counties
10/2	Aransas, Burleson, Rusk, San Patricio
10/3	Anderson, Sabine, Liberty
10/6	Houston
10/7	San Augustine, Orange, Walker, Waller

**Deaf Link:** Deaf Link continues to operate Shelter Link in the Auchon Shelter in Houston. Deaf Link deployed to Galveston to install Shelter Link services at the shelter located at 53rd and Ave. N. Deaf Link services are expected to be up and operational this afternoon. Department of Information Resources (DIR) has assisted with the acquisition of services needed to support Deaf Link's communication access services for the Galveston shelter for deaf evacuees. All information being provided to the public in regards to the Recovery effort is still being processed by AHAS and AHAS-IN for persons with disabilities from the affected areas who are enrolled in the GDEM program.

**American Red Cross (ARC):** The American Red Cross is operating 17 shelters with a population of 1,914. There are 160 vehicles providing feeding, served 106,175 meals, 2,942,300 meals have been served to-date. There are 2,923 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 has resources from San Antonio Water Systems (SAWS) working to restore their main water and sewer plants and repair water leaks. The plan is to demobilize at the end of this week.

City of Galveston has requested licensed electrical inspectors and licensed plumbing inspectors to assist in restoration. PWRT has 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 and Chambers County, with a list, of contractor inspectors available to assist. Chambers County requested FEMA Flood Plain Certified Inspectors. PWRT provided a list of qualified inspectors for Chambers County to use at their discretion. PWRT continues to get updates and additions to the Inspectors database created to support Hurricane Ike. The database contains almost 800 entries and has become useful in quickly meeting requests for licensed building/plumbing/electrical inspector resources.

PWRT has stopped receiving new generator requests, and 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 Commission on Environmental Quality (TCEQ):** Air Quality: Yesterday ozone background levels were high and helped ozone to reach Level Orange (Unhealthy for Sensitive Groups) at 12 sites. Background levels of PM2.5 were also elevated and reached the Moderate range on the Air Quality Index (AQI) at all sites.

Background levels should decrease mid-day as cleaner air aloft mixes down. Light winds this morning should cause local accumulation of ozone precursors and PM2.5. Ozone could reach Moderate or possibly higher levels downwind of Houston most likely on the southeast and south side of the Houston area. PM2.5 may still be in the Moderate range at many sites, mainly because of continuing high background levels this morning.

**Mobil Air Monitoring Activities:** Located outdoor burning at a private residence at 3511 Clayhead Road, north of Richmond (Fort Bend County). Pile was all brush. Odor intensity was moderate on SH-359. Inspected the TEPPCO/Rancho Pipeline System facility on FM-1463 just north of FM-1093 and two external floating-roof tanks and pipeline service units. No odors or signs of damage.

**Beaumont Office/Port Arthur Unified Command Activities for Sept 30, 2008:** Conducted Media Interview with KFDM; Channel 6 News and conducted a Telephone Interview with the Beaumont Enterprise Newspaper regarding sampling of residue from Hurricane Ike. Two members of a recon team were potentially exposed to Hydrogen Cyanide during a recon mission and were taken to the Memorial Baptist Hospital for health screening. Containment and Exclusion Zone was established in Chambers County due to discovery of Hydrogen Cyanide in the area by Beaumont TCEQ Team and 84<sup>th</sup> Wyoming CST, Chambers County Fire Department and EPA arrived On-Scene to secure and maintain safety zone, conducted General Recon of Chambers County, contained and recovered 91 orphaned containers and tanks with the assistance of EPA contractor; surveyed and identified 89 orphaned containers and tanks

for recovery in Beaumont region and Chambers County, Residue Sampling Teams collected a Total of 7 samples in the Sabine Area.

Houston Office/Pasadena Unified Command Activities for Sept 30, 2008: Continued to coordinate with Joint Incident Command on Hazardous Materials and orphaned containers survey and response/recovery (10 recon teams, 3 removal teams, and 3 recovery teams coordinated from the Pasadena JIC). As of September 30, 2008, the Joint Incident Command including all three operations branches has identified 2829 hazardous materials spills and containers and assessed and removed 1428 or 51 % of those; in addition, 1385 drinking water facilities and 734 wastewater treatment systems have been assessed. Two teams reviewed operations at debris management sites and conducted PM monitoring in Brazoria County; a burning complaint in Brazoria County was investigated; additional investigation teams addressed debris burning issues in Liberty and Matagorda Counties. One team sampled 7 locations in Galveston Bay from Morgan's Point south to and including Clear Lake and the Bayport Channel; fecal contamination was low; however, high dissolved oxygen concentrations in Clear Lake indicate the potential for future algal blooms.

Corpus Christi Office Activities for Sept 30, 2008: Conducted in conjunction with the Texas General Land Office (Port Lavaca Office) surveillance of approximately 30 miles of beach located on Matagorda Island in Calhoun County. There were 5 containers of concern located on the beach. US Fish and Wildlife (USFW) staff will be conducting additional surveillance for the area beyond the vegetation line on October 3, 2008.

**Texas Department of Family and Protective Services (DFPS):** Essential services continue to be provided to Galveston through work from/out of the nearby Texas City office and remote site trailer on Galveston Island. Currently, DFPS has six offices that are closed, two in Galveston and four in Harris County. The Statewide Intake Evacuation Hotline automated system closed at noon today.

**Texas Department of Assistive and Rehabilitative Services (DARS):** Significant restoration work continues to be done at the Alvin DRS Office and minor restoration work is continuing to be done at the Galveston DRS.

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 hired and will continue to hire staff for the Other Needs Assistance Disaster grant program. HHSC has processed 9550 people for ONA grants with the amount totaling \$14,396,922,37 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 facilitate requests for pickup of equipment at pods, base camp, kitchens and miscellaneous sites as they close. In addition, TPASS is processing a few new requirements for additional materials to support those units still operating.

**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. TXDOT is replacing damaged/missing signs, signals and their supports.

**Texas General Land Office (GLO):** Coastal Resources staff, as well as Land Office executive management, are meeting today with the Galveston County Judge to discuss assessments and coordination efforts. Discussions will also include debris removal efforts.

**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 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. TXMF supported bus staging areas, ground evacuation hubs, temporary fuel points, air evacuations hubs, ground/air SAR operations and shelter operations. TXMF have begun demobilization of all remaining personnel and equipment, with the exception of aviation assets and personnel assisting with search and recovery operations, in Galveston and Chambers County.

**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):** Two workforce centers remain closed one in Liberty and one in Orange. The Northeast center in Houston re-opened 10/1/08. A temporary workforce center site was established in Liberty County (Dayton, First United Methodist Church Fellowship Hall, 106 S. Cleveland St., Dayton, TX 77535. Mobile Workforce Units are located in Orange and Bridge City. Disaster Recovery Centers 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. Unemployment Insurance staff continue 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. TWC continues 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):** DSHS continues to provide assistance to State, regional, and local jurisdictions to meet their public health needs. DSHS Multi Agency Coordination Center (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 medical special needs (MSN) needs in Galveston. MSN sheltering in San Antonio will continue at the Texas Center for Infectious Disease and the San Antonio State Hospital, both state facilities, with health and medical services provided by Baptist Children and Family Services through a contract with DSHS; these shelters plan to remain open for at least 1 month. Twenty (20) federal ambulances remain to support University of Texas Medical Branch and Galveston 911 emergency operations through 10/04/08.

Disaster Behavioral Health (DBH) and Critical Incident Stress Management work continues to ensure DBH coverage of the 33+ Disaster Recovery Centers that are open and coordinating crisis counseling availability at shelters. FEMA Crisis Counseling Program (CCP) grant submitted to GDEM on 09/27/08. CCP will seek to serve an estimated 60,000 impacted individuals by 11/11/08; hiring for teams has begun.

DSHS MSN PATIENT LOCATOR CALL CENTER: Received 600 calls to date.

**Texas Forest Service (TFS):** Texas Forest Service (TFS) Lone Star State Incident Management Team, one regional local government Type III Team and the National Capital Region IMT from Washington D.C. are on Galveston Island providing management and support to the Mass Care Base Camp. This group is also running the Galveston RSA providing commodities to POD's on the island and Bolivar Peninsula.

TFS employees continue to support Hurricane Ike recovery efforts at the SOC in Austin and the TFS EOC in College Station.

**Galveston County:** Two PODs remaining in Galveston County (1 in High Island & 1 in Crystal Beach).

**Texas Taskforce Ike DDC:** Texas Commission of Environmental Quality are assessing and removing Hazardous material on Galveston Island. A total of over 3200 hazardous material containers have been processed and removed to date.

A 500 person shelter managed by the Texas Forest Service was established for VOAD responders. 269 persons were housed in the shelter on 10/1/08. The National Capital Region IMT is managing the 81st street base camp and POD operations.

The Red Cross, Southern Baptist Convention, and Salvation Army are coordinating efforts to provide meals for the residents and responders with approximately 50 Trucks (Mobile Field Kitchens & Emergency Response Vehicles). Southern Baptist Convention is preparing all meals, and the Red Cross and /Salvation Army are handling distribution of meals to residents.

Curfews remain in effect in the City from 2000 to 0600. Public water, sewer and electrical utilities are still limited. A boil water notice remains in effect until further notice. Sections of the city with partially restored water systems have not been cleared for potable water use. Sewer systems are partially functional in some areas due to the installation of temporary bypass pump stations. UTMB remains at a low level of operation.

The POD reported smooth and uninterrupted operations. 10/2/08 is scheduled to be the final day of POD operations.

A coordinated effort by the Salvation Army, Red Cross, and the Southern Baptist Convention continue to prepare and distribute meals to residents. The total meals served was 32,700.

**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; Johnson; 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)	1 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)	3 Field Coordinators (1 in Houston, 1 in Beaumont, 1 at JFO in Austin) 1 Damage Assessment Team
Texas Department of State Health Services (DSHS)	10 box ambulances assigned to UTMB 10 box ambulances assigned to Galveston EMS 6 DSHS Case Workers 2 DSHS Public Health Nurses 1 DSHS Region 6/5S employee 12 contracted nurses currently in Galveston
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 and Galveston RSA.
Texas Military Forces (TXMF)	81 personnel - Galveston PODs and Mass Care Strike Teams; 2 UH-Helicopters and crews.
Texas Department of Aging and Disability Services (DADS)	Assisting DSHS in monitoring Medical Special Needs numbers.
American Red Cross	Coordinating shelter sites with local jurisdictions.
Texas Department of Insurance (TDI)	40 staff assisting with consumer complaint resolution

**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  
Chief, Emergency Management Division