

Downtown Houston Emergency Response Plan

March 15, 2018



Table of Contents

Role of the Houston Downtown Management District	1
Role of Property Management Personnel	8
Role of the Houston Police Department	10
Role of Houston TranStar	11
Role of the City of Houston Office of Emergency Management	12
Role of the Harris County Office of Homeland Security & Emergency Management ..	13
How to Sign Up for Alerts	14
Hurricane Preparedness Workshop.....	17
Frequently Used Contact Information	18
Damage Assessment Report Form.....	20

Role of the Houston Downtown Management District

Inform – Assess – Recover

Downtown District Emergency Response Plan (ERP)

The Houston Downtown Management District (HDMD) has a responsibility to inform and assist its stakeholders before, during and after an emergency event. Downtown stakeholders include property owners, employers, residents, business establishments, and visitors on-site within the boundaries of the Houston Downtown Management District. The role of HDMD is not to duplicate the roles of the Mayor's Office of Emergency Management (OEM), the Harris County Office of Homeland Security & Emergency Management (HCOHSEM), law enforcement, Houston TranStar, METRO Transit Authority, FEMA and other agencies, but rather to act as a liaison between these agencies and our downtown stakeholders. To inform/assess/recover in a timely manner and return the public realm back to normal as quickly as possible in downtown, and above all, to provide excellent customer service to our assessment payers during an emergency. When the ERP is activated, the HDMD emergency team will perform the following duties:

- 1) Monitor updates initiated by OEM, HEC, the National Weather Service and potentially others and forward them to our stakeholders through a variety of channels including: posting them on the website, email communications to those registered for emergency alerts, e-blasts to our downtown Houston subscriber lists and social media to those that follow us in the general public. Provide frequent updates to inform our stakeholders as the event progresses.
- 2) Staff the Emergency Operations Center at 1119 Milam (temporarily 1102 Travis) during the course of an emergency event, including administrative personnel to answer the office phone: 713-223-2003, 24-hour emergency line: 713-787-3971, post information on the Downtown District Emergency Information webpage, and triage walk-in questions.
- 3) Staff the Emergency Operations Center at 1119 Milam (temporarily 1102 Travis) during the course of an emergency event with 1-2 HDMD management personnel who are present on-site to make staffing decisions, assess safety conditions, communicate with law enforcement personnel, and, when safe to do so, move about downtown to assess the physical environment and identify damaged areas.
- 4) Coordinate with management of Block by Block (BBB), HDMD's primary Street Team/Safety Guide contractor, as to the appropriate staffing levels of contract personnel and 1-2 BBB management personnel who are present on-site to make their deployment decisions.
- 5) Outreach to downtown stakeholders who may have suffered damage and compile a master list of the extent of property damage, power outages, limits to access, and any other areas of concern. Take photos to document the conditions.
- 6) Prevent or mitigate damage to HDMD assets. Initiate work to be performed by the HDMD's standby emergency contractor if necessary.
- 7) Provide regular updates to HDMD executive management.

- 8) Assist stakeholders by connecting them with resources when possible.
- 9) The Director of Operations will participate in the Joint Information Center conference calls with other agency leadership.
- 10) The Director of Marketing & Communications will prepare outgoing communications regarding the impact of an emergency event specific to downtown. Media inquiries will be directed to the Director of Marketing & Communications and the Executive Director will be the designated spokesperson.

The HDMD Emergency Response Plan is designed to be flexible enough to function under many different types of emergency situations including but not limited to: hurricanes/tropical storms, severe/flash flooding, tornado warnings/touchdowns, chemical/biological hazards, terrorist attacks, and power grid disruptions. The decision to activate the District's ERP should be made by the Director of Operations after consultation with HDMD executive management. If consultation is not possible, the Director of Operations has the authority to activate the ERP acting alone.

Activation/Operation of the HDMD ERP

Active Event

Defined as a sudden emergency event happening now.

Examples would include: an explosion at one of the downtown office buildings, a widespread blackout, active shooter, or a hazardous chemical spill on one of the surrounding highways.

- 1) The Director of Operations should assess the impact on personnel in the field. Should they be brought back to the operations center or shelter in place at the nearest safe location? Instructions should be relayed.
- 2) The staff at the operations center should seek further information on the location and nature of the event. What has happened and where? Are emergency personnel responding or do they need to be alerted? How widespread an area is impacted? The downtown camera system should be utilized if possible. Media reports should be monitored for further information. First hand reports should be gathered if it can be done safely.
- 3) Are the City and County activating their emergency operations centers? Interagency contacts should be consulted to share information and understand their plans of action.
- 4) Once personnel are in a secure location and preliminary information is gathered, the Director of Operations should consult with executive management as to the next steps. If this cannot take place in a reasonable time frame, the Director of Operations should activate the ERP.
- 5) The Emergency Operations Center should be staffed with the emergency team and the Operations Manager should change the status on the Downtown District Emergency Information webpage to reflect the emergency in progress.
- 6) Understand that an Active Event by its nature is an evolving situation. Inaccurate or conflicting information may be gathered during this process and all staff should take extra efforts to verify incoming information before passing it on to others.

- 7) As soon as information regarding areas restricted by law enforcement, evacuation zones, or any other announcements are provided by partner agencies, those should be forwarded to our stakeholders through the channels we have established.
- 8) The Director of Operations should assess the initial time frame for the Emergency Operations Center and assign shifts for the on-site emergency personnel. The Director of Operations, or someone he designates, should arrange for overnight accommodations and food if the emergency event is anticipated to extend more than eight hours.
- 9) Periodic updates and adjustments should be made as the situation becomes clear.

Imminent Event

Defined as a potential emergency event with warning but short notice.

Examples would include: a tornado/flash flood warning, terrorist threat, or hazardous road conditions.

- 1) Alerts put out by partner agencies should be forwarded to our stakeholders through the channels we have established.
- 2) As much information as possible should be gathered and interagency contacts should be consulted to understand the nature of the potential threat.
- 3) The Director of Operations should assess the impact on personnel in the field. Should they be brought back to the operations center or shelter in place at the nearest safe location? Instructions should be relayed.
- 4) The Director of Operations should consult with executive management as to whether to activate the ERP.
- 5) If the ERP is activated, steps 5-9 under Active Event should be followed.

Potential Event (Named Storm)

Defined as a potential emergency event with more than three days warning.

The primary example of this would be a hurricane/tropical storm. A specific protocol has been drafted for a named storm event as follows:

Prior to Hurricane Season:

- 1) Review and update the Emergency Response Plan.
- 2) Schedule and program Hurricane Preparedness Workshop(s).
- 3) Review distribution lists with the communications team to make sure we are including all stakeholders.
- 4) Outreach to gather updated emergency contact information from stakeholders.
- 5) Review emergency preparedness supplies.
- 6) Authorize and engage the District standby emergency contractor.
- 7) Pre-arrange plan for hotel accommodations.
- 8) Review and rehearse Emergency Response Plan roles and responsibilities.

Alerts put out by partner agencies should be forwarded to our stakeholders through the channels we have established. In particular, the District will communicate current storm tracking, tropical storm/hurricane watches and warnings, calls for voluntary or mandatory evacuations, METRO changes in schedule, and any announcements made by the City/County through their emergency operation centers.

The District will gather intelligence from major employers regarding their work schedules and the Director of Operations will participate in the Joint Information Center conference calls.

The Director of Operations will schedule a recurring conference call among the leadership team to exchange information and action plans daily (more often if necessary) including the following personnel: Executive Director, Chief Operating Officer, Director of Operations, Director of Marketing & Communications, on-site emergency personnel and BBB management.

96 Hours prior to the storm:

- 1) Set priority of banner removal and alert standby banner removal contractor(s).
- 2) Assess street assets and identify which items need to be secured.
- 3) Check supplies of plywood, sandbags, flashlights/batteries, rain gear and replenish as needed.
- 4) Stock Emergency Operations Center with water and non-perishable food supply.
- 5) Test generator and check fuel.
- 6) Check downtown camera system and TV/cable/radio access for news reports.
- 7) Check trees that are supported by cables and make any adjustments necessary.
- 8) Communications team will draft email reminders to building operators (commercial and residential) and construction sites to secure loose items and clear roofs.
- 9) Communications team will draft email reminders regarding the Downtown District Emergency Information webpage and how to sign up for alerts.
- 10) Operations Manager will send email information from Ready Harris for reminders to all stakeholders regarding hurricane preparedness tips.

72 Hours prior to the storm:

- 1) Activate banner removal in priority order.
- 2) Alert the District standby emergency contractor.
- 3) The Director of Operations should assign shifts for the on-site emergency personnel and coordinate with BBB management regarding their on-site team. The Director of Operations, or someone he designates, should arrange for overnight accommodations and food in anticipation that no one will be able to get in or out of downtown for the duration of the emergency event. The Director of Operations should be prepared to be in downtown for the entire duration of the storm. All on-site emergency personnel may bring immediate family members (and pets subject to hotel policy) with them to the overnight accommodations.
- 4) The HPD Off-Duty program coordinator should be contacted to assess Off-Duty availability.
- 5) Stage District vehicles and equipment in the Travis garage and arrange for emergency personnel vehicle parking.
- 6) The Downtown District Emergency Information webpage status should be changed by the Operations Manager to indicate the current emergency event in progress.

48 Hours prior to the storm:

- 1) Fasten down trash can lids.
- 2) Remove and secure Main Street Square furniture.
- 3) Evaluate watering needs and make one more pass if necessary.

- 4) Shut off irrigation systems.
- 5) Shut off Main Street fountain and secure control room.
- 6) Remove construction barricades, signage, etc.

24 Hours prior to the storm:

- 1) Tie down Market Square Park furniture and secure kiosk/restrooms.
- 2) Shut off Lauren's and Surls fountains and secure control room.
- 3) Complete banner removal.
- 4) Secure any other street assets not previously accounted for.
- 5) Make final garbage truck run.
- 6) Make a pass through downtown and pick up any loose signs/traffic control items, take to yard/warehouse to be stored.
- 7) Operations Manager should make sure laptop containing the Downtown District Emergency Information is backed up/charged and keep it with him throughout the emergency event.

12 Hours prior to the storm:

- 1) Make one final pass for trash pickup with District vehicles.
- 2) Emergency team personnel should be on-site and prepared to stay through the duration of the storm.
- 3) Check generator again.
- 4) Board up Emergency Operations Center windows and sandbag if necessary.
- 5) Make sure all cell phones and radios are fully charged.

Note: If the Emergency Operations Center is physically damaged due to flooding, wind damage, loss of power (main and generator), or other cataclysmic event, on-site personnel should evacuate to a safe location. Potential backup sites include the 909 Fannin Office, the emergency team's hotel, or a City of Houston shelter.

Post Event

In all types of emergency situations HDMD's actions immediately post event are essentially the same:

- 1) When it is safe to do so, on-site management should survey the downtown area for damage.
- 2) Areas restricted by law enforcement for safety reasons should be noted.
- 3) Observations regarding the conditions should be documented and photos taken.
- 4) The Director of Operations should confer with executive management to form a plan of action.

Severe wide-spread damage

Defined as 15 or more blocks of downtown.

Note: In prior named storm events downtown was virtually empty. The growing residential and hotel guest populations that exist today present quite different post event challenges. People will be out on the streets immediately: dogs have to be walked, people may be living without power and want to get out of their hot apartments, and residents may be out seeking to replenish food stocks or other supplies. Having a network of residential/hotel property manager contacts and the use of social media will be critical in getting information out to this population.

- 1) Confer with HPD command regarding street closures where falling glass, downed power lines, high water, unstable structures or other hazards are a concern.
- 2) Contact building owners of the damaged buildings to inform them of the situation and remind them of HPD access protocols for their staff and contractors.
- 3) Call up the District standby emergency contractor to assess resources needed to begin cleanup.
- 4) Coordinate with City of Houston public works for clearing of glass and heavy debris from sidewalks and streets.
- 5) Coordinate with City of Houston to activate public shelters in downtown.
- 6) Reach out to residential buildings to understand the level of population remaining in downtown and communicate shelter information if necessary.
- 7) Prepare a preliminary master damage assessment report based on personal observation and information gathered from property owners.
- 8) Push through any partner agency restrictions through all communication channels including social media.
- 9) Continue daily conference calls with the leadership team.

As conditions improve:

- 10) Assess the ability to ramp up BBB contract staff to support the cleanup effort.
- 11) Call up additional District contractors as necessary.
- 12) Continue to update the master damage assessment report as new information is gathered.
- 13) Assess HDMD assets for damage.
- 14) Survey businesses to understand plans for opening.
- 15) Communications team will draft updates regarding downtown conditions to our stakeholders.

As downtown prepares to re-open:

- 16) Resume trash removal service.
- 17) Schedule repairs of HDMD assets.
- 18) Resume regular contract staffing levels and schedules.
- 19) Re-activate HDMD amenities at Market Square Park and Main Street Square.
- 20) Resume non-emergency status on the Downtown District Emergency Information webpage.

Localized major damage

Defined as less than 15 blocks of downtown but the buildings affected will be closed for an extended period of time.

- 1) Confer with HPD command regarding street closures.
- 2) Contact building owners of the damaged buildings to gain further details on their conditions and plans for re-opening.
- 3) Prepare a preliminary master damage assessment report based on personal observation and information gathered from property owners.
- 4) Ramp up BBB contract staff to support the cleanup effort.
- 5) Call up the District standby emergency contractor as necessary.
- 6) Assess HDMD assets for damage and schedule repairs.
- 7) Communications team will draft updates regarding downtown conditions to our stakeholders.
- 8) Update the master damage assessment report as new information is gathered.
- 9) Resume regular services as soon as possible.
- 10) Resume non-emergency status on the Downtown District Emergency Information webpage.

Minor damage or no damage

- 1) Prepare master damage assessment report.
- 2) Communications team will draft a recap update regarding what happened during the event to our stakeholders if appropriate.
- 3) Resume non-emergency status on the Downtown District Emergency Information webpage.

Note: The Emergency Operations Center team is responsible for gathering information from our partners and stakeholders. Functions performed by the Emergency Operations Center would include passing on alerts that have been drafted by other agencies and exchanging communications with those in downtown who have experienced damage in preparing the master damage assessment report. However, drafting outgoing communications that are original in content should be done by the Director of Marketing & Communications and her team. All media communications come from the Executive Director.

Role of Property Management Personnel Prepare – Mitigate – Report

The District strongly encourages each property manager to have a written emergency response plan for their building that can be readily accessed in the event of an emergency. In the case of an approaching Named Storm, the ERP should include steps to prepare their building to weather the storm. In the case other types of active emergency events, the property management ERP should include procedures in place to protect people, mitigate property damage, and assess ongoing building operations.

Plans should be developed before an emergency takes place and should include formal emergency response training for key personnel, drills/exercises to rehearse emergency situations, and advance procurement of supplies that will be needed. The District recommends National Incident Management System (NIMS) training which is offered by FEMA through the Emergency Management Institute (EMI). The EMI offers self-paced courses designed for people who have emergency response responsibilities. These courses are offered free-of-charge to those who qualify for enrollment. In addition, there are many companies that specialize in assisting organizations with emergency response preparedness plans.

Property manager ERP's should address the following types of emergency situations:

Voluntary Release

Defined as a situation which does not require immediate evacuation but sending employees home early may be prudent due to an impending event which could shut down public transportation and freeway access.

- 1) Management of each employer will typically make the decision regarding early release of workers based on information provided by the City of Houston, Harris County, METRO Transit Authority, and the actions of major employers.
- 2) Property managers should be engaging in a dialogue with their tenants to get a sense of which employers are electing to release employees early. Any alerts provided by the District Emergency Operations team should be passed on to their tenant lists.
- 3) Based on information gathered, each property will make decisions about closing their buildings.
- 4) Property managers should communicate their decisions to the District Emergency Operations team so that we have accurate information on which properties are closed in downtown.

Shelter in Place

Defined as an emergency action which requires people remaining indoors, restricting ventilation, and sealing outdoor access.

- 1) Any call for shelter in place will be made by City officials and communicated broadly through the official Emergency Alert System (EAS) or directly to the affected buildings.
- 2) Property managers should strictly follow all instructions given by local authorities.
- 3) Each building should have an internal shelter in place plan which includes: turning off all ventilation systems, securing elevators, securing outer doors, and the ability to make announcements to tenants such as stay away from windows, gather near stairwells, or other important safety instructions.
- 4) Keep tenants in interior areas of the building until local authorities give the all clear or provide further instructions.

Evacuation

Defined as an emergency situation for which City officials require planned or immediate evacuation of all or a portion of downtown.

- 1) Any call for this type of evacuation will be made by City officials and communicated broadly through the official Emergency Alert System (EAS) or directly to the affected buildings.
- 2) Property managers should strictly follow all instructions given by local authorities.
- 3) In the case of an emergency evacuation, elevators may not be operable, property managers should have a plan in place for those with disabilities to be able to evacuate the building.
- 4) Personnel affected should be prepared to leave immediately and not to return to the building until local authorities communicate it's safe to do so.
- 5) Personnel affected should follow instructions from law enforcement as to designated evacuation routes, safe assembly areas, and public shelters.
- 6) If property emergency teams are allowed to remain on-site, property managers should communicate their plans to law enforcement and the District Emergency Operations team so that we have accurate information on which properties have emergency personnel on-site.

Active Event On-Site

Defined as an emergency situation in your building or surrounding area.

- 1) Call 911 for assistance.
- 2) Alert tenants.
- 3) Evacuate building if necessary.

Note: Property management should sign up for the Downtown District Emergency alerts and should provide accurate contact information to the District Emergency Operations team so that we can reach out to you directly if needed in an emergency. To sign up for Downtown District Emergency alerts see page 16.

Post Event

- 1) Assess property damage when safe to do so.
- 2) Take steps to mitigate further damage and secure property from unauthorized access.
- 3) Review HPD protocols for building management and contractor access to property in restricted areas.
- 4) Report preliminary damage assessment to the District Emergency Operations team as soon as practicable either through the use of the Damage Assessment Report Form or through direct email. Follow up with further information as it becomes available so that the District can track property damage and anticipated recovery dates with the most accurate information.

Note: The HDMD Damage Assessment Report Form can be found on page 20.

Role of Houston Police Department Respond – Secure – Protect

The Houston Police and Fire Departments, as well as other law enforcement agencies are the first responders to any emergency. Their priority is to save lives and prevent injuries. During an emergency situation it is possible that parts of downtown may need to be closed off in the interest of public safety.

The Houston Police Department is responsible for access control in emergency situations. If HPD makes the determination to restrict access to areas in downtown the following protocols apply:

- 1) HPD will establish a perimeter around the restricted area to be closed for public safety.
- 2) HPD will be fully responsible for the ingress and egress of all traffic in and out of the restricted area through checkpoints that they will establish.
- 3) HPD will have sole control over who can access the restricted area. Request for entry into the restricted area will be handled on a case-by-case basis. Generally, the following guidelines will apply:
 - Residents must present a drivers license or other photo ID with their property address.
 - Property managers and their contractors must present a photo ID and business card or building access ID.
 - A log will be kept of those entering and leaving which includes: identification information, vehicle description, property destination, reason for entry, anticipated length of stay.
- 4) Media will be directed to a designated area by HPD personnel. HPD Public Affairs Division will release emergency information as directed by the HPD Chief of Police.
- 5) The Downtown Division Captain or designee will act as the strategic advisor to the Incident Commander (IC). The IC is responsible for the tactical decisions necessary to best resolve the emergency. The Downtown Division Captain or designee is in the best position to understand when a tactical decision may have an unfavorable long-term impact on the area and will provide the IC with advice concerning the availability of community leaders or other resources that may be of service in responding to the emergency.

In the event of an evacuation, HPD will provide the following:

- 1) Designation of the evacuation routes.
- 2) Assistance in evacuation by providing perimeter control and traffic control along the evacuation routes.
- 3) Provide normal law enforcement services and internal security for designated evacuation sites.
- 4) Provide security at designated public shelters.
- 5) Assist in warning the public of the necessity to evacuate by any means practical such as public address systems of patrol cars.

Note: City officials may institute a curfew during an emergency event due to hazards posed by street flooding, power outages, and damaged properties. HPD and other law enforcement will provide security during these curfew periods.

Role of Houston TranStar Alert – Convene – Coordinate

Houston TranStar (TranStar) is a formal partnership among the principal transportation and emergency management agencies in Harris County, including the following collaborators:

Texas Department of Transportation (TxDOT)

- Freeway Operations
- Intelligent Transportation Systems (ITS) Design and Special Projects
- Media Contractors
- SH 288 Tolling Support Operations
- Transportation Management Systems

Metropolitan Transit Authority of Harris County (METRO)

- Bus System
- Light Rail System
- Police
- Office of Emergency Management

Harris County

- Traffic & Transportation Group
- Sheriff's Office
- Office of Homeland Security & Emergency Management

The City of Houston

- ITS & Safety
- ITS Plan Review
- Mobility and Traffic

Established in 1993, Houston TranStar houses multi-agency operations and management of the region's transportation system, and has evolved into a primary resource from which multiple state, county and local agencies respond to incidents and emergencies in Harris County and beyond.

When emergency conditions arise such as hurricanes, floods, industrial explosions or terrorist attacks, the Emergency Operations Center (EOC) at Houston TranStar is activated. Representatives from all four collaborating agencies—as well as such diverse entities as the U.S. Army, Salvation Army, Harris County Toll Road Authority, Amateur Radio Operator volunteers, the American Red Cross, and area local governments—come together to coordinate a quick, effective response. The Automated Flood Warning System, Doppler Radar Imagery, Satellite Weather Maps, Road Flood Warning Systems and the Regional Incident Management System (RIMS) comprise some of the tools used to address the emergency.

Using its extensive highway camera system, TranStar can provide real-time visual data gathering to complement other data provided by flood control, the National Weather Service, and 911 emergency calls to assist in giving city officials accurate information to use in their decision making process. Regular briefings are given by the Mayor and others at this location and are broadcast to the general public through the media.

The Houston TranStar website can be located at:

<http://www.houstontranstar.org/>

Role of City of Houston Office of Emergency Management (OEM) Respond – Shelter – Recover

The Mayor of the City of Houston leads the effort to respond to the needs of city residents by coordinating first responders, activating shelters, and facilitating the transportation and services needed to care for those who have been displaced. The Mayor has a number of resources at his disposal including the Houston Police Department, Fire Department, Department of Public Works & Engineering, Department of Solid Waste Management, Health Department, Housing Department, and the Office of Emergency Management to respond quickly in an emergency event. State resources can be requested by the Mayor including the Texas National Guard and other law enforcement agencies. Federal resources can be requested by the Mayor including FEMA assistance and federal law enforcement agency support.

The City of Houston is the primary government agency responsible for clean up after an event. City water and sewer treatment facilities must be examined for safety and repaired where necessary. Non-functioning traffic signals and street lights must be identified and equipment ordered. Debris removal must be initiated and a plan for where to dispose of the waste put into place. Longer term issues the Mayor's Office must coordinate are transitioning those remaining in shelters to permanent housing and assisting with getting benefits to those entitled to public assistance. City permitting rules may be relaxed for a period of time after an emergency event. Planning issues include policy changes and public facility improvements to prevent future disasters.

The Office of Emergency Management serves Houston residents and city departments by coordinating Houston's mitigation, preparedness, and response and recovery activities. OEM accomplishes this thorough integrated planning, community outreach, emergency response coordination, and recovery activities.

The Mayor's Office of Emergency Management website can be located at:

<https://www.houstonemergency.org/>

To sign up for AlertHouston notifications see page 15.

The Houston Permitting Center website will be updated with any changes in office hours or permitting requirements located at:

<https://www.houstonpermittingcenter.org/>

Role of Harris County Office of Homeland Security & Emergency Management (HCOHSEM) Plan – Coordinate – Implement

The Harris County Judge by Texas law is the Director of the Harris County Office of Homeland Security & Emergency Management (HCOHSEM) which has regional responsibility for the greater Harris County area.

HCOHSEM is responsible for the planning, coordination, and implementation of all emergency management and homeland security related activities for Harris County. It works before, during, and after emergencies to minimize impacts to its communities. During large-scale emergencies, HCOHSEM works with federal, state, local, public and private sector partners to facilitate quick and effective recovery efforts. HCOHSEM also works year-round to promote disaster preparedness and resilience through regional emergency planning, training, and community outreach efforts.

HCOHSEM works in unison with the Harris County Flood Control District (HCFCD) to keep the region informed during severe weather events. Data and information provided by HCFCD's meteorologist and the Flood Warning System (FWS) helps emergency management officials make critical decisions that can reduce the loss of life, injuries and property damage. The FWS is also used by the National Weather Service (NWS) to assist in the issuing of flood watches and warnings. Residents can also monitor local rainfall amounts and bayou/stream levels during storms.

HCOHSEM's Public Information Officer and communications team were at the forefront of bringing together emergency managers, academia and partners from both the private and public sectors to improve the nation's system for Wireless Emergency Alerts (WEA). Through the Communications Security, Reliability & Interoperability Council (CSRIC) of the Federal Communications Commission, and a work group co lead by HCOHSEM's Public Information Officer drafted recommendations to vastly improve how residents will get emergency alerts to their mobile devices. WEA were mandated by Congress in 2008 and introduced in 2012. They allow public safety officials to provide alerts to geographically targeted populations. WEA alerts are brief, only 90 characters, but hold out the promise of providing emergency information with minimal impact to people who are in no danger. To sign up for Ready Harris Alerts see page 15.

Working in partnership with the Mayor of the City of Houston, the Harris County Judge leads the effort to respond to the needs of the Harris County region by coordinating first responders, activating shelters, and facilitating the transportation and services needed to care for those who have been displaced. The Logistics Section works with various departments, jurisdictions, and vendors to manage the flow of goods and services during emergency operations in Harris County. Logistics also updates and maintains the EOC's communications systems in order to efficiently respond to and mitigate emergency situations.

The Harris County Office of Homeland Security & Emergency Management website can be located at:

<http://readyharris.org/>

Wireless Emergency Alerts



Emergencies don't care where you are - they can happen when you're at work, school, at home, or on vacation. The Wireless Emergency Alerts (WEA) system was developed to help inform the public in a specific area of emergency situations that require them to take action quickly to avoid injury. The City of Houston has access to WEA for very serious, life-threatening emergencies. Additionally, you may also receive notifications from Federal State Agencies, and neighboring local agencies.

The National Weather Service issues WEA messages for the following situations:

- Tsunami Warning
- **Tornado Warning**
- **Extreme Wind warning**
- **Flash Flood Warning**
- **Hurricane Warning**
- Typhoon Warning
- Blizzard Warning
- **Ice Storm Warning**
- Dust Storm Warning
- Child Abduction Emergencies (AMBER Alerts)*

** AMBER Alerts are issued by NWS on behalf of the Texas Department of Public Safety (DPS) or the Houston Regional AMBER Alert Program*

The City of Houston may issue a WEA warning for:

- Terrorist Activity
- Citywide Weather Emergencies
- Evacuation Orders
- Shelter-in-Place Emergencies
- Other emergencies which require action to protect life

Your phone is likely already opted-in to receive WEA messages. If you've opted out, please make sure you opt-back in. These messages could save your life.



AlertHouston

AlertHouston is the City's Notification System

- Messages are issued for citywide and neighborhood level emergencies.
- They are sent through email and social media (Facebook, Twitter and Nextdoor)
- You must opt-in to receive these alerts.
- These alerts are issued by City of Houston OEM.

houstontx.gov/emergency

<http://houstonoem.us10.list-manage.com/subscribe?u=3e16dcdf201a0869aa6b5645&id=c42f2a5994>

Harris County Alerts

Harris County Alerts is a public service of HCOHSEM. During a major event or emergency, important updates will be sent via Harris County Alerts. You must sign up to receive these alerts.

Throughout the year we will also provide seasonal preparedness tips and information to keep you informed. Harris County Alerts may send out notifications via email or text (SMS).

While Harris County Alerts is a free service to the public, messaging and data rates may be charged by your wireless provider.

<http://readyharris.org/Sign-Up>

Downtown District Emergency Information Webpage



The Houston Downtown Management District will post emergency information to the following page on the Downtown District website:

<http://downtowndistrict.org/emergency-info/>

The District compiles and updates a variety of stakeholder lists that will be used for emergency communications, including office property managers, office assistant property managers, non-office property managers, residential property managers (rental), residential property HOA contacts and restaurant and retail businesses. Stakeholders can be added to these lists by contacting us at 713-650-3022 or:

<http://downtowndistrict.org/contact/>

Hurricane Preparedness Workshop
Hurricane Season June 1st to November 30th

The District will host a meeting annually with downtown property managers to review the current Downtown District Emergency Response Plan as well as that of our partners: City of Houston Office of Emergency Management, Houston Police Department, METRO Transit Authority, and Department of Public Works & Engineering. The focus of the meeting will be to review hurricane preparedness plans and review with the downtown property managers the respective roles of each group.

Materials provided from the workshop will be posted on the Downtown District Emergency Information webpage.

The 2018 Hurricane Preparedness Workshop will be held:

May 23, 2018

Time 9 am – 10 am

Location 1111 Bagby Heritage Plaza, 1st Floor Conference RM

Please RSVP to: Jkennedy@downtowndistrict.org

Frequently Used Contact Information

Houston Downtown Management District (HDMD)

<http://emergency.downtowndistrict.org>

Operations Center Address –1119 Milam

(713) 223-2003 - Office

(713) 787-3971 - (24 Hour Emergency Line)

(713) 223-1003 - Fax

Brett DeBord, Dir. of Operations

brett@downtowndistrict.org

(713) 412-4123 - Cell

James Kennedy, Operations Manager

jkennedy@downtowndistrict.org

(713) 248-6454 - Cell

Metropolitan Transit Authority

713-739-4000

www.ridemetro.org

METRO Police

713-224-COPS - Dispatch

#MPD - via cell phone

713-615-6400 - Police Admin

www.ridemetro.org/safetysecurity

METRO OEM

Mike Riggs – EMC

(713)881-3029

TranStar Room 234

Mr08@ridemetro.org

Department of Public Works and Engineering

832-395-2511 – Office

Pwe.director@houstontx.gov

Office of Emergency Management

5320 North Shepherd Drive

Houston, Texas 77091

713-884-4500 - Office

www.houstonoem.org

houstontx.gov/emergency

AlertHouston

houstontx.gov/emergency

(713) 884-4500 – OEM Main

Office of Public Safety and Homeland Security

832-393-0875 - Office

www.houstontx.gov/publicsafety

Houston Police Department

www.houstonpolice.org

713-884-3131 (non-emergency)

Houston Fire Department

www.houstontx.gov/fire

832-394-6766 (Emergency Operations)

Houston TranStar

www.houstontranstar.org/

State of Texas

Texas Division of Emergency Management

<http://www.dps.texas.gov/dem/>

512-424-2138

DPS Statewide Motorist Assistance

800-525-5555

Statewide Road Conditions

800-452-9292

CenterPoint Energy

713-659-2111

800-752-8036 (24-hr. emergency reporting)

Other Agencies iWatch.gov

(Regional Terrorism Prevention)

<http://www.readyhouston.tx.gov/iwatchhouston/index.html>

1-855-I-WATCH4 (492-8244)

Texas Department of Transportation

<http://www.txdot.gov/>

National Weather Service-Houston/Galveston 281-337-5074 <http://www.weather.gov/hgx/>

National Hurricane Center

<http://www.nhc.noaa.gov/>

FBI – Joint Terrorism Task Force <https://www.fbi.gov/contact-us/field-offices/houston>

713-693-5000

Homeland Security - <https://www.dhs.gov/>

Immigration & Customs Enforcement (ICE)

<https://www.ice.gov/>

(281) 985-0500

FEMA

1-800-621-3362

www.fema.gov

American Red Cross

1-800-733-2767

713-526-8300 (Houston)

713-526-0636 (After Hours) www.houstonredcross.org www.redcross.org/index.html

Harris County

Office of Homeland Security & Emergency Management

6922 Old Katy Road Houston, TX 77024

713-881-3100

<http://www.hcoem.org> www.readyharris.org

Damage Assessment Report Form

All properties in downtown will be asked to provide a damage assessment report to HDMD within 24 hours of a major event to assist in assessment. **A report should be made even if no damage is experienced.**

Property Name: _____

Property Address: _____

Report Filled Out By: _____ **Title:** _____

Contact Telephone Number: _____

Contact Email Address: _____

Building Operating Status:

- ___ Open/Fully Operational
- ___ Open/Essential Personnel Only
- ___ Closed
- ___ Number of businesses closed in building (if multiply properties)

Utility Status:

- Power Status:
- ___ Have Power
 - ___ Do Not Have Power
 - ___ Partial Power

Water Status:

- ___ Have Water
- ___ Do Not Have Water
- ___ Partial Water

Property Damage:

- Building Façade
(Fallen Glass/Glass Damage) Yes No
- Approximate# of glass panes ___ Roof Yes No
- Below Grade Floors Yes No
- Tunnel (if applicable) Yes No
- Telephone Operational Yes No
- Internet Operational Yes No

Operating System Damage:

- Elevators Yes No
- Escalators Yes No
- HVAC Yes No
- Boilers Yes No

Damage Due to:

- ___ Water
- ___ Wind
- ___ Other (Please Specify : _____)

What is your most pressing need?

Total estimated cost due to damages?

Estimated hours to resumption of business operations?

HDMD Operations – 1119 Milam – 77002
 (713)223-2003 **Office** – (713)223-1003 **Fax**
 (713)571 – 7917 – 24 Hour Emergency Line
 Brett DeBord, Director of Operations
Brett@downtowndistrict.org
 James Kennedy, Operations Manager
jkennedy@downtowndistrict.org