

# Downtown Houston Emergency Response Plan

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CentralHouston



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## Frequently Used Numbers, Email Addresses & Websites

### **Houston Downtown Management District**

Operations Center Address - 1119 Milam  
(713) 223-2003 - Office  
(713) 571-7917 – 24 Hour Emergency Line  
(713) 223-1003 - Fax  
Chuck Jackson, Director of Operations  
[chuck@downtowndistrict.org](mailto:chuck@downtowndistrict.org)  
Scott Finke, Asst. Director of Operations  
[scott@downtowndistrict.org](mailto:scott@downtowndistrict.org)  
Laura Johnson, Asst. Dir. of Special Projects  
[ljohnson@downtowndistrict.org](mailto:ljohnson@downtowndistrict.org)

### **Metropolitan Transit Authority**

[www.ridemetro.org](http://www.ridemetro.org)

### **METRO Police**

713-224-COPS - Dispatch  
#MPD - Non-emergencies by cell phone  
713-615-6400 - Police Administration  
[MPDServices@ridemetro.org](mailto:MPDServices@ridemetro.org)

### **METRO Emergency Response**

Customers - 713-652-8960  
[www.metroresponds.org](http://www.metroresponds.org)

### **City of Houston**

City of Houston Helpline - 3-1-1  
General Questions and Assistance - 2-1-1  
[www.houstontx.gov/oem/index.html](http://www.houstontx.gov/oem/index.html)  
[www.readyhoustontx.gov](http://www.readyhoustontx.gov)

### **Houston Area Evacuation Zones**

#### **Map by Zip Code**

[www.houstontx.gov/oem/evac.html](http://www.houstontx.gov/oem/evac.html)

### **City of Houston - Mayor's Office of Public Safety and Homeland Security**

713-437-6867

### **City of Houston**

#### **Office of Emergency Management**

713-884-4500  
<http://www.houstonoem.net>

### **Harris County**

#### **Harris County Office of Homeland Security & Emergency Management**

6922 Old Katy Road  
Houston, TX 77024  
713-881-3100  
<http://www.hcoem.org>

### **TranStar**

[www.houstontranstar.org/](http://www.houstontranstar.org/)

### **Utilities**

#### **Reliant Energy**

866-222-7100 (for service questions)  
713-497-3000 (Reliant headquarters)

#### **CenterPoint Energy**

713-659-2111  
800-752-8036 (24-hr. emergency reporting)

### **Other Agencies**

#### **Texas Department of Transportation**

[www.dot.state.tx.us/](http://www.dot.state.tx.us/)

#### **National Weather Service**

Houston/Galveston  
281-337-5074  
<http://www.nws.noaa.gov/>

#### **National Hurricane Center**

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

#### **FEMA**

1-800-621-3362  
[www.fema.gov](http://www.fema.gov)

#### **American Red Cross**

1-800-733-2767  
[www.redcross.org/index.html](http://www.redcross.org/index.html)

#### **Homeland Security**

[www.dhs.gov/index.shtm](http://www.dhs.gov/index.shtm)

# Downtown Houston Emergency Response Plan

## I. INTRODUCTION

The purpose of the Downtown Houston Emergency Response Plan is to minimize the potential human loss or injury and property damage from a disaster or emergency situation, reduce losses and interruptions to business, resident and governmental activity, and to function in concert with regional emergency management actions.

The Houston Downtown Management District (HDMD) recognizes the need for a centralized coordination point in the event of an emergency. This plan describes the preparation and response scenarios for multiple potential emergency situations and it describes the roles of property owners and managers, HDMD, the Houston Police Department, Houston Fire Department, Public Works & Engineering Department and other entities.

## II. SITUATIONS AND ASSUMPTIONS

The Downtown Houston Emergency Response Plan was developed based on the following situation and assumptions:

### Situations

The experiences of several significant events provide the awareness that the downtown area must be prepared to respond to any emergency situation. Downtown is the most concentrated location of workers in the Houston region. A significant residential population now lives downtown. It is the seat of City of Houston and County governments, and the headquarters of many businesses. A disaster or emergency situation can pose a threat to the safety of citizens within downtown at any time 24/7.

*Emergency situations can include tropical storms and hurricanes, rapidly evolving storm events (tornado/ thunderstorm with torrential rains), explosion, fire, chemical spill and biological hazards.*

### Assumptions

- In significant storm events, bayou and/or on-street run-off water may enter below ground portions of buildings and garages, the tunnel system, and strategic communications and power facilities.
- Key sections of freeways near or in downtown may experience major flooding.
- High winds may cause damage from flying debris.
- Workers can leave downtown quickly in an orderly phased manner if required.
- Communications is crucial in an emergency situation. An emergency can strike at a time when businesses and properties have little personnel on site and communicating with key decision-makers may be difficult.
- Telecommunications and electrical supply to facilities can be disrupted during an emergency or disaster.

### III. DIRECTION AND CONTROL

The system for managing resources, analyzing information and making decisions in an emergency is called direction and control. The downtown Houston direction and control system is described below for various types of emergency situations.

#### A. Hurricane/Tropical Storm

The following Hurricane Preparedness Timeline represents a reasonable expectation of events and procedures occurring prior to, during and in the aftermath of a hurricane/ tropical storm event. HDMD will facilitate, coordinate and collaborate with the designated entities regarding the actions, decisions and expectations outlined. *NOTE: Hurricane Season lasts from June 1<sup>st</sup> to November 30<sup>th</sup>.*

<b>Prior to Storm Season</b>	
Timeframe	Actions/Decisions/Expectations
Within 3 months prior to storm season	<p><u>HDMD</u></p> <ul style="list-style-type: none"> <li>As a part of the spring Property Manager Meeting, the Hurricane Preparedness Timeline and Hurricane Preparedness Checklist will be reviewed. (See Appendix D)</li> </ul> <p><u>Property Management</u></p> <ul style="list-style-type: none"> <li>Property personnel should familiarize themselves with the Preparedness Checklist and begin gathering event preparation items suggested in the checklist. (See Appendix D)</li> </ul>
During 1 month prior to storm season	<p><u>HDMD</u></p> <ul style="list-style-type: none"> <li>Host second Hurricane Preparedness Meeting with downtown managers, property management, and emergency personnel to discuss the upcoming hurricane season, the Downtown Emergency Plan and review the Hurricane Preparedness Timeline and Hurricane Preparedness Checklist.</li> <li>Communicate with downtown properties to update the Emergency Database</li> <li>Conduct announced and unannounced tests of the Emergency Radio System</li> </ul>
June 1 <sup>st</sup> Start of Hurricane Season	<p><u>HDMD</u></p> <ul style="list-style-type: none"> <li>Host a Downtown Emergency Coordination Center Meeting including H.P.D., Public Works, HDMD, Parking Management, CenterPoint, METRO, etc.</li> </ul>
Early August	<p><u>HDMD</u></p> <ul style="list-style-type: none"> <li>Host a mid-season Hurricane Meeting to refresh the downtown managers, property management, and emergency personnel on the current hurricane season. <i>(This may be a virtual meeting.)</i></li> </ul>
<b>Event on the Horizon</b>	
72 hours prior to storm arrival	<p><u>HDMD</u></p> <ul style="list-style-type: none"> <li>Initiate communication with properties encouraging them to make preparations.</li> <li>Conduct a test of the Emergency Radio System</li> </ul>
48 hours prior to storm arrival	<p><u>HDMD/Property Management – Emergency Event Preparation</u></p> <ul style="list-style-type: none"> <li>Secure and/or remove hazards and potential flying objects (i.e. – roof top objects, construction site equipment, exposed glass)</li> <li>Review contingency/interruption plans</li> <li>Finalize Emergency Preparedness Checklist items</li> </ul>
36 hours prior to storm arrival	<p><u>HDMD</u></p> <ul style="list-style-type: none"> <li>Assist property management and tenants with early release of employees through transportation coordination. (if applicable)</li> <li>Conduct an Emergency Radio System test.</li> </ul>

Timeframe	Actions/Decisions/Expectations
24 hours prior to storm arrival	<u>HDMD</u> <ul style="list-style-type: none"> <li>• Operation Center (1119 Milam) moves into "Emergency Coordination Center" mode</li> </ul>
<b>Arrival of the Storm - Hunker Down</b>	
	<u>Property Management</u> <ul style="list-style-type: none"> <li>• Monitor safety of building population during event</li> <li>• Continually monitor water conditions on streets placing sandbags if necessary.</li> <li>• Call 911 should you require outside assistance</li> </ul>
<b>End of the Storm (winds below 35 mph) Access for Initial Recovery and 24/7 Operations</b>	
<i>COH No Permitting – Curfews likely</i>	
0 to 12 hours after “End of the Storm”  <b>Very High Risk of Falling Glass</b>	<u>HDMD</u> <ul style="list-style-type: none"> <li>• Coordinate actions from the “Emergency Coordination Center” (1119 Milam)</li> </ul> <u>Property Management</u> <ul style="list-style-type: none"> <li>• Secure and stabilize high risk situations (very likely something will fall)</li> <li>• Assess glass and facade damage</li> <li>• Mobilize recovery</li> <li>• Deployment of Resources</li> </ul>
12 to 20 hours after “End of the Storm”	<u>Property Management - Assessment</u> <ul style="list-style-type: none"> <li>• Provide a damage assessment report to HDMD to assess event impact. (See Appendix D - Damage Assessment Form)</li> </ul> <u>HDMD - Assessment</u> <ul style="list-style-type: none"> <li>• Conduct an initial assessment of the storm’s impact by mapping the effects on the area primarily based on property status reports.</li> </ul>
24 hours after “End of the Storm”  <b>Very High Risk of Falling Glass</b>	<u>Decision - How long will primary recovery take?</u> (City (HPD, PW&E) HDMD, Business, METRO)
	<u>HDMD/PW&amp;E/Property Management</u> <ul style="list-style-type: none"> <li>• Secure and stabilize high risk situations (likely something will fall)</li> <li>• Remove debris and begin clean up of sidewalks (property management) and public spaces (HDMD and Public Works and Engineering (PW&amp;E) Department)</li> </ul> <u>HPD</u> <ul style="list-style-type: none"> <li>• Set up temporary street closures for glass removal (24/7)</li> </ul>
<b>Access for Primary Recovery &amp; Essential Business Operations</b>	
36 – 72 hours after “End of the Storm”  <b>Elevated Risk of Falling Glass</b>	<u>Decision - Progress on recovery? When are full business operations achievable?</u> (HPD, PW&E, HDMD, Businesses, METRO)
	<u>HDMD/PW&amp;E/METRO</u> <ul style="list-style-type: none"> <li>• Clean up and open streets/sidewalks - haul debris</li> <li>• Ensure traffic control devices are working properly or stop signs are in place</li> <li>• Ensure bus stops are cleared and rail tracks are cleared and powered</li> <li>• Verify water pressure and quality</li> </ul>

Timeframe	Actions/Decisions/Expectations
36 – 72 hours after “End of the Storm”  <b>Elevated Risk of                      Falling Glass</b>	<u>Property Management</u> <ul style="list-style-type: none"> <li>• Remove hanging glass</li> <li>• Ensure sidewalks are passable or barricaded</li> <li>• Secure outside of the building</li> <li>• Monitor water pressure and quality monitoring</li> <li>• Monitor power/electricity</li> </ul> <u>HPD</u> <ul style="list-style-type: none"> <li>• Temporarily close streets for glass removal/replacement in high risk situations</li> </ul>
<b>Resumption of Business Operations</b>	
36-72 hours & beyond after “End of the Storm”  <b>Low Risk of Falling                      Glass</b>	<u>Conditions to expect at this point</u> Reduced risk of falling glass Cleared streets Passable sidewalks (some areas remain barricaded) Outside of the building is secure Traffic control in place METRO service resuming Water pressure and quality OK Power available Work will be done in off-peak hours  <u>Property Management</u> <ul style="list-style-type: none"> <li>• Proceed with repair work</li> </ul> <u>HDMD</u> <ul style="list-style-type: none"> <li>• Continue damage assessment</li> </ul> <u>HPD</u> <ul style="list-style-type: none"> <li>• Continue to temporarily close streets for glass replacement during off peak hours</li> </ul>
TBD	<i>COH permitting requirements will resume.</i>

NOTE: See “Appendix C and Appendix D” for additional information.

## B. Rapidly Evolving Storm Emergency Event

1. At initiation of predicted heavy rainfall or emergency event, begin to monitor two-way radio and TranStar web page for advisories.
2. Continue monitoring advisories. If situation necessitates early release of personnel, communicate information to tenants/employees. If situation necessitates delaying departure of personnel, advise tenants/employees. Properties should monitor its building population during emergencies.
3. Monitor water levels on streets and place sandbags if needed.
4. Key personnel are to use two-way radio system to monitor or communicate with HDMD if activated before, during and after the event.
5. After rain diminishes, key personnel survey damage to property and report to HDMD. If employees are held, advisories of roadway conditions will be issued.
6. Secure property.
7. Begin recovery operations.

### C. Explosion/Fire/Chemical Spill/Biological Hazard Situation

1. If fire is not in a building, but the building is at risk, City of Houston Fire or Police Department personnel will notify the building's security and management personnel and provide instructions. (If situation affects all of downtown, CHI/HDMD personnel may assist with notification.)
2. Building emergency alarm and public address system should be used to provide instructions to occupants.
3. If occupants are evacuated to the sidewalks and streets, police and fire personnel will guide occupants to safe areas. Properties should monitor its building population during emergencies.
4. Use of automobiles is discouraged, or may be restricted, because streets cannot handle resulting traffic and pedestrian movement becomes higher priority.

### D. Pandemic

Nothing officially has been developed through City, County or State agencies regarding dealing with the threat of Pandemic. Authorities in the region are currently working on a plan that will address this growing concern. When an official stance/procedure has been decided upon, it will be incorporated into the Downtown Houston Emergency Response Plan, and distributed to the downtown community. The Houston Downtown Management District will be monitoring this situation closely.

To read more on pandemic, please go to [www.pandemicflu.gov/index.html](http://www.pandemicflu.gov/index.html) and [www.cdc.gov/](http://www.cdc.gov/).

## IV. TYPES OF EMERGENCY ACTIONS

If it becomes necessary to implement any emergency management decisions, notification and subsequent information will be provided through the channels noted for each action.

1. **Voluntary release** - Situation may not require evacuation, but it may present circumstances where employers may wish to release employees early from the work site.

*NOTE: Each employer is responsible for the decision for a voluntary release based upon information provided through TransStar to local news and weather media. HDMD/ CHI will assist in these notifications through phone and email communication including information on METRO service.*

- Information regarding the situation will be communicated to facilities. Facilities should relay information to tenants. Information will be in the form of advisories and include status of freeways, transit service and deployment of police to direct traffic.
  - Management of each employer will make a decision on the early release of workers.
  - Facilities personnel should relay information about status of releases back to the Houston Downtown Management District (HDMD).
2. **Shelter in place** - This is the action of remaining indoors, restricting ventilation, and sealing outdoor access. This is implemented to prevent harm caused by evacuating through the hazard area.

*NOTE: Any call for emergency action will be made by appropriate City of Houston or Harris County officials and broadcast through the official Emergency Alert System (EAS) (KTRH, KUHF 88.7, 740 AM). A call for sheltering may also be made by City officials directly to building security personnel. HDMD may be called upon to assist in these notifications by way of the Emergency Radio Network and supplemented by other available means of communication.*

- Strictly follow all instructions given by local emergency authorities. Monitor two-way radio and local news media; follow the instructions of local emergency officials.
  - To reduce the possibility of toxic vapors entering, seal all entry routes as efficiently as possible.
  - Building superintendents should turn off all ventilation systems. Secure elevator operations to minimize air movement throughout the building.
  - Close as many internal doors as possible.
  - If emergency officials warn of an outdoor explosion, close all window coverings. Stay away from windows to prevent injury from breaking glass or flying debris.
  - Stay in protected, interior areas of the building, and listen to the local news media and two-way radio until local emergency officials tell you that all is safe, or you are told to evacuate.
3. **Evacuation** - If a situation arises that requires emergency rapid evacuation of all or a portion of downtown, affected building managers will be contacted by CHI/HDMD, Fire, or Police authorities. The action requested will depend on the nature of the emergency. Affected building managers will be directed to implement their phased emergency evacuation plans. Evacuation is by walking, and not using vehicles.

*NOTE: Any call for mandatory evacuation will be made by appropriate City of Houston or Harris County officials and broadcast through the official Emergency Alert System (EAS) (KTRH, KUHF 88.7, 740 AM). A call for sheltering may also be made by City officials directly to building security personnel. HDMD may be called upon to assist in these notifications by way of the Emergency Radio Network and supplemented by other available means of communication.*

- Facilities should identify employees who may require assistance with the evacuation process and develop internal procedures to accommodate.
  - All employees should avoid the tunnel system during evacuation.
  - Designated assembly zones have been established for each sector to facilitate evacuation and coordination. Location and type of event may require affected personnel to convene at an assembly area different from one originally assigned. (See “Appendix A – Emergency Evacuation- Sector Designation and Assembly Areas”)
  - Once at designated assembly zones, no attempt to return to a property should be made until notified by H.P.D. to do so. Individuals assembled in the assembly zones will be responsible for their own transportation home or to whatever destination they choose.
4. **Shutdown of Properties** – This is a property decision other than in a mandatory evacuation situation.

*NOTE: A property shutdown may be made by building management or it may be directed by the Houston Fire Department or City Building Official.*

- Decision is made when/whether or not to close down property.
  - If it is decided to close the facility, HDMD should be notified and the City representative at the Houston Emergency Center (HEC) will be notified. HDMD will maintain a log of closed properties.
  - If personnel remain on site to shepherd the facility through an emergency event, HDMD should be provided with all emergency contact information. HDMD will make the information available to the City representative at HEC.
1. Name and position
  2. Facility (with address including floor and room number)
  3. Telephone numbers
5. **Site Security and Re-entry-** HPD is responsible for downtown street access control and management is responsible for security of individual properties.
- During emergency response, access to evacuated areas is restricted by law enforcement. Safety is the primary reason re-entry is denied.
  - If an HPD closed perimeter is established, upon presentation of picture identification, H.P.D. will issue each vehicle a distinctive hang tag. The hang tag will denote authorization to enter the zone. Each business will be responsible for access onto its property. Please see “Appendix B – Houston Police Department Emergency Mobilization Evacuation and Closure Plan” for access points when entering downtown and other re-entry information.
  - After an event, use either the Emergency Radio Network, dial the Downtown District at 713-571-7917 or 713-223-2003, or email [chuck@downtowndistrict.org](mailto:chuck@downtowndistrict.org) or [ljohnson@downtowndistrict.org](mailto:ljohnson@downtowndistrict.org) should assistance in the downtown area be required.

## **V. ROLE OF PROPERTY MANAGEMENT PERSONNEL**

While each property manager will be responsible for the preparation of their property, several actions will be necessary regarding interface with HDMD, both prior to and after an event. (See Hurricane Emergency Preparedness Timeline - pages 5-7.)

Based on responsibilities, positions within each organization should be identified and roles assigned. Facility security, evacuation plan development and maintenance, monitoring and assisting building population, etc. are some examples to match to personnel. Formal emergency response training of selected personnel is recommended.

### **A. Communication**

1. Emergency information prior to and during a weather related emergency event can be obtained by listening to the official emergency radio stations which are KTRH 740 AM and KUHF 88.7 FM (official emergency stations)
2. Requests for assistance during an event can be made by dialing 911.

*NOTE: While it is accepted that KTRH/KUHF will be the major public information sources during large scale weather related events, HDMD may assume a more active role should a smaller, more*

*directed threat present itself to downtown. A fire, gas leak or even a terrorist threat may find HDMD working in coordination with the appropriate authorities to facilitate communication via emergency telephone, etc. to primary as well as adjacent properties. The goal of such communication is to receive and transmit vital information to and from affected properties without disrupting and alarming areas that are not threatened. Please note that when confronted with an actual or potentially wide scale event, call the proper authorities first (i.e. 911, etc.) and then notify the District through the emergency number (713-571-7917). HDMD will assist the authorities in notifying neighboring properties (if appropriate) of events and pertinent actions taken, so that they may also be better informed to make decisions crucial to their operations. Please feel free to call our operations center telephone number (713-223-2003) with your general questions regarding emergency or other downtown matters.*

## **B. Emergency Management**

Phase 1 – Mitigation requires a cooperative effort to prevent disasters and emergencies using preparation and education. Mitigation measures should include such actions:

1. Provide awareness and training programs for personnel.
2. Determine the vulnerabilities of the high-risk areas within each facility.
3. Develop security programs for the high risk and most vulnerable areas.

Phase 2 - Preparedness activities increase ability to respond and minimize damage when an emergency occurs. These activities ensure that emergency managers will be able to provide the best response possible. Preparedness measures should include such actions:

1. Conduct briefing sessions, exercises for response effectiveness, and evacuation planning and training for emergency response personnel, individual employers, and residents.
2. Familiarize yourself with the Downtown Houston Emergency Response Plan.
3. Participate in the downtown Emergency Radio Network tests to ensure readiness and to identify primary responder for the period prior to and after an emergency event. (Radios on the network are required to be left on 24-hours per day to assure receipt of messages broadcast by HDMD.)
4. Each property is responsible for emergency event preparation according to their property emergency response plan including such items as securing all roof top objects, sandbagging needed locations, securing exposed glass and training.

Phase 3 – Response is putting preparedness plans into action or the activities during and immediately following a disaster. Response actions may include activating the emergency operations center or evacuating threatened populations. Response measures should include such actions:

1. Determine and implement necessary emergency actions. (Voluntary Release, Shelter in Place, Evacuation, or Shutdown of Property – See pages 8-10)
2. Establish effective communications with all response groups and monitor communications during response activity.
3. Communicate with the Houston Downtown Management District (HDMD) through 1.) telephone; 2.) email and 3.) two-way radio on the Emergency Radio Network.
  - a. Two-way radio will be the primary communications method if telecommunications and/or

- electrical supply are interrupted.
    - i. The Emergency Radio Network will be activated by either HDMD or H.P.D.
    - ii. Supplemental contact to entities not on the radio network will be made by telephone as service permits.
    - iii. Central Houston/Downtown District (CHI/HDMD) will provide contact to the City of Houston Emergency Center (HEC) via radio if activated.
  - b. Use of a scanner is encouraged, as there are a limited number of radios that can be on air at any point in time.
4. Update your property/company emergency contact information with HDMD, which maintains a key contact list of every major property and employer in downtown.
    - a. The HDMD database is updated and maintained confidentially.
    - b. Building management contact information should also be provided to the City of Houston Fire, Police and Emergency Management operations.
  5. Provide a list of all personnel remaining on property during an emergency event to HDMD.
  6. Establish facility security.

Phase 4 – Recovery is the activity that involves restoring to normal or near-normal conditions following an emergency, including the restoration of basic services. Typical recovery actions include debris cleanup, damage assessment, and rebuilding key facilities. Recovery measures should include such actions:

1. Prepare damage assessments and report to HDMD for review and analysis. (HDMD will establish a communication system for reporting if telephone systems are inoperable.)
  - a. Email, telephone or fax is the preferred means for submitting damage reports. If the preferred means of communications is not available, two-way radios should be used for reports.
  - b. All properties in downtown will be asked to provide a damage assessment report to HDMD within 24 hours of a major event to assist City personnel at HEC in assessing downtown event impact and determining availability to resume operation. A report should be made even if no damage is experienced.
2. Provide employees and residents with guidance on traffic control for return and public transportation availability.
3. Decontaminate facility as required.
4. Debris cleanup and restoration of any property damage. (Private spaces, including the tunnel system, are the responsibility of the property.)
5. Restore normal services.
6. No public statements regarding status of a property without prior authorization by the property will be made by HDMD other than to the Houston Emergency Center (HEC).

### **C. Plan Development and Maintenance**

The Downtown Emergency Response Plan, while offering helpful guidelines to prepare for emergencies, is in no way intended as a substitution for, or replacement of individual property preparedness plans. The following actions are recommended with regard to each individual property.

1. **Annual Reviews** - Annually, each property's emergency response plan and the Downtown Houston Emergency Plan should be reviewed and discussed with all key personnel.

2. **Education/Awareness** - An awareness event should be held annually to refresh all parties as to the procedures.
3. **Key Contacts** - A list of key contacts should be reviewed at least every other month and updated. New managers should be briefed on the Downtown Houston Emergency Plan, the property plan and his/her responsibilities immediately upon taking the assignment.

## **VI. ROLE OF HOUSTON DOWNTOWN MANAGEMENT DISTRICT (HDMD)**

### **A. Emergency Management**

#### Phase 1 - Mitigation

1. Provide awareness and education to property management and employers in downtown.
2. Determine the vulnerabilities of the high-risk areas within the downtown area.

#### Phase 2 - Preparedness

1. Provide briefing sessions for emergency response and property management personnel to review the Houston Downtown Emergency Plan.
2. Test the Emergency Radio Network (announced and unannounced) to ensure readiness.
3. Maintain a key contact list of every major property and employer in downtown.

#### Phase 3 – Response

1. It is anticipated that the Houston Downtown Management District (HDMD) will initiate communications with downtown properties within 48 hours of an anticipated event to encourage them to make preparations based on latest information available from authorities and their property emergency response plans and establish names of the individuals staying at the property.
2. HDMD will inventory properties to confirm property preparations and needs for assistance.
3. The Downtown District, along with the City of Houston will be responsible for the preparation of the public areas within downtown.
4. Prior to an anticipated hurricane, HDMD will move its Operations Center (1119 Milam – (713) 223-2003) into “Emergency Coordination Center” mode.
5. Prior to an anticipated hurricane, HDMD will request removal and storage of any unattached objects from the street that could become airborne.
6. The Emergency Radio Network will be activated by either HDMD or H.P.D, and supplemental contact to entities not on the radio network will be made by telephone as service permits.
7. Central Houston/Downtown District (CHI/HDMD) will provide contact to the City of Houston Emergency Center (HEC) (via radio if activated).

#### Phase 4 – Recovery

1. HDMD will also provide a damage assessment regarding public spaces within downtown. This will include streets, parks, sidewalks, streetlights, traffic lights, and signage.
2. HDMD will be responsible for restoration of all street improvements as covered by the maintenance agreement between City of Houston and HDMD. This will include street furniture, street trees,

- wayfinding signs, banner poles and information kiosks. (City of Houston Public Works and Engineering will be responsible for restoration of traffic lights and regulatory signage.)
3. Debris cleanup in the public spaces is the responsibility of the City of Houston and HDMD.
  4. Provide properties and employers with guidance on traffic control for return.
  5. Restore normal services.
  6. In the aftermath of an emergency event, HDMD will make no public statements as to the status of a property without proper authorization from listed emergency personnel for that property. Efforts to speed the downtown recovery process may greatly depend on a property's ability to properly notify HDMD by both radio response and the completion of the property damage report attached to this document.

## **VII. ROLE OF OTHER AGENCIES AND CITY DEPARTMENTS**

The following represents the role and duties for the listed agencies and departments.

### **A. Houston Police Department (H.P.D.)**

1. Manage Emergency Mobilization of Downtown Streets. This includes effecting appropriate street closures and facilitating the downtown evacuation plan prior to, or during an event. (See "Types of Actions", pages 8-10)
2. Establish barricade perimeters and entry check points after an event. (See Appendix B)
3. Check photo identification for personnel venturing into "restricted" areas of downtown.
4. Provide personnel to staff the Emergency Coordination Center (as needed) at 1119 Milam during Post-Event recovery.
5. Provide resources for fulfilling requests to block off streets to effect post-event repairs.
6. Provide traffic control on downtown streets where needed.
7. Maintain order on downtown streets in the aftermath of an event.

### **B. Public Works and Engineering (PW&E)**

1. Effect debris removal from downtown streets after an event.
2. Facilitate replacement/repairs to traffic control lights as needed.
3. Monitor water availability, pressure, and quality.
4. Provide permitting to facilitate property repairs (street/sidewalk closures & structural engineering).
5. Provide personnel to staff the Emergency Coordination Center (as needed) at 1119 Milam during Post-Event recovery.

### **C. Metropolitan Transit Authority (METRO)**

1. Provide personnel to staff the Emergency Coordination Center (as needed) at 1119 Milam during Post-Event recovery.
2. Provide information regarding availability of Bus and Light Rail operations to downtown businesses.
  - a. Prior to event (based on early closures and dismissals)
  - b. Service levels, availability, and timetables after an event
  - c. Conditions and service levels at Park N Rides and HOV's.

**Appendix A – Emergency Evacuation**  
**Designated Downtown Sectors & Assembly Areas (see attached map)**

**Sector A** – Area between Rusk and Polk East of Main

Discovery Green Park area between:

- 900-1000 block of Crawford
- 1600-1700 block of Walker
- 1600-1700 block of Dallas
- 900-1100 Avenidas de las Americas

**Sector B** – Area between Commerce and Rusk, East of Main

Minute Maid Park area between:

- 2000-2300 block of Congress
- 2000-2300 block of Texas
- 300-500 block of Chartres
- 300-500 block of Dowling

**Sector C** – Area between Buffalo Bayou and Preston, West of Main

Main Street Bridge Area (beneath bridge):

- 100 block of Main and north

**Sector D** – Area between Preston and Texas, West of Main

U.S. Post Office Area:

- 401 Franklin
- 300 Washington Avenue (area beneath freeway)
- 300 Preston (area beneath freeway)

**Sector E** – Area between Texas and Rusk, West of Main

Fonde Recreation Center (Use Capitol and Rusk Bridges):

- 110 Sabine

**Sector F** – Area between Rusk and Bell, West of Main

Sam Houston Park/ Allen Parkway:

- West of 800 Bagby
- Along Allen Parkway
- Points West to Eleanor Tinsley Park (1400 Allen Parkway)

**Sector G** – Area between Bell and Pierce, West of Main

Pierce Elevated:

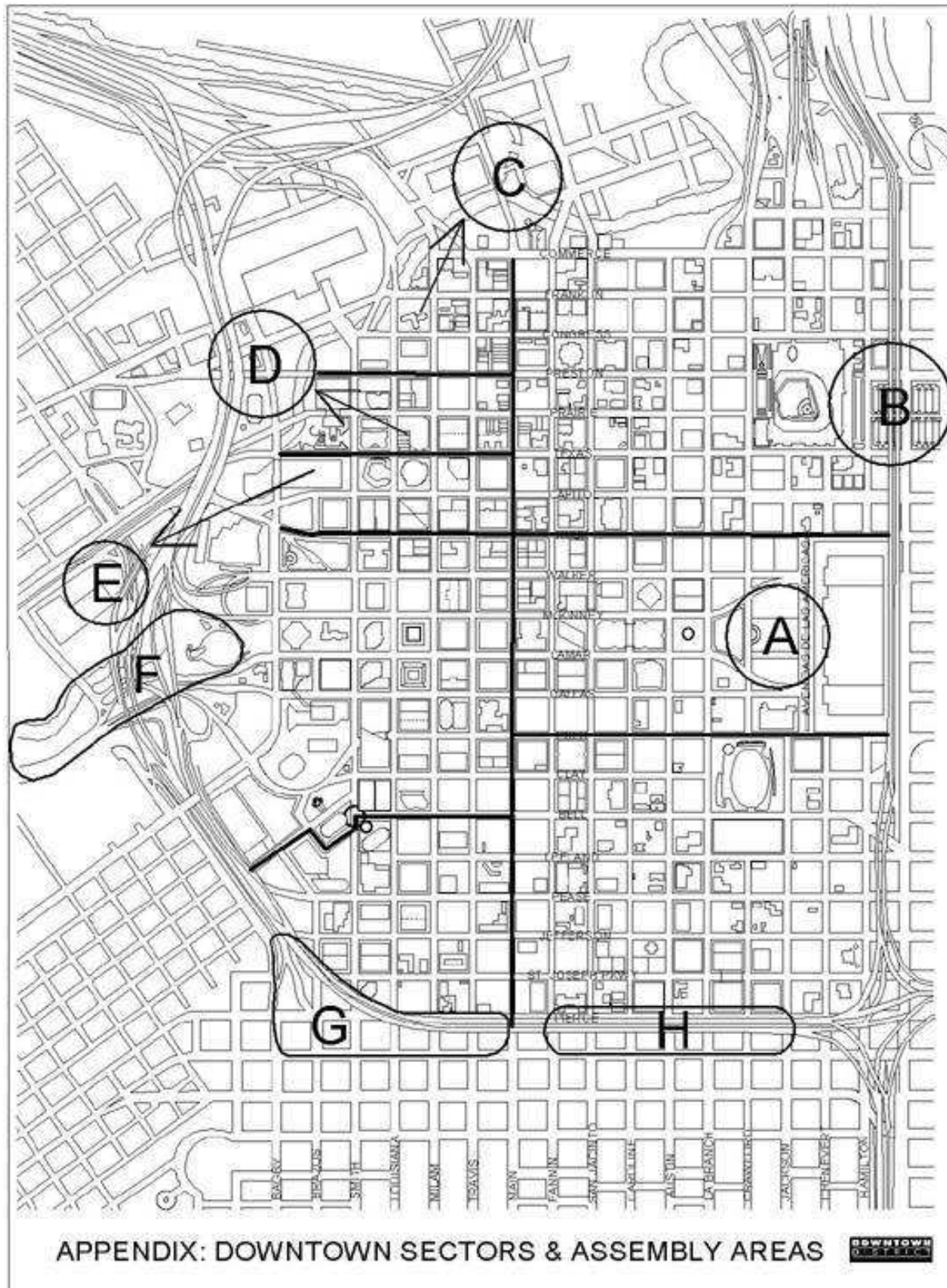
- 600-900 blocks (area beneath freeway or south)

**Sector H** – Area between Polk and Pierce, East of Main

Pierce Elevated:

- 1000-1600 blocks (area beneath freeway or south)

### Appendix A - Emergency Evacuation Sectors and Assembly Areas Map



## **Appendix B – Houston Police Department** **Emergency Mobilization, Closure and Evacuation Plan**

The Houston Police Department's Special Operations Division has developed emergency downtown closure and evacuation procedures in the event of a disaster or emergency in the Central Business District.

In the event of a disaster or emergency in the Central Business District, safety of emergency personnel, citizens and protection of property will be of paramount concern. In the interests of safety and protection of property, a closed perimeter may be instituted. The decision to institute such perimeters will be determined by police commanders, city government, the affected property owners/managers, and/or the City Office of Emergency Management, as is appropriate based on the circumstances. Once instituted, perimeters will block all non-emergency and non-essential personnel, including vehicles and pedestrian traffic from entering the Downtown Central Business District.

All non-essential personnel will be evacuated from within the perimeter, as is prudent for safety reasons based on the nature of the incident and the duration of the emergency. A checkpoint(s) will be established wherein all persons and vehicles, emergency or otherwise, will only be allowed to enter the restricted area with appropriate identification. At a minimum, the checkpoint(s) will be staffed by two (2) officers and one (1) sergeant at all times. They will be equipped with radios, mobile telephones, and a checkpoint log. Initially, only emergency personnel and **essential** non-emergency personnel, with proper company identification, will be allowed access into the restricted area.

In the event of a hurricane or tropical storm, the danger from windblown objects and falling glass to pedestrians and motorists in and around the tall buildings in the downtown area could be extreme. This could prompt the police department, as a public safety measure, to restrict access to the entire Central Business District. The boundaries of this police perimeter would consist of Preston on the north, Bagby on the west, Jefferson on the south, and LaBranch on the east. Safety checkpoints will be established at LaBranch at Bell and Bagby at Rusk for emergency entrance to the area (see attached map Street Closures). Special Operations will patrol the sealed area with a minimum of four patrol units to deter any thefts. This would require 27 officers and vehicles and two sergeants with vehicles. The two checkpoints will require four officers with vehicles and two sergeants with vehicles. All buildings which would need personnel to operate should staff only the minimum persons to accomplish their mission (utilities, city offices, pipeline companies, etc.). These persons would pass through the checkpoints by presenting their building identification. No other persons will be allowed in the downtown area. A supervisor will be posted at each checkpoint. Each request for entry into the restricted area will be evaluated on a case-by-case basis by the supervisor at the checkpoint. The incident commander may establish specific guidelines for checkpoint supervisors to follow.

Generally, the following guidelines will apply:

- Photo identification will be checked whenever possible and will be required of all non-residents.
- A telephone will be available at the checkpoint for verifying information.
- A log will be kept of those entering and leaving the restricted area, including:
  - Identification information
  - Vehicle description
  - Stated reason for entry

In order for the checkpoint procedures to be truly effective, all persons leaving the area should do so through the same checkpoint that they entered.

The Central Business District emergency alert system would be activated by the Houston Downtown Management District at 713-223-2003. Base operations will be housed at the District's Operations Center (1119 Milam) and the Houston Emergency Center (H.E.C.).

Each company would be asked to provide emergency contact numbers.

All street people will be evacuated before the area is closed and will be apprised of the dangers of being in the downtown area. Shelters for those who are in need will be coordinated with the Houston Downtown Management District and the Houston Harris County Coalition for the Homeless.

### **News/media Relations**

All media personnel should be kept in the outer perimeter. They should have no access to the field command post or the primary staging area. Personnel from the department's Media Relations Unit should be used to set up a news center area within the outer perimeter.

### **Tactical vs. Strategic Considerations**

The Special Operations 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. Special Operations Division Captain or designee is in the best position to understand when a tactical decision may have an unfavorable long-term impact in the area.

In addition to information about the physical characteristics of the area of the emergency, the Special Operations Division Captain or designee can provide the IC with advice concerning availability of community resources, such as local contact persons or community leaders who may be of service in responding to the emergency. The Special Operations Division Captain or designee is in the best position to act as a liaison between the local citizens-leaders and the IC.

### **Liaison Officer to the Incident Commander**

The Special Operations Division Captain will assign a permanent liaison officer to the Incident Commander (IC) for the duration of the emergency. This liaison officer will be stationed near the IC.

The purpose of the liaison officer is to provide the IC with a readily available resource to obtain information or relay instruction.

### **Evacuation**

There are circumstances when the evacuation of all persons from a certain area of the city is required. The ultimate local authority to direct and control an evacuation rests with the Office of the Mayor.

Generally, all activities will be coordinated through the city's emergency operations center, which will serve as the source of all direction and control. In situations where immediate evacuation of an area is necessary the Incident Commander or the senior official should take prompt and appropriate action.

The role of the police in an emergency evacuation will usually be limited to the following:

- Designate or recommend evacuation routes
- Assist in evacuation by providing perimeter control and traffic control around the evacuation site and along the evacuation routes
- Provide normal law enforcement services and internal security for the evacuation site
- Provide security at designated shelters or reception facilities for evacuees
- Assist in warning the public of the necessity to evacuate by any means practical, such as public address systems of patrol cars.

### **Central Business District Evacuation**

The Central Business District Evacuation Plan has been formulated in order to address a weapons of mass destruction occurrence or catastrophe causing a complete power outage in the downtown area. This plan addresses the traffic issues related to no operational electronic traffic devices and safely evacuating citizens out of the Central Business District (CBD). In the event all power has been lost in the CBD, all available resources will have to be contacted and utilized in order to fill the necessary traffic posts illustrated on the attached map. Primary and secondary streets out of the CBD have been identified and traffic posts have been prioritized (see attached map Primary and Secondary Street Evacuations).

There are nine (9) primary streets out of the CBD providing destinations in every direction of travel. It is essential to initially staff the traffic posts associated with these streets, in order for this plan to be effective. The traffic posts should be staffed beginning from the outermost position first. There are approximately 40 positions. Once these positions are filled, the next 42 traffic posts on the primary streets should be assigned.

After the primary street traffic positions are filled, six secondary streets have been identified and should be staffed in order to alleviate the high traffic. These traffic posts should also be filled from the outermost positions first. There are approximately 27 positions. Once these positions are filled the next 14 traffic posts on the secondary streets should be assigned.

There are a total of 122 traffic positions necessary to staff both the primary and secondary streets exiting the CBD. The resources necessary to implement this plan involve on-duty officers assigned to the Special Operations Division. Additional manpower would come from on-duty units assigned to Central, South Central, Mobility Incident Management, and the Marshal Division. The Metro Police Department would assist at all designated "Park and Ride" locations throughout the CBD. In order to facilitate the pedestrian traffic, citizens who use the Metro "Park and Ride" service, would be instructed to their same departure location.

**Appendix B – Houston Police Department**  
**Emergency Mobilization, Closure and Evacuation Plan**  
**Primary and Secondary Outbound Streets**

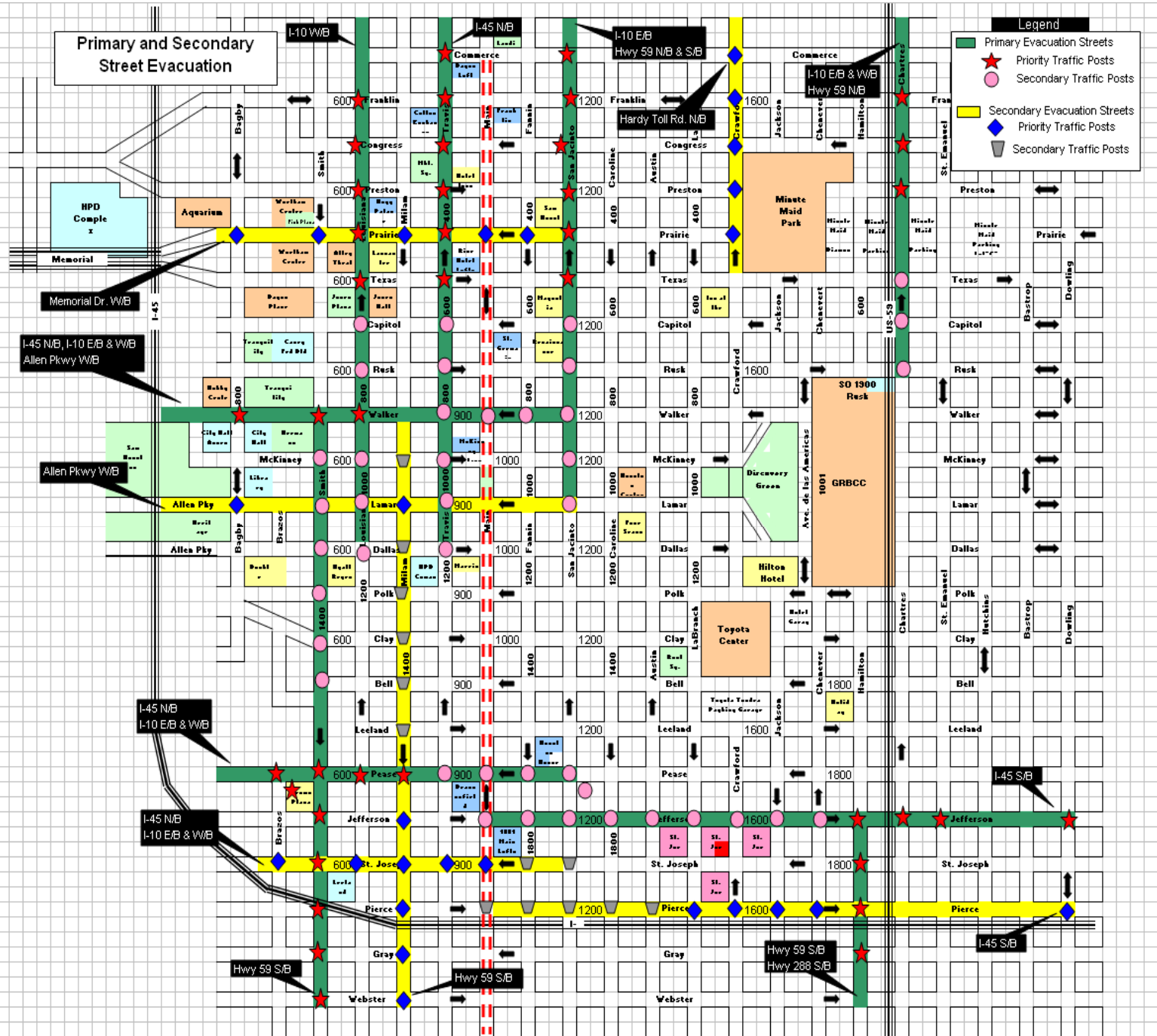
**Primary Streets Outbound from Central Business District**

<b>Street</b>	
<b>Louisiana</b>	I-10 W/B
<b>San Jacinto</b>	I-45 N/B
<b>Chartres</b>	I-10 E/B, Hwy 59 N/B and S/B
<b>Jefferson</b>	I-10 E/B and W/B
<b>Hamilton</b>	Hwy 59 S/B, Hwy
<b>Smith</b>	Hwy 59 S/B
<b>Pease</b>	I-45 N/B, I-10 E/B and W/B
<b>Walker</b>	Allen Pkwy W/B, I-45 N/B, I-10 E/B and W/B

**Secondary Streets Outbound from Central Business District**

<b>Street</b>	
<b>Prairie</b>	Memorial Drive W/B
<b>Lamar</b>	Allen Parkway W/B
<b>St. Joseph Parkway</b>	I-45 N/B, I-10 E/B and W/B
<b>Milam</b>	Hwy 59 S/B
<b>Pierce</b>	I-45 S/B
<b>Crawford</b>	Hardy Toll Rd. N/B

## Appendix B – Houston Police Department Emergency Mobilization, Closure and Evacuation Plan Primary and Secondary Street Evacuation



**Appendix B – Houston Police Department**  
**Emergency Mobilization, Closure and Evacuation Plan**  
**Street Closures (Area Wide Emergency)**

Closing all inbound streets to the Central Business District

**WEST SIDE**

# of officers

- 1 Gulf Fwy feeder @ Andrews
- 1 Gulf Fwy feeder @ west Dallas (west side barricade)
- 1 Gulf Fwy feeder @ west Dallas (east side barricade)
- 1 West Dallas @ Clay
- 1 Allen Parkway inbound from McKinney (barricade)
- 1 McKinney @ Bagby
- 2 Rusk @ Bagby (also check point)
- 1 Bagby @ Texas
- 1 Bagby @ Preston

**NORTH SIDE**

- 1 Preston @ Smith
- 1 Preston @ Milam
- 1 Preston @ Main
- 1 Preston @ Fannin
- 1 Preston @ Caroline

**EAST SIDE**

- 1 LaBranch @ Capitol
- 1 LaBranch @ Walker
- 1 LaBranch @ Lamar
- 1 LaBranch @ Polk
- 2 LaBranch @ Bell (also checkpoint)
- 1 LaBranch @ Pease

**SOUTH SIDE**

- 1 Jefferson @ Austin
- 1 Jefferson @ San Jacinto
- 1 Jefferson @ Main
- 1 Jefferson @ Travis
- 1 Jefferson @ Louisiana
- 1 Jefferson @ Howe

Closing all inbound streets into the Downtown Central Business District would require 29 officers and two sergeants, plus four units as roving patrols, for a total of 31 officers and four sergeants, requiring 29 patrol cars and four sergeant cars.

## Appendix B – Houston Police Department Emergency Mobilization, Closure and Evacuation Plan Street Closures



## **Appendix C – Frequently Asked Questions – Hurricane/Tropical Storm**

In preparing for an emergency, there are a number of frequent questions that are addressed below:

### **A STORM MAY BE COMING, HOW SHOULD I PREPARE?**

- Review your corporate or property emergency plan.
- Notify your wardens of the pending emergency and have them review their responsibilities.
- Notify the District (713-223-2003) of any changes in your primary responders.
- Review the Downtown Houston Emergency Response Plan including the Hurricane Preparedness Timeline (pages 5-7) and Checklist (Appendix D)
- Ensure that your two way radio is functioning on the emergency frequency provided by the District.

### **WHAT CAN I DO TO MINIMIZE MY PROPERTY DAMAGE?**

- Secure all roof top materials and objects.
- Remove and store any unattached objects from the street that could become airborne.
- Where appropriate, secure exposed glass i.e. tape, plywood, etc.
- Property may wish to consider sandbagging all doorways in a water related event.
- Property may want to consider stockpiling plywood and sandbags.

### **SHOULD I INFORM ANYONE OF PERSONNEL STAYING ON PROPERTY?**

- Yes, prior to the event, you should notify the District of **all** personnel remaining on property. (713-223-2003)

### **PRIOR TO AN EVENT, HOW DO I NOTIFY THE DISTRICT?**

- Email [chuck@downtowndistrict.org](mailto:chuck@downtowndistrict.org) and [ljohnson@downtowndistrict.org](mailto:ljohnson@downtowndistrict.org) .
- Fax 713-223-1003, Operations Center 713-223-2003, 24-Hour Emergency Line 713-571-7917

### **DURING AN EVENT, HOW DO I REPORT ANY EMERGENCIES?**

- Report any emergencies that occur during an event to H.P.D. by dialing 911.

### **WHEN WILL THE DOWNTOWN EMERGENCY RADIO NETWORK BE ACTIVATED?**

- The system is tested regularly throughout the year.
- By agreement with the Houston Emergency Center, we may conduct a final test of the system 24 hours before an anticipated emergency.
- As a general rule, the radio network is **not** active during emergencies.
- The District's goal is to be on air within a reasonable period of time (4 hours or less) after an emergency has been declared over by the Houston Emergency Center.

### **THE EMERGENCY HAS PASSED. WHAT SHOULD I DO?**

- Respond to the activation of the Downtown Emergency Radio System.
- Refer to the Downtown Houston Emergency Response Plan, which includes the Hurricane Emergency Preparedness Timeline (pages 5-7) and Checklist (Appendix D)
- Make an assessment of property damage and communication capabilities.
- Make a damage assessment of any public space adjacent to your property.
- When contacted, report your critical or most pressing need.

## **Appendix D – Hurricane/Tropical Storm Preparedness Checklist**

Each property is responsible for emergency event preparation according to their property emergency response plan including such items as securing all roof top objects, sandbagging needed locations, securing exposed glass and training.

Please consider the following checklist items as you prepare for the upcoming hurricane season.

- Standby Contractors (i.e. – glass, scaffolding, etc.)
- Standby structural engineering assessment capability
- Out of town standby resources
- Identification of contractors
- Emergency plan for property
- Review essential personnel and responsibilities
- Review contact lists (Phone/email lists)
- Rideout teams and provisions
- Tenant communications
- Communication w/ HDMD
- Secure property (flying objects)
- Secure construction sites
- Building Access/Security post storm
- Equipment (Barricades, Sandbags, etc.)
- Attic stock (Glass, plywood, etc.)

## Appendix D – Hurricane/Tropical Storm Damage Assessment Report

All properties in downtown will be asked to provide a damage assessment report to HDMD within 24 hours of a major event to assist. **A report should be made even if no damage is experienced.** Please return completed form via fax or email. HDMD will establish a communication system for reporting if telephone or email systems are inoperable.

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

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?  
 \_\_\_\_\_

**Estimated hours to resumption of business operations?** \_\_\_\_\_

Return to:

HDMD Operations - 1119 Milam - 77002  
 (713) 223-2003  
 (713) 571-7917 – 24 Hour Emergency Line  
 (713) 223-1003 – Fax  
 Chuck Jackson, Director of Operations  
[chuck@downtowndistrict.org](mailto:chuck@downtowndistrict.org)  
 Scott Finke, Assistant Director of Operations  
[scott@downtowndistrict.org](mailto:scott@downtowndistrict.org)  
 Laura Johnson, Asst. Dir. of Special Projects  
[ljohnson@downtowndistrict.org](mailto:ljohnson@downtowndistrict.org)