

Capital Area Shelter Hub Plan

**Final Document for 2006 Hurricane Season
Version 10
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**Developed by:
City of Austin,
Travis County, and
Williamson County
Offices of Emergency Management
for
The Capital Area**

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II. Assumptions:

- A. When major hurricanes strike the Texas coast, residents will flee inland.
- B. The State of Texas has been divided into various “Shelter Hubs”. The Capital Area has been designated as a shelter hub for the following areas:
1. Matagorda Area – Primary Shelter
 2. Houston Area – Overflow Shelter
 3. Corpus Christi Area – Overflow Shelter
- C. It is impossible to predict the number of evacuees who will seek shelter in the Capital area. Thus, this plan is designed to be scalable and rapidly deployable.
- D. In Category I-III hurricanes, the Capital Area may need to shelter a small number of evacuees. In the past, such storms have generated fewer than 400 evacuees.
- E. In a catastrophic Category IV or V hurricane, the Capital Area may need to shelter 20,000 or more evacuees. During Hurricane Rita in 2005 more than 18,000 evacuees sought refuge in 53 Travis and Williamson County shelters.
- F. It is anticipated that the Capital Area Shelter Hub can shelter a maximum of 25,000 hurricane evacuees. Of this total, 800-1,000 evacuees may be housed in the Hub’s Special Medical Needs shelter.
- G. Evacuees may enter the Austin area from several directions, including:
1. Matagorda and Houston evacuees:
 - US 290
 - TX 71
 2. Corpus Christi evacuees:
 - IH 35
 - US 183
 3. Additionally, evacuees may take a number of smaller routes in an effort to avoid congested evacuation routes:
 - SH 79
 - Other local roads

H. Typically, 10 percent of evacuees seek public shelter. Thus, 250,000 or more persons may travel in and through the Capital area. These persons may need:

- Directions
- Fuel and Repairs
- Food
- Medical Assistance

I. Operating under a Unified Command structure, the American Red Cross, the shelter owner (school), and local government will operate all “official” local shelters.

J. When needed, the Austin-Travis County Health and Human Services Department will operate one or more Special Medical Needs shelters.

1. It is anticipated that many evacuees with minimal special needs and adequate caretakers (State Level I & II) can be housed in general population shelters.
2. Evacuees requiring significant medical assistance (State Level IV & V) will be handled by facility to like-facility agreements outside of this plan.
3. The local Special Medical needs Shelter(s) will house only those State Special Needs Level III evacuees as well as Level I and II evacuees who do not have adequate caregivers.
4. A copy of the State Care Levels is shown as Appendix 2 to this plan.

K. Under the State of Texas “point-to-point shelter system,” The Capital Area Shelter Hub will reserve shelter space for a maximum of 7,000 evacuees from various communities in Galveston County.

1. These spaces will be for evacuees who do not have their own transportation.
2. The involved Galveston County communities are responsible for transporting their respective evacuees to the hub and for their return home.
3. The involved Galveston County communities will provide additional staffing support and supplies for shelter operations.
4. A detailed procedure for this point-to-point system is shown as Appendix 1 to this plan.

L. Due to logistics and liability issues, the establishment of other “Ad-hoc” shelters (church, community organizations, etc.) will be discouraged.

1. Organizations desiring to open a shelter for general evacuees will be encouraged to assist in existing shelter operations.
2. Organizations that open a shelter for pre-designated evacuees (e.g. local church hosts evacuating church):
 - a) Should be prepared to provide logistical support
 - b) May receive food and ice from the Shelter Hub Logistics Center during power outages, if supplies are adequate. This must be pre-approved and requesting agency must provide its own transportation.

M. No plan can anticipate all situations and contingencies. Therefore, this plan is designed as a flexible guideline to assist in organizing reception operations in the Capital area. It is likely that it will be modified and adapted to real-time conditions.

N. This plan encompasses shelter facilities throughout Travis and Williamson Counties. Other Counties along inbound transportation routes and served by the Capital Area Council of Governments will serve as pass-through counties.

O. The key features of this plan can be adapted for use in non-hurricane evacuations and other emergency situations.

III. Concept of Operations:

A. Shelter Classification and Capacity:

1. Core Shelters: Facilities that are normally used in shelter operations.
 - a) High Schools
 - b) Middle Schools
2. Secondary Shelters: Facilities that are not normally used as shelters due to facility size and capabilities.
 - a) Churches
 - b) Other Schools
3. Conditional Shelters: Facilities that may be used under certain conditions. This includes facilities that may have competing uses.
 - a) Recreation Centers
 - b) Other large public facilities (Convention Center, Frank Erwin Center, Palmer Events Center, etc.).

B. American Red Cross will pre-establish shelter agreements for the use of Core Shelters and certain Conditional Shelters. These agreements include an addendum that indicates that the Capital Area Shelter Hub Plan and system shall be employed during large-scale sheltering events. A Shelter Agreement Addendum is shown as Appendix 3 to this plan.

C. An interagency planning team has surveyed all pre-designated core and conditional shelters. It is estimated that Travis and Williamson Counties have the staffing and physical capacity to house a maximum of approximately 25,000 evacuees in hurricane shelters.

D. A list of potential core shelters is shown as Appendix 10 to this plan. Note: Not all shelters will be available or utilized for a specific evacuation.

IV. Agency Responsibilities:

A. Schools and owners of shelter facilities:

1. Providing trained members of the shelter management team and functioning as shown in the Shelter ICS Diagram, Appendix 4 to this plan.
2. Providing shelter and logistics facilities
3. Providing shelter facility/maintenance staff
4. Providing food and food service staff
5. Providing shelter law enforcement (if School District has its own Law Enforcement Organization).
6. Providing additional staff for shelter operations

B. Local and County Government:

1. Providing trained members of the shelter management team and functioning as shown in the Shelter ICS Diagram, Appendix 4 to this plan.
2. Coordinating shelter logistics requests
3. Coordinating public notification of shelter locations
4. Managing traffic control and routing in conjunction with Law Enforcement
5. Providing staff assistance in shelter operations

- C. School District, Local, County and State Law Enforcement Agencies:
 - 1. Providing shelter traffic routing
 - 2. Providing shelter law enforcement
 - a) Primary: Law Enforcement Agency for School District (e.g. AISD Police)
 - b) Secondary: Local jurisdictional Law Enforcement Agency.
 - c) Tertiary: Sheriff/Constables/DPS/
 - d) State Law Enforcement Agencies

- D. The American Red Cross:
 - 1. Providing trained members of the shelter management team and functioning as shown in the Shelter ICS Diagram, Appendix 4 to this plan.
 - 2. Operating area shelters in concert with shelter agreements and this plan
 - 3. Operating the Shelter Logistics Center, if not operated by the State of Texas
 - 4. Distributing back-up food supplies to shelters when needed.

- E. City of Austin, Travis County, and Williamson County Offices of Emergency Management
 - 1. Development and maintenance of the Capital Area Shelter Hub Plan

- F. City of Austin Government:
 - 1. Developing and executing of various agreements and/or memorandums of understanding needed to implement the Capital Area Shelter Hub Plan. This includes agreements with coastal communities for point-to-point sheltering.
 - 2. Establishing and Coordinating the Hub's Joint Information Center as part of the Area Command Function at the Austin-Travis County EOC.

- G. City of Austin and Travis County Offices of Emergency Management:
 - 1. Establishing and operating of the Austin-Travis County Emergency Operations Center as Area Command for the Shelter Hub System
 - 2. Coordinating shelter surveys and maintaining the database of potential shelters

- H. Neighboring (pass-through) Counties:
 - 1. Coordinating and communicating with the Austin- Travis County EOC on all hurricane-related issues.
 - 2. Providing support and assistance to evacuees who become stranded en-route to Hub Shelters in Travis and Williamson Counties.
 - 3. Operating “Shelters of Last Resort” for persons stranded on roadways.
 - a) Note: Unless coordinated through Area Command, shelters in these counties are not coordinated or staffed as a part of the Hub system.
- I. Governmental organizations in evacuating Counties:
 - 1. Providing information to evacuees about what to bring to the shelter hub when they evacuate.
 - 2. Providing information to evacuees about what route(s) should to take and how to reach the Capital Area Shelter Hub and other Shelter Hubs.
- J. Point-to-Point Evacuating Counties:
 - 1. Establishing Interlocal Agreements with the Hub, through the City of Austin, for point-to-point sheltering.
 - 2. Providing transportation, staffing, supplies and following procedures outlined in Appendix 1 to this plan
- K. State of Texas:

Upon request of Area Command at the Austin-Travis County EOC:

 - 1. Providing estimates of the number of evacuees en-route to the Hub
 - 2. Providing and pre-staging of food and supplies for evacuees.
 - a) Note: This food will be used for backup purposes in case a shelter cannot prepare food.
 - 3. Providing a State team for Logistics Center operations
 - 4. Providing State shelter management teams to supplement local resources. All teams will function as outlined in this plan.
 - 5. Providing State facilities for Special Needs evacuees

V. Shelter Hub System Management and Coordination:

A. The City of Austin, Travis County, and Williamson County Offices of Emergency Management are jointly responsible for the development and maintenance of the Capital Area Shelter Hub Plan.

B. The Austin-Travis County Emergency Operations Center will serve as Area Command for regional shelter hub operations. In addition to carrying out general EOC functions, the EOC will:

1. Serve as an EOC for Travis and Williamson Counties. The Williamson County Office of Emergency Management will coordinate Williamson County staffing.
2. Serve as the regional school coordination point. The Central Texas School Safety Consortium will provide staffing.
3. Serve as the Regional Mutual Aid Coordination Center for the CAPCOG Region. Staffing will be provided as described in the RMAC plan.
4. Serve as the Disaster District Coordination Center for DPS Disaster District 6B. Staffing will be provided by the State of Texas, Department of Public Safety.
5. Serve as the Disaster Operations Center for the Central Texas Chapter of the American Red Cross. The American Red Cross will provide staffing.
6. Serve at the Joint Shelter Staffing Center for Hub Shelters in Travis and Williamson County shelters.
7. Serve as the Joint Information Center for all Shelter Hub activities.
8. Serve as the informational coordination point between evacuee pass-through counties and Area Command at the EOC. LCRA will provide communications equipment. San Marcos and/or Hays County Emergency Managers will provide staffing for this EOC position.

C. Shelter Strategy and Operation Phases:

1. General:
 - a) Public Shelters will open one-at-a-time along pre-designated shelter routes. Traffic will be directed to the appropriate shelter route and to the appropriate exit by sign and radio.
 - b) Shelters for persons with livestock as well as trailers and campers will be established in all phases. Radio information will guide these persons to the appropriate shelter.

c) Expedient Shelters, designed to house persons who may be stuck on the highway as the storm passes through the Austin area, will be opened if needed. These shelters have been pre-identified and are located on routes closest to the incoming traffic.

2. Operations Phases:

a) Phase I: Limited Evacuation - In this situation, one or two shelters are satisfactory for housing all evacuees

(1) Priority for opening shelters will begin with non-campus school facilities. As such, a shelter will be opened at the Austin Independent School District (AISD) Delco Center.

(2) The Red Cross will post signs at Reagan High School and school staff will be notified of Delco shelter location. These signs are necessary as Reagan High School was used as the main shelter in earlier versions of the shelter plan.

(3) A shelter at LBJ High School may be opened, if needed, for overflow.

(4) Evacuees with large animals will be directed to the Travis County Exposition Center (Expo Center) located at 7311 Decker Lane.

(5) If needed, a shelter will be opened at the Expo Center for animal owners/caretakers.

(6) If needed, the Expo Center shelter can be used for limited overflow of evacuees from the Delco Shelter. However, priority for those shelter spaces must be reserved for persons who arrive later with large animals.

(7) A limited number of persons with trailers and motor homes may be housed at the Delco Center. Overflow will be sent to the Expo Center.

(8) Formal Shelter Setup and Opening Task Forces will not be employed.

(9) Preparations will be made to open Phase II Shelters

b) Phase II: Significant Evacuation - In this case, several shelters may be needed to house evacuees. This operation is likely during a Category III or IV storm having an uncertain impact area.

(1) When the Phase I Delco Center shelter nears capacity, evacuees will be directed to the shelters near the Delco Center. These will typically include:

- (a) LBJ High School
- (b) Reagan High School
- (c) Webb Middle School
- (d) Lanier High School
- (e) Burnet Middle School
- (f) McNeil High School

(2) Persons with Campers and Trailers will be sent to the Expo Center. Overflow may be directed, if needed, to the Round Rock Stadium, 10211 West Parmer Lane, Austin 78717.

(3) The Expo Center will be utilized for persons with large animals. The EOC will coordinate additional sites for large animals throughout the region.

(4) Shelter Setup and Opening Task Forces will be employed.

(5) Consideration will be given to opening the Round Rock Stadium Logistics Center and requesting State logistics resources.

(6) Appropriate preparations will be made to expand into Phase III operations.

c) Phase III: Major Evacuation - This will provide the maximum use of all area core shelters. This operation is likely in a Category IV or V hurricane when coastal residents heed evacuation orders.

(1) The Round Rock Stadium Logistics Center will be opened. Backup meals and supplies will be requested from the State of Texas.

(2) An expanded system will be utilized for persons with large animals. This system is outlined as Appendix 5 to this document.

(3) Persons with campers or trailers will be directed to:

- (a) The Travis County Expo Center
- (b) Round Rock Stadium

(4) Shelter tiers will be opened in a sequence appropriate to the event. Typically:

- (a) US 183 N to Liberty Hill
- (b) Mopac South of US 183

(c) IH 35 North and South Note: This sequence will depend upon whether sites reserved for point-to-point shelters are available for general use. Also, if the hub reaches capacity, overflow will be directed to other counties North or South along IH35.

(d) Note: Shelters in the southwestern portion of the hub are reserved for point-to-point operations. If not needed for point-to-point evacuees, they may be used for general population evacuees. These shelters typically will be opened as part of IH35 South shelter operations.

(5) Conditional Shelters may be considered as needed.

(6) If needed, IH35 or Ed Bluestein Boulevard will be used to route evacuees between the North and South shelter zones.

d) Phase IV: Catastrophic Evacuation - This will occur only when evacuees from a major event overwhelm the Austin area. Conditional and Secondary shelters will be utilized. Note: The Shelter Hub is considered "full" at the conclusion of Phase III and remaining evacuees will be routed to other hubs. This component of the plan ONLY will be considered for use when there is an overwhelming humanitarian need to open additional shelters. It is understood that it is unlikely that the hub will have the staff and resources required to operate these facilities.

(1) Whenever possible, large conditional shelters with adult facilities will be used first.

(2) Whenever possible, routing techniques that re-trace the main routes to core shelters will be used.

VI. Evacuee Information and Routing:

A. Overview:

1. All Shelter Information Systems will be focused on:

a) Getting evacuees to the correct shelter route

b) Advising evacuees to watch for signs showing the specific shelter exit

c) Advising evacuees to listen to Highway Advisory Radio Stations and KLBJ (590AM) for information in English and KINV (107.7) for information in Spanish

- d) Providing specific shelter information for persons with livestock or with trailers/campers
 - e) Advising persons to call the Austin Hurricane Information Hotline at (512) 974-1110 if they need additional shelter information
 - f) Advising persons not to call 9-1-1 unless they have a true emergency
2. Evacuating communities will advise their residents to:
- a) Evacuate to the Austin area using designated evacuation routes
 - b) Bring appropriate supplies for at least three days.
 - c) Watch for shelter marking signs and related information along evacuation routes
 - d) Listen to KLBJ Radio (590 AM) and KINV (107.7 FM) for instructions
 - e) Follow signs to the currently open shelter(s)

B. Joint Information Center: A Joint Information Center (JIC) will be established at Area Command in the EOC to coordinate region-wide shelter hub information.

1. The JIC will be coordinated by the City of Austin, Public Information Office.
2. The JIC will coordinate among governmental, school and Red Cross public information officers.
3. Representatives of the above agencies and other partners, as appropriate, will staff the JIC.
4. Public information officers from all participating agencies and organizations will operate through the Joint Information System (JIS) and coordinate through the JIC (even when those PIOs are operating from a remote location).
5. The JIC will ensure that current information is distributed to key information sources such as:
 - a) The Media
 - b) AWACS Pager System
 - c) 3-1-1
 - d) 9-1-1
 - e) City Hurricane Hotline
 - f) 2-1-1
 - g) State PIO
 - h) Regional Liaison(s) from pass-through Counties in the

EOC.

- i) OEM Website and other partner websites
- j) Low-powered AM Radio Stations (Via EOC system and various transmitter “owners”)
- k) Changeable Message Signs (Via various sign “owners”)

6. The JIC will prepare and disseminate all Shelter Hub Press Releases.

7. The JIC will provide support to individual shelters that receive media inquiries and will coordinate media opportunities at various sites.

8. The JIC will ensure that key information is properly interpreted into other languages.

C. Highway Advisory Radios: City and TXDOT owned low-powered Highway Advisory Radio (HAR) stations will be placed near major routes leading into Austin.

1. In Phase I:

- a) These stations will direct all evacuees to Delco Center for shelter or additional evacuation information.
- b) Information will be provided in English, Spanish and Vietnamese

2. In Phase II, III and IV:

- a) These stations will direct evacuees to follow US183 North and watch for Hurricane Shelter signs. (Alternate directions will be provided if other shelter zones are used)
- b) People with livestock will go to the Exposition Center. Directions will be included in the message
- c) People with campers or trailers will go to the Exposition Center or to the Round Rock Stadium (per EOC direction); which will be included in the message
- d) Monitor KLBJ 590AM and KINV for real-time shelter and evacuation information
- e) Call (512) the Austin Hurricane Hotline at 974-1110 if they need additional information that is not provided via HAR or commercial radio.
- f) Information will be provided in English, Spanish and Vietnamese

D. Commercial Radio and Television Information:

1. The EOC will provide information to all participating radio and television networks
2. KLBJ Radio (590AM) and KINV (107.7 FM) have agreed to provide 24 hour shelter information to the public
3. In Phase I
 - a) Information and directions will be provided as part of regular news programming
4. In Phase II, III and IV:
 - a) Depending upon the intensity of evacuation, information and directions will be provided:
 - (1) As special segments into regular newscasts (every ½ hour) or;
 - (2) As frequent interruptions to regular programming (every ¼ hour or more) or;
 - (3) As continuous hurricane coverage

E. Changeable Message Boards: Message boards and electronic changeable message signs owned and operated by local and state jurisdictions will indicate the following:

1. Message Boards in adjacent counties:

a) English:

Hurricane Evac Info
Tune to 590 AM
Follow This Route

b) Spanish (to be translated)

Hurricane Evac Info
Tune to 107.7 FM
Follow This Route

2. Electronic Message Boards in Travis County, near decision points:

a) English:

Hurr / Evac / Shelter
Tune To / 16xx AM / or 590AM
Follow ((route)).

b) Spanish: (to be translated)

Hurr / Evac / Shelter
Tune To / 16xx AM / or 107.7 FM
Follow ((route)).

F. State and Local Evacuation Hotlines:

1. State and Local Hotlines:

- a) The State 2-1-1 system, including the State Hurricane Hotline, will forward or refer questions about Capital Area Shelters and routing to (512) 974-1110 (Austin Hotline). 2-1-1 will NOT provide directions or specific information on open shelters.
- b) The Austin Hurricane Information Hotline 512-974-1110 will be operated by the City 3-1-1 system. This hotline will provide specific local shelter information.
- c) Austin's Hotline system will have a representative in the JIC at the Austin- Travis County EOC to ensure the Austin Hotline's operators have the current Shelter/ Special Needs information.
- d) The Austin Hotline will be prepared to provide information in English, Spanish, Vietnamese, and other languages as needed.
- e) Upon request, CERT Volunteers will provide additional staff for the hotline. The hotline will be supplemented with other City volunteers and staff if needed.

G. Shelter Information Center(s):

1. The Capital Area Shelter Hub Plan does not utilize a central Shelter Information Center. Evacuees should be able to receive information at any shelter in the system or by calling the local hotline at (512) 974-1110.
2. Additional Shelter Information Centers in pass-through counties:
 - a) Maintaining traffic flow from the coast is the highest priority. Shelter Information Centers, if established in other communities, must not restrict this flow in any way.
 - b) If Shelter Information Centers are established by the State of Texas or local jurisdictions in surrounding counties, their staff is responsible to maintain constant communications with the Austin-Travis County EOC. This will ensure that Shelter Information Centers have current information. The LCRA 900MHz radio system will be the primary communications network. Amateur Radio will provide backup communications if needed.

- H. Hotel, Motel, and Recreational Vehicle Park Information:
1. The Austin Convention and Visitor's Bureau (ACVB) will compile and manage information on available area-wide hotel and motel spaces. Their partners, hotels, motels and RV parks will provide this information.
 2. ACVB will post this information will be posted by ACVB on the Austin OEM website.
 - a) ACVB, using information provided by participating lodging facilities, will provide updates on a real-time basis. It is anticipated that this information will change frequently during an evacuation.
 - b) The public may access this information via the OEM website.
 - c) The media, local hurricane hotline, and all other information sources will have access to this information for direct provision to evacuees.

VII. Shelter Routes and Shelter Opening Sequence:

- A. During preparation for the event, Area Command at the EOC will confirm shelters that are available and those that will be used during a specific event.
- B. Shelters will be opened along a specific main route (e.g. US- 183 N, IH-35N, etc.)
- C. The "nearest shelter" on a designated route will be opened first. Then shelters will be opened, in sequence, further along the route.
- D. The Area Command Plans Section at the Austin-Travis County EOC will determine the specific shelter opening and route sequence
- E. Contraflow of US 290: The State of Texas has developed a plan to contraflow US 290. If this plan is implemented, contraflow may terminate at several points. Under extreme conditions, contraflow will end at Parmer Lane in the Austin area.
- F. Shelter Route Marking and Opening:
1. TxDOT, City of Austin, and Travis County Changeable Message Signs will be placed at key traffic exchanges.
 2. Mobile Shelter Exit Signs will be provided by Austin WPDR-Transportation.

3. One or more multi-agency, multi-jurisdictional Shelter Opening Task Forces will supervise routing of evacuees from the freeway exit to the shelter. These Task Forces also will assist evacuees in parking and in determining when the shelter is near capacity and needs to close. Task Forces will consist of Law Enforcement and Public Works personnel from Travis and Williamson Counties. This Task Force structure and responsibility is described in Appendix 7 to this plan.
4. Local fire units may, as appropriate, assist in this routing.

VIII. Shelter Setup and Operations:

A. Shelter Command and Management

1. Each shelter in the Capital Area will operate under a Unified Command System.
2. Unified Command at each shelter will consist of representatives from the American Red Cross, the shelter owner (school), and local government.
3. Among these agencies, primary operational responsibilities will be:
 - a) The shelter facility owner (School) – Facility Operations Branch
 - b) The American Red Cross – Evacuee Care Branch
 - c) The local government representative – Plans and Logistics Sections
4. If any agency is unable to respond with adequate qualified personnel, the other agencies designated in the command system, will be responsible to carry out all shelter functions.
 - a) Unified Command in each shelter will be responsible for:
 - (1) Overall management of the shelter
 - (2) Working as a co-equal team jointly making decisions for the shelter
 - (3) Organizing and supervising activities in the shelter
 - (4) Communicating with Area Command at the EOC
 - (5) Dealing with media (via EOC)
 - (6) Coordinating with the liaison from Point-To-Point communities
5. A comprehensive shelter incident command diagram is shown as Appendix 4 to this plan.

B. Shelter Setup

1. One or more Shelter Setup Task Forces will be established by Area Command. The Task Force system is described in Appendix 6 of this plan.

2. The designated Task Force will meet each shelter's Unified Command at the shelter 90 to 120 minutes before the anticipated arrival of evacuees.
3. Shelter Setup Task Forces will:
 - a) Reconfirm the shelter's capacity and layout, including the pet area and other support areas.
 - b) Provide the Shelter's Unified Command with a shelter management kit, medical supplies, and radio.
 - c) Provide the Shelter's Unified Command with EOC contact information and phone numbers.
 - d) Train the Shelter's Unified Command in radio operations.
 - e) Answer any questions that the Shelter's Unified Command may have.
 - f) Confirm that shelter command is in-place, operating under Unified Command, and prepared to accept evacuees.
4. Shelter Setup Task Forces will, at minimum, consist of the following personnel:
 - a) Task Force Leader (Austin Fire Department or other designated person)
 - b) Red Cross representative
 - c) Shelter Operations Specialist (Austin and/or other trained local government)
 - d) Pet Management (Austin-Travis County Health)

C. Shelter Staffing:

1. All persons working any part of the shelter system, whether paid or volunteer, must be representing the American Red Cross, Shelter Owner (school), or Local Government.
2. All other "spontaneous volunteers" will be sent to the Disaster Volunteer Resources Center (below) for training and assignment.
3. Shelter dormitory personnel shall represent the American Red Cross.

4. Shelter Management Personnel (Shelter Unified Command):
 - a) Shelter management personnel from the American Red Cross, Shelter Owners (schools) and Local Government will be required to complete the Capital Area Shelter Hub's Shelter Management Team training. Updates to this training will be provided annually.
 - b) Scheduling:
 - (1) Schools will schedule their own shelter management staff at each facility.
 - (2) A Joint Shelter Staffing Team will schedule Red Cross and Austin local government shelter management staff, which is part of the Logistics Section of the Austin-Travis County EOC.
 - (3) At local option, other (non-Austin) local government staff may be scheduled by a Joint Shelter Staffing Team or by the individual entity.
5. Spontaneous Volunteers and Other Shelter Staff:
 - a) A large number of (non-management) shelter workers will be required to operate the Hub shelters.
 - b) One or more Disaster Volunteer Resource Centers (DVRCs) will be established to rapidly recruit and train shelter volunteers.
 - c) The Joint Shelter Staffing Team at the EOC will determine shelter-staffing needs.
 - d) The DVRC(s) will contact and dispatch specific trained volunteers to shelters.
 - e) More than 2,250 shelter workers will be required to provide 10 workers in each of approximately 75 shelters on a 24-hour basis.
 - f) Details of this system are shown in the Disaster Volunteer Resources Center plan.
6. The Law Enforcement Coordination Team in the Austin-Travis County EOC will coordinate shelter Law Enforcement staffing. Specific assignments may be made by that team or may be tasked to the individual law enforcement agencies.
7. The Austin-Travis County Department of Health and Human Services will coordinate shelter pet-area staffing. Staffing of some individual sites may be delegated to staff in other communities.
8. Involved agencies, in conjunction with the Shelter Setup Task Force Coordinator in the EOC (Austin Fire Department), will establish staffing for the Shelter Setup Task Force(s).

9. Involved agencies, in conjunction with the Shelter Opening Task Force Coordinator (City of Austin Department of Public Safety and Emergency Management – PSEM)
10. Individual EOC organizations will coordinate EOC staffing for their respective organizations.

IX. Shelter Supplies and Logistics:

A. The complexity of major shelter operations makes external logistics support difficult. Thus, the shelter logistics system is designed to allow individual shelters to, whenever possible, support themselves. A centralized logistics system is established at the Area Command in the EOC to address global logistics issues and other situations that cannot be managed within the individual shelters.

B. Evacuee Support:

1. It is impossible for the shelter hub to supply large quantities of comfort items for evacuees. Thus, the hub will limit evacuee provisions to lodging, food, and restroom facilities. Showers may be available at some shelters.
2. Evacuees may choose to bring additional comfort items as long as they comply with shelter rules, do not disturb others, and do not occupy more than their allowed shelter space.
3. Evacuees have been instructed by coastal Offices of Emergency Management to bring their own bedding materials. Evacuees may desire additional cots, blankets, pillows, and towels.
 - a) The hub normally will not provide these items for “general population” evacuees.
 - b) The hub will provide these items for Special Medical Needs evacuees housed in a special needs shelters.
 - c) The originating community for point-to-point evacuees may provide these items.
4. Evacuees have been instructed to bring medicines, diapers, eyeglasses and other personal care items.
 - a) Evacuees, who need these items, are encouraged to purchase them locally.
 - b) The Hub system will advise the evacuees of available pharmacies and medical clinics that can assist them with their needs.

C. Meals for evacuees:

1. The shelter owner (school) normally is responsible for providing food for evacuees. This typically will be accomplished through regular school district food service operations for ordering, preparation and food safety as prescribed by law and outlined in school district policies.
2. The American Red Cross will provide meals if the facility does not have food preparation facilities and/or cannot obtain food from another resource.
3. When preparing for evacuees, schools will try to include 2-3 meals that do not require power for preparation. This food could support the shelter during possible power failures.
4. The State of Texas will provide “backup” food for use if food cannot be prepared at shelters due to power loss or other unusual situation. This food will be maintained at the Round Rock Logistics Center and will be released for use by the State in other areas once it is clear that the needs of the Hub’s evacuees are met.

D. General Shelter Resources:

1. Shelters that need general operational supplies such as toilet paper, paper towels, and cleaning supplies will attempt to obtain them through school district resources or purchase them locally. In the event that requested supplies are unavailable, those requests will then go through the Logistics Section at the EOC.
2. Shelters that need supplies that are unique to the shelter operation such as shelter registration forms will request them through the Logistics Section at the EOC.
3. Requests for local transportation that cannot be addressed within the shelter and all requests for “return home” transportation will be made through the Logistics Section at the EOC.
4. All requests for logistics support shall be made from the Shelter’s Logistics Officer to the EOC Logistics section. Logistics tracking numbers will be provided by the EOC for all requests. Logistics requests through other methods will not be accepted.

E. Resources Staging Area:

1. A Resources Staging Area (RSA) will be established during any situation that is likely to become a Phase III or IV event. It may be opened for Phase II events.
2. The RSA normally will be established at the Round Rock Stadium. Alternate sites may be selected by Area Command at the EOC if this site is not available or is inappropriate.

3. The Texas Military Forces will staff the RSA. Their staffing will be similar to that needed for a Type I Logistics Center. The RSA will be staffed and equipped to handle the logistics needs of up to 25,000 persons per day. If needed, a second logistics point will be established on the same site or at another location during Phase III and IV events.
4. If needed, Red Cross, other Hub volunteers, and Round Rock ISD personnel will provide supplemental staffing for this facility.
5. Round Rock ISD, to the extent possible, will provide forklifts, pallet jacks and necessary equipment for offloading and loading supplies
6. Williamson County Law Enforcement will provide Security for the facility.
7. The State of Texas will be asked to pre-position approximately 125,000 ready-to-serve meals and other supplies at the RSA.
 - a) These resources will be use only if shelters are unable to prepare food locally.
 - b) These resources will be released back to the State, for use in other areas, as soon as Capital Area hub needs are met.
8. Suppliers will transport supplies to the Logistics Center
9. The Texas Military Forces or other Hub resources will transport the supplies from the logistics center to the designated shelters for distribution.

X. Shelter Health, Safety and Medical Support:

- A. The fire department of each jurisdiction will inspect shelters within their respective jurisdictions for fire safety issues.
- B. Any type of fire or medical emergency should be reported immediately to 9-1-1. The EOC should be notified as soon as possible.
- C. Hurricane's can produce tornados. Shelter Unified Command is responsible for monitoring NOAA Weather Radio (typically found in the School Office) and direct evacuees to available Tornado Shelter areas when needed. NOAA Weather Radio information may be supplemented by media broadcasts and information from the EOC.

D. Shelter Medical Staffing:

1. Emphasis will be placed on evacuee “self-care.” Evacuees will be referred to appropriate pharmacies, physicians, clinics, and other medical facilities to meet their medical needs.
2. Shelters routinely will not be staffed with medical personnel.
3. Shelter Owners (Schools) are encouraged to have medical personnel on-site for the first few hours after the shelter opens to assist Unified Command. Additional medical staffing is at the discretion of Unified Command.

E. Shelters will have a list of pharmacies and urgent care centers for evacuee use.

F. Unified Command in each shelter will have a Shelter Management Medical Support Hotline number to call the EOC with questions/ problems. This is NOT for evacuee use. This hotline will be answered at the EOC and will be staffed by Health Department, EMS and other appropriate personnel.

G. Evacuees will have a Medical Information Line to assist with individual issues. This line will be an expanded function of the “ask a nurse hotline” (512) 972-4278 and will be staffed by Community Care Services personnel.

H. Public Health and Sanitation:

1. The Austin-Travis County Health Department, Williamson County Health Department, or health department of jurisdiction will inspect shelters within their respective jurisdictions for sanitation issues.
2. Information on public health and sanitation issues will be included in Shelter Management Kits. Managers should post the appropriate information and instruct evacuees on health-sanitation issues.
3. Any possible disease outbreak should be reported immediately to the Shelter Manager’s Medical Support Hotline for Health Department follow-up.

XI. Special Medical Needs Shelters:

A. The Austin-Travis County Department of Health and Human Services will operate one or more Special Medical Needs shelters. The Special Medical Needs Shelter(s) will house a maximum of 800-1,000 evacuees. Much of this capacity is reserved for Point-to-Point evacuees from Galveston County who may need medical assistance/care. Other evacuees who arrive at the Hub and require medical assistance will use the remaining capacity.

B. The State of Texas has created 5 categories for Special Medical Needs evacuees. State Care Levels are fully described in Appendix 2 to this plan.

1. It is anticipated that many evacuees with minimal special needs and adequate caretakers (State Level I & II) can be housed in general population shelters.
2. Evacuees requiring significant medical assistance (State Level IV & V) will be handled by facility to like-facility agreements outside this plan.
3. Schools that are part of the hub will not be used for like-facility agreements.
4. The local Special Medical needs Shelter(s) will house only those State Special Needs Level III evacuees as well as Level I & II evacuees who do not have adequate caregivers.

C. The Special Medical Needs shelter(s) will be operated and staffed in accordance with plans developed and maintained by the Austin-Travis County Health and Human Services Department.

D. Shelter operations and logistics will be fully coordinated with Area Command at the Austin-Travis County EOC.

E. The location Medical Special Needs shelter(s) will be selected and coordinated through Area Command at the EOC. All requests for City of Austin facilities will be reviewed and approved by the Austin City Manager. Potential sites for special medical needs shelters are:

1. Palmer Events Center
2. Austin Convention Center
3. A large State or private facility as requested by Area Command.

XII. Animals and Pets:

A. Large Animals (Livestock):

1. Evacuees with large animals initially will be instructed to go to the Travis County Exposition Center.
2. Additional large animals will be housed at similar facilities throughout the region.
3. A detailed Large Animal Plan is shown as Attachment 5 to this plan.

B. Pets:

1. All Capital Area Shelter Hub facilities are pet-friendly.
2. Evacuees with household pets will be expected to bring food, shot records, and appropriate pet carriers for their animals.
3. Animals, other than service animals, will not be allowed in any shelter.
4. The City of Austin Department of Health and Human Services has established a pet management plan for each shelter. Information on each site was gathered as a part of the shelter facility survey.
 - a) In most cases, pet areas that are near, but not in, the shelter have been pre-designated for each shelter site.
 - b) When this is not practical, animals will be housed and cared for off-site.
 - c) The Animal Control personnel will prepare the pet area for each shelter during the shelter setup process.
5. Once open, pet operations will be coordinated by animal control personnel and operated by pet-support organizations.

Appendix 1: Point to Point Procedure

I. OVERVIEW:

Certain coastal communities may wish to pre-arrange shelter for persons from their community who have special medical and non-medical needs. Typically, these are persons who will be transported point-to-point by the originating community to the Capital Area by bus or other mass transportation. These are persons who do not otherwise have transportation of their own or cannot safely use their own transportation to reach a distant shelter.

At the request of the State of Texas Division of Emergency Management, the Capital Area Shelter Hub Plan has been developed by the City of Austin and Travis County Offices of Emergency Management in cooperation with local government, school districts, and the American Red Cross, as well as other public and private partners throughout Travis, Williamson, and other CAPCOG area counties.

The Capital Area Shelter Hub, through this plan, agrees to receive a total up to 7000 such evacuees. No more than 1000 of the above total may be Special Medical Needs evacuees and their caretakers.

Coastal communities (Originating Communities) may wish to reserve short-term shelter space in the Capital Area for the above referenced persons. This document outlines the procedure for reserving this shelter space along with other criteria and procedures for activating and operating this portion of the Capital Area Shelter Hub System. A master list of these point-to-point communities and their maximum reserved capacity is shown as Attachment 4 to this procedure.

To formalize the roles, responsibilities, and limitations of the Originating Communities and the Shelter Hub, the City of Austin, as the operator of the Hub's special needs shelter(s) and on behalf of the Capital Area Shelter Hub, may enter into Interlocal Agreements or Memorandums of Understanding to support this point-to-point system. Point-to-point evacuees will not be accepted within the Capital Area Shelter Hub without such an Interlocal Agreement or MOU.

This procedure is designed to serve as a flexible guideline. Operational details of each event will be coordinated between the Originating Community's Emergency Manager and the City of Austin OEM Duty Officer. However, major changes in the procedure, including the number and type of evacuees and/or staff, shall be pre-coordinated directly between and approved by, the City Manager of the Originating Community and the Austin City Manager.

This procedure is designed for Hurricane evacuation. However, the same principals will apply to other mandatory evacuations from Originating Communities.

This procedure will be reviewed and updated, at minimum, annually. A post-incident review will be conducted by the Shelter Hub at an appropriate time following the activation of this procedure. The Originating Community agrees to actively participate in the update and review processes.

II. EVACUEE CRITERIA:

The Originating Community shall send only persons who meet the following criteria:

a. General:

- i. Evacuees shall have photo identification from a Federal, Local or State Governmental entity.
- ii. The Originating Community shall identify any known sex offenders or other persons who cannot be sheltered as a part of the general population or special needs population.
- iii. Medical and personal information, including at a minimum, emergency contacts, current medication, and attending physician contacts, must accompany any evacuee who cannot adequately and clearly communicate their own personal and medical history.
- iv. Companion animals, in appropriate containers, will be accepted.
 1. Animals, other than service animals, will not be housed in the shelter dormitory.
 2. Depending on shelter capabilities, pets will be housed in a separate, designated area at the shelter site or they will be housed off-site in a designated shelter-hub pet care facility. Arrangements will be made for owners to visit their off-site pets.

3. In addition to crates and carriers, evacuees should bring identification tags, food and food/water bowls, leashes, vaccination records, and medications for their pets. Litter and litter boxes for cats should also be provided.
- b. Special Non-Medical Needs: This includes persons who need shelter, but do not have their own transportation to the Shelter Hub.
 - i. These persons will be housed in general population shelters within the Capital Area Shelter Hub. These shelters are operated under unified command as a cooperative effort among the shelter owner (school), the American Red Cross, and local government.
 - ii. These evacuees must have personal items needed for their trip (minimum 7 days). These items include special dietary items, glasses, medications, diapers, and other items expected of general population evacuees.
 - iii. Cots and bedding will not normally be provided to general population evacuees by the shelter hub. The Originating Community may, at their option, provide any or all of these items.
 - iv. These persons may include those who need limited assistance to conduct their daily lives. (State of Texas Special Medical Needs Level 1 and 2).
 1. This assistance may include help with walking eating, toileting, and medication administration including oxygen.
 2. These persons shall have trained caretakers, provided by the evacuee or the Originating Community, with them to meet their specific needs. General shelter staff is not able to provide the individual assistance and care required by these individuals. Persons without this assistance cannot be accommodated in general population shelters.
 3. These evacuees shall have adequate medical supplies and equipment with them for the duration of their trip (7 days minimum). This includes supplies such as oxygen, medications and dressings, as well as durable medical equipment such as wheelchairs, walkers, etc.

4. These persons may not have medical or behavioral problems that would be disruptive to, or incompatible with, others in the shelter.
 5. General Population shelters do not, typically, have emergency generators. Persons who are dependant upon powered medical equipment are not appropriate for this shelter setting.
- c. Special Medical Needs: Persons who need assistance with medical care administration, monitoring by a nurse, dependent on equipment, assistance with medications, mental health disorders. (State of Texas Level 3).
- i. These persons will be sheltered in a special needs shelter facility operated by the City of Austin, in conjunction with the Originating Community(s), and with support from a variety of public and private organizations.
 - ii. Each of these persons should have adequate medical supplies and equipment with them for the duration of their trip (7 days minimum). This includes supplies such as oxygen, medications and dressings, as well as durable medical equipment such as wheelchairs, walkers, etc.
 - iii. Detailed personal and medical records must accompany each of these evacuees.
 - iv. The Originating Community shall provide staff and caretakers as outlined in Section III of this plan.
 - v. Cots and bedding will be provided to special medical needs evacuees by the shelter hub.
 - vi. Special Needs Shelters do not, typically, have emergency generators. Persons who are dependant upon powered medical equipment are not appropriate for this shelter setting.
- d. Extensive Medical Care and Institutionalized Evacuees:
- i. The Capital Area Shelter Hub will not accept persons who require extensive medical care or are institutionalized (hospital, nursing home, long term care, assisted living) evacuees under this agreement (State Category 4 and 5). These persons will not be accommodated in local special needs or general population shelters. They should be sheltered as part of other agreements with “like facilities.”

III. SHELTER FACILITIES AND STAFFING:

- a. The Capital Area Shelter Hub Plan coordinates the operation of more than 50 shelters in a multi-county area. Certain shelters will be reserved for use by Originating Communities under this agreement. Other evacuees from effected areas along the Coast will simultaneously be received at other shelters within the hub.
- b. Evacuees will typically be housed in large congregate care facilities, such as school gymnasiums and meeting halls. Evacuees will be assigned shelter space, will have restroom facilities, and receive meals each day. Shower facilities and other amenities will depend on capabilities of the specific shelter. All of the evacuee's personal belongings must be kept within their assigned shelter space. Typically, there is room for the evacuee and one or two suitcase-size containers (24 sq. ft. total). Evacuees are encouraged to bring cell phones and chargers. Shelter rules including noise, unsafe/illegal items, etc. will be established and enforced in each shelter.
- c. The Capital Area Shelter Hub is tasked with operating a large number of shelters in support of a major coastal evacuation. Shelter Hub staff will be limited. Originating Communities must provide as much staff as possible to support their general population and special needs shelter evacuees. At minimum:
 - i. General Population Evacuees:
 1. One Staff-member per bus, familiar with shelter operations and incident command.
 2. Government staff or personal caretakers to assist infirm persons as outlined in Section II b above.
 - ii. Special Medical Needs Evacuees:
 1. One Staff-member per bus, familiar with shelter operations and incident command.
 2. One Person with appropriate medical training per bus. This person must be knowledgeable about the evacuees and must have the medical and personal medical records for each evacuee.
 3. Adequate and appropriate medical personnel and personal caretakers to provide care for the evacuees in the special medical needs shelter. Guidelines for this staffing are shown in Attachment 5.

- 4. Appropriate licensed medical staff to supervise and order appropriate care/ prescriptions for evacuees.
 - iii. Staff and able-bodied evacuees may be asked to assist in staffing the pet area and other appropriate areas of shelter operations.
- d. Originating Community staff will be integrated into the Capital Area Shelter Hub's Incident Command System for general population and special needs shelters.
- e. Originating Community staff may bring their families. However, these persons need to be included in Originating Community's evacuee count. They will be sheltered in the same facility as the staff-member or at another shelter facility at the discretion of the Shelter Hub.

IV. NOTIFICATION AND COMMUNICATIONS:

- a. Timing: The Originating Community shall contact the City of Austin Office of Emergency Management Duty Officer no later than H-48 hours as established by the State of Texas, Division of Emergency Management. This is 48 hours before Tropical Storm force winds are predicted to reach the Texas Coast. Shelter will only be guaranteed to those Originating Communities that make this contact prior to H-48 hours. Note: In non-hurricane evacuations notification will be made by the Originating Community as soon the community begins contemplating an evacuation. Shelter space will be reserved based on availability at the time of this notification.
- b. Initial Contact: The Emergency Management Coordinator, or other person designated by the Originating Community, shall notify the City of Austin Office of Emergency Management Duty Officer at 512-974-0600 whenever they contemplate activating the point-to-point shelter system for their community.
 - i. The Originating Community shall provide, at minimum, the following estimates:
 - 1. The total number of point-to-point evacuees including staff, caretakers, and family.
 - a. The number who can be sheltered in general population shelters.
 - b. The number requiring special medical needs sheltering.
 - 2. The estimated departure/arrival time of evacuees.

- c. Ongoing Contact:
 - i. The Originating Community and the OEM Duty Officer shall make arrangements for ongoing contact and updates.
 - ii. Originating Communities sending more than 1500 evacuees to the Shelter Hub may be requested to send a representative to the Austin- Travis County EOC. This person will serve as the official contact between the Originating Community and the Shelter Hub.
 - iii. The Originating Community will provide detailed information when each bus or vehicle departs their community. See Dispatch and Tracking section below.
- d. Modification of Procedure: This procedure is designed to serve as a flexible guideline. Operational details of each event will be coordinated between the Originating Community's Emergency Manager and the City of Austin OEM Duty Officer. However, major changes in the procedure, including the number and type of evacuees and/or staff, shall be pre-coordinated directly between and approved by, the City Manager of the Originating Community and the Austin City Manager.

V. DISPATCH AND TRACKING:

- a. Special medical needs and special non-medical needs evacuees will be going to separate shelters.
 - i. Thus, each bus or vehicle will contain either evacuees who are suitable for a general population shelter or evacuees who will require a special medical needs shelter. These groups shall not be mixed.
 - ii. A community that is sending only one bus to the Shelter Hub may include both special medical needs and special non-medical needs evacuees in the same vehicle. This bus will be dispatched to both shelter locations after it reaches the Shelter Hub.
 - iii. Support vehicles, carrying evacuee belongings and/or other supplies, shall accompany or lead the buses carrying their respective evacuees. A group of buses from one Originating Community may be divided among multiple shelters. Belongings and supplies must be organized to reach the appropriate shelter and evacuee. The Originating Community is responsible to transport, offload, and distribute, and manage these belongings and supplies.
- b. The Originating Community shall provide a unique identifier for each bus or vehicle sent to the Shelter Hub (e.g. West Liberty Bus 1). This name shall be clearly posted inside the windshield of each vehicle.
- c. Master Log:
 - i. The Originating Community shall prepare a log for each vehicle. This log will have the following minimum information:
 - Unique Identifier for the bus or vehicle
 - Number of special medical needs shelter evacuees
 - Number of general population shelter evacuees
 - Number of staff and professional caretakers
 - Number of personal (family) caretakers
 - Number of staff and professional caretaker family-members.
 - Number of personal caretaker family members.
 - Number of bus drivers and others if they will remain at the Hub and require shelter
 - Total number of persons on bus requiring shelter
 - Time of departure/ estimated time of arrival

- Number of pets
 - Special notes regarding these evacuees
 - ii. A sample log form is included as Attachment 1 to this procedure.
 - iii. This log information will be provided to the Austin-Travis County EOC at the time of bus departure.
- d. Evacuee Registration Information and Manifest:
 - i. The Originating Community shall provide each evacuee with “wearable” identification with a unique individual number (e.g. West Liberty 2346).
 - ii. Each evacuee and other person seeking shelter shall complete a shelter registration form prior to arrival at the Shelter Hub’s Mass Transportation Reception Center. This form is included as Attachment 2 to this procedure.
 - iii. Staff on each bus shall complete a summary manifest of all evacuees prior to arrival at the Shelter Hub. This manifest is based on the evacuee identification system and the shelter registration forms and is included as Attachment 3 to this procedure.
 - iv. The above Registration Forms and Manifest shall be provided to shelter staff upon arrival at the designated shelter.
- e. Routing of Buses and Vehicles:
 - i. The Austin-Travis County EOC will provide the Originating Community with the address of the Shelter Hub’s Mass Transportation Reception Center. Maps and directions will be provided. All buses are to go ONLY to this reception center. Buses going to other locations will not be accepted under any circumstances.
 - ii. Upon arrival at the reception center, Shelter Hub staff will make a quick check of each vehicle to reconfirm the manifest and evacuee type (general population vs. special needs).
 - iii. Buses will be dispatched to their destination shelters. Maps and directions will be provided.

VI. SHELTER DEMOBILIZATION AND RE-ENTRY:

- a. All re-entry of persons under this agreement will be coordinated through the Austin- Travis County EOC.
- b. It is possible that evacuees will be moved from their initial shelter to “consolidated” shelters prior to re-entry. The Shelter Hub will attempt to minimize the number of these moves.
- c. When possible, evacuees will stay in the group in which they arrived. Thus, they should be able to re-enter as a group.
- d. After the event, the Originating Community agrees to open local shelters as quickly as possible and to accept these evacuees as the “first to return” as soon as local shelters are open.
- e. The Originating Community agrees to provide transportation for evacuees back to their community. If buses do not stay with the evacuees, they must be under contract to the Originating Community to provide transportation from the hub within 12 hours of being requested.

Capital Area Shelter Hub Plan Appendix I- Attachment 2

Point-to-Point Procedure- Shelter Registration Form

Staff should complete form for the evacuee while en-route to shelter hub. Complete one per family. Complete all blocks that pertain to the evacuee and his/her needs. Do not complete blocks that pertain to shelter assignment or evacuee disposition. Evacuee and Staff should sign form. **Show sending community and bus number in "Method of Transportation" block (e.g. Galveston City Bus 2).**

AMERICAN RED CROSS SHELTER REGISTRATION FORM <i>Please print all sections</i>		Incident / DR number & Name: _____ Shelter Name: _____ Shelter City, County, State: _____
Family Name: (Last Name)	Total family members registered: _____ sheltered: _____	
Pre-Disaster Address:	Post-Disaster Address (if different):	Identification verified by: (Record Document I.D. number and type)
City /State/Zip:	City/State/Zip:	Primary language:
Home phone:	Cell phone/Other:	If primary language is not English, does anyone speak English? (Who?)
Method of Transportation: If personal vehicle-plate #/State: (for security purposes only)		

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS

Name: Last, First	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? Relocation address and phone

Are there members of your family who currently need medical attention or are taking medication? <input type="checkbox"/> No <input type="checkbox"/> Yes - who?	Referral to DHS: <input type="checkbox"/> Y <input type="checkbox"/> N
Are there other evacuated members of your family who are staying elsewhere? <i>Please list contact information if known:</i>	Referral to DMH: <input type="checkbox"/> Y <input type="checkbox"/> N
Special dietary needs:	
Special accommodations required:	
Housing needs are: <input type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Unknown at this time	Is Home insured? <input type="checkbox"/> Y <input type="checkbox"/> N
How is family affected? <input type="checkbox"/> Home Damaged <input type="checkbox"/> Home Destroyed <input type="checkbox"/> Home Inaccessible	<input type="checkbox"/> Evacuated from area

Notes:

I have read / been read and understand the Red Cross shelter rules and agree to abide by them.

Family Member Signature (print and sign) _____ Date _____

ARC Worker Name (print and sign) _____ Date _____

For ARC purposes only:	
Release of confidential information form: <input type="checkbox"/> Signed & attached <input type="checkbox"/> Refused	Date: _____
Copies Separated and distributed by:	Date: _____
Data entry completed by:	Date: _____

Form 5972 Rev: 5/03

Copy Distribution
 1. Shelter registration on-site file - Mass Care 2. Information Management (Data Entry) 3. DWI 4. Client (If requested)

Capital Area Shelter Hub Plan Appendix I- Attachment 4 Point-to-Point Procedure Reserved Capacities

The table below shows the estimated number of point-to-point evacuees that can be accepted into Capital Area Shelter Hub shelters. The numbers indicate the maximum number of reserved spaces that will be made available to the Originating Community after entering into an Interlocal Agreement or Memorandum of Understanding with the City of Austin, on behalf of the Capital Area Shelter Hub.

County	Originating Community	Total Evacuees (Including Special Medical Needs)	Maximum Special Medical Needs	Total Busloads
Galveston County	Bayou Vista	30	5	1
Galveston County	Clear Lake Shores	30	5	1
Galveston County	Dickinson	250	38	5
Galveston County	Friendswood	100	15	2
Galveston County	Galveston	3,750	550	75
Galveston County	Galveston County Unincorp	500	75	10
Galveston County	Hitchcock	30	5	1
Galveston County	Jamaica Beach	30	5	1
Galveston County	Kemah	10	2	1
Galveston County	La Marque	100	15	2
Galveston County	League City	1,200	180	20
Galveston County	Santa Fe	50	8	1
Galveston County	Texas City	600	90	12
Galveston County	Tiki Island Village	30	5	1
Total:		6710	998	133

**Capital Area Shelter Hub Plan
Appendix I- Attachment 5
Point-to-Point Procedure
Typical Special Medical Needs Staffing Profile**

The following guidelines should assist Originating Communities in providing appropriate staffing for persons requiring Special Medical Needs assistance.

The below rates are “per 100 special medical needs persons”:

	Per 12 Hour Shift	TOTAL
Physician	1	2
Registered Nurse	2	4
Nursing Assistants	4	8
Mental Health Assistants	4	8
Support Staff	4	8

Note: Specific staffing levels may be adjusted based of unique needs of the sheltered population.

Appendix 2: State of Texas Special Needs Categories

Level 0: Persons who have no medical needs, but require transportation assistance for evacuation.

Level 1: Persons dependent on others or in need of others for routine care (eating, walking, toileting, children under 18 without adult supervision, etc.).

Level 2: Persons with disabilities such as blind, hearing impaired, amputation, and deaf/blind.

Level 3: Persons requiring assistance with medical care administration, monitoring by a nurse, dependent on equipment, assistance with medications, and mental health disorders.

Level 4: Persons outside an institutional facility care setting who require extensive medical oversight (i.e. IV chemotherapy, ventilator, peritoneal dialysis, hemodialysis, life support equipment, hospital bed and total care, morbidly obese).

Level 5: Persons in institutional settings such as hospitals, long-term care facilities, assisted living facilities, and state schools.

Appendix 3: Addendum to American Red Cross Shelter Agreement

(Under Development)

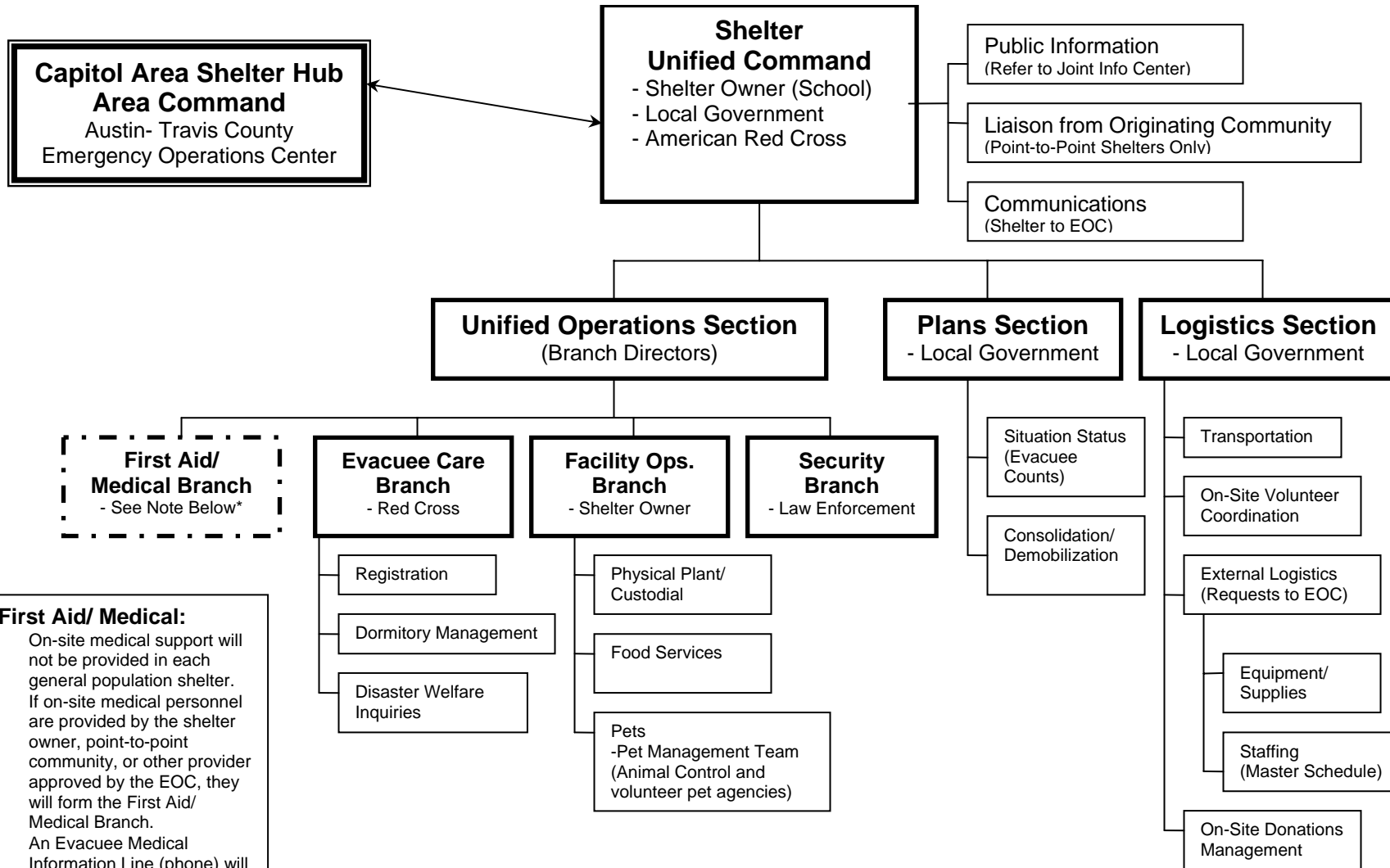
Appendix 4: Shelter Incident Command System

The diagram below shows the Incident Command System structure that will be employed in each Shelter. Unified Command will be established as shown in the diagram.

The diagram shows functions and duties for a variety of positions in the shelter. It does not show the number of persons needed to carry out those duties.

In some cases, one person may carry out several functions in the shelter (e.g. Plans and Logistics), in other cases multiple staff members will be called upon to support one function (e.g. Dormitory Management).

Capital Area Shelter Hub Plan
General Population Shelter ICS Diagram- Version 3 6-19-06



***First Aid/ Medical:**

- On-site medical support will not be provided in each general population shelter.
- If on-site medical personnel are provided by the shelter owner, point-to-point community, or other provider approved by the EOC, they will form the First Aid/ Medical Branch.
- An Evacuee Medical Information Line (phone) will be provided for evacuee use.
- A Shelter Management Medical Support Hotline (phone) will be provided for use by Unified Command in each shelter.
- In case of emergency, call 9-1-1.

Notes:

- All Command Staff must complete Capital Area Shelter Hub Shelter Management Training.
- Agencies in the diagram show the organization that will normally fill each position. Command Staff (Facility Owner, Local Government, and Red Cross) should be prepared to fill any Command, Branch Director, or Section Chief position if needed.
- Section Chief and Branch Director positions are required for minimum staffing of the shelter.
 - These persons may also serve as Unified Commanders.
 - The same person may staff Plans and Logistics.
 - Functions below the Section Chief/ Branch Director may be filled by the Chief/ Director or by other available staff.
- Unified Command, based on availability, will assign shelter staff to Sections/ Branches and incident needs.
- The Plans Section shall complete incident command diagrams showing names and positions for each work-shift or operational period.

Appendix 5: Large Animal Plan

Large animals (Livestock) will be housed at the Travis County Exposition Center (Expo Center) and similar facilities throughout the region.

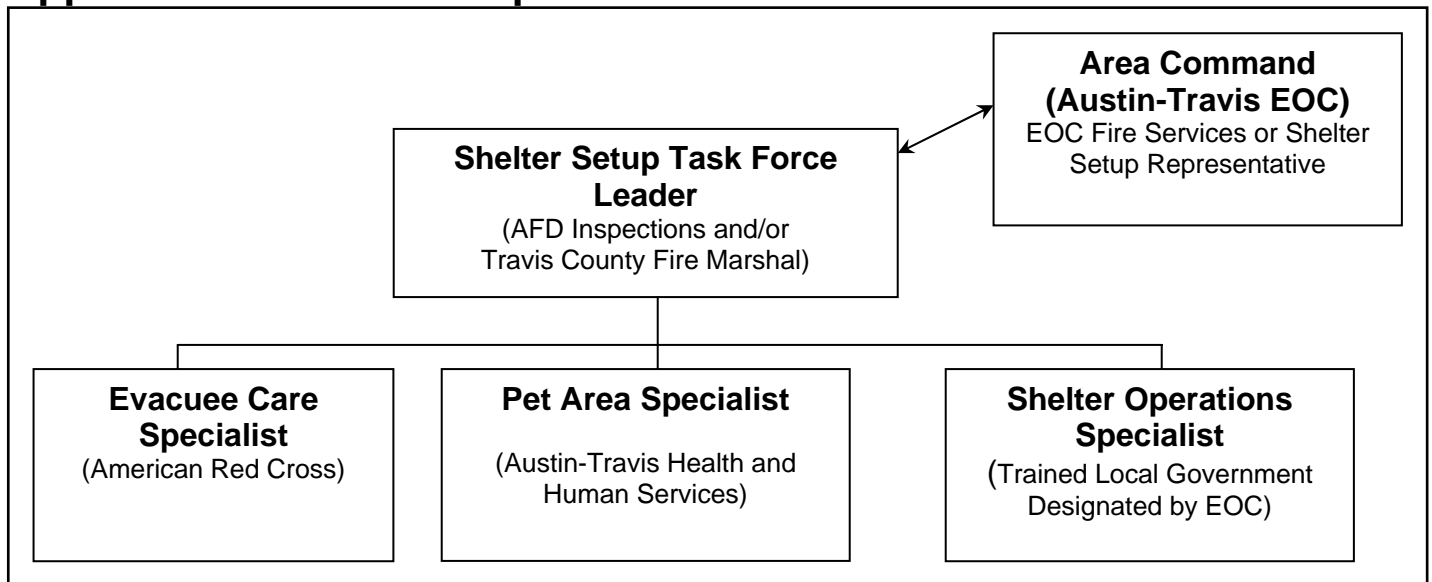
Large animal owners, particularly those with large numbers of animals, along the coast will be encouraged to make point-to-point sheltering arrangements with inland sister locations.

Evacuees with large animals will be instructed to go to the Expo Center or other designated facilities. This information will be disseminated by all systems available to the hub, including the Austin Hurricane Hotline, changeable message signs, and radio stations.

Specific large animal shelter locations will be coordinated in the EOC by Travis County Emergency Management working with the Texas Animal Health Commission, Cooperative Extension Service and Emergency Managers throughout the region.

Detailed procedures to implement this system are being developed by Travis County Emergency Management and the other participating agencies.

Appendix 6: Shelter Setup Task Forces



Name: Shelter Setup Task Force 1, 2, etc.

Radio ID: Setup 1 (Setup 2...)

Radio Talkgroup: Interop __ (As assigned by Area Command at EOC)

Task Force Transportation: Task Force Leader, Animal Control Vehicle, possibly Red Cross vehicle with shelter kits.

Reports To: Area Command (EOC) Fire Services or Shelter Setup Rep. (As determined by EOC).

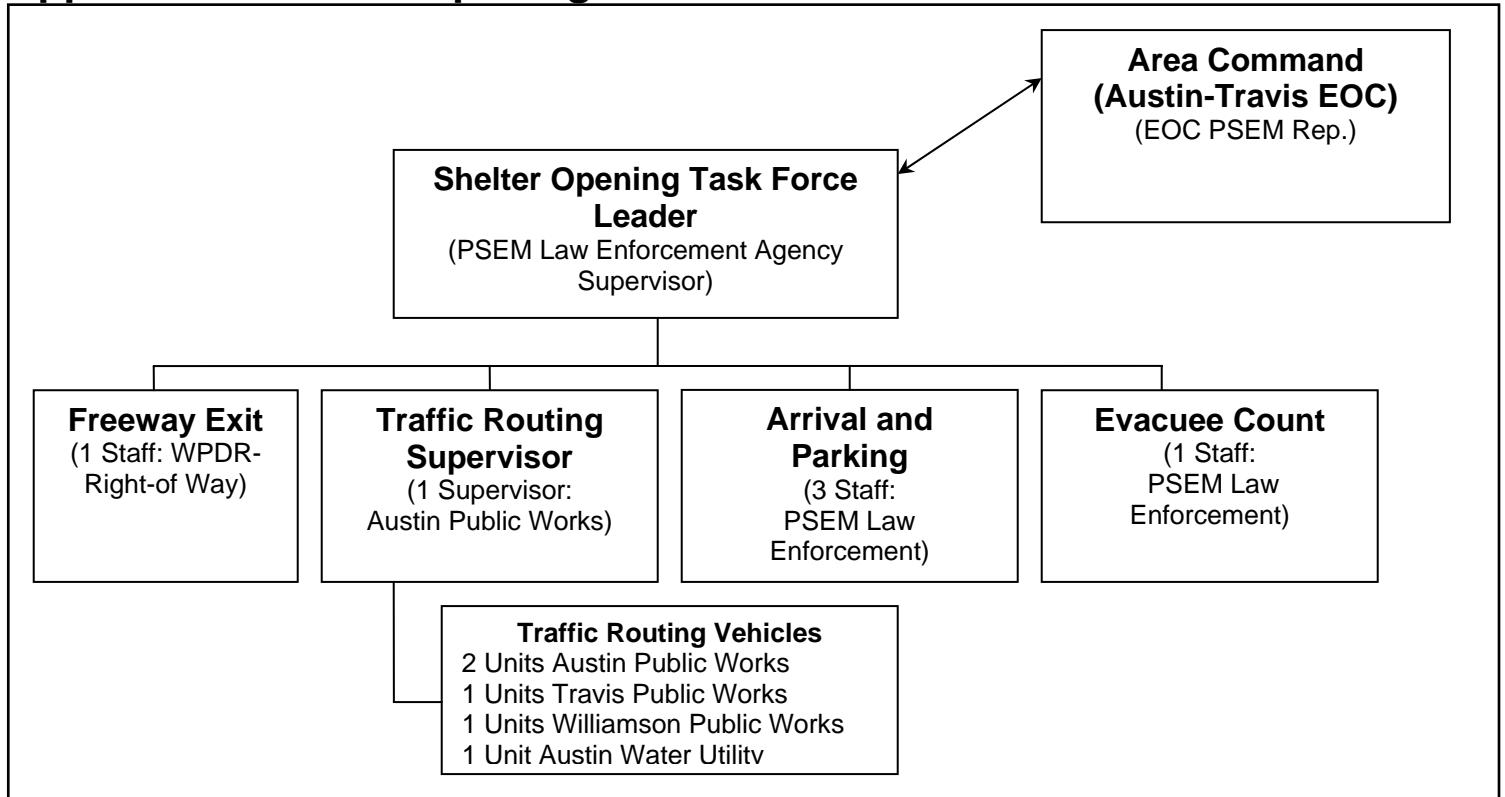
Task Force Responsibilities:

- Meeting Shelter Unified Command (SUC) at shelter 90-120 minutes before evacuees arrive. (All)
- Ensuring that SUC is established and operational. (Leader)
- Advising SUC on Shelter preplan and setup issues. Actual facility setup will be made by SUC after departure of the Shelter Setup Task Force. (All)
- Providing Shelter Supply Kits to SUC. (Evacuee Care)
- Providing Radio to SUC. Briefing SUC on radio operations. (Shelter Operations.)
- Confirming telephone hotline numbers and purpose designation for SUC use and evacuee Use. (Shelter Operations)
- Establish Pet Area and review pet plan with SUC. (Pet Specialist)
- Responding to SUC Questions. (Shelter Operations All)
- Advising Area Command of any problems or issues with shelter. (Leader)
- Advising Shelter Opening Task Forces (via Unified Command) of any unusual traffic/routing problems in reaching shelter. (Leader)
- Coordinating with Local School System, Public Safety, Animal Control and Emergency Management Personnel if present. (Leader & All)

Notes:

- When large numbers of evacuees are arriving, multiple Shelter Setup Task Forces will leapfrog ahead of evacuees.
- Always check with EOC if you are unsure of the correct response to a question/ issue.
- Task Forces must stay well ahead of evacuees. Carefully coordinate meals, breaks, with EOC and other Setup Task Forces.

Appendix 7: Shelter Opening Task Forces



Name: Shelter Opening Task Force 1, 2, etc.

Radio ID: Opening 1 (Opening 2...)

Radio Talkgroup: Interop __ (As assigned by Area Command at EOC)

Task Force Transportation and Equipment:

- Each person/unit will provide their Transportation.
- Freeway Exit Unit arrowboard and sign will be provided by WPDR.
- Traffic Routing Units will provide their vehicles and changeable arrowboard signs.
- Task Force Leader will provide radio equipment and spare batteries for each field unit.

Reports To: Area Command (EOC) PSEM or Rep. (As determined by EOC).

Task Force Responsibilities:

- Ensuring that route is marked and ready for evacuee arrival. (Leader)
- Guiding evacuees from freeway exit to shelter. (All)
- Assisting evacuees in finding appropriate parking and entry into shelter (Arrival and Parking).
- Counting evacuees, determining when shelter is near capacity. (Count Unit to Leader)
- Advising EOC when to route evacuees to next shelter in sequence. (Leader)
- Routing “overflow” evacuees to next available shelter. (Arrival and Parking)
- Coordinating with local Fire and Law Enforcement personnel, if present. (Leader)

Notes:

- Task Force personnel report to Task Force Leader. (Routing Vehicle staff report to Routing Supervisor, who reports to Task Force Leader.
- When large numbers of evacuees are arriving, multiple Task Forces will leapfrog ahead of evacuees.
- Always check with EOC if you are unsure of the correct response to a question/issue.
- Task Forces must stay at lead of evacuees.
- Carefully coordinate meals, breaks, within Task Force Leader, EOC, and other setup teams.

Appendix 8: Sample Hurricane Sequence of Events

The sequence below describes a fictitious hurricane. Each hurricane and timeline will be different. This timeline provides a general overview by example of evacuee arrival and shelter operations.

- ▲ Monday (H – 96 Hours):
 - ▲ Cat. 3 Hurricane Bobbie Enters the Gulf. Landfall is predicted somewhere on the Texas Coast on Saturday morning
 - ▲ OEM monitors situation. Gives “heads-up” to key organizations

- ▲ Tuesday (H – 96 Hours):
 - ▲ Hurricane Bobbie is strengthening and is predicted to hit the upper Texas coast Saturday morning.
 - ▲ Initial coordination meeting is held in EOC.
 - ▲ Available shelter list is refined.
 - ▲ Trained Shelter Management Staff is given “standby” notification.
 - ▲ Initial staff for shelters is identified.
 - ▲ All agencies gear-up for a shelter event.
 - ▲ Information goes out to the media about volunteer center to assist with shelters.
 - ▲ Shelter packets are finalized and duplicated.

- ▲ Wednesday (H -72 Hours):
 - ▲ Hurricane Bobbie continues to build. Cat. 4- 5 impact is expected near Houston on Saturday morning.
 - ▲ Transportation signs and radio stations are in place by early afternoon.
 - ▲ Volunteer Center is opened.
 - ▲ Limited EOC activation begins in the afternoon.
 - ▲ Staffing plans are prepared and checked.
 - ▲ Shelter opening sequence is refined.
 - ▲ State resources are requested.
 - ▲ Galveston orders mandatory evacuation, and will arrive in Austin by mid-day Thursday.
 - ▲ Initial shelter is opened at Delco. LBJ High School and 2 other shelters are on stand-by.
 - ▲ All are prepared for full-system “activation” on Thursday morning.
 - ▲ Medical Special Needs shelter is prepared, with limited staffing overnight.

- ▲ Thursday (H-48 Hours):
 - ▲ Hurricane Bobbie is a strong Cat. 4.
 - ▲ 2 Shelters were opened last night (Wednesday), with 520 evacuees.
 - ▲ U.S. 290 Contraflow to Brenham begins at daylight.
 - ▲ Evacuees are “pouring” into Shelter Hub at about 10 AM.
 - ▲ Galveston point-to-point evacuees arrive 10AM-Noon.
 - ▲ EOC is fully activated at 7AM.
 - ▲ Shelters are filling fast by Noon
 - ▲ Volunteer Center is in full operation.

- ▲ Friday (H -24 Hours):
 - ▲ Bobbie has continued to turn northward and impact is expected on the Louisiana Coast Saturday morning. (Landfall uncertain).
 - ▲ All Capital Area Shelters are full by Noon
 - ▲ Evacuees are directed to San Antonio.
 - ▲ San Antonio reaches capacity at 6 PM and remaining evacuees are directed north to Dallas/Ft. Worth.
 - ▲ Existing Shelters handle a variety of issues.
 - ▲ Volunteers are still being recruited, trained, and assigned to shelters.
- ▲ Saturday (H -0 Hours):
 - ▲ Bobbie Impacts Southern Louisiana as a Cat. 4 Hurricane at 8:30 AM.
 - ▲ Evacuees from the Matagorda area begin to return home in the afternoon.
 - ▲ Consolidation of shelters is discussed.
 - ▲ Shelter operations continue.
 - ▲ Volunteers continue to be dispatched to shelters.
- ▲ Sunday (H +24 Hours):
 - ▲ Evacuees depart as quickly as they arrived.
 - ▲ By 2PM, Galveston point-to-point evacuees have departed.
 - ▲ Only 3,000 evacuees remain in shelters. Most of these are persons who live along the Texas- Louisiana border, which is impassible.
 - ▲ Remaining evacuees are consolidated into 6 shelters at area Athletic Facilities and High Schools.
- ▲ Monday (H+48 Hours):
 - ▲ Coastal conditions continue to improve.
 - ▲ By 11 AM Only 140 evacuees remain
 - ▲ All evacuees are consolidated into Burger Center.
 - ▲ "Casework" begins at Burger Center for evacuees who cannot return home

Appendix 9: Mass Transportation Reception Center

This Appendix Pertains to the Transportation Reception Center for Point-to-Point Evacuees.
This Appendix is under development by Austin- Travis County EMS

Appendix 10: List of Potential General Population Shelters

(Maintained at EOC)