

# City of Houston Emergency Operations Center

**Rick Flanagan**  
**Emergency Management Coordinator**



**City of Houston**  
**Office of Emergency Management**  
**[houstonoem.org](http://houstonoem.org)**

# Who is OEM?

- The chief coordinating office for City Disaster Management
- Serves as the link between the City's strategic goals and responders during disasters



Mayor Annise Parker  
Emergency  
Management Director

Office of Homeland  
Security & Public  
Safety

Office of Emergency  
Management

Houston Emergency  
Center (911)



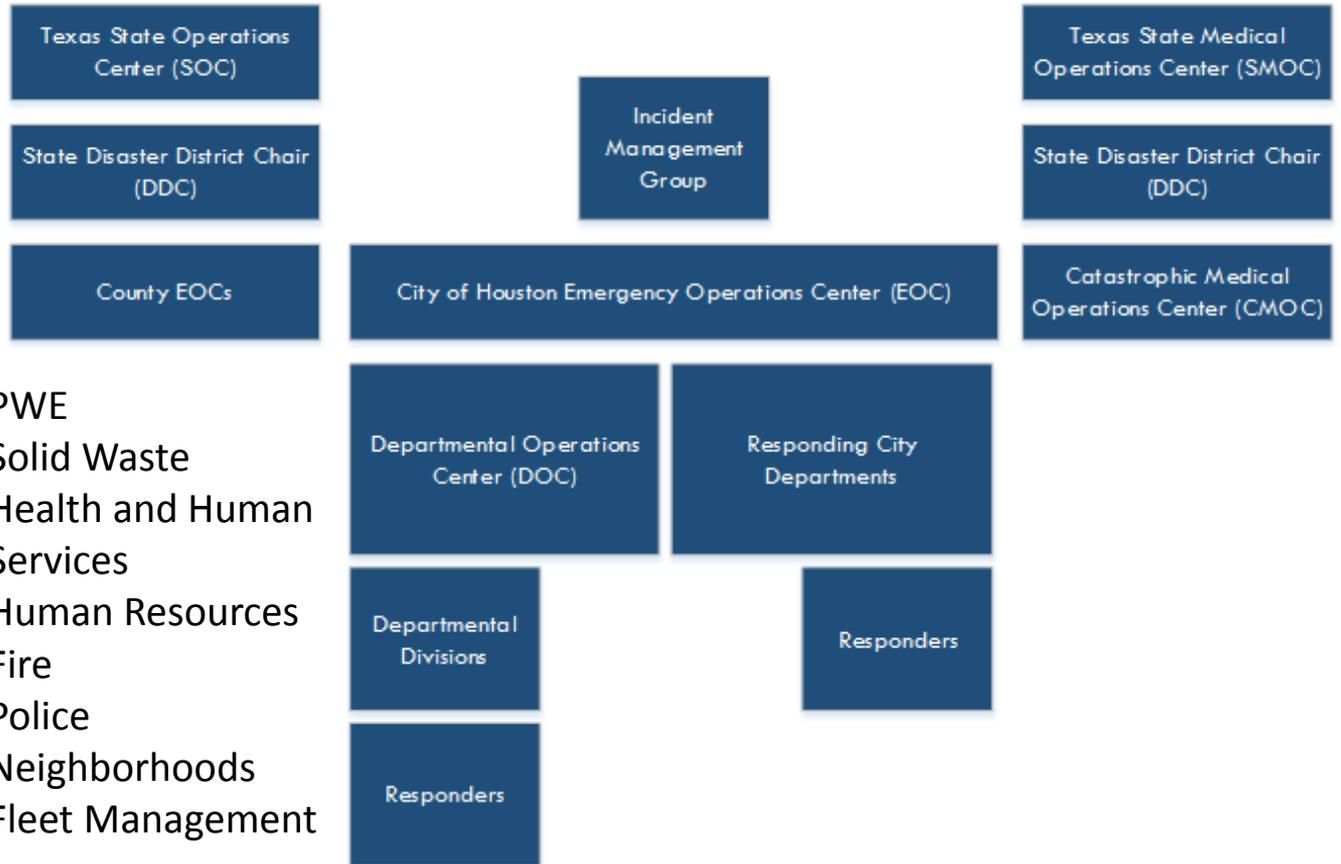
# Emergency Operations Center (EOC)



- 5320 N. Shepherd
- 50 seat emergency center
- CMOC (Catastrophic Medical Operations Center) manages 22 counties in southeast Texas
- Manages over 2000 hospitals and nursing facilities in southeast Texas
- Multi-agency coordination hub



# EOC Structure



PWE  
Solid Waste  
Health and Human  
Services  
Human Resources  
Fire  
Police  
Neighborhoods  
Fleet Management



# Goal of the EOC

- Provide coordinated emergency services to the City through **inter-agency collaboration and problem-solving**
- Coordinate **information, resources and operations** to assist responding departments.
- Provide **cross-agency collaboration** in emergency response.



# How is that Done?

- Comprehensive Emergency Management **planning and exercises.**
- Use of modern response technologies:
  - GIS
  - Public Information
  - WebEOC
  - Public Safety Video Cameras





# Hurricane Response & Recovery Plan

- Dictates the City's response in three periods:
  - Pre-Landfall
  - Landfall
  - Post-Landfall
- After Action Report



# Hurricane Evacuation

- Evacuation Decision
  - Coordinated process with **local jurisdictions** and the **State of Texas**.
  - Decision rests with the local elected executive (**Mayor** or **County Judge**)
  - Based on our projections (**Tropical Storm Force Winds** impacting Texas Gulf Coast)
  - Coastal Counties Evacuate First
  - Called by Zip Zones



# Resources

- **Community Messages**
  - [houstontx.gov/emergency](http://houstontx.gov/emergency)
  - AlertHouston  
([alerts.houstonoem.org](http://alerts.houstonoem.org))
  - City of Houston Social Media
    - @HoustonOEM
    - [facebook.com/houstonoem](https://facebook.com/houstonoem)
- **City Employee Messages**
  - Internal Alerts to  
Departments



The screenshot shows the City of Houston Emergency Information page. The header features the City of Houston logo and navigation links: Emergency Info Center, Prepare, COH Home, Emergency Alerts, News & Information, and Ask a Question. The main content area is titled "City of Houston Emergency Information" and contains a featured article titled "The City of Houston Urges Residents to Sign Up for Emergency Alerts". The article includes a graphic with the text "SIGN UP FOR EMERGENCY ALERTS" and "alert.houstonoem.org". The text of the article states: "When emergencies occur, it's important to make sure that you have the best, most reliable, up-to-date information. The City of Houston, in partnership with neighboring communities and the Greater Harris County 9-1-1 Emergency Network (GHC 911) offer a variety of methods to stay informed when emergencies occur in o...". A "Read more »" button is located below the article. To the right of the article is a "Recent Updates" section with a scroll bar, listing three updates: "January 23, 2014 Houston Transtar Traffic Information", "January 21, 2014 Houston Fire Department Fire Prevention & Life Safety Guidebook", and "December 27, 2013 State of Texas".



# Planning Considerations

- Know Your Employees' Zones.
- If you expect them to be available to work – **how will you provide for them and their families?**
- Have you communicated your staff's Tier level to them? **Do they know what to expect?**
- Houston/Harris County is not a sheltering jurisdiction – all individuals will be passed via evacuation programs to neighboring metro areas.
- The City will establish Refuges of Last Resort (RLRs) for those left in the area once the storm impacts. **These aren't publicized.**



# Dollars & Cents

- Our overall goals are:
  - Managing Resources
  - Tracking Costs

“A Team Together, a Team  
Apart, Always a Team”

- This is a team effort to include:
  - PWE
  - HFD
  - HPD
  - Human Resources
  - Solid Waste
  - Finance



# Questions?

Rick Flanagan  
Emergency Management Coordinator

Rick.Flanagan@houstontx.gov  
713.884.4500

City of Houston

Office of Emergency Management

Phone:

311 or 713-884-4500

Website:

[houstonoem.org](http://houstonoem.org)

Social Media

 [@houstonoem](https://twitter.com/houstonoem)

 [facebook.com/houstonoem](https://facebook.com/houstonoem)

