



Hurricane Katrina Report #45

Update as of 7:00 PM EDT 09/16/2005

This report consists of important statistical information and facts from all major ongoing relief operations, and is posted daily whenever the Disaster Operations Center (DOC) is activated. Presently, the DOC is activated from 9:00 a.m. to 9:00 p.m. (EDT) until further notice.

Disaster Relief Operations Information at a Glance		
Consolidated	Period	Total to Date
Shelters/evacuation centers	268	899
Overnight Stays in Shelters	49,664	2,166,911¹
Meals	331,610	9,199,283
Snacks	548,703	7,512,942
Cases Total	26,984	255,809²
From Form 5266	15,151	181,317
Western Union	5,190	30,334
CAS (Astrodome, others)	6,643	44,158
Workers		122,321
Mental Health Contacts		205,090
Health Services Contacts		67,779
Clean-up Kits		14,849
Comfort Kits		101,096
Transient Accommodations	160,713 clients	51,843 rooms³

Individual Client Services

- The Chapter Support Center has received 20,000 cases to date and has entered 5,000 cases.
- A back-up Call Center with 100 operators will open at Jefferson Park tomorrow.
- Brian Fiffick, a governmental partner from the NTSB Transportation Disaster Assistance Office, who has been at the DOC for the past several days, will be deployed to LA tomorrow to provide support to the Fatality Program.
- Guidance extending the Transient Accommodations Program to 30 days was released today.
- Individual assistance to clients will continue under current guidance.
- Individual Client Services is looking into rentals and other resources for clients.
- FEMA has registered over one million people for services and to meet the early needs of clients.
- The Health Services group has developed a form for clients to take to pharmacies for medications without using up disbursing orders (DOs) and which can be presented to FEMA for reimbursement for medical expenses.
- The Call Center in Bakersfield is opening cases for 4,000 to 5,000 people a day and call agents are advising clients on what to say when they talk to Western Union to expedite receiving their money.

¹ Overnight stays include the number of people in shelters X number of nights they have stayed in the shelters.

² This includes 5266, Western Union and CAS reported.

³ As people enter the program through shelter closures, other people are departing because they are making the transition to longer-term housing.

Community Services

- Developed plans to ensure feeding for residents returning to New Orleans using fixed feeding sites serviced from kitchens outside the city to begin Monday when residents will be allowed to return.
- Feeding and sheltering activities continue on the operations. As displaced residents return home, feeding demand has increased in these areas, particularly along the Gulf Coast and resources are being shifted to meeting these needs.
- Developing long-term sheltering plans as the current sites are returning to their normal operations.

Material Support Services

In-Kind Donations (IKD)

- This list below shows donations that IKD has received for the following operations:
 - **DR 307, Gulfport, MS:** Water, glucometers, Clif Bar, bleach, paper products, non-revenue credit account, polo shirts (white), Jenny Craig meals, snacks, Office Depot non-revenue credit account, tomato juice.
 - **DR871-06 Alabama and Mississippi:** tanker of gas, snacks, water, air mattresses, plasma van, glucometers, transportation, Vehicles (GM), Clif Bar, juice, Trash bags, pump soap, batteries, hand sanitizer, flashlights, First Aid Kits, paper towels, plastic ware, toilet paper, no-water bathing, blankets and mats, comfort kits and other items, MREs, The Home Depot non-revenue credit accounts, Uno games, calling cards, Lowe's non-revenue credit account, diapers, undergarments, socks, tees, Office Depot non-revenue credit account, Pizza, insect repellent, rubber boots, nebulizers, Grainger non-revenue spending account, stuffed bears (toys), VSP certificates, scanner, fax, printer, copier, mattresses.
 - **DR873-06 Georgia:** calling cards, glucometers, paper products, The Home Depot non-revenue spending account, VSP certificates.
 - **DR 865-06 Baton Rouge, LA:** dust masks/respirator masks, baby formula, flashlights, water, ALL minivan vans (4) with satellite dishes, glucometers, vehicles, bleach, pump soap and dishwashing detergent, mobile kitchen, comfort kits, Grainger spending account, paper towels, plastic ware, toilet paper, Trash bags, hand sanitizer, work gloves, Lowe's non-revenue spending account, tarps, AED, Office Depot non-revenue credit account, copy machines, blankets, First Aid Kits, pre-cooked chicken, juice, snacks, The Home Depot non-revenue credit account, sandwiches, Uno games, buns, reefer with driver, nebulizers, shoe gift cards, apparel, insect repellent, undergarments, socks, tees, sunscreen, books, cell phones, USA Today ad space, rubber boots, ground coffee, meat, baby wipes, diapers, parking lot space, energy bars, stuffed bears (toys), VSP.
 - **DR 009-06 Houston, TX:** baby formula, snacks, juice, phones systems, OTC Products, towels, flashlights, comfort kits, teddy bears, clothing, hand sanitizer, undergarments, paper products, MREs, Uno games, water, cell phones, Office Depot non-revenue credit account, Pringles, blankets, nebulizers, forklift, VSP eye care certificates, loan of a refrigerator and washing machine.

Logistics

- Received ten trailers from AutoZone to be utilized on DRO.
- Dispatched the Emergency Training and Response Action Center (EmTrac) to DR 865 in Louisiana for arrival this evening.
- Planning and recruiting leadership staff to DROs.
- Researching the acquisition of tents for staff shelter for DR 307 on the Gulf Coast of Mississippi.
- Purchased fans for the 2025 Call Center.
- Sending 5,000 staff cards to Baton Rouge, LA to arrive tonight at about 10:30 PM local time.

Response Technology Team (RTT) Headquarters

- DR 871 is preparing to support five CAS centers in Montgomery.
- Have set up additional support sites in LA to assist with case entry.

American Radio Relay League (ARRL) Accomplishments

- Over 120 amateur radio operators are working in shelters, kitchens and other Red Cross sites.

Emergency Communication Response Vehicle (ECRV)/Site Connectivity

- Deployed a CDW truck to Montgomery, AL for assignment.
- Deployed ECRV 4703 to DR 871-06.
- The Staffing Center recruited additional ECRV crews.

Network Operations Center

- Continue to support site calls for technical support.
- All support calls from shelters, IT sites and operations have been forward to the NOC.

Low Band Radio Project

- The low-band radio station will be operational in Tchoutacabouffa, MS, near Gulfport, on Saturday and the Franklin Creek, MS station will be operational on Sunday.
- Configuring a station for the DOC to be online by Monday.

Organization Support

Fundraising

- Reconfirming staffing needs in the field and continuing recruitment efforts.
- Appealed to the Service Areas for assistance with recruitment efforts.
- Began developing guidance for donors who are also Red Cross vendors.

Public Affairs

- Being proactive as well as reactive with media regarding issues management around service delivery.
- Rotating staff.
- Providing support as the Red Cross prepares to re-enter neighborhoods in New Orleans.

Partner Services

- The Joint Field Office (JFO) in Jackson, MS will open officially over the weekend and the Mississippi Emergency Management Administration (MEMA) will transition operational staff to the JFO.
- Partner Services is working with the State of Louisiana to develop re-entry plans to New Orleans.
- A representative from the Department of Health and Human Services is now at the DOC.

Response Center

- The Response Center handled **12,501** calls in the past twenty-four hour period and has received **321,019** calls to date related to Hurricane Katrina.
- The number of call agents taking calls in the last 24 hours was **559**. The Response Center will be providing call agents to the new Call Center that will open tomorrow in the cafeteria at Jefferson Park.
- A total of **143,676** calls have come into the **1-877-LOVED1S** number with **7,128** coming in the 24-hour period from Thursday at 2:00 PM to Friday at 2:00 PM.

Staffing

- Staffing recommends that all groups look at their people to promote them into leadership positions as the group is finalizing a long-term staffing plan.
- Assigned **908** people to the operations yesterday and loaded has **8376** staff cards to date.
- To date, Staffing has processed **48** new DSHR applications from the Southern Baptists and **1131** from the Partners for Effective Emergency Response (PEER) group.
- The table below shows the number of DSHR members recruited from each Service Area, sorted by number sent. The affected Service Areas (SA 8 and SA 4) show lower numbers because their DSHR members are working on the response at their local chapters.

SA	TOTAL ASSIGNED 8/29 through 9/16	Sup	Assoc
SA 1	2905	208	2697
SA 7	2498	231	2267
SA 3	1837	265	1572
SA 6	1814	187	1627
SA 5	1430	150	1280
SA 2	1016	127	889
SA 8	720	120	600
SA 4	191	53	138
TOTAL	12411	1341	11070

International Services

- Eighty volunteers from twelve Red Cross or Red Crescent national societies, three from the Federation and sixteen from the ICRC are working on the operations.
- These numbers do not include 49 volunteers from the Canadian Red Cross who work at national operations and have their own chapter code.
- In addition, four Austrian Red Cross staff who "self-deployed" to Houston are not included in the above totals.
- The Monaco Red Cross and the Indonesia Red Cross have also verbally offered to send staff but have not yet sent the staff.

Hurricane Ophelia

Impact

- As of 4:00 PM EDT, Friday, Progress Energy reports that 3,700 of their customers were without power. Carteret County has the largest number of outages with 3,024 customers still without power. The company expects that all power will be restored by midnight Saturday.

Red Cross Response to Ophelia⁴

- The area most impacted by Hurricane Ophelia was Carteret County, NC, which is located at the southern edge of the Outer Banks. Under DR 316-06, the Red Cross opened a shelter with eight residents. The shelter closed today at noon.
- The operation is doing outreach and bulk distribution and is conducting disaster assessment.
- One Southern Baptist kitchen is open in Carteret County.

⁴ Updated from this morning's report.

Shelter Statistics for Katrina

51 states (inc. PR and DC) reporting 20 reported shelters overnight / 26 states have reported shelters since 8-25										
	Shelters Period	Shelters To Date	Pop Period	Pop To Date	Meals Period	Meals To Date	Snacks Period	Snacks To Date	Cases Period	Cases To Date
AK									2	33
AL	9	51	352	5,421	630	514,140	200	219,860	926	9,140
AR	11	11	1,478	1,478	5,320	45,658			336	4,588
AZ	1	1	176	651	4,282	23,937			214	795
CA	1	1	39	39	13,254	29,506			361	3,056
CO	1	1	375	438		470			36	1,241
CT					36	1,696			13	311
DC	1	2	171	274	2,267	12,846			102	1,898
DE										68
SoFL		55		4,289		673,150				2,397
NoFL	2	19	287	1,680	945	170,427	170	100,339	4,238	23,881
GA	5	18	806	8,381	2,700	39,602			1,981	33,349
IA						135			22	455
IL		1			127	4,311			41	2,799
ID										26
IN	1	3	40	146	408	5,002			65	1,525
KS					523	15,007			21	518
KY		2		146	1,668	7,381			122	1,861
LA	107	256	23,150	56,835	179,407	3,414,987	537,000	6,483,059	1,969	3,979
MA					15	85			8	517
MD					160	2,496			31	241
ME						15			9	94
MI	1	1	120	320	279	4,021			118	1,499
MN									85	404
MO	2	3	63	252	7,733	17,874			213	1,683
MS	41	302	3,090	55,410	66,445	2,784,953	11,333	709,684	2,239	21,639
MT									39	59
NC	1	2	102	815	1,799	19,678			190	2,805
ND									14	27
NE		1		166	12	55			34	475
NH					5,357	5,357			36	59
NM		1		78						
NV									67	820
NJ					137	1,108			61	580
NY					775	3,960			149	1,427
OH		5		30	8,729	16,142			282	2,091
OK	3	5	1,076	2,352	3,874	61,039			114	2,199
OR					1,238	7,924			25	281
PA					61	837			89	949
PR						315				67
RI										147
SC		2		274		38,589			7	2,465
SD									13	69
TN	13	19	809	2,889		65,233				11,533
TX	65	133	16,841	60,628	15,276	1,138,462			508	34,011
UT	1	1	226	571	1,861	24,852			67	200
VA					228	2,673			147	1,098
VT									3	45
WA					1,382	9,896			71	600

**51 states (inc. PR and DC) reporting
20 reported shelters overnight / 26 states have reported shelters since 8-25**

	Shelters Period	Shelters To Date	Pop Period	Pop To Date	Meals Period	Meals To Date	Snacks Period	Snacks To Date	Cases Period	Cases To Date
WI	1	2	238	692	2,303	4,032			54	929
WV	1	1	225	317	2,379	31,432			23	339
WY									6	45
TOTALS	268	899	49,664	204,572	331,610	9,199,283	548,703	7,512,942	15,151	181,317