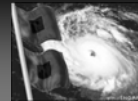


Hurricane Planning and Recovery – Lessons Learned

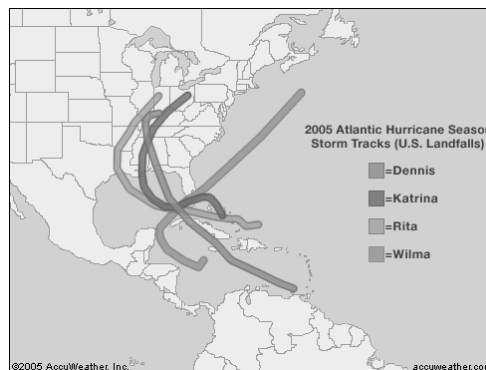
2005 Season Recap



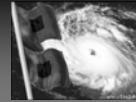
- Record 26 named storms
- 14 were hurricanes -exceeding by two the 1969 record
- 7 were major hurricanes.
- Unprecedented 3 reached category 5 status

- Dennis – Cat 4
- Katrina – Cat 5
- Rita – Cat 5
- Wilma – Cat 5

- 124 Billion \$ in Total Losses

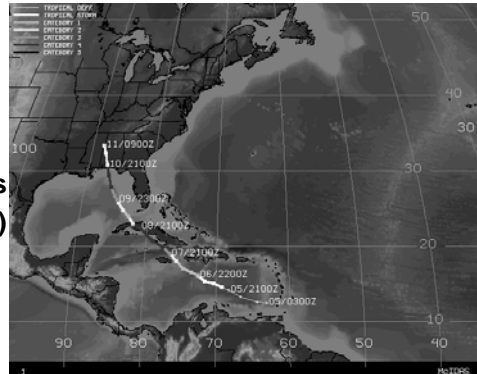


2005 Season Recap



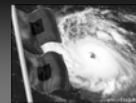
• Dennis

- ☉ Strength: Category 4 Hurricane
- ☉ Estimated cost of damage: Over \$2 billion total losses, over \$1 billion insured losses
- ☉ Landfall: 7/8/05 - Cuba (Cat 4) 7/10/05 - Pensacola FL
- ☉ Wind speed at landfall: 121 mph
- ☉ Maximum Sustained Windspeed: 150 mph



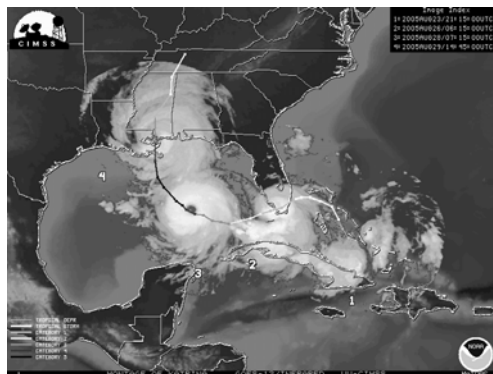
Supply Management . . . Bringing Together Supply Solutions

2005 Season Recap



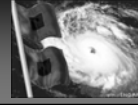
• Katrina

- ☉ Strength: Category 5 Hurricane
- ☉ Estimated cost of damage: Over \$100 billion total losses, over \$34 billion insured losses
- ☉ Landfall: 8/25/05 - Hollywood FL 8/29/05 Buras LA and Ansley MS
- ☉ Wind speed at landfall: 75 mph (FL), 144 mph (LA) and 132 mph (MS)
- ☉ Maximum Sustained Windspeed: 173 mph



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2005 Season Recap



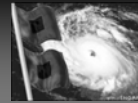
● Rita

- ④ Strength: Category 5 Hurricane
- ④ Estimated cost of damage: Over \$10 billion total losses, at least \$4.7 billion insured losses
- ④ Landfall: 9/24/05 - Between Sabine Pass TX and Johnson's Bayou LA
- ④ Wind speed at landfall: 121 mph
- ④ Maximum Sustained Windspeed: 173 mph



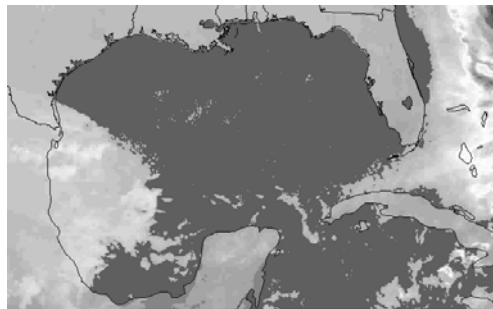
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2005 Season Recap



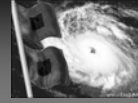
● Wilma

- ④ Strength: Category 5 Hurricane
- ④ Estimated cost of damage: Over \$12 billion total losses, over \$6 billion insured losses
- ④ Landfall: 10/21/05 - Cozumel, Mexico
10/22/05 - Playa del Carmen, Mexico
10/24/05 - near Everglades City, FL
- ④ Wind speed at landfall: 138 mph (Cozumel) and 121 mph (FL)
- ④ Maximum Sustained Windspeed: 173 mph



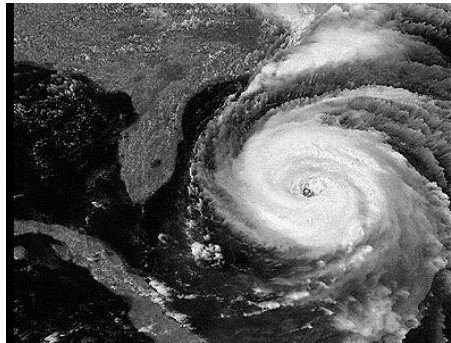
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2006 Outlook



2006 Hurricane Season begins June 1st

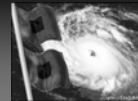
- The 2006 season is likely to bring five major hurricanes and a total of 17 named storms
- Statistically, there is an 80 percent chance that at least one major hurricane will strike the United States --- and a 64 percent chance that one will hit Florida.
- "The 2006 Atlantic hurricane season will be much more active than the average"***



*Colorado State University meteorologist Philip Kotzbach

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2006 Outlook



- **Threat of Major Hurricane Strike Grows for Northeast**
AccuWeather.com Warns That "Weather Disaster of Historic Proportions" Could Strike as Early as This Year

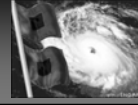
(New York, NY - March 20, 2006) - The northeast U.S. coast could be the target of a major hurricane, perhaps as early as this season, according to research announced today by the AccuWeather.com Hurricane Center.

"The Northeast is staring down the barrel of a gun," said Joe Bastardi, Chief Forecaster of the AccuWeather.com Hurricane Center. "The Northeast coast is long overdue for a powerful hurricane, and with the weather patterns and hydrology we're seeing in the oceans, the likelihood of a major hurricane making landfall in the Northeast is not a question of if but when."



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Stages of Preparedness and Response

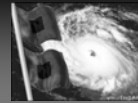


- Pre-Season
- Hurricane Season Starts
- Named Storm Identified
- Watch
- Warning
- Evacuation
- Post-Storm Recovery

Timeline for Hurricane Camille, 1969	
August 14	Tropical Storm Camille develops
August 15	Camille intensifies to hurricane strength
August 15	Camille claims its first victims
August 16	Reaches Category 5 strength
August 17	Cat. 5 Camille devastates Gulf Coast
August 19	Remnants cause deadly Virginia floods

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Pre-Season Preparation



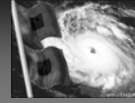
➤ Goal – Self Sufficiency for a Minimum of Three Days in the Event of Loss of Utilities and Other Services

- Food and Beverage
- Operating Supplies
- Services
- Emergency Supplies and Equipment
- Damage Mitigation and Remediation



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Pre-Season Preparation, cont...



•Generate/Review Hurricane Order Guides

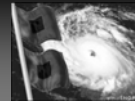
✓ Food and Beverage

- 7-Day Menus, minimal preparation
- Requires little or no refrigeration
- File with broad-line food distributor (Sysco)

SUGGESTED DISASTER MENU			
	BREAKFAST	LUNCH	DINNER
DAY 1	Orange Juice, 3/4c Dry Cereal, 3/4c Milk, 1c Sugar, 2 pks	Chicken or Tuna Salad, 1/2c Bread, 2 slices Pickled Beef Salad, 1/2c Apricots, 1/2c Cookies, 2 Beverage, 1c	Beef Stew w/ Potatoes, 1/2c Green Peas, 1/2c Applesauce, 1/2c Bread or Crackers 1 slice Milk, 1c *Snack
DAY 2	Apple Juice, 3/4c Dry Cereal, 3/4c Milk, 1c Sugar, 2 pks	Macaroni & Cheese, 1c 4 Bean Salad, 1/2c Crackers, 2 pks Peaches, 1/2c Beverage, 1 c	Sloppy Joe, 1/2c on bread (2) or taco shell Corn, 1/2c Tropical Fruit, 1/2c Milk, 1c *Snack
DAY 3	Orange or Blended Juice, 3/4c Dry Cereal, 3/4c Milk, 1c Sugar, 2 pks	Bean or Split Pea Soup, 1c Peanut Butter (2T) & Jelly Bread (2) Graham Crackers (6) Apple Raisin Salad, 1/2c Pudding, 1/2c Beverage, 1c	Chicken & Dumplings, 1/2c Carrots, 1/2c Bread or Crackers, 1 Fruit Cocktail, 1/2c Milk, 1c *Snack


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Pre-Season Preparation, cont...



✓ Food and Beverage Order Guides Cont...

- Increase bottled water par prior to season starting
- Consider bulk water storage for sanitation
- Water may be scarce prior to and after landfall
- Available storage space and refrigeration under emergency power are considerations



Agnes F. Boudreaux
Parish President

NEWS RELEASE

Issued by:
Jefferson Parish Department of Public Information
Jacquie Bassett, Public Information Officer

For Immediate Release

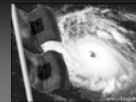
Date: Wednesday, September 7, 2005
Time: 8:45 p.m.
Event: Hurricane Katrina
Advisory 46

BOIL WATER NOTIFICATION

Beginning Thursday, September 8th, it will not be necessary for residents on the Westbank of Jefferson Parish to boil water for consumption, however, residents on the Eastbank of Jefferson Parish must continue to do so until further notice.

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Pre-Season Preparation, cont...



✓ Operating Supplies and Equipment Order Guides

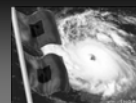
- Paper Goods
- Plastic Utensils
- Canned Heat
- Aluminum Buffet Pans and Wire Racks
- Alternative Cooking
 - Propane or Charcoal
 - Butane Stoves



Store your water in sturdy boxes. Each kit includes 5 mylar water bags, 15 feet of white reinforced tape, 5 Deluxe water boxes.

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Pre-Season Preparation, cont...



✓ Emergency Supplies and Equipment

- Lighting
 - Gasoline and Diesel
- Fuel
 - Water and Fuel
- Containers
- Generators
- Sanitation
 - Hand Wash Stations
 - Hand Sanitizing Wipes
- Safety and Security
 - Fire Extinguishers
 - Wrist Bands
 - First Aid Supplies

Disposable Lighting Options



Glowsticks

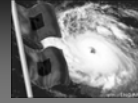
Distributor	Northern Products
Manufacturer	NORTHERN PRODUCTS
Mfg. Model #	06015 (GREEN)
	06023 (YELLOW)
Hilton Price:	\$230.00 per case (\$0.46 ea)
Description	- 8", 12Hr Glowtime
	- Individually Foil Wrapped with
	- 500 per case
	- FOB Factory, Leominster, MA
	- Payment Terms, Net On Rec.

Ordering Information

Please Direct Orders to:

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Pre-Season Preparation, cont...



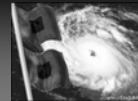
✓ Mitigation and Remediation

- Sand Bags
- Duct Tape
- Tarps
- Blowers
- Extractors
- Plywood
- Bleach
- Fuel Drums



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Pre-Season Preparation, cont...



● Key Suppliers

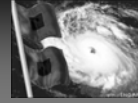
- Update Emergency Contact Information and Multiple Backups
- Suppliers will have many of the same issues as the hotels pre and post hurricane landfall
 - Road Closures
 - Curfews
 - Staff Shortages
 - Communication
 - Utilities
- Involve your Key Suppliers When Developing Hurricane Plans!

Road Closures as of 9AM CDT.

Parish	City	Street
St. Charles		LA 632 - Roadway closed due to flooding.
St. Charles		US 61 at Kenner is closed due to flooding.
St. Charles		US 61 and Ormond Blvd; numerous trees are down on US 61, extensive flooding in the St. Rose area.
Plaquemine	Belle Chasse	LA 23 - Belle Chasse Tunnel closed
Orleans	New Orleans	Crescent City Connection bridge closed
Orleans		Highway 11 at I-10 is closed due to flooding
Orleans		I-10 is closed at I-510 due to flooding.
Orleans		I-10 at the 17th street canal is closed due to flooding
Orleans	New Orleans	I-10 at Crowder Blvd. due to flooding
Orleans		I-10 / Twinspan Bridges Closed
Orleans		I-610 at I-10 is closed due to flooding
Orleans		US 90 at Chef Menteur highway is closed due to flooding
Jefferson		All Jefferson Parish has closed all roads

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Pre-Season Preparation, cont...



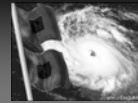
- **Key Supplier and Distributor Questions**

- ④ **Distribution Redundancy**
- ④ **Rerouting of incoming calls**
- ④ **Alternate Delivery Options**
- ④ **Data and File Servers**
- ④ **Multiple Emergency Contacts and Contact Methods**



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Pre-Season Preparation, cont...



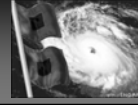
- **Key Service Providers**

- Waste Disposal
- UPS, FedEx
- Pest Control
- Landscaping
 - Trim Trees Pre-Season
- Fuel Delivery
- Restoration Services
- Medical Services
 - Vaccination
- Cooling Tower



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Named Storm Identified



•Be Prepared to “Pull the Trigger” on Order Placement

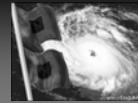
- Location of Storm
- Intensity of Storm
- Projected Path
- Follow Advisories Closely
- Be Prepared for Watch Stage
- Be Aware of Timing of Expected Landfall
 - **Weekend Considerations – Supplier Delivery Schedules**

2006 Hurricane Names

Alberto	Kirk
Beryl	Leslie
Chris	Michael
Debby	Nadine
Ernesto	Oscar
Florence	Patty
Gordon	Rafael
Helene	Sandy
Isaac	Tony
Joyce	Valerie
	William

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Hurricane Watch Checklist

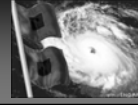


- **Set Refrigerators and Freezers to Lowest Possible Settings**
- **Stock Ice if Possible**
- **Storage Areas Typically on Lowest Floors – make Preparations to Move if Needed**
- **Secure Vital Files, and Records**



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Hurricane Warning Issued



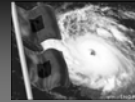
- **Warning – Notice that within 24 hours or less, a specified area may be subject to;**
 - (a) Sustained winds of 74 miles per hour or higher, and/or
 - (b) Dangerously high water or a combination of dangerously high water and exceptionally high waves
- **BE AWARE - *Sysco and most other suppliers close their warehouses and stops deliveries 24 hours prior to landfall to protect their employees and facilities.***

Supply Management . . . Bringing Together Supply Solutions

Post Storm Recovery

Supply Management . . . Bringing Together Supply Solutions

Post Storm Recovery



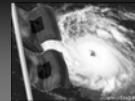
•Supplier Status Reports

- Tool used to communicate suppliers' ability to service hotels
- Updated daily or as needed
- Backup suppliers utilized if needed

Supplier Name	Primary Contact	Phone Number	E-Mail	Product/Service Type & Area	Update 10/24/05
Alled Waste (WTS)	Customer Care	800-680-5600		Waste Disposal - FL	
A-One-A Produce	Scott Davis	864-240-8041	sscott@aonea.com	Produce - South FL	As of today we are fully operational.
Starline Seafood	Jim Potts	954-435-0000	jpot@starlineseafood.com	Seafood - South FL	Fuel and power are still major issues for a number of branches. Cell phone service is still erratic as well. Taps to obtain an ETA for new full capacity service and delivery capabilities. South Code F for no power anywhere a lot of damage. Tacks on emergency standby only (no fuel available) Big Pine Key - 1248 - a lot of damage no power - Tacks on emergency stand by only (no fuel available) Fort Myers H-64 some damage no power. Tacks on
Coca Cola	Don Voss	849-674-6586	dvoss@maco.com	Coke Products	Big Pine Key is open. They do not have power, spit or phones and are operating manually in Lauderdale and West Palm Beach branches are not. The generators to provide electric.
Edward Don	Hugh Hall	807-410-5002	hughhall@eddon.com	Operating Supplies - FL	

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Post-Storm Recovery



•Hotel Status Reports

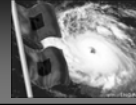
- Tools used to determine:
 - ✓Utilities
 - ✓Operational Status
 - ✓Immediate Needs
 - ✓Damage Assessment
 - ✓Update Daily or as Needed

Open	Inn Code	Hotel Name	Address	City	Update 10/24/05	Update 10/25/05
No	MACI	Conrad Miami	1395 Brickell Avenue	Miami	Guests moved to Hilton Miami Airport. Damage and water intrusion in lobby and top floor. Utilities status unknown.	Marg South side windows but water break in sprinkler syst. 25th floor due to ceiling col. Some double panes windows, only one broken, 4 broke thro of room inventory is available in elevator shaft. Building is operational. Glass falling from on the street - building is closed. Guests moved to Hilton Miami Airport.
Yes	MIAB	Doubletree Grand Hotel Biscayne Bay	1717 N. Bayside Drive	Miami	Power lost, generators working. Not accepting new guests. Low water pressure. Phones out.	No damage, no power in the generator only. Condos do power. Rooms are clean and occupied rooms. Full power area, food service is available.
Yes	FLTS	Doubletree Guest Suites Ft. Lauderdale - Galleria	2670 East Sunrise Boulevard	Ft. Lauderdale	Hotel evacuated. Flooding/water intrusion. Closed to Monday.	Roof repairs needed, current renovation.
Yes	TPARH	Doubletree Guest Suites Tampa Bay	3050 North Rocky Point Drive West	Tampa	Minimal damage. Some water intrusion. Fence and exterior door blown off. Landscaping damage. Power up, hotel open.	

Regular conference calls with the hotels was the prime source of the information used in this report

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Post-Storm Recovery



Hotel and Supplier Communications

- Land-Line and Cell Phones may be Inoperable – alternate means of communication critical
- Text Messaging via SMS or e-mail will get through in many cases when voice cannot

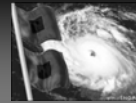
If the cell carrier is known, text messages can be sent via e-mail using the format example below (160 character max).

7708264518@mobile.mycingular.com

Carrier	Send Email to phonenumber@....
Alltel	@message.alltel.com
Cingular	@mobile.mycingular.com
Nextel	@messaging.nextel.com
Sprint	@messaging.sprintpcs.com
SunCom	@tms.suncom.com
T-mobile	@tmomail.net
VoiceStream	@voicestream.net
Verizon	@vtext.com

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Post-Storm Recovery



•Supply Chain Issues

- ✓Road closures and check points delay suppliers
- ✓Pre-storm demand wipes out critical inventories from suppliers
- ✓Post-storm re-stocking of key supplies could be delayed due logistical obstacles

HARRY LEE SHERIFF

September 6, 2005

To all law enforcement officers:

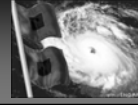
Please allow the operator of this vehicle to pass through all check points throughout this region. These vehicles are delivering much needed supplies to all law enforcement, medical, and military personnel participating in the emergency rescue operations of hurricane Katrina.

Thank you,


Sheriff Harry Lee
Jefferson Parish Sheriff's Office

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Post-Storm Recovery



- **Accessibility and Ability to get to Work May be Limited**

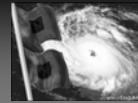
- Curfews
- Checkpoints
- Road Closures
- Non-Functioning Traffic Lights

- **Display ID's, Uniforms, Vehicle Markings**



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Post-Storm Recovery



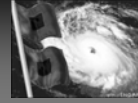
- **Inventory Control and Management**

- **Identify Secure Storage Location**
 - May serve multiple properties
 - One person per property in charge of inventories
 - Food, beverage and operating supplies
- **Access Control**
- **In and Out Procedures**
- **Security Access**



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Post-Storm Recovery



- **Regional Support**

- **Hotels not affected provide valuable support to hotels in need**

- Laundry service
- Supplies not available locally

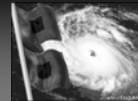
- **Task Force**

- On-site representation coordinated with off-site field operations support



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Post-Storm Recovery



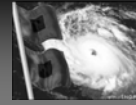
- **Record Keeping and Controls**

- **Centralized Purchase Order Log**
- **Multiple Hotels and Corporate Disciplines Ordering Product Requires Coordination**
- **Accurate Records Required for Insurance Scrutiny at Later Date**



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Post-Storm Recovery

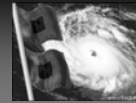


- **Business Continuity (business unusual)**
 - Ⓜ **Limited Staffing**
 - Ⓜ **Modified Uniforms**
 - Ⓜ **Emergency Contracted Services**
 - Catering
 - Laundry
 - Leased Labor
 - Water Tankers
 - Refrigerated Trucks
 - Emergency Fuel
 - Remediation



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Post-Storm Recovery

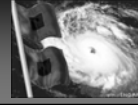


- **Evacuation Chairs**
 - Essential for evacuation of disabled or injured persons from multi-level facilities in emergency situations.
 - Enables one person to control movement down stairs without lifting.
 - Extendable head and foot end lift handle design supports proper ergonomic lifting technique
 - Folds to compact size for convenient storage.
 - Exceeds fire safety requirements and emergency response guidelines established to support the Americans with Disabilities Act.



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Post-Storm Recovery Summary



- **Open Discussion – Lessons Learned**

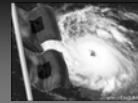
- **Communication**

- Web site?
 - Deployed easily at a moments notice
 - Task Force Contacts
 - Links to Informational Web sites
 - Status Reports



Supply Management . . . Bringing Together Supply Solutions

Lessons Learned...



Don't count on the Feds for help!

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