



**CITY OF SAN ANTONIO
EMERGENCY OPERATIONS CENTER**

September 17, 2008/ 5:00 p.m.

Contact EOC Media Operations: 206-8722

Hurricane Ike Situation Report #18

- The Alamo Regional Command Center (ARCC) is preparing to start to demobilize some areas of its operation.
- The Port of San Antonio Reception Center has processed 10,563 general population individuals and 769 individuals with special needs. They have processed 184 buses.
- There are 2,070 individuals in general population shelters. There are 685 in special needs shelters.
- Currently there are 342 pets being sheltered.
- There are currently 212 personnel from 17 agencies supporting operations at the ARCC.
- Metro Health continues to coordinate multi-agency medical services for evacuees in shelters to manage chronic conditions and short-term needs. Nursing care is available 24 hours and physician teams provide care during the day. Metro Health sanitarians continue to monitor the shelters and food supply to maintain proper conditions.
- The local chapter of the Salvation Army is providing case management services within the shelters and providing evacuees with emergency clothing, information and referrals. Anyone interested in donating clothing can drop it off at the nearest Salvation Army Thrift and Family stores. For location information, call 3-1-1.

- The American Red Cross is offering support to the ARCC and the sheltering system. The ARC also offers a link on their site to check on friends and relatives. The program is called “Safe & Well”. Go to www.redcross.org or call 866-GET-INFO (1-866-438-4636) to place a search order for your loved ones. This is a matching system, so unless the evacuee has registered through American Red Cross, they will be unable to provide you with information.
- Animal Care Services is providing animal sheltering at one central location, 8406 Cadmus. The shelter will receive animals from self-evacuees, as well as those evacuees brought to San Antonio on State provided transportation. While animals are being sheltered at a number of locations, all of the animals are managed through this location. Self evacuees wishing to visit their animals or pick up their animals to return home can call (210) 287-2778 to schedule an appointment. For evacuees arriving by bus or other State provided transportation they can call (210) 206-8652 to check on their animals. Animals will be returned to those evacuees upon repatriation.
- The Department of Community Initiatives is offering a service to search for friends and family. You can call (210) 288-3008 to request a search of your loved ones that have registered in the San Antonio area shelters.
- For all FEMA services, victims of Hurricane Ike must register. Please contact (800) 621-FEMA (3362) or visit www.fema.gov. TTY can dial 1-800-462-7585.
- The SAVOAD Volunteer Operation Center has relocated to Brooks City-Base, Building 1154 located at 8039 Challenger Drive. For more information, call (210) 224-5365.
- For basic shelter information, individuals can call 207-6400 or 3-1-1.