

City Assisted Evacuation

City of New Orleans, Louisiana



2022 Hurricane Season

Office of Homeland Security & Emergency Preparedness
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Introduction

Purpose

The purpose of City Assisted Evacuation (CAE) is to help New Orleans' residents and visitors who wish to evacuate during an emergency, but lack the capability to self-evacuate. The CAE is not intended to replace an individual's personal responsibility in preparing for their own evacuation – it is meant to be an evacuation method of last resort, and only for those who have no other means or have physical limitations that prohibit self-evacuation. This plan will be implemented primarily when the city must evacuate due to anticipated tropical weather conditions, but is intended to be scalable and flexible such that it may be implemented in any situation where New Orleans must execute a mass evacuation.

Synopsis

The CAE utilizes City of New Orleans (City) facilities, personnel, and other resources to provide assistance to individuals who cannot self-evacuate in the event of an emergency. While the New Orleans Office of Homeland Security and Emergency Preparedness (NOHSEP) will have overall command and control responsibility for the CAE, the New Orleans Fire Department (NOFD) is responsible for the execution of CAE. The plan is designed to evacuate all residents and visitors from the city prior to the arrival of tropical storm force winds (>39mph) from a major hurricane, or in response to any other emergency that requires a mass evacuation of the city. This plan addresses the evacuation needs of residents without transportation (individuals with Critical Transportation Needs, referred to as CTNs in state documents), persons in need of medical resources (NMR), and the evacuation of pets that are owned by residents requiring assistance. This plan uses the Smoothie King Center (SKC) as the processing center and point of departure for emergency evacuation, and includes evacuation by bus, air, and rail transportation. The rapid movement of these persons out of danger is the paramount concern. The City Emergency Operations Center (CEOC) Manager and the CAE Commander at the SKC must keep this as the number one priority, and be willing to alter the concept of operations, if needed, in order to accomplish this goal.

In most cases, the 24 hours prior to CAE activation will be spent “leaning forward” and making preparations to activate the plans. The first 6 hours of the CAE timeline (Appendix A) are used to implement security, establish the processing centers and pickup locations, and to acquire transportation resources. After activation, the goal is to have the CAE completed in a 24 hour time period beginning at the issuance of evacuation orders by the Governor and the Mayor. Evacuation activities will be suspended upon orders by the Mayor and the Unified Command Group (UCG).

The City will have the overall responsibility for getting the residents and visitors from pre-identified pickup locations to the processing center and parish pickup point at the SKC. The State, supported by external entities, will have the responsibility for moving the persons from the processing center in the threat area to locations out of harm's way. When the threat has passed and reentry is authorized, this

process will be reversed. The reentry process will utilize the Union Passenger Terminal (UPT) facility instead of the SKC.

The CAE is activated by notifying all the relevant partner governmental and non-governmental entities that an evacuation has been ordered and the facilities, transportation providers, and emergency response personnel should execute their components of the plan. The City will establish an evacuee processing center at the SKC and coordinate with the New Orleans Regional Transit Authority (RTA) to help residents get there. The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP), in conjunction with other state and federal departments (see list of agencies on the following page), will activate their plans to support the City and to transport and shelter evacuees.

This synopsis does not detail all aspects of the CAE, but is meant to provide a quick overview of the general concept.

Activation

The CAE is activated upon orders from the Mayor, in concurrence with the Governor, following the declaration of an emergency. The Mayor's declaration of an emergency must be followed by a specific order to the Director of NOHSEP to activate the CAE. The CEOC will be activated in advance of the actual declaration of an emergency as officials track the storm, and the Director or their designee will serve as the CEOC Manager in the New Orleans CEOC. The NOHSEP Director/CEOC Manager then directs the activation of the CAE and notifies agencies to begin taking steps necessary to implement their respective components.

Upon receiving the order to launch the CAE, the CEOC Manager will ensure that all of the required internal and external entities necessary to execute the CAE have been notified that the plan has been initiated. At the local and state level, the organizations required for the successful implementation of the CAE are listed on the following page.

Local Government Agencies

- New Orleans Office of Homeland Security and Emergency Preparedness (NOHSEP)
- New Orleans Fire Department (NOFD)
- New Orleans Police Department (NOPD)
- New Orleans Emergency Medical Services (NOEMS)
- New Orleans Health Department (NOHD)
- Additional municipal departments

State Agencies

- Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)
- Louisiana Department of Transportation and Development (DOTD)
- Louisiana Department of Children and Family Services (DCFS)
- Louisiana Department of Health (LDH)
- Louisiana National Guard (LANG)
- Louisiana State Police (LSP)
- Louisiana Department of Agriculture and Forestry (LDAF)
- Metropolitan Human Services District (MHSD)

Non-Government Entities

- ASM Global / Smoothie King Center (SKC)
- Louis Armstrong New Orleans International Airport (MSY)
- New Orleans Regional Transit Authority (RTA)
- Louisiana Society for the Prevention of Cruelty to Animals (LASPCA)
- Louisiana State Animal Response Team (LSART)
- Contracted vendors and service providers

It is expected that the state agencies above will make the necessary notifications to the appropriate federal agencies, such as the Federal Emergency Management Agency (FEMA), Department of Homeland Security (DHS), Department of Transportation (USDOT) and the Department of Defense (DoD).

Individuals tasked with making these notifications will monitor the development of that component of the plan and keep the CEOC advised accordingly.

Execution

The CAE requires that the following detailed operations plans be executed by the appropriate entities tasked with implementation:

CAE Plan Element	Responsible Entity
1. Inbound Transportation	RTA, NOHSEP, NOPD, NOHD
2. Registration Center	NOHSEP, NOFD, NOHD
3. Smoothie King Center Operations	All Agencies
4. Pet Evacuation	NOFD, LASPCA, LSART, LDAF, RTA
5. Emergency Transportation	RTA
6. Contracted Bus Operations	NOHSEP
7. Residential Evacuation Assistance Pickup	NOHD, NOFD, OPCD, RTA, NOEMS
8. Point-to-Point Shelters	NOHD, NOHSEP
9. Medical Support	NOEMS, NOHD, LDH
10. Site Security	NOPD (supported by ESF-13)
11. Traffic Control	NOPD (supported by ESF-13)
12. Volunteer Operations	NOHSEP
13. Medical Institutions	LDH, NOHD, NOEMS
14. Air Evacuation	DOTD, FAA, USDOT, TSA
15. Rail Evacuation	NOHSEP, GOHSEP, Amtrak, FEMA
16. Evacuee Return	NOFD, NOHSEP, RTA
17. Rapid Intensification Contingency	All Agencies

Each section of this plan provides details on the multiple components of the CAE. The following is a brief synopsis of each operation:

1. Inbound Transportation – The City of New Orleans is responsible for transporting residents from locations throughout the city to a designated Parish Pickup Point (PPP) for evacuation. For New Orleans, the Smoothie King Center (SKC) serves this purpose. The State will dispatch coach buses to the SKC in order to pick up evacuating residents and transport them to safe shelters outside of Orleans Parish. The City and RTA will work to offer multiple avenues of transportation to assist residents who may have limited access to transportation. Residents will be able to reach the SKC through dedicated evacuation

buses from 17 predesignated pickup locations, use of regular RTA service routes free of charge, secure their own private transportation (personal vehicles, rideshare, taxi, etc.), or at-home pickup if determined to be eligible through the Special Needs Registry.

2. Registration Center – Evacuees arriving at SKC will first be directed to the Registration Center, located in Parking Lot 3. Here, evacuees will complete a brief, state-required registration process. Evacuees will receive a numbered wristband, a corresponding tag for their luggage, and complete an “Evacuation Ticket” with basic personal information. This information will ultimately be entered into the state’s tracking system for accountability. After completing the registration process, evacuees will continue to the SKC where they will be directed to evacuation transportation by bus, air, or rail.

3. Smoothie King Center Operations – The SKC will be the primary evacuation processing center for all evacuees who choose to utilize the CAE. Evacuees will arrive at the SKC main entrance only after they have completed an Evacuation Ticket and received a barcoded wristband at the Registration Center; they will then be directed through the SKC towards evacuation buses or other transportation as provided by the state and the federal government. Evacuees will be transported to pre-identified shelters outside of the risk area. It is estimated that this processing center will need at least 24 hours (working non-stop and not including the leaning forward, 6 hour setup, and 6 hour phase down periods) to unload, process and load an estimated 35,000 – 40,000 persons. Security, processing, medical, and command personnel must be established at the SKC prior to the arrival of buses. Evacuation buses will initially be staged at the Shrine on Airline (formerly Zephyr Field) and will be directed towards the SKC as directed by DOTD. Evacuation of the general population will take place simultaneously with the NMRs.

4. Pet Evacuation – This plan will provide a means of evacuation for an estimated 1,000 to 2,000 pets in the safest and most humane way possible. RTA buses will transport small pets as long as they can fit on their owner’s lap and are secured in carriers. Larger pets will only be accepted on designated pet evacuation buses, and must be leashed and muzzled prior to boarding. After arriving at the SKC, pet owners and their animals will be registered and linked together by a unique identifier (pet tag). Pets that are in carriers small enough to ride on their owner's laps will be allowed to travel on the pet evacuation bus with their owners, while large pets will be transferred onto state or federally provided vehicles for evacuation to an identified pet shelter. The pet tags will allow pets who are transported separately to be reunited with their owners upon arrival at a shelter.

5. Emergency Transportation – The RTA will use their public transit buses and vans to transport residents to the SKC. This includes providing direct shuttle service between the 17 pickup locations and the SKC, as well as supporting evacuation via regular service routes to the extent resources permit. RTA will also support the evacuation of those with mobility restrictions by utilizing accessible buses and paratransit vehicles as part of the Residential Evacuation Assistance Pickup. RTA vehicles will be restricted to carrying only those pets that fit in small or medium carriers, except on designated large pet buses.

6. Contracted Bus Operations – The City of New Orleans does not own buses itself, but will contract local bus companies to assist in the evacuation process. Contracted buses will serve two main purposes:

transporting tourists from SKC to MSY, and transporting NMR evacuees from predesignated sites or residences to the SKC. The NMR process is described in the Residential Evacuation Assistance Pickup section.

7. Residential Evacuation Assistance Pickup – The City lacks the transportation resources to provide service to pick up residents from their homes and transport them to a pickup location or processing center. Therefore, the City will contract with providers of buses and paratransit vehicles to aid the City in this effort. The Transportation Support Coordination Center (TSCC) will operate the Residential Evacuation Assistance Pickup (REAP) in coordination with the CEOC to provide individuals needing this assistance with service through 311. Callers will be triaged by an Evacuation Coordinator, provided by NOHD and/or NOEMS, who will then dispatch the appropriate REAP vehicle, directed by the TSCC. Types of vehicles may include cars, paratransit vans, buses, and ambulances. Callers will be placed in a queue, and once transportation arrives at their residence they will be transported to either a nearby pickup location or directly to the SKC.

8. Point-to-Point Shelters (DRAFT) – There have been discussions with other parishes to shelter ambulatory elderly (non-medical) residents in predesignated shelters outside of Orleans Parish. This plan dictates the process for triaging/registration at preidentified independent living facilities locations and providing direct transport of these residents to shelter facilities. As of 2022, these plans have not been finalized and remain in draft status.

9. Medical Support – Medical components will be established at the SKC. NOEMS, supported by NOHD, LDH, and others identified in this plan, will be in charge of implementing the medical plans that will provide assistance and triage to evacuees. NMR citizens that are considered “home-bound” will arrange for transportation to the SKC or use the REAP process described in Section 7.

10. Site Security – A security plan for the SKC and additional CAE locations is necessary to maintain order and safety throughout the evacuation process. The NOPD, in coordination with other ESF-13 support agencies, will provide security in the SKC area and the 17 pickup points. As soon as the Mayor activates the CAE, the security plan will be activated and law enforcement officers and/or national guardsmen will be deployed to assigned locations.

11. Traffic Control – A traffic control plan will be implemented around the SKC to allow for a smooth flow of vehicles transporting evacuees and CAE personnel. The NOPD will establish a "secure zone" around the area in order to facilitate this smooth flow. Public announcements will direct residents to use public transit or ridesharing services instead of driving directly to the SKC. Individuals attempting to enter the "secure zone" on other than authorized means of transportation will be redirected to the dropoff area at Poydras and La Salle. The NOPD Traffic Unit, in conjunction with state ESF-13, will be in charge of the traffic plan that allows for controlled access to the SKC. The state ESF-13 will be tasked with ensuring that evacuation buses coming from outside of New Orleans have a route that allows access to and from the SKC.

12. Volunteer Operations – As part of the NOLA Ready Volunteer Corps, volunteers represent a critical source of staffing for the CAE. Volunteers play a number of roles in evacuation operations, under the

supervision of City staff such as NOHSEP and NOFD. This section provides basic information regarding the activation, scheduling, and assignment of volunteers to support CAE operations.

13. Medical Institutions – LDH regulates the evacuation of persons located in hospitals, care centers, nursing homes, and acute long term care facilities. LDH will coordinate with state agencies, NOHD, and NOEMS, and NOHSEP to implement a plan to evacuate these facilities. The state’s Medical Institution Evacuation Plan (MIEP) covers this operation in greater detail.

14. Air Evacuation – This component of the plan addresses the use of extra section and/or charter flights sent to New Orleans International Airport (MSY) in order to expedite the evacuation of New Orleans. This may include visitors to the city attempting to return to their locations of origin, and New Orleans residents deemed eligible to evacuate by air. Airplanes will be provided by federal agencies in coordination with DOTD.

15. Rail Evacuation – This operation will utilize Amtrak rail transportation assets to transport evacuees from the SKC to the train depot in Hammond, LA, where they will be transferred onto buses bound for state shelters. The train will make round trips between the SKC and Hammond as long as conditions permit.

16. Evacuee Return – The Union Passenger Terminal (UPT) will serve as the point of arrival for returning evacuees. This plan details the processes as these individuals enter the UPT and are directed to RTA assets for return to their homes and neighborhoods. Reentry into the city will occur by reversing the evacuation process. Generally, when the city is able to be repopulated, evacuees that were transported to state shelters will be returned to the UPT by bus. RTA buses will stage at the UPT, where they will pick up and deliver returning evacuees to the pickup locations and/or neighborhood bus stops as close to their homes as resources permit.

17. Rapid Intensification Contingency – In the event that the storm’s development or forecast do not provide sufficient advance notice to secure resources and successfully execute the CAE, the City may attempt to implement evacuation or other protective measures in a more limited scope, prioritized toward the City’s most vulnerable populations. This section identifies potential scenarios for “Green”, “Amber”, and “Red” activation levels based on the severity and resources available, and outlines potential response options such as targeted evacuation, areas of refuge, and post-storm evacuation.

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Section 1 - Inbound Transportation

Situation

In accordance with State of Louisiana evacuation plans, the City of New Orleans is responsible for transporting residents from locations throughout the city to a designated Parish Pickup Point (PPP) for evacuation. For New Orleans, the Smoothie King Center (SKC) serves this purpose. The State will dispatch coach buses to the SKC in order to pick up evacuating residents and transport them to safe shelters outside of Orleans Parish.

When the City Assisted Evacuation (CAE) is activated, residents who are unable to evacuate on their own will be directed to the SKC for assistance. Given that many residents of New Orleans may be unable to secure their own transportation, the City and Regional Transit Authority (RTA) have coordinated to provide transportation assistance.

Though previous versions of the CAE relied primarily on the 17 pickup locations and discouraged walk-ups, the City has worked in recent years to accommodate multiple avenues of transportation to SKC. The goal is to account for changes in how people access transportation (rideshare services, increasing bicycle use, etc.) and give evacuees the freedom to choose among multiple options the method that works best for them.

Evacuees can get to the SKC in any of the following ways:

1. Arrival at one of 17 designated pickup locations (“Evacuspots”) for direct shuttle service to SKC.
2. Use of regular RTA bus stops and service routes to the downtown area. During the CAE, routes terminating at Duncan Plaza will add an extra stop at Poydras and La Salle for evacuees, and RTA will waive collection of fares.
3. Private transportation (drop-offs, rideshare, walking, bicycling, etc.) to the entrance of Champions Square near the intersection of Poydras and La Salle.
4. At-home pickup via Smart911 registry (only if eligible based on verified medical/functional need).

Mission

The purpose of inbound transportation is to provide vulnerable residents with access to transportation from their homes or neighborhoods to the SKC. Multiple transportation options will be available, allowing evacuees to choose the method that works best for them. Ultimately, what matters most is that they get to Smoothie King Center, and from there, to safe shelter outside of the at-risk area.

Execution

1. Overall Concept

When an evacuation is ordered, public messaging will advise residents of New Orleans that they should come to the Smoothie King Center/Champions Square for assistance if they cannot evacuate on their own. The City and RTA will offer free transportation options to those who need them, however residents who are able to secure their own transportation are free to do so.

Evacuees will be permitted to bring one bag per person, with reasonable exceptions for medical devices, diaper bags, etc.

Option 1: Evacuspots Transport

During the CAE, RTA buses will provide direct shuttle transport from the 17 Evacuspots to the Smoothie King Center. These locations will generally function as bus stops, however informational signage will be posted to educate residents about the CAE process and which items are allowed on the bus. Dedicated evacuation buses at these locations will transport evacuees directly to Parking Lot 3 of the SKC to begin the CAE registration process.

Some of these locations are senior centers and have indoor facilities that may be made available for senior citizens and other vulnerable individuals if needed. Availability will depend upon staffing availability and evacuee needs. Members of the public who are not seniors can still utilize the senior center pickup locations, but may need to wait outside if indoor space is limited. Planned layouts for senior center facilities are included in Appendix E.

The NOPD will provide security at all 17 pickup locations. If needed, these units may also be asked to provide basic situational awareness via radio and communicate any outstanding needs or concerns on site to the CEOC.

The following table lists the 17 pickup locations:

SENIOR CENTER PICKUP LOCATIONS	
Location Name	Address/Neighborhood
Arthur Monday Senior Center	1111 Newton Ave, Algiers
Mater Dolorosa	1226 S. Carrollton Ave, Carrollton
Central City Senior Center	2101 Philip St, Central City
Kingsley House	1600 Constance St, Lower Garden District
Sanchez Center	1616 Caffin Ave, Lower 9th Ward

GENERAL POPULATION PICKUP LOCATIONS	
Location Name	Address/Neighborhood
Dryades YMCA	1924 Philip St, Central City
Lyons Recreation Center	624 Louisiana Ave, Irish Channel
Mary Queen of Vietnam Church	14001 Dwyer Blvd, New Orleans East
New Orleans East Library	5641 Read Blvd, New Orleans East
McMain High School	5712 S. Claiborne Ave, Broadmoor
Armstrong Park Bus Stop	801 N. Rampart St, Tremé
Gen Meyer & Pace Blvd. Bus Stop	2832 General Meyer Ave, Algiers
Marsalis Harmony Park	S. Claiborne at S. Carrollton, West Carrollton
Stallings Recreation Center	4300 St. Claude Ave, Bywater
Smith Library Bus Stop	6300 Canal Blvd, Lakeview
Wal-Mart Parking Lot	4301 Chef Menteur Hwy, Gentilly
Warren Easton High School	3019 Canal St, Mid-City

Option 2: Regular RTA Service

Regular RTA service routes will remain operational during the CAE. Collection of fares will be suspended during evacuation, enabling residents to use free public transportation with familiar routes and stops in order to get to the Smoothie King Center. When using regular bus routes, evacuees will be able to use any city bus stop (not just the 17 pickup locations) to access transportation.

While many routes currently terminate at Duncan Plaza, during the CAE these routes will add an additional stop for evacuees near the intersection of Poydras and La Salle. After leaving the bus, evacuees will be directed through Champions Square toward Lot 3 of the Smoothie King Center where they will begin the registration process.

Option 3: Private Transportation

If they do not wish to utilize the offered RTA bus service, evacuees will be responsible for transporting themselves to Champions Square. This may include any of the following:

- Dropped off by family or friends
- Taxi or rideshare service (Uber/Lyft)
- Bicycling
- Walking

All walk-ups or drop-offs will be directed to the entrance of Champions Square near Poydras and La Salle. From there, they will pass through Champions Square to the Registration Center at SKC Lot 3.

Note: there will be no dedicated parking for evacuees near the SKC. Those wishing to park in the vicinity will be required to secure their own legal parking in the downtown area. Any abandoned, illegally parked vehicles which impede the flow of evacuation traffic will be towed.

Option 4: At-Home Pickup

Some residents with significant medical or mobility needs may be eligible for at-home pickup by paratransit, ambulance, or other dedicated vehicles. This is intended only for those who are incapable of utilizing the other options noted previously. These vehicles will pick up evacuees at their homes and transport them to the Smoothie King Center directly, near the Le Rouge Lane entrance.

Individuals who believe they may be eligible should complete a profile through the City's Smart911 system and can call 311 for assistance if needed. NOHD staff will review their conditions and determine whether they qualify for pickup service through the Residential Evacuation Assistance Plan (REAP).

See Section 7 – Residential Evacuation Assistance Pickup for more information.

2. Timeline of Operations

- A. **Leaning Forward** – Prior to activation of the CAE, NOHSEP will notify city departments, RTA, and senior center liaisons that the City is leaning forward, and that activation of the CAE is possible. NOLA Ready will begin organizing just-in-time training and assigning volunteers into specific roles or teams.
- B. **Activation** – All personnel will be notified through the CEOC upon activation of the CAE. Personnel will then mobilize to the SKC and RTA will prepare for deployment of buses. Logistics will deliver informational signage to the 17 designated pickup locations, and public messaging will inform New Orleans residents what they need to do if they wish to use the CAE. Staff will begin preparing the SKC for CAE operations.
- C. **Site Setup** – Most pickup locations will function as bus stops, and will not involve significant setup beyond the delivery of signage. Senior centers are an exception to this if they are to be opened to the public. Suggested plans are included as Appendix E; however, the assigned Site Lead may adjust these as they see fit. The areas of Champions Square and the Registration Center will also be set up to begin receiving evacuees.
- D. **Execution** – Approximately 6 hours after the activation of the CAE, RTA buses will begin pickups the SKC will begin to receive evacuees.

If using RTA transport, residents will be responsible for transporting themselves to a designated pickup location or bus stop. From there, they will await the next bus for transportation to SKC.

Public messaging and signage at the 17 pickup locations will briefly explain the CAE process and inform residents of its requirements and RTA transportation policies:

- Only one bag allowed per person.
- Small pets are allowed on all RTA buses, if they are kept in carriers on their owner's lap.
- Large pets are only allowed on dedicated pet-friendly buses, which will perform pickups from the 17 designated pickup locations. These pets must be leashed, muzzled, and kept under control by their owner. Regular RTA buses will not be able to transport large animals.

Evacuees who do not use RTA and arrange their own transportation will be directed to the entrance of Champions Square at the intersection of Poydras and La Salle. Volunteers will be stationed at Champions Square to direct arrivals toward the Smoothie King Center. Additionally, a limited number of drivers (5 to 10) with golf carts will be dedicated to assist those with limited mobility across the length of Champions Square.

The SKC will continue to accept evacuees and RTA will continue regular pickups from activation until the CAE is deactivated.

- E. Deactivation – Pickups will continue until RTA is notified by the CEOC or CAE Commander to begin demobilization, estimated for approximately H-30.

Once pickups have been discontinued, public messaging will notify any late coming evacuees that they will need to transport themselves to the SKC (or other destination, if applicable) if they have missed the buses.

Administration and Logistics

1. Shift Schedule

City staff will work 12 hour shifts. The initial shift will begin upon activation of the CAE and last 12 hours. A shift change will take place every 12 hours until the CAE Commander determines to shut down the pickup locations.

Partner and volunteer agencies will determine the shift schedule of their personnel.

2. Bus Schedule

Initially, two buses will be assigned to each dedicated pickup location, however this may be adjusted based on real-time demand observed at the sites. Constant communication

between RTA operators, dispatchers, and RTA Liaison will allow for bus reassignments. The final decision on a bus reassignment will be made by the RTA.

Regular RTA bus routes will operate on a Saturday schedule during the CAE. Though pickup schedules vary by route, most will complete trips to the downtown area every 40-45 minutes on average. Some routes do not travel to Duncan Plaza and will require a transfer to reach the downtown area.

3. *Communications*

NOPD will be present at each of the 17 pickup locations, and have access to City public safety radios to communicate to other CAE partners. Agencies will also have liaisons present in the CEOC. RTA drivers or dispatchers will communicate with CEOC and CAE partners through the RTA Liaison.

Any media inquiries should be directed to the Joint Information Center at City Hall.

Command and Control

- The Unified Command will have overall responsibility for the CAE. The CAE Commander will manage SKC operations.
- Operations to receive incoming evacuees at Champions Square and the Registration Center will be managed by the Inbound Branch Director and supported by NOLA Ready volunteers. The Inbound Branch Director reports to the CAE Commander.
- RTA provides support for CAE transportation through a Cooperative Endeavor Agreement with the City of New Orleans. RTA will retain authority over the allocation of their personnel and vehicles.
- NOPD units assigned to the 17 pickup locations will remain under the control of their respective district.

Section 2 - Registration Center

Situation

Residents utilizing City Assisted Evacuation must complete a brief registration process, which involves receiving a wristband and completing a state-required “evacuation ticket” with basic personal and household information. This information will ultimately be entered into the State’s Emergency Tracking Network (ETN) system, which will allow for the tracking and accountability of evacuees, as well as the reunification of separated family members and return of lost property items.

This registration process will take place immediately prior to entering the Smoothie King Center (SKC). A Registration Center will be established at SKC Parking Lot 3, which is located across the street from the SKC main entrance at the intersection of Dave Dixon Drive and Le Rouge Lane.

The Registration Center at Lot 3 will serve as the initial receiving point for evacuees, who will be arriving from Champions Square or will be dropped off directly outside Lot 3 by RTA bus. Upon arrival at the Registration Center, evacuees will be directed into queues leading to a registration station staffed by NOLA Ready volunteers. Volunteers will provide wristbands and assist in the completion of evacuation tickets, after which evacuees will be directed to continue on toward the SKC.

Mission

The purpose of the Registration Center is to serve as the initial intake location for evacuees and to assist arriving individuals and households through the registration process.

Unlike previous versions of the CAE, consolidating registration activities into one central location outside SKC allows City agencies to better concentrate resources and provide more direct supervision and direction for evacuation volunteers. Additionally, having the Registration Center on site allows the SKC to accommodate walk-ups and drop-offs, giving evacuees greater flexibility as detailed in Section 1 – Inbound Transport.

Execution

1. Overall Concept

Parking Lot 3 of the Smoothie King Center will serve as the initial intake point and Registration Center for arriving evacuees. Evacuees will arrive at this location through direct drop-offs by RTA bus (if coming from the 17 designated pickup locations), or by walking through Champions Square after being dropped off or otherwise arriving at the intersection of Poydras and La Salle.

Upon arrival, evacuees be directed toward queues leading to registration stations where volunteers will provide wristbands and help them complete their ticket. Though the process is essentially the same for all, dedicated lanes for individuals with accessibility or language access needs will be established to provide additional, focused support for these populations. Evacuees with pets will not be directed into Lot 3, and will instead be directed to the designated Pet Registration area at the Superdome loading dock.

The chart below details the basic flow of the process:



See Appendix H for a corresponding map of the Registration Center layout.

Large tents will be set up in Lot 3 for registration, with up to 15 registration lanes and ticketing stations. The exact number of lanes will depend upon available staffing and the dimensions of the tents available. Of these, a few lanes will also be designated for general population evacuees with accessibility or language access needs. The lanes and ticketing stations will be staffed by registration volunteers, who will provide each evacuee with an identifying wristband and an accompanying luggage band or tag for their property. Once evacuees have received their wristband, volunteers will guide them through the process of completing an evacuation ticket for their household (detailed instructions for this process are included in Appendix P – CAE Registration & Processing). Following completion of their evacuation ticket, general population evacuees will be directed to proceed across Le Rouge Lane toward the SKC and enter through the main entrance.

Note: Pets and their owners will not be registered in Lot 3, and will instead be directed to the designated Pet Registration area at the Superdome loading dock to complete their registration.

Pet owners will undergo an identical registration process to the general population as described above. However, they must also complete the additional step of applying an identifying pet band to their animal, whose serial number will be documented on their evacuation ticket and will link their animal to them in the state’s ETN system. Dedicated animal handling staff, from the LASPCA or other partner agencies, will be present at the pet registration area. See Section 4 – Pet Evacuation for details.

Following registration, pet owners will be directed to the designated waiting area for buses bound for the pet shelter, located near the SKC side entrance on Le Rouge Lane.

A Command Post for the Registration Center will be established to serve as a gathering point for site leadership. A dedicated Service Desk will be collocated with the command post to assist evacuees in resolving special concerns or challenges. Additional support, such as interpreters and behavioral health personnel, will also be stationed the area.

2. *Timeline of Operations*

- A. **Leaning Forward** – Prior to activation of the CAE, NOHSEP will notify city departments and ASM Global that the City is leaning forward and that activation of the CAE is possible. The City will request that ASM begin removing any vehicles or equipment from Lot 3 in order to prepare the site for CAE operations.
- B. **Activation** – All personnel will be notified through the CEOC upon activation of the CAE. Personnel will then mobilize to the SKC, the Registration Center, and Champions Square. Logistics will begin delivery of supplies and setup of CAE facilities, including the Lot 3 Registration Center. NOLA Ready will begin confirming volunteer schedules and ensure that volunteer staffing roles are filled by the time arrivals are expected to begin.
- C. **Site Setup** – Logistics will coordinate the delivery of supplies required for the Registration Center and assist in setup. Depending upon timing and availability of personnel, CAE staff assigned to the registration center may need to assist in setting up the area prior to operation. A detailed map of the planned setup and flow of evacuees is included in Appendix H – Registration Center Layout.
- D. **Execution** – Approximately 6 hours after the activation of the CAE, the Registration Center and SKC as a whole will begin receiving evacuees from the community.

The Inbound Branch Director will oversee CAE operations at Champions Square and the Lot 3 Registration Center. The majority of these functions will be staffed primarily by volunteers, who will operate the registration lanes/ticketing stations and assist evacuees in navigating through the process.

The Registration Center will remain active for the duration of the CAE, under the overall concept as described in the previous section. Operations may be scaled back or moved partially indoors at night if demand permits. Registration activities will continue until the CAE Commander gives the order to demobilize.

- E. **Deactivation** – Upon deactivation, Registration Center personnel will begin demobilizing the Lot 3 setup. Pop-up tents, tables, chairs, signage, and other supplies will be gathered together and prepared for pickup by Logistics. Logistics will also coordinate with city departments or vendors to arrange pickup of items such as port-o-lets and large tents.

Administration and Logistics

1. *Shift Schedule*

City staff will work 12 hour shifts. The initial shift will begin upon activation of the CAE and last 12 hours. A shift change will take place every 12 hours until the CAE Commander determines to shut down the pickup locations.

Partner and volunteer agencies will determine the shift schedule of their personnel.

2. Supplies

City logistics personnel will coordinate the delivery of supplies to Parking Lot 3. Necessary supplies will include, but are not limited to:

- Large tents (for Registration area)
- Small pop-up tents
- Folding tables and chairs
- Barricades
- Informational and directional signage
- Volunteer supply bin (contains vests, wristbands, office supplies, etc.)
- Evacuation tickets
- Snacks and water
- Port-o-Lets

3. Communications

Registration Center leadership will be provided with public safety radios, which will allow for communication amongst themselves and to the SKC Command Post or CEOC.

Most volunteers will not receive a radio and will communicate with site personnel in person or via mobile phone.

Any media inquiries should be directed to the Joint Information Center at City Hall.

Command and Control

- The Unified Command will have overall responsibility for the CAE. The CAE Commander will manage SKC operations.
- The Inbound Branch Director will oversee operations at the Registration Center and Champions Square, and reports to the CAE Commander. Under the Inbound Branch Director, the Exterior Navigation Group Supervisor and Registration Group Supervisor will supervise volunteers assigned to their respective functions.

Section 3 - Smoothie King Center Operations

Situation

This plan details operations that will take place at the Smoothie King Center (SKC) for evacuees arriving from throughout the city. The SKC will be the primary processing and evacuation center for evacuees, who will be transported out of the city on state or federally provided coach buses to state-sponsored shelters. The City of New Orleans (City) estimates that approximately 35,000 to 40,000 persons will utilize the City Assisted Evacuation (CAE) to evacuate, including the general population and persons with medical or special needs.

The SKC has been identified as the processing center because of its central location, ample space, favorable floorplan, and ability to accommodate bus traffic. Inside the SKC, evacuees will be triaged by mode of transportation (bus vs. air/rail), sorted into appropriately sized groups, and directed onto transportation assets suited to their needs.

Mission

The purpose of the CAE is to provide a means of evacuation to New Orleans residents who wish to evacuate the city, but lack the means to self-evacuate. Through the CAE process, these individuals will be transported to shelter locations approved by the State of Louisiana outside of the impacted area. The rapid movement of this population out of danger is the paramount concern; the Unified Command Group must keep this as the number one priority and be willing to alter the concept of operations if needed in order to accomplish this objective. The table below lists sections of the CAE that contain supporting information relevant to Smoothie King Center Operations:

CAE Plan Section	Description
Inbound Transportation	Details the various means by which evacuees may be transported to the SKC.
Medical Support	Details operations by New Orleans Emergency Medical Services (NOEMS) in conjunction with other agencies to provide basic emergency medical care to support the CAE.
Emergency Transportation	Details CAE operations by the New Orleans Regional Transit Authority (RTA) and transportation partners.
Site Security	Details the security to be provided by the New Orleans Police Department (NOPD), with support from state ESF-13, at the SKC and critical CAE locations.
Traffic Control	Details the traffic control procedures to be implemented by the NOPD to help the flow of buses through the SKC and prevent access by unauthorized vehicles.
Pet Evacuation	Details operations by the NOFD, LASPCA, LSART and LDAF regarding the evacuation of pets.

Execution

1. Overall Concept

Upon activation of the CAE, the SKC will be prepared for the orderly receiving, accounting, processing, and transportation of evacuees and their pets to State provided shelters. Appendices B and C detail the interior and exterior setup and flow of the facility. The CAE timeline (Appendix A) allows approximately 6 hours for the completion of setup at the SKC. Once preparations are complete, the SKC will begin receiving evacuees at Parking Lot 3, near the corner of Dave Dixon Drive and Le Rouge Lane. Evacuees will proceed through registration at Lot 3 (Detailed in Section 2 – Registration Center) before crossing the street and entering the SKC facility. Inside SKC they will enter a queue, be assigned into a bus group, and ultimately be escorted to the rear of the SKC (exiting onto Magnolia Street) where they will board a bus bound for a shelter. These processes will differ slightly for evacuees with pets, medical special needs, and those eligible to utilize air evacuation through MSY or rail evacuation via Amtrak.

2. Timeline of Operations

- A. Leaning Forward – Prior to activation of the CAE, NOHSEP will notify ASM Global representatives that the City is leaning forward with the CAE and may require use of the Smoothie King Center. In addition, the UC will place response agencies on alert that activation of the CAE is possible.
- B. Activation – When the CAE is activated, the CEOC will notify all response agencies to mobilize assigned personnel to the SKC, along with the necessary resources. CAE staff should check in at the Command Post at the SKC (located at Section 121) upon arrival.

The Logistics Section is responsible for setup at the SKC. Refer to Appendices B (SKC Interior Floorplan) and C (SKC Exterior Traffic) for diagrams of the planned SKC setup. Setup will include the following:

- Registration Center in Parking Lot 3 and walk-up support at Champions Square.
- Directional signs, queues, and color-coded floor tape directing evacuee flow through the facility.
- Bus queues, manifesting stations, and bus launch seating on the main arena floor of the SKC.
- Supply storage area for food, water, office supplies, and other resources for CAE staff, to be staged in a back-of-house location not accessible to the general population.
- Medical and special needs waiting area to be located in the Courtside Club area near the Le Rouge Lane entrance.
- Medical Station staffed by NOEMS to be located in the private room between SKC Main entrance and Le Rouge Lane side entrance.
- Pet Evacuation waiting area and bus loading site located near the Le Rouge Lane entrance.
- MSY/rail registration area to be set up by DCFS at the main floor's western exit.

- C. Operation – Approximately 6 hours after the decision to activate the CAE, setup should be completed and the SKC will begin receiving evacuees.

Arrival

Evacuees will be directed to the SKC after completing a brief registration process at the Registration Center in Lot 3. Evacuees should have their paper tickets filled out completely, wristband on wrist, and their bag tagged before entering the SKC. Greeters will be located at the SKC entrance to make sure that these processes are completed prior to entering the SKC. Those without completed tickets and wristbands will be directed back to Lot 3 for assistance before being allowed to continue through the facility.

Shortly after entering SKC, evacuees will undergo a brief visual triage by NOEMS for any significant medical concerns which would warrant transport to a hospital or medical shelter. This triage process will occur at a T-shaped intersection between the main entrance, arena floor, and Courtside Club area. Evacuees determined to have medical concerns will be directed toward the MSN area at Courtside Club, while all others will continue on toward the arena main floor.

Medical evacuees arriving via paratransit will be dropped off at the Le Rouge Lane entrance and will be escorted directly to the MSN waiting area in the nearby Courtside Club.

Air/Rail Triage

Once an evacuee clears the entrance area, Air/Rail Triage personnel will screen evacuees to determine if they are eligible to evacuate by air out of MSY or rail via Amtrak. Criteria are detailed in Sections 14 and 15.

General population evacuees will be directed to the right, toward the main floor of the SKC. Those eligible for air or rail evacuation will then be diverted towards the air/rail queue, which will lead to a specialized air/rail registration area operated by DCFs.

Note: Triage for air/rail transport will only occur if and when these evacuation options are available and receiving evacuees. Otherwise, all evacuees will depart by bus.

Bus Queues

Nine queue lines will be set up, leading from the Transportation Triage area to the Manifest Stations. Volunteers assigned to the Bus Queue area will direct evacuees to fill each line. Staff at the Manifest Station will process evacuees' Evacuation Tickets and create a complete manifest for each bus. Once this is completed, the Bus Launch Team will lead the selected evacuees to the Bus Launch seating area and pass the manifest to the Exterior Bus Queue Team.

When a bus is ready to load, Exterior Bus Queue Team will escort evacuees out of the rear (Magnolia) exit and turn the manifest over to the Bus Loading Team. From there,

the evacuees will be led to the appropriate bus and assisted with boarding. The Luggage Team will take evacuees' luggage and load it onto the bus. The Bus Loading Team will provide the bus driver with the manifest, and the bus will depart for a State shelter.

Air/Rail Queue

A separate queue for MSY flights and rail evacuation will be set up for use when these methods are available. Evacuees who are eligible and choose to use the air/rail option will be directed to the Air/Rail Queue, which will lead to a registration and launch seating area operated by DCFS. Due to real-time information requirements for these modes of transport, DCFS is responsible for registering air/rail evacuees directly into the state ETN system and creating digital manifests for this queue. If there is a flight to be filled, this launch area will send evacuees out of the Howard Avenue side door to buses which will bring them to MSY. If a train is present, evacuees will be escorted across Howard to a nearby platform to board the train. If air or rail assets are not currently available, these evacuees will be redirected onto buses bound for a state shelter.

Medical Support, Site Security, and Traffic Control

These elements of the SKC operation are sufficiently complex to warrant their own dedicated sections of the CAE Plan. Medical Support, Site Security, and Traffic Control operations are detailed in Sections 9, 10, and 11, respectively.

- D. Deactivation – When directed by the CEOC Manager, it will be the CAE Commander's responsibility to begin the demobilization process. The CAE Commander will ensure that all evacuees still at the SKC are loaded onto the final buses and oversee the collection and accountability of all supplies for redeployment or return to storage. When fully demobilized, the CAE Commander will inform the CEOC Manager that the SKC has been shut down.

3. *Post-Storm Reentry*

The SKC will not be utilized for post-storm reentry. The reentry operation will take place at the UPT. Section 16 - Evacuee Return describes this process in greater detail.

Administration and Logistics

1. Administration

- A. Shift Schedule – City personnel will work in 12 hour shifts. The initial shift will begin at approximately H-60 hours and include plan activation and site setup. Partner and volunteer agencies will determine the shift schedule for their personnel. The final shift will cover the last hours of processing, oversee the departure of the last buses or train, and deactivate the facility.

- B. Reporting Schedule – Reports should be submitted to the CEOC on an hourly basis or “as needed” basis. Supplemental reports should also be submitted if any significant events occur or if a surge of evacuees is recognized.

2. Logistics

- A. Supply Schedule – Food and water will be staged, prior to operation, at the SKC with additional deliveries being made at the request of the CAE Commander or Logistics Chief. State plans call for evacuation buses to be preloaded with food and water for consumption by evacuees prior to arriving at the SKC. Food will not be distributed to evacuees inside the SKC. CAE staff will be provided meals in rest areas off-limits to the general public.
- B. Security – The NOPD will provide the interior and exterior security necessary to run this operation; they may be augmented by State ESF-13 (Law Enforcement) or the Louisiana National Guard. They will be responsible for maintaining site safety and security, control the flow of pedestrians and traffic, and to assist the CAE Commander in the resolution of any disputes or disturbances. These operations are further detailed in Section 10 - Site Security.
- C. Portable Toilets – NOHSEP, in conjunction with City of New Orleans Property Management, will coordinate the delivery of portable toilets (including ADA accessible units) to the SKC for use by CAE evacuees.
- D. Communications – An Incident Command Post will be stood up in Section 121 of the SKC that will allow the CAE Commander to maintain communications with the CEOC Manager, the TSCC, SKC personnel, and the 17 pickup locations. It will be organized to accommodate several levels of redundancy. The state ETN database will be available to the CEOC, granting access to real-time information regarding the movement of evacuees through the CAE process.
 - Command Net – Primary means of communication between the CAE Commander, the Unified Command, and the CEOC will be by phone or by radio. Text communications and document distribution will be by email.
 - Tactical Nets – Primary means of communication between the CAE Commander, team leaders, and other operational nodes at the SKC will be via 700/800 MHz tactical net radios. These will be issued to the CAE Commander and other key leadership as deemed necessary by the CAE Commander.
 - Support Net – The command net will be used to request and coordinate any additional support. Primary, secondary, and backup broadband connectivity to the TSCC and the CEOC will be provided.

Command and Control

1. Smoothie King Center operations will be managed by the CAE Commander or their designee. This individual will have the option to designate a deputy to assume the role of CAE Commander in their absence.
2. Overall control of the CAE will be the responsibility of the Unified Command Group.
3. New Orleans Emergency Medical Services (NOEMS) will be the lead medical agency for the facility. All pre-hospital employees at the site (EMTs, Paramedics, and other First Responders) will follow Orleans Parish Protocols and the guidelines of the NOEMS Medical Director or their designee. There should be no deviation from medical protocols unless medical control is contacted and consulted. Other agencies will support NOEMS as detailed in Section 9 – Medical Support.
4. NOPD will be the lead security agency for the facility and will be supported by other ESF-13 and ESF-16 agencies. Security procedures are detailed in Section 10 – Site Security.

Section 4 - Pet Evacuation

Situation

During Hurricane Katrina, many individuals chose not to evacuate New Orleans because they did not want to leave their pets behind. The following year, the Louisiana State Legislature and the United States Congress passed legislation that called for local and state evacuation plans to account for the evacuation and sheltering of pets. This led the City of New Orleans (City) to develop a mechanism for the safe and humane evacuation of pets belonging to individuals who choose to utilize City Assisted Evacuation (CAE).

The number of pets evacuated through CAE during Hurricane Gustav indicated that, for various reasons, the population requiring assistance is significantly less likely to have pets than the average U.S. citizen. However, out of an abundance of caution, the estimated number of animals needing transport utilized for planning purposes remains between 1,000 and 2,500 pets. This number includes small pets that can ride in carriers on their owners' laps on State-sponsored buses, large pets that cannot ride on the laps of their owners and need separate transportation in State-sponsored trucks, and pets belonging to members of the Special Needs population that must be picked up at their owners' homes and transported to Dixon Correctional Center (or alternate facility) for full care. During the Hurricane Gustav evacuation, roughly 58% of these pets were large dogs, with the remaining 42% being small pets of various species. While pet owners will be told to bring their own restraining devices (leashes, carriers, or muzzles), it is expected that some pet owners will arrive without appropriate restraints for their pets.

Mission

The purpose of this Pet Evacuation plan is to provide pet owners who cannot self-evacuate with a mechanism to safely and humanely evacuate their pets. This plan covers all pet related aspects of the CAE, from the moment the pet and their owner are incorporated into the CAE until both are loaded onto evacuation vehicles bound for a State shelter.

The following sections detail supporting elements for Pet Evacuation:

CAE Plan Section	Description
Inbound Transportation	Details the means by which evacuees may get from their homes to the SKC.
Emergency Transportation	Details all operations by New Orleans Regional Transit Authority (RTA) and transportation partners.
Smoothie King Center Operations	Details operations at the SKC to include receiving, processing, and evacuating residents and their pets.

Residential Evacuation Assistance Pickup & Contracted Bus Operations	Details the efforts by City-contracted buses and other groups to provide transportation to residents and pets that are incapable of self-transport from their dwellings to a CAE pickup location and/or processing center.
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The following assumptions were made when developing this plan:

- The State will open co-located shelters for humans and their pets to assist the population of pet-owning evacuees.
- State-sponsored buses will allow small caged animals to ride on their owners' laps while traveling to co-located shelters.
- Appropriate pet evacuation vehicles will be provided by State and/or Federal partners in sufficient numbers to evacuate large pets (those that cannot fit on their owners' laps) for transport to co-located state shelters where the owners will be responsible for caring for them.
- Appropriate pet transport vehicles and personnel will be provided by other parishes through an Intrastate Mutual Aid Compact (IMAC) request to assist with the transport of MSN pets from their homes to a location for transport by the State to Dixon Correctional Center.
- The City and LDAF will provide extra restraints, including carriers and muzzles.
- Sufficient personnel will be available through the combined staff and volunteers of the City, LSART, the LASPCA, and partners.

Execution

1. Overall Concept

For the purposes of the CAE, there is a practical and functional distinction between small and large pets. Small pets are those which are small enough to fit into a carrier on their owner's lap while seated on a bus. When transporting residents to the SKC for evacuation, all RTA buses (both at the 17 pickup locations and on regular bus routes) will allow for small pets as long as they are contained in a crate or carrier. Small pets without carriers will also be allowed on the designated pet buses (described below), as long as they are restrained and kept under control by their owner.

Large pets are typically not allowed on RTA buses, and this will remain the policy for most buses during the CAE. However, RTA will allocate a small number of buses which will be designated for large pets and their owners. These buses will only perform pickups from the 17 pickup locations – evacuees with large pets will need to utilize one of these locations and wait for a designated pet bus, or secure their own transportation to Champions Square. Large pets must be leashed and muzzled before boarding the bus; volunteers with extra restraints will be present on the bus if needed. RTA drivers are not authorized to assist with the handling of animals.

When arriving in the vicinity of the SKC, RTA buses will drop evacuees off at the entrance to Lot 3 if coming from the 17 pickup points, or outside Champions Square at the intersection of Poydras and La Salle for regular service routes.

Instead of entering the Lot 3 Registration Center, pet owners and their pets will be directed to the designated pet registration area, located at the Superdome loading docks. There, each pet will be assigned a white wristband with a unique registration number. The owner will be given an additional wristband with that number written on it (for themselves) and a neck band with that number on it for their pet that will be placed on the pet at the receiving shelter. The carrier will have the original white band secured to it. Pet registration personnel will complete a pet registration form before separating the form by colored copies for tracking purposes. They will then document the unique registration number(s) on the human evacuation ticket and separate the ticket by color copy for tracking as well.

After this process is complete, steps will vary for small and large pets. Small pets will be allowed to ride on their owner's lap on the bus. The individual and their registered pet will be directed across Dave Dixon Drive to the pet bus waiting area. From there, they will board a bus destined for a co-located pet shelter where they will be expected to care for their own pet.

However, large animals cannot ride on state coach buses and must be transported separately by truck. These animals will be documented and placed in carriers by their owners before the crated pets are loaded onto a climate-controlled transport truck provided by the state. This transport will then deliver the pets to one of the co-located shelters. After their pets have been loaded onto the truck, the owners will be directed across Dave Dixon Drive toward the Le Rouge Lane side of the SKC. There, they will use the same waiting area as the small pet owners, described above. This bus will take passengers to the co-located pet shelter where the owners will be expected to care for their own pets.

If an individual on the Special Needs Registry (SNR) and/or otherwise included in the Residential Evacuation Assistance Pickup (REAP) has a pet, the TSCC will coordinate with the LASPCA to retrieve the pet prior to the individual being transported. This planning occurs throughout the year, and LASPCA will contact SNR registrants with pets prior to the peak of hurricane season to make preliminary arrangements. For additional information on the evacuation of pets by LASPCA and partners through the REAP, refer to Section 7 – Residential Evacuation Assistance Pickup.

2. *Timeline of Operations*

- A. Leaning Forward** – Prior to activation of the CAE, the CEOC Manager will notify all assisting agencies and organizations that the City is leaning forward with the CAE. This will include partner agencies such as the LASPCA, LSART, and IMAC resources. At this point, agencies should begin making preparations to execute the CAE.
- B. Activation** – Available staff and volunteers will mobilize to the SKC to begin setup and assembly of pet carriers. Staff not already mobilized will do so; all staff and pet evacuation volunteers will move to their assigned positions.

- C. Site Setup – The Pet Evacuation Team will assist CAE Logistics staff in setting up at the pet registration, pet loading, and pet bus waiting areas outside the SKC. The SKC setup will be completed under the direction of the Logistics Section Chief.
- D. Execution – The Pet Evacuation Team will direct owners in restraining pets and loading them onto vehicles. Tasks will vary according to the assignment of the volunteer or staff member.
- E. Demobilization – Upon orders of the Unified Command or CAE Commander, the pickup locations and processing centers will be shut down. Volunteers and released staff are responsible for self-evacuating; essential personnel will demobilize.

3. *Post-Storm Reentry*

Upon initiation of the reentry process, the City will begin making preparations for the return of pets as well. A location at the UPT or other suitable facility will be provided to temporarily shelter pets until retrieved by their owners. If a pet is left unclaimed for over 24 hours following return to the city and efforts to reach the owners are unsuccessful, it will be transported to the LASPCA shelter and deemed abandoned.

Administration and Logistics

- City staff will be divided into 12 hour shifts, depending upon the activation timeline and available resources. Partner and volunteer agencies will determine the shift schedule for their personnel.
- An inventory of available pet evacuation supplies and anticipated resource needs will be maintained by the NOFD in coordination with LASPCA, included in Appendix L.

Command and Control

The Animal Evacuation Group Supervisor (NOFD and/or LASPCA) will have supervisory responsibility for Pet Evacuation personnel and will provide subject matter expertise to the CAE Commander and the CEOC.

Section 5 – Emergency Transportation

Situation

State and federal partners have the overall responsibility of providing transportation to those residents that require assistance in evacuating out of the City from a centralized processing center. However, local authorities bear responsibility for getting those individuals from their neighborhoods to the processing center. The City of New Orleans does not own the necessary transportation resources to accomplish this, and maintains a Cooperative Endeavor Agreement with RTA to provide transportation services in support of the CAE.

The goal of local transport operations is to get evacuees from their homes or neighborhoods to the Smoothie King Center (SKC). People requiring assistance to evacuate the city will reach the SKC by arriving at one of 17 pre-designated pickup locations with dedicated evacuation buses, or by utilizing regular RTA service to the downtown area. Some will be unable to transport themselves from their residences to a nearby pickup location or bus stop due to medical constraints; these persons will have to be picked up at their residence and transported to the processing center.

Mission

The RTA will have the overall responsibility of providing transportation for evacuees and certain pets that require transportation assistance within the City. This section details the following:

- Transport of evacuees and pets from pickup locations to the SKC.
- Operation of regular bus routes (limited schedule if necessary) with an additional stop at Champions Square for evacuees.
- Transport of home-bound individuals from residences to the SKC.

The following table details CAE plan sections and other documents that contain additional information supporting Emergency Transportation.

CAE Plan Section	Description
Inbound Transportation	Details the various means by which evacuees may get to the Smoothie King Center, including via RTA bus.
Smoothie King Center Operations	Details operations at the SKC to include receiving, processing, and evacuating citizens and their pets.
Pet Evacuation	Details operations supporting the evacuation of pets.
Contracted Bus Operations	Details operations by City-contracted bus operators, as directed by the City to retrieve evacuees for transportation to the SKC or MSY.
Traffic Control	Details the traffic control procedures to be implemented to help the flow of buses through the SKC and prevent access by unauthorized vehicles.
Supporting Document	Description
RTA Hurricane Emergency Preparedness Plan	Internal RTA plan detailing actions that take place in the event of a hurricane evacuation.

Execution

1. Overall Concept

RTA vehicles will be used for the internal transportation of residents and certain pets in the CAE, allowing them to reach the vicinity of the SKC where transportation assets are available to take individuals out of the threat area. There are three primary functions that will be performed by the RTA.

- Transport of evacuees and their pets from pickup locations to the SKC. Small pets may ride on any bus (if placed in a carrier on their owner's lap), while large dogs and their owners will need to utilize dedicated large pet buses.
- Operation of regular bus routes to the extent resources permit. Routes terminating at Duncan Plaza will add an additional stop for evacuees at the intersection of Poydras and La Salle, near the entrance to Champions Square.
- Paratransit support for transport of home-bound individuals from their residences to the SKC.

Prior to the activation of the CAE, up to 96 hours before the arrival of tropical storm force winds, RTA will begin making preparations to launch the plan. Upon activation, approximately 60 hours before the arrival of tropical storm force winds, the RTA will be ready to mobilize its fleet to support the CAE. RTA assets will be utilized to perform the functions noted above.

2. *Timeline of Operations*

- A. **Leaning Forward** – Prior to activation of the CAE, the CEOC Manager will notify the RTA Liaison that the City is leaning forward with the CAE and that activation of the CAE is possible. RTA will make preparations to move into hurricane mode.
- B. **Activation** – Activation of RTA personnel and vehicles is detailed in the RTA Hurricane Emergency Preparedness Plan. When the CAE is activated, the CEOC Manager or CEOC personnel will notify the RTA Liaison. At this point, RTA will notify its personnel assigned to the CAE.
- C. **Execution** – RTA will provide the three primary functions outlined in this document. Throughout the execution phase, vehicles and personnel will be reassigned as required by real-time demand of the evacuating population.

- **Transport of evacuees from pickup locations to the SKC** – Evacuees will gather at the 17 pickup locations (“Evacuspots”), geographically distributed throughout the city. Appendix D includes the map of the 17 pickup locations.

RTA buses will transport individuals from pickup locations directly to the CAE Registration Center at Parking Lot 3 of the SKC. Initially two buses will be dedicated to each pickup location, however these may be reallocated if necessary to better meet observed needs.

Pets will be permitted to travel on any RTA bus if small enough to fit in a carrier on their owner’s lap. A small number of buses will be dedicated for the evacuation of large pets and their owners; these buses will be clearly marked on the destination display and will pick up from the 17 locations. Any large pets must be leashed and muzzled before boarding the bus.

- **Regular bus routes** – RTA will continue to operate its normal bus routes providing transportation throughout the City, though the schedule may be adjusted based on resource limitations. All routes terminating at Duncan Plaza will add an additional stop for evacuees at the intersection of Poydras and La Salle. From there, evacuees will be directed across Champions Square to the Lot 3 Registration Center. In an effort to lessen the barriers to evacuation, RTA will suspend the collection of fares on regular routes during the operation of the CAE.
- **Residential pickups** – Individuals who lack the ability to transport themselves to a pickup location will call 311 to request transportation from their residence so that they can be incorporated into the CAE. These calls will be triaged according to the type (See Section 7 - Residential Evacuation Assistance Pickup). While the primary responsibility for this activity will be on the contracted paratransit buses, for those individuals deemed suitable for RTA pickup, an RTA paratransit vehicle will be dispatched by the RTA to perform the pickup. The individuals will be transported to the SKC (Le Rouge Lane MSN entrance) where a paper evacuation ticket will be completed.

RTA will determine all bus routes to be utilized and will allocate its resources according to real-time observations in the field. The RTA will generally be given the flexibility to dispatch resources as it sees fit in support of the CAE mission.

- D. Phase Down / Deactivation – RTA will operate all available buses from the point of activation until the CEOC Manager, in coordination with the RTA Liaison, determines that they begin to phase down. At this point, the RTA Liaison will coordinate with the CEOC and CAE Commander to determine which buses can be pulled off duty. Buses will continue to be phased out until the CAE is deactivated by the CEOC Manager.

3. *Post-Storm Reentry*

The CEOC will notify RTA via the RTA Liaison when the decision is made to allow reentry. At this point, RTA personnel will coordinate the agency's internal operations to support the reentry effort.

Upon reentry, RTA buses will transport individuals from the Union Passenger Terminal (UPT) to one of the 17 pickup points. Rather than running separate routes for each location, the return operation will be consolidated into six color-coded routes which will cover all 17 locations between them. The appropriate bus route for each respective location will be communicated to residents upon return to the UPT (See Appendix J).

Section 16 - Evacuee Return describes this operation in greater detail.

Administration and Logistics

- RTA will determine its own staffing and bus schedule per USDOT regulations and operational requirements.
- Fuel will be made available to RTA by the City. If the City is unable to provide fuel, the City will ensure that RTA is reimbursed accordingly.
- Any supplies needed for bus maintenance will be provided by the RTA.
- RTA Dispatch will utilize internal communication systems to report to the RTA Liaison on an as-needed basis. Dispatch will inform the RTA Liaison of how full the bus is, as well as how many people are left waiting at the pickup locations if applicable. This will allow command staff to stay up to date on the locations of all buses, as well as locations where the demand for buses is exceeding the supply.

Command and Control

- The Unified Command will have responsibility for overall control of the CAE. The CAE Commander will manage SKC operations.
- RTA operations will be directed by RTA leadership and the RTA Liaison.
- The RTA operators and field supervisors shall remain under the control of and directed by the RTA.

Section 6 - Contracted Bus Operations

Contracted Bus Operations covers the role of City-contracted bus companies and paratransit providers prior to and during an evacuation. This section contains information concerning the contractors' actions and responsibilities during the execution of City Assisted Evacuation (CAE).

Situation

State and Federal partners have the overall responsibility of transporting CAE evacuees from the parish pickup point to shelters outside of the at-risk area. However, it is incumbent on the City of New Orleans (City) to get those individuals from their neighborhoods to the centralized processing center. Most individuals requiring assistance to evacuate the City will be able to access the CAE by taking RTA bus transportation to the vicinity of the Smoothie King Center (SKC). Some evacuees will be unable to transport themselves from their residences to one of the pickup locations due to medical constraints. These persons will have to be picked up at their residences by paratransit vehicles and transported to the SKC.

Mission

The contracted bus and paratransit providers will be responsible for transporting evacuees from the SKC to MSY and, in the case of paratransit, for transporting homebound individuals to the SKC. The purpose of this section is to detail the following:

- Transport of home-bound individuals from residences to the SKC.
- Transport of evacuees from SKC to MSY when required for air evacuation.

The following CAE sections contain information that supports Contracted Bus Operations:

CAE Plan Section	Description
Smoothie King Center Operations	Details operations at the SKC to include receiving, processing, and evacuating individuals and their pets.
Residential Evacuation Assistance Pickup	Details the efforts by volunteer groups, NOEMS, RTA, and contractors to provide transportation to residents and pets that are incapable of self-transport from their dwellings to the processing center.
Pet Evacuation	Details operations for the evacuation of pets.
Traffic Control	Details the traffic control procedures to be implemented by the NOPD to help the flow of buses through the SKC and prevent access by unauthorized vehicles.
Emergency Transportation	Details all operations by New Orleans Regional Transit Authority (RTA) and transportation partners.

Execution

1. Overall Concept

There are two primary functions that will be performed by the contracted buses. During this process, buses will be assigned as required by real time demand.

- Transport evacuees to MSY when air evacuation portion begins.
- Transport home-bound citizens from residences to the SKC.

2. Timeline of Operations

- A. Leaning Forward – Prior to activation of the CAE, the City will make preparations to evacuate. Activities will include moving in transportation assets, mobilizing security personnel, and activating the City Emergency Operations Center (CEOC) at City Hall. As early as possible during this period, the New Orleans Office of Homeland Security and Emergency Preparedness (NOHSEP) will notify the contractor CEOC liaisons.
- B. Activation – When the CAE is activated, NOHSEP will notify the contractor liaisons who will, in turn, notify bus operators. The contractor liaisons should report immediately to the CEOC. Buses will mobilize to assigned locations as dispatched by the contractor liaisons or their designee.
- C. Execution – The following details the coordination of bus movements for each of the primary tasks identified as contractor functions:
- The TSCC will identify to the paratransit contractor liaison the addresses of individuals that cannot make it to one of the pickup locations on their own. A vehicle will be dispatched to collect a group of these individuals and drop them off at the SKC Le Rouge Lane entrance.
 - Transport of evacuees from SKC to MSY – Contractor buses will provide transport from the SKC to MSY for evacuees deemed eligible for air evacuation. Buses will initially use Airline Highway to travel to MSY. If this route becomes too congested, alternative routes include Earhart Boulevard/Earhart Expressway, Interstate 10, and/or Claiborne Avenue/Jefferson Highway. If it is determined by the CEOC that there is no longer a need for the contractor buses to perform this function (for example, if no planes are available for air evacuation), they may be reassigned to other roles or released.
- D. Demobilization – When the CAE is deactivated under direction of the CEOC Manager, buses and their operators will no longer be needed and will be returned to the control of the contractors. At this point, buses and operators are free to evacuate the area.

Administration and Logistics

1. *Shift Schedule*

Contractors will determine their own employees' schedules, which are governed by USDOT regulations. It should be noted that the plan calls for 24-hour operations. USDOT mandated rest periods for operators should be accounted for in staffing and scheduling. It is possible that operations could be scaled back for a few hours in the middle of the night; however, the planning assumption should be that operations will be continuous.

2. *Supplies*

Contractors are responsible for providing their own fuel as well as any resources required for bus maintenance. If the City has appropriate fuel available for use by contractor buses, it will be made available for use by contractors. Staff meals and water at the SKC and CEOC will be made available to the operators and other contractor personnel assisting in the evacuation.

3. *Reporting Schedule*

Operators performing shuttling services should report to the contractor liaison upon each of the following, including the number of passengers completing the trip:

- Arrival at or departure from designated pickup locations.
- Arrival at or departure from SKC.
- Arrival at or departure from MSY.

Command and Communications

- Contracted bus operations will be directed by the Contractor CEOC Liaison.
- The Contractor's CEOC Liaison will report to the CEOC Manager.
- Contractor personnel shall not speak with the media, and should refer any inquiries to the Joint Information Center (JIC) at City Hall.

Section 7 - Residential Evacuation Assistance Pickup

Situation

Upon activation of the City Assisted Evacuation (CAE), individuals who cannot evacuate on their own will be directed to the processing center at the Smoothie King Center (SKC). Public transportation from bus stops or designated pickup locations to SKC will be available for those without their own transportation. Due to a variety of limitations, it is expected that some residents will lack the means to transport themselves even to one of the aforementioned pickup locations, and therefore will require transportation from their home to the processing center or a sheltering location. Many of these evacuees will also require assistance incorporating their pets into the CAE.

Mission

The Residential Evacuation Assistance Pickup (REAP) process is designed to provide a mechanism for those residents with special needs who cannot walk to a pickup location to be incorporated into the CAE. Evacuees are encouraged to self-identify prior to an emergency through the City's Smart911 system or call 311 during the emergency if they have medical or mobility issues that prohibit them from walking to a pickup location or bus stop. The NOHD Call Center will receive the call, and the Transportation Support Coordination Center (TSCC) located in City Hall will then dispatch vehicles using the resources of various groups which include City contracted vehicles, RTA buses, ambulances, and volunteer groups. The NOHD Call Center and the TSCC will be co-located at City Hall in either the 8th floor Homeland Security Conference Room, NOHD offices, or another identified location within City Hall.

The following CAE sections contain information that support the REAP process:

CAE Plan Section	Description
Emergency Transportation	Details all operations by New Orleans Regional Transit Authority (RTA) and transportation partners.
Contracted Bus Operations	Details operations by City contracted bus and paratransit operators to retrieve evacuees and their pets as directed by the TSCC for transportation to the SKC.
Smoothie King Center Operations	Details operations at the SKC to include receiving, processing, and evacuating evacuees and their pets.
Medical Support	Details operations by New Orleans Emergency Medical Services (NOEMS) in conjunction with other agencies to provide basic emergency medical care to support the CAE.
Pet Evacuation	Details operations by the NOFD, LASPCA, LSART, LDAF, and RTA to support the evacuation of pets.

Execution

1. Overall Concept

The City maintains a “Smart911” system, which allows individuals to create a profile with information such as their medical conditions and anticipated needs in an emergency. This system replaces the Special Needs Registry of previous years. Information from Smart911 allows individuals to be triaged ahead of time to determine the type of transportation and sheltering assistance they may need, and provides the City with an estimate of the number of individuals that will need this assistance. NOHD and/or OPCD can provide information on Smart911 numbers upon request. Individuals who did not pre-register on Smart911 will also be able to receive assistance during an emergency by calling 311. Call takers will screen the callers and notify the NOHD Call Center and TSCC if they qualify for pickup, or otherwise will direct the caller to walk to their closest bus stop. The REAP process should only be used as a safety net in cases where evacuees have no other means to leave their residences. Operators will encourage the caller to find alternate means of transportation by asking the caller questions pertaining to their search for other viable means of transportation prior to dispatching a vehicle.

When individuals call 311 to request assistance, Orleans Parish Communications District (OPCD) 311 operators will then ask the individual a series of scripted questions (see Appendix I). If individuals qualify for transportation, they will be transferred to the NOHD Call Center, who will interface with the TSCC to determine the type of transportation and sheltering required, allowing TSCC and dispatch representatives to make the proper determination for the mode of transportation to be utilized. The dispatch representatives will then dispatch the most appropriate mode of transportation.

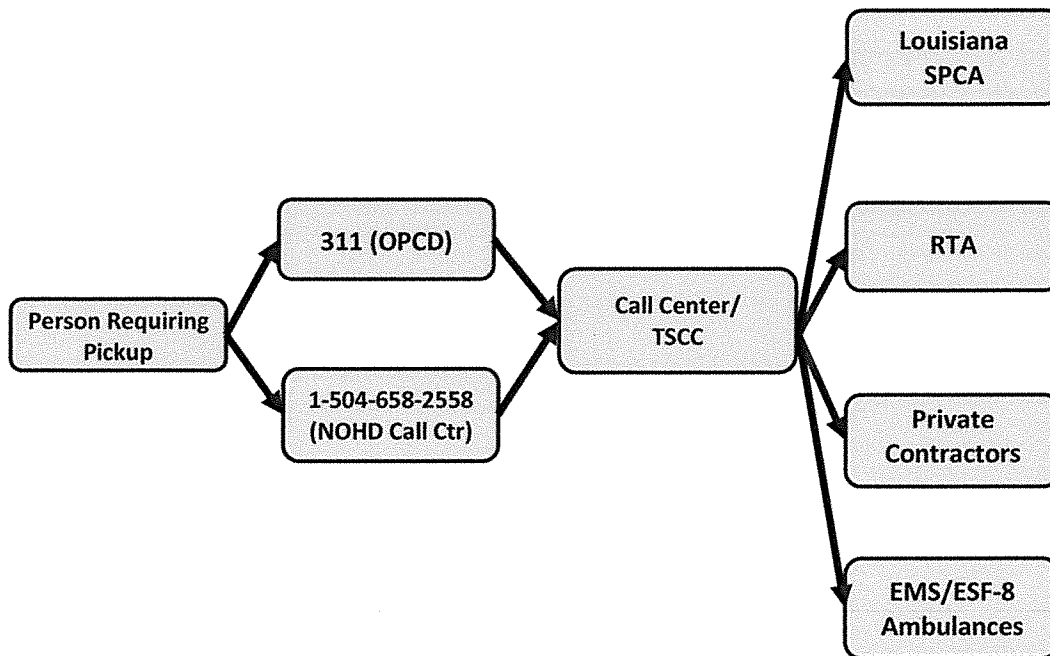
The dispatch representatives will monitor the length of time it takes for each loop to be completed (i.e. an individual calls and requests transportation, transportation dispatched to the individual’s home, individual arrives and is registered at determined destination). Monitoring this time period will allow the operators to give the caller an estimated time of pickup. Initially, this time period will be estimated at three hours, but can change as the length of the response time fluctuates. Transportation provider drivers will then provide transportation assistance to the evacuees from their residences to a drop-off location determined by the dispatch representatives. Whenever possible, drivers will make multiple pickups prior to making a drop off to maximize efficiency. Drop off locations include the SKC, or in some cases a medical facility or sheltering location if the individual requires ambulance transport. These processes are further defined under Timeline of Operations.

2. *Timeline of Operations*

- A. **Leaning Forward** – During the “Leaning Forward” period, the CEOC Manager will notify the Evacuation Coordinator, NOHD, OPCD, and the transportation providers that the City is leaning forward and there is a possibility that the CAE will be activated. NOHD will notify LDH, NOEMS, MHSD, and LASPCA that the NOHD Call Center and TSCC may be opening.
- B. **Activation** – OPCD leadership and transportation providers will be notified by NOHSEP/NOHD of planned activation. Dispatch representatives will be responsible for transporting themselves to the TSCC in City Hall. NOHD will notify OPCD when the NOHD Call Center and TSCC has been opened and are ready to receive transferred calls.
- C. **Execution** – At approximately H-54 or when the CAE begins, the dispatch representatives will begin dispatching vehicles as directed by the CAE Commander or Evacuation Coordinator. The diagram on the following page demonstrates the flow of a transportation request phone call.

Calls will come to the OPCD call center by callers dialing either 311 or 911 (311 is the preferred option for non-emergencies). Operators taking the calls will ask a series of scripted questions, encouraging the caller to find other means of transportation. After exhausting all other transportation options, the 311 operator will determine if the caller qualifies for at-home pickup. Callers that do not qualify will be directed to the closest pickup point, and those that qualify for REAP will be transferred to the NOHD Call Center. Individuals that pre-registered through Smart911 may also call 504-658-2558 to verify that they will be picked up at their residence.

Many individuals requiring transportation are pre-registered in Smart911. Once NOHD is notified that the CAE has been activated, call center operators will begin calling these individuals to verify that they still need to be picked up and forwarding this information to the Evacuation Coordinator. Since these individuals have already been triaged prior to the evacuation, this step will not be necessary. When a call comes to the NOHD call center, operators will complete Smart911 registration for each caller (or update existing information) and provide the caller with an estimated time of pickup. If triage has not been previously completed, this information is then sent to the triage officer who will determine the type of vehicle needed for each caller. This information will be given to the TSCC and Evacuation Coordinator, who will assign it to the appropriate dispatcher to coordinate pickup.



If an individual has a pet, the Evacuation Coordinator will notify the LASPCA representative, who will coordinate pickup for the pet. Only once the pet has been collected will the driver be notified that the individual is ready for pickup.

The TSCC, in conjunction with the dispatch representatives, will determine the appropriate agency to respond to each request. Decisions will be made using certain criteria, which will include, but are not limited to:

- Transportation agency's availability of resources
- Type of vehicle required (see Transportation Triage Criteria, Appendix F)

There are three types of vehicle categories: lift vehicle, paratransit, and ambulance. Lift vehicles are required for anyone that cannot be separated from their wheelchair or is unable to climb up the steps of most buses. The paratransit category may refer to any vehicle but will likely be an ADA-compliant van or bus. Individuals categorized as needing paratransit should be able to climb the steps onto a vehicle if assisted, and able to be temporarily separated from their medical equipment.

Whenever possible, dispatch representatives will provide drivers with pickups at multiple residences in close proximity to each other in order to maximize efficiency.

Upon arrival at the residence, the driver may assist the evacuees in loading the vehicle (depending upon provider and policy). The driver will perform all pickups assigned until either the vehicle is full or there are no more pickups in the area

and then transport the evacuees to the SKC. Upon arrival at the SKC, the driver and/or CAE personnel will assist the evacuees in unloading the vehicle. NOHD and/or volunteers may also provide individuals to ride on these vehicles and provide assistance to the evacuees getting on and off the vehicle. In most cases, evacuees utilizing the REAP will be dropped off at the Le Rouge Lane entrance to the SKC. The MSN waiting area will be just inside, at the Courtside Club.

The dispatch representatives will have to keep track of the progress of each resident's pickup request. They will update the resident's status as to what group is providing transportation, where that resident is in the transportation queue, and the evacuee's arrival at their destination.

Callers that require ambulance transport will need to be triaged to determine if they should be transported to a hospital or directly to a Medical Special Needs Shelter (MSNS), likely in Baton Rouge. State ambulances may be required to transport individuals directly to Baton Rouge, while local ambulances will be used to transport evacuees from their home to the local hospitals and handle incoming 911 calls.

Evacuees using the REAP will be allowed to take one caregiver with them. In the event an individual who meets Medical Special Needs (MSN) criteria has full legal custody of a minor, or has one designated caretaker who arrives with them, these individuals will be afforded the transportation resources given the MSN evacuee. The evacuee with the defining condition determines the mode of transportation for the additional person who accompanies them to the processing center. If multiple caretakers/dependents are present, a determination will be made by the CAE commander or their designee on a case by case basis.

Transportation providers should notify their dispatch representative of their response time so the TSCC is aware of any delays. Awareness of current response times will allow the call center operators to tell the resident calling how long they should wait before calling again. Initially, operators will tell the caller to call back if transportation has not arrived within 3 hours, but this time frame may be adjusted as the number of transportation requests fluctuates. This will keep the repeat calls to a minimum.

Once the drop-off at the SKC has been completed, the resident will complete registration, receive a wristband, and ultimately be evacuated to safety.

- D. Demobilization** – The CEOC Manager will notify NOHD and the TSCC when the CAE process is beginning to phase down. Dispatch representatives must be aware of the queue time, which will indicate when the transportation group should stop accepting additional calls. Individual transportation assistance will

continue until all parties have shut down. The TSCC will ensure the closing of all loops for all individuals that requested transportation assistance. Teams will be released once all needs have been addressed.

Administration and Logistics

1. *Shift Schedule*

City personnel will work 12 hour shifts. The initial shift will begin upon activation of the CAE. OPCD leadership will be responsible for determining shift changes for the 311/911 operators.

2. *Reporting Schedule*

Reports should be submitted to the TSCC on an as needed basis. Supplemental reports should also be submitted if any significant events occur, or if a surge of evacuees is recognized. Internally, drivers should consistently be updating dispatchers, who should in turn consistently be updating the Evacuation Coordinator. Reports from the TSCC to the CEOC will be submitted every two hours in order to track the number of evacuees moved, in route, and awaiting pickup. These numbers will assist in resource allocation and planning efforts.

3. *Communications*

Communications within the internal transportation organizations, including a primary communication system (phone, radio, etc.) will be available at the TSCC, NOHD Call Center and the CEOC.

Command and Control

- Overall control of the CAE, to include the REAP, will be the responsibility of the Unified Command.
- Call operators will have the responsibility of receiving calls and providing information to the Evacuation Coordinator and dispatch representatives.
- The TSCC and dispatch representatives will have the responsibility of assigning pickups based on the needs of the resident in question. The dispatch representatives will also be responsible for the overall tracking of response times and the status of the pickups.

Section 8 - Point-to-Point Shelters [DRAFT]

This component of the City Assisted Evacuation (CAE) Plan has not been finalized and remains in Draft status as of May 2022. Depending on the status of necessary agreements, facilities, and resources at the time of evacuation, this operation may or may not be able to be implemented as a part of the CAE.

Situation

Upon activation of the City Assisted Evacuation (CAE), residents who cannot evacuate on their own will be directed to the City's evacuation hub at the Smoothie King Center (SKC). Public transportation from bus stops or designated pickup locations will be available for those who do not have their own means of transport. Due to a variety of limitations, it is expected that some residents will lack the means to transport themselves even to a nearby bus stop or pickup location.

Many of the individuals who will require additional transportation assistance are seniors residing in large independent living facilities. In an effort to streamline the evacuation process and accommodate its most vulnerable residents, the City has worked with the State to identify potential shelter locations in other parishes which may be able to accommodate these "ambulatory elderly" residents. If facilities are available, the DOTD or the senior living facilities themselves will provide direct bus transportation from several of these independent living facilities to designated Ambulatory Elderly (AE) shelters. If implemented, this will eliminate the need for these seniors to travel to pickup locations or be processed through the SKC.

Mission

Point-to-point sheltering for ambulatory elderly residents is designed to provide a mechanism for ambulatory seniors (over the age of 65) without significant medical needs to receive direct transportation from large independent living facilities to designated shelters outside Orleans Parish. The New Orleans Health Department (NOHD) will identify individuals and facilities eligible for this service prior to an emergency through Smart911, outreach to those facilities, and through the social worker at each facility. During an evacuation, one or more buses will be dispatched to each facility, along with a strike team that will triage, register, and load seniors onto the bus. The bus will then transport them directly to their designated shelter elsewhere in the state.

The table on the following page lists sections of the CAE Plan support the Point-to-Point Shelters operation:

CAE Plan Section	Description
Medical Support	Details operations by the New Orleans Emergency Medical Service (NOEMS) in conjunction with other agencies to provide basic emergency medical care to support the CAE.
Residential Evacuation Assistance Pickup	Describes the operation by which residents who are unable to evacuate via an pickup point are provided transportation from their residence to the SKC.

Execution

1. Overall Concept

Due to the significant number of seniors that need to be evacuated from large independent living facilities, direct transportation from these facilities to designated shelters is logistically the easiest way to evacuate this population. While the seniors going to these shelters must be ambulatory and should not have medical or special needs, they still may have difficulty getting on and off of buses in a quick manner. Providing direct transportation removes the challenge of requiring these individuals to get on and off of buses multiples times at the SKC and to wait in long lines without a place to rest. This plan will also allow residents that live together on a daily basis to remain together in a shelter in order to provide community support to one another.

At the time of the evacuation, the NOHD will contact the living facilities' management and social workers to inform them of what time the bus and strike team will be arriving and which residents are eligible for the ambulatory elderly shelters. All designated seniors will be identified in Smart911 and will be over the age of 65, ambulatory, and have no pets or medical needs that require special assistance. Buses will be provided by DOTD or by the facilities themselves and will be accompanied by a strike team, consisting of NOHD, LDH, NOFD and NOEMS staff, which will be responsible for conducting registration and triage and for assisting the seniors and their belongings onto the bus. The bus will then transport them directly to a designated AE shelter outside Orleans Parish. After the storm, buses will transport these residents directly back to their facility once NOHD has been notified that the facility is prepared to accept returning residents.

All information related to this operation will be coordinated through the CEOC. The CEOC Manager will be responsible for verifying that transportation is available and AE shelters are ready, and for relaying that information back to NOHD.

The independent living facilities planned for transportation to AE shelters are listed on the following page. Management of these facilities have all agreed to work with NOHD to provide up-to-date information on their residents and have large populations of residents that are eligible for the AE shelters.

Facility Name	Address	Number of Residents for AE Shelters (approximate)
Annunciation Inn	1220 Spain St, St. Roch	66
Christopher Inn	2110 Royal St, Marigny	62
Delille Inn	6942 Chef Menteur Hwy, New Orleans East	28
Nazareth Inn	9630 and 9640 Hayne Blvd, New Orleans East	70
St. John Berchman's	3400 St. Anthony Ave, Gentilly	47
St. Martin Manor	1500 N Galvez and 1501 N Johnson, 7 th Ward	73
Villa St. Maurice	500 St. Maurice Ave, Lower 9 th Ward	38
Total Population:		384

2. Timeline of Operations

- A. Leaning Forward – During the “Leaning Forward” period, the Director of NOHSEP or CEOC Manager will notify the Evacuation Coordinator and NOHD that the City is leaning forward, and that there is a possibility that the CAE will be activated. NOHD will notify the living facilities’ management and provide them with a list of residents that qualify for AE shelters. The CEOC will notify DOTD and the destination parish to confirm availability of transportation assets and shelter facilities.
- B. Activation – NOHD will be notified by NOHSEP Director or CEOC Manager of planned activation. The CEOC, NOHD, DOTD, and destination parish will determine the time of the evacuation of each living facility. If timing of the event permits, these evacuations may take place prior to the opening of the SKC, or at night in order to alleviate stress on the CAE system. NOHD will notify each living facility of the time of their evacuation and confirm the list of residents that will be evacuated to AE shelters.
- C. Execution – Once the time for evacuation of each facility has been determined, the CEOC will notify NOHD, NOFD, EMS, LDH, DOTD and the destination parish. The strike teams and bus will arrive at the facility where each pre-identified resident will be registered, triaged and loaded onto the bus. This team will assist in identifying and registering of additional eligible seniors (if necessary) and loading the bus. The bus will then transport these seniors directly to the designated shelter. NOHD will collect all registration forms. These forms will be delivered to DCFS via the CEOC to be entered into the DCFS database for tracking purposes.
- D. Demobilization – Each designated living facility will receive a bus (or buses) for residents eligible for AE shelters. All other residents at that facility can use the available public transit options or the Residential Evacuation Assistance Pickup process to evacuate.

Once the eligible individuals have been evacuated from all six facilities, the strike team members will demobilize and return to other evacuation or agency responsibilities.

3. *Post-Storm Reentry*

After the evacuation, when the city has been deemed safe for return by the Mayor or the Director of NOHSEP, the senior living facilities will prepare for reopening. When they are ready to receive returning residents, the CEOC will work with DOTD to arrange for transport from shelter locations back to their respective living facility.

Administration and Logistics

1. *Shift Schedule*

All personnel will work 12 hour shifts until all living facilities have been evacuated of individuals going to AE shelters. Staff will then return to other assigned positions within the CAE operation.

2. *Reporting Schedule*

Reports should be submitted to the CEOC on an as-needed basis or after the completed evacuation of any facility. Supplemental reports should also be submitted if any significant events occur.

Command and Control

- Overall control of the implementation of point-to-point shelters for AE evacuees will be the responsibility the CEOC Manager (NOHSEP) and the Evacuation Coordinator (NOHD).
- The strike team members on site will work under the direction of the Evacuation Coordinator, but will ultimately report back to their respective agencies.

Section 9 - Medical Support

Situation

The City of New Orleans (City) estimates that it will evacuate approximately 35,000 to 40,000 residents via its City Assisted Evacuation (CAE), to be implemented as ordered by the Mayor or the Director of the Office of Homeland Security and Emergency Preparedness (NOHSEP). Upon activation of the CAE, the City intends to establish a processing center at the Smoothie King Center (SKC) where evacuees will be transportation triaged and prior to boarding evacuation vehicles destined for State shelters. This triage is critical to assure that evacuees are sent to the correct shelter using proper transportation.

New Orleans Emergency Medical Services (NOEMS) and the New Orleans Health Department (NOHD) will be the lead agencies for providing medical support and triage at the SKC, with support from the Louisiana Department of Health (LDH). Metropolitan Human Services District (MHSD) will be the lead agency for providing mental and behavioral health support and triage.

In planning for an evacuation triage, the following assumptions can be made:

- The City is not responsible for determining the final destination of EMS transportation assets or for the coordination of the trip between New Orleans and final destination of evacuees. This determination will be made by the Designated Regional Coordinators (DRCs) for Region 1 Hospitals and EMS.
- The City is not responsible for the onboard care of patients requesting medical care while en route to their out-of-parish destination.

Mission

The purpose of the Medical Support section of the CAE Plan is to detail activities which provide medical support to the CAE operations at the SKC. There are three primary functions that this will encompass:

1. Transportation triage will be performed by trained Transportation Triage Officers (NOEMS or other) to determine the most appropriate mode of transportation (bus, air, ambulance, train, etc.) for evacuees with medical needs who are incorporated into the CAE. Criteria for this triage are defined in Appendix F.
2. Basic first aid must be available to evacuees and CAE personnel during the evacuation process. Acute, life-threatening medical emergencies will be handled by NOEMS.
3. Basic mental and behavioral health support and triage to assist those in crisis.

The table on the following page lists additional sections of the CAE plan and external documents relevant to Medical Support.

CAE Plan Section	Description
Registration Center	Details operations at the centralized CAE Registration Center at SKC Parking Lot 3.
Emergency Transportation	Details all operations by New Orleans Regional Transit Authority (RTA) and transportation partners.
Smoothie King Center Operations	Details operations at the SKC to include receiving, processing, and evacuating New Orleans residents.
Medical Institutions	Details the procedure for evacuating citizens that are classified as special needs – hospital admits, NMR and hospital and care center inpatients.
Residential Evacuation Assistance Pickup	Details the efforts by transportation providers and volunteer groups to provide transportation to residents and pets that are incapable of self-transport from their dwellings to a pickup location or the SKC.
Supporting Document	Description
New Orleans Emergency Medical Service All Hazard Guide, CAEP Annex	Details of staffing and forms that will be used to provide triage and medical support at the SKC.

Execution

1. Overall Concept

The overall concept is for medical staff from NOEMS, NOHD, LDH, MHSD, and other qualified personnel identified in this plan to provide medical support at the SKC. Medical support will consist of implementing the transportation triage (led by NOEMS) using the pre-determined criteria (defined in Appendix F) and providing basic medical care to ensure the safe evacuation of residents under the CAE.

The SKC will be the site for the evacuation of some Category A (Yellow) NMRs, and those who are seniors. Their destination will be determined in accordance with the resources and requests of the LDH. The City is not responsible for determining the final destination of these transportation assets or for the coordination of the trip between New Orleans and this destination. OPCD will provide LDH with access to Smart911 in an effort to assist them with their destination decisions and encourage a consistency of communication and language. Category C (Red) NMRs will be transported through the processes detailed in the CAE Plan Section 13 - Medical Institutions.

In the event that an evacuee who meets NMR criteria has full legal custody of a minor, or has one designated caretaker who arrives with them, these additional individuals will be afforded the transportation resources given the NMR evacuee. The person with the defining

condition as guided by Smart911 determines the mode of transportation for that additional person who accompanies them to the processing center. If multiple caretakers or dependents are present, a determination will be made by CAE leadership through the Registration Center Service Desk on a case by case basis.

Seniors, Category A (yellow) NMR, or Category C (red) NMR will be transported by appropriate means to the SKC, or to a hospital emergency department, if still available and deemed life-threatening (red) by the Transportation Triage Officer on scene. If aeromedical support is necessary, NOEMS will request needed resource(s) through LDH.

2. *Timeline of Operations*

- A. **Leaning Forward** – When it is determined by NOHSEP, in conjunction with GOHSEP, all parties will begin to “lean forward” as indicated in the CAE timeline (Appendix A). At this time, it will be necessary for the local ESF-8 Lead to request state assets to lean forward.
- B. **Activation** – When notified by the CEOC Manager that the CAE has been activated, the local ESF-8 Lead will make a formal request for delivery of assets. NOEMS will be activated when directed by the CAE Commander or designee. Execution will begin approximately 6 hours after the CAE is activated, around the 54-hour mark.
- C. **Site Setup** – NOEMS personnel will support the CAE Commander by designating and staffing the Transportation Triage area, located near the T-shaped intersection in the hallway between the SKC main entrance, the Courtside Club, and the arena floor. A medical station for treatment of evacuees with emergent needs will also be established at this location. Additionally, NOEMS personnel will also provide first aid coverage at the Registration Center immediately outside the SKC.

At 6 hours after the CAE activation, approximately 54 hours, NOEMS will expect assets to be present at their designated locations with all necessary gear, to have completed their set up, and to be ready for processing at the SKC. Local assets will be coordinated by local ESF-8. The transportation triage mission begins as evacuees arrive at the SKC.

- D. **Execution** – Six hours after activation of the CAE, staff will be ready to perform triage when the first citizens arrive. Evacuees entering the Registration Center will be directed through the transportation triage area where Transportation Triage Officers will determine the appropriate transportation means according to the individual’s overall health. Colored wristbands will be given to each evacuee based on the determination of the Transportation Triage Officer in accordance with the table on the following page (also see Appendix F). These persons will then be evacuated by appropriate transportation means according to their wristband color. Members of the general population without significant medical issues will not receive any additional wristband beyond the white CAE wristband which they should already have.
- E. **Deactivation** – NOEMS personnel will begin demobilizing when instructed by the CAE Commander. The SKC will be closed and assets will be sent to the MCC or other first responder Task Force site as determined by the local ESF-8 Lead. When advised by the

CEOC Manager, the Director of NOEMS will demobilize all state medical assets, with the exception of LANG, at locations within the city. Movement out of the region will begin.

Wristband Color	NMR Category	Medical Condition/Criteria	Transportation Requirements
Blue	Seniors	Age ≥ 65	Used only if Ambulatory Elderly shelters are open. Will evacuate through the SKC by regular bus or, if available, directly from living facilities to pre-arranged point-to-point shelter locations.
Yellow	Category A	Require some level of assistance	Transportation Triage Officer will assess to determine transportation requirements. Evacuee will be transported to MSNS by bus, paratransit, or ambulance as determined by Transportation Triage Officer.
Red	Category C	Condition requires immediate medical assistance	Emergent patients will be treated on-site and/or transported to local hospital ED. Non-emergent patients will be transported via ambulance, air evac, or other appropriate means to hospital or other designated shelter location.

Administration and Logistics

This section of the plan addresses the administration and logistics of the EMS/medical support at each site.

Communications – The local ESF-8 Lead and EMS CEOC representative will be physically located in the New Orleans CEOC. The NOEMS liaison will coordinate with the ESF-8 Lead in-person or via telephone, radio, or other means of communication. The local ESF-8 Lead will be in real-time contact with CEOC.

NOEMS will utilize 700/800 MHz radios for all radio communications with command staff and all liaison staff. The NOHSEP Communications/IT Chief will designate a channel for this purpose.

All requests for public information should be forwarded to the local ESF-8 Lead at the CEOC, who will direct to either the NOEMS or NOHD Public Information Officers (PIO), or the Joint Information Center.

Command and Control

- Overall control of the implementation of the City Assisted Evacuation will be the responsibility of the Unified Command.
- Operations at the SKC will be run by the CAE Commander or their designee. This individual will have the option to designate a deputy to assume the role of CAE Commander in their absence. The CAE Commander is the ultimate decision making entity for the SKC.
- NOEMS will be the lead medical support agency for the SKC. All pre-hospital employees at the site (Paramedics, EMTs and other first responders) will follow Orleans Parish protocols and the guidelines of the NOEMS Medical Director or their designee. There should be no deviation from medical protocols unless medical control is contacted and consulted.
- The NOEMS Liaison to the CEOC will coordinate the communication and distribution of medical assets.
- Written communication by all parties is preferred for documentation purposes.
- All command decisions and situational awareness will be a collaborative effort between the local ESF-8 Lead at the CEOC, NOEMS CEOC Liaison, the CAE Commander, and the Transportation Triage Officers.

Section 10 - Site Security

Situation

The City of New Orleans (City) estimates that approximately 35,000 – 40,000 individuals will require transportation assistance in order to evacuate in the event of a mandatory evacuation. The Smoothie King Center (SKC) will serve as the central processing point for evacuees, who will be registered and triaged before ultimately evacuating, primarily by bus. One of the most critical elements to the success of this operation is the safety and security of the staff and the evacuees throughout the evacuation process. The New Orleans Police Department (NOPD) is tasked with providing security for the CAE, and will be supported by local, state and federal ESF-13 support agencies.

Mission

This section of the CAE Plan details activities undertaken by the NOPD and supporting law enforcement/ESF-13 agencies to maintain the safety and security of all staff and evacuees participating in the CAE.

The following sections contain additional information relevant to Site Security:

CAE Plan Section	Description
Smoothie King Center Operations	Details operations at the SKC to include receiving, processing, and evacuating NMRs and Seniors.
Traffic Control	Details NOPD's procedure for controlling traffic at specific points of interest critical to the implementation of the CAE.
Inbound Transportation	Details the means by which evacuees may get to the SKC area in order to access the CAE.

Execution

The Facility Security Branch Director (FSBD) for the CAE (Commander of the Public Integrity Bureau) will be responsible for activating this plan, upon notification by the Superintendent of Police, the Chief Deputy Superintendent, or the NOPD Operations Section Chief/CEOC Representative.

1. Overall Concept

Security will be provided at the SKC's interior and exterior to facilitate and expedite the evacuation of thousands of residents. It will be the responsibility of NOPD to secure the SKC, including exterior areas and perimeter, with the support of additional City and state ESF-13 agencies. The processes and procedures which will take place when the CAE is activated are further defined under Timeline of Operations.

Upon notification of an evacuation order, the NOPD and supporting agencies will deploy personnel and assets in order to create a safe environment for the efficient and timely processing of evacuees through the SKC. To provide the necessary level of security, adequate levels of staffing will be required. All personnel assigned to the SKC facility will report to the FSBD for their individual assignments until relieved. A security command post will be set up in a location at the SKC, to be determined based on availability. The FSBD will divide the security manpower into two 12-hour shifts.

Security will also be necessary at satellite CAE locations, such as the 17 designated pickup points. Security at these sites will be provided by NOPD. If access to handheld radios is limited, officers at these sites may be asked to support radio communications between these locations and the command post at the SKC using their department-issued handheld or vehicle radios.

If trains are utilized for the CAE, Amtrak Police and/or State and Federal ESF-13 support will be responsible for security on board the trains.

Weapons, Alcohol, and Contraband Policy

In order to ensure the safety of individuals being evacuated through the CAE process, certain items will be prohibited at the SKC and other CAE locations. This will include alcohol, illegal drugs, and weapons of any kind. Public information efforts by the City and onsite signage will explicitly state that these items and substances are prohibited and instruct evacuees not to bring them.

Any person found to be in possession of a legally owned firearm will be allowed to retain it, but will not be allowed to utilize the CAE while it remains in their possession.

Individuals possessing a firearm have the following options:

- Turn the weapon over to a Federal Firearms Licensee (FFL) on site, who will check the gun and register for future pickup upon return. The individual will receive a receipt and instructions as to how they may reclaim their firearm after the evacuation is over. This option is only available for firearms of which the evacuee is the legally registered owner.
- Surrender the firearm at one of the 'amnesty boxes' located near the main entrance to the SKC. Items surrendered at an amnesty box are considered abandoned and will not be returned.
- Leave the premises and do not utilize the CAE to evacuate.

In the event that a FFL is unavailable to perform the function described above, law enforcement personnel from the NOPD or OPSO may be requested to fill that role.

Individuals discovered to be in violation of any state or federal statute, or those found in possession of prohibited items (who did not avail themselves of the amnesty boxes) are subject to having the contraband confiscated and may be arrested at the discretion of the NOPD.

Sex Offender Registry

In accordance with Louisiana state law (LA Rev Stat § 15:543.2), persons who are registered as sex offenders will not be permitted to shelter in the same facilities as the general population. Those who self-identify to law enforcement should not board buses with the general population, as the state maintains an alternate shelter facility for these individuals.

People on the registry are made aware of these requirements by the state Department of Corrections or Department of Public Safety, and are told that they will need to self-identify with law enforcement at the SKC. Upon notification, law enforcement personnel will escort the individual to a separate area of the SKC, as discreetly as is reasonable, where they may await transport. This area will be located near the main entrance to the SKC, but out of view and separate from the general public. These individuals will be transported to the designated shelter facility by the Louisiana State Police or the state Department of Corrections.

2. *Timeline of Operations*

- A. **Leaning Forward** – The NOPD will begin preparing for the deployment of manpower and assets to support the CAE. When the CEOC moves to Level II (partial activation) with public safety and evacuation representatives, NOPD will be notified and an NOPD representative will report to the CEOC. Actions taken during this period correspond to those taken during Alert Level One and Alert Level Two in the NOPD Hurricane Plan.
- B. **Activation** – When the Mayor or New Orleans Office of Homeland Security and Emergency Preparedness (NOHSEP) activates the CAE, the NOPD will take action to mobilize security personnel.

The Commander of the Public Integrity Bureau (PIB) will be assigned to the SKC to serve as the FSBD. A Lieutenant, also from PIB, will be designated as their deputy. NOPD personnel from PIB and the NOPD Special Events Section will be assigned to the SKC. NOPD will integrate operations with other law enforcement personnel (local and state ESF-13, etc), and assigned personnel will deploy to the SKC.

For the exterior of the SKC, security personnel will be positioned at the Dave Dixon, Le Rouge, Magnolia, and Howard Avenue entrances of the SKC. Additional personnel will be assigned to monitor the designated amnesty boxes where evacuees may surrender contraband items without criminal repercussions.

Interior security personnel at the SKC will be stationed near the main entrance, processing/waiting area, bus launch queues, and other locations as deemed necessary by the FSBD. Should any registered sex offenders self-identify, law enforcement must also supervise the designated sex offender area separate from the general population.

Security personnel will also be mobilized to the 17 pickup points. Assignments at these locations may need to be adjusted as dictated by real-time demands observed in the field, but should ideally consist of at least two officers at each location.

- C. Deactivation – When the CEOC Manager deactivates the CAE, the FSBD will coordinate with the CAE Commander to phase down all security operations. The FSBD will coordinate with the CEOC Representative to reassign personnel as needed.

3. Post-Storm Reentry

The SKC will not be utilized for post-storm reentry. Upon notification from the Director of NOHSEP or CEOC Manager that the city is safe for reentry and buses are returning, law enforcement personnel will be mobilized to the UPT to provide security at that location.

Administration and Logistics

Administration

The following table identifies key roles and command structure of the CAE Security operation and their responsibilities and authority.

Position	CAE Role	CAE Responsibilities	Authority
Chief Deputy Superintendent	NOPD Incident Commander	<ul style="list-style-type: none"> • Coordinate facility security and traffic operations. • Notify the Specialized Unit Commanders, Commander of the Traffic Division, and District Commanders to deploy personnel and assets. 	<ul style="list-style-type: none"> • Can increase or decrease personnel and/or assets as needed for a successful evacuation.
Commander, Public Integrity Bureau	Facility Security Branch Director	<ul style="list-style-type: none"> • Coordinate facility security operations. • Coordinate with CEOC Representative for implementation and termination of evacuation operations. • Report progress of their operation to Assistant Superintendent of Operations and CEOC Operations Section Chief. 	<ul style="list-style-type: none"> • Command security personnel at SKC and additional CAE sites. • Divide personnel under their command into two 12 hour shifts. • Deploy personnel and assets under their command as needed.

Position	CAE Role	CAE Responsibilities	Authority
Commander, Specialized Investigations Division	NOPD Operations Section Chief and CEOC Representative	<ul style="list-style-type: none"> Report to the CEOC throughout recovery event. Act as NOPD representative in CEOC. Coordinate NOPD operations with other City departments. Initiate all requests to outside agencies, including LANG, through the CEOC. 	<ul style="list-style-type: none"> Designate staff to act as liaisons with all outside law enforcement agencies, including the LANG, directing their deployment.
District Commanders	District Commanders	<ul style="list-style-type: none"> Issue orders to subordinate personnel in accordance with CAE and NOPD Hurricane Plan. 	

Security personnel will work 12 hour shifts. The initial shift will begin at approximately H-60 and include plan activation and site setup. The final shift will cover the last hours of processing, oversee the departure of the last buses, and deactivate the facility.

Logistics

Food and water will be staged, prior to operation, at the SKC with additional deliveries being made at the request of the Logistics Chief.

A Command Post will be stood up at the SKC that will allow the FSBD to maintain communications with the NOPD Incident Commander, TSCC, the CEOC, and the 17 pickup locations. It will be organized to accommodate several levels of redundancy.

Command and Control

- SKC operations will be led by the CAE Commander. This individual will have the option to designate a deputy to assume the role of CAE Commander in their absence. The CAE Commander will be the ultimate decision making entity for this location.
- The FSBD will coordinate security operations and will work in cooperation with the CAE Commander.
- Overall control for the implementation of the CAE will be the responsibility of the Unified Command.
- NOPD will be the lead security agency for the CAE and will be supported by additional local, state, and federal ESF-13 and ESF-16 agencies.

Section 11 - Traffic Control

The New Orleans Police Department (NOPD) Hurricane Plan details all of NOPD's procedures that take place during an evacuation and is incorporated by reference. This section only represents information concerning traffic control in the vicinity of the Smoothie King Center (SKC). This plan is supplemented by the NOPD Special Operations Division (SOD) CAE Traffic Plan.

Situation

In the event that the City Assisted Evacuation (CAE) is activated, the City of New Orleans (City) intends to stand up the SKC as a central evacuee processing center. The role of this center is to serve as centralized location for individuals that cannot self-evacuate, so that the City and state can provide them with the means to evacuate safely. The New Orleans Office of Homeland Security and Emergency Preparedness (NOHSEP), in coordination with other City agencies, will stand up the SKC and will require traffic control operations to be provided by the NOPD. The CAE operations at the Smoothie King Center are described in Section 3 - Smoothie King Center Operations.

One of the most critical elements to the success of operations at this facility is the flow of traffic through and around the SKC. The NOPD is tasked with developing and implementing the traffic control operations plan for these facilities, to be supported by the State ESF-13.

Mission

The purpose of the NOPD Traffic Control operation is to adequately deploy personnel and assets to provide traffic control around the SKC, provide access to vehicles participating in the CAE, and restrict access to those that are not. The NOPD will be supported in this effort by additional ESF-13 resources. The table below details sections of the CAE and additional supporting documents which contain information relevant to Traffic Control.

CAE Plan Section	Description
Emergency Transportation	Details all operations by New Orleans Regional Transit Authority (RTA).
Smoothie King Center Operations	Details operations at the SKC to include receiving, processing, and loading of evacuees.
Site Security	Details the security to be provided by the NOPD, with support from ESF-13, at the SKC and other CAE locations.
Supporting Document	Description
NOPD Hurricane Plan	Details all NOPD procedures that take place in the event of a hurricane evacuation.
SOD CAE Traffic Plan	Describes NOPD / Special Operations Division traffic control operations for the CAE in greater detail.

Execution

Nothing herein shall authorize NOPD personnel to deviate from the duties and responsibilities described in the Department's Operations Manual, unless specifically addressed within the hurricane/emergency operations manual.

1. Overall Concept

As noted earlier, the NOPD Hurricane Plan details all NOPD procedures during an evacuation. This section details only the elements of the NOPD Hurricane Plan that are relevant to providing traffic control at the SKC to facilitate the execution of the CAE. The SKC provides a centralized location for the processing and evacuation of the residents and visitors who lack the means to self-evacuate. Traffic control units will be posted to facilitate the movement of vehicles in and out of the facility, while preventing entry by unauthorized vehicles. Authorized vehicles include RTA buses, City-contracted buses, buses provided by the State of Louisiana, other mass evacuation vehicles, and first responder vehicles. The processes and procedures that will take place when the CAE is activated are further defined under Timeline of Operations.

2. Timeline of Operations

- A. Leaning Forward – NOPD will begin making ready for landfall of a hurricane in metro New Orleans. The Superintendent initiates meetings at every command level to make each Commander aware of his authority and responsibilities, and to receive updates on the department's manpower and assets. Final preparations are made for the deployment of manpower and assets.

When the CEOC moves to Level II (partial activation) with public safety and evacuation representatives, the NOPD LNO will report to the CEOC. Actions taken during this period correspond to those taken during Alert Level One and Alert Level Two in the NOPD Hurricane Plan.

- B. Activation – When the Mayor or Director of NOHSEP activates the CAE, the NOPD CEOC Representative will inform the NOPD Incident Commander that the plan has been activated. The CEOC Representative and the NOPD Incident Commander will then coordinate the following:

- The rapid deployment of assets needed to carry out their assignments in coordination with the Deputy Superintendent of the Investigation and Support Bureau.
- The support of New Orleans Police personnel with other law enforcement personnel (i.e. Sheriff's Office, State ESF-13, etc).
- Deployment of other law enforcement personnel.
- Coordination with district commanders and bureau chiefs to ensure rapid deployment of personnel under their command.

Upon notification of the activation of the CAE, all police department personnel detailed to Traffic Control for the CAE shall proceed immediately to the Special Operations Division (SOD). Upon arrival of detailed personnel, the Traffic Field Commander will meet with assigned supervisory personnel, ensuring rapid deployment of personnel to their specific assignments. Traffic Control personnel will work in 12 hour shifts until relieved or reassigned by the Traffic Field Commander.

C. Execution

Drop-Off Area

Individuals arriving by private vehicle, taxi, rideshare, or other means will be directed to the entrance of Champions Square near the intersection of Poydras and La Salle. This location is expected to be the site of a significant number of drop-offs and will require traffic control to maintain the orderly flow of vehicles. After exiting vehicles, evacuees will be directed across Champions Square to the Registration Center at SKC Lot 3.

Bus Movement at SKC

Dedicated evacuation buses (including RTA buses arriving from the 17 pickup locations) will be allowed into the SKC footprint to pick up or drop off evacuees. The SKC/Superdome footprint will be closed to non-evacuation traffic; evacuees arriving by private vehicle will be redirected to the drop-off area at Poydras and La Salle or told to find legal parking. RTA evacuation buses will enter the SKC drop off area near the intersection of Poydras and Clara and proceed around the Superdome toward Dave Dixon Drive. Buses will unload on Dave Dixon Drive near the entrance to the Registration Center at Lot 3. After all passengers have exited the vehicle, buses will proceed out of the area via Girod Street onto Loyola Avenue.

Additional traffic coverage will be provided to facilitate access to the SKC for evacuation vehicles. Refer to NOPD Hurricane Plan for information on deployment.

- D. Deactivation – When the CEOC Manager gives the order to phase down the CAE, the Traffic Field Commander will coordinate with CEOC Representative to phase down all traffic control operations. The Traffic Field Commander will coordinate with the CEOC Representative and NOPD Incident Commander to reassign personnel as detailed in the NOPD Hurricane Plan.

Administration and Logistics

Upon notification of an evacuation order from the Mayor or the Office of Homeland Security and Emergency Preparedness (NOHSEP), the Superintendent of Police will increase the department's alert status to Alert Level Three and notify his command staff. The table on the next page identifies the key roles and command structure of the NOPD Traffic Control operation and their respective responsibilities and authority.

Position	CAE Role	CAE Responsibilities	Authority
Deputy Superintendent of Operations	NOPD Incident Commander	<ul style="list-style-type: none"> • Coordinate facility security and traffic operations. • Notify the Commander of the Traffic Division and District Commanders to deploy personnel and assets. 	<ul style="list-style-type: none"> • Can increase or decrease personnel and/or assets as needed for a successful evacuation.
Commander, Specialized Investigations Division	NOPD Operations Section Chief and CEOC Representative	<ul style="list-style-type: none"> • Report to the CEOC throughout recovery post-event. • Act as NOPD CEOC representative. • Coordinate police department operations with other City departments. • Initiate all requests for outside agencies, including the National Guard, through the Office of Homeland Security. • Deploy officers for Traffic Control duty. 	<ul style="list-style-type: none"> • Designate staff to act as liaisons with all outside law enforcement agencies, including the National Guard, directing their deployment.
Commander of the Traffic Division	Traffic Field Commander	<ul style="list-style-type: none"> • Coordinate interstate traffic control operations (detailed in NOPD Ops Plan). • Report progress of evacuation to the Assistant Superintendent of Operations. • Coordinate with the CEOC Representative for implementation and termination of evacuation operations. • Report progress of their operation to the Assistant Superintendent of Operations and the CEOC Operations Section Chief. 	<ul style="list-style-type: none"> • Divide police personnel under their command into two 12 hour shifts. • Deploy personnel and assets under their command as needed. • Command over 167 personnel deployed to SKC.
Deputy Superintendent of Investigation & Support Bureau	Deputy Superintendent of Investigation & Support Bureau	<ul style="list-style-type: none"> • Detail personnel to the Commander of the Traffic Division. 	

To provide the necessary level of traffic control, a significant number of personnel will be required. They will assist with traffic control as ordered by the Traffic Field Commander until relieved. Each Responsible Party/Commander (noted above) will contact the Traffic Field Commander to determine when and where their personnel shall report for duty. Personnel will convene at the SOD until deployed to their respective task or facility.

Refer to NOPD Hurricane Plan for information on deployment.

Command and Control

- SKC Operations will be run by the CAE Commander or their designee. This individual will have the option to designate a deputy to assume the role of CAE Commander in their absence. The CAE Commander will be the ultimate decision making entity for the SKC.
- Overall control of the implementation of the CAE will be the responsibility of the Unified Command.
- NOPD will be the lead security agency for the facility and will be supported by LANG. The Assistant Superintendent of Operations will assume Incident Command over all NOPD hurricane operations. The Commander of the Specialized Investigations Division assumes the role of the CEOC Representative and will answer to the Assistant Superintendent of Operations. The Commander of the Traffic Division will assume control of all traffic control operations and report to the CEOC representative, and will provide traffic control as directed by the Incident Commanders of the respective facilities.

Section 12 - Volunteer Operations

The NOLA Ready Volunteer Corps is a major source of staffing for the CAE. NOLA Ready volunteers are managed by the NOLA Ready Volunteer Coordinator. Throughout the year, the NOLA Ready Volunteer Coordinator trains volunteers in how to support CAE.

Activation and Deployment

If the CAE is activated, NOLA Ready volunteers will be notified by approximately H-72. Volunteers will be provided with Just-In-Time Training on CAE operations. Three 8-hour long shifts of volunteers will be scheduled initially, in order to cover the 24-hour period (H-54 to H-30) planned for CAE operations.

NOLA Ready volunteers will report to the NOLA Ready Volunteer Coordination Team, which includes City Staff of various departments, as well as representatives from HandsOn New Orleans.

Roughly 100-200 volunteers are needed for each of the three shifts. The table below shows an abbreviated staffing matrix of how to best utilize volunteer support during the CAE.

CAE Volunteer Staffing Matrix				
Role	Duties	Minimum # per shift	Ideal # per shift	Location
Greeting & Navigation	<i>Answering basic questions and identifying access and language needs</i>	20	40	Champions Square Registration Center Inside SKC
Registration	<i>Completing evacuation tickets and provide wristbands for evacuees</i>	31	41	Registration Center Superdome Loading Dock Inside SKC
Pet Registration	<i>Assisting owners in completion of pet registration forms</i>	5	10	Superdome Loading Dock
Accessibility Support	<i>Pushing wheelchairs, driving golf carts, carrying luggage</i>	29	50	Champions Square, Lot 3, inside SKC, bus loading areas
Luggage Loading	<i>Loading and unloading luggage from buses</i>	11	21	RTA Bus Dropoff State Bus Loading Areas

Runners & Floaters	<i>Providing general support, miscellaneous tasks</i>	11	21	Champions Square Registration Center Inside SKC
Total Needed:		107	183	

Deactivation

Volunteers will be released at the end of their assigned shift or when the CAE concludes at approximately H-30, in order to allow time for them to safely evacuate themselves.

Post-Storm Reentry

Circumstances surrounding post-storm reentry will vary based upon the impacts of the storm. However, if conditions permit, it is likely that NOLA Ready volunteers will also be asked to support the reentry process. The timeline for reentry will be determined after the storm based upon post-storm conditions related to safety, security, and availability of essential services within the city. If necessary, some volunteers may be provided with "Tier 3" Reentry Placards in order to be in place prior to the returning population.

When the City and State determine that conditions are suitable for the return of CAE evacuees to the area, the Volunteer Coordination Team will put out a call for available volunteers to assist at the reentry point, located at the Union Passenger Terminal (UPT). These volunteers will welcome and assist returning residents as they transfer from arriving state coach buses. RTA buses will perform pickups from UPT and transport residents back to their neighborhoods of origin.

Section 13 - Medical Institutions

Given the risks of transporting medically fragile patients, combined with the hardened facilities and improved readiness of hospitals in recent years, it will generally be more prudent to shelter patients in place when conditions permit. Going forward, the MIEP will focus primarily on the post-storm evacuation of hospital patients out of MSY, only if necessary based on post-storm impacts. However, pre-storm evacuation out of Lakefront Airport remains an option if conditions warrant, and that process is detailed here.

Situation

In the event of a hurricane or other major event which necessitates activation of the City Assisted Evacuation, medical institutions such as hospitals and care centers may also need to evacuate their facilities. Due to the nature of their facilities, the critical services they provide, and the risks inherent in evacuating patients, hospitals are not expressly required to evacuate and may shelter in place if that course of action is deemed more suitable than evacuation. The Louisiana Department of Health’s Medical Institution Evacuation Plan (MIEP) provides the mechanism for evacuating patients from these facilities, key elements of which are detailed here. Evacuation of hospitals is more likely to occur post-storm, but processes are detailed here in the event that pre-storm evacuation during the CAE is deemed necessary.

Mission

The activities described in this section provide coordination and support to medical facilities that opt to shelter in place (SIP) or execute a partial or full evacuation. This section also details the process to evacuate Need of Medical Resources (NMR) evacuees who are determined to require hospital-level care.

The table below lists the CAE plan sections and additional supporting documents relevant to Medical Institutions.

CAE Plan Section	Description
Medical Support	Details medical support and triage conducted by NOEMS and partners to support the CAE process.
Supporting Document	Description
LDH Medical Institution Evacuation Plan (MIEP)	Details operation of inpatient facilities’ aero-medical evacuation through the National Disaster Medical System (NDMS).
Louisiana/Federal Joint ESF #8 Response Plan	Details joint State and Federal inpatient facilities evacuation and shelter-in-place plans.
ESF-8 Health and Medical Response (HPP Grant)	Details timeline for operation of inpatient facilities’ response to Hurricane threat and evacuation.

Execution

1. Overall Concept

Upon activation of the CAE, the Designated Regional Coordinators (DRCs) for Region 1 Hospitals and Emergency Medical Services (EMS) will report to the New Orleans CEOC or, if instructed, to a Regional Coordination Center (RCC).

A Region 1 DRC will obtain, and keep updated, information provided by the Region 1 Hospice, Behavioral Health, Primary Care and Nursing Home DRCs and inpatient facilities. This information will include, but is not limited to, closures of outpatient services, self evacuation notices, requests for assistance with evacuation, demographic information on facilities sheltering-in-place and requests for assistance for SIP facilities, and post-event status of facilities. All requests for assistance will be placed in WebEOC for local response or preparation of an Assistance Request Form.

Additionally, the DRC will coordinate with the New Orleans Health Department to update the listing of NMR individuals as collected through Smart911, and make additions to the NMR hospital list. Calls received through 311 or 911 during the evacuation period that are determined to require hospital-level care will be referred to the Hospital DRC for coordination. For these evacuees, transportation from the pickup point to a receiving hospital will be provided by NOEMS. Where necessary, transportation to inpatient facilities outside of Region 1 will be coordinated by the EMS DRC. Only NMR at an inpatient facility will be evacuated – there is no direct home to airfield transportation pre-event.

The EMS DRC will coordinate the use of state and federal ambulances in the Region 1 area. The coordination may include, but is not limited to, responding to requests for ambulances to supplement the Region 1 emergency services (including NOEMS), hospital to airhead transport for the MIEP, intra-Region 1 transport between facilities, transport of patients outside Region 1, and shelter support.

In the event that the MIEP is activated, a Hospital and EMS DRC will be located at the Aeromedical Marshalling Point (AMP) at Lakefront Airport. The Hospital DRC will be responsible for overall coordination of the movement of inpatients to the AMP. The Hospital DRC ensures that all the patients are tracked and accounted for at the Airport. The DRC will provide status updates on AMP operations to the ESF-8 Desk at the CEOC every 4 hours, or additionally as needed. Upon conclusion of AMP operations (approximately H-12), the Hospital and EMS DRCs will depart Lakefront Airport and report to the CEOC or RCC.

2. Timeline of Operations

- A. Leaning Forward – The DRCs will follow the outline of activities contained in the ESF-8 Health and Medical Response (HHS Grant). They will participate in an ESF-8 multi-agency conference call at approximately H-72 for their initial briefing.
- B. Activation – When notified, the DRCs will report to the MIEP airhead, New Orleans CEOC, or RCC. The DRCs are responsible for transporting themselves to these locations. While the Hospital and EMS DRCs are located at the MIEP Airhead, the Hospice and

Homecare DRCs will staff the ESF-8 desk at the CEOC/RCC, along with the Office of Public Health Region 1 Public Health Emergency Response Coordinator.

- C. Site Setup – Upon arrival at the CEOC or RCC, the DRCs will be responsible for assisting with setting up the ESF-8 area of operation in the location indicated by the CEOC Operations Chief.
- D. Operation – Requests for assistance with evacuation of either part or all of an inpatient facility or of MSN will be submitted through the At-Risk Registry (ARR). Processing of the ARR will occur between H-72 and H-60. The LDH MIEP and the DRC-facilitated Intrastate Transfer Plan will be used to evacuate inpatient facilities. Facilities self-evacuating either part or all of their facility will notify the DRC via the ARR at the time of evacuating. All facilities sheltering in place during a Hurricane of a Category 3 or higher level will submit the ARR to the DRC at H-60.

The table below details the anticipated plan of evacuation for inpatient facilities:

Facility	Category 3	Category 4	Category 5
Tier 1 Facilities			
LCMC Health UMC Children’s Touro NOEH	LCMC Health will make decisions to Shelter in Place or Evacuate during any storm event based on multiple factors including storm surge, size, speed and category of storm. Typically, facilities will Shelter in Place for a Category 1-2 storm and evaluate the need to evacuate for a Category 3 or above.		
Ochsner Baptist	Shelter in Place	Partial	Evacuate
Tulane Medical Center	Shelter in Place	Partial	Evacuate
VA Medical Center New Orleans	The VA will make decisions to Shelter in Place or Evacuate during any storm event based on multiple factors including storm surge, size, speed and category of storm.		
Tier 2 Facilities			
Beacon BH Hospital	Evacuate	Evacuate	Evacuate
Children’s DePaul Campus University DePaul Campus	LCMC Health will make decisions to Shelter in Place or Evacuate during any storm event based on multiple factors including storm surge, size, speed and category of storm.		
Cobalt Rehab	Shelter in Place	Evacuate	Evacuate
Community Care BH	Shelter in Place	Evacuate	Evacuate
Curahealth	Shelter in Place	Evacuate	Evacuate
St. Catherine LTAC	Shelter in Place	Evacuate	Evacuate
St. Charles Surgical	Evacuate	Evacuate	Evacuate
Seaside BH	Evacuate	Evacuate	Evacuate

- E. Deactivation – Between H-18 and H-12, air evacuations will cease by the order of Federal DoD. At H-12, all inpatient facility and NMR evacuations by ground will cease, with the state and federal ambulances in Region 1 leaving with the last assignment of patients and/or volunteers as passengers. The Hospital, EMS, Hospice and Homecare DRCs and one (1) administrative assistant will stay in the CEOC or RCC with the other ESF representatives. They will be provided with food, water and shelter.

3. *Post-Storm Reentry*

The Hospital and EMS DRCs will coordinate the return of patients. Whenever possible, all patients will be returned to the hospital from which they departed. If a hospital has not reopened, the patient will be returned to an open hospital within the same healthcare system (Ochsner, LCMC, or LHA). Additionally, the Hospital and EMS DRCs will coordinate the return of hospital shelterees to their homes. Before return takes place, the Hospital DRC, working with NOHD, will verify that utilities services (such as homecare, hospice, dialysis, transportation, pharmacy, and food) are available in the returnees' home location.

Administration and Logistics

1. Administration

Shift Schedule – ESF-8 support will be provided on a 24-hour basis. At least 2 of the 4 staffing members will be on duty at all times.

Reporting Schedule – The DRC staff will keep a “running” compilation of activities and provide written SITREPS on the schedule established by local and State command.

2. Logistics

Work Area – DRC staff will work in the area assigned by the CEOC Operations Chief.

Communications – Communication with the inpatient facilities, public and private emergency medical services organizations, Louisiana Hospital Association and the Louisiana Department of Health will be through the 700 MHz HHS channel radio, the ESF-8 Portal, cellular and land telephone lines and email. The DRCs will be given access and trained in the use of WebEOC.

Command and Control

The LDH MIEP is managed by the State of Louisiana in coordination with federal partners.

Hospital, EMS and Hospice and Homecare DRCs are a service to Region 1 working under the direction of LDH and the RCC Leader. The administrative assistant reports to the DRC team.

Overall control of CEOC activities will be the responsibility of the CEOC Manager.

Section 14 - Air Evacuation

The Federal Aviation Administration, FEMA, and the Governor's Office of Homeland Security and Emergency Preparedness have developed a plan that brings federal air assets into Louis Armstrong International Airport (MSY), to assist in the evacuation of individuals to pre-determined locations outside of the impacted area.

Although this plan does not belong to the City of New Orleans, it is a vital operation to the success of the CAE. When the CEOC is notified that air transportation assets will be made available, that information will be provided to the CAE Commander who will then begin directing City-contracted or RTA buses from the Smoothie King Center to the airport.

CAE staff at the Smoothie King Center will conduct a visual triage to screen for evacuees who may be eligible for air evacuation. For logistical reasons, evacuees bound for MSY should meet the following criteria:

- No major functional or mobility needs. MSY evacuees may need to walk across long distances and climb stairs to board an airplane.
- Able-bodied singles and couples without children are ideal candidates.
- No pets are permitted for evacuation through MSY.
- Luggage must meet the TSA's standard security requirements.
- MSY evacuees must have a valid government-issued ID such as a driver's license or passport.

DCFS will register and manifest evacuees bound for MSY electronically through the state's ETN system. The electronic registration process will allow for a complete, digitized manifest to be provided to the TSA and other relevant authorities prior to boarding and takeoff from MSY.

Evacuees assigned to buses bound for MSY will be provided two-part luggage tags and instructed to fill them out while waiting on the bus.

Once the DOTD representative on the ground at the SKC receives word that MSY is prepared to accept buses, the buses will be directed to report to the TSA Screening Facility or a designated bus holding lot at MSY. From that point, evacuees will be processed by TSA staff and loaded onto aircraft.

Section 15 - Rail Evacuation

Situation

In 2019, the City of New Orleans and state and federal partners developed plans to reintroduce rail transportation assets as an additional resource under the City Assisted Evacuation (CAE) Plan. Rail offers an advantage over road-based transport in its ability to transport large numbers of evacuees while bypassing the traffic congestion concerns often associated with large-scale coastal evacuations. A rail-based evacuation component significantly reduces the number of evacuees needing to depart the city via state-contracted bus and/or federally-provided air transport out of MSY. Planning estimates suggest that rail evacuation may be able to transport approximately 3,000 to 3,500 individuals out of New Orleans within the available time frame.

Mission

This operation is intended to enhance the CAE process by utilizing Amtrak rail transportation assets to expedite the flow of evacuees out of New Orleans. Moving these evacuees by rail reduces the burden on other methods of transportation (buses from Smoothie King Center and flights out of MSY), improving overall throughput of evacuees and increasing likelihood that all individuals who require assistance evacuating are able to do so safely prior to the onset of hazardous conditions.

Execution

1. Overall Concept

Rail evacuation will serve as a supplement to the existing air and road-based evacuation operations. Evacuees at the Smoothie King Center (SKC) will be screened to determine their eligibility to evacuate by rail. Criteria for this determination will be similar to those utilized for air evacuation through MSY. Evacuees selected for rail evacuation should meet the following criteria:

- No major functional or mobility needs. Individuals evacuating by rail may need to walk long distances and climb steps to board the train.
- Able-bodied adults and couples without children are ideal candidates.
- No pets are permitted for evacuation by rail.
- Evacuees should have a valid government-issued ID such as a driver's license or passport.

Upon selection for rail evacuation, these evacuees will follow a similar process to the existing MSY registration managed by DCFS. However, instead of boarding buses bound for MSY, those evacuating by rail will be escorted to a designated boarding platform across Howard Avenue from the SKC, where they will board an Amtrak train to Hammond, LA.

From the train depot in Hammond, these evacuees will be transferred from the train to state-provided buses bound for shelters outside the at-risk area.

2. *Timeline of Operations*

A. Leaning Forward

The Director of NOHSEP or their designee will notify Amtrak when the City is leaning forward with the CAE. Due to the preparations required, Amtrak anticipates that it will take approximately 36 hours from notification to begin providing service. In consideration of this timeline, the City and State may consult to activate the Memorandum of Understanding (MOU) with Amtrak for emergency evacuation services as early as H-120, well prior to the activation of the CAE, as a precautionary measure.

B. Activation

Upon notification of activation, Amtrak will take steps to cancel scheduled train service to and from New Orleans, and utilize components from these trains to aid in the evacuation effort. Locomotives and rail cars, likely from the *City of New Orleans* and *Crescent* routes, will be combined to create a larger train to be used for evacuation. This train will have the capacity to transport an estimated 700-750 passengers per trip, and will have locomotives at both ends to facilitate two-way travel.

C. Execution

Evacuees arriving at SKC will be triaged to determine eligibility for rail evacuation. These criteria are detailed above and are similar to those used for evacuation through MSY.

After being triaged and selected for rail evacuation, evacuees will pass through the same process used for MSY evacuation. DCFS staff will register the evacuees into the state ETN database and create a manifest for the train being boarded. After completing registration with DCFS, evacuees will be escorted across Howard Avenue from the SKC and through SKC Parking Lot 3A to the nearby platform, where they will board the waiting train. Appendix N contains a map detailing the flow of evacuees through this process.

Once sufficiently loaded with evacuees, the train will travel to the depot in Hammond, where passengers will exit the train, undergo a manifest process through DCFS, and board buses provided by the state. These buses will transport evacuees to shelters outside of the impacted area.

After unloading passengers, the train will return to New Orleans to pick up another round of evacuees. It is estimated that one full round trip, including loading, unloading, and travel to and from Hammond, will take approximately 4 hours.

Note: Air and Rail evacuation both utilize DCFS Registration. In cases where both air and rail options are available, registration for MSY must take priority as air evacuation operations have less flexibility to wait on evacuees. Processing of rail evacuees may

need to be suspended temporarily in order to accommodate filling of planes at MSY. If necessary, rail evacuees may need to be staged in a designated seating area of the SKC until they can register and board the train.

D. Deactivation

Round trips between New Orleans and Hammond will continue until the CAE is deactivated, or as long as conditions allow. Factors such as floodgate closures and conditions on rail bridges along Lake Pontchartrain will determine how long trains can continue to operate safely. The rail component of evacuation may need to be shut down early if hazardous conditions arise along the route.

3. *Post-Storm Reentry*

Rail is not an anticipated method of transportation for post-storm reentry. Once the City is determined to be safe for return, evacuees will be transported from sheltering locations to New Orleans' Union Passenger Terminal (UPT) by bus.

Command and Control

Overall control of the CAE will be the responsibility of the Unified Command Group, and SKC operations will be managed by the CAE Commander.

The City will be responsible for transporting evacuees from points within the City to the SKC, and for directing them through the process to the point where they board the train.

Amtrak will be responsible for transporting evacuees by rail from New Orleans to Hammond. This includes coordinating with host railroads (primarily Canadian National) to secure access to the route during the period of evacuation. Amtrak will also provide one or more on-site liaisons to serve as a point of contact during the rail evacuation operation.

Additional support aboard the train, such as law enforcement and emergency medical personnel, will be provided by state and/or federal ESF-8 and ESF-13 assets through a resource request.

The State of Louisiana, through GOHSEP, will be responsible for receiving evacuees in Hammond and transporting them to shelters outside of the impacted area.

Section 16 - Evacuee Return

Situation

This section details the process by which evacuees will return from shelter locations to New Orleans post-impact. Once the city is deemed safe to return, it is expected that these individuals will be transported back to the city primarily by state-contracted bus. The Union Passenger Terminal (UPT) will serve as the primary return point for the general population evacuees. The City of New Orleans (City) estimates that approximately 95% of the population that evacuated using the CAE will return through the UPT.

Mission

The purpose of this operation is to accommodate the reentry of individuals who evacuated the City via the CAE. Emphasis will be placed on creating a low stress "Welcome Home" environment and ensuring the rapid return of these residents to their homes. The Incident Commander must keep a welcoming atmosphere as a top priority and be willing to alter the concept of operations if needed in order to accomplish this goal. The UPT will be set up to accommodate any type of evacuee returning through this site and place evacuees on the appropriate mode of transportation to take them back to their original pickup point, or as near to their homes as RTA assets can accommodate.

The table below lists the sections of this plan that contain additional supporting information regarding Evacuee Return.

CAE Plan Section	Description
Emergency Transportation	Details all operations by New Orleans Regional Transit Authority (RTA); these include transportation for evacuees and certain pets from the UPT to the original pickup points.
Site Security	Details the security to be provided by the New Orleans Police Department (NOPD), with support from the State ESF-13, at critical locations.
Traffic Control	Details the traffic control procedures to be implemented by the NOPD to help the flow of buses and prevent access by unauthorized vehicles.
Residential Evacuation Assistance Pickup	Details the efforts by City contracted transportation or RTA to provide transportation for residents and pets that are incapable of self-transport from the UPT to a pickup location or their dwellings.
Point-to-Point Sheltering	Details point-to-point sheltering arrangements between predesignated senior living facilities and other parishes.

Execution

1. Overall Concept

Upon determination to allow the return of evacuees, the UPT will be prepared for the orderly receiving of evacuees from state shelters, who will be transported by bus to their original pickup point or as close to their homes as RTA assets will accommodate. All persons that return through the UPT will be offered transportation if needed, but may utilize private transportation or other methods if they choose. As a bus enters the UPT area, a member of the Welcome Unit will board the vehicle and read the scripted "Welcome Home" greeting (included in Appendix J) and explain the color-coded bus route system for the return trip. Once the Welcome Unit member sees that the Unload Unit has completed removal of all bags from the bus, the evacuees will be allowed to exit the vehicle, retrieve their belongings, and enter the UPT from the rear entrance. As the evacuees enter the UPT, they will be directed to the appropriate door for their bus route, or other location as required. Evacuees that need to be reunited with their pets will be directed to the LASPCA desk where they will make arrangements to pick up their pets prior to entering their colored bus route lane.

2. Timeline of Operations

- A. Leaning Forward – Prior to the return of the evacuees, the CEOC will notify UPT facility management. In addition, staff will begin logistical setup for return. Other necessary parties will be notified when the return of evacuees is projected.
- B. Activation – When the return is activated, the IC and/or CEOC will notify all CAE unit and team leaders to report to the UPT. Available personnel will be mustered and assigned to a specific unit and task, and directed to sign in. Each unit/team leader will report to the IC upon the completion of each respective unit/team.
- C. Site Setup – Upon arrival at the UPT, the individual units/team leaders will be responsible for the setup of their areas of operation (i.e. Welcome Unit lead will be responsible for set up of all welcome resources; Guide Unit lead will be responsible for setup of all guide resources, etc). See Appendix K for planned setup.
- D. Operation – Upon arrival at the UPT, each bus will be boarded by a volunteer from the Welcome Unit who will read the script provided (Appendix J). The volunteer doing the reading will also record the following information from each bus for delivery to the translator desk, where all statistics will be recorded:
 - Location of origin.
 - Number of evacuees.
 - Bus number or DOTD routing number.
 - Time of arrival.

In order to maximize the flow of people through the UPT, evacuees will be separated into one of the colored routes described below. The separation will occur as the evacuees cross through the UPT doors and are greeted by the Welcome Unit and

directed to the appropriate door for departure. The following describes the colored bus routes and corresponding bus stops.

RED ROUTE

RED ROUTE 1 (to depart through the door nearest the Greyhound Ticket Counter) is for the following locations:

1. Arthur Monday Center - Algiers
12. Gen Meyer and Pace Blvd - Algiers

RED ROUTE 2 (to depart through the side door farthest from the Greyhound Ticket Counter) is for the following locations:

5. Smith Library Bus Stop - Lakeview
10. Warren Easton High School - Mid-City

The center door, between the red route doors, is for paratransit departures.

GREEN ROUTE

The Green Route Buses will be straight out the front, main door of the UPT:

GREEN ROUTE 1 is for the following locations:

15. Wal-Mart Parking Lot - Gentilly
16. New Orleans East Library - New Orleans East
17. Mary Queen of Vietnam - New Orleans East

GREEN ROUTE 2 is for the following locations:

11. Armstrong Park - Treme
13. Stallings Community Center - Bywater
14. Sanchez Center - Lower 9th Ward

Any homeless evacuees will also be directed to the green doors, and placed in the area inside (to the right of the doors), where they can await transportation by the homeless task force.

BLUE ROUTE

The Blue Route Buses will be outside the doors located to the evacuees' left as they enter the UPT:

BLUE ROUTE 1 (departing from the door nearest the First Aid Station) is for the following locations:

2. Kingsley House - Lower Garden District

3. Central City Senior Center - Central City
9. Dryades YMCA - Central City
8. Lyons Community Center - Irish Channel

BLUE ROUTE 2 (through the center left door) is for the following locations:

4. Mater Dolorosa - Carrollton
6. Marsalis Harmony Park - West Carrollton
7. McMair High School - Broadmoor

If an evacuee indicates they will walk, have someone pick them up, or desire to take a taxi or ridesharing service to return to their residence, they should be directed to the Blue Route door farthest to the left which will be marked "SELF RETURN".

Medical Support, Site Security, and Traffic Control

These operations are detailed in the Section 9 - Medical Support, Section 10 - Site Security, and Section 11 - Traffic Control respectively.

- E. Deactivation – When directed by the CEOC Manager, it will be the responsibility of the IC to begin the demobilization process. The IC will ensure that all persons still at the UPT are loaded onto the final buses and oversee the collection and accountability of all materials for return to storage. When fully demobilized, the IC will inform the CEOC Manager that the UPT has been shut down.

Once the UPT has been shut down, the UPT volunteers can start their demobilization process. The volunteers must turn in their vests prior to departing the UPT.

Administration and Logistics

1. Administration

- A. Shift Schedule – The teams will work in 12 hour shifts. The initial shift will begin as directed by the IC and include activation and site setup. The final shift will cover the last hours of return processing, oversee the departure of the last buses, and deactivate the facility.
- B. Reporting Schedule – Reports should be submitted to the CEOC on an hourly basis or “as-needed” basis. Supplemental reports should also be submitted if any significant events occur or if a surge of returning buses is recognized.

2. Logistics

- A. Supply Schedule – Food and water will be staged, prior to operation, at the UPT with additional deliveries being made at the request of the Incident Commander. Most of

these supplies will be for contingency operations; however, sufficient resources will be on site for CAE workers.

Food and water will not be distributed to the public inside the UPT.

- B. Portable Toilets – City of New Orleans Property Management will pre-stage portable toilets (including handicap accessible units) at the bus arrival area behind the UPT. This will allow evacuees to use these facilities prior to entering the UPT. Additional portable toilets will be located at each exit door for use by evacuees.
- C. A table (6' x 3') will be provided for the LASPCA to allow evacuees to make arrangements for reuniting with their pets. See Appendix K for setup.
- D. Communications – An Incident Command Post will be stood up that will allow the IC to maintain communications with the TSCC, the CEOC, the UPT, and the Unit/Team Leaders.

Command and Control

- UPT Return operations will be managed by the Incident Commander or their designee. This individual will have the option to designate a deputy to assume the role of IC in their absence. The IC will be the ultimate decision making entity for this location.
- Overall control of the implementation of the CAE, including Evacuee Return, will be the responsibility of the Unified Command.
- Written communication between the IC, the TSCC, and the CEOC is preferred for documentation purposes.
- NOEMS will be the lead medical agency for any medical requirements at the UPT. All pre-hospital employees at the site (Paramedics, EMTs and other first responders) will follow the Orleans Parish protocols and the guidelines of the NOEMS Medical Director or their designee. There should be no deviation from medical protocols unless medical control is consulted.
- NOPD will be the lead security agency for the facility and will be supported by additional ESF-13 resources.

Section 17 – Rapid Intensification Contingency

Note: This section describes operations that, by virtue of the situation, must be inherently flexible and open to adaptation. Short-notice storms present a high level of uncertainty regarding critical external circumstances such as forecast timing, expected impacts, and resource availability that will inevitably influence response efforts. The operations described here represent proposed options, but may not be appropriate or feasible for all storms. Decision makers must consider the entire situation and determine the best course of action given the resources and information available.

Situation

Recent trends regarding the increasing frequency of short-notice and rapidly intensifying storms present a significant challenge for the execution of City-Assisted Evacuation. Under a rapid intensification scenario, the shortened timelines and lack of advance notice inherent to the situation mean that many of these external resources may be unavailable or in short supply, hindering the City’s ability to fully evacuate. Most critically, the transportation resources that the CAE relies upon (coach buses, paratransit vehicles, ambulances, and air/rail assets) typically require substantial advance notice for activation. Partner agencies and contractors need time to notify their drivers and other personnel, and these individuals and vehicles will often require significant travel time before arriving in New Orleans and reporting for duty.

In the event that forecast timing and availability of resources do not permit the execution of the full CAE process as planned, the City may opt to implement evacuation and other protective measures in a more limited scope. These alternatives have been organized into three color-coded “activation levels” of CAE activity, described in the table below.

CAE Rapid Intensification Contingency – Activation Levels	
Color	Description
GREEN	<ul style="list-style-type: none"> Standard City-Assisted Evacuation with resources generally available. Full CAE operations as described in the preceding plan.
AMBER	<ul style="list-style-type: none"> Limited CAE, with priority focused on evacuation of high-risk groups such medically vulnerable individuals and seniors. Others may be advised to self-evacuate or shelter in place until after the storm.
RED	<ul style="list-style-type: none"> Little to no pre-storm evacuation possible. Potential area of refuge activation for vulnerable populations followed by post-storm evacuation or shelter operations.

It is worth noting that the categories listed above represent three examples along a wider spectrum of possible scenarios. Any actual response may blend elements of all three, depending on the needs of the incident. A modified CAE timeline for these operations, based on a short-notice, rapidly intensifying storm, is included in Appendix R.

CAE: “Amber” Scenario

An “Amber” scenario represents a situation in which time and/or resource constraints preclude the execution of the full CAE, but allow for a limited pre-storm evacuation. For example, this could include situations in which there are not enough buses or shelter space available to accommodate all who might wish to evacuate. Under these circumstances, the City will utilize the limited resources available to evacuate its highest-risk populations first. These include medically vulnerable individuals and seniors – groups who typically face the greatest risk from disaster and are least able to cope with their impacts.

Medically Vulnerable Population

If it does not appear possible to evacuate everyone, the City will prioritize the evacuation of highly vulnerable individuals, such those with critical medical or special needs. These persons require a high level of care which may not be available under hurricane conditions; remaining within the City through the storm represents a much greater risk to their health and safety than it does for comparatively healthy, general population individuals.

Groups identified by NOHD as high priority evacuation include the following:

- Individuals who rely on electricity to power critical medical equipment such as ventilators or oxygen concentrators
- Bed-bound or bariatric individuals (typically 450+ lbs)
- Individuals who require regular dialysis
- Pregnant women who are high risk/third trimester
- Individuals who require daily intravenous (IV) medication
- Individuals who are severely immunosuppressed
- Expectant hospice care patients

The City’s Smart911 system will be utilized to identify those individuals with qualifying, priority conditions. A call center will be established, with personnel assigned to make contact, determine if they require assistance, and coordinate transportation if needed. This process will resemble the CAE Residential Evacuation Assistance Pickup (REAP) operation, which is described in Section 7.

The Smoothie King Center may be still utilized as the evacuation hub if available. However, for a smaller, targeted evacuation, an alternate location such as a single hall of the Morial Convention Center may be more appropriate.

Ideally, these individuals will be transported to state Medical Special Needs Shelters (MSNS) or hospitals outside of the at-risk area for specialized care. If this is not possible, sheltering at local hospitals or MSNS in the New Orleans area represents the next-safest option due to their hardened facilities, redundant power, and availability of medical care.

Despite efforts to evacuate, it is possible that a local or regional MSNS will be necessary to provide specialized support for some population of remaining individuals. Tentative plans have been developed for multiple facilities, but a hall of the Morial Convention Center will generally be the preferred location for a local/regional MSNS if available. Assistance from state agencies, primarily the Louisiana Department of Health, will be requested to support MSNS operations.

Senior Facilities

Seniors represent another priority population. Residents of senior living facilities throughout the city were among populations most impacted by power outages and excessive heat in the aftermath of Hurricane Ida. Seniors tend to be more vulnerable to extremes of temperature, and many face additional challenges such as fixed income, limited mobility, and health conditions that must be managed through medication or other means.

Nursing homes, assisted living facilities, and various other residential buildings house significant numbers of senior citizens across the city. Depending on their classification, these facilities are required by law to maintain varying levels of internal emergency preparedness plans and capabilities in order to care for their residents. The City will maintain contact with these facilities prior to and after the storm to ensure critical needs and obligations are being met. NOHSEP and NOHD will use these conversations to assess the situation at facilities across the city and identify areas where additional support may be necessary.

Given their high concentrations of seniors and overall vulnerability, these locations could also be candidates for pre-storm evacuation if resources permit. Point-to-point evacuation may be an effective option for these facilities – if possible, evacuation staff will aim to register individuals onsite with support from facility staff, allowing evacuation buses to bypass the evacuation hub and provide transport directly to a shelter facility. In the event that pre-storm evacuation of these facilities is not feasible, they will be among the first targets for a potential post-storm evacuation if needed.

CAE: “Red” Scenario

The “Red” scenario represents a situation in which little to no pre-storm evacuation is possible given the timeline and resources available. With limited or no notice, resources may not be available to offer significant evacuation assistance, leaving most to shelter in place within the region. As in the Amber scenario, high-vulnerability populations will be prioritized to the greatest extent possible. For those who can, self-evacuation will still be encouraged if timing and safety (roadway conditions, onset of weather, etc.) permit. Others will be advised to shelter at home, or, if established, report to a city-designated last-resort “refuge” location for protection from the storm.

Once the storm has passed, the City will assess impacts and determine whether to implement post-storm evacuation, mass sheltering operations, or some combination of the two.

Areas of Refuge

In the event that evacuation is not feasible, the City may opt to establish a refuge for high-vulnerability residents who cannot leave the City. For the purposes of this plan, “refuge” refers to a safe, sturdy facility where members of the public who are unable to evacuate can safely ride out the storm. These sites represent a last-resort option to provide for immediate life safety needs during a major hurricane. They are intended to provide short-duration protection from the elements, but otherwise will not offer the wider range of resources, services, and comforts associated with traditional emergency shelters.

A refuge site will offer little more than a safe place to stay until the storm passes. Public safety personnel will be on site to maintain security and provide basic medical treatment in the event of emergencies, however services beyond basic life safety and sustenance will be limited. Hot meals will be provided only if available, otherwise MREs and water will be staged on site and distributed as resources permit.

Locations utilized as refuge will vary depending on the size of the population in need. Smaller facilities such as NORDC recreation centers may be suitable if the population is not too large. For much larger incidents requiring additional space, the Morial Convention Center represents the most suitable and most likely facility for refuge operations. The location(s) selected will depend upon site availability and other specific circumstances in the days leading up to the storm. After the storm passes, the refuge site may also serve as a hub for post-storm evacuations if necessary.

Post-Storm Evacuation

As soon as conditions permit after the storm, the city will begin initial damage assessments to determine the extent of impacts. These early assessments of post-storm conditions will help leaders determine whether post-storm evacuation is necessary.

If damage from the incident is widespread and severe, it may be some time before basic services are restored. If the city is unable to sustain a large population after the storm (as was the case following Hurricane Katrina), it may be preferable to close the refuge and evacuate the remaining population. In this case, coach buses, most likely provided by the state or federal government, will be directed to the refuge location to pick up residents for transport. Buses for this purpose should be requested before the storm if necessary and staged for deployment immediately following impact. These buses will bring evacuees to longer-term shelter sites elsewhere in the state or region until it is safe to return to New Orleans.

For those not already at the refuge, the City will coordinate with RTA to offer transportation from points throughout New Orleans to the refuge/evacuation hub. Emergency Resource Centers (ERCs) may also be utilized as pickup locations for this purpose.

The post-storm evacuation process will mirror the regular CAE operation to the extent that evacuees will enter queues, fill out an evacuation ticket, and be sorted into bus launch seating prior to departure. Though the exact location of this operation could vary, a potential layout for the post-storm evacuation flow based on the Hurricane Ida operation in MCC Hall J is included in Appendix Q. This represents a historic example for reference; the exact location and details will vary based upon the situation and space available.

Post-Storm Sheltering

If conditions are such that residents can remain within the city, post-storm evacuation may not be ideal. When circumstances permit, it will be preferable to have residents shelter closer to home, either within or as close as possible to the New Orleans area. This allows them to check on their homes, begin the recovery and rebuilding process, return to jobs at local businesses, and keep children enrolled in local schools.

Residents who are able to return home will be encouraged to do so, however some may require shelter until their homes can be repaired or alternate arrangements secured. In this situation, facilities utilized as areas of refuge may be transitioned into longer-term shelters, with increased resources and services to accommodate a longer stay. A significant increase in staff and resources will be necessary to successfully make this transition.

New Orleans' Emergency Sheltering Plan (ESP) covers the City's basic shelter operations and policies in greater detail, and should serve as a point of reference for general shelter activities. However, it is worth noting that a situation of the magnitude described in this section may necessitate extraordinary measures or unconventional solutions beyond those described in the ESP. Local shelter resources are likely to be overwhelmed, and will require significant support from partner agencies such as DCFS, American Red Cross, and a wide spectrum of VOAD and community organizations.

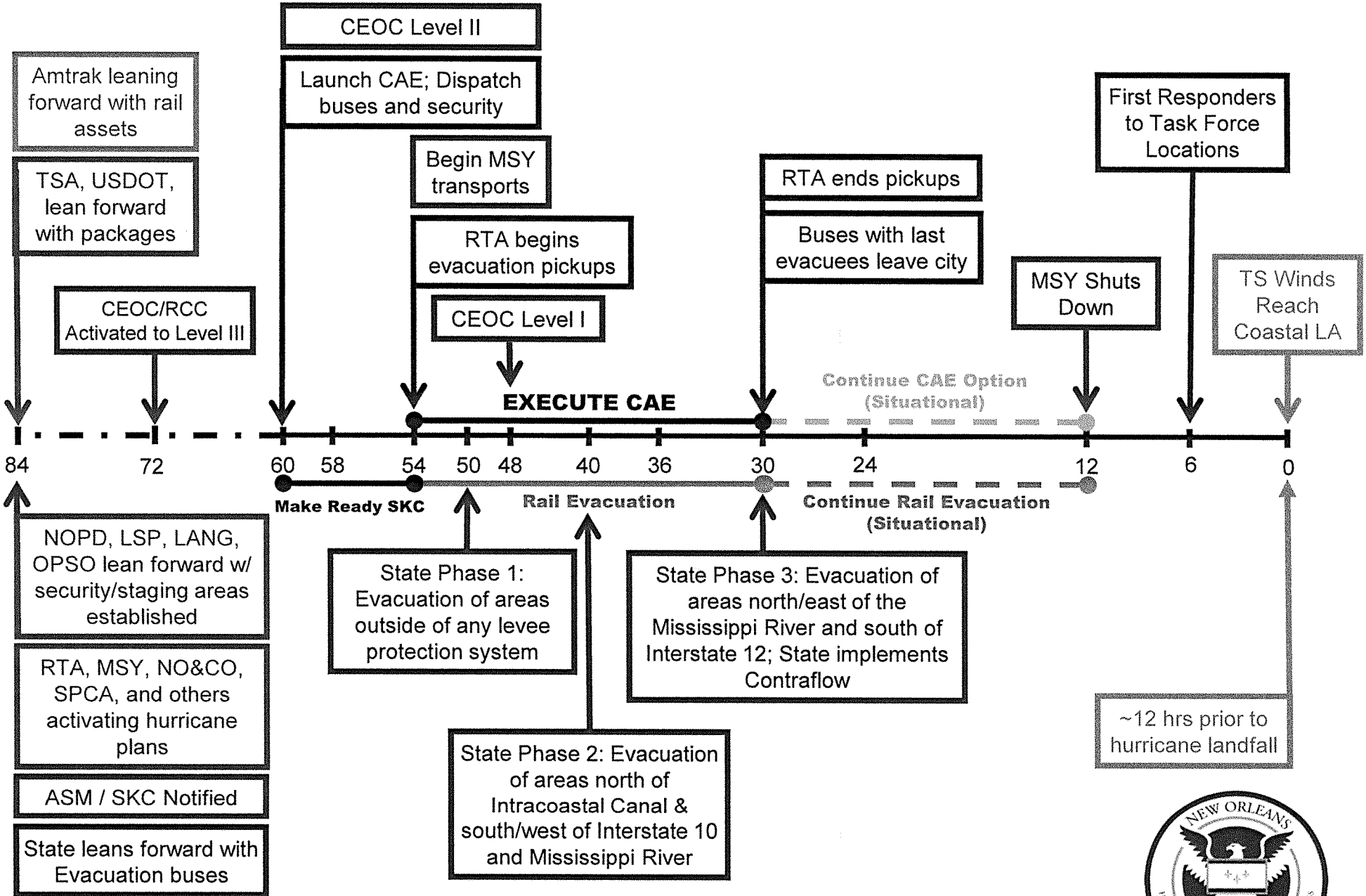
**City of New Orleans
City Assisted Evacuation (CAE) Plan**

Supporting Appendices

The following documents are considered appendices to the CAE, and are referenced within the Plan itself. The purpose of these documents is to provide additional information and/or direction regarding their specific topics. The table below provides a list of these appendices, in the order that they are included here:

Annex	Description
A	City Assisted Evacuation Timeline
B	SKC Interior Floorplan
C	SKC Exterior Traffic
D	Map of Pickup Locations (“Evacuspots”)
E	Senior Center Flow Diagrams
F	Transportation Triage Criteria
G	Glossary / List of Acronyms
H	Registration Center Layout
I	TSCC Call Center Flowchart
J	Evacuee Return “Welcome Back” Script
K	UPT Return Floorplan & Traffic Flow
L	CAE Supply Inventory
M	Southeast Louisiana Contraflow Map
N	SKC Rail Evacuation Flow
O	CAE Staffing Plan & Organizational Chart
P	CAE Registration & Processing
Q	Sample Post-Storm Evacuation Layout
R	Estimated Rapid Intensification & Refuge Timeline

2022 New Orleans City Assisted Evacuation Timeline



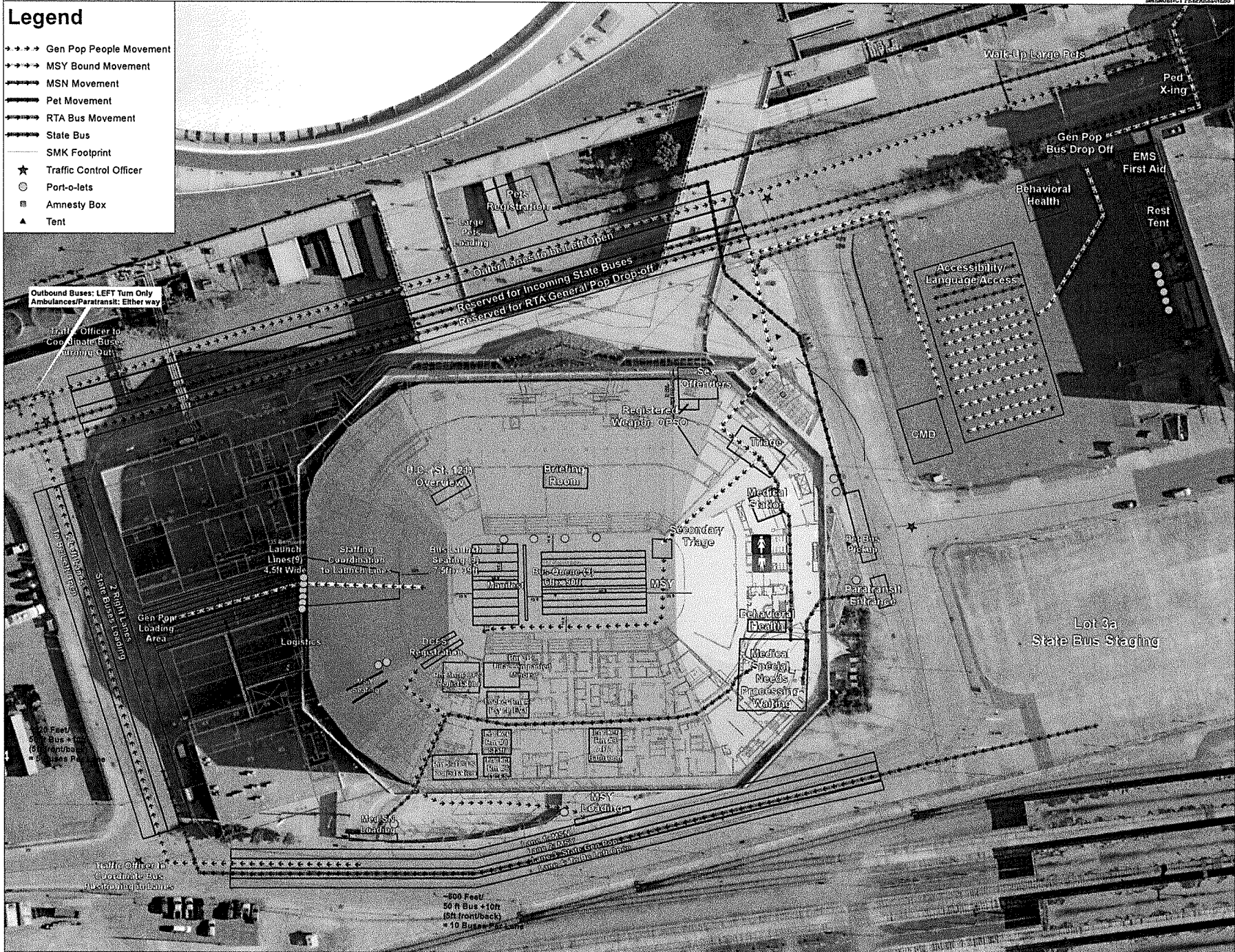
Note: This timeline represents a guideline based upon the best available data.





Legend

- Gen Pop People Movement
- MSY Bound Movement
- MSN Movement
- Pet Movement
- RTA Bus Movement
- State Bus
- SMK Footprint
- ★ Traffic Control Officer
- Port-o-lets
- Amnesty Box
- ▲ Tent



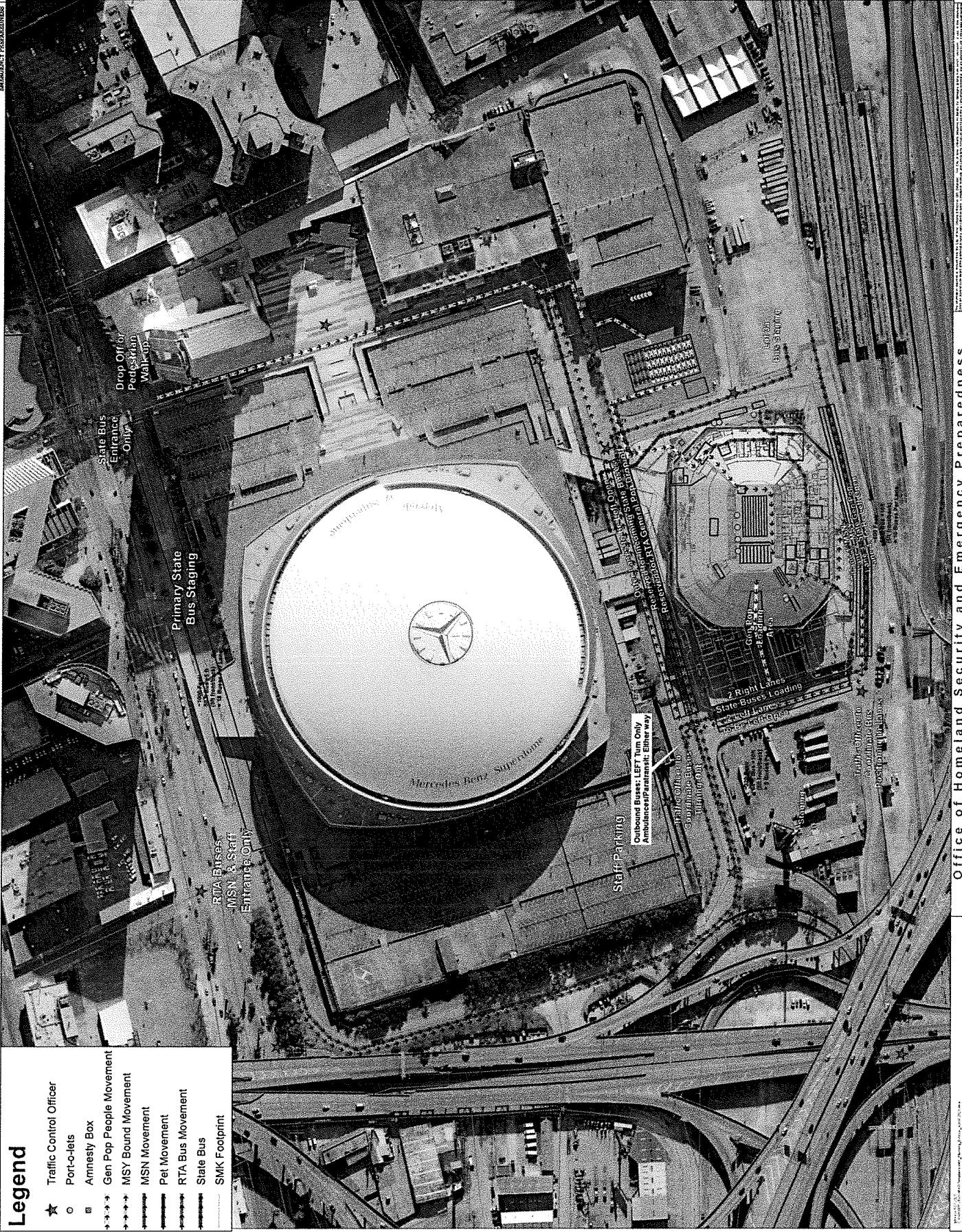


City of New Orleans

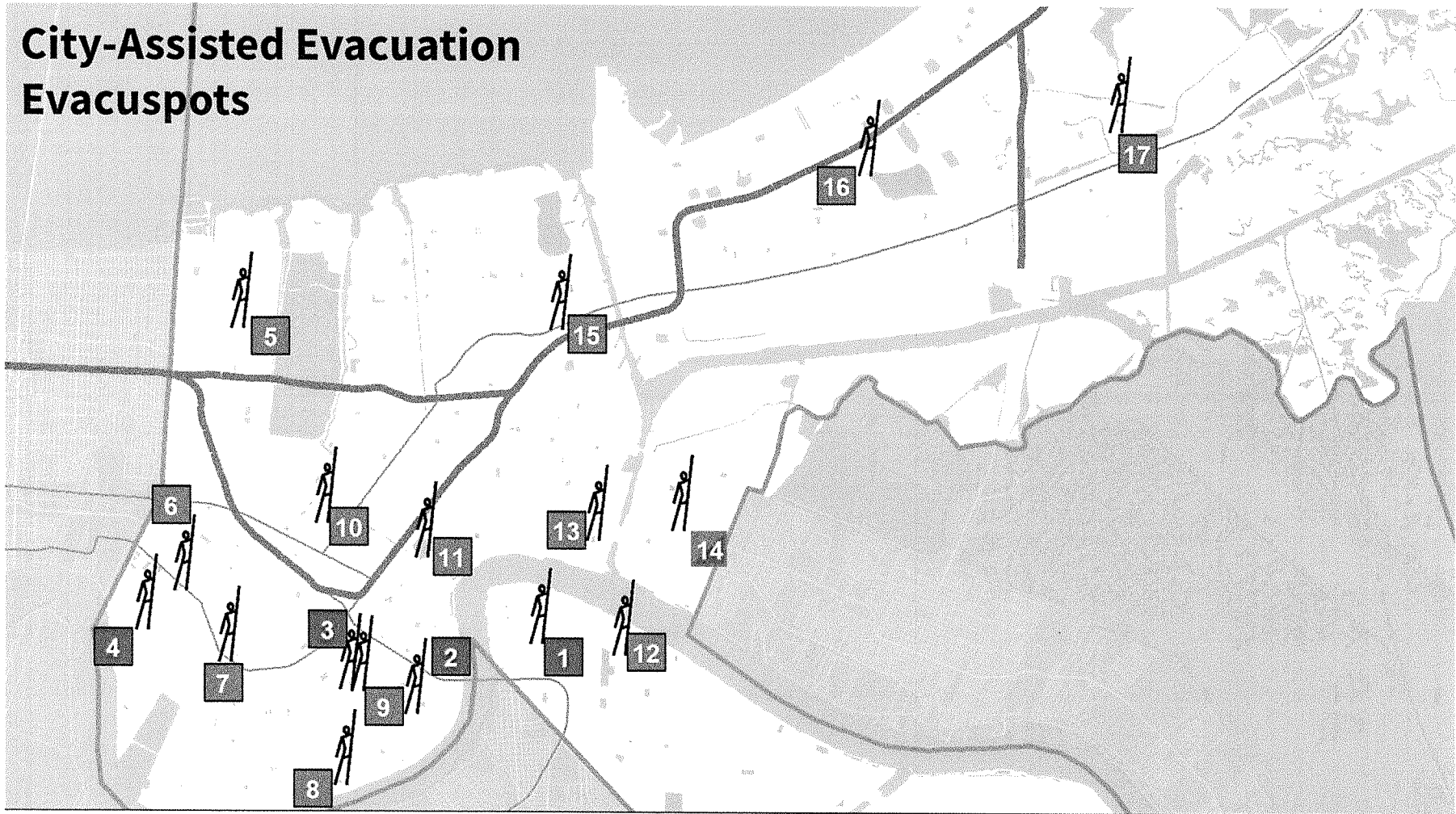


Legend

- ★ Traffic Control Officer
- Port-o-lets
- Amnesty Box
- Gen. Pop. People Movement
- MSY Bound Movement
- MSN Movement
- Pet Movement
- RTA Bus Movement
- State Bus
- SMK Footprint



City-Assisted Evacuation Evacuspots



SENIOR EVACUSPOTS

- 1** Arthur Monday Center
1111 Newton Ave.
- 2** Kingsley House
1600 Constance St.
- 3** Central City Senior Center
2101 Philip St.
- 4** Mater Dolorosa
1226 S. Carrollton Ave.
- 14** Sanchez Center
1616 Caffin Ave.

GENERAL POPULATION EVACUSPOTS

- 5** Smith Library
6300 Canal Blvd.
- 6** Marsalis Harmony Park
S. Claiborne & S. Carrollton
- 7** McMain High School
5712 S. Claiborne Ave.
- 8** Lyons Center
624 Louisiana Ave.
- 9** Dryades YMCA
1924 Philip St.
- 10** Warren Easton High School
3019 Canal St.
- 11** Louis Armstrong Park
801 N. Rampart St.
- 12** Gen. Meyer & Pace Blvd
2832 General Meyer
- 13** Stallings Center
4300 St. Claude Ave.
- 14** Sanchez Center
1616 Caffin Ave.
- 15** Walmart
4301 Chef Menteur Hwy.
- 16** East New Orleans Library
5641 Read Blvd.
- 17** Mary Queen of Vietnam Church
14001 Dwyer Blvd.



**Appendix E:
Senior Center
Flow Diagrams**

**Arthur Monday
Center**

1111 Newton Street
New Orleans, LA 70114

★ Building Entrance

↗ Entry Route

↘ Exit Route

TRIAGE

Transportation Triage
Station

WAITING
AREA

Senior Waiting Area

BUS

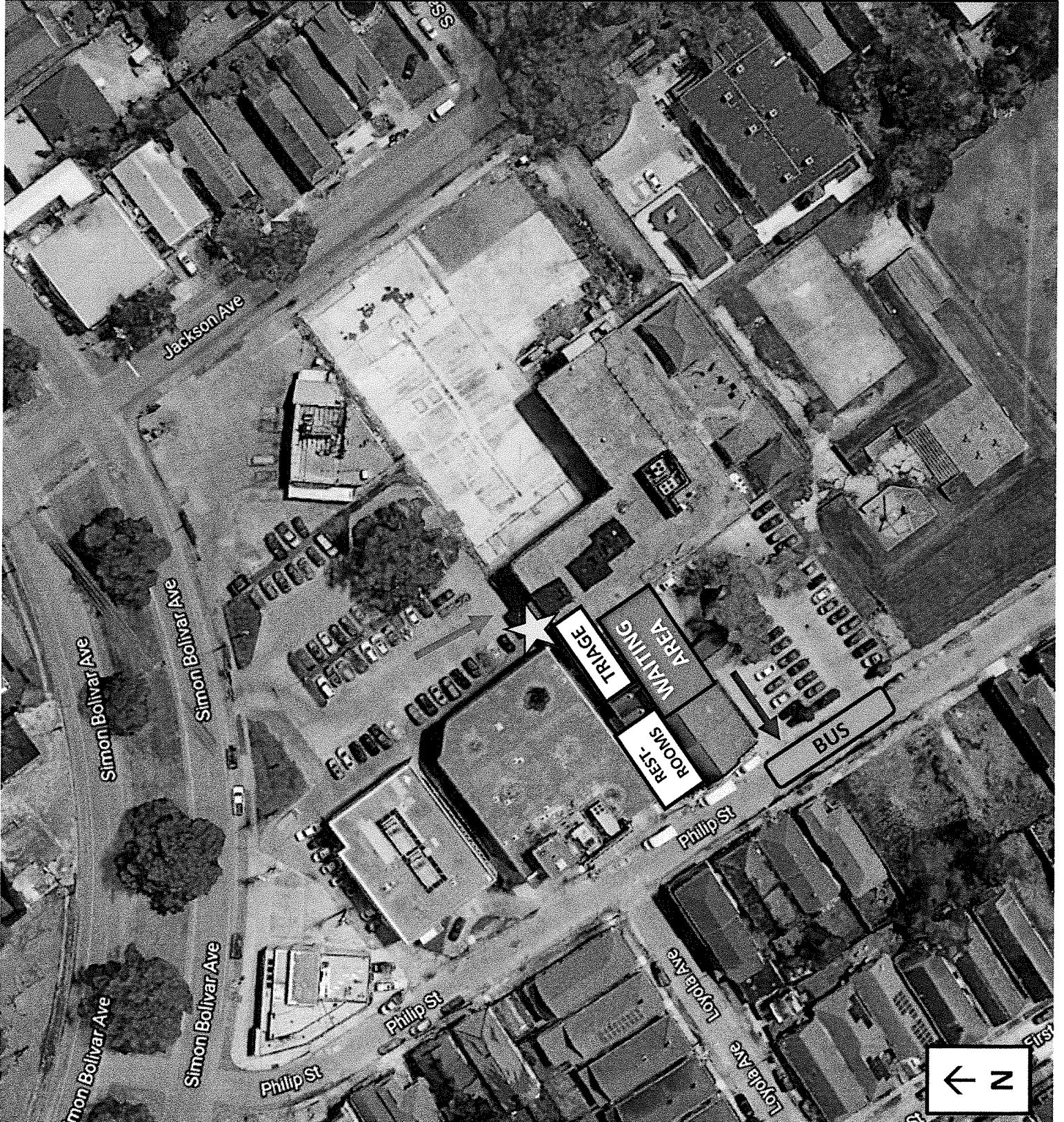
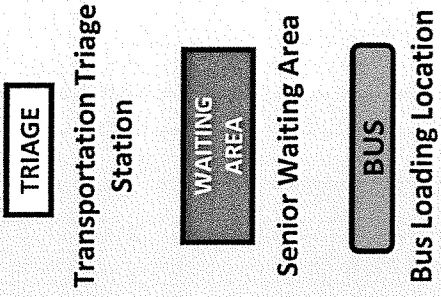
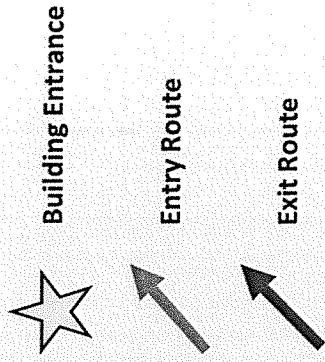
Bus Loading Location



Google

Appendix E:
Senior Center
Flow Diagrams

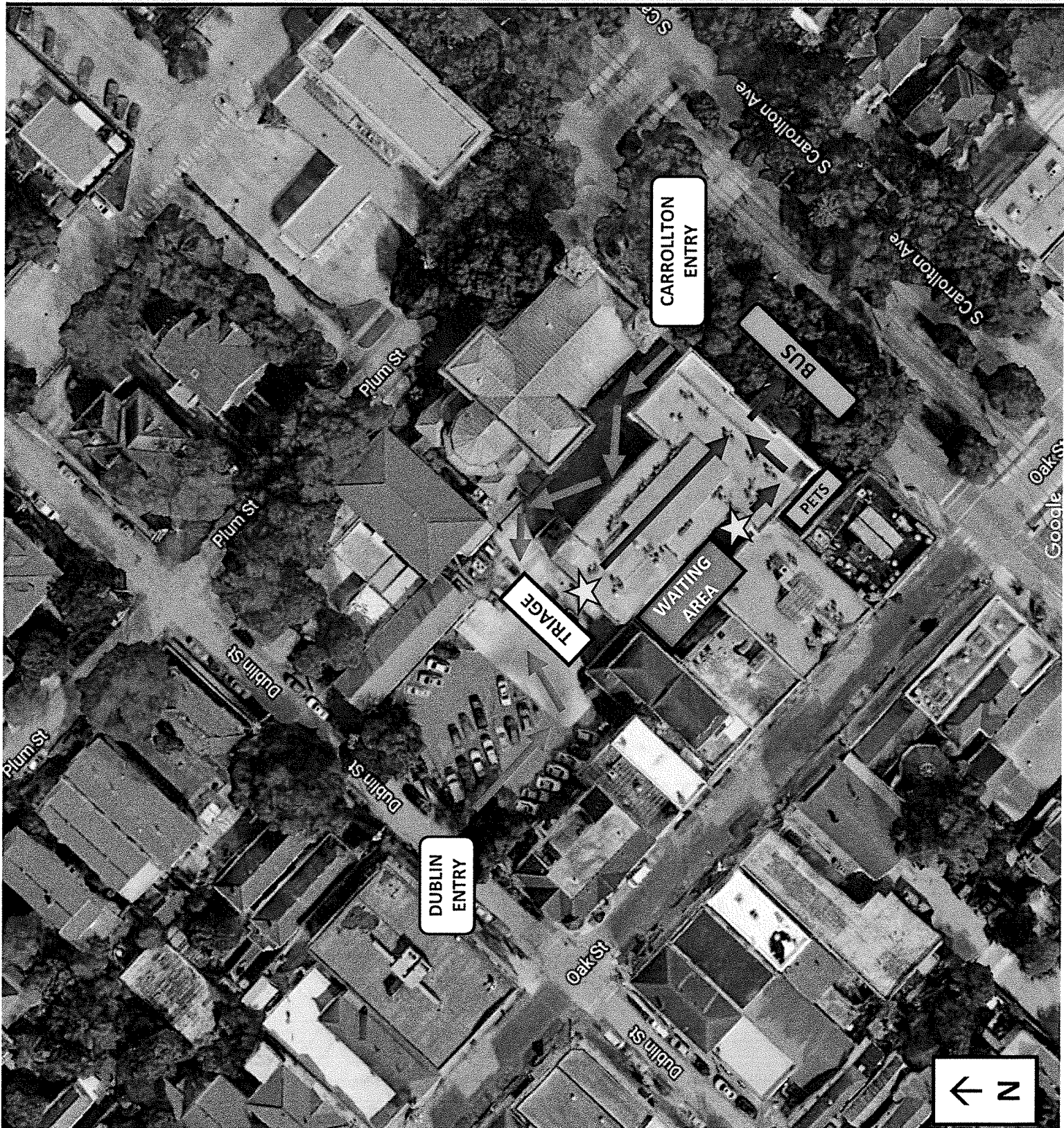
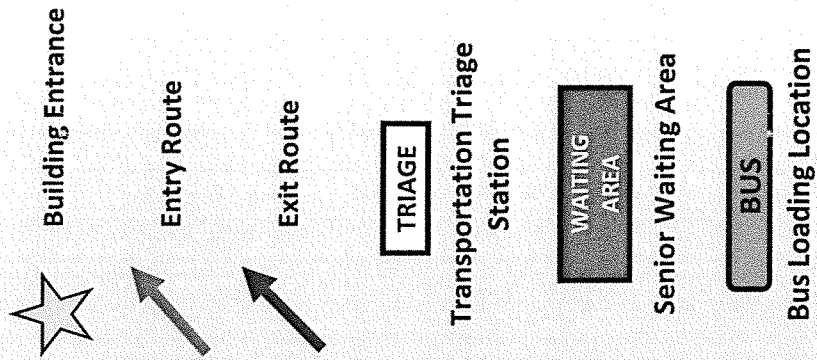
**Central City
Senior Center**
2101 Philip Street
New Orleans, LA 70113



Appendix E:
Senior Center
Flow Diagrams

**Mater
Dolorosa**

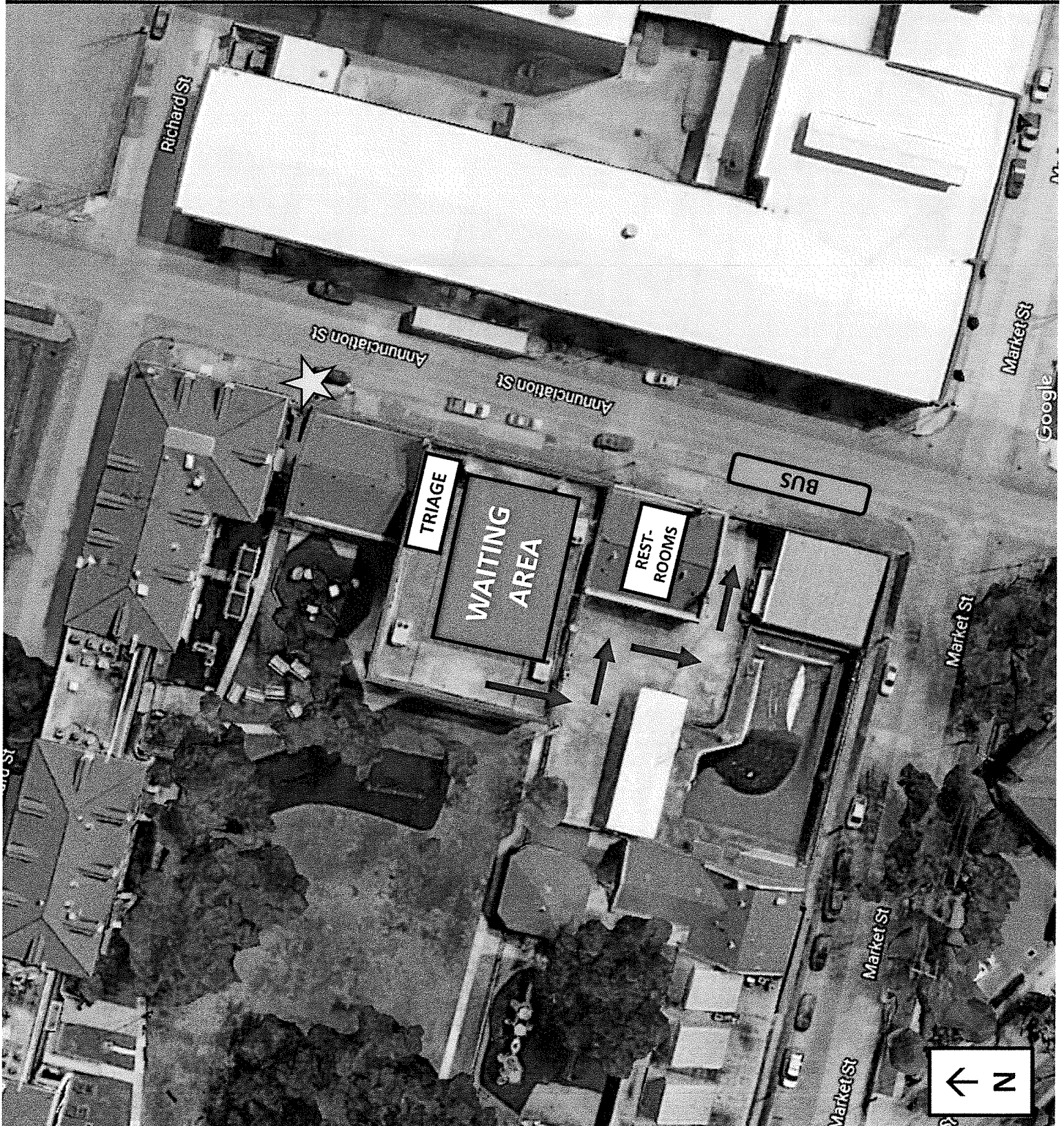
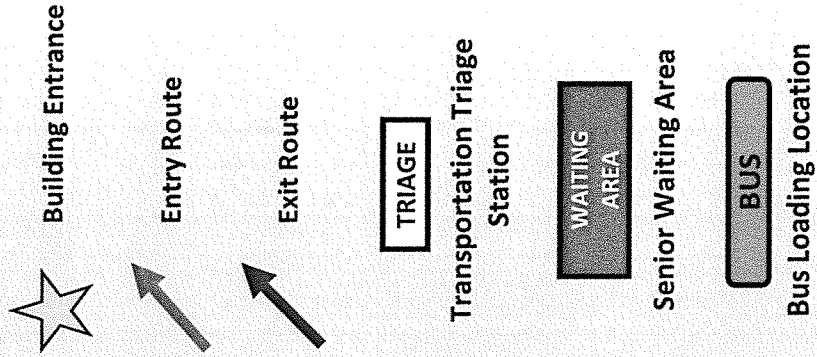
1226 S. Carrollton Avenue
New Orleans, LA 70118



Appendix E:
Senior Center
Flow Diagrams

**Kingsley
House**

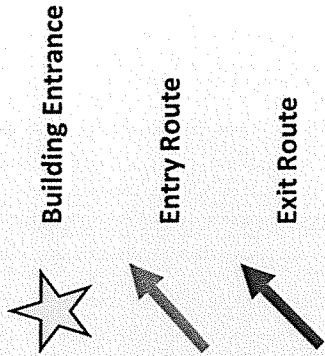
1600 Constance Street
New Orleans, LA 70130



Appendix E:
Senior Center
Flow Diagrams

**Sanchez
Center**

1616 Caffin Avenue
New Orleans, LA 70117



TRIAGE

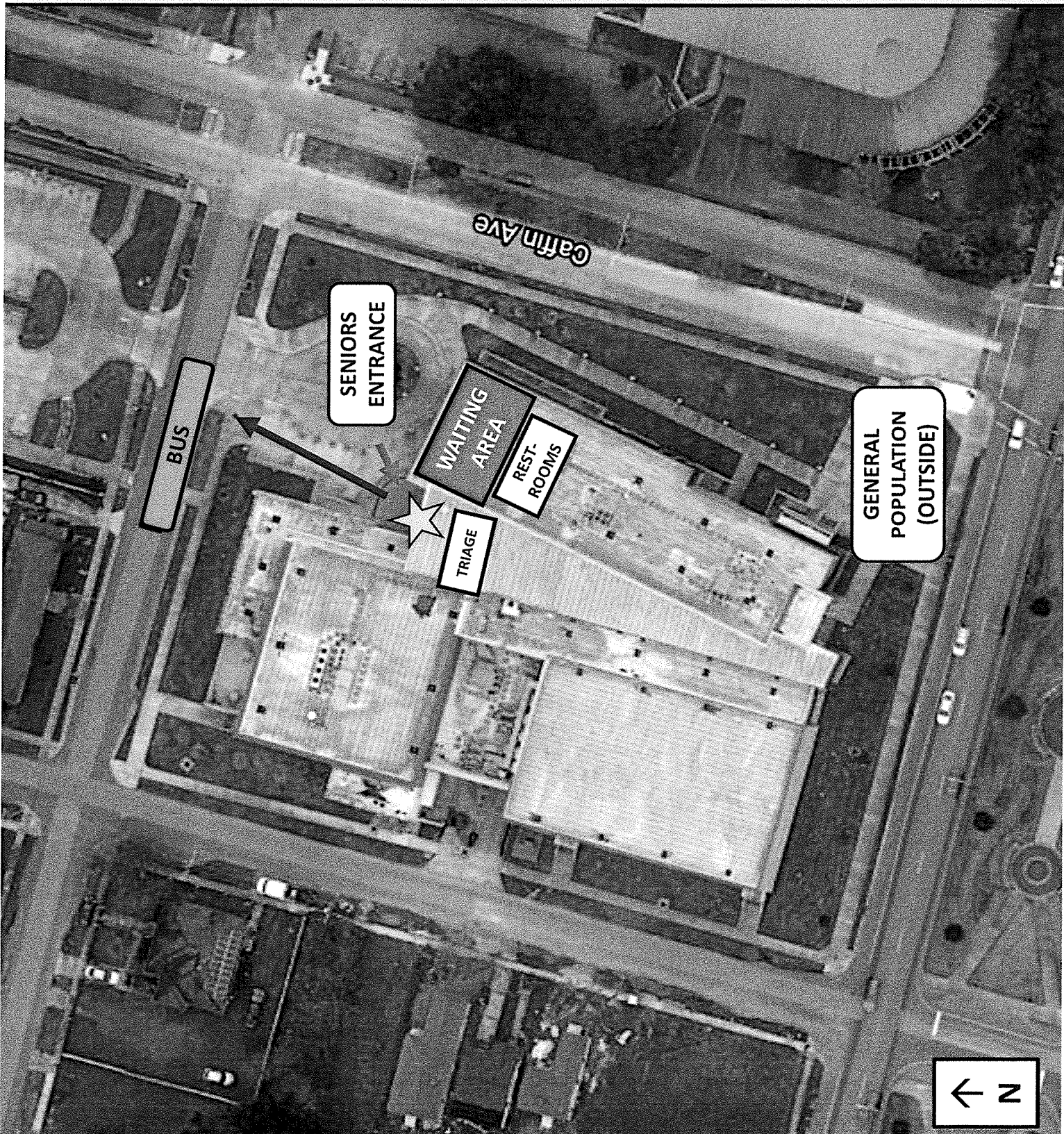
Transportation Triage
Station

WAITING
AREA

Senior Waiting Area

BUS

Bus Loading Location





CAE TRANSPORTATION TRIAGE CRITERIA

WHITE	BLUE	YELLOW	RED
General Population	Ambulatory Seniors AKA "Blue-2"	Category A NMR	Category C NMR
<p>Do not require medical assistance.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Must be ambulatory and be able to climb stairs and stay seated for extended periods with or without assistance. • Able to manage any medical illness or condition independently. • No limit to number of family/caregivers. 	<p>Includes:</p> <ul style="list-style-type: none"> • 65 years + older • Must be ambulatory with or without assistance. • Able to manage any medical illness or condition independently or with caregiver. • Can bring only ONE Caregiver. 	<p>Needs medical assistance.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Bedridden • O2 Dependent • Memory/Behavioral Health Disorders. • CRF w/ Dialysis • Daily Tube Feeding • Daily Foley Catheterizations • Non-Expectant Hospice Patient • Daily Wound Care • Recovering from minor recent surgery. • Cardiac or Respiratory Problems. <p>Must bring caregiver to MSNS.</p>	<p>Emergent- Require transport to local ED Refer patient to onsite EMS personnel for treatment and/or transport</p> <p>Includes:</p> <ul style="list-style-type: none"> • Any acute, emergent, or unstable medical condition requiring ED • Acute Psychosis (Refer to MHSD for evaluation) <p>Non-Emergent- Require transport to a Hospital or other designated shelter location.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Acute Detox (Refer to MHSD for evaluation) • Meds that require daily lab work. • Daily IV Meds • Immunosuppressed Patients • Contagious Disease • 3rd Trim/High Risk Pregnancy • Central Line • Ventilator Dependent • Frequent/Unstable Seizure Disorder. • Expectant Hospice Patient • Recovering from Major Recent Surgery
		REFER TO LA DEPT OF HEALTH (LDH) STAFF FOR SECONDARY TRIAGE	
To-General Population(GP) or Critical Transportation Needs Shelter (CTNS)	Used ONLY if Ambulatory Elderly Shelters (AES) are Open	To: Medical Special Needs Shelter (MSNS)	To-Hospital or Other Designated Shelter Location

Appendix G: Glossary / List of Acronyms

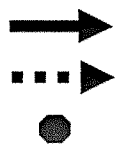
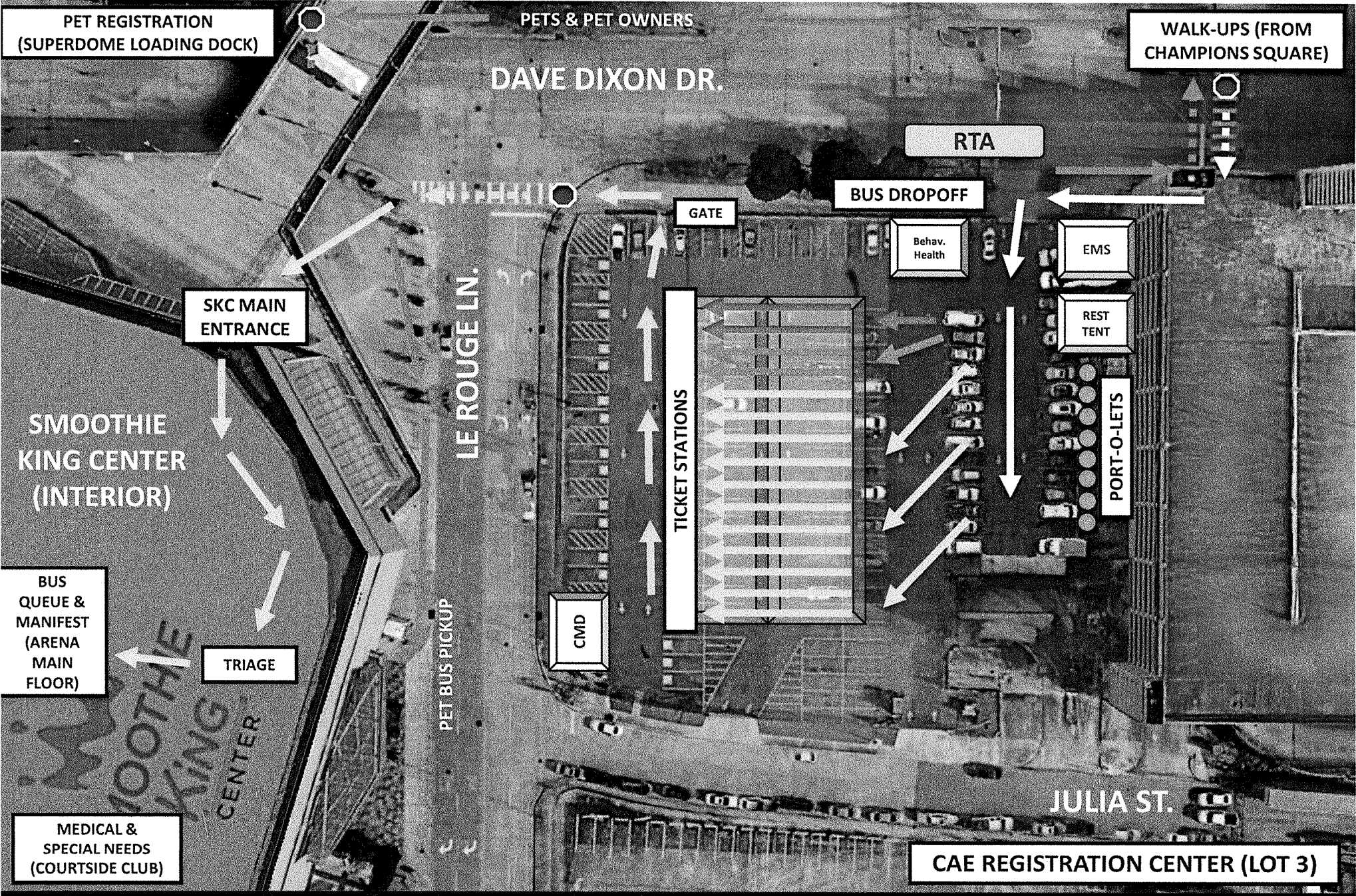
This list details the meanings of acronyms used within the text of the CAE Plan, as well as several which are not referenced in the plan itself but are likely to be utilized by CAE staff. Due to the multiagency nature of the evacuation process, personnel are encouraged to use plain language where possible.

AE	Ambulatory Elderly
AES	Ambulatory Elderly Shelter
ALS	Advanced Life Support (Ambulance)
AMP	Aeromedical Marshalling Point
ARC	American Red Cross
ARR	At-Risk Registry
CAE	City Assisted Evacuation
CEOC	New Orleans City Emergency Operations Center
CERT	Community Emergency Response Team
CNO	City of New Orleans
CTN	Critical Transportation Needs
DCFS	Louisiana Department of Children and Family Services
DHS	U.S. Department of Homeland Security
DOC	Louisiana Department of Corrections
DOD	U.S. Department of Defense
DOE	U.S. Department of Energy
DOTD	Louisiana Department of Transportation and Development
DRC	Designated Regional Coordinator
EOC	Emergency Operations Center
ESF	Emergency Support Function
FAA	Federal Aviation Administration

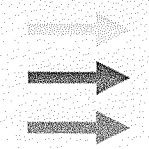
FEMA	Federal Emergency Management Agency
FFL	Federal Firearms Licensee
FSBD	Facility Security Branch Director (NOPD)
GNOHLA	Greater New Orleans Hotel and Lodging Association
GPPL	General Population Pickup Location
HLEP	Hotel and Lodging Evacuation Plan
HSC	Hotel Staging Center
IAP	Incident Action Plan
IC	Incident Command / Incident Commander
ICS	Incident Command System
IMAC	Intrastate Mutual Aid Compact
ITI	New Orleans Information Technology & Innovation
JIC	Joint Information Center
JP	Jefferson Parish
JPSO	Jefferson Parish Sheriff's Office
LANG	Louisiana National Guard
LASPCA	Louisiana Society for the Prevention of Cruelty to Animals
LDAF	Louisiana Department of Agriculture and Forestry
LDH	Louisiana Department of Health
LDWF	Louisiana Department of Wildlife and Fisheries
LHA	Louisiana Hospital Association
LNHA	Louisiana Nursing Home Association
LSART	Louisiana State Animal Response Team
LSP	Louisiana State Police
LSU	Louisiana State University
MCC	Ernest N. Morial Convention Center
MCC	Movement Control Center

MIEP	Medical Institution Evacuation Plan
MMP	Medical Marshalling Point
MSN	Medical Special Needs
MSNS	Medical Special Needs Shelter
MSY	Louis Armstrong International Airport
NDMS	National Disaster Medical System
NMR	Need of Medical Resources
NOCOA	New Orleans Council on Aging
NOEMS	New Orleans Emergency Medical Services
NOFD	New Orleans Fire Department
NOHD	New Orleans Health Department
NOHSEP	New Orleans Office of Homeland Security and Emergency Preparedness
NOPD	New Orleans Police Department
NO&CO	New Orleans & Company (formerly Metropolitan Convention & Visitors Bureau)
OPCD	Orleans Parish Communications District
OPSO	Orleans Parish Sheriff's Office
PIB	Public Integrity Bureau (NOPD)
PMAC	Pete Maravich Assembly Center (Baton Rouge)
PPP	Parish Pickup Point
PSC	Public Service Commission
RCC	Regional Coordination Center
REAP	Residential Evacuation Assistance Pickup
RTA	New Orleans Regional Transit Authority
SCPL	Senior Center Pickup Location
SELA	Southeast Louisiana
SKC	Smoothie King Center (formerly New Orleans Arena)
SNR	Special Needs Registry

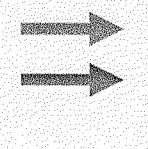
SOD	Special Operations Division (NOPD)
SOP	Standard Operating Procedure(s)
TD	Transportation Directory
TSA	Transportation Security Administration
TSCC	Transportation Support Coordination Center
TSW	Tropical Storm Winds
UC	Unified Command
UCG	Unified Command Group
UMC	University Medical Center
UPT	Union Passenger Terminal
USDOT	U.S. Department of Transportation



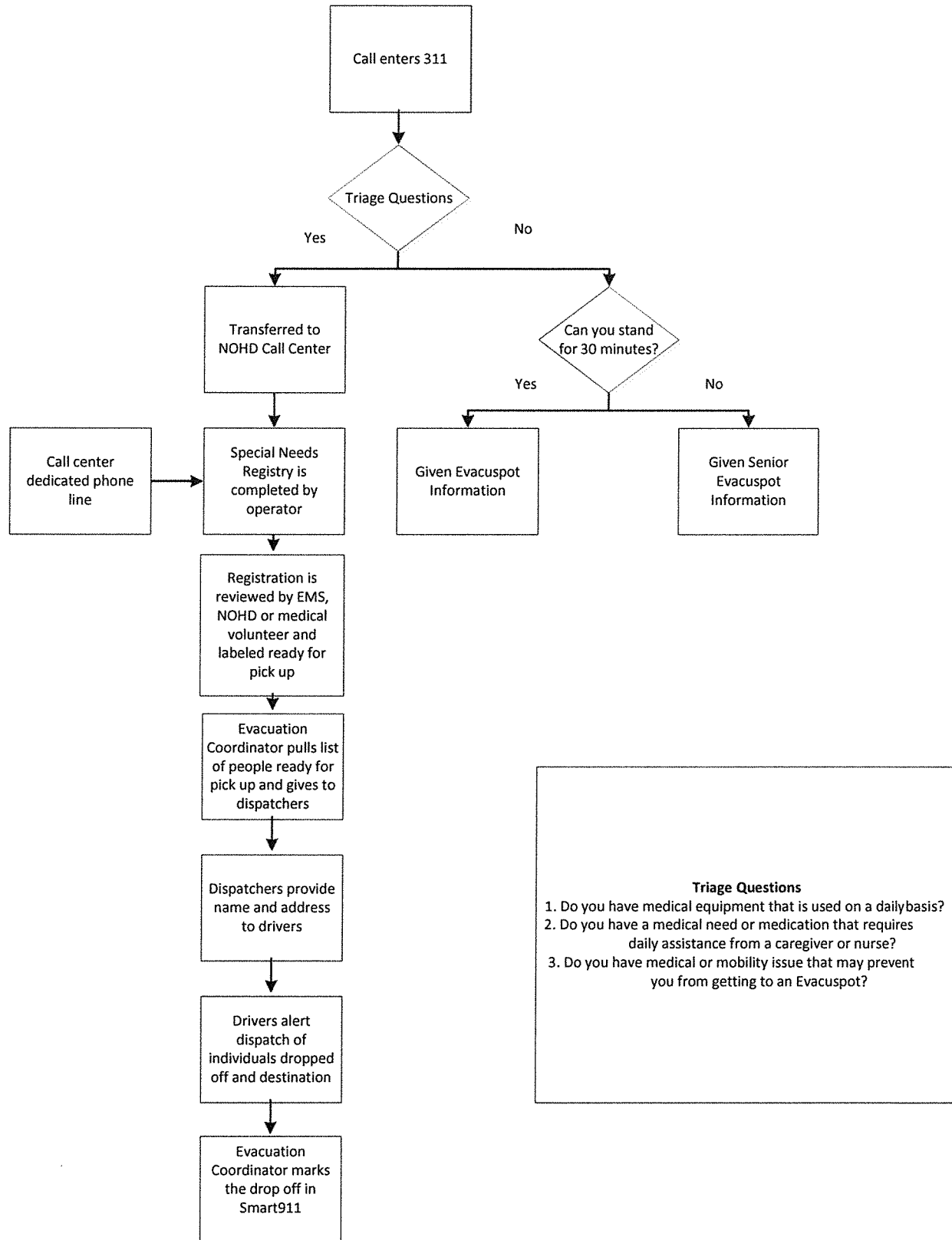
Walking Route
Street Crossing
Protected Crossing Point



General Population
Accessibility & Medical
Language Access



Pets & Owners
Medical & Special Needs



WELCOME BACK SCRIPT

To be read to passengers of each bus upon arrival:

Welcome back!

We want to get you back home as quickly as possible. In order to do this, we have color coded the bus routes and have **RED**, **GREEN**, and **BLUE** lanes for you to go to.

Above each door is the destination for the bus that will pick up from that door.

In order to get on the correct bus closest to your home, you will have to get into the proper colored lane. The colors and bus routes are on the wall before you re-enter the terminal.

The **RED** route is to the **RIGHT** as you enter the building. If you are going back to the following places, go to the **RIGHT** as you enter the terminal building and look for the sign.

RED ROUTE 1 IS PICKUP POINTS:

1. Arthur Monday Center - Algiers
12. Harriet Tubman Charter School - Algiers

RED ROUTE 2 IS PICKUP POINTS:

5. Smith Library Bus Stop - Lakeview
10. Warren Easton High School - Mid-City

The **GREEN** route is going to be **STRAIGHT** out the front, main door of the terminal.

GREEN ROUTE 1 IS PICKUP POINTS:

15. Gentilly Mall Parking Lot - Gentilly
16. New Orleans East Library - New Orleans East
17. Mary Queen of Vietnam - New Orleans East

(continued on next page)

GREEN ROUTE 2 IS PICKUP POINTS:

- 11. Armstrong Park - Tremé
- 13. Stallings Community Center - Bywater
- 14. Sanchez Center - Lower 9th Ward

If you came from any of the following places, you need to take one of the **BLUE** routes. Go to the **LEFT** as you enter the building, which should be the door where you came in on the day you left. These are the **BLUE** routes:

BLUE ROUTE 1 IS PICKUP POINTS:

- 2. Kingsley House - Lower Garden District
- 3. Central City Senior Center - Central City
- 9. Dryades YMCA - Central City
- 8. Lyons Community Center - Irish Channel

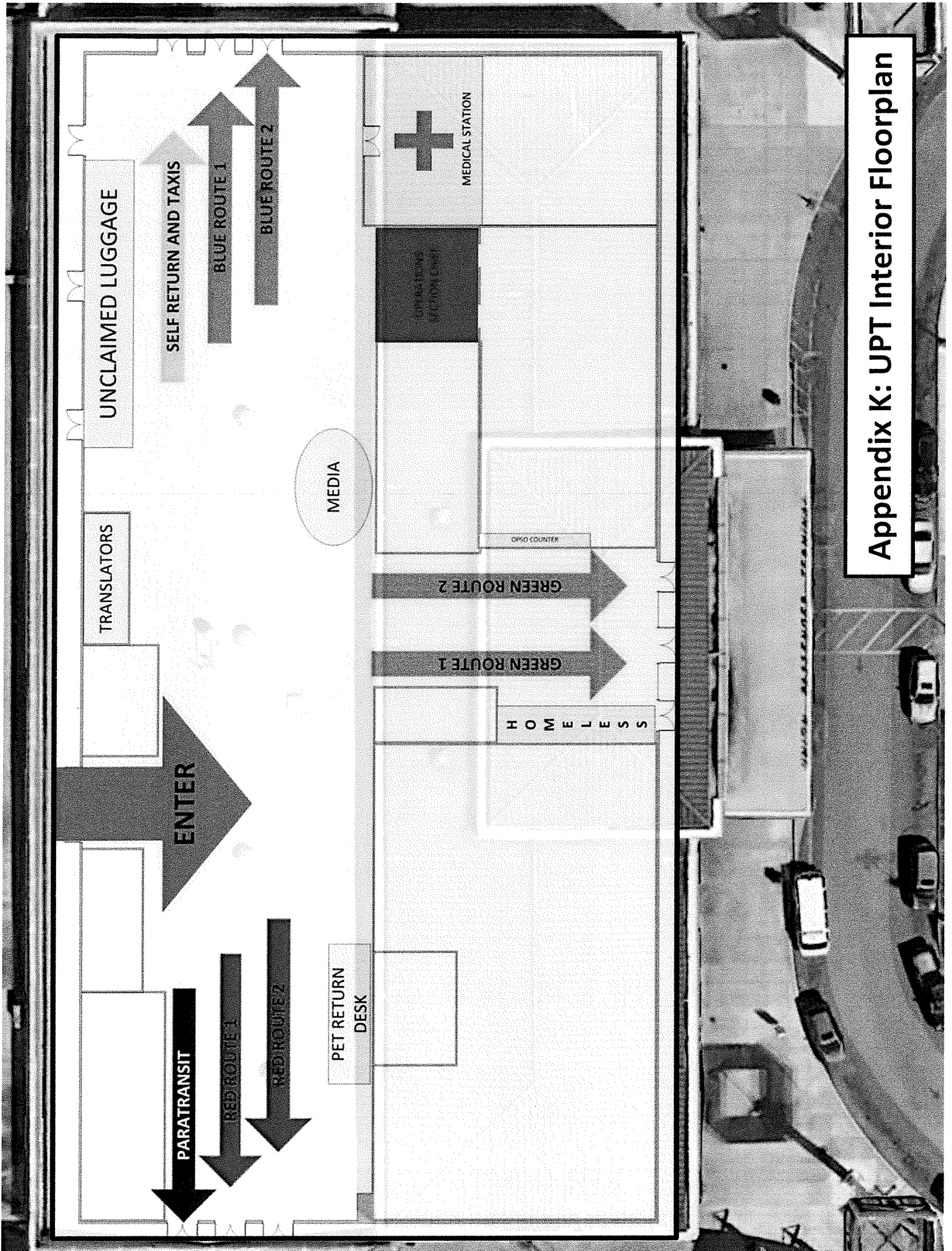
BLUE ROUTE 2 IS PICKUP POINTS:

- 4. Mater Dolorosa - Carrollton
- 6. Marsalis Harmony Park (Palmer Park) - West Carrollton
- 7. McMain High School, Broadmoor

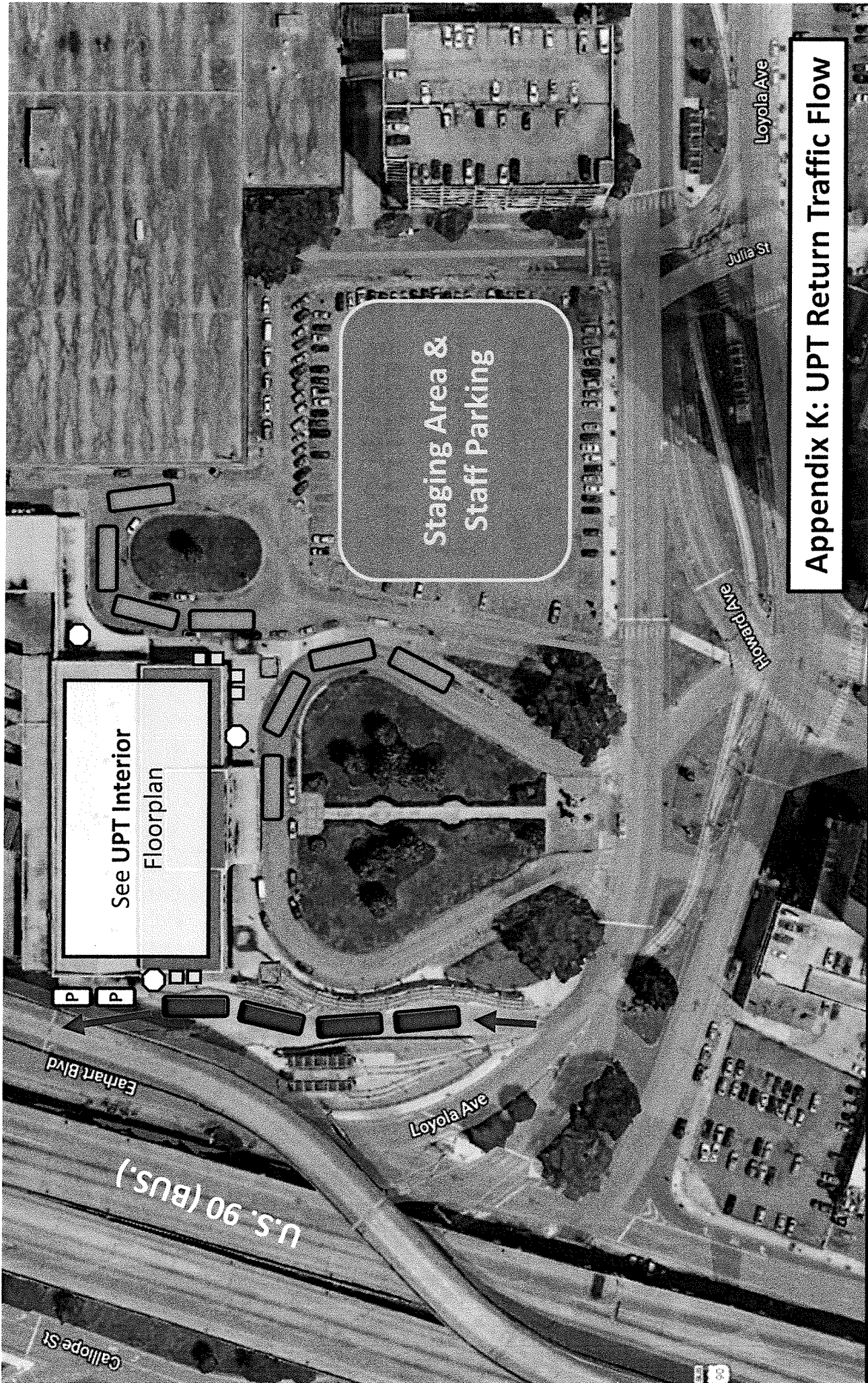
If you walked here or had someone drop you off when you left, and want to do the same to leave, use the **"SELF RETURN"** door all the way on the **LEFT** as you enter the building.

If you have any questions, ask one of the people in the bright **YELLOW** vests.






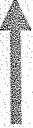



AGAIN, WELCOME HOME. WE'RE GLAD YOU'RE BACK!

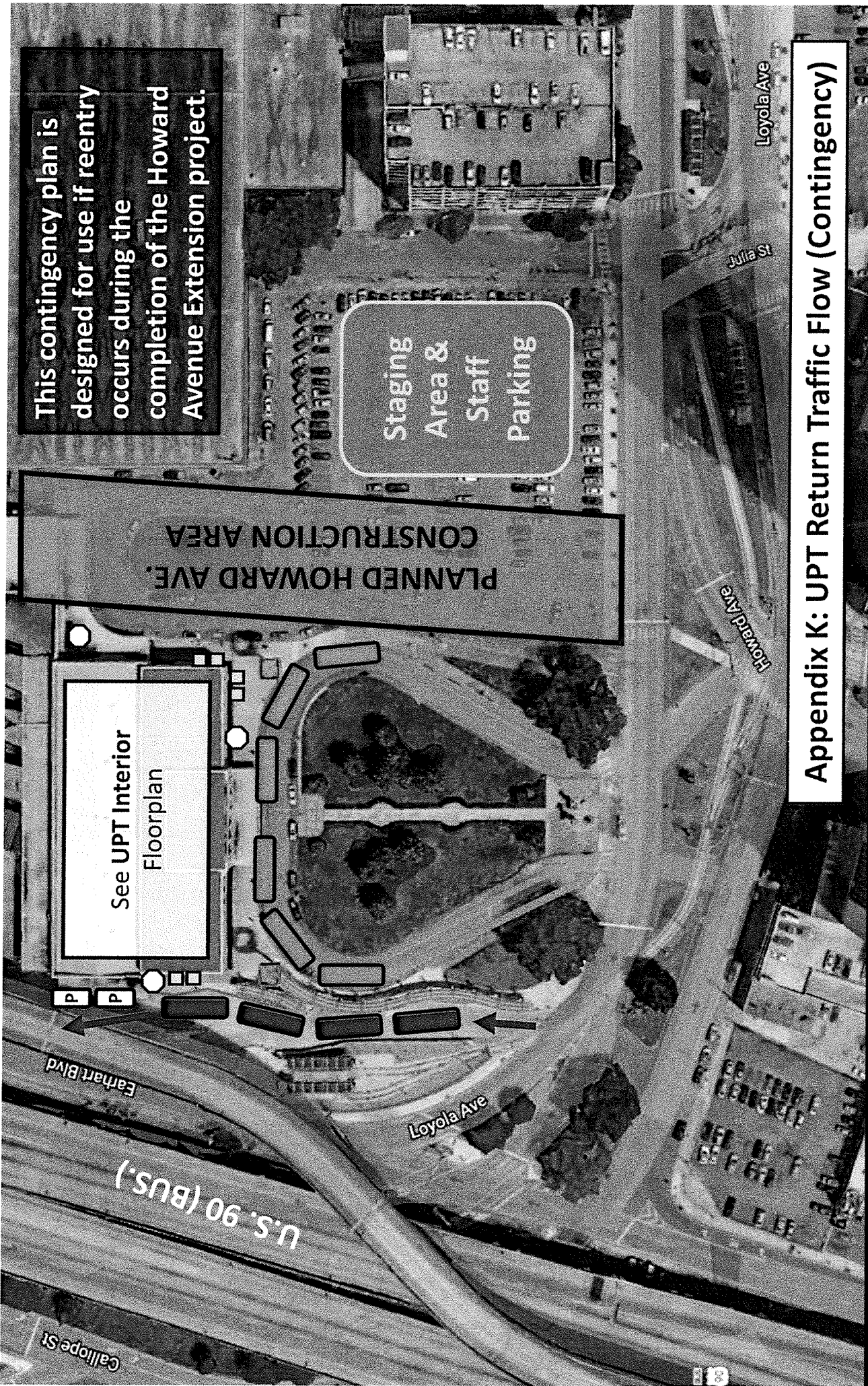


Appendix K: UPT Interior Floorplan












Appendix K: UPT Return Traffic Flow

-  Red Route Buses
-  Green Route Buses
-  Blue Route Buses
-  Red Route Entry/Exit
-  Green Route Entry/Exit
-  Blue Route Entry/Exit
-  Paratransit Vehicles
-  Water/MRE Distribution (if applicable)
-  Port-o-lets



Appendix K: UPT Return Traffic Flow (Contingency)

-  Red Route Buses
-  Green Route Buses
-  Blue Route Buses
-  Red Route Entry/Exit
-  Green Route Entry/Exit
-  Blue Route Entry/Exit
-  Paratransit Vehicles
-  Water/MRE Distribution (if applicable)
-  Port-o-lets

Appendix L: CAE Supply Inventory












General Supplies				
Item	Location	Quantity		
		Required	In Stock	Difference
Human Gen. Pop. Wristbands - White	Evacuspot Trailer	40,000	80,000	+40,000
Evacuation Ticket	Evacuspot Trailer	30,000	30,000	0
Folding Tables (Registration)	NOHSEP Warehouse	20	40	+20
Folding Chairs (Registration)	NOHSEP Warehouse	40	160	+120
Registration Supply Bin	Evacuspot Trailer	-	18	-
Pop-up Tents	Evacuspot Trailer	10	17	+7
Luggage Tags	Evacuspot Trailer	40,000	51,000	+11,000
Medical Triage Wristbands (Blue)	NOHD	2,000	2,000	0
Medical Triage Wristbands (Yellow)	NOHD	1,000	1,000	0
Medical Triage Wristbands (Red)	NOHD	200	200	0
Tape (Assorted Colors)	NOHSEP Warehouse	-	Assorted	-
CAE Signage	NOHSEP Warehouse	-	Assorted	-
Folding Tables (SKC)	ASM / NOHSEP Warehouse	51	-	-
Folding Chairs (SKC)	ASM / NOHSEP Warehouse	726	-	-
Stanchions	NOHSEP Warehouse	-	5	-
Metal Barricades	NOPD - Various	327	-	-
Privacy Screening	NOHD Storage	210 ft.	70 ft.	-140 ft. (rental)
PRISM Lights	NOHSEP Warehouse	-	5	-

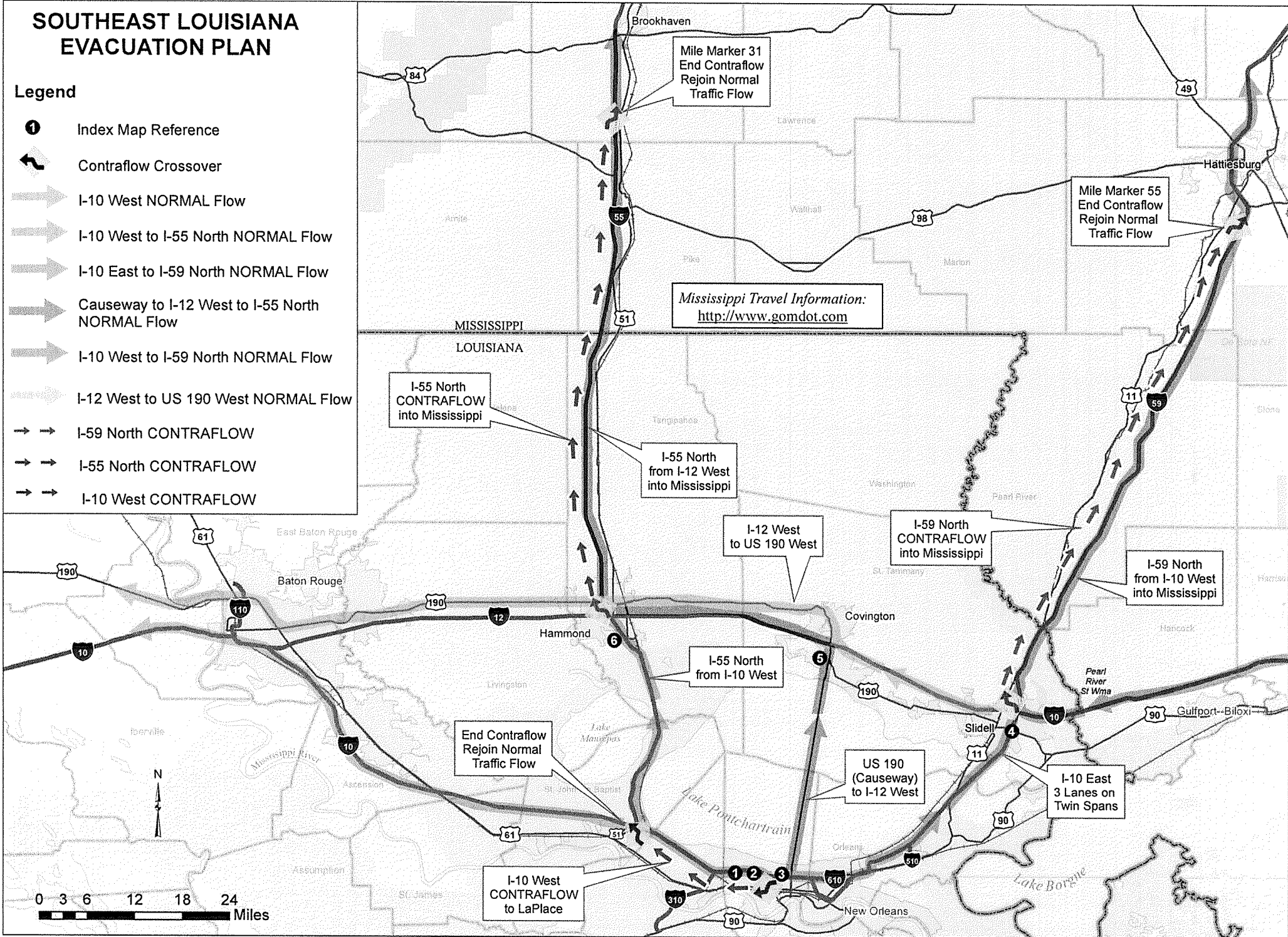
Wheelchairs	NOHD Storage	-	10 normal 2 bariatric	-
Extension Cord - 25ft	Pet Trailer	-	2	-
Extension Cord - 50ft	Pet Trailer	-	1	-
Extension Cord - 100ft	Pet Trailer	-	2	-
Garbage Cans	Pet Trailer	-	53	-
Garbage Bags	Pet Trailer	-	400	-
Toilet Paper	Pet Trailer	-	15	-
Push Broom	Pet Trailer	-	4	-
Amnesty Box	Pet Trailer	-	4	-
Polypropylene rope (yellow) 600'	Pet Trailer	-	4	-
Pop-up Cones	Pet Trailer	-	6	-
Shoe Polish (white)	Pet Trailer	-	24	-
Gas Can (5 gal)	Pet Trailer	-	1	-
Blanket	Pet Trailer	-	6	-
Port-o-lets	Property Management	24	-	-

Pet Evacuation Supplies				
Item	Location	Quantity		
		Required	In Stock	Difference
Pet Owner Wristbands	Pet Trailer	2,000	3,000	+1000
Pet Bands - 10"	Pet Trailer	1,000	1,000	0
Pet Bands - 20"	Pet Trailer	1,000	1,600	+600
Carrier - Cardboard XS	Pet Trailer	-	50	-
Carrier - Cardboard S	Pet Trailer	-	25	-
Carrier - Plastic M	Pet Trailer	-	13	-
Carrier - Plastic L	Pet Trailer	-	29	-
Carrier - Plastic XL	Pet Trailer	-	7	-
Carrier - Plastic XXL	Pet Trailer	-	7	-
Muzzle - M	Pet Trailer	-	48	-
Muzzle - L	Pet Trailer	-	18	-
Muzzle - XL	Pet Trailer	-	374	-
Muzzle - XXL	Pet Trailer	-	112	-
Muzzle - XXXL	Pet Trailer	-	25	-
Leash	Pet Trailer	-	325	-
Collar	Pet Trailer	-	200	-
Pet Registration Form	Pet Trailer	2,000	5,000	+3,000
Pet Manifest Form	Pet Trailer	-	100	-
Clasp Envelope	Pet Trailer	-	100	-
Baby Pool (Cooling)	Pet Trailer	-	1	-
Signage	Pet Trailer	-	Assorted	-
Safety Vest (Yellow)	Pet Trailer	-	18	-
Raincoat (Yellow)	Pet Trailer	-	25	-
LSART Bin - Registration Office Supplies	Pet Trailer	-	1	-

SOUTHEAST LOUISIANA EVACUATION PLAN

Legend

-  Index Map Reference
-  Contraflow Crossover
-  I-10 West NORMAL Flow
-  I-10 West to I-55 North NORMAL Flow
-  I-10 East to I-59 North NORMAL Flow
-  Causeway to I-12 West to I-55 North NORMAL Flow
-  I-10 West to I-59 North NORMAL Flow
-  I-12 West to US 190 West NORMAL Flow
-  I-59 North CONTRAFLOW
-  I-55 North CONTRAFLOW
-  I-10 West CONTRAFLOW



SMOOTHIE KING CENTER

Parking Lot 3A

EXIT SKC

FENCE OPENING

GRADE CROSSING

BOARDING PLATFORM

BOARDING PLATFORM

PLATFORM CONTINUES TO UPT →

Appendix N: SKC Rail Evacuation Flow



Walking Route



Passenger Railcar



Pedestrian Traffic Control Point



Vehicle Crossing



Grade Crossing

NOTE: This operation remains in development. The layout proposed here may change based on continued planning and discussion.

Appendix O: CAE Staffing Plan & Organizational Chart

CAE Command Structure			
Per Shift	Role	Agency	Responsibilities
Varies	Unified Command	NOPD NOFD NOEMS NOHSEP CNO	<ul style="list-style-type: none"> Maintains overall authority and responsibility for all public safety operations, including the CAE. Consists of heads of public safety departments as well as key City leadership.
1	CAE Commander	NOFD	<ul style="list-style-type: none"> Reports to Unified Command. Oversee and manage all CAE activities at Smoothie King Center. Coordinate with UC, CEOC, and others as needed to successfully execute CAE operations.
Varies	CEOC	NOHSEP + Multiple	<ul style="list-style-type: none"> Reports to Unified Command. Provide coordination and support to public safety operations, including the CAE. Work with CAE Commander to maintain situational awareness and address resource needs. Make appropriate notifications to stakeholders, including activation, progress, and deactivation of CAE.
1	Volunteer Director	NOHSEP	<ul style="list-style-type: none"> Reports to CAE Commander. Oversee and manage NOLA Ready Corps volunteer support at SKC. Maintain communication with CAE Commander to ensure proper assignment of volunteers.

CAE Command Structure			
Per Shift	Role	Agency	Responsibilities
TBD	TMS	TMS	<ul style="list-style-type: none"> • Reports to CAE Commander • Manage movement, staging, and tracking of buses in coordination with DOTD and state partners. • Provide updates on bus status to CAE Commander, Branch Directors, and others as needed.
TBD	TSCC	NOHD + Multiple	<ul style="list-style-type: none"> • Reports to CAE Commander. • Consists of dispatch representatives from various CAE transportation providers. • Coordinate Residential Evacuation Assistance Pickup (REAP) process • Dispatch appropriate transportation resources to pick up home-bound individuals and pets.

CAE Inbound Branch			
Per Shift	Role	Agency	Responsibilities
1	Inbound Branch Director	NOFD	<ul style="list-style-type: none"> • Reports to CAE Commander • Oversees management of incoming evacuees from arrival until they reach SKC entrance. • Manages Registration and Navigation operations in Parking Lot 3 and Champions Square.
1	Exterior Navigation Group Supervisor	NOHSEP	<ul style="list-style-type: none"> • Reports to Inbound Branch Director. • Supervises evacuee assistance and navigation support for Champions Square and Parking Lot 3.
10	Volunteer Supervisor (Exterior Navigation)	CNO	<ul style="list-style-type: none"> • Reports to Exterior Navigation Group Supervisor. • Provide supervision and guidance for exterior navigation volunteers, assist in resolving evacuee questions or issues.
3	Navigation Guide (Champions Square)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Exterior Navigation Group Supervisor. • Directs evacuees from drop-off location (Poydras/LaSalle) toward Registration at Lot 3.
5	Golf Cart Driver	NOLA Ready	<ul style="list-style-type: none"> • Reports to Exterior Navigation Group Supervisor. • Transport mobility-impaired evacuees via golf cart through Champions Square to Lot 3.
2	Bus Greeter	NOLA Ready	<ul style="list-style-type: none"> • Reports to Exterior Navigation Group Supervisor. • Greet evacuees as they exit RTA bus and answer basic questions. • Direct evacuees to proceed toward Triage and Registration areas.
2	Bus Unloading	NOLA Ready	<ul style="list-style-type: none"> • Reports to Exterior Navigation Group Supervisor. • Assist evacuees with luggage as they exit arriving buses.

CAE Inbound Branch			
Per Shift	Role	Agency	Responsibilities
5	Navigation Guide (Parking Lot)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Exterior Navigation Group Supervisor. • Directs evacuees through Registration process in Lot 3.
2	Spontaneous Volunteer Management	NOLA Ready	<ul style="list-style-type: none"> • Reports to Exterior Navigation Group Supervisor. • Sign in spontaneous volunteers and ensure completion of required forms. Verify credentials if applicable. • Direct spontaneous volunteers to appropriate Supervisor or Team Lead for orientation and assignment.
1	Registration Group Supervisor	NOFD	<ul style="list-style-type: none"> • Reports to Inbound Branch Director. • Oversee all registration functions occurring at Lot 3 (general population, pets, medical and special needs).
5	Volunteer Supervisor (Registration)	CNO	<ul style="list-style-type: none"> • Reports to Registration Group Supervisor. • Provide supervision and guidance for registration volunteers responsible for evacuee wristbanding and completion of evacuation tickets.
15	Registration (Wristbanding)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Registration Volunteer Supervisor. • Provide and apply wristbands for evacuees as they approach registration.
30	Registration (Ticketing)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Registration Volunteer Supervisor. • Work with evacuees to correctly fill out their required evacuation ticket with wristband number and basic personal information.

CAE Inbound Branch			
Per Shift	Role	Agency	Responsibilities
10	Evacuee Support	MRC	<ul style="list-style-type: none"> • Reports to Exterior Navigation Group Supervisor. • Assist evacuees with functional or medical needs by pushing wheelchairs, carrying luggage, etc. • Escort evacuees through the entire process if necessary.
2	Service Desk	CNO	<ul style="list-style-type: none"> • Reports to Registration Group Supervisor. • Staff designated table at Lot 3 command post. • Work with site leadership to determine appropriate course of action for evacuees with unique challenges and other situations outside of established processes.

CAE Processing Branch			
Per Shift	Role	Agency	Responsibilities
1	Processing Branch Director	NOFD	<ul style="list-style-type: none"> • Reports to CAE Commander. • Oversee transportation triage (bus/air/rail) and manifesting of general population evacuees at SKC.
1	Interior Navigation Group Supervisor	NOHSEP	<ul style="list-style-type: none"> • Reports to Processing Branch Director. • Supervise evacuee assistance and navigation support for interior areas of SKC.
3	Volunteer Supervisor (Interior Navigation)	CNO	<ul style="list-style-type: none"> • Reports to Interior Navigation Group Supervisor. • Provide supervision and guidance for interior navigation volunteers, assist in resolving evacuee questions or issues.
1	Navigation Guide (SKC Entrance)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Interior Navigation Group Supervisor. • Direct evacuees from SKC entrance toward arena main floor.
1	Evacuee Counter	NOLA Ready	<ul style="list-style-type: none"> • Reports to Interior Navigation Group Supervisor. • Utilize tally counter to maintain a count of evacuees moving through the process.
3	Navigation Guide (Bus Queue)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Interior Navigation Group Supervisor. • Direct evacuees through bus queue to manifest. Remind them to have evacuation tickets ready.
2	Floater (Bus Queue)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Interior Navigation Group Supervisor. • Survey arena main floor of SKC and fill in various roles as needed.

CAE Processing Branch			
Per Shift	Role	Agency	Responsibilities
2	Navigation Guide (Air/Rail Queue)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Interior Navigation Group Supervisor. • Direct evacuees selected for air/rail evacuation from triage to DCFS registration.
2	Navigation Guide (Bus Launch)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Interior Navigation Group Supervisor. • Direct evacuees from arena main floor toward exit and bus boarding.
2	Evacuee Support (Bus Launch)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Interior Navigation Group Supervisor. • Provide general assistance to departing evacuees and/or CAE staff in Bus Launch area.
1	Bus Processing Group Supervisor	NOFD	<ul style="list-style-type: none"> • Reports to Processing Branch Director. • Supervise processing of bus-based evacuees, including division into busloads and creation of manifest. • Responsible for area from bus queue entrance and manifesting to bus launch.
3	Manifest Lead	NOFD	<ul style="list-style-type: none"> • Reports to Bus Processing Group Supervisor. • Supervise and direct Manifest Table personnel. • Ensure manifesting process is completed correctly and paper copies of tickets get to appropriate recipients.

CAE Processing Branch			
Per Shift	Role	Agency	Responsibilities
9	Manifest Table	CNO	<ul style="list-style-type: none"> • Reports to Manifest Lead. • Collect Evacuation Tickets from evacuees and separate by color copy. • Compile bus manifest with appropriate number of passengers for bus capacity. Note bus number and shelter destination. • Give completed manifest to Bus Launch Team.
1	Manifest Runner	NOLA Ready	<ul style="list-style-type: none"> • Reports to Manifest Lead. • Collect City and DCFS copies of completed manifests from manifest tables (including MSN and pet owner manifests). • Deliver copies to designated locations (DCFS data entry, City file storage).
3	Bus Launch Team Lead	NOFD	<ul style="list-style-type: none"> • Reports to Bus Processing Group Supervisor. • Supervise and direct Bus Launch Team.
9	Bus Launch Team	CNO	<ul style="list-style-type: none"> • Reports to Bus Launch Team Lead. • Receive bus manifest from Manifest Table. • Direct general population evacuees from manifest table into assigned launch seating. • Give bus manifest to Exterior Bus Queue Team.
2	Registration (Lost Tickets)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Bus Processing Group Supervisor. • Staff Lost Ticket Desk, fill out replacement tickets for any evacuees who have lost theirs prior to manifest.

CAE Processing Branch			
Per Shift	Role	Agency	Responsibilities
1	Air/Rail Triage Group Supervisor	NOFD	<ul style="list-style-type: none"> • Reports to Processing Branch Director. • Supervise and direct Air/Rail Triage Team responsible for identifying Air/Rail evacuation candidates.
4	Air/Rail Triage Team	CNO	<ul style="list-style-type: none"> • Reports to Air/Rail Triage Group Supervisor. • Visually screen arriving general population evacuees. Offer Air/Rail evacuation option if eligible. • Direct Air/Rail evacuees toward DCFS Registration with assistance from Air/Rail Queue volunteers.
1	Animal Evacuation Group Supervisor	NOFD	<ul style="list-style-type: none"> • Reports to Processing Branch Director. • Oversee Pet Evacuation operations at SKC.
2	Volunteer Supervisor (Animal Evacuation)	CNO	<ul style="list-style-type: none"> • Reports to Animal Evacuation Group Supervisor. • Provide supervision and guidance for volunteers assigned to support pet evacuation operations.
1	Pet Registration Team Lead	NOLA Ready	<ul style="list-style-type: none"> • Reports to Animal Evacuation Group Supervisor. • Supervise and pet and owner registration at Large Pet loading area.
8	Pet Registration	NOLA Ready	<ul style="list-style-type: none"> • Reports to Pet Registration Team Lead. • Assist pet owners in completing pet registration form.
4	Large Pet Banding	LSART/ SPCA	<ul style="list-style-type: none"> • Reports to Pet Registration Team Lead. • Assist pet owners in applying pet band, taking photo, and placing pets into carriers.

CAE Processing Branch			
Per Shift	Role	Agency	Responsibilities
1	Owner Registration Team Lead	NOLA Ready	<ul style="list-style-type: none"> • Reports to Animal Evacuation Group Supervisor. • Supervise human registration process for pet owners.
4	Owner Registration	NOLA Ready	<ul style="list-style-type: none"> • Reports to Owner Registration Team Lead. • Register pet owners at Large Pet area, including application of wristbands and completion of evacuation ticket.
1	Pet Loading Team Lead	NOFD	<ul style="list-style-type: none"> • Reports to Animal Evacuation Group Supervisor. • Directs loading operations of animals onto trucks for transport and completes pet truck manifest forms.
4	Pet Loading Team	CNO	<ul style="list-style-type: none"> • Reports to Pet Loading Team Lead. • Load crated pets onto trucks for transport to pet shelter.
1	Pet Bus Loading Team Lead	NOFD	<ul style="list-style-type: none"> • Reports to Animal Evacuation Group Supervisor. • Manage waiting/loading area for pet shelter buses, located near SKC Le Rouge entrance.
1	Manifest Table (Pet Area)	CNO	<ul style="list-style-type: none"> • Reports to Pet Bus Loading Team Lead. • Collect completed registration tickets (human and pet). • Assemble bus manifest and notes bus number, destination. • Compile DCFS/City copies and provide to Manifest Runner.
2	Navigation Guide (Pet Area)	NOLA Ready	<ul style="list-style-type: none"> • Reports to Pet Bus Loading Team Lead. • Direct evacuees toward pet bus waiting and loading areas.

CAE Processing Branch			
Per Shift	Role	Agency	Responsibilities
2	Pet Bus Loading	CNO	<ul style="list-style-type: none"> • Reports to Pet Bus Loading Team Lead. • Support boarding of evacuees and loading of luggage onto pet bus.
1	DCFS Site Manager	DCFS	<ul style="list-style-type: none"> • Oversee all DCFS operations at SKC.
1	DCFS Assistant Site Manager	DCFS	<ul style="list-style-type: none"> • Second in command over DCFS operations at SKC. • Provides assistance and support to DCFS Site Manager.
1	DCFS Operations Chief	DCFS	<ul style="list-style-type: none"> • Reports to DCFS Site Manager. • Manages DCFS registration, manifesting, and unaccompanied minors operations.
1	Manual Registration Supervisor	DCFS	<ul style="list-style-type: none"> • Reports to DCFS Operations Chief. • Direct and Supervise Manual Registration Team.
25	Manual Registration Team	DCFS	<ul style="list-style-type: none"> • Reports to Manual Registration Supervisor. • Receive DCFS copies of evacuation tickets general population, pet evacuation, and MSN operations via runner. • Manually enter information from tickets into ETN database.
1	Electronic Registration Supervisor	DCFS	<ul style="list-style-type: none"> • Reports to DCFS Operations Chief. • Direct and Supervise Electronic Registration Team.
15	Electronic Registration Team	DCFS	<ul style="list-style-type: none"> • Reports to Electronic Registration Supervisor. • Complete electronic registration of air/rail evacuees using ETN system.
1	DCFS Manifest Supervisor	DCFS	<ul style="list-style-type: none"> • Reports to DCFS Operations Chief • Direct and supervise DCFS. Manifest Team and Exceptions Station personnel.

CAE Processing Branch			
Per Shift	Role	Agency	Responsibilities
4	DCFS Manifest Team	DCFS	<ul style="list-style-type: none"> • Reports to DCFS Manifest Supervisor. • Collect evacuation tickets for air/rail evacuees and compile tickets into completed manifest. • Provide copy of manifest to Air/Rail Loading Escorts.
2	Exceptions Station	DCFS	<ul style="list-style-type: none"> • Reports to DCFS Manifest Supervisor. • Staff DCFS Exceptions Station.
1	Unaccompanied Minors Specialist	DCFS	<ul style="list-style-type: none"> • Reports to DCFS Operations Chief. • Address any issues related to unaccompanied minors found at SKC.

CAE Outbound Branch			
Per Shift	Role	Agency	Responsibilities
1	Outbound Branch Director	NOFD	<ul style="list-style-type: none"> • Reports to CAE Commander. • Oversees management of outbound evacuees, from bus launch to bus loading and departure. • Receives bus movement information from TMS/DOTD, including bus numbers and destinations.
1	Outbound Bus Group Supervisor	NOFD	<ul style="list-style-type: none"> • Reports to Outbound Branch Director. • Manages loading, boarding, and departure of general population coach buses at SKC loading dock/Magnolia exit.
3	Exterior Bus Queue Team Lead	NOFD	<ul style="list-style-type: none"> • Reports to Outbound Bus Group Supervisor. • Supervise and direct Exterior Bus Queue Team.
9	Exterior Bus Queue Team	CNO	<ul style="list-style-type: none"> • Reports to Exterior Bus Queue Team Lead. • Receive bus manifest from Bus Launch Team. • Direct evacuees from Bus Launch to exterior bus queues (at SKC loading dock). • Give bus manifest to Bus Loading Team.
3	Bus Loading Team Lead	NOFD	<ul style="list-style-type: none"> • Reports to Outbound Bus Group Supervisor. • Supervise and direct Bus Loading Team.

CAE Outbound Branch			
Per Shift	Role	Agency	Responsibilities
9	Bus Loading Team	CNO	<ul style="list-style-type: none"> • Reports to Bus Loading Team Lead. • Receive Manifest from Exterior Bus Queue Team. • Direct evacuees through queue and onto assigned bus. • Ensure no evacuees stray from line or board the wrong bus. • Give manifest to bus driver.
3	Luggage Team Lead	NOFD	<ul style="list-style-type: none"> • Reports to Outbound Bus Group Supervisor. • Supervise and direct Luggage Team.
9	Luggage Team	CNO	<ul style="list-style-type: none"> • Reports to Luggage Team Lead. • Load evacuee luggage onto departing coach buses.
1	Howard Ave Outbound Group Supervisor	NOFD	<ul style="list-style-type: none"> • Reports to Outbound Branch Director. • Manages loading, boarding, and departure of MSN, MSY buses and trains at SKC Howard Ave exit.
1	Air/Rail Loading Team Lead	NOFD	<ul style="list-style-type: none"> • Reports to Howard Ave Outbound Group Supervisor. • Supervise and direct Air/Rail Loading Team.
5	Air/Rail Loading Team	CNO	<ul style="list-style-type: none"> • Reports to Howard Ave Outbound Group Supervisor. • Receive manifest from MSY/Rail manifest table. • Direct/escort evacuees from SKC exit to train platform or bus bound for MSY. • Assist with loading of luggage onto buses bound for MSY. • Provide manifest to bus driver or Amtrak personnel.

CAE Outbound Branch			
Per Shift	Role	Agency	Responsibilities
2	MSN Loading Team Lead	MRC	<ul style="list-style-type: none"> • Reports to Howard Ave Outbound Group Supervisor. • Supervise and direct MSN Bus Loading Team.
10	MSN Loading Team	MRC	<ul style="list-style-type: none"> • Reports to Howard Ave Outbound Group Supervisor. • Receive manifest copy from MSN manifest table. • Assist MSN evacuees boarding departing buses. • Provide manifest copy to bus driver.
1	MSN Luggage Team Lead	MRC	<ul style="list-style-type: none"> • Reports to Howard Ave Outbound Group Supervisor. • Supervise and direct MSN Luggage Team.
5	MSN Luggage Team	MRC	<ul style="list-style-type: none"> • Reports to MSN Luggage Team Lead. • Load evacuee luggage onto departing MSN buses.

CAE Medical Branch			
Per Shift	Role	Agency	Responsibilities
1	SKC Medical Branch Director	NOEMS	<ul style="list-style-type: none"> • Reports to CAE Commander. • Oversee medical operations at SKC.
1	MSN Group Supervisor	NOHD	<ul style="list-style-type: none"> • Reports to Medical Branch Director. • Oversee MSN operation at SKC.
1	MSN Logistics Team Lead	NOHD	<ul style="list-style-type: none"> • Reports to MSN Group Supervisor. • Oversee setup of MSN area before CAE process and support ongoing logistical needs.
2	MSN Logistics Team	NOHD	<ul style="list-style-type: none"> • Reports to MSN Logistics Team Lead. • Assists in setup of MSN area and ensure that needed supplies are continually available.
1	Vehicle Unload Team Lead	NOHD	<ul style="list-style-type: none"> • Reports to MSN Group Supervisor. • Supervise and directs Vehicle Unload Team
8	Vehicle Unload Team	MRC	<ul style="list-style-type: none"> • Reports to Vehicle Unload Team Lead. • Assists MSN evacuees exiting paratransit vehicles and provides direction into the MSN area.
1	Registration Team Lead	NOHD	<ul style="list-style-type: none"> • Reports to SKC MSN Lead. • Supervise MSN registration. • Ensures adequate stock of registration supplies at all stations.
11	Registration Team	NOHD LDH MRC	<ul style="list-style-type: none"> • Reports to Registration Lead. • Fills out registration tickets for evacuees upon arrival to SKC.
1	MSN Triage Team Lead	LDH	<ul style="list-style-type: none"> • Reports to MSN Group Supervisor. • Oversee MSN triage operations; makes final determination if individual is eligible to go to MSNS.
6	MSN Triage Nurse	LDH/MRC	<ul style="list-style-type: none"> • Reports to MSN Triage Team Lead. • Triages need type of evacuees according to established criteria.

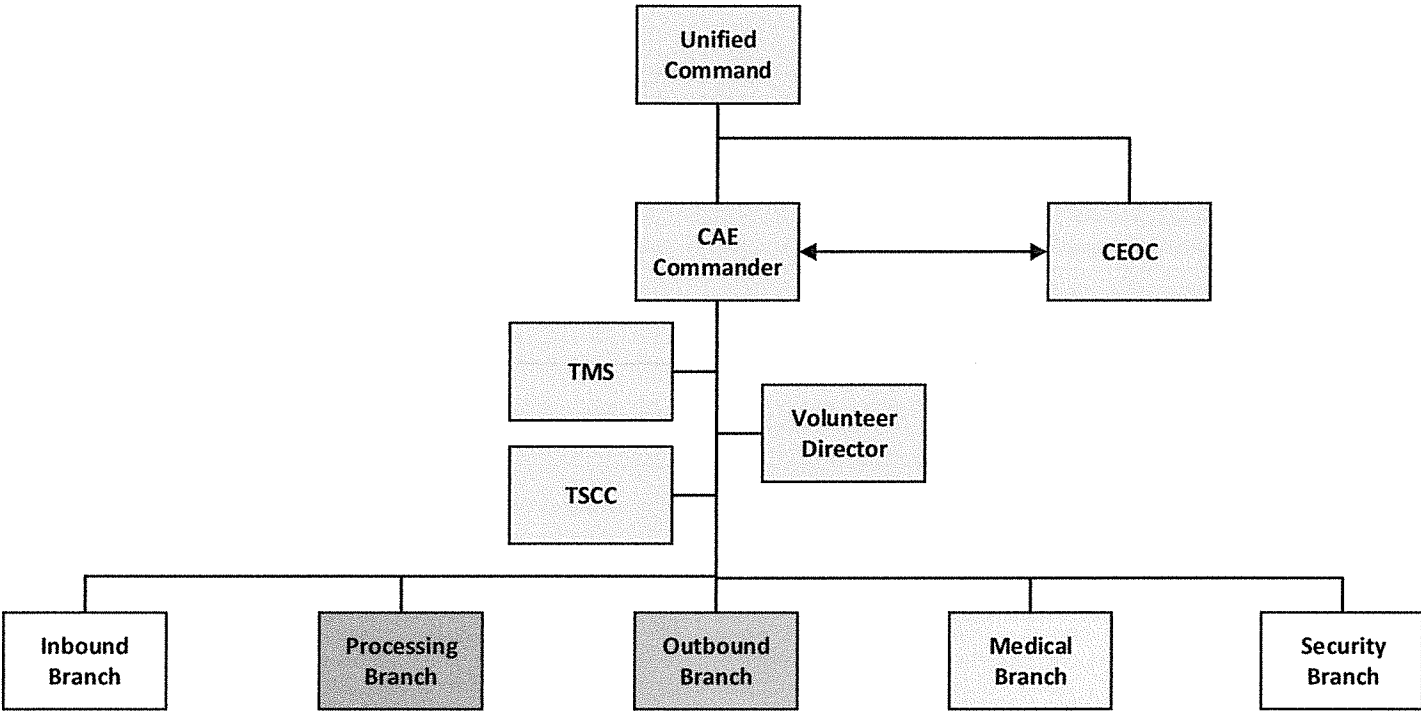
CAE Medical Branch			
Per Shift	Role	Agency	Responsibilities
2	Line Nurse	MRC	<ul style="list-style-type: none"> • Reports to MSN Triage Team Lead. • Answer medical questions past the SKC triage point. • Assist in medical emergencies along MSN hallway.
1	Exit Monitor	NOHD	<ul style="list-style-type: none"> • Reports to MSN Group Supervisor. • Work with DCFS to manage alternating use of shared Howard Ave exit for MSN, air/rail purposes.
1	MSN Manifest	NOHD	<ul style="list-style-type: none"> • Reports to Exit Monitor. • Collect evacuation tickets and compile manifest for MSN buses. • Provide manifest copy to MSN Bus Loading Team.
2	MSN Assistance Team Lead	MRC	<ul style="list-style-type: none"> • Reports to MSN Group Supervisor. • Provide basic guidance and supervision for MSN Assistance Team members.
18	MSN Evacuee Assistance	MRC	<ul style="list-style-type: none"> • Reports to MSN Assistance Team Lead. • Support and/or escort MSN evacuees who require assistance throughout SKC MSN process. • Assist with mobility issues, luggage, etc.
2	Transportation Triage Supervisor	NOEMS	<ul style="list-style-type: none"> • Reports to Medical Branch Director. • Supervise triage operations at Lot 3 to identify MSN evacuees arriving with general population.
10	Triage Medic	NOEMS	<ul style="list-style-type: none"> • Reports to Transportation Triage Supervisor. • Conduct basic triage to identify MSN evacuees.
1	EMS Doctor	NOEMS	<ul style="list-style-type: none"> • Reports to Medical Branch Director. • Provide clinical guidance to CAE EMS operations where necessary.

CAE Medical Branch			
Per Shift	Role	Agency	Responsibilities
2	First Aid Medic	NOEMS	<ul style="list-style-type: none"> • Reports to Medical Branch Director. • Provide basic first aid and treatment for evacuees at SKC.
4	Surge Transport Ambulance Crew	NOEMS	<ul style="list-style-type: none"> • Reports to Medical Branch Director. • Provide ambulance transportation from SKC to hospitals in the event of emergent medical issues.
1	Behavioral Health Supervisor	MHSD	<ul style="list-style-type: none"> • Reports to Medical Branch Director. • Supervise behavioral health support at SKC.
5	Behavioral Health Unit	MHSD	<ul style="list-style-type: none"> • Reports to Behavioral Health Supervisor. • Provide mental and behavioral health support for evacuees in distress.

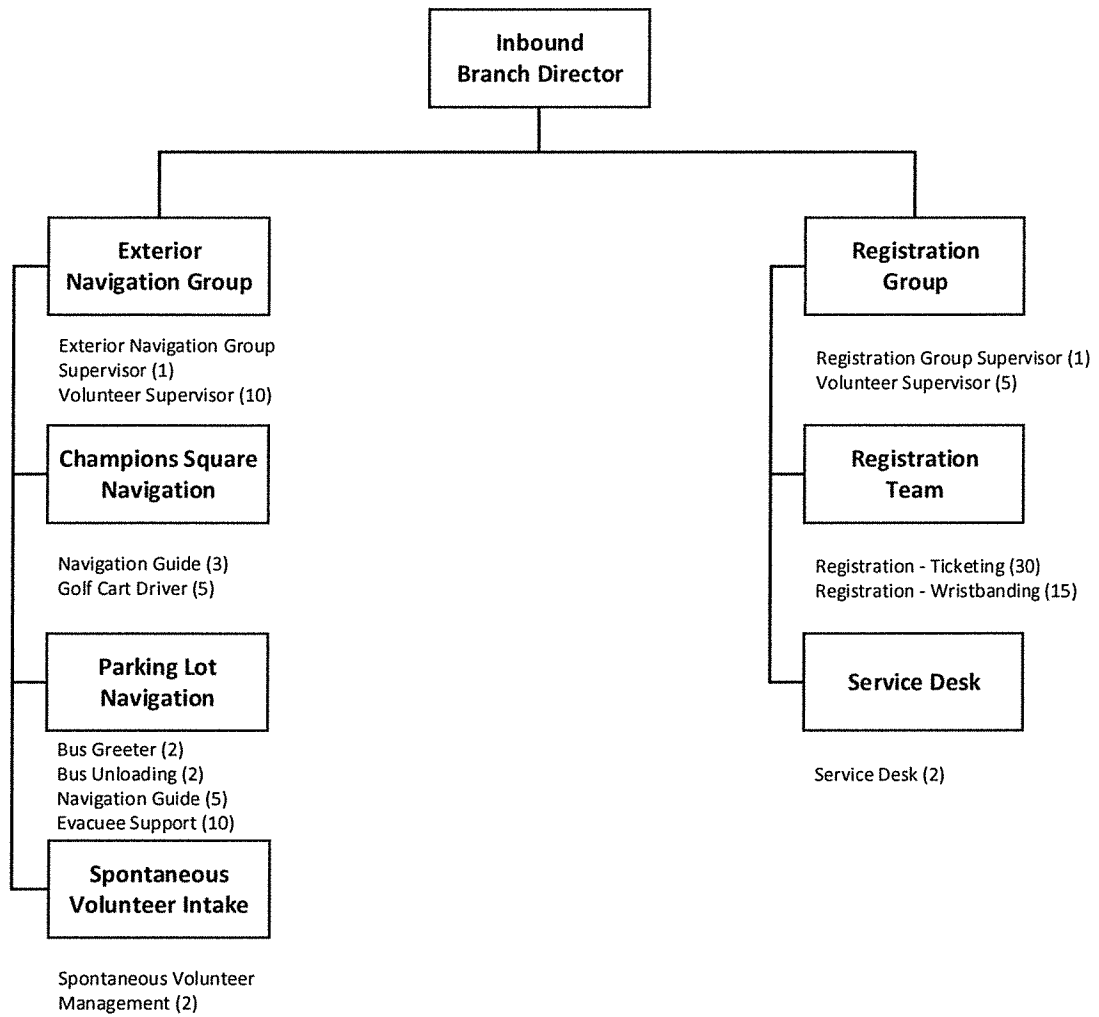
CAE Security Branch			
Per Shift	Role	Agency	Responsibilities
1	Security Branch Director	NOPD	<ul style="list-style-type: none"> • Reports to CAE Commander. • Oversee all CAE security and traffic control operations.
19	Interior Security Team	NOPD	<ul style="list-style-type: none"> • Reports to Security Branch Director. • Maintain law enforcement / security presence inside SKC.
2	Amnesty Box Monitor	NOPD OPSO	<ul style="list-style-type: none"> • Monitor Amnesty Box to ensure no tampering or unauthorized access.
1	Licensed Firearms Check	OPSO	<ul style="list-style-type: none"> • Manage process to temporarily check registered, legally-owned firearms for return to evacuees after the incident.
2	Sex Offender Supervision	OPSO	<ul style="list-style-type: none"> • Supervise and coordinate transport for any registered sex offenders who self-identify at SKC.
66	Point Control	NOPD LANG	<ul style="list-style-type: none"> • Staff assigned location and provide security and/or traffic control. • Prevent unauthorized entry into secure Superdome/SKC perimeter. • Manage traffic at key downtown intersections surrounding SKC footprint. • Ensure arriving/departing buses able to travel effectively via Earhart Blvd. • **Personnel may overlap with Traffic Control Group**
8	District Captain	NOPD	<ul style="list-style-type: none"> • Assign patrol officers from respective police district to provide Pickup Point security.
34	Pickup Point Security	NOPD	<ul style="list-style-type: none"> • Reports to District Captain. • Provide law enforcement / security support at pickup point as needed.

CAE Security Branch			
Per Shift	Role	Agency	Responsibilities
1	Traffic Control Group Supervisor	NOPD	<ul style="list-style-type: none"> • Reports to Security Branch Director. • Manage SKC traffic plan and make adjustments as necessary to maintain efficient flow of vehicles.
3	Traffic Control Sergeant	NOPD	<ul style="list-style-type: none"> • Reports to Traffic Control Group Supervisor. • Direct and supervise Traffic Control Officers.
27	Traffic Control Officer	NOPD	<ul style="list-style-type: none"> • Reports to Traffic Control Sergeant. • Manage traffic flow at assigned location. • Monitor and control designated crossing points to ensure pedestrian safety. • Provide escort for CAE vehicles within Orleans Parish if needed. • **Personnel may overlap with Point Control**

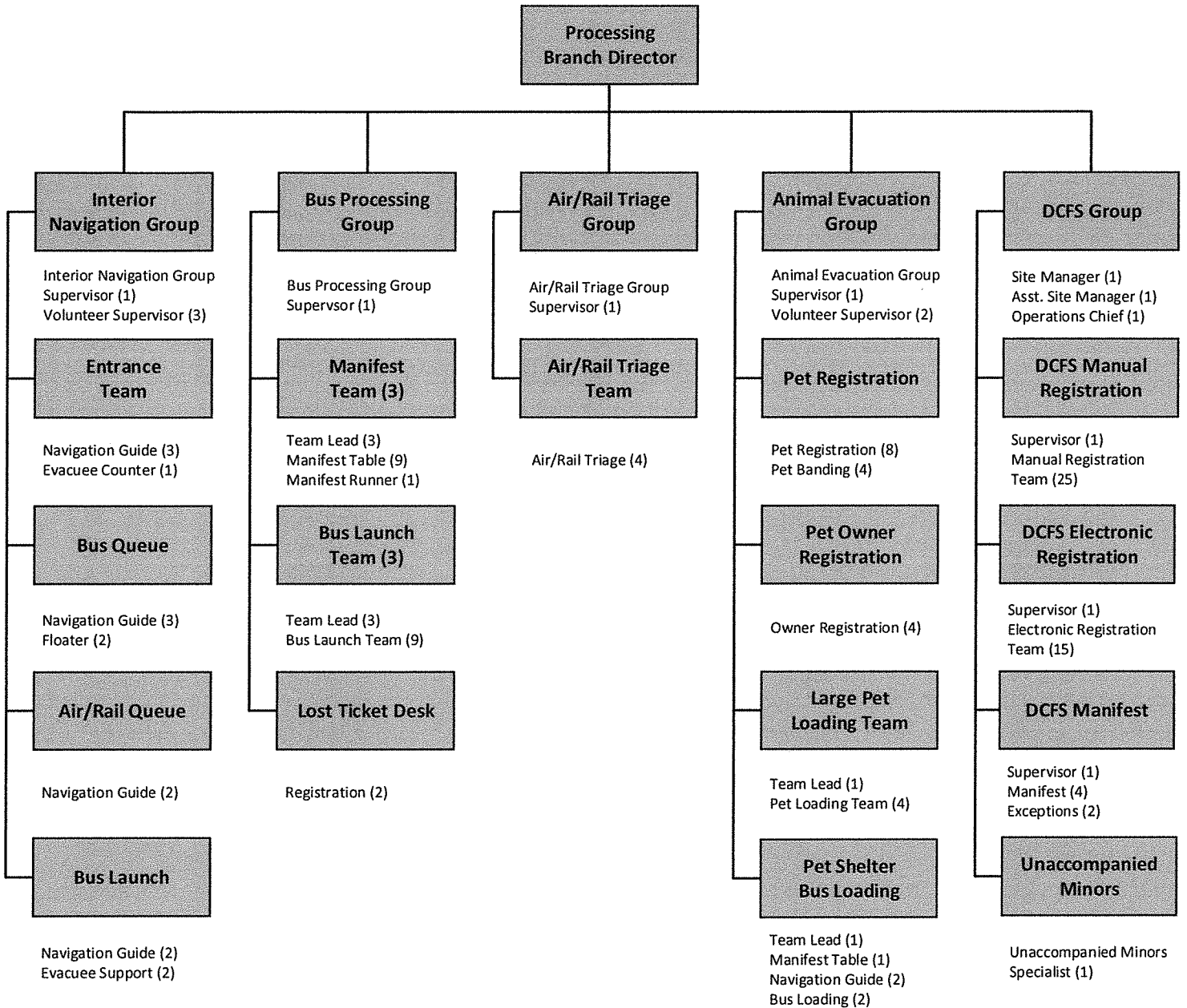
City Assisted Evacuation Incident Command Structure



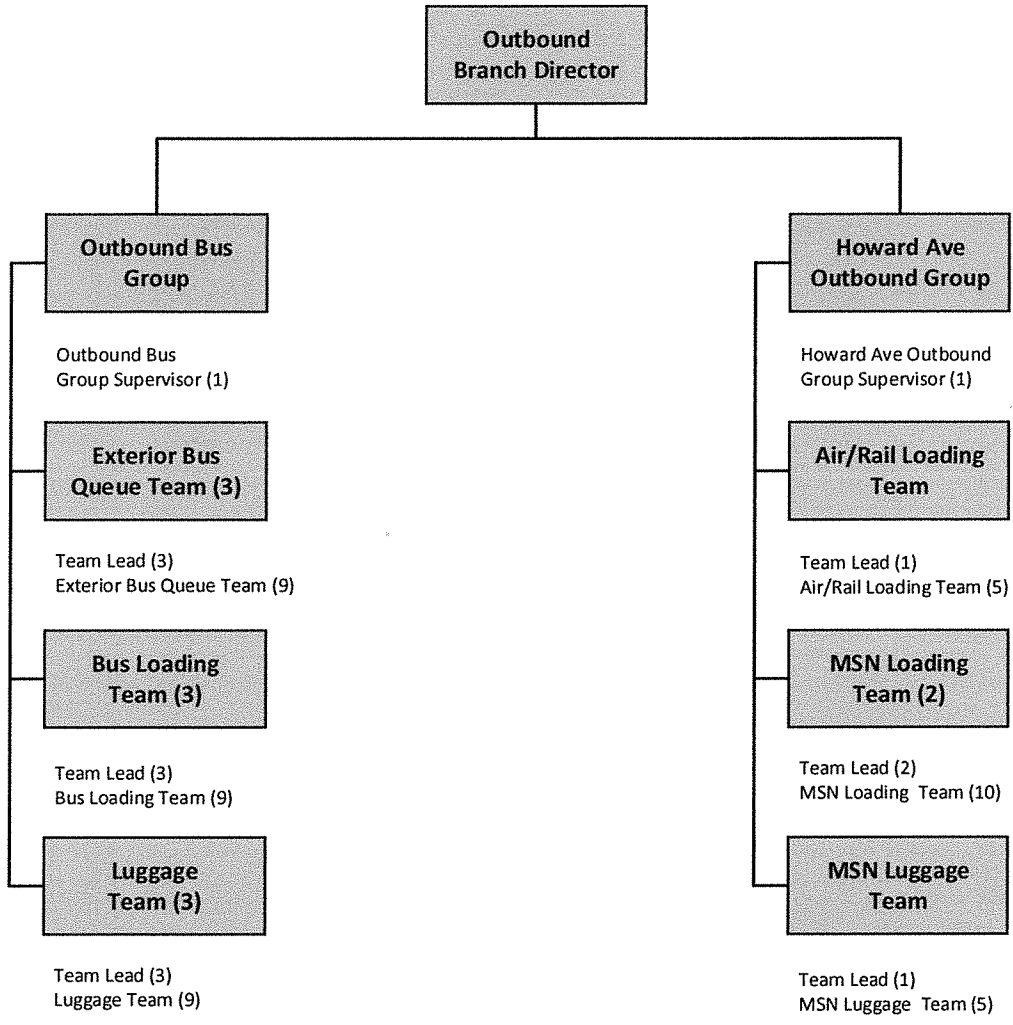
CAE Inbound Branch



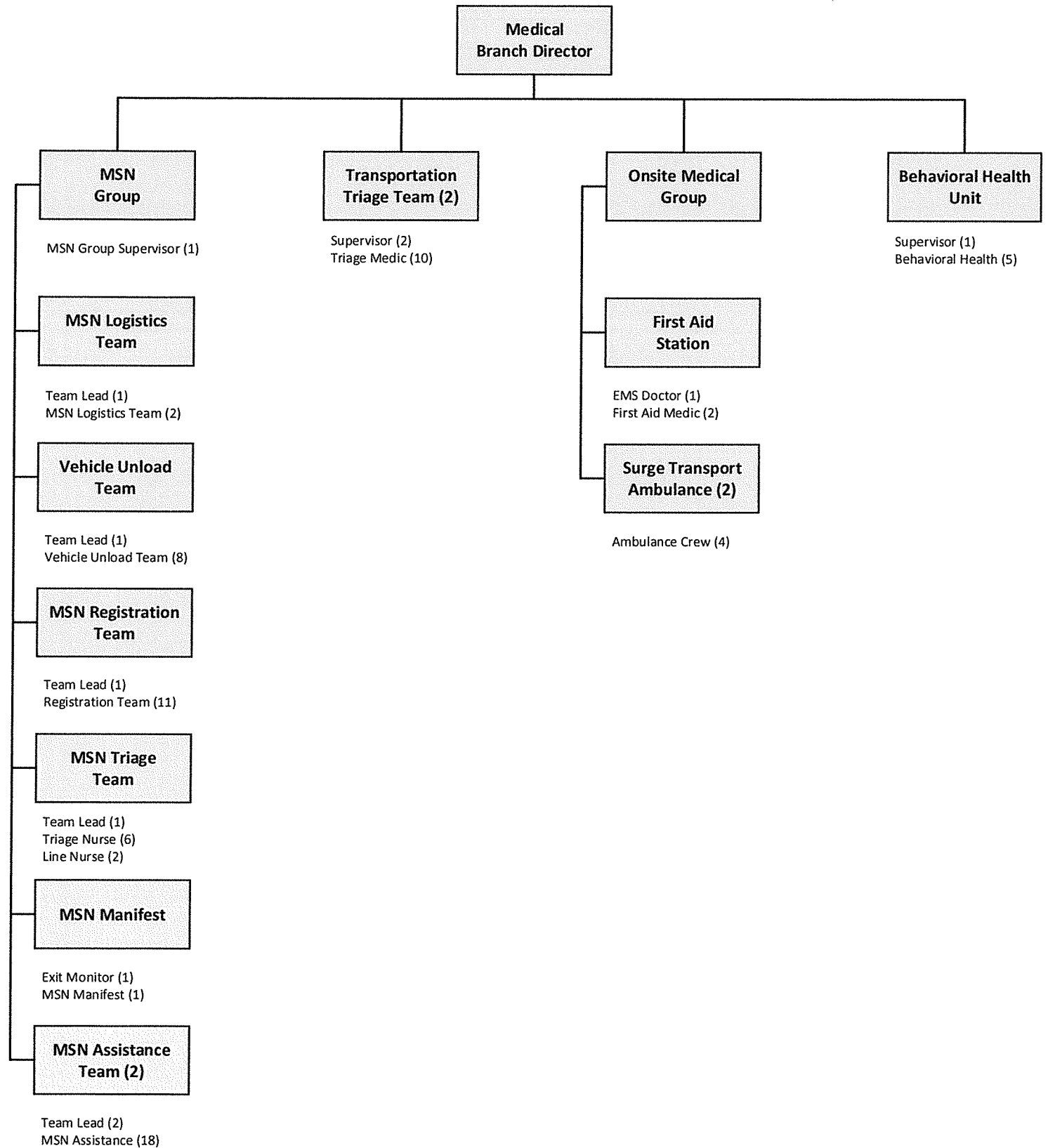
CAE Processing Branch



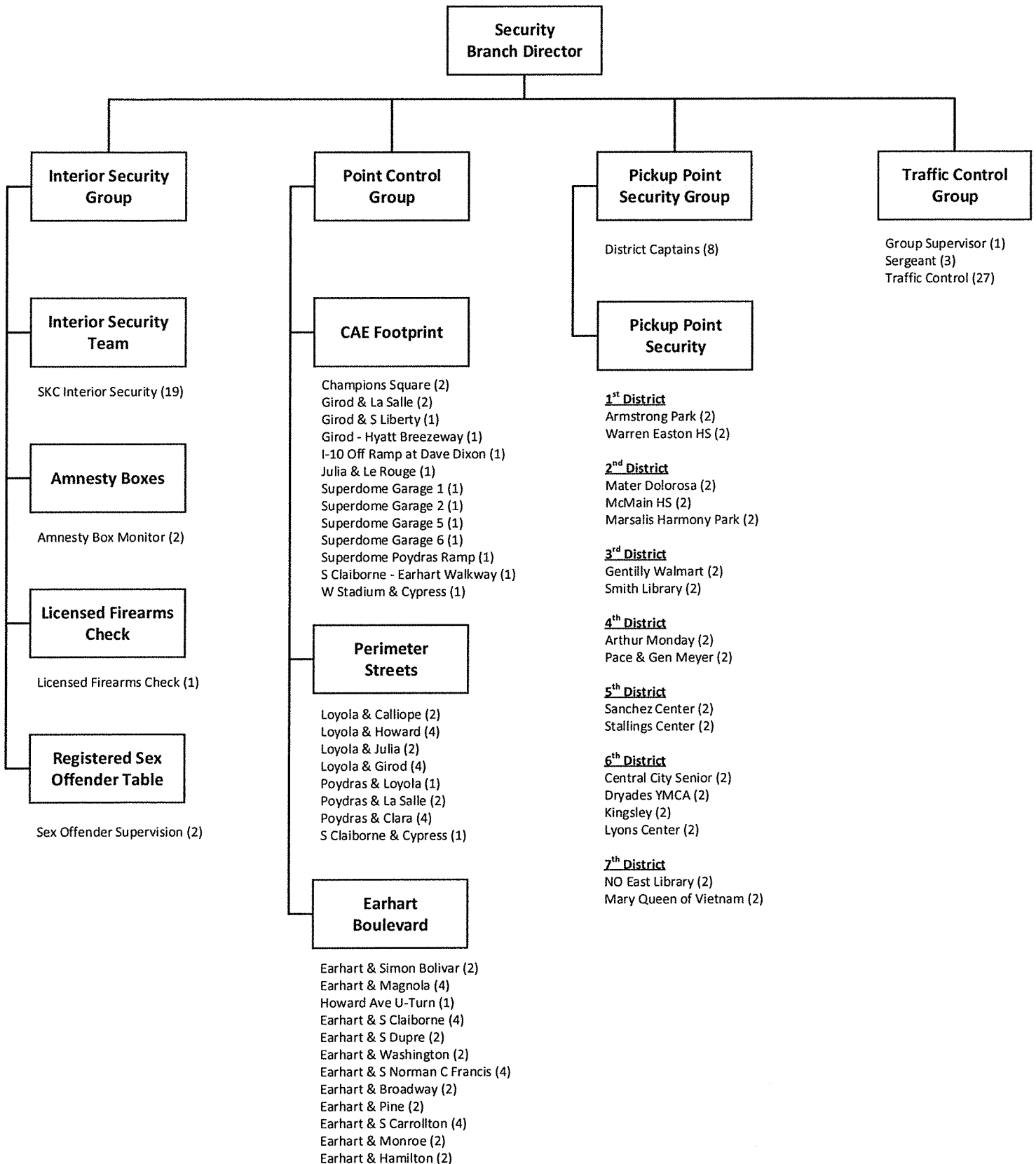
CAE Outbound Branch



CAE Medical Branch



CAE Security Branch



Appendix P: CAE Registration & Processing

Introduction

Evacuation through the CAE involves a brief registration process for evacuees. The State of Louisiana requires that each individual or family using the CAE must complete an evacuation ticket with basic personal information, and CAE personnel will be responsible for guiding evacuees through this process. By keeping track of which evacuees end up where, local and state agencies aim to provide focused services for evacuees, comfort concerned relatives, and support the reunification of families during and after evacuation.

Each evacuation ticket is a four-part, copy paper form with spaces for the information requested by the state. The four colored copies of these tickets will ultimately be provided to the following parties:

- | | | |
|--------------|--------------|---|
| 1. White | State Copy | Department of Children and Family Services (DCFS) |
| 2. Canary | Parish Copy | City of New Orleans |
| 3. Pink | Bus Copy | Driver Manifest |
| 4. Goldenrod | Evacuee Copy | Retained by Evacuee |

After tickets are completed, DCFS will be responsible for entering the information from these tickets into the state's Emergency Tracking Network (ETN) system. The ultimate goal of this process is for ETN to serve as a shared database that local and state agencies can reference for basic information on evacuees, as well as mode of transportation and destination shelter.

Additionally, ETN data and/or physical (pink) copies of the evacuation tickets will double as a passenger manifest for evacuation transport vehicles (buses, airplanes, trains) in the event of any incident occurring while in transit.

Step 1: Filling Out the Ticket

Initial registration will occur on-site, directly outside the Smoothie King Center. Evacuees arriving at the SKC will be directed to the Registration Tent located in Parking Lot 3. There, CAE personnel will be present to assist them in completing their evacuation ticket. Each evacuee will be given a wristband with a unique serial number and barcode, as well as a second band or luggage tag to identify their property (bag, suitcase, etc.). These will serve as their unique identifiers in the ETN system.

CAE registration personnel will fill out the evacuation ticket, using information provided by the evacuee head of household. The Registration Job Aid on the following page details the information included on the ticket and basic instructions for filling it out.

CAE Registration Job Aid:

How to Complete the Evacuation Ticket

Each individual or family evacuating through the CAE must complete an evacuation ticket. Families and households traveling together (friends, roommates, etc.) may be included together on a single ticket. If there are more than 5 people in a household, complete a second ticket for the rest of the group.

When completing the ticket, **BE SURE TO WRITE LEGIBLY**. To be sure this is done correctly you should fill out the ticket yourself, while you or a partner asks the head of household for the required information.

The evacuation ticket contains the following information:

For the family/household:

- **Parish:** Parish of origin should generally be Orleans, but evacuees from neighboring parishes should not be turned away or denied assistance.
- **PPP:** Stands for Parish Pickup Point. Smoothie King Center is the designated PPP for New Orleans and can be abbreviated here as SKC.
- **Address & ZIP Code:** Home address of the evacuating individual, family, or household.

For each individual:

- **Name:** Use [Last Name], [First Name] format.
- **Date of Birth:** MM/DD/YYYY format.
- **In School:** This refers to whether the individual is a child enrolled in school, and is intended to help the state plan for children's needs and impacts to education. Circle Yes or No.
- **Gender:** Circle Male or Female. If individuals identify as something else or prefer not to answer, it is okay to leave this blank.
- **Wrist Band #:** The unique identifier from the individual's assigned wristband.
- **Property Band #:** The unique identifier attached to the individual's personal item, either from another band or luggage tag.

For pets (if applicable):

- **Pet Name:** The name of the pet.
- **Pet Band #:** Unique identifier from the pet's assigned band.
- **Pet Type:** Circle either Cat, Dog, or Other. If Other, write in the type of animal in the blank.

The **Mode of Transportation** section at the bottom of the ticket should be left blank for now. This section will be completed later at the Manifest Station inside SKC.

Once the ticket is completed, give the full ticket to the head of household and direct them to continue to SKC. **They will need all 4 parts of the ticket with them when they reach the Manifest Station.**

Step 2: Transportation Triage

Once the Evacuation Ticket has been completed and all family members have received wristbands, evacuees may leave registration (bringing the full evacuation ticket, all 4 parts, with them) and continue on to the SKC Main Entrance.

Inside SKC, evacuees will undergo a basic transportation triage to determine their method of transportation. If air or rail transportation is currently available, CAE staff will perform a visual screen to determine if evacuees are eligible for evacuation through MSY or Amtrak. To qualify for air or rail evacuation, evacuees need to meet the following criteria:

- No major functional or mobility needs. Air/rail evacuees may need to walk across long distances and climb stairs to board a plane or train.
- Able-bodied singles and couples without children are ideal candidates.
- No pets are permitted for evacuation through MSY/Amtrak.
- Luggage must meet standard TSA security requirements.
- Air/rail evacuees must have a valid government-issued ID such as a driver's license or passport.

Evacuees who are eligible and choose to utilize the air/rail option must have their information entered into ETN prior to transport and will be diverted to a dedicated registration area for those modes of evacuation, operated by DCFS.

All others will evacuate by bus, and will continue on to the Manifest Station on the SKC main floor.

Step 3: Manifest Creation

At the Manifest Station, evacuees will be assigned to a waiting bus. Manifest staff will complete the Mode of Transportation section of the evacuation ticket, collect all copies except the goldenrod evacuee copy, and consolidate all tickets assigned to each bus into a completed passenger manifest.

Upon completion of this process, there will be three color copies of the manifest for each bus. CAE bus queue personnel will collect the pink-colored manifest copy upon completion and provide it to driver of the designated bus, while the white and canary-colored manifests (DCFS and City copies) will be retained at the Manifest Station temporarily. One or more runners will be assigned to collect these copies and deliver them to their respective recipients, providing white manifest copies to DCFS for data entry into ETN and canary manifest copies to City of New Orleans for recordkeeping.

The Manifest Job Aid on the following page contains additional detail and instructions for completing this process.

CAE Manifest Job Aid:

How to Create the Passenger Manifest

A passenger manifest must be created for each bus departing SKC, containing a copy of the evacuation ticket for each individual or household who boarded that bus. The role of the Manifest Station is to collect the tickets from evacuees and organize them into a completed manifest.

To create the manifest, complete the following steps:

1. First, fill out the **Mode of Transportation** section at the bottom of the ticket.
 - **Mode of Transportation:** Circle Bus, Plane, or Other, as appropriate. If Other, fill in the type of vehicle being used.
 - **Vehicle ID #:** Movement Control will give you with the ID number for the next available bus. Write this number in the space provided.
2. Once the ticket is complete, separate the **goldenrod** copy, return it to the evacuee, and direct them to continue into the Bus Launch area.
3. Separate the remaining three copies (**white, canary, and pink**) and organize them into a separate stack for each color.
4. Repeat Steps 1-3 for the next individual or household in line, until the Bus Launch area reaches capacity and there are enough evacuees present to fill the bus.
5. Once you have a full busload together, staple the stack of **pink** tickets together and give it to the Bus Launch personnel. **This will serve as the passenger manifest for the bus; the Bus Launch and Bus Queue teams will be responsible for delivering it to the bus driver.**
6. Staple the **white** tickets together to create a second copy of the manifest for DCFS. Staple the **canary** tickets together to create a third copy for the City. Set these aside until a runner arrives to pick them up.
7. Return to Step 1 and begin the process again for the next bus.

Evacuation Ticket & Passenger Manifest – Color Copy Guide			
Louisiana DCFS	City of New Orleans	Bus Driver	Evacuee
White	Canary	Pink	Goldenrod

Step 4: Data Entry and Accountability

Runners will be assigned to collect completed manifests (DCFS and City copies) from the Manifest Station and deliver them to their respective authority.

White manifest copies will be delivered to DCFS at their dedicated registration area on the western side of SKC. DCFS will have dedicated data entry personnel responsible for entering the physical manifest information into the ETN system. It should be noted that due to the time required for manual data entry, information for bus evacuees will not be immediately available on ETN. However, once successfully entered, information will be available in the system for reference.

The City will identify a temporary storage location within SKC to collect its own canary-colored copies of the manifest. City officials are given access to the State's ETN system, making additional data entry duplicative and unnecessary. However, the City will retain physical copies of the manifests for recordkeeping purposes, and as a contingency in the event of any disruption to ETN.

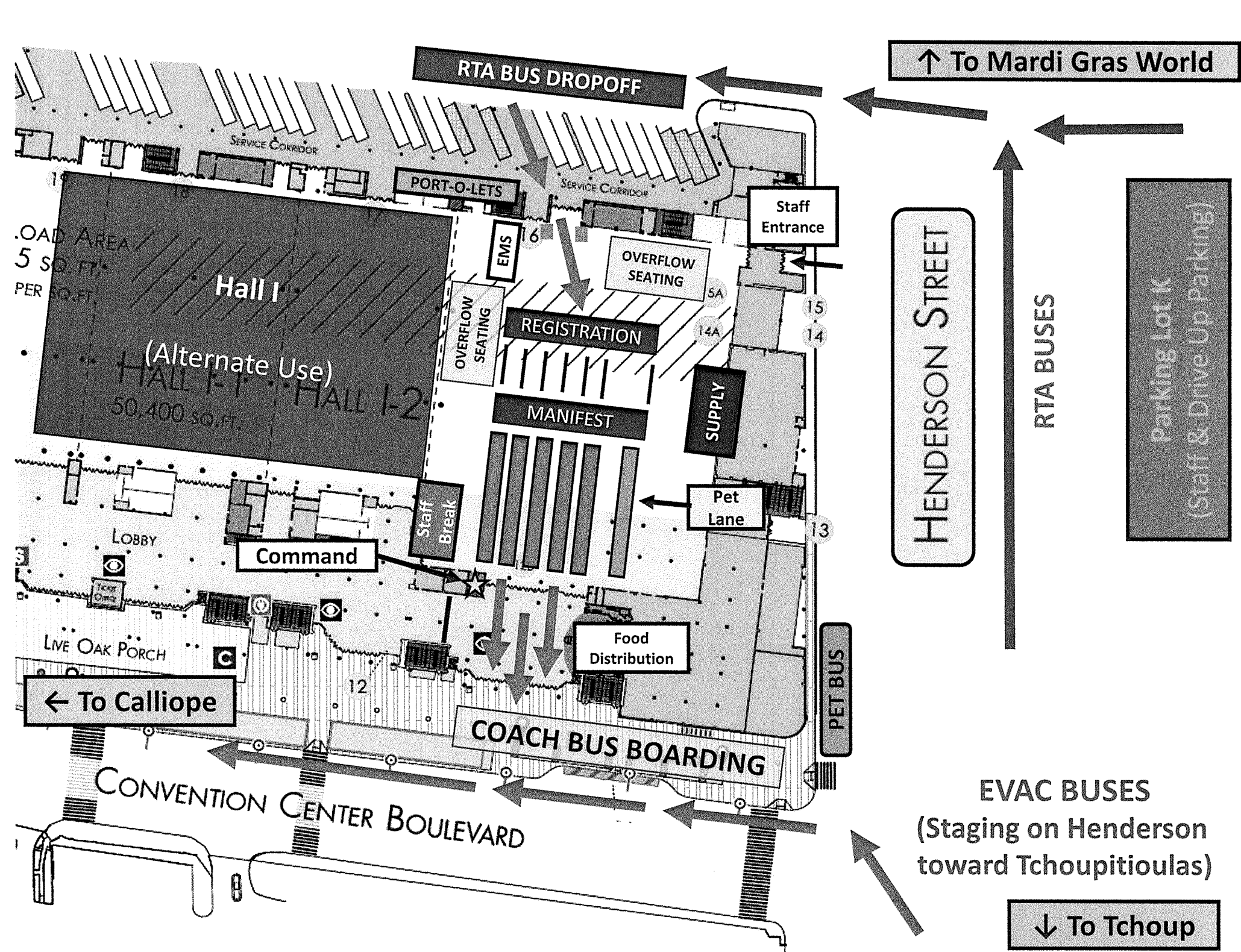
Once fully populated with manifest information, the ETN system will provide a database through which state and local officials can access the basic information of the evacuation ticket, identify which bus an evacuee boarded, and find the location of the state shelter they were ultimately transported to.

Conclusion

The information collected through the CAE registration process described here serves a variety of important functions. Ultimately, the results of the process are intended to aid state and local officials in meeting the following objectives:

- Maintain accountability for evacuees and their property.
- Facilitate reunification in the event that families become separated.
- Return lost or unattended luggage to its owner.
- Provide access to the passenger manifest in the event of any incident (accident, etc.) occurring while in transit.
- Comfort concerned relatives who wish to ensure that their relatives were evacuated. *Given privacy concerns, personal information or shelter location should not be provided without the evacuee's consent.*
- Inform shelter planning via age and location demographics.
- Inform post-storm damage assessment, reentry, and recovery planning.

These objectives represent the purpose of the registration process, and explain why this effort serves an important and valuable function within the CAE. However, the City recognizes that registration represents a substantial commitment of time and resources, and the entire process may not always be feasible under time-sensitive, life-threatening circumstances. The life safety of evacuees will always be the highest priority, and if time is short, it may become necessary to expedite the process and delay some collection of information until evacuees are safely sheltered and out of harm's way.



RTA BUS DROPOFF

↑ To Mardi Gras World

LOAD AREA
5 SQ. FT.
PER SQ. FT.

Hall I
(Alternate Use)
HALL 1-2
50,400 SQ. FT.

PORT-O-LETS

EMS

OVERFLOW SEATING

Staff Entrance

OVERFLOW SEATING

REGISTRATION

SUPPLY

MANIFEST

Pet Lane

Command

Staff Break

Food Distribution

← To Calliope

COACH BUS BOARDING

PET BUS

HENDERSON STREET

RTA BUSES

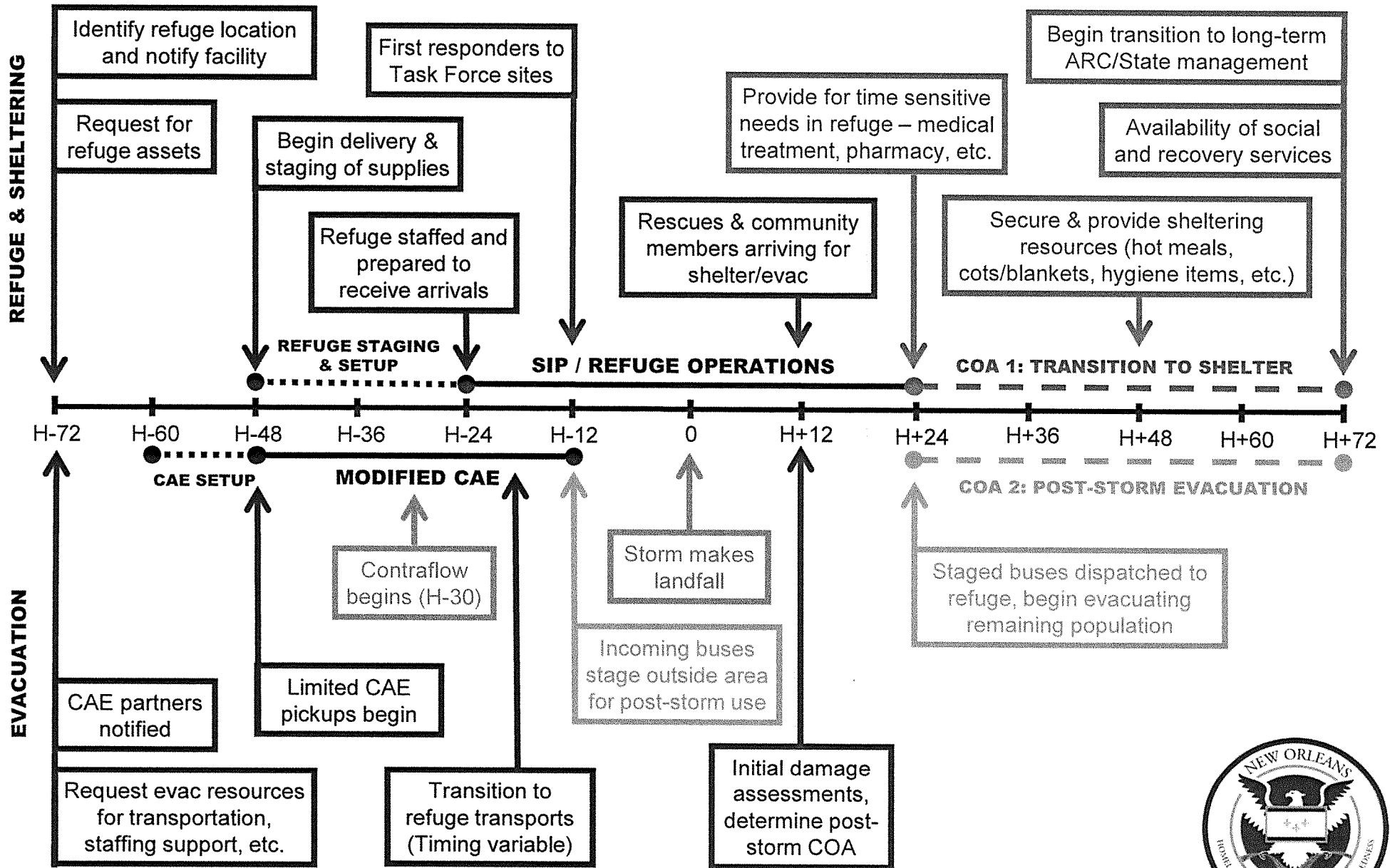
Parking Lot K
(Staff & Drive Up Parking)

EVAC BUSES
(Staging on Henderson toward Tchoupitioulas)

↓ To Tchoup

CONVENTION CENTER BOULEVARD

Rapid Intensification & Area of Refuge - Estimated Timeline (2022)



Note: This timeline represents a guideline based upon the best available data.

