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Introduction

The safety and well being of every visitor to New Orleans is of utmost importance during times of crisis, and the City of New Orleans continues to monitor, evaluate and outline specific emergency strategies for immediate implementation to ensure the security of every visitor and local alike. For the meeting planner, a NOMCVB representative is the round-the-clock emergency contact, along with the entire Executive Operations Team, a group of executive staff on-site and in touch with city and state officials and meeting suppliers to ensure a smooth transition through each phase of the emergency plan.

Crises do not discriminate based on location or timing, and they can hit when a city least expects them. As such, the City of New Orleans has developed a unified plan, which establishes communications protocols to ensure that every visitor to New Orleans as well as hospitality partners are familiar with emergency procedures and their individual roles.

This plan, along with diligent and thorough preparation with an emphasis on safety, will assist visitors and community members in responding appropriately to emergencies. This plan has been integrated with the City of New Orleans and other hospitality partners in an effort to be prepared for a number of different types of emergency situations, such as: fire, structural damage, hurricane, flood, tornado, power outages, medical emergencies, bombs and terrorist threats.

The goal of the New Orleans Tourism Crisis Communication Plan is to ensure the safety and well being of all visitors and to provide accurate information and visible leadership in a timely fashion.

Purpose

The City of New Orleans and State of Louisiana have implemented a unified emergency communications plan to ensure the timely flow of information across the region in emergency situations. The New Orleans tourism industry has joined with the Mayor and Governor to provide information they require to conduct a fully integrated crisis communication program for the City and the State.

This document presents a comprehensive and effective citywide emergency communications plan for the Greater New Orleans tourism industry. The individual emergency plans included in this plan for New Orleans tourism entities support the City and State Crisis Management Plan and are integrated with the entire regional tourism industry**.**

The New Orleans Metropolitan Convention and Visitors Bureau (NOMCVB) is the only agency in New Orleans in touch day-to-day with the full spectrum of tourism industry participants on a local, national and international basis, including: NOMCVB members and industry-related professionals; other industry agencies; community, business and government organizations and leaders; corporate and association travel markets; group and individual leisure travel markets; and relevant media.

The NOMCVB serves as the nexus of all data inputs and outputs necessary to effectively organize and disseminate accurate, timely and necessary information to the hospitality community and all visitors. This document is made available to meeting planners, convention attendees, travel professionals and guests to New Orleans to ensure they are equipped with the knowledge to make informed decisions and to be assured that their safety and well-being is of utmost importance**.**

Specifically, the New Orleans Crisis Communication Plan seeks to achieve the following objectives:

1. Define the relevant chain of command throughout the City and State, including individual areas of responsibility, relating to the execution of the Plan;
2. Identify the key internal and external audiences that the NOMCVB seeks to work with and serve with its emergency communications efforts;
3. Summarize key messages and tailored to each external audience as appropriate to emergency situations as they arise;
4. Outline specific sources, channels and flow of tourism information that the NOMCVB aggregates, summarizes and redistributes to its primary audiences;
5. Serve as a published document, encompassing the tourism industry and the City's and State's overall emergency communications plan for the Mayor, Governor and appointed officers to implement.

ACTION PLAN

Although it is nearly impossible to anticipate every type of emergency, it is our intent to be prepared and be able to assist should an emergency occur. The Mayor's and Governor's Offices are "communications central" during times of crisis. The City of New Orleans has established an Emergency Operations Center (EOC) to be located at City Hall that will serve as the command and control center. The EOC is a group of Government officials, Homeland Security and NOMCVB senior representatives who will process pertinent information. They are tasked with analyzing that data and determining a proper course of action. The EOC is responsible for front-line management of the incident, for tactical planning and execution, for determining whether outside assistance is needed and for relaying requests for internal and external resources.

The EOC provides for coordinated response and a clear chain of command and safe operations. The EOC will have the authority to make decisions and the capability to:

- Assume command;
- Assess the situation;
- Implement the Emergency Plans;
- Determine response strategies;
- Presenting an informed unified message;
- Activate resources;
- Oversee all incident response activities;
- Establish procedures for ensuring that information is complete, accurate and approved for release to the Media Oversee all incident response activities;
- Determine when it is appropriate to shut down a convention or meeting;
- Here, decisions are made by the EOC based on pertinent information collected from the Mayor's and Governor's offices, Executive Operations Team and other various sources.
- Coordinate plans with meeting planners and other travel professionals to evacuate meeting attendees and tourists;
- Determining proper actions in response to the city and state efforts;
- Declare that the incident is "over."

What is the Emergency Operations Center (EOC) and when will this center materialize?

The EOC serves as a centralized management center for emergency operations. EOC is a dedicated area equipped with communications equipment, reference materials, activity logs and all the tools necessary to respond quickly and appropriately to an emergency. The EOC will serve as the command and control center for the City Assisted Emergency Plan and the New Orleans Hotel and Lodging Visitor Evacuation Plan.

Who are the members on the EOC?

- Senior representatives from Mayor's office
- Senior state and city governmental representatives
- Senior representatives from Louisiana Office of Tourism
- Senior representatives from Louis Armstrong New Orleans International Airport
- Senior representatives from New Orleans Operation of Emergency Preparedness
- Senior representatives from FEMA
- City of New Orleans Police Department
- 1 senior representative from the NOMCVB
- 1 senior representative from NOMCVB that will work remote from the Chicago regional office

Executive Operations Team

At the first possible sign of emergency, senior representatives from NOMCVB, Greater New Orleans Hotel and Lodging Association and the New Orleans Ernest N. Morial Convention Center will convene to establish a team referred to as Executive Operations Team.

The Executive Operations Team's main responsibility, as detailed in this plan, is to process the flow of tourism related information. This team supplies the EOC with tourism industry specific information. Once this information has been processed by the EOC, their recommendations are then communicated through the Executive Operations Team back to the conventions and meetings organizations, travel professionals, NOMCVB members and industry partners, as well as to visitors and media, as appropriate.

The Executive Operations Team is a group of senior representatives form NOMCVB, Greater New Orleans Hotel and Lodging Association and the New Orleans Ernest N. Morial Convention Center that serves as a conduit of emergency information and a support system for meeting planners and travel professionals in case of a potential crisis. They process all incoming data and outgoing communication necessary to make sure meeting planners and their attendees, travel professionals and all visitors are equipped with the pertinent information to make informed decisions. This includes all visitors and convention/meeting attendees currently in the city or those planning to be.

NOMCVB President & CEO oversees the Executive Operations Team, which is the front line of communication with city, state and tourism partners during a crisis. The Executive Operations Team will collect, organize, and disseminate accurate and timely information gathered from and tourism partners and specifically from the EOC.

The Executive Operations Team is responsible for ongoing emergency preparedness activities and activation of the New Orleans Tourism Crisis Communication Plan, the New Orleans Hotel and Lodging Visitor Evacuation Plan and the NOMCVB Emergency Operations Plan in the event of an emergency.

Who are the senior representatives on the Executive Operations Team?

- President and CEO
- Vice President, Finance & Administration
- Vice President, Convention Sales
- Vice President of Tourism
- Vice President of Client Relations
- Vice President of Communications & Public Relations
- Director of Communications & Public Relations
- Director of Information Technologies
- Director of Membership
- Executive Director, Greater New Orleans Hotel and Lodging Association
- General Manager, New Orleans Ernest N. Morial Convention Center

Responsibilities of the Executive Operations Team:

- Ensuring the Tourism Crisis Communication Plan is updated as needed
- Ensuring the NOMCVB Emergency Operations Plan is updated as needed
- Preparing hurricane related documents prior to June 1 each year
- Gathering pertinent data and distributing tourism related information
- Determining appropriate responses
- Supplying the EOC with tourism industry specific information
- Informing the NOMCVB departments when it is appropriate to contact clients currently in town or those who have an impending event in New Orleans
- Disseminating communications and updates to appropriate departments, clients, industry partners, and NOMCVB staff
- Continually monitoring emergency situation and ensure communication of latest information through all available channels, i.e. Web site, telephone messaging, regional offices, etc.

NOMCVB office is the primary contact point for all clients. If the NOMCVB office is unreachable and/or an emergency dictates, Donna Karl becomes first point of contact.

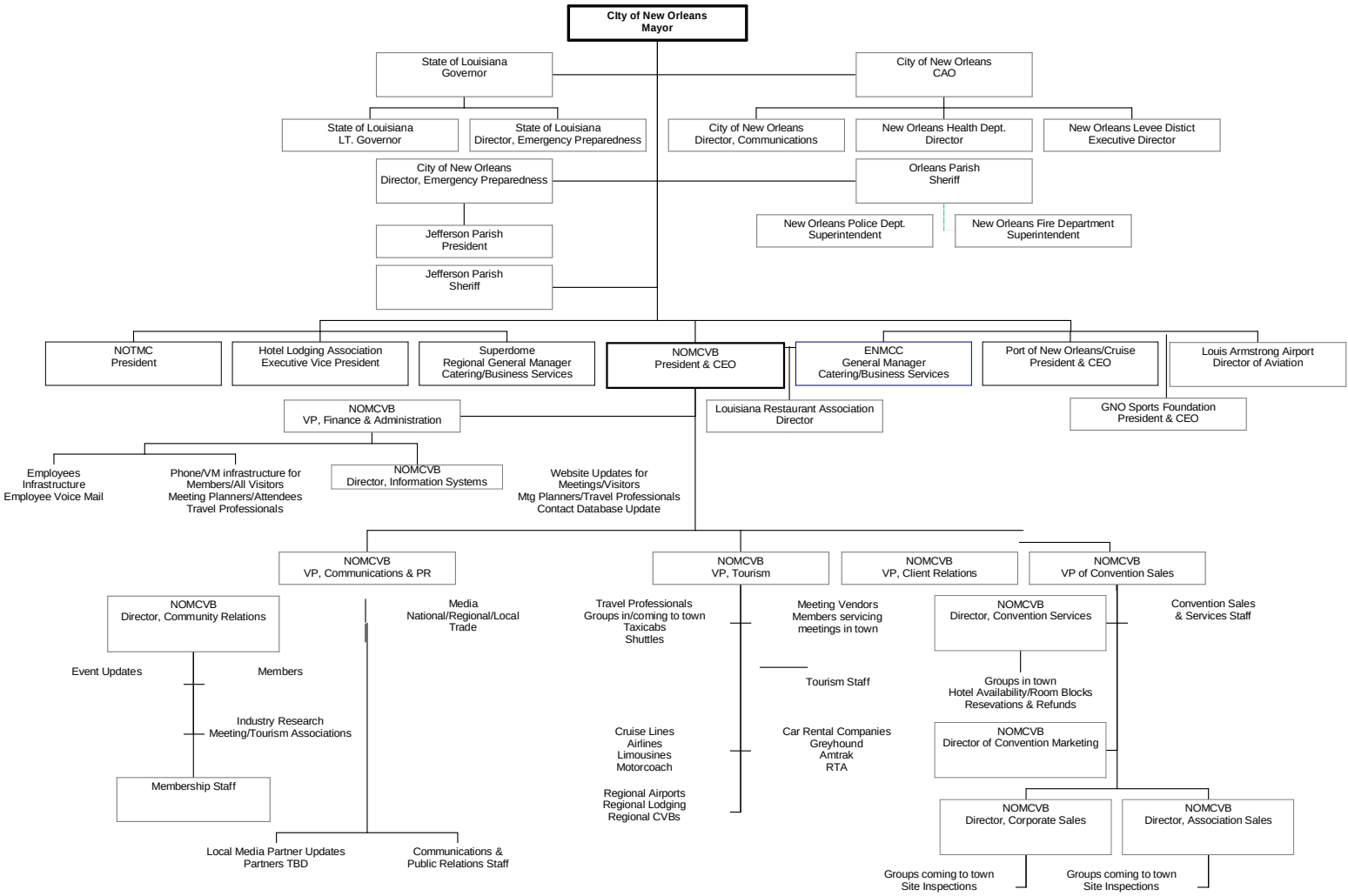
NOMCVB Main Office:	504-566-5011
24-hour emergency local number:	800-672-6124
Donna Karl:	630-357-3480 work landline
	630-416-7499 home landline
	504-583-0052 work cell phone
	630-688-2577 personal cell phone
	dkarl@neworleanscvb.com
	donnakarl@comcast.net

Information In-Flow

- NOMCVB Board of Directors
- NOMCVB Regional Offices
- NOMCVB Members
- NOMCVB Employees
- Convention and meeting organizations currently in the city and those planning to be
- Travel Professionals currently in the city and those planning to be
- Tourism industry partners, as situation dictates:
  - New Orleans Tourism Marketing Corporation
  - Louisiana Office of Tourism
  - Other Louisiana metropolitan and regional CVBs
  - Greater New Orleans Hotel and Lodging Association
  - Louisiana Restaurant Association
  - New Orleans Ernest N. Morial Convention Center
  - Local Hotels
  - Hotel Corporate Offices
  - Airlines
  - Port of New Orleans
  - Regional Airports
  - Union Passenger Terminal
  - Regional Transit Authority
  - Louisiana Superdome and New Orleans Arena
  - Ground Transportation Companies
  - New Orleans Tourism Attractions

New Orleans Tourism Emergency Communication Plan

Crisis Management Communications for Greater New Orleans Tourism Industry



Information Process

As information becomes available through the Information In-Flow channels, Executive Operations Team, NOMCVB staff and regional offices will outline and coordinate the necessary actions to ensure proper handling. This includes but is not limited to daily polling of affected parties, handling potential convention and meeting cancellations or postponements, determining impact on room block and meeting attendance, evaluating status of city's infrastructure, etc.

Information Out-Flow

Media

The primary spokesperson on behalf of the City of New Orleans is the Mayor of New Orleans, or the Mayor's designated appointee.

The President & CEO is the official spokesperson for NOMCVB and if the President & CEO is not available, the Vice President of Communications & Public Relations becomes the secondary spokesperson. Unless otherwise directed, all interviews, as recommended by the NOMCVB Public Relations & Communication Department, will be conducted with the NOMCVB President & CEO, and all statements and quotes on behalf of the NOMCVB will come from the NOMCVB President & CEO. **National Sales Office are not media spokespersons for the NOMCVB, however, when approached they will gather media contact information and attempt to forward to appropriate persons.**

- National Sales Offices
- NOMCVB existing and potential customers, including:
  - Corporate and association meeting markets
  - Group and individual leisure travel markets
  - Third-party meeting planners
  - Other travel industry professionals
  - All visitors
  - Regional tourism community
- National and international tourism industry agencies, including:
  - Tourism Industry Association of America (TIA)
- Executive Directors of meeting planner and travel professional associations
- Local, national and international media, encompassing print, broadcast and online outlets, including:
  - Tourism, meetings and travel trade media; consumer media
- NOMCVB employees
- NOMCVB members

EMERGENCY INFORMATION RESOURCES

Communication Channels
The NOMCVB's communication strategy is in place to allow information to be distributed. In the event of communication disruption, multiple channels allow information to still be updated and accessed.

- Primary option remains NOMCVB's office
- Regional offices, if NOMCVB office is not available
- Web site – secured offsite location
- 800 # with emergency information – secured offsite location

Emergency Information Web site
At the onset of a citywide emergency, NOMCVB will immediately activate an online messaging system via our website to assist in making informed decisions, before, during and also following the emergency.

Specific information, including status of the convention center, hotels, airports, airlines, ground transportation, restaurants, shelter information, emergency supply stores, etc. will be included as links via our Website at www.neworleanscvb.com and will be continuously updated.

Emergency Information Phone Numbers
The 24-hour emergency phone numbers are 504-566-5011 and 800-672-6124.
Chicago Regional Office Numbers: 630-357-3480 or 847-236-0200

Emergency NOMCVB Staff Contact Information:
Emergency staff contact information will be distributed directly to the meeting planners in the event of a communication disruption.

Designated Emergency Broadcast Radio and TV Stations:

Official Radio Stations:
WWL-AM 870 1450 Poydras St. Suite 500, 504.593.6376
WDSU-TC 87.7 FM 846 Howard Avenue, 504.679.0600
WLMG-FM 101.9 400 Poydras St. Suite 800, 504.593.6376
WGSO-AM 990 12250 Gause Blvd E, 985.639.3820

Official TV Stations:
WVUE-TV (FOX Channel 8) 1025 S. Jefferson Davis Pkwy, 504.486.6161
WDSU-TV (NBC Channel 6) 846 Howard Avenue, 504.679.0600
WWL-TV (CBS Channel 4) 1024 N. Rampart Street, 504.529.4444
WGNO-TV (ABC Channel 26) 1 Galleria Boulevard, Suite 850, 504.619.6363

EMERGENCY INFORMATION RESOURCES continued…

Emergency Facilities:
Children's Hospital, 200 Henry Clay, 504.896.9554
East Jefferson Hospital, 4200 Houma Blvd., 504.454.4000
East Jefferson After Hours-Urgent Care Center, 2215 Veterans Hwy, 504.838.3524
Kenner Regional Medical, Center 200 W. Esplanade 504.468.8600
Meadowcrest Hospital, 1020 Hancock St, 504.366.2229
Oschner Foundation Hospital, 1516 Jefferson Highway, 504.842.3000
Tulane University Hospital & Clinic, 1415 Tulane Avenue, 504.988.5800
Touro Infirmary, 1401 Foucher Street, 504.897.7011
West Jefferson Hospital, 1101 Medical Center Blvd., 504.347.5511

Pharmacies:
Prescriptions should be obtained prior to a city-mandated curfew going into affect, as the curfew applies to both residents and business owners, including pharmacies. If the prescription need is life threatening, the Mayor's Office of Emergency Preparedness and the New Orleans Police Department can coordinate EMS service to the nearest hospital to obtain a prescription. For any medical emergency, always call 911.

24-Hour Pharmacies

Walgreens
1801 St. Charles Avenue, 504.561.8331
4421 Airline Hwy, 504.836.2059
4545 W. Esplanade, 504.888.0125
4110 General DeGaulle, 504.433.9956

CVS
820 W. Esplanade, 504.467.8313
3535 Severn Avenue, 504.885.9955

Not 24-hour Pharmacies

Sav-A-Center
717 Clearview Pkwy, 504.828.8889, hours: 9am-9pm

Aspen Pharmacy
5745 Plauche Court, 504.734.0333, hours: 8:30am-5pm

Bradley's Poydras Pharmacy
Saint Bernard, LA, 504.682.5236, hours: 9am-5pm weekdays, 9am-3pm Sat

Beautyscript Laboratories
5208 Veterans Blvd, 504.889.7070, hours: 9am-6pm

Chateau Drugs
3634 W Esplanade Avneue South, 504.889.2300, hours: 9am-7pm weekdays, 9am-5pm Sat

C's Discount Pharmacy
1401 Veterans Memorial Blvd, 504.834.1570, hours: 9am-5:30pm
4650 W Esplanade Avenue, 504.455.6780, hours: 9am-5:30pm weekdays, 9am-2pm Sat

C&C Pharmacy
8108 W. Judge Perez Drive, 504.279.0446, hours: 9am-6pm weekdays, 9am-1pm Sat

CVS
4901 Prytania Street, 504.891.6307, hours: 8am-10pm weekdays, 8am-6pm Sat, 10am-6pm Sun
3345 Metairie Road, 504.832.1765, hours: 8am-10pm weekdays, 8am-6pm Sat and Sun
1107 Veterans Memorial Blvd, 504.837.2516, hours: 8am-10pm weekdays, 8am-6pm Sat and Sun

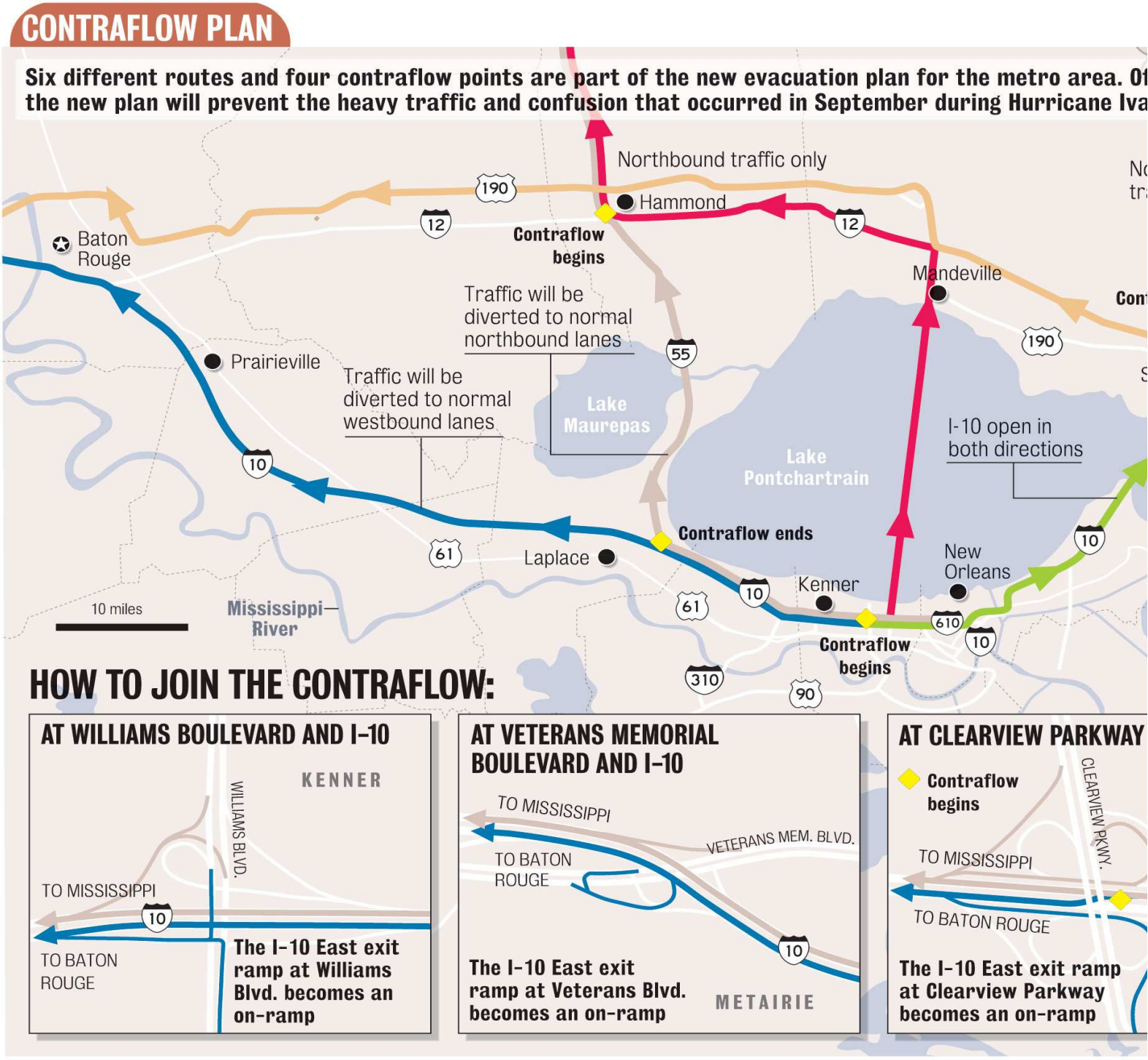
Hospital Drug Store
2716 Piedmont Street, 504.524.2254, hours: 9am-4pm

Wellness Store
3440 Division Street, 504.888.3077, hours: 7:30am-4:30pm

Evacuation Options:
Depending on the emergency, there are various evacuation procedures in place. For information on evacuation routes and road closures visit the Louisiana State Police website at www.lsp.org. During an emergency this website can be accessed through our website at www.neworleanscvb.com.

Automobile

I - 55 North, toward Jackson, Mississippi
I - 59 North/Northeast, toward Tuscaloosa, Alabama
I - 49 North, toward Shreveport, Louisiana
I - 10 East, toward Mobile, Alabama


CONTRAFLOW PLAN
Six different routes and four contraflow points are part of the new evacuation plan for the metro area. Of
the new plan will prevent the heavy traffic and confusion that occurred in September during Hurricane Iva
Northbound traffic only
Hammond
Contraflow begins
Baton Rouge
Mandeville
Traffic will be diverted to normal northbound lanes
Prairieville
Traffic will be diverted to normal westbound lanes
Lake Maurepas
Lake Pontchartrain
I-10 open in both directions
Contraflow ends
Laplace
Kenner
New Orleans
Contraflow begins
10 miles
Mississippi River
HOW TO JOIN THE CONTRAFLOW:
AT WILLIAMS BOULEVARD AND I-10
KENNER
WILLIAMS BLVD.
TO MISSISSIPPI
TO BATON ROUGE
The I-10 East exit ramp at Williams Blvd. becomes an on-ramp
AT VETERANS MEMORIAL BOULEVARD AND I-10
TO MISSISSIPPI
VETERANS MEM. BLVD.
TO BATON ROUGE
The I-10 East exit ramp at Veterans Blvd. becomes an on-ramp
METAIRIE
AT CLEARVIEW PARKWAY
Contraflow begins
CLEARVIEW PKWY.
TO MISSISSIPPI
TO BATON ROUGE
The I-10 East exit ramp at Clearview Parkway becomes an on-ramp

EMERGENCY INFORMATION RESOURCES continued…

Evacuation Options Continued:

Train and Bus:

Greyhound Charter Service, 1001 Loyola Avenue, 800-231-2222
N.O.R.T.A., 504-248-3900
Amtrak, 1001 Loyola Avenue, 800-872-7245

Airports

Louis Armstrong New Orleans International Airport, 900 Airline Drive, 504.464.0831
Baton Rouge Metropolitan Airport, 9430 Jackie Cochran Dr. 225-355-0333
Gulfport-Biloxi Regional Airport, 14035-L Airport Road, 228-863-5953

Below are numbers for each airline that provides service:

Air Canada	888-247-2262
AirTran	800-247-8726
American	800-433-7300
Continental	800-525-0280
Delta	800-221-1212
Frontier Airlines	800-265-5505
JetBlue	800-538-2583
Northwest	800-225-2525
Southwest	800-435-9792
United	800-241-6522
U.S. Airways/America West	800-428-4322

Below are numbers for local ground transportation:

American Luxury Limousine	800-631-5466
A Confidential Transportation	504-712-1700
Airport Limousine	504-305-2450
Airport Shuttle	504-522-3500
Alamo Car Rental	800-328-8017
American Luxury Limousines	504-269-5466
American Transfers & Tours	800-666-6711
Amtrak	800-872-7245
A Regal Limousine	800-887-3352
Avis Rent-A-Car	800-331-1212
Bonomolo Limousines, Inc./ A Touch of Class Transportation	800-451-9258
Budget Rent A Car	800-527-0700
Calco Travel	800-356-6831
Carey New Orleans/Signature Limo	504-523-6511

Celebrity Limousine	504-888-5466
Dollar Rent-a-Car	504-467-2286
Enterprise Rent-A-Car	504-779-3366
Executive Limousine	504-433-0029
Hertz	800-654-3131
Hotard Coaches	504-944-0253
James & James Transportation	504-371-8920
Landry's Limousine	504-244-0127
London Livery	800-284-0660
Machu Picchu Travel Services	504-561-9050
National Car Rental	800-227-7368
New Orleans Limousine Services, Inc	800-214-0133
Nicoll's Limousine Services	504-454-7722
Production Transport Inc	407-931-3030
Roland Through New Orleans, LLC	504-779-6859
Spinato Travel & Transportation	504-598-4411
Thrifty Car Rental	800-847-4389
Transportation Management Services	504-463-0800
United Cabs, Inc.	504-522-9771
White Fleet Cab	504-909-1688

FREQUENTLY ASKED QUESTIONS

…from the primary decision maker for the group business

Who from the Bureau will contact me, and when will I hear from them?

You will be contacted by a staff member of the NOMCVB from the first notification of a possible emergency, whether you are in town or have an impending event in New Orleans.

For more information, review the Communication Channels Section and the following question.

I haven't heard from the NOMCVB, who do I call?

NOMCVB office is the primary contact point for all clients. If the NOMCVB office is unreachable and/or an emergency dictates, the regional offices become the alternate point of contact for clients.

NOMCVB Main Office:	504-566-5011
24-hour emergency local number:	800-672-6124
Chicago Regional Office Numbers:	630-357-3480 (Donna Karl)
	847-236-0200 (Peggy Hagaman)
Eastern Regional Office Number:	202-269-2020 (Helen Mesfin)
N.E. Regional Office Number:	631-725-2137 (Elizabeth George)
S.W. Regional Office Number:	972-664-9677 (Bethani Blair)

Another option available is to click on the www.neworleanscvb.com/contact and complete the form. You will be contacted by a member of the NOMCVB.

FREQUENTLY ASKED QUESTIONS continued…

Where can I go to get the most recent information?

NOMCVB will provide continual updates and emergency information via the web site and 24-hour phone number:

www.neworleanscvb.com
504-566-5011
1-800-672-6124

NOMCVB Main Office:	504-566-5011
24-hour emergency local number:	800-672-6124
Chicago Regional Office Numbers:	630-357-3480 (Donna Karl)
	847-236-0200 (Peggy Hagaman)
Eastern Regional Office Number:	202-269-2020 (Helen Mesfin)
N.E. Regional Office Number:	631-725-2137 (Elizabeth George)
S.W. Regional Office Number:	972-664-9677 (Bethani Blair)

Can NOMCVB help get information out to my attendees, even if my group is not yet in town?

Yes, from the first notification of a possible emergency, NOMCVB enables an online messaging system, both through the Web and voice mail system. Web information and voice messages are available to all groups, whether in town or impending arrival.

NOMCVB will provide continual updates and emergency information via the web site and 24-hour phone number:

www.neworleanscvb.com
504-566-5011
1-800-672-6124

What can I do to make sure my organization is prepared should an emergency occur?

It is important that your organization have an Emergency Preparedness Plan. We would be happy to assist you in this process. This type of plan can be reused for all future meetings in various locations with simple modifications. A personalized emergency action plan will ensure that you are prepared in the event of a natural or man-made disaster. We can help ensure that you are well informed and prepared; your organization and your attendees will appreciate the lengths you have taken to be ready.

Contact your sales manager and let them know you would like to take advantage of this unique service.

FREQUENTLY ASKED QUESTIONS continued…

How should I decide whether my organization should cancel our convention or meeting?

- It is important to contact the NOMCVB at the first sign that a potential emergency might exist or affect your meeting. This is your primary resource for up-to-date information.

- Contact your insurance company on what protocol to follow regarding possible cancellation claims.

- Engage your executive staff/leadership using information from the NOMCVB. This information will help you make the best decision for the well being and safety of your staff and meeting attendees.

Avoiding knee jerk reactions to incomplete and/or false information will help you and your organization make an educated decision based on data driven facts to save you time, effort and money.

When should I contact my Insurance Company?

When a meeting is being cancelled due to an emergency situation, you should contact your insurance company directly on what protocol to follow regarding cancellation claims.

What are the official Emergency Broadcast Radio and TV stations?

For more information, review the Designated Emergency Broadcast Radio and Television Stations Section.

FREQUENTLY ASKED QUESTIONS continued…

Official Emergency Preparedness Numbers:

If you find yourself in an emergency situation, always call 911. For a police non-emergency in New Orleans, dial 504-821-2222. For other weather-related questions or concerns, please contact the Office of Emergency Preparedness (504) 658-8700 or visit the Emergency Preparedness section of the New Orleans' city Web site, www.cityofno.com or visit weather Web site, www.noaa.com

Where are the nearest hospitals?

For more information, review the Emergency Facilities Section.

Where are the nearest downtown locations of 24-hour pharmacies?

Prescriptions should be obtained prior to a city-mandated curfew going into affect, as the curfew applies to both residents and business owners, including pharmacies. If the prescription need is life threatening, the Mayor's Office of Emergency Preparedness and the New Orleans Police Department can coordinate EMS service to the nearest hospital to obtain a prescription. For any medical emergency, always call 911.

For more information, review the Pharmacies Section.

What are evacuation options and numbers to know?

Follow the evacuation instructions issued by the New Orleans Mayor's office utilizing the methods of transportation and routes set forth by state and local government. If you are flying or have rented a car, check with them about ticket or rental changes, as most airlines and rental car agencies have flexible policies regarding flight changes and rental car return when circumstances arise.

During an emergency the NOMCVB will have up to date information and status reports as well as links to the appropriate local and state agencies.

There are various means of transportation available should an evacuation become necessary. For more information, see Evacuation Options & Contraflow Map Section for information about contra flows routes, bus, train and airplane as evacuation options as well as a complete listing of airline and ground transportation providers.

For information on evacuation routes and road closures visit the Louisiana State Police website at www.lsp.org. During an emergency this website can be accessed through our website at www.neworleanscvb.com.

FREQUENTLY ASKED QUESTIONS continued…

What are the building codes for Hurricane Force Winds?

According to Insurance Rating Source, New Orleans Building Code requires that new structures must be able to withstand sustained winds up to 130 miles per hour. Previously, the minimum was 100 to 120 miles per hour based on height. While some buildings in the city are 100 years old or older and built prior to the latest requirements, they were built with steel and masonry construction, which meets today's requirements and has withstood many years of wind resistance.

Where are designated Emergency Shelters?

During a crisis situation like a hurricane, the City of New Orleans urges evacuation as the primary course of action for tourists and other visitors. If, in the course of responding to the crisis, City leaders determine that opening emergency shelters is necessary, the Mayor's Office of Communication, in coordination with the Mayor's Office of Emergency Preparedness and the Governor's Office will release information on shelter locations at that time. Visitors are encouraged to pay close attention to media reports for information updates as they occur. A link to these agencies will be provided on our website at www.neworleanscvb.com