



MEMORANDUM

August 20, 2004

To: Emergency Contacts
From: Houston Downtown Management District
Re: 24-Hour Emergency Number

Responding to your request for a 24-hour emergency number monitored by the Management District, we are providing you with (713) 571-7917. This number is now available to you for calls concerning your legitimate emergency issues.

Please remember that while not strictly adhered to, legitimate emergencies generally will involve the following actions being taken. *

1. Shelter In Place
2. Voluntary Release
3. Evacuations

A rule of thumb should be that when confronted with an actual or potentially wide scale event, call the proper authorities first (i.e. 911, etc.) and then notify the District through the emergency number (713-571-7917). We will be able to notify neighboring properties (if appropriate) of events and pertinent actions taken, so that they may also be better informed to make decisions crucial to their operations.

This portion of the Emergency Response strategy is voluntary. You are not required in any way to participate in this aspect of the program. Doing so however will provide an additional layer of useful information and communication that may reduce anxieties and minimize a potentially dangerous situation.

Please feel free to call our operations center telephone number (713-223-2003) with your general questions regarding emergency or other downtown matters. We are happy to provide for your daily needs, and while our office hours are officially 8:00 a.m. to 5:00 p.m., routinely someone will be there to answer the phones as early as 7:00 a.m.

Thank you for your concern and involvement in the Downtown Houston Emergency Response Plan. This plan is only as effective as the people who actively participate in it.

* Please refer to your latest (June 28, 2004) revised edition of the Downtown Houston Emergency Response Plan. Should you require a copy of the plan call 713-223-2003 and ask to speak to Laura Johnson.