

Martin Ornelas at REAL, Inc., in Alice, Texas who reports the following:

- Are you and your employees safe? Able to get to work?

1. Two drivers are completely displaced as they have lost their homes. Both are currently away and are trying to get back and tap into American Red Cross services.
2. One driver due to flooding has abandoned her home and has moved into a daughters house.
3. Two drivers are out of town and have yet to return, so their status (home situation is unclear).
4. In total, there are five drivers that are currently unable to return to work.
5. Impact on direct service area is huge as there are no service options, as trips in these communities has been reduced to minimal to no service (Aransas Pass, Port Aransas and Rockport).
6. Impact on the other service areas (Refugio, Bee, Sinton) are in the starting process of getting back up and running due to customers returning, facility closings and the like.

- Status of service, and how are you involved in local response efforts?

1. In the direct impact area (Aransas Pass, Port Aransas and Rockport area) there is interruption of service as the residents have largely vacated. With one major exception and those are dialysis services. We are working with all dialysis facilities in the area and are re-scheduling dialysis customers when the facilities can find chair time anywhere in their system. There are no dialysis services in the hardest impact locations (Aransas Pass, Port Aransas and Rockport) and both the facilities and REAL staff are reaching out to customers to see if they have gone out of area or are being re-routed to other facilities. We are adapting our response and are coordinating scheduling to accommodate chair times.
2. There are limited requests at this time from the outer western part of the county (Portland) and those services are getting back slowly.
3. All trips to the urbanized area are being scheduled after confirming with the customers that the destination facilities are open. Today there were some that were cancelled, but it appears that all facilities in Corpus Christi are/will be open by tomorrow (medical, employment).
4. Impact on other services is largely based on cancellations of schools in the area. Our largest services in the morning have been cancelled for one week and others for several days.
5. Current involvement is largely focused on responding to dialysis needs of transit dependent customers in the service area.
6. Involvement in pre-planning took place in various counties/cities, specifically Brooks, Jim Wells, Bee Counties and the city of Alice. We reached out to various other Counties San Patricio and Refugio counties however we were not successful in connecting prior to Harvey hitting.
7. As part of the city of Alice, we brought in six drivers for pre-Harvey evacuation services, however, none of the resident evacuated at that time, but a triage mechanism was put in place for

evacuees to be transferred to the REAL facility and then we would transport them to the two pre-determined evacuation locations.

8. Once Harvey began hitting, we ceased our operations and closed down services (at about 2 pm when the winds from the Tropical Storm hit above 39 mph). We received one call for evacuation services at 8:30 pm, however, they were transported by emergency personnel.

- Did your fleet suffer damage?

1. The REAL fleet did not suffer any damage as we consolidated all assets in select locations and placed them in high ground areas.
2. In Sinton, we coordinated with the County to place all of units on County property, including the three units we pulled in from Rockport to house with the Sinton fleet.
3. In Beeville, the area is on high ground and we brought in the unit from Live Oak County.
4. In Alice, we consolidated all units from Benavides and placed them within the principal lot.
5. In Falfurrias, we moved all the units into another facility that was on higher ground.
6. In Sinton, we left behind two units that are on the approved disposal list. One of these units had a wood fence section, land in the back of the unit and break a back window.

- Is there damage to your facilities?

1. This morning we inspected all of the REAL transit facilities and there was no damage in Falfurrias, Alice or Beeville (simply some debris).
2. In the facility in Sinton, there was damage. The wood fence line along the south side of the building completely fell apart, which one section landed in the back of one of the disposed units.
3. The REAL facility sign in the front of the building was pushed down by the force winds.
4. There was major tree and signage debris in the entire property, however, there was no water in the building, no roof issues were apparent, and no windows broken.
5. In Rockport, where through an agreement with the City of Rockport we house three units and they offer an office for our drivers, we have not been able to enter to see the status of the facility. By verbal accounts, it appears that the facility may have been damaged, but it has not been confirmed. As the community begins rebuilding, we will assess at that time, placement of units and staff offices.
6. Overall, damage was minimal to REAL facilities.