



# Tropical Storm Response

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*Presented by*

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Director

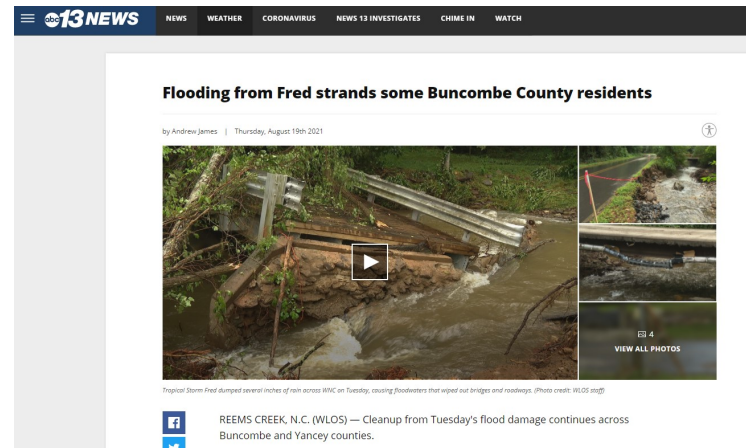
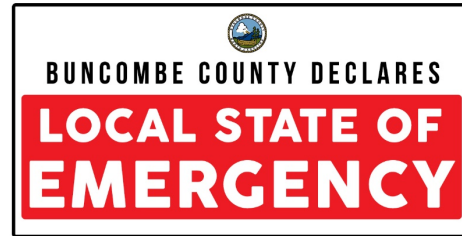
Emergency Services Department



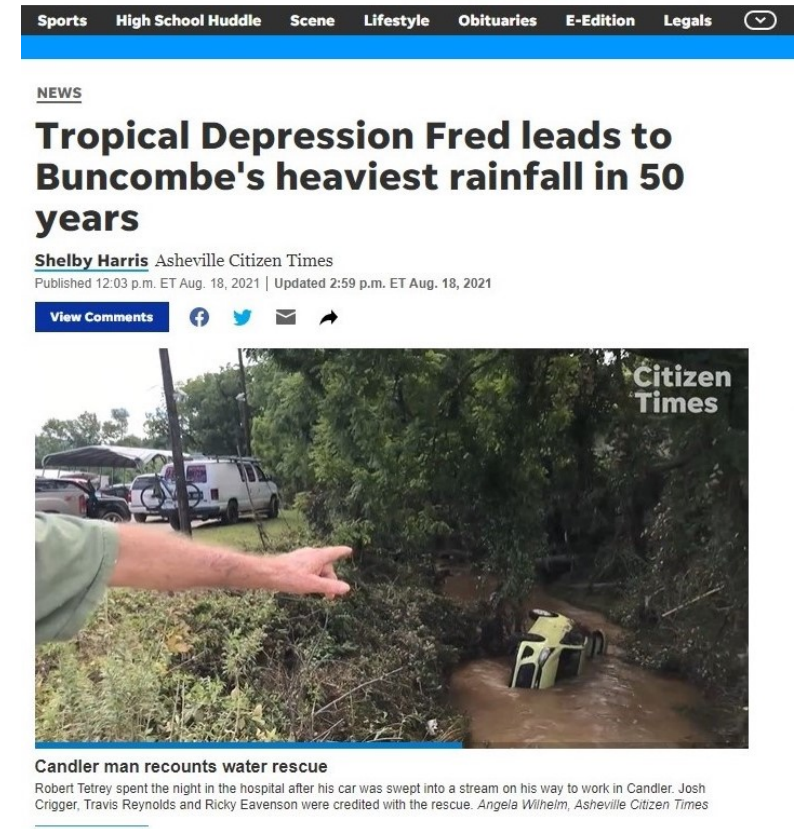
# Emergency Situation

August 17:

- 5.57 inches of rain fell due to Tropical Storm Fred
- Heaviest rainfall in 50 years
- Swannanoa River crested at 14.7 feet
- French Broad crested at 12.7 feet
- Multiple roadways underwater



Citizen Times



# Emergency Services Response Timeline

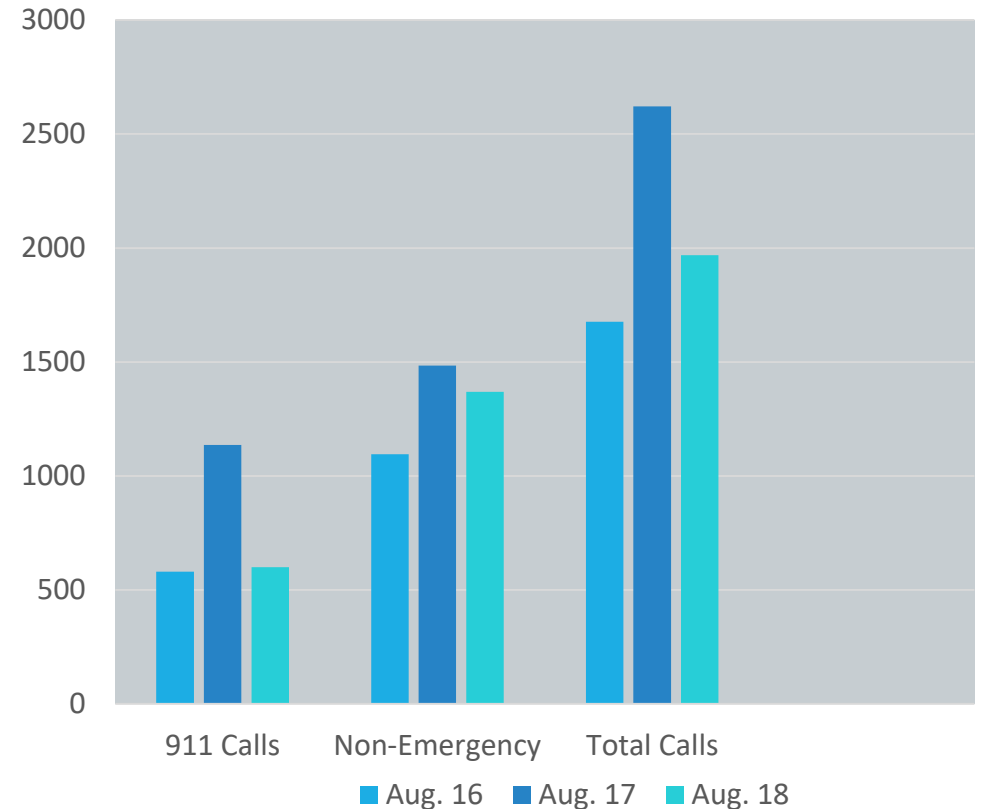
August 17:

- 4 p.m. - County and City government to send employees home early to ensure their safety
- 5 p.m. – Off duty emergency staff report
- 5:30 p.m. – EMS units report to aid Haywood County as a part of an Ambulance Strike Team request
- 7 p.m. – All ambulances fully staffed
- 8 p.m. – Shelter in place in effect for Grovemont, Red Cross opens shelter at Trinity Baptist Church
- 10:08 p.m. – Grovemont shelter in place lifted
- More than 80 swiftwater rescues by USAR Task Force 2 & Fire Depts.



# Calls to 911 Center

- Answered 170 911 calls between 4-5 p.m. on 8/17
- Total calls on 8/17 (911 & non-emergency) were 2,621
- 80% of calls answered within 15 seconds
- No calls rolled over or re-routed
- Responding not only to flooding calls, but respiratory distress (COVID) calls



# Emergency Communications

## Shelter in Place Messaging

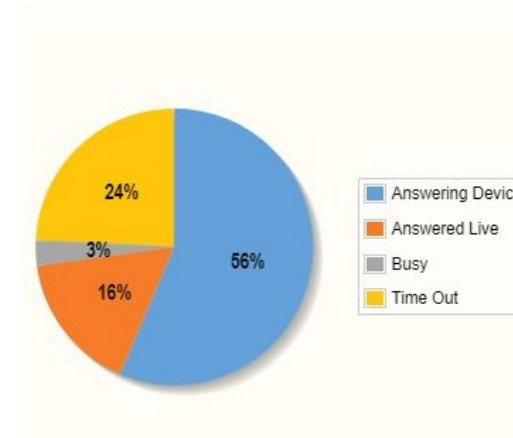
CodeRed –

- Calls to 198,840 residents
- Texts to 7,828 residents
- Emails to 3,739 residents
- Telecommunications for the Deaf (TDD) to 622 residents

Messaging in two languages

NextDoor Emergency Alerts – 21,016 impressions

Facebook Alerts – 28,130 reached



< Urgent Alert

This is a post from a Local Agency.

**Buncombe County Government**   
Director of Communications and Public Engagement Lillian Govus · 1w

**Emergency Alert.** Buncombe County Emergency Services has multiple reports of evacuations taking place across our community. A temporary shelter is open at Trinity Baptist Church at 216 Shelburne Road for those who have been evacuated or need to evacuate from their homes. Duke Energy reports 7,064 people currently without power.

Posted to **Subscribers of Buncombe County Government**

85 Neighbors 32 Comments



# Disaster Recovery

- Hotline established to track volume, with more than 300 calls – Candler and Barnardsville areas hardest hit
  - 201 reports of road damage
  - 147 reports of bridge damage
  - 107 reports of home/building damage
  - Approximately \$100,000 in damage to Buncombe County parks
  - 11 schools and 2 playgrounds in BCS sustained damage
- Hotline staffed by multiple departments, including HHS Ready Team
- Planning Department, Emergency Services & Fire Departments partnered to perform damage assessments
- Tax, Recreation Services, and Building Inspections helped Planning with damage assessment
- EMS/USAR Task Force 2 deployed to Haywood County to assist with rescue/recovery





# Disaster Recovery

- Providing damage assessment information to NCEM for submission of disaster declaration request to FEMA



# Discussion

