



Hurricane Ian Storm Preparedness

Presented by

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Emergency Services



BUNCOMBE COUNTY



Lessons Learned from TS Fred

Issue Encountered	Lesson Learned
Floodplain Management and Permits & Inspections staff do not have bandwidth to collect Preliminary Damage Assessment data while performing their required inspections	Need for stand-alone Damage Assessment Response Team
During a storm or other significant event the County's radio system can be overwhelmed with Traffic	Need plan to divert non-emergency storm calls to alternative process
Communication must keep pace with rapidly changing situation	Need to pre-script messages to cover Response through Recovery
Using multiple spreadsheets to capture damage assessment information is disjointed with potential for data to be duplicated or overlooked	Need for centralized database for Damage Assessment data
County garage is susceptible to flooding, potentially cutting off repairs, fleet (including ambulances) and some fuel supplies	Continuity of Operations planning for garage contingencies to include shifting locations and/or secondary sites.



Damage Assessment Response Team Development

Planning Group

- CAPE
- County Manager's Office
- Emergency Services
- General Services
- IT/GIS
- Permits & Inspections
- Planning
- Solid Waste



Damage Assessment Response Team (cont'd)

Development Process

- ✓ Initial Damage Report form developed by GIS staff
- ✓ Pre-scripted messaging to cover response through recovery phases
- ✓ Damage Assessment Response Team Guide written
- ✓ Poll Department Directors for staff available for reassignment



Damage Assessment Response Team (cont'd)

35 Employees Volunteered for Temporary Reassignment

- Agriculture & Land Programs
- Air Quality
- County Manager's Office
- Elections Services
- Emergency Services
- Employee & Family Health
- Finance
- HHS
- Legal & Risk
- Library
- Strategy & Innovation
- Tax Assessment
- Tax Collections



Damage Assessment Response Team (cont'd)

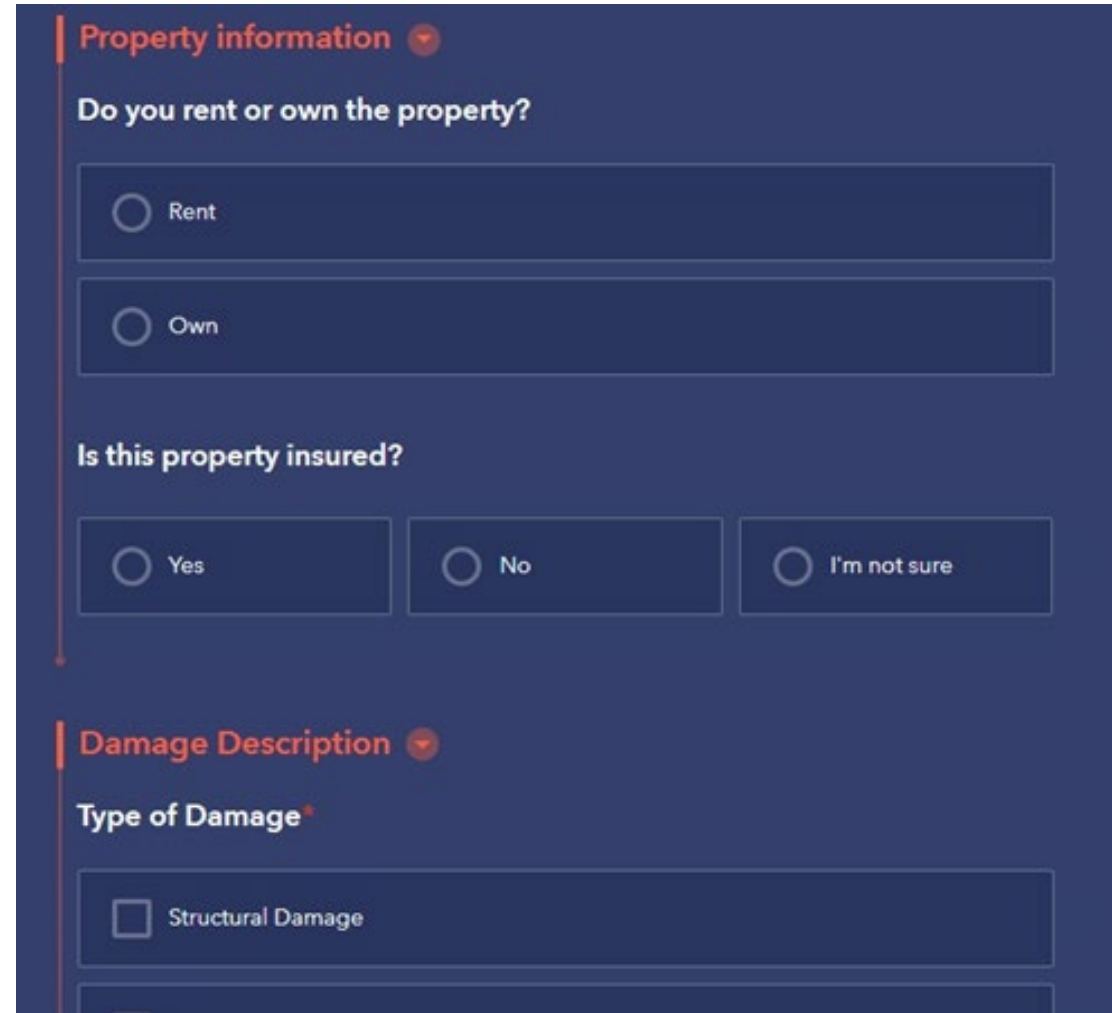
Development Process (cont'd)

- ✓ Damage Assessment Response Team Guide distributed to team members
- ✓ iPads purchased for collecting damage assessment field reports
- ✓ Orientation sessions held at the end of August
- ✓ North Carolina Division of Emergency Management conducting additional training on October 24 & 25



Storm Damage Report Hotline

- ✓ Managed by Emergency Services – HHS Economic Services staff support call taking
- ✓ Previous telephone script revised to accompany Initial Damage Report Form
- ✓ Coordinated with IT to update phone message and ensure designated staff had access to answer calls and retrieve voicemail



Property information ▼

Do you rent or own the property?

☐ Rent

☐ Own

Is this property insured?

☐ Yes ☐ No ☐ I'm not sure

Damage Description ▼

Type of Damage*

☐ Structural Damage



Non-Emergency Storm Call Procedure

- ✓ Plan developed to keep this traffic off of County Radio System
- ✓ Requested VIPER Channels from NC Emergency Management
- ✓ Communicated procedure to Fire Chiefs



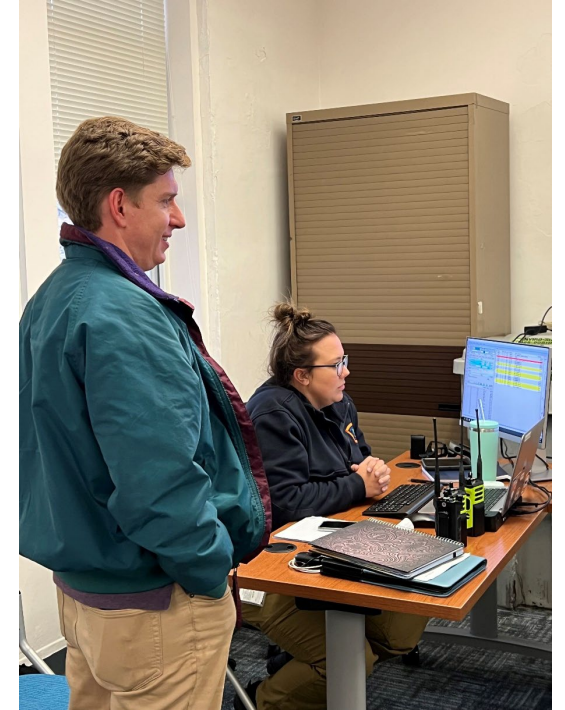
Human Services / Mass Care

- ✓ Met with Red Cross, HHS Preparedness and City of Asheville Emergency Management to review plans
- ✓ Pre-designated shelter locations
- ✓ Community Paramedic outreach to un-housed communities to inform them of flood risk

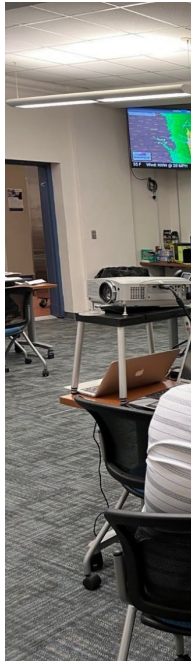


EOC Operations

- ✓ Staffing schedule and Incident Action Plan
- ✓ Logistics planning
- ✓ Convert conference room at Emergency Services Office
- ✓ Information pushed to Fire Chiefs three times per day



EOC Operations

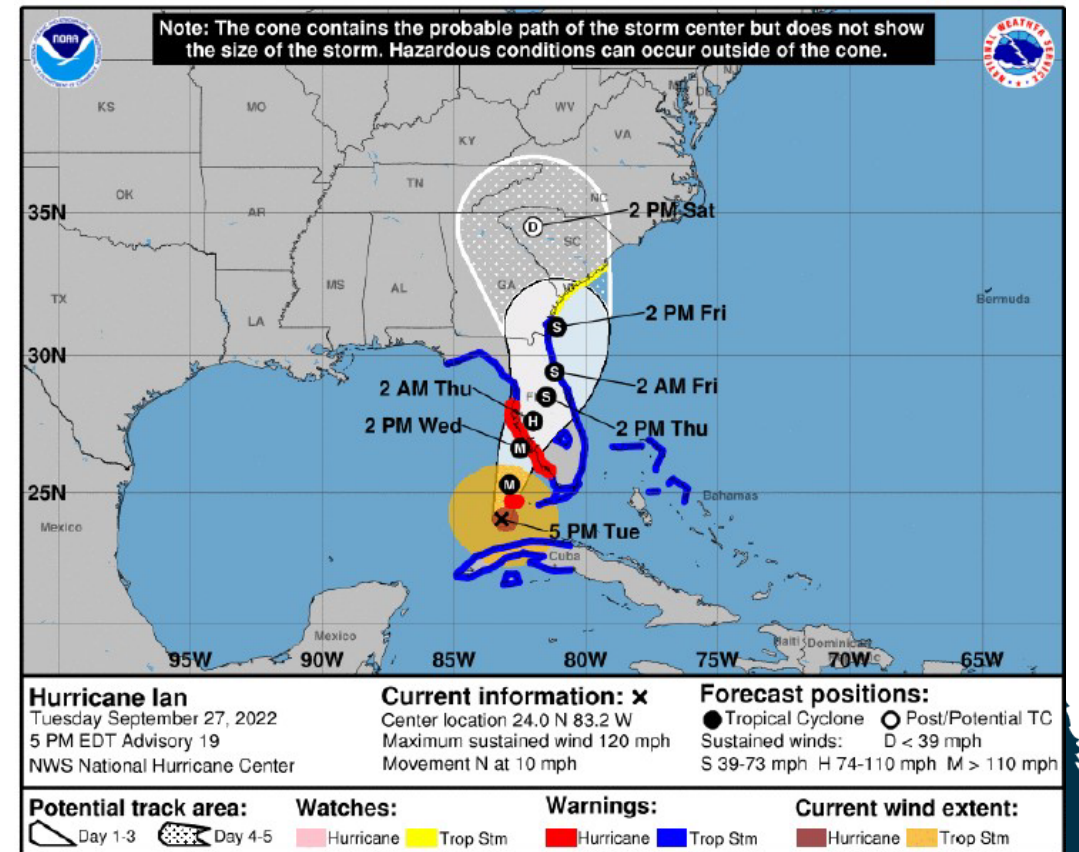
- ✓ Verify contact numbers for utility companies
 - ✓ Briefing call with Fire Chiefs 24 hours from impact
 - ✓ Plan for operational coordination of Water and Structural Rescue resources
 - ✓ Coordination with City of Asheville Emergency Management
 - ✓ Wait for Impact
- 
- A photograph of a meeting room. In the foreground, a black office chair is partially visible. In the middle ground, a table holds a laptop, a projector, and other items. A projector screen in the background displays a map. The room has a grey carpet and white walls.



Roster/Stage Water Rescue & Structural Collapse Teams

Three to Five Days from Impact

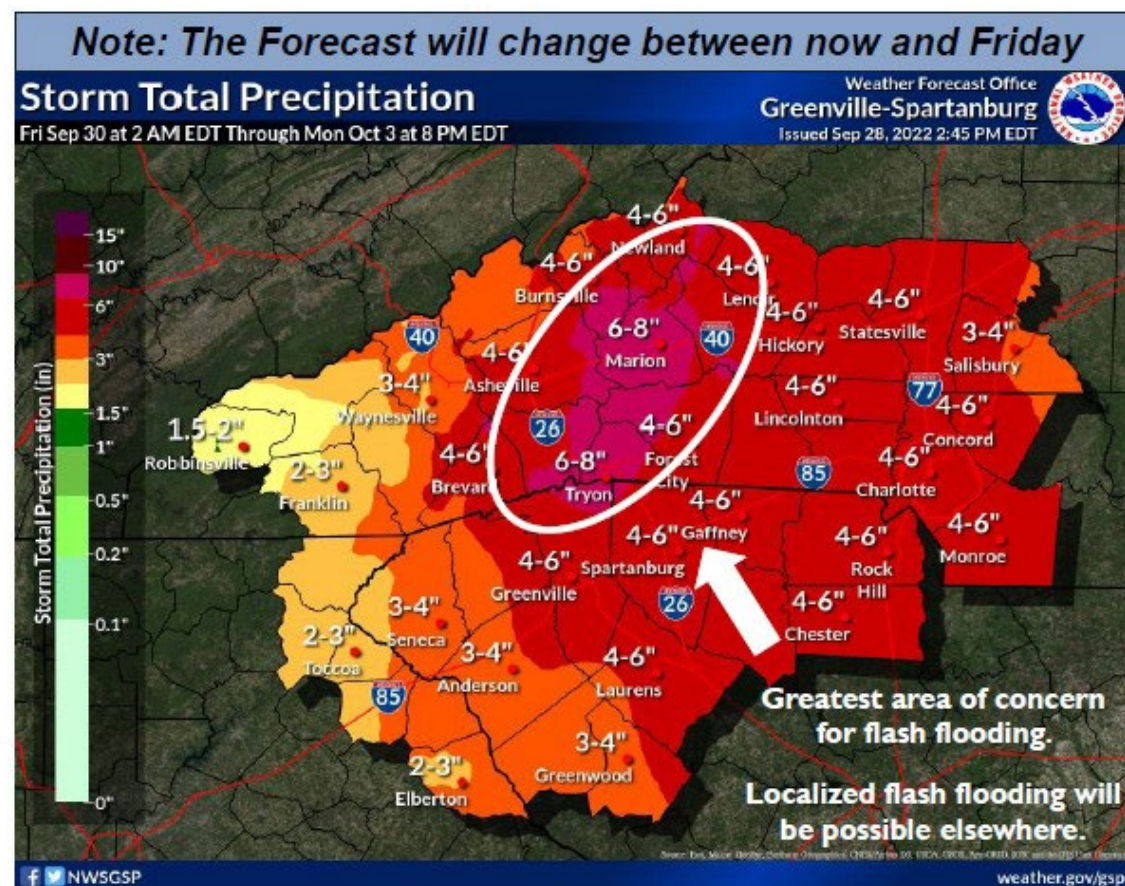
- ✓ Pre-storm conversations with NCEM regarding anticipated storm impacts at County, regional and State levels.
- ✓ Equipment readiness checks begin
- ✓ Begin to poll Fire Chiefs for staff availability



Roster/Stage Water Rescue & Structural Collapse Teams

Two Days from Impact

- ✓ Preliminary Team Roster
- ✓ Fuel caddies filled
- ✓ Logistics



Roster/Stage Water Rescue & Structural Collapse Teams

One Day from Impact

- ✓ Final team roster
- ✓ Trucks & Trailers loaded and pre-trip inspections performed
- ✓ Briefing with Team Leaders



Vehicle Inspection Form

Vehicle Condition Assessment

Vehicle Body	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Check steering for excessive play/ Steering system	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Windshield wipers/ Clean windshield	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
All Lights (headlights, hazards, marker lights)	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Battery Connections	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Check for gas, oil and fluid leaks	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Check doors, latches and handles	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Horn	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Emergency Lights/Siren	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Radios	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Tires	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Seat belts	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Engine oil	<input checked="" type="checkbox"/> Functioning (good condition) <input type="checkbox"/> Damaged (needs maintenance) <input type="checkbox"/> Not Applicable
Transmission fluid	<input checked="" type="checkbox"/> Functioning (good condition)

NCTF2

EMTK1

17:29

Submitted Time: 09/30/2022



BUNCOMBE COUNTY



Roster/Stage Water Rescue & Structural Collapse Teams

Day of Storm

- ✓ Team members arrive and check-in
- ✓ Medical Evaluation
- ✓ Receive equipment and location assignments
- ✓ Briefing on current forecast and safety measures



Roster/Stage Water Rescue & Structural Collapse Teams

Participating Departments

- Buncombe County Emergency Services
- Fairview Fire Department
- Jupiter Fire Department
- Leicester Fire Department
- Reynolds Fire Department
- Skyland Fire Department
- Swannanoa Fire Department
- Upper Hominy Fire Department
- West Buncombe Fire Department



Ian Had a Change of Plans

- ✓ The day prior to the storm there began to be a significant eastern shift in the forecast path of the storm
- ✓ However there was still some risk of impact so plans and staffing were maintained Friday with a “wait and see approach”
- ✓ Preparedness actions taken provided valuable training for all staff involved

