Hurricane Ian Storm Preparedness

Presented by
Angie Ledford & Fletch Tove
Emergency Services
# Lessons Learned from TS Fred

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

Trucks & Trailers loaded and pre-trip inspections performed

Briefing with Team Leaders
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