



HELENE UPDATE

Commission Briefing | November 19th, 2024



BUNCOMBE COUNTY





Overview



BUNCOMBE COUNTY



DISASTER TIMELINE



EMERGENCY OPERATIONS CENTER (EOC)

EOC Objectives

- Ensure the **safety of responders and the community** for the duration of the incident.
- Provide for the immediate & ongoing **basic and hygienic needs** for affected communities.
- Keep the **public and key stakeholders informed** on the status of the recovery efforts.
- Develop immediate-term and long-term **Recovery Plan**.
- Monitor **debris management** operations and improve access into affected areas.
- Provide **support and coordination** to county departments, local municipalities, and partner agencies to strengthen joint efforts and ensure a unified response for community recovery.

Transition of EOC Location

- 
- The map shows Buncombe County with various districts labeled: GROVE PARK-SUNSET, ALBEMARLE, CHARLOTTE STREET, FIVE POINTS, HUSTON-COURTLAND, HILLCREST, ECHO HILLS, WILSHIRE PARK, DEAVERTVIEW, LUCERNE PARK, FALCONHURST, BURTON STREET, WESTWOOD PLACE, RIVER ARTS DISTRICT, SOUTH SLOPE BREWING DISTRICT, LEE WALKER HEIGHTS, WIND OAKS TOWN HOMES, and EAST END - VALLEY STREET. Four locations are marked with pins and numbered:
1. **Small Footprint** (Emergency Services Building) 9/25
 2. **Expansion** (HHS Building) 9/25
 3. **Largest Footprint** (Embassy Suites) 10/7
 4. **Emergency & Recovery Operations** (Administration Building) 10/28
- Below the numbered list, a purple square icon is followed by the text:
- **Election-specific EOC** (11/4-5)



INITIAL RESPONSE

- **Emergency/Rescue Efforts**
 - 5,500 calls received to 911 by 9/28
 - 18 USAR & swift water teams supporting operations
- **Communications**
 - Widespread & enduring Internet and cellular outages
 - Online geotagging damage reporting tool launched 10/5
- **Infrastructure**
 - 1,989 landslides identified
 - Roadway damage; Interstates I-40 & I-26 closed
 - More than 350 bridges damaged or destroyed
 - Widespread water outages and water infrastructure disruption
- **Electricity**
 - Nearly 100,000 households without power (10/2)
- **Sheltering**
 - 585 people sheltered (peaked on 10/8)
- **Donations and Volunteer Management**
 - 840 volunteers deployed to Family Assistance Center (10/3)





PROGRESS REPORT



BUNCOMBE COUNTY

CURRENT RESPONSE & RECOVERY PRIORITIES

- **POINTS OF DISTRIBUTION & COMMUNITY CARE STATIONS**

- 8 locations currently open (County-specific sites)
- Nearly 100,000 cases + 200,000+ gallons of potable water & 84,000 gallons non-potable water distributed as of 11/18
- 29,177+ showers and 25,850+ loads of laundry as of 11/18

- **FOOD ASSISTANCE**

- 16,950 households approved for DSNAP for \$10+ million in benefits

- **PUBLIC HEALTH**

- Monitoring and awareness of outbreaks & health risks
- 1,700+ vaccines administered by 11/7

- **DEBRIS REMOVAL**

- 10M+ cubic yards of debris estimated; 174K collected as of 11/18



CURRENT RESPONSE & RECOVERY PRIORITIES

- **TEMPORARY HOUSING SOLUTIONS (FEMA)**

- 1,664 households checked into transitional sheltering assistance as of 11/13
- 149 households approved for direct housing assistance.
- 4 direct housing unit placed on private sites

- **DAMAGE ASSESSMENTS (COMMUNITY & PUBLIC)**

- 214 linear miles of floodplain impact; \$1.2+ in agriculture crop loss
- 1,150 initial damage assessments completed (out of 2,092; approx. 54%). These include damage points within the City of Asheville

- **REESTABLISHING COUNTY SERVICES**

- Successful 2024 election effort
- Public-facing services and facilities opening, such as permits office, health clinic, some parks/libraries & more reopening



COMMUNITY-CENTERED RESPONSE



COMMUNICATION AND ENGAGEMENT

- OneBuncombe Call Center: 828-250-6100
- Community Briefings (Multilingual)
- Communication Materials Distribution
- Mobile Engagement

2.6M people reached
through social media

INTEGRATING COUNTY VALUES

- Respect
- Integrity
- Collaboration
- Honesty
- Equity



BUNCOMBE COUNTY



RESOURCES LEVERAGED

- **SUPPORT FROM MULTIPLE STATES**
 - Mutual aid from 38 States
 - 16 state and federal rescue teams joined local teams
- **STATE MOBILIZATION**
 - North Carolina Emergency Management with support from other state offices
- **FEDERAL MOBILIZATION**
 - Up to 400 National Guard personnel mobilized; Demobilization 11/19
 - Up to 300 active military personnel
 - Hundreds of FEMA staff in Buncombe County and many other federal agencies on the ground locally



COMMUNITY RESOURCES AVAILABLE



- **COMMUNITY RELIEF PROGRAMS**

FEMA Individual and Household Assistance

- 52,129+ households approved as of 11/18
- \$16+M approved for home repairs and rental assistance (2,850 households) as of 11/18
- Application deadline extended to 1/7/25
- Community Navigation available at various locations and mobile throughout county
- County Small Business Grants & Individual Assistance launching soon

**\$78 million in FEMA assistance
has been provided to survivors
as of 11/15**



HAZARD MITIGATION GRANT PROGRAM

In-Person Applications

Online Applications

Structure Elevation

40

Property Buyouts

101

All Application Types

40

Total Applications

166

Data through 11/14/2024



BUNCOMBE COUNTY





FORECAST/NEXT STEPS



EMERGING ISSUES

- **PRIVATE PROPERTY DEBRIS REMOVAL (PPDR)**

- Multi-channel application (in person, mobile, etc.) launching week of 11/18

- **DAMAGE ASSESSMENTS & FLOODPLAIN MANAGEMENT**

- Costing damage to public facilities and properties, issuing emergency permits, conducting substantial damage assessments

- **DISASTER GRANT FUNDING**

- FEMA Public Assistance for county, municipalities, fire districts, schools, nonprofits

- **LONG TERM RECOVERY GROUP**

- Nonprofit/Community-driven collaboration launching week of 11/18

- **DEMOBILIZATION OF EMERGENCY FUNCTIONS**

- Emergency Support resources and functions demobilizing as feasible

- **ACTIVATION OF RECOVERY SUPPORT FUNCTIONS**

- Task forces assessing needs & establishing 30/60/90 day goals



Owen Park: Parking Lot & Former Pond Area



RECOVERY SUPPORT FUNCTIONS

- **TRANSITION FROM EMERGENCY RESPONSE TO RECOVERY SUPPORT**
 - Establishing 7 Recovery Support Functions



**DEBRIS
MANAGEMENT**



**ECONOMIC
REVITALIZATION**



EDUCATION



**HEALTH & SOCIAL
SERVICES**



HOUSING



**INFRASTRUCTURE
& ACCESS**



**NATURAL & CULTURAL
RESOURCES**





THANK YOU

Discussion & Questions



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