



Hurricane Helene Response

Presented by

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Board of County Commissioners Meeting

October 15, 2024





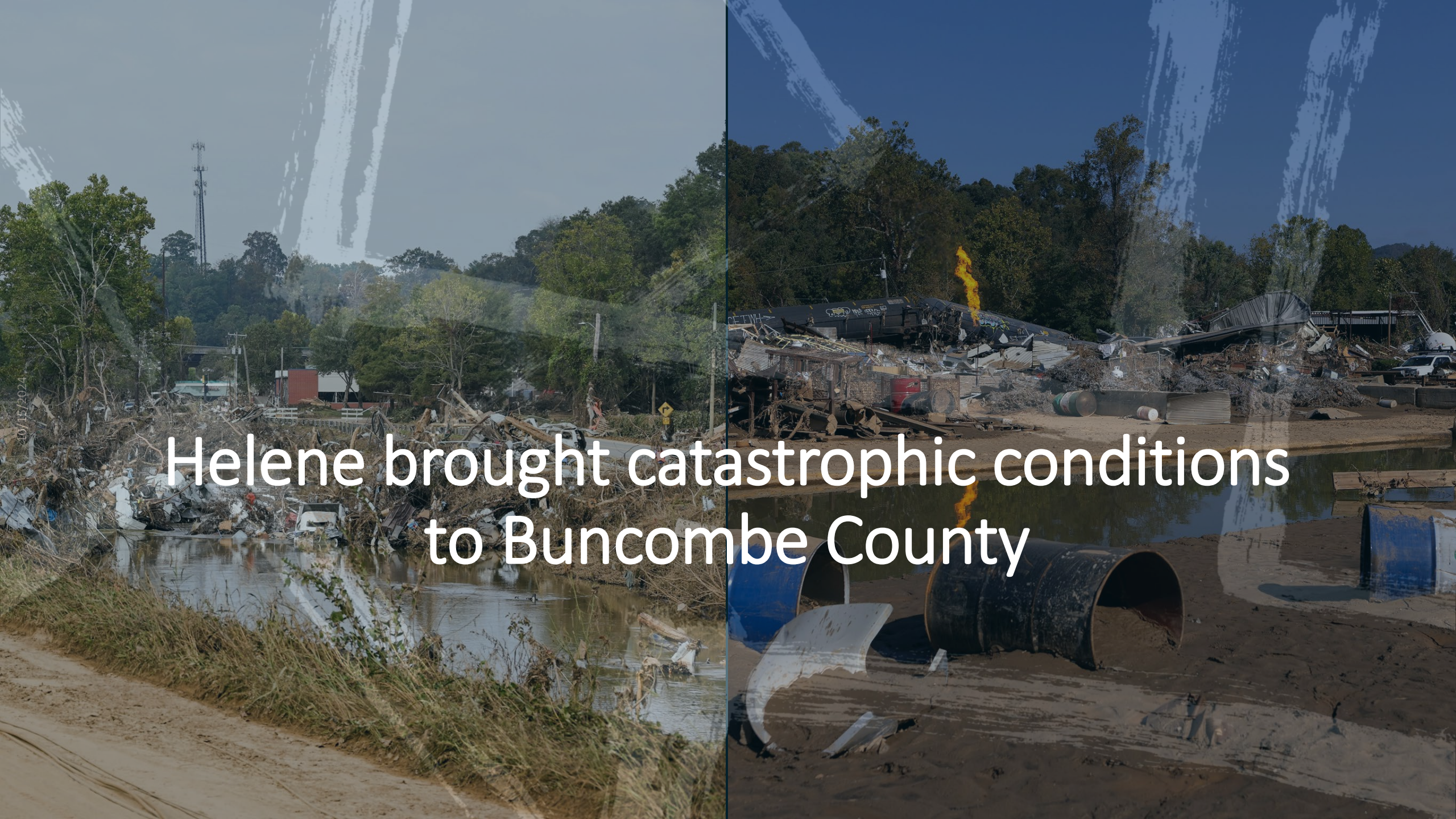
Helene brought catastrophic conditions to Buncombe County

10/15/2024



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...even when the creek rises



10/15/2024

Helene brought catastrophic conditions to Buncombe County



Our Community Banded Together to Respond










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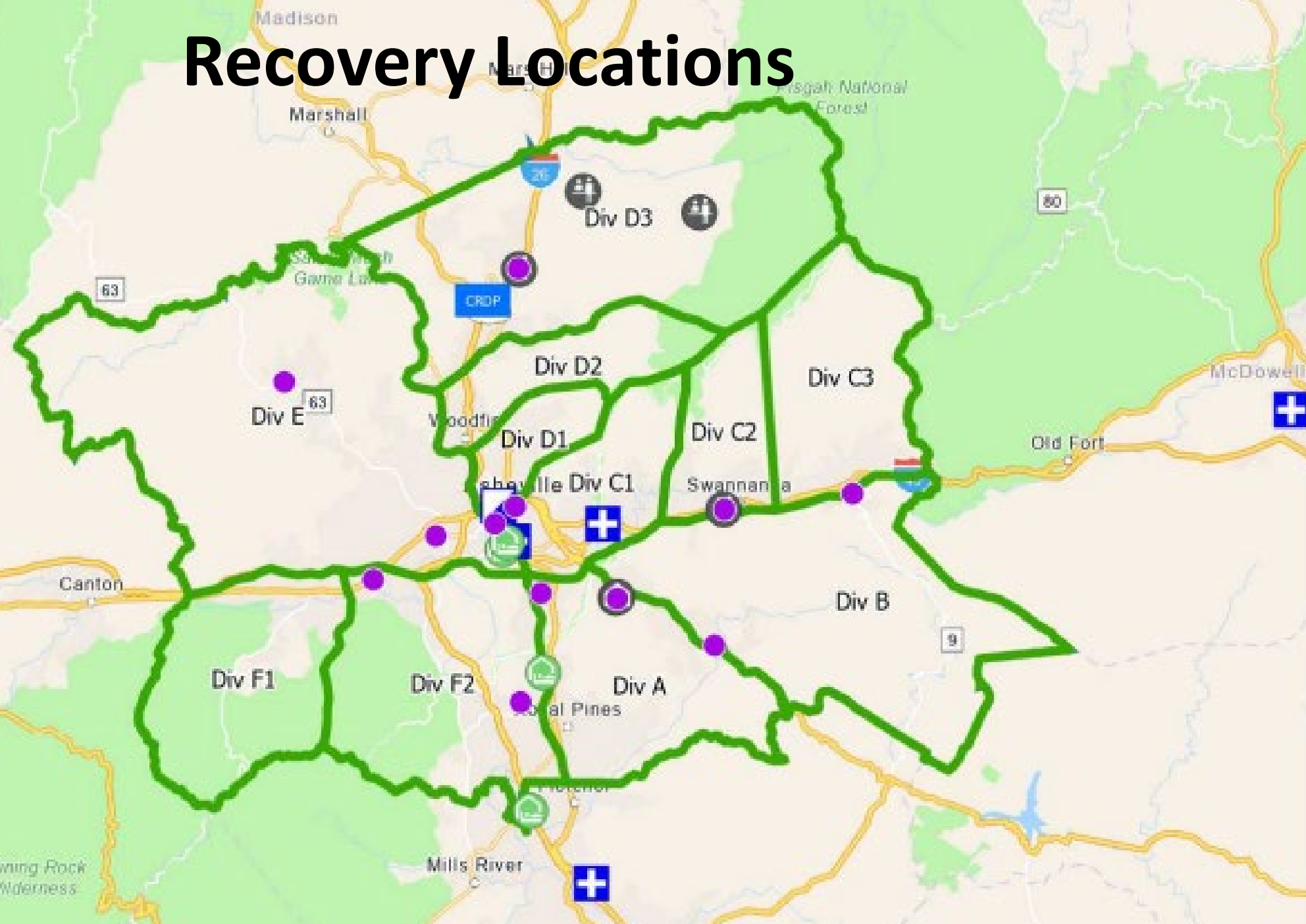
Buncombe County Emergency Response and Recovery

- Major Functions:
 - Search & Rescue
 - Mass Care, Food & Water
 - Public Health
 - Information Planning
 - Logistics (Resource Ordering and Fulfillment)
 - Damage Assessment & Debris Management
 - Donations & Volunteers
 - Communication & Public Affairs
 - And More



Recovery Locations

-  Incident Area
-  Divisions
-  Medical
-  Incident Command Post
-  Disaster Recovery Center
-  POD
-  Community Care Station
-  CRDP
-  Shelter



Food and Water Distribution

- Seven points of distribution (since reduced to six due to road closure)
 - Distributed **1,163,987** bottles of water
 - Distributed **173,682** gallons of potable water
 - Distributed **0.5** gallons* of non-potable water
 - Distributed **266,905 kits** of meals ready to eat
- *Not including non-potable water distributed by community partners

10/15/2024



Shelter Support

- Established four disaster shelters
- Provided shelter for **331** individuals and **39** pets most recently on *10/14/2024*
- Total of 6500+ shelter night stays



Community Care Stations



- Four County locations:
Swannanoa, AC Reynolds, 984
Brevard Road, Barnardsville
- Includes showers, laundry, hot
meal
- **2000+** shower users
- **800+** laundry users

Donations

- Processed **2,087** emails from the helenedonations inbox
- Directed financial donations to **5** community donation funds
- Received **356** responses to the County's Donation Interest Form

Donations of supplies were directed to the following County-run warehouse locations:

Monticello Warehouse

Opened September 29, 24/7 operation

Received:

- WATER: **335,090** gallons/**1,808.5** pallets, **11** potable tankers, **1** non-potable tanker
- MREs: **1,018,464** kits/**1,682** pallets

Distributed:

- WATER: **173,682** gallons/**1,079** pallets, **6** potable tankers, **0.5** non-potable tanker
- MREs: **266,905** kits/**617** pallets

Commerce Way Warehouse

Opened October 4, 5 day a week operation

- Received: **7,118** cases/**561.5** pallets
- Distributed: **1,877** cases/**178** pallets
- **49** local organizations are part of the distribution network, with more being engaged





Volunteers

- Processed **4,392** emails to the helenevolunteers inbox
- Received **3,989** responses to the County's Volunteer Interest Form
- Routed volunteers to United Way's Hands On Asheville-Buncombe for volunteer matching to County and Community volunteer opportunities
- **11** active volunteer slots for PODs, CCSs, and the Commerce Way Warehouse
- Hands On, there are **1571** volunteer slots and **1237** slots have been filled.

Current Emergency Response

- One North Carolina **USAR** team assisting in Buncombe County - combination of NCTF-6 and NCTF-9
- 30 FEMA-sourced **ambulances** made up of 6 ambulance strike teams assisting Buncombe County EMS
- 17 non-Buncombe County **fire** departments providing assistance with 50 personnel
- Cold weather response: relying on Code Purple and shelter capacity
- Monitoring Air Quality
- Well Water Testing: submit at 30 Valley Street

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Community Partner Efforts

- Duke Power Restoration: approximately 4k Buncombe Customers without power
- Municipal Water Restoration: water partners (City of Asheville, Black Mountain) continue to expand service under boil water advisory
- School reopening: working with School partners on re-opening plans and strategies for potable/non-potable water

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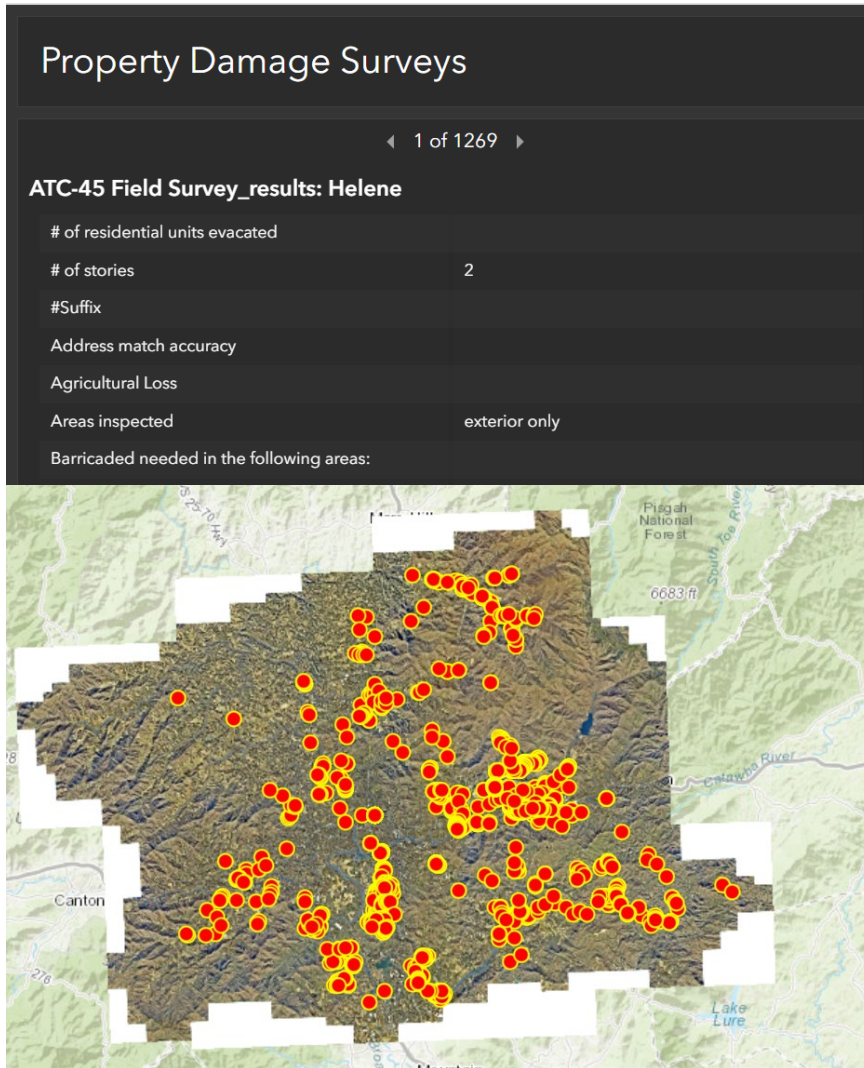


We are Continuing to Assess the Damage

10/15/2024



Property Damage Assessment

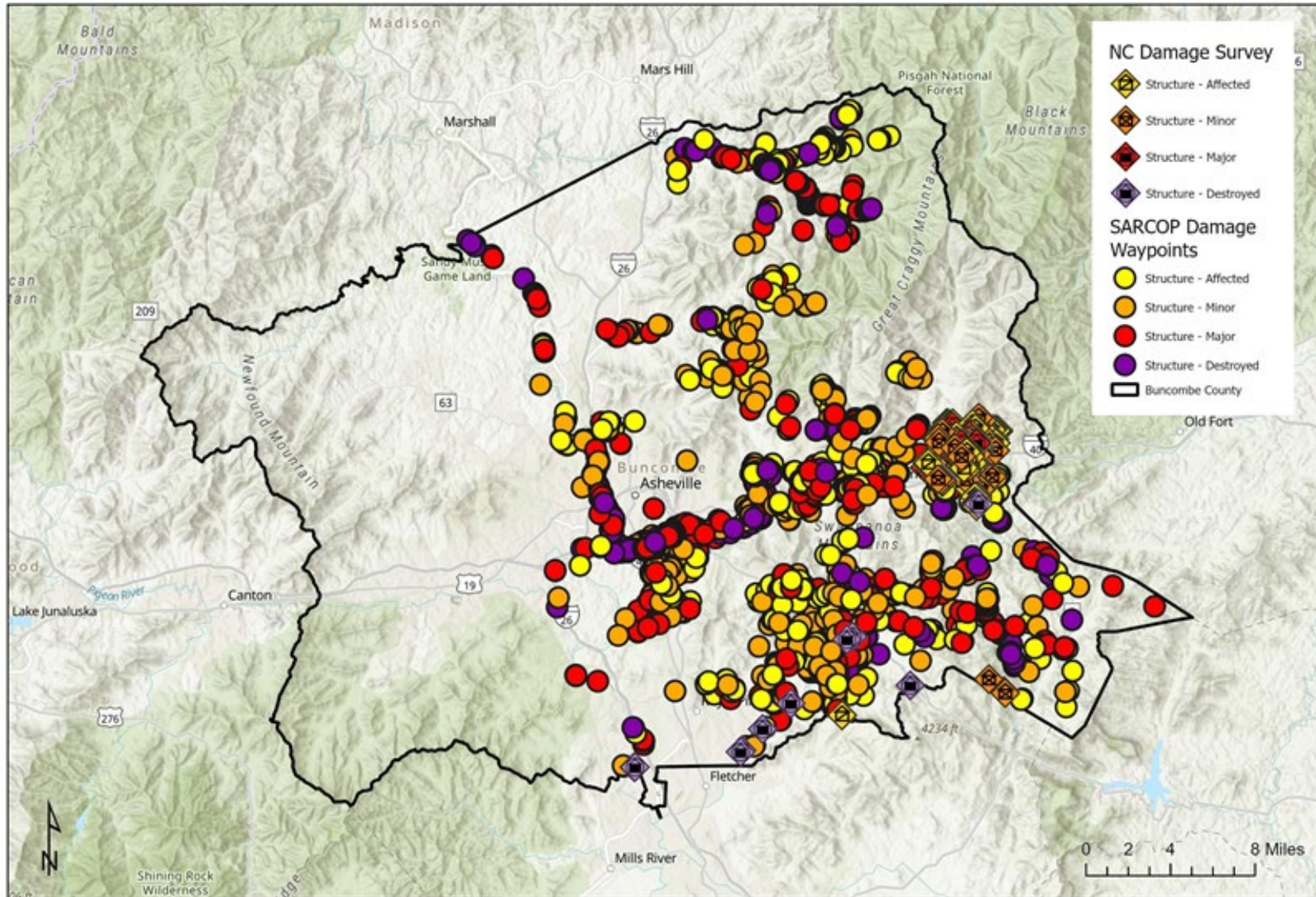


- Using Survey 123 as our assessment tool to rate damage and preform life safety inspections. Map updated in real time
- Roughly 70% of structures have been initially assessed*
- Based on this preliminary information, damage to structures (not inclusive of roads, bridges, water, sewer and electric infrastructure) will likely be in the **100's of millions of dollars** and may likely end up in the billions of dollars. Further valuation of damages will be provided in the coming weeks.

* This data requires further analysis, evaluation, refinement and truthing



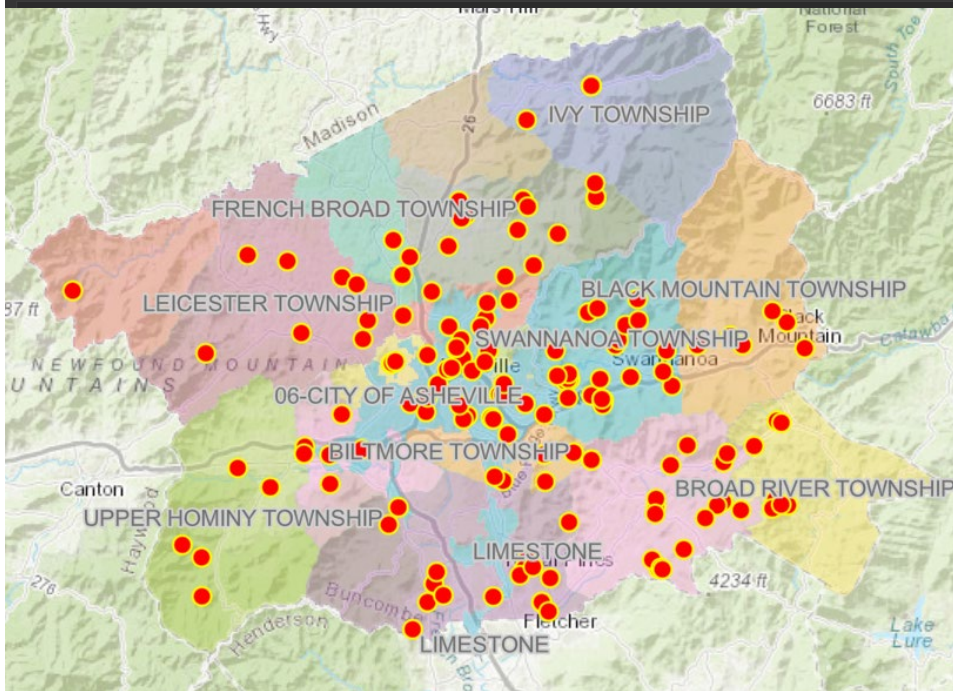
Property Damage Assessment



- Progress made on preliminary assessment of structural damage
- Color indicates severity of damage
- 4 categories of damage
 - Affected
 - Minor
 - Major
 - Destroyed

Number of Surveys Completed

218



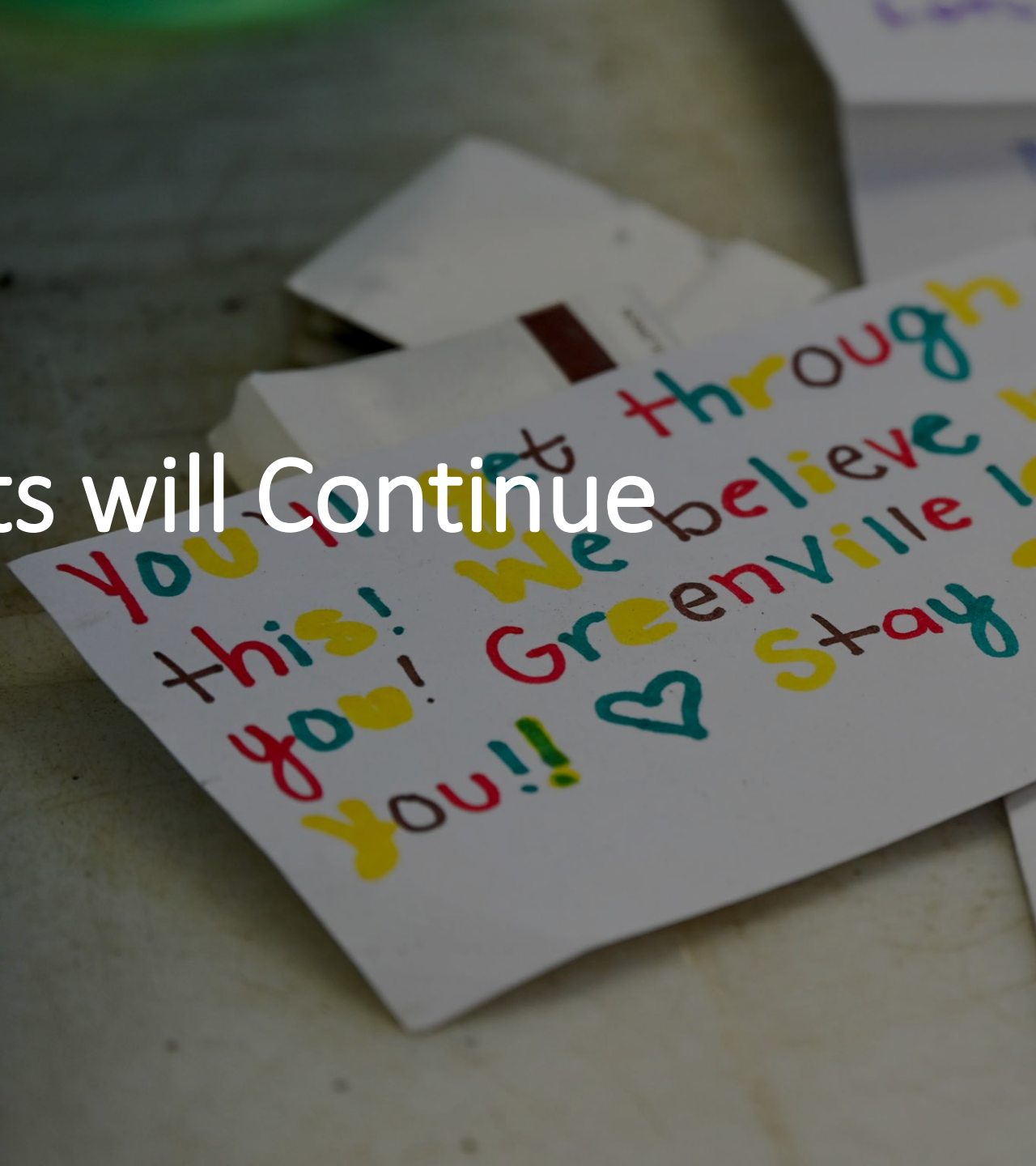
Self Reporting Tool

- Using Survey 123 to capture damage reports from residents. Map updated in real time
- Residents can upload pictures of damage
- To date we have captured reports from 218 residents regarding damage to private infrastructure – roads, bridges, culverts, driveways etc.
- This number is likely to grow significantly.





Recovery Efforts will Continue



Looking ahead to Recovery

- Recovery will be a long term process
- Four C's – Communication, Coordination, Collaboration and Cooperation
- Short Term
 - Identification & Assessment of Damage
 - Debris management (vegetative & construction/demo)
 - Examine existing funding sources for reallocation to recovery purposes
- Long Term
 - Establish Taskforce of stakeholders & community voice
 - Rebuilding of communities
 - Restoration of economic activity



Looking ahead to Recovery

Comprehensive Disaster Recovery, Financial and Grant Management Support, and Pre-Disaster Cost Recovery Planning Services

Request for Proposals

- Issued October 4
- Received October 11
- 21 Proposals
- Cross-departmental Team Review
- November 7 BOCC Request for Action

Selected contractor(s) will assist with strategic management, project development and administration of federal and state disaster programs



Looking ahead to Recovery

- **Debris Removal**
 - Critical Infrastructure began Oct. 15 in Swannanoa
 - Move debris to public right of way
 - Additional community collection details to follow
 - Initial collection sites have been identified
- **Housing**
 - Temporary
 - Long Term
- **Economic Recovery**
 - Small Business Assistance
 - Individual Assistance
 - DSNAP



Don't Forget to Vote - Early Voting

Approved locations

- Black Mountain Library
- East Asheville Library
- Enka-Candler Library
- Fairview Library
- Leicester Community Center
- South Buncombe Library
- UNCA Health & Counseling Center (new)
- Weaverville Community Center
- Dr. Wesley Grant Southside Center (in lieu of Board of Elections location)
- West Asheville Library

9 a.m. to 5 p.m., from Oct. 17 through Nov. 1, including weekends, 9 a.m.-3 p.m. on Nov. 2



Need Assistance?

- One Buncombe Call Center: 250-6100
- Disaster Recovery Centers: open 8am-7pm; In-person at: 1 Rocket Drive
- Apply for FEMA Assistance: DisasterAssistance.gov or by calling 800-621-3362
- General Questions: United Way's NC211 is a multilingual and confidential service that provides information and referrals
- For the latest information: tune into Buncombe County's daily 11am Briefings on Facebook/YouTube



Important Phone Numbers

- Life-threatening emergencies including downed powerlines: 911
- One Buncombe Call Center: 828-250-6100
- Police Non-Emergency: 828-250-6650
- Power Outages (Duke): 1-800-419-6356
- Replacement Driver's License: [NCDOT.gov](https://www.ncdot.gov)
- Dominion Energy: 866-366-4357
- BC Alerts: Text bcalert to 99411





Recovery Continues

10/15/2024