



EMERGENCY MANAGEMENT

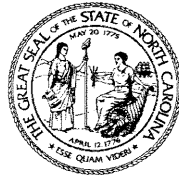
# North Carolina Coastal Region Evacuation and Sheltering Standard Operating Guide

October 2007

NORTH CAROLINA



This page left blank intentionally.



## North Carolina Department of Crime Control and Public Safety

Michael F. Easley, Governor

Bryan E. Beatty, Secretary

August 22, 2007

Dear Hurricane Managers of North Carolina:

It gives us great pleasure to present to you the first edition of the North Carolina Coastal Region Evacuation and Sheltering Standard Operating Guide (CRES-SOG).

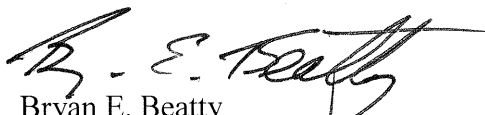
The objective of the CRES-SOG is to provide Hurricane Managers of all types and at all levels with the required information needed to execute a well-coordinated, orderly evacuation of all of the population (general, care dependent, functionally & medically fragile) in the 20 storm surge counties and provide sheltering for them.


The CRES-SOG is the result of much hard work by the Local and State professionals who deal with disasters as a part of their daily job. We are thankful and proud of the demonstrated teamwork.

This is a living document – it is meant to be used and revised. Please feel free to submit recommendations at anytime.

Again, thank you for your outstanding partnerships and helping raise the level of North Carolina's preparedness!

Sincerely,

  
Bryan E. Beatty  
NC Department of Crime Control and  
Public Safety  
Secretary

  
H. Douglas Hoell  
NC Division of Emergency Management  
Director

**MAILING ADDRESS:**  
4701 Mail Service Center  
Raleigh, NC 27699-4701  
Telephone: (919) 733-2126



[www.NCCrimeControl.org](http://www.NCCrimeControl.org)

An Equal Opportunity/Affirmative Action Employer

**OFFICE LOCATION:**  
512 N. Salisbury Street  
Raleigh, NC 27604-1159  
Fax: (919) 715-8477

This page left blank intentionally.

## **NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Acknowledgement

October 2007

---

The North Carolina Division of Emergency Management would like to acknowledge the outstanding support of the Dewberry Project Management Team in the development of the CRES-SOG. Their technical skills, analytical abilities, and planning prowess were instrumental from start to finish. Of particular value was their expert interpersonal techniques which facilitated a rapid collection of data. On behalf of the citizens of North Carolina, the Division thanks the Dewberry Team for a job well done.

This page left blank intentionally.

# NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Table of Contents

October 2007

## SECTION 1 – Base Document

<b>Introduction</b> .....	1
<b>Planning Assumptions and Considerations</b> .....	3
<b>Concept of Operations</b> .....	4
<b>Guide Development</b> .....	6
<b>Coastal Plain Regions</b> .....	7
Figure 1-1. North Carolina Coastal Plains .....	8
Figure 1-2. Coastal Plain Counties .....	9
<b>Master Timeline for Evacuation and Sheltering Actions</b> .....	10
<b>Guide Maintenance</b> .....	14
<b>Hurricane Storm Surge Maps</b> .....	15

## SECTION 2 – Northern Coastal Plain

<b>Introduction</b> .....	25
Figure 2-1. NCP Surge Inundation (Slow) .....	26
Figure 2-2. NCP Risk Counties .....	27
<b>Evacuation Function</b>	
Introduction .....	29
<b>Evacuation Processes and Decision Making</b> .....	31
Attachment 1 – NCP Clearance Times .....	37
Table 2A. North Coast .....	38
Table 2B. Albemarle North .....	39
Table 2C. Albemarle South and Inland .....	40
Table 2D. Pamlico North .....	41
Attachment 2 – Ferry Emergency Operations .....	42
Attachment 3 – Bonner Bridge Contingency Plan .....	42
<b>Virginia Evacuation Coordination</b> .....	43
Attachment 1 – List of Contacts .....	47
<b>Transportation Function</b>	
Introduction .....	49
<b>Planning Assumptions and Considerations</b> .....	51
References .....	52
State Resources .....	52
Attachment 1 – Current Availability and Projected Need of Ambulances and Buses .....	54
SOG #1 Mass Transit Coordination .....	55
SOG #2 Functionally and Medically Fragile Populations and Care Dependent Population Resource Assignment Coordination .....	59
Figure 2-3. NCP Anticipated Ambulance Needs .....	63
Figure 2-4. NCP Anticipated Bus Needs .....	64
<b>Sheltering Function</b>	
Introduction .....	65
Shelter Activation Sequence .....	68
Shelter Activation Process .....	70
Mass Care Sheltering .....	73
Mass Care Sheltering Reimbursement .....	76
Decision Matrices .....	79
Figure 2-5. Host Assignments – Bertie .....	80
Figure 2-6. Host Assignments – Camden .....	81
Figure 2-7. Host Assignments – Chowan .....	82

# NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Table of Contents

October 2007

---

Figure 2-8. Host Assignments – Currituck .....	83
Figure 2-9. Host Assignments – Dare .....	84
Figure 2-10. Host Assignments – Hyde (Main) .....	85
Figure 2-11. Host Assignments – Hyde (Ocracoke) .....	86
Figure 2-12. Host Assignments – Martin .....	87
Figure 2-13. Host Assignments – Pasquotank .....	88
Figure 2-14. Host Assignments – Perquimans .....	89
Figure 2-15. Host Assignments – Tyrrell .....	90
Figure 2-16. Host Assignments – Washington .....	91
<b>FMSS Function</b>	
Introduction .....	93
Resources .....	95
The Community College Initiative .....	96
Decision Matrices .....	98
Figure 2-17. NCP FMSS Shelters and Supporting RAC .....	99
<b>Public Information Function</b>	
Introduction .....	101
General Readiness and Activation .....	102
Joint Information Center .....	108
Regional Media Markets .....	115
Information Priorities .....	117
Briefings and Releases .....	118
Types of Releases .....	119
Pre-Scripted Hurricane/Storm Forms .....	120
Figure 2-18. Northern Coastal Plain Media Markets .....	121
<b>SECTION 3 – Central Coastal Plain</b>	
<b>Introduction</b> .....	123
Figure 3-1. CCP Surge Inundation (Slow) .....	124
Figure 3-2. CCP Risk Counties .....	125
<b>Evacuation Function</b>	
Introduction .....	127
Evacuation Processes and Decision Making .....	129
Attachment 1 – CCP Clearance Times .....	135
Table 3A. Pamlico North .....	136
Table 2B. Pamlico South .....	137
<b>Transportation Function</b>	
Introduction .....	139
Planning Assumptions and Considerations .....	141
References .....	142
State Resources .....	142
Attachment 1 – Current Availability and Projected Need of Ambulances and Buses .....	144
SOG #1 Mass Transit Coordination .....	145
SOG #2 Functionally and Medically Fragile Populations and Care Dependent Population Resource Assignment Coordination .....	149
Figure 3-3. CCP Anticipated Ambulance Needs .....	153
Figure 3-4. CCP Anticipated Bus Needs .....	154
<b>Sheltering Function</b>	
Introduction .....	155
Shelter Activation Sequence .....	158

---



# NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Table of Contents

October 2007

---

Shelter Activation Process .....	160
Mass Care Sheltering.....	163
Mass Care Sheltering Reimbursement.....	166
Decision Matrices .....	169
Figure 3-5. Host Assignments – Beaufort .....	170
Figure 3-6. Host Assignments – Carteret .....	171
Figure 3-7. Host Assignments – Craven .....	172
Figure 3-8. Host Assignments – Jones .....	173
Figure 3-9. Host Assignments – Pamlico.....	174
<b>FMSS Function</b>	
Introduction.....	175
Resources.....	177
The Community College Initiative .....	178
Decision Matrices .....	180
Figure 3-10. CCP FMSS Shelters and Supporting RAC.....	181
<b>Public Information Function</b>	
Introduction.....	183
General Readiness and Activation .....	184
Joint Information Center .....	190
Regional Media Markets.....	197
Information Priorities.....	199
Briefings and Releases .....	200
Types of Releases .....	201
Pre-Scripted Hurricane/Storm Forms.....	202
Figure 3-11. Central Coastal Plain Media Markets .....	203
<b>SECTION 4 – Southern Coastal Plain</b>	
<b>Introduction</b> .....	205
Figure 4-1. SCP Surge Inundation (Slow) .....	206
Figure 4-2. SCP Risk Counties .....	207
<b>Evacuation Function</b>	
Introduction.....	209
Evacuation Processes and Decision Making .....	211
Attachment 1 – SCP Clearance Times.....	217
Table 4A. Brunswick County.....	218
Table 4B. New Hanover County .....	217
Table 4C. Pender County .....	219
Table 4D. Onslow County .....	219
Attachment 2 – Long Beach Road Lane Reversal Plan.....	220
I-40 Emergency Reversal.....	222
Attachment 1 – Tab H to Appendix 1 to Annex B to NC EOP .....	224
South Carolina Evacuation Coordination.....	225
<b>Transportation Function</b>	
Introduction.....	229
Planning Assumptions and Considerations.....	231
References .....	232
State Resources.....	232
Attachment 1 – Current Availability and Projected Need of Ambulances and Buses.....	234
SOG #1 Mass Transit Coordination .....	235

---

# NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Table of Contents

October 2007

---

SOG #2 Functionally and Medically Fragile Populations and Care Dependent Population Resource Assignment Coordination .....	239
Figure 4-3. SCP Anticipated Ambulance Needs .....	243
Figure 4-4. SCP Anticipated Bus Needs .....	244
<b>Sheltering Function</b>	
Introduction .....	245
Shelter Activation Sequence .....	248
Shelter Activation Process .....	250
Mass Care Sheltering .....	253
Mass Care Sheltering Reimbursement .....	256
Decision Matrices .....	259
Figure 4-5. Host Assignments – Brunswick .....	260
Figure 4-6. Host Assignments – New Hanover .....	261
Figure 4-7. Host Assignments – Onslow .....	262
Figure 4-8. Host Assignments – Pender .....	263
<b>FMSS Function</b>	
Introduction .....	265
Resources .....	267
The Community College Initiative .....	268
Decision Matrices .....	270
Figure 4-9. SCP FMSS Shelters and Supporting RAC .....	271
<b>Public Information Function</b>	
Introduction .....	273
General Readiness and Activation .....	274
Joint Information Center .....	280
Regional Media Markets .....	287
Information Priorities .....	289
Briefings and Releases .....	290
Types of Releases .....	291
Pre-Scripted Hurricane/Storm Forms .....	292
Figure 4-10. Southern Coastal Plain Media Markets .....	293
<b>SECTION 5 – Appendices</b>	
Appendix A – Storm Surge Maps .....	see Appendix A tab
Appendix B – OEMS FMSS CONOPS .....	see Appendix B tab
Appendix C – PIO Pre-Scripted Forms .....	see Appendix C tab
Appendix D – Troop A Coastal Evacuation Plan 2007 .....	see Appendix D tab
Appendix E – Troop B Coastal Evacuation Plan 2007 .....	see Appendix E tab
Appendix F – I-40 Reversal Plan .....	see Appendix F tab
Appendix G – Annual NCSHP Hurricane Preparedness Checklist .....	see Appendix G tab
Appendix H – Special Train Transport Support for Evacuation .....	see Appendix H tab
Appendix I – Reimbursement Flowchart & FEMA Reimbursement Guidance .....	see Appendix I tab
Appendix J – Air Transport Support for Evacuation .....	see Appendix J tab
Appendix K – Fuel Planning .....	see Appendix K tab

## **INTRODUCTION**

### **Purpose**

The purpose of the Coastal Region Evacuation and Sheltering Standard Operating Guide (the Guide) is to establish and clarify the specific State responsibilities and tasks for operational support of a coordinated and effective evacuation from the 20 North Carolina coastal counties. These coastal counties border the Sounds and the Atlantic Ocean and have a long history of executing evacuations for tropical systems of varying strengths. This document outlines five critical components related to storm response: Evacuation, Sheltering, Transportation, the Sheltering of Functionally and Medically Fragile Populations and Public Information.

The counties in the State of North Carolina are being described as either a 'risk' or 'host' county. The term 'risk' refers to a county subject to coastal storm surge flooding where evacuations may be necessary. The term 'host' refers to a county, having approved facilities for sheltering that are not at risk from storm surge flooding and, therefore, considered relatively safe for evacuees from threatened jurisdictions.

Overall, these statewide guidelines establish consistent operational methodologies for the State of North Carolina (Cities and Counties) in planning for and supporting multi-jurisdictional evacuations. Additionally, these guidelines clarify expectations for the State's coordinated storm response.

### **Organization**

The organization of this guide is based on the traditional emergency management planning structure. It includes an introduction, assumptions, concept of operations, guide development, important region-specific information and a guide maintenance section. Additionally, the various plans, interviews and studies that were used to define North Carolina Emergency Management's (NCEM) activities and timelines for implementation are clearly referenced throughout the document.

The operational component was developed to provide clearly documented direction to agencies staffing the North Carolina State Emergency Operations Center and NCEM Regional Coordination Centers in support of coastal evacuations. It is organized into three regional areas: The Northern Coastal Plain, Central Coastal Plain and the Southern Coastal Plain. Within each regional area, five critical components will be addressed.

## **REGIONAL CONTENT**

### **Evacuation**

This guide identifies the processes and assets that must be coordinated at the State level to support mass evacuations from coastal counties. Issues addressed include the reversal of I-40, the need for additional transportation management assets and State-to-State coordination with Virginia to the north and South Carolina to the south.

### **Transportation**

This guide identifies the transportation needs and resources for each of the 20 risk counties. It clearly defines how the State will access, activate and deploy the additional transportation resources needed at the county level during evacuation and re-entry.

### **Sheltering**

This guide defines risk to host county relationships for sheltering the general population. Additionally, it sets the State's criteria for tiered shelter activation along the I-95 corridor and further east toward the coast. Issues such as host

county to risk county coordination of public information are addressed. A list of shelter resources with their capacity and limitations for each host and risk county is included.

### **Functional and Medical Support Shelters**

This guide includes the processes for securing appropriate transportation, care and sheltering for the State's Functionally and Medically Fragile Populations (those with special medical needs). A clear definition of this population is included to offer a consistent identity of individuals in this group requiring assistance. The number of persons in the functionally and medically fragile populations varies from county to county as do the resources needed for their care. There is clarification of the local responsibility to identify, register and inform this population. Resources to transport and care for the functionally and medically fragile populations are limited and must be activated and coordinated at the State level. Also discussed is the activation of the sheltering concept used by the State, called the Community College Initiative.

### **Public Information**

This guide establishes how the State will support counties by creating and disseminating essential public information during evacuations and re-entry. The State will also be the lead in coordinating evacuation information with the Commonwealth of Virginia and the State of South Carolina when needed. The process utilizing technology and conference calls for pre-storm coordination is defined and includes the State Emergency Operations Center, Eastern Branch office, Central Branch office, Western Branch office, risk and host counties and a variety of emergency management partners: NC State Highway Patrol, American Red Cross, National Weather Service, Department of Transportation, etc.. The State EOC will take the lead in coordinating with local Public Information Officers (PIOs) and Joint Information Centers (JICs). The role of State public information resources to support evacuating and sheltering communities will be discussed.

## **PLANNING ASSUMPTIONS AND CONSIDERATION**

The principal assumptions underlying the concept of operations for a regional evacuation include:

1. Utilization of this guide will be in response to a coastal hurricane threat that necessitates regional evacuation and sheltering operations.
2. Incidents are managed at the lowest possible organizational and jurisdictional level. County and municipal governments have developed plans to respond to emergencies and disasters using local resources to the maximum extent possible.
3. The degree of State involvement depends largely on the local jurisdictions' needs and/or requests for external support or their ability to manage the incident.
4. Tropical Storm threats will require the North Carolina Division of Emergency Management (NCEM) to coordinate State resources required to assist local jurisdictions.
5. The evacuation of large numbers of people from vulnerable areas will stress the capabilities of road networks, potentially increasing the time necessary to evacuate the threatened risk area.
6. The State will coordinate significant information-sharing across multiple jurisdictions and between the public and private sectors to assist in key decision-making efforts regarding evacuation, shelter operations, Functional and Medical Support Sheltering and dissemination of public information.
7. Local transportation assets for the care dependent population and functionally and medically fragile populations are not sufficient. The State may be requested to supplement local jurisdictions with transportation resources for functionally and medically fragile evacuees.
8. Threats from tropical systems will result in numerous displaced people, disruption of normal life support systems, significant congestion of transportation networks, and cause stress on local and State transportation resources.
9. Sheltering operations will be limited in the Risk Counties. The State will provide valuable assistance in activating inland county shelter operations to serve as host shelter communities to those jurisdictions threatened by tropical systems.
10. Significant events will require prolonged, sustained incident management operations and support activities, including the use of the Incident Command System at all levels.
11. Departments and agencies at all levels of government and certain non-government organizations, such as the American Red Cross, will likely be required to deploy resources on short notice to provide timely and effective mutual aid and/or intergovernmental assistance.

**CONCEPT OF OPERATIONS**

**General**

The basic premise of this guide recognizes that incidents are generally managed at the local jurisdiction. Police, fire, medical, emergency management and other personnel are responsible for incident management of an event which impacts their community. Local jurisdictions will utilize all available resources available to them to include voluntary and private assets, before requesting assistance from the State. If the incident exceeds local capability to respond, State assistance will be necessary.

On May 1<sup>st</sup> of every year, Phase 1 (Preparedness) of the NC CRES-SOG will officially start the monitoring of the Atlantic and Caribbean tropical regions. When a tropical system has formed and could possibly pose a threat to North Carolina’s Coastal Region as a major hurricane, the State Emergency Operations Center will activate the Coastal Region Evacuation and Sheltering Standard Operating Guide in support of local jurisdictions. The Guide will be activated in the following six Operational Phases:

<b>COASTAL REGION EVACUATION &amp; SHELTERING GUIDE</b>					
<b>Operational Phases</b>					
<b>PHASE 1 Preparedness</b>	<b>PHASE 2 Stand-By</b>	<b>PHASE 3 Decision</b>	<b>PHASE 4 Implementation</b>	<b>PHASE 5 Storm Effects</b>	<b>PHASE 6 Re-entry</b>
May 1 <sup>st</sup> Update State and Local Regional Procedures Annual Update FMFP (check on population) Review Public Information Program Train and Exercise Monitor National Weather Service / National Hurricane Center for Tropical Storm Formation	Storm forms or is located W of 45 Lon and N of 15 Lat Activated State EOC & Regional Coordination Centers Alert OEMS/SMAT Monitor Progress of Storm via HURREVAC, etc. Alert/Status shelters Host Counties Conduct Regional Conference Calls Evaluate EMAC Requirements Assess Vulnerability and Decision Times	Pre-Position Resources Regional Evacuation Decision Making Recon Evacuation Routes Prepare evacuation Timeline Disseminate Pre-Event Public Information Coordinate Shelter Openings	Enhanced Coordination Evacuation Monitoring Respond as Required to Observed Delays Assess Need to Terminate	Monitor Storm Affects on State Develop Situational Damage Assessments Prepare for Post-Storm Activities Perform Response Activities when Safe for Deployment Other	Develop Regional Reentry Incident Action Plan Stage resources Distribute Post-Event Public Information Account for all evacuees Evaluate/Recon evacuation Re-Entry Routes Demobilize resources

**Phase 1-Preparedness**

Starting May 1<sup>st</sup> of every year, the Preparedness phase of the SOG will begin. The State will review and update critical regional policies and participate in scheduled exercises and training opportunities to ensure an effective program. State, Regional and County communication methods will be verified and points of contact will be updated. Training in the use of evacuation and timing decision tools, such as HURREVAC, will be implemented to strengthen overall coordination and activation flow. Monitor the National Weather Service / National Hurricane Center as well as HURREVAC for the daily Tropical Update. Counties will conduct an annual update on location and types of all Functionally and Medically Fragile Populations as well as their Care Dependent Populations.

### **Phase 2-Stand By**

The Stand-by Phase indicates a tropical system has formed and the 120 Hour Error Cone in HURREVAC touches any portion of the State, or a storm has formed in the area located West of Longitude 45 and North of Latitude 15. In either case, the system could pose a possible threat to the North Carolina coastal area. At this time the State EOC and the Regional Coordination Centers will become activated according to protocol defined in the State EOP. This phase will consist of scheduled conference calls, facilitated by the Branch Managers between the State Emergency Operations Center, potentially affected county emergency operations centers (risk and host) and appropriate state and federal agencies as to the degree of threat to North Carolina and the potential for escalation. A matrix of conference calls and posting of updates through Web EOC and other technology assets is included. State Medical Assistance Teams (SMATs) and Host Shelter Counties will be alerted. Emergency Management Assistance Compact (EMAC) requirements will be evaluated by senior staff. NCEM utilizes Hazard Analyst Tool to determine most "at-risk" counties, develop profiles on population, and resource requirements (water, ice, hospital beds, etc.).

### **Phase 3- Decision**

Entering into the Decision Phase indicates a tropical system poses a significant threat to the North Carolina coastal area. During this phase, state resources will be pre-positioned to assist local jurisdictions in the evacuation and sheltering of residents and visitors. Public information will be coordinated with local communities to ensure an effective and consistent message is relayed to the general public. Execute final reconnaissance of all evacuation routes and adjust evacuation timelines. Coordinate anticipated shelter openings.

### **Phase 4- Implementation**

During the Implementation Phase, jurisdictional evacuation orders are executed and State resources are deployed to mitigate challenges in evacuation, transportation, sheltering, functionally and medically fragile populations management and dissemination of public information. Significant Event Boards within Web EOC will be a primary communication tool utilized to share evacuation information from the risk counties to the state and host counties. Activated Regional Coordination Centers will be transmitting evacuation updates through Web-EOC to the State EOC. Regional Coordination Centers will also be conducting conference calls as needed.

### **Phase 5- Storm Effects**

During the Storm Effects Phase the State EOC will monitor the storm's effects on the impact areas and will compile and assess situational damage reports received from the affected Counties. State IAP to support local re-entry will be developed. The State EOC and the Regional Coordination Centers will ensure that the correct resource types in required amounts are mission-ready when safe for deployment. Once conditions are safe for deployment, any required Response Activities will begin.

### **Phase 6- Re-Entry**

The Re-entry Phase indicates the threat from a tropical system has passed and the process for re-entry into the evacuated jurisdictions must be managed. Re-entry plans are activated and Recovery Incident Action Planning continues for recovery operations. Post event distribution of critical re-entry information will be coordinated by the state PIO through all media outlets, the sheltering networks and the local JICs. Execute reconnaissance of all re-entry routes to ensure suitability. Ensure accountability of all evacuees. The statewide mutual aid agreements will be activated to support recovery activities including repositioning of critical resources. Non essential resources will be deactivated.

## **GUIDE DEVELOPMENT**

In May 2007, NCEM began a process designed to gauge the necessity of State coordination and assignment of resources during threats to the North Carolina coast from tropical systems. The intent of this process was to determine the preparedness level of local jurisdictions, the success of county-to-county coordination efforts and the expectation of State involvement and assistance.

A review of risk county evacuation and sheltering plans was undertaken and cross walked using a common template. Afterwards, face-to-face interviews were conducted with emergency management professionals in the 20 Risk counties throughout the Northern, Central and Southern Coastal Plains. Information collected from plans, common practices, and undocumented processes was compiled and compared with other jurisdictions to determine gaps, differences in coordination efforts and multiple expectations from common resources. This information was compiled, analyzed and used to develop this Guide in anticipation of creating a common framework of State and local jurisdictions. The Guide addresses managing mass evacuations, assignment of resources, sheltering of the general populace, sheltering of functionally and medically fragile populations and coordinated dissemination of public information.

The Federal Emergency Management Agency and the U.S. Army Corps of Engineer's 2002 Hurricane Evacuation Study results function as the foundation for the current hurricane evacuation decision timing. This universal tool has provided clear and consistent guidance for decision making for EOC activations, evacuation orders and the State's overall shelter philosophy. This has been critical in establishing consistency in operations and building operational understanding for decision makers at all levels. Those outcomes influenced the operational details contained within.

Guide development was conducted over two phases and consisted of Regional workshops with local and state partners, interviews of the Emergency Management Coordinators from the 20 risk counties, and input from the various staff sections of NCEM throughout the months of June and July 2007. Comments from meetings, workshops and individual reviews were evaluated and incorporated as necessary. The final Guide was delivered to NCEM in August 2007.



## **COASTAL PLAIN REGIONS**

The North Carolina coastline, which totals 3,375 miles, includes sand bars, islands, bays, mouths of rivers and has sand beaches that have made it a leading tourist attraction and a desirable place to live. Most of the coastal shoreline lies on barrier islands that are separated from the mainland by large sounds, and along estuaries and peninsulas on the mainland. The barrier islands form curved chains that connect a series of capes off the mainland. These island chains change orientation by as much as 90 degrees at some capes. Elevations on these islands vary from only a few feet above sea level to isolated hills over 100 feet in height.

Although at many locations barrier islands are subject to occasional over-wash, some areas afford significant protection to the mainland from storm surge and waves in the Atlantic Ocean. One particular narrow strand of barrier islands, known as the Outer Banks, stretches for approximately 130 miles. These are fragile islands are generally less than 1 mile wide and in some areas, lie more than 20 miles east of the mainland.

Much of the coastal region is characterized by low, swampy terrain. By far, the most extensive example of this is the topography bordering Albemarle and Pamlico Sounds. Because of the large swamp and wet lands area, access roads to the Outer Banks are limited and make evacuation difficult. To the north and south of Pamlico Sound, there are extensive areas of wetlands and swamps that due to environmental considerations prohibit road construction.

For evacuation planning purposes, North Carolina's Eastern Branch or Coastal Area is divided into three response regions (see Figures 1-1 and 1-2):

- Northern Coastal Plain (NCP) risk counties include Currituck, Camden, Pasquotank, Perquimans, Chowan, Bertie, Washington, Martin, Tyrrell, Hyde and Dare counties
- Central Coastal Plain (CCP) risk counties include Beaufort, Craven, Jones, Pamlico, and Carteret counties
- Southern Coastal Plain (SCP) risk counties include Onslow, Pender, New Hanover, and Brunswick counties

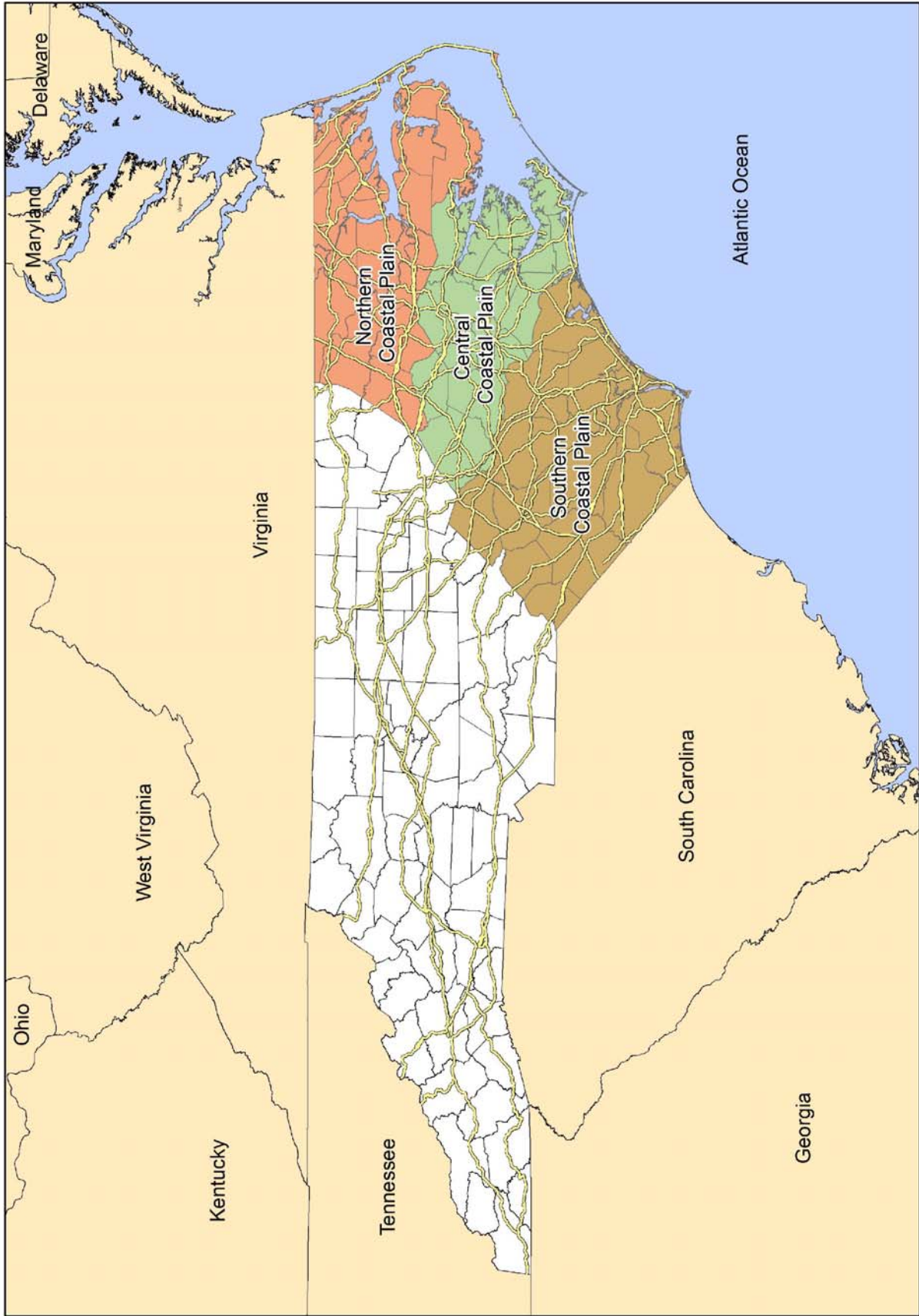
The response regions are grouped around transportation corridors (not all-inclusive) as follows:

- NCP key roadways are US 158W and US 64W
- CCP key roadways are US 264W and US 70W
- SCP key roadways are US 74/76W, I-40W and US 421W
  - U.S. Highways 17 and 13 provide some important connectivity between these East/West evacuation highways.

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

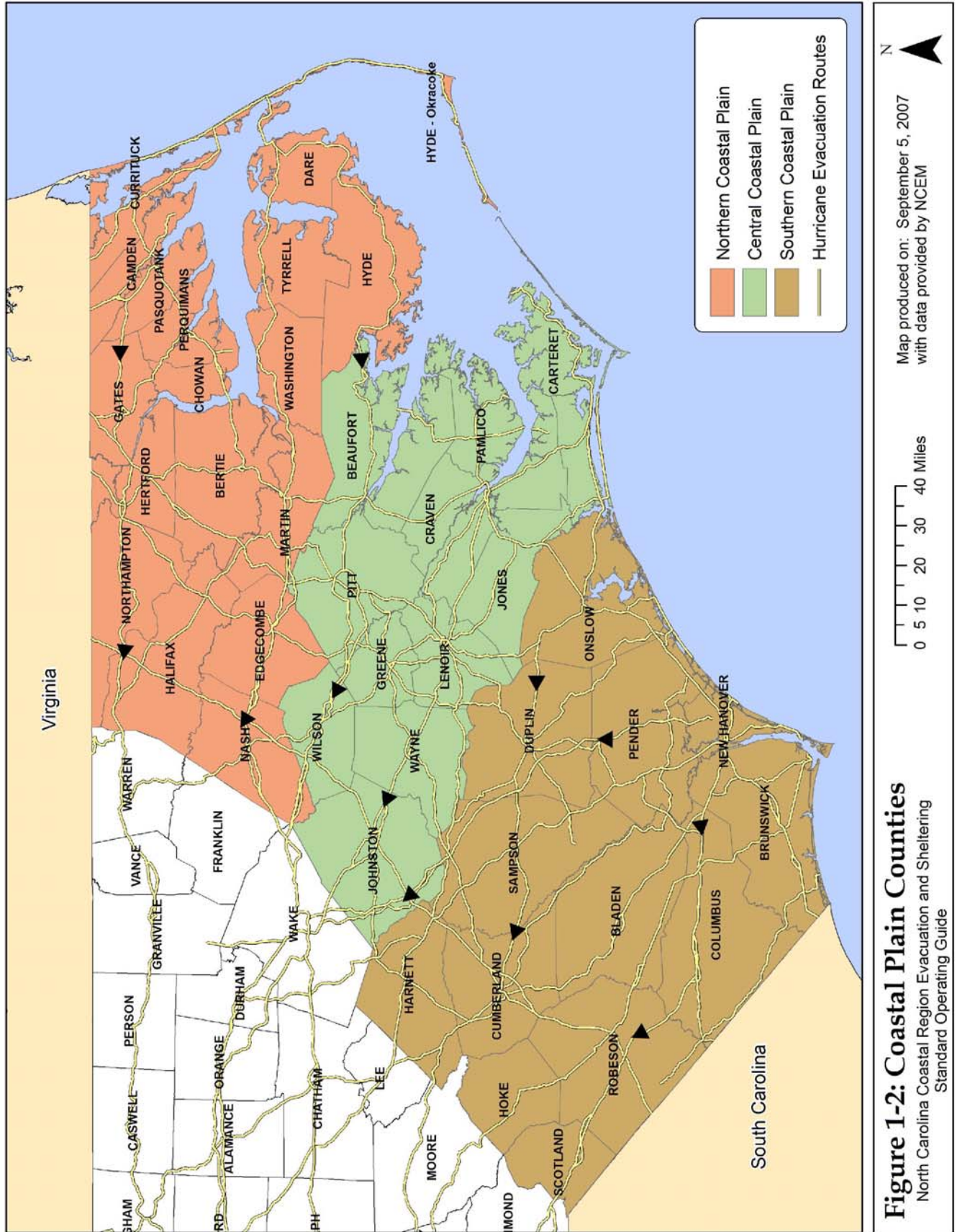
Coastal Plain Regions

October 2007



**Figure 1-1: North Carolina Coastal Plains**  
North Carolina Coastal Region Evacuation and Sheltering  
Standard Operating Guide

Map produced on: September 5, 2007  
with data provided by NCEM



## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Mater Timeline for Evacuation and Sheltering Actions

October 2007

### MASTER TIMELINE FOR EVACUATION AND SHELTERING ACTIONS

The following Master Timeline has been developed in order to provide a detailed and sequential checklist for the State EOC and the SERT partners assisting in the overall evacuation and sheltering operation. Additionally, risk and host counties will be able to see what actions are taking place at any given point during any phase.

PHASE & TAB	HOUR*	ACTIVITY	RESPONSIBILITY	DATE / TIME	STA TUS
<b>1 PREPAREDNESS</b>	<b>May 1<sup>st</sup> -30th</b>				
	120+	Coordinate with Media Relations Partners.	CCPS PIO		
	120+	Update Local and State Regional Plans & Procedures .	NCEM		
	120+	Update Notification Lists.	NCEM		
	120+	Inspect EOC to ensure all systems are functional.	NCEM		
	120+	Make Necessary EOC Preparations & Purchases.	NCEM		
	120+	Review NRP, NIMS, RCC/MAC and ESF implementation procedures.	NCEM		
	120+	Conduct Pre-Hurricane Season Meeting with 20 Coastal Counties to update plan and needs.	NCEM		
	120+	Host Annual Meeting with FMSS.	OEMS		
<b>2 STAND-BY</b>	<b>120-96</b>				
	120-96	Establish coordination for Public Information.	CCPS PIO		
	120-96	Prepare for JIC Operations.	CCPS PIO		
	120-96	Send Public Service Announcements and Bulletins as Necessary.	CCPS PIO		
	120-96	Provide Initial Alerts.	CCPS PIO		
Shelter	120-96	Liaison with and coordinate through ARC Mid-Atlantic Service Area Pre-Landfall Operations Team (PLOT).	DSS/ARC		
Shelter	120-96	Advise ESF 6 partners of potential need to activate sheltering program. Review Sheltering Plan and Responsibilities.	DSS/ARC		
Shelter	120-96	Initiate roll call of all RISK and HOST counties to validate response status.	DSS/DAAS		
Transportation	120-96	Confirm FMS Transportation Arrangements.	DSS		
Shelter	120-96	Initiate calls to poll all Risk, Risk-Host and Host counties.	DSS/DAAS		
Shelter	120-96	Conduct evaluation of operations area to insure that all equipment is operational and the room is ready for use.	Human Services		
Transportation	120-96	Prepare for Mass Transit Coordination.	NCEM		
Transportation	120-96	Establish coordination with NCNG for possible evacuation mission.	NCEM		
	120-96	Consider partial activation of State EOC.	NCEM		
	120-96	Track Storm & Forecast Positions.	NCEM		
	120-96	Begin preparations to discuss evacuation considerations. Perform "If/Then" Scenarios	NCEM		
	120-96	Coordinate with OEMS / SMAT RE: FMSS .	NCEM		
	120-96	Evaluate EMAC Requirements.	NCEM		
	120-96	Establish Ongoing Timetables for Response Activities and Risk Host County Needs.	NCEM		
	120-96	Establish Ongoing Contact with Federal Partners (NWS/NHC/FEMA Region 4).	NCEM		
	120-96	Begin Personal Preparations - NCEM Staff.	NCEM		
	120-96	Schedule Pre-mobilization Briefing.	NCEM		
	120-96	Schedule Media Briefing.	NCEM		

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

### Mater Timeline for Evacuation and Sheltering Actions

October 2007

<b>3 DECISION</b>		<b>96-72</b>			
Public Information	96-72	Establish briefings schedule for Media.	CCPS PIO		
Public Information	96-72	Activate and staff the Joint Information Center JIC.	CCPS PIO		
Shelter	96-72	Prepare for the Coordination of the number and deployment of veterinarians to support any animal welfare operations.	Dept of Ag.		
Shelter	96-72	Prepare for the Coordination of the deployment of additional medical personnel to support shelters.	DSS		
Shelter	96-72	Recall staff to support disaster operations within Mass Care Shelters.	DSS		
FMSS	96-72	Advise ESF 8 partners and participating Community Colleges of need to activate FMSS sheltering program.	OEMS		
FMSS	96-72	Activates the FMSS sheltering program.	OEMS		
FMSS	96-72	Coordinate staff recall to support shelter operations within FMSS shelters.	OEMS,		
Shelter	96-72	Notify host counties to prepare to open up Tier 1 shelters.	DSS & Related Agencies		
Shelter	96-72	Prepare for Mass Care Activities Coordination.	DSS/ARC		
Shelter	96-72	Prepare for Coordination of the provision of additional social workers for the shelters.	DSS		
	96-72	Initiate State of Emergency Declaration.	NCEM		
Shelter	96-72	Confirm the availability of Tier I and II Shelters.	NCEM		
Cat 4 or 5	96-72	Begin the process of finalizing requests for ambulance use prior to landfall.	NCEM/OEMS		
Transportation	96-72	Alert the NC Department of Public Instruction, NC DOT, NC DOC, and Bus Contractor to be on standby and that the regional evacuation may be necessary.	NCEM		
Shelter	96-72	Coordinate discussion to call for an evacuation in risk count(ies).	NCEM		
	96-72	Assemble SERT Command and Control Group and brief on Storm dynamics and potential threats.	NCEM		
	96-72	Assembling Command and Control Group and applicable ESFs and establish coordination between the SCO & FCO.	NCEM		
	96-72	Begin Activation State Emergency Operations Center (EOC).	NCEM		
	96-72	Schedule coordination meeting with SERT partners and conference call with SC officials on the I-40 reversal Plan.	NCEM		
Shelter	96-72	Coordinate with ESF-6 and request Tier 1 shelters be opened at appropriate time.	NCEM		
Evacuation	96-72	Engaged in evacuation considerations and implementation.	NCEM, NCSHP and NCDOT		
CRESG (Fuel)	96-72	Surge distribution to pre-determined retail marketers along select routes during regional evacuation ends at least 6 hours before NHC forecast arrival of tropical storm force winds or higher impacting state.	NCEM		
FMSS	72-48	Durable medical equipment deployed to FMSS locations.	OEMS		
<b>4 IMPLEMENTATION</b>		<b>72-12</b>			
Shelter	72-48	Deploy CAMETs to general populations shelter locations based on anticipated path of storm upon approved request.	DOA		
FMSS	72-48	Deploy CAMETs to general populations shelter locations based on anticipated path of storm.	DOA		
	72-48	Office of Emergency Medical Services open FMSS shelter(s).	OEMS		
	72-48	Prepare to coordinate General Population Sheltering Operations.	DSS		
Shelter	72-48	Feeding - begins preparation of Mass Care.	ARC		
	72-48	Conduct Pre-mobilization Briefing.	NCEM		
	72-48	Conduct Evacuation Decision Assessment.	NCEM		

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

### Mater Timeline for Evacuation and Sheltering Actions

October 2007

	72-48	Conduct Evacuation Transportation Meeting.	NCEM		
	72-48	Coordinate Shelter Locations with County Emergency	NCEM		
FMSS	72-48	Teams deployed to FMSS locations.	OEMS / RAC		
Shelter	72-36	Initiates pet sheltering activities.	DOA/NCEM		
	48-36	Conduct Media Briefing & Press Conference.	CCPS PIO		
	48-36	Conduct Preliminary Decision Making Meeting.	NCEM		
Transportation	48-36	Coordinate with Partners Regarding Evac Assembly Area.	NCEM		
	48-36	Establish coordination with Virginia EM for evacuation plan, traffic control and evacuation routes.	NCEM		
Transportation	48-36	Voluntary evacuation of general public observed.	NCEM		
Transportation	48-36	Ambulances begin to arrive at staging area.	NCEM/OEMS		
Transportation	48-36	County Board Chairman gives evacuation order for general population in the county.	NCEM		
	48-36	Monitor traffic flow in the northeastern part of the state.	NCSHP & NCDOT		
	48-36	Receive traffic flow information from state or local law enforcement.	NCSHP		
	48-36	Coordinate state law enforcement resources to facilitate implementation of evacuation plans.	NCSHP		
	48-36	Establish communication with Virginia Highway Patrol.	NCSHP		
	48-36	When notified that a Virginia evacuation has been directed, divert traffic south of the Virginia border west past the Chesapeake Expressway, Rt. 168 and U.S. 17 towards I-95 and coordinate with the City of Chesapeake to monitor the diversion.	NCSHP		
	48-36	Keep NCEM informed of traffic along the Virginia-North Carolina border.	NCSHP		
FMSS	48-12	Monitors FMSS shelter capacities and activates additional Community College locations as needed.	OEMS		
Shelter	48-12	Continue coordination between ARC PLOT and NCEM SEOC.	DSS		
	36-24	Issue News Release as needed - Media List.	CCPS PIO		
	36-24	Conduct Press Conference.	CCPS PIO		
	36-24	Conduct Press Conference as requested by SERT Leader or Governor.	CCPS PIO		
	36-24	At ***Tropical Storm Force Wind Warning*** Ocracoke Ferry service suspended.	NCDOT		
Transportation	36-24	In accordance with the pre-approved plan, evacuation of citizens without transportation begins.	NCDOT, NC DOC, NC DPI, Contracted Buses		
	36-24	Coordinate & insert State protective actions information in NWS Local Statement.	NCEM/RCCs		
	36-24	Conduct Traffic Control Assessment.	NCEM		
Transportation	36-24	Mandatory evacuation begins once ordered by Local Authorities.	NCEM		
Shelter	48	Feeding Operations - Manager reviews Mass Care Plan based on continued coordination with mass care agencies. Begin support of Evacuations.	DSS/ARC		
Shelter	48	General Population Sheltering Operations - Provide management oversight of general population sheltering to ensure the system is effectively implemented.	DSS		
FMSS	48	Transportation of FMSS and CDP evacuees begins.	NCEM/OEMS/NCDOT		
	48	First ambulances leave staging area picks up patient and heads for the FMSS. Shelters begin receiving evacuees.	NCEM		
Transportation	48	Issue a mission assignment to NC Department of Instruction to secure buses from unaffected area to assist with risk county evacuations.	NCEM		

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

### Mater Timeline for Evacuation and Sheltering Actions

October 2007

Transportation	48	First ambulances leave staging area for FMSS. Shelters begin receiving evacuees who have arrived by POV.	NCEM		
Shelter	48	Tier 1 host counties open shelters.	DSS		
Fuel	36	At least 36 hours before arrival of tropical storm force winds or higher impacting state, fuel providers increase distribution to retail marketers along select routes during regional evacuation.	NCEM		
	32	Voluntary evacuation of general public begins in the county.	NCEM/RCC		
	32	Voluntary evacuation of general public begins in the county.	NCEM		
Shelter	24	Feeding Operations - Consult Mass Care Plan based on continued coordination with ARC and TSA. Continues to support and provide information on Evacuations.	DSS/ARC		
Shelter	24	Continue to monitor General Population Sheltering Operations	NCEM/DSS		
Shelter	24	Agencies monitoring registration of sheltered population will identify the need for additional shelters.	NCEM/ARC		
FMSS	24	Phase out transportation of FMSS evacuees.	NCEM/OEMS		
<b>5 STORM EFFECTS</b>	<b>12-0</b>				
	12-0	Monitor Storm Effects to Coastal Counties.	NCEM		
	12-0	Coordinate Damage Assessment Teams.	NCEM		
	12-0	Prepare for Post-Storm Activities.	NCEM		
	12-0	Begin Preparing Federal Declaration Threshold Requirements and request Presidential Declaration if not already received.	NCEM		
	12-0	Prepare for the arrival of Federal Assistance.	NCEM		
<b>6 RE ENTRY</b>	<b>0+</b>	<b>TO BE PUBLISHED</b>			

## **GUIDE MAINTENANCE**

NCEM is the executive agent for the management and maintenance of this Guide. The Guide will be updated periodically as required to incorporate new directives and changes based on lessons learned from exercises and actual events. This section establishes procedures for interim changes and full updates of the Guide.

### **Types of Changes**

Changes include additions of new or supplementary material and deletions. No proposed change should contradict or override authorities or other plans contained in statute, order, or regulation.

### **Coordination and Approval**

Any department or agency with assigned responsibilities contained in the Guide may propose a change. NCEM is responsible for coordinating all proposed modifications with other stakeholders, as required.

### **Notice of Change**

After coordination has been accomplished, including receipt of the necessary signed approval supporting the final change language, NCEM will issue an official Notice of Change. The notice will specify the date, number, subject, purpose, background, and action required, and provide the change language on one or more numbered and dated insert pages that will replace the modified pages in the Guide. Once published, the modifications will be considered part of the Guide for operational purposes pending a formal revision and reissuing the entire document. Interim changes can be further modified or updated using the above process.

### **Distribution**

NCEM will distribute Notices of Change to all participating agencies. Notices of Change to other organizations will be provided upon request.

### **Reissuing the Guide**

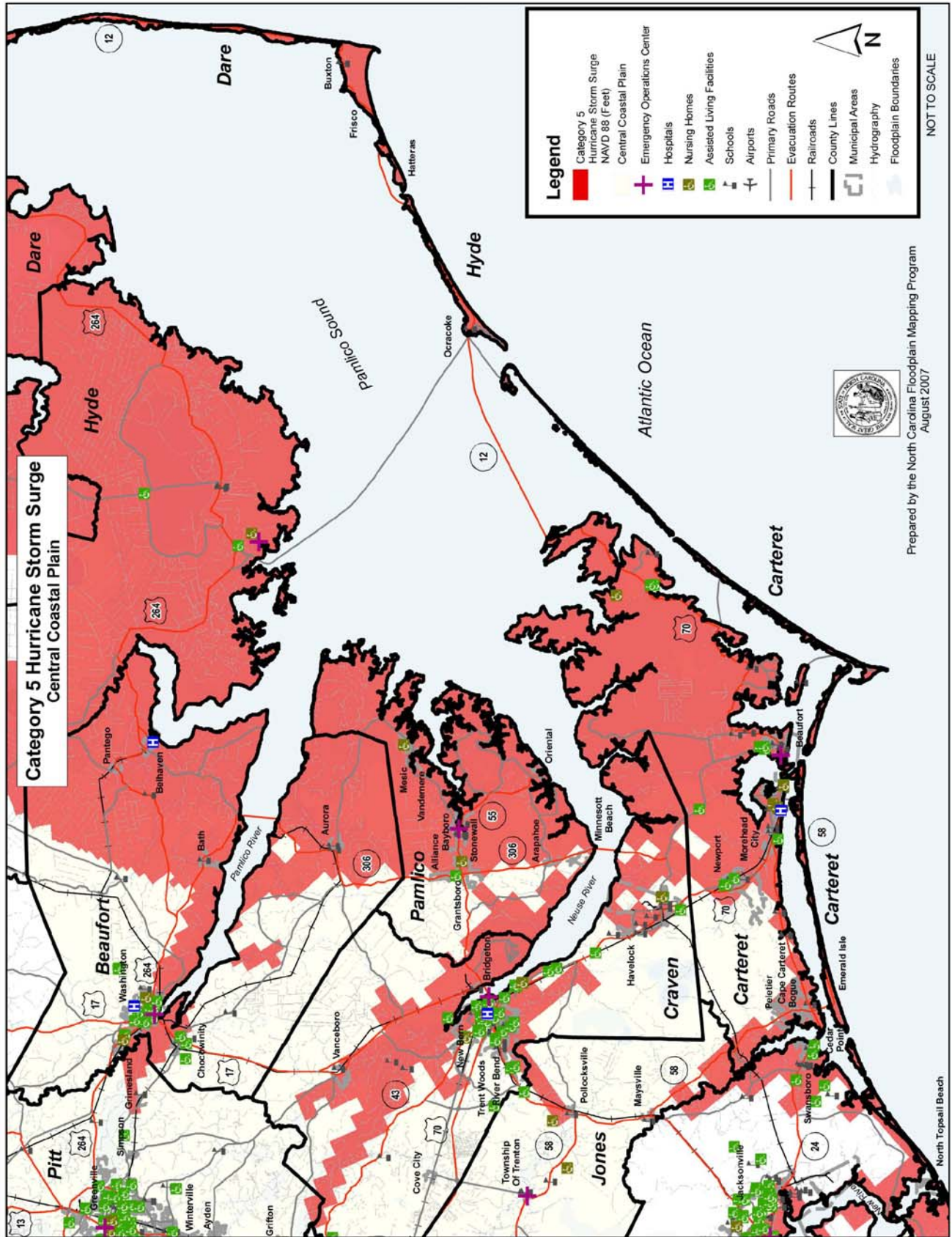
Working toward continuous improvement, NCEM is responsible for an annual review to be completed not later than April 1st and update of the Guide and a complete revision every **two** years, or more frequently if deemed necessary. The review and update will consider lessons learned and best practices identified during exercises and responses to actual events, and incorporate new information technologies. NCEM will distribute revised Guide documents for the purpose of interagency review and concurrence.

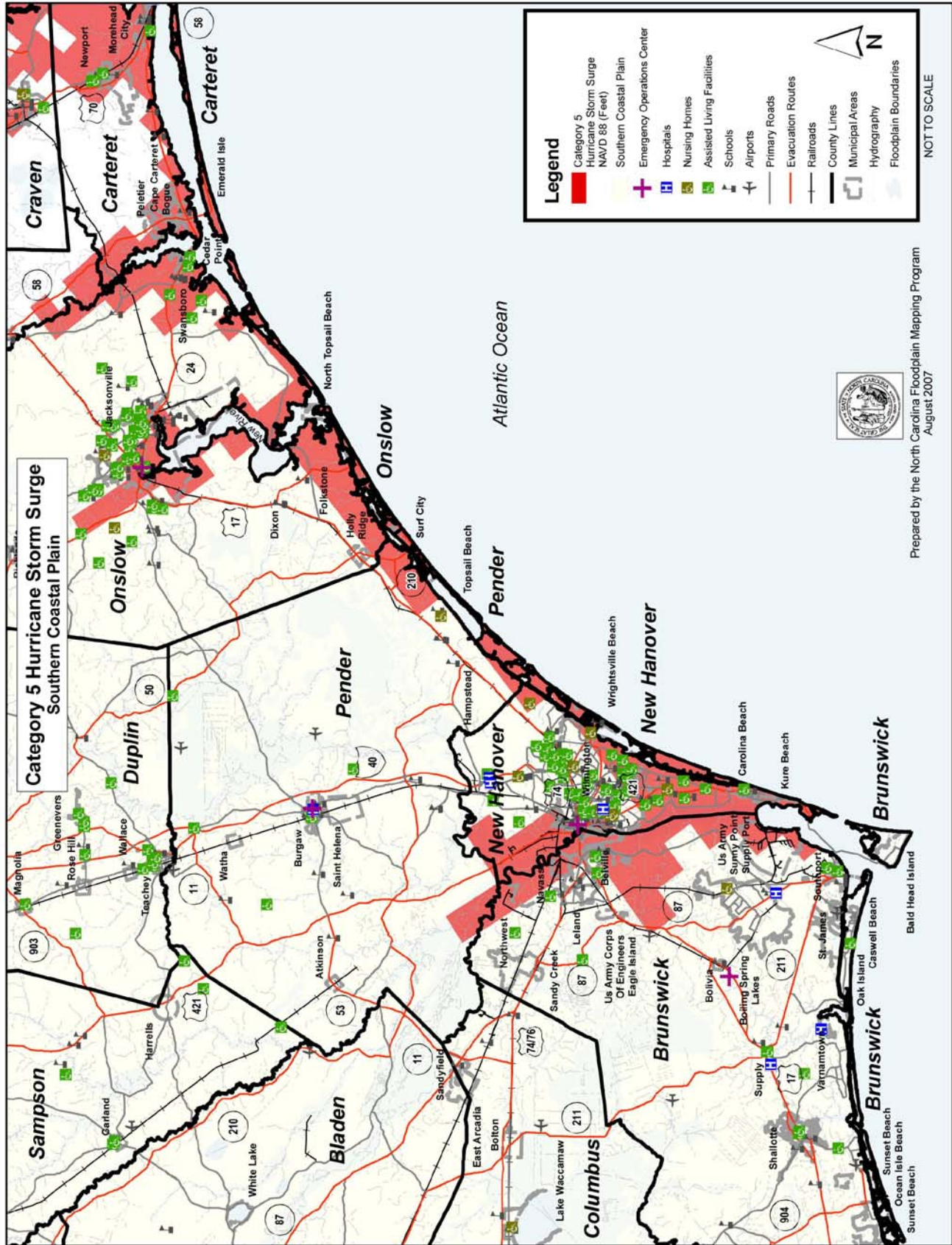
### **National Incident Management System**

The NIMS provides a core set of doctrine, concepts, terminology, and organizational processes to enable effective, efficient, and collaborative incident management at all levels. This Guide will comply with NIMS best practices and policies.



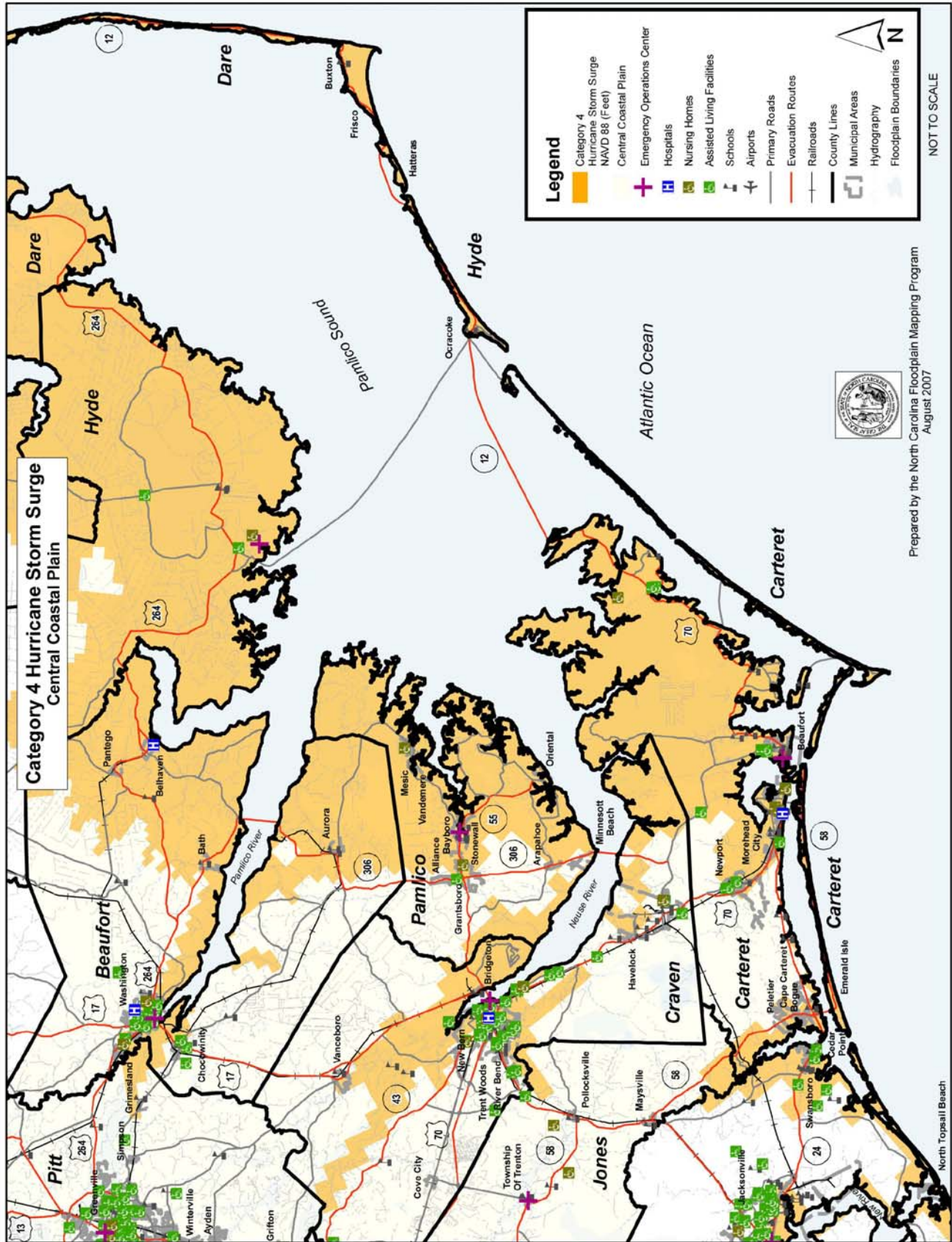


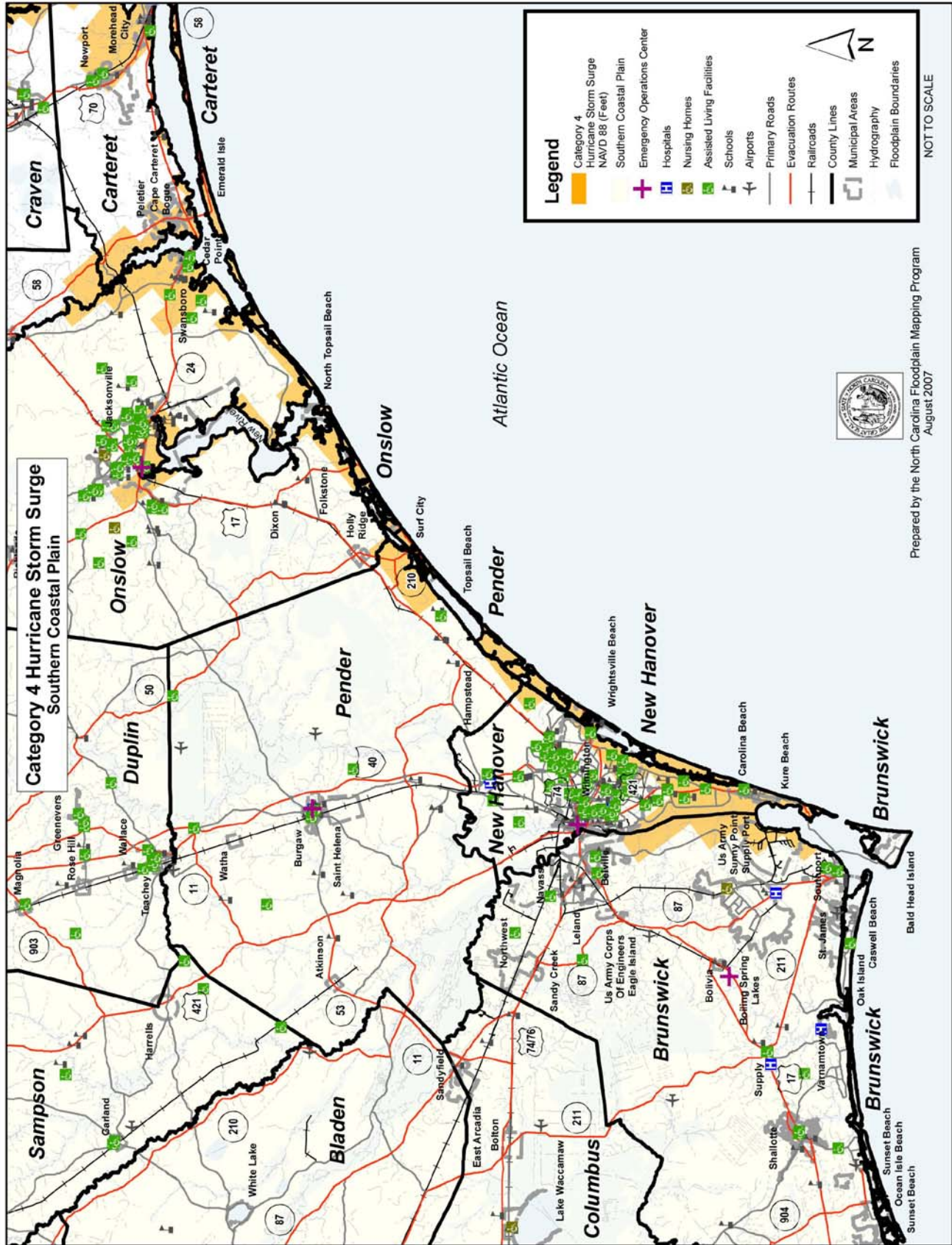




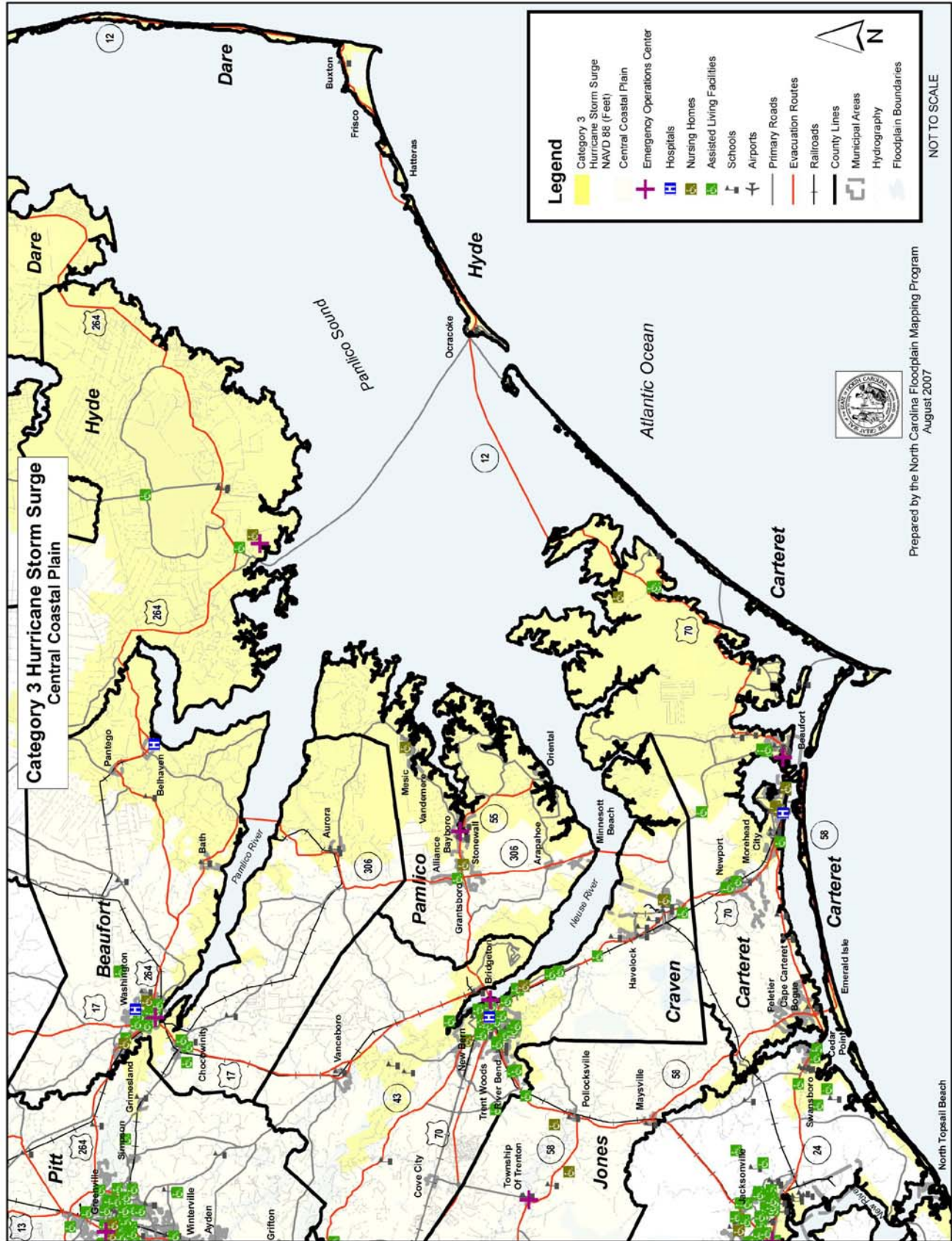
Prepared by the North Carolina Floodplain Mapping Program  
 August 2007















This page left blank intentionally.



This page left blank intentionally.

## **NORTHERN COASTAL PLAIN – INTRODUCTION**

Based on storm surge maps from the 2002 North Carolina Hurricane Evacuation Restudy of the Northern Coastal Plain Region, approximately 50% of the land mass in risk counties could potentially be inundated by storm surge from a category 1 hurricane. The threatened area increases to approximately 80% inundation associated with a category 4 or 5 storm. For this reason, evacuation and sheltering is the top priority for local as well as State officials.

Eleven of the 17 counties included in the Northern Coastal Plain are considered risk counties: Currituck, Camden, Pasquotank, Perquimans, Chowan, Bertie, Washington, Martin, Tyrrell, Hyde and Dare. The total year round population of the risk counties is approximately 204,000 according to the 2000 census, with the population quadrupling in the summer months due to tourism primarily in Dare and Currituck counties and on Ocracoke Island, which is in Hyde County.

The majority of the counties in the Northern Coastal Plain risk area have a shoreline associated with the Atlantic Ocean, major sounds or a primary river. The rivers include the Roanoke River, Chowan River, Perquimans River, Pasquotank River, Alligator River and others. A large section of the coastal area of the Northern Coastal Plain also borders on the Albemarle Sound. In addition to Albemarle Sound, Dare borders the Roanoke, Croatan, and Pamlico Sounds; and Dare and Currituck share Currituck Sound. Hyde County's primary concern for evacuations is Ocracoke Island which is the southern most island in the NCP and evacuates its population by ferry.

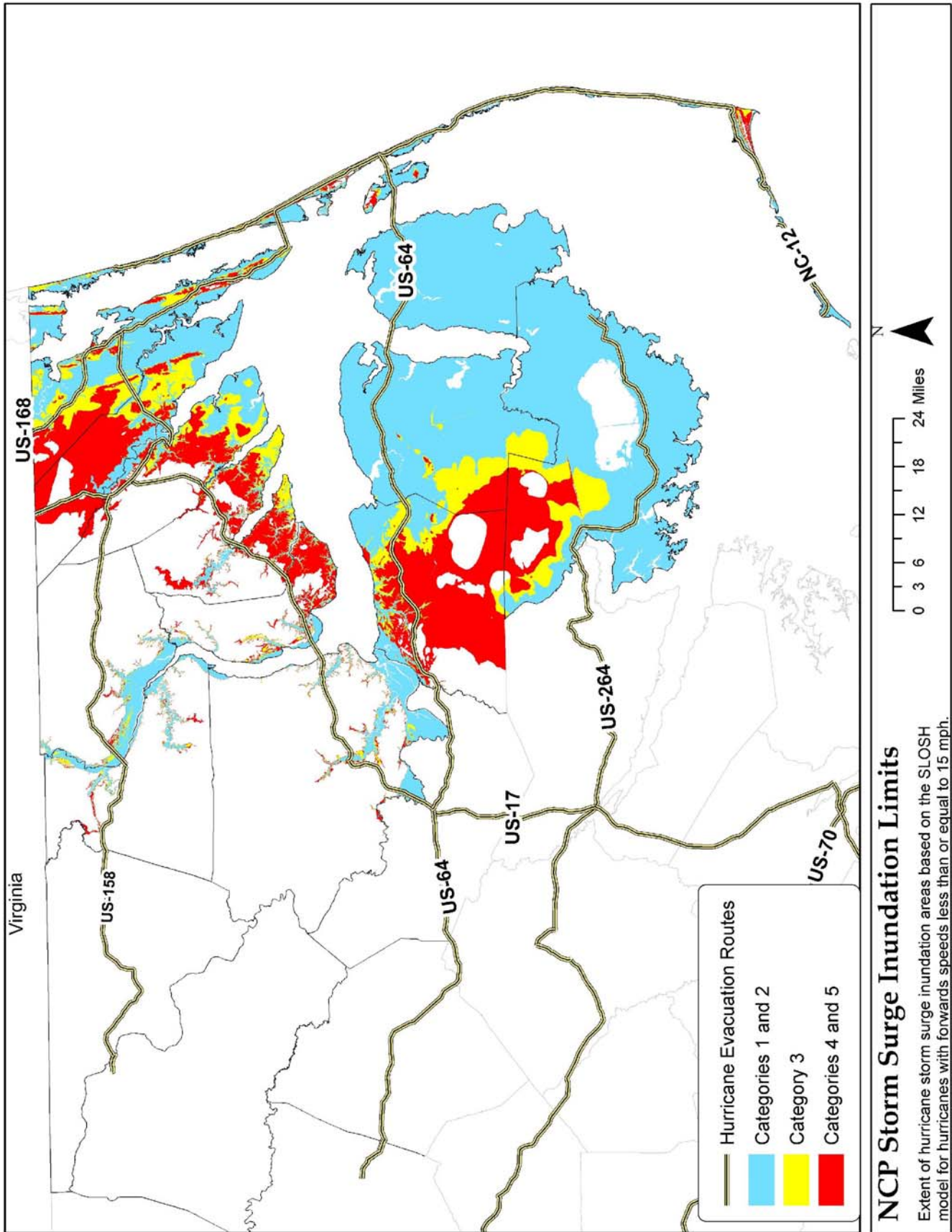
Land development is having a significant impact on what have historically been rural counties. In Currituck County, new homes are continuing to be built in an area of the Outer Banks that can only be accessed by 4-wheel drive vehicles at low tide creating a very unique evacuation timing consideration and risk. In Perquimans County, new homes have been constructed at a rapid rate on the Albemarle Sound in category 3-5 hurricane inundation zones.

Also, inter-county coordination for timing of evacuations is absolutely critical in the NCP. Ocracoke Island in Hyde County and beach communities in Currituck County evacuate through Dare County using NC 12 and one of two bridges. Many of the Currituck evacuees continue north via NC 168 to/thru Virginia, or head west to the I-95 corridor. Once the westbound evacuees reach Pasquotank and Camden Counties via US 158, they must merge with local evacuating population as well; some traffic may go north via US 17 to I-64 in Chesapeake, VA. Evacuees from Ocracoke and Hatteras can use US 64W to I-95.

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Introduction

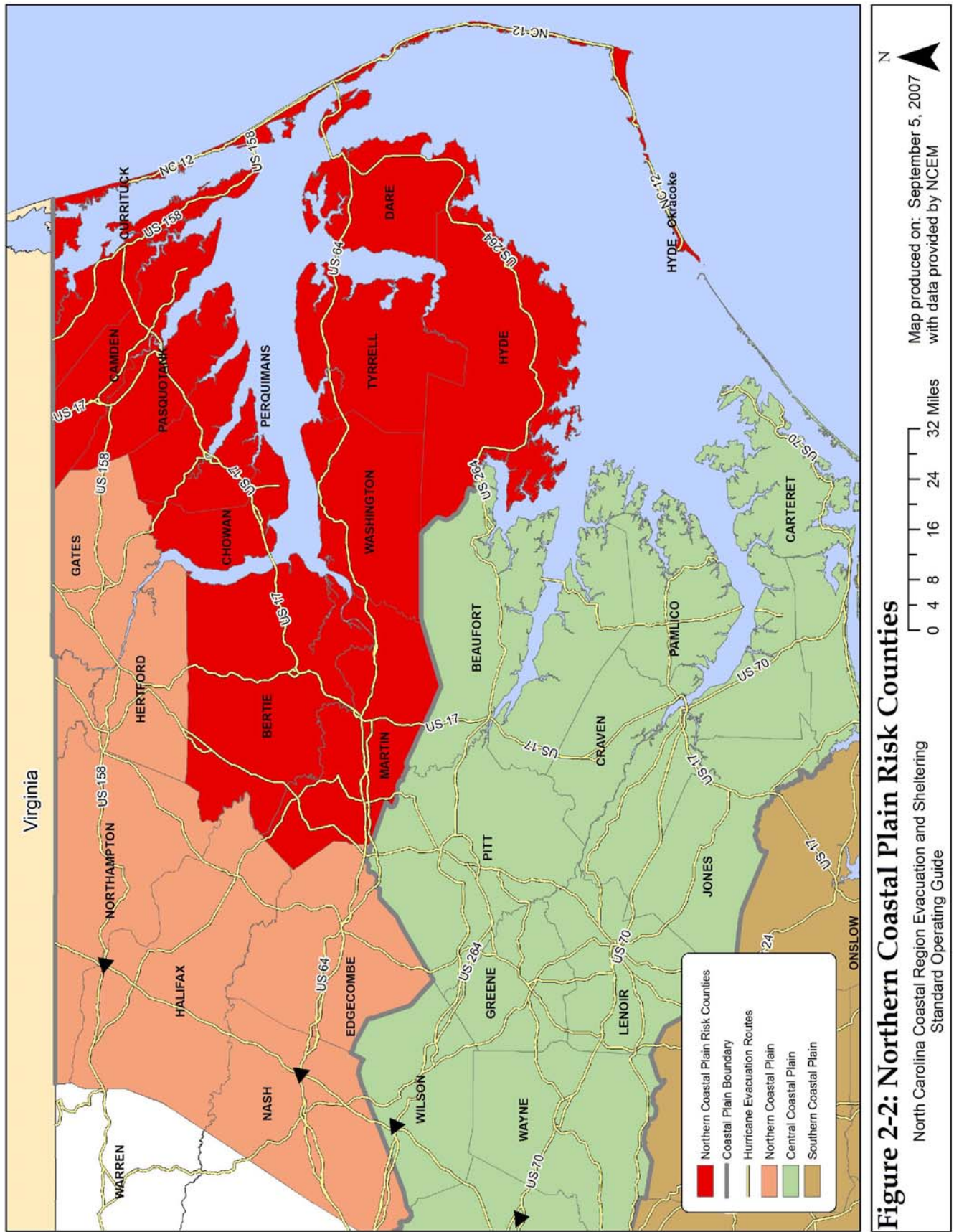
October 2007



**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Introduction

October 2007



**Figure 2-2: Northern Coastal Plain Risk Counties**  
 North Carolina Coastal Region Evacuation and Sheltering Standard Operating Guide  
 Map produced on: September 5, 2007  
 with data provided by NCEM

This page left blank intentionally.





This page left blank intentionally.

## **EVACUATION FUNCTION – INTRODUCTION**

**This guide identifies the processes and resources that must be coordinated at the State level to support mass evacuations from coastal counties. Issues such as the state-to-state coordination with Virginia are addressed.**

The primary objective of this Northern Coastal Plain Evacuation Standard Operating Guide (SOG) is to establish relationships and procedures to guide North Carolina Division of Emergency Management (NCEM) in providing and coordinating evacuation management assistance needed at the regional and local level. As stated in the North Carolina Emergency Operations Plan, city and county governments are expected to develop plans to respond to emergencies and disasters using local resources to the extent of their capabilities. Each county plans its own evacuation, coordinating its activities with neighboring risk and host counties and the North Carolina Division of Emergency Management’s Eastern Branch Regional Coordination Center (activated Branch Office). As specified in GS166A, the NC Emergency Management Act, municipalities must coordinate emergency management activity through their respective county EM agency. For the purpose of hurricane preparedness planning, the State of North Carolina has divided its coast into three distinct regions. These are referred to as the Northern, Central and Southern Coastal Plains. The Northern Coastal Plain region is comprised of eleven coastal counties: Currituck, Camden, Pasquotank, Perquimans, Chowan, Bertie, Washington, Martin, Tyrrell, Dare and Hyde. This Evacuation SOG includes sections on North Carolina’s evacuation coordination with Virginia, evacuation decision making, and the evacuation process.

To gauge the need for this SOG, NCEM conducted a review designed to determine the advisability of State coordination and assignment of resources during threats to the North Carolina coast from tropical systems. The intent of that review was to determine the availability of evacuation support and assistance to the local jurisdictions, the documentation of that assistance, and the expectation of State EM involvement.

An intensive examination of county evacuation and sheltering plans was conducted using a common cross-walk template. Subsequently, face-to-face interviews were conducted with emergency management professionals in 20 counties throughout the Northern, Central and Southern Coastal Plains. Information collected from plans, normal practices, and undocumented processes were compiled to determine gaps, differences in coordination efforts and multiple expectations from common resources. This information was analyzed in anticipation of creating a common framework of State and local jurisdictions for managing evacuation resources.

Two of the most critical aspects of hurricane evacuation are accurately defining and communicating the areas needing to evacuate and timely decision making. Although the Governor of North Carolina has the authority to order a coastal evacuation, the decision has historically been made at the local level, usually by the Chairman of the Board of County Commissioners. Assistance in making “who” and “when” decisions are readily available. Information developed in the 2002 North Carolina Hurricane Evacuation Restudy for each risk county provides the delineation of potential storm surge inundation areas, hurricane evacuation zones, and clearance times for evacuation of the general population. HURREVAC, a computer program developed by the Federal Emergency Management Agency, is available to State and local officials to aid in hurricane evacuation decision making. HURREVAC determines the theoretical latest time at which an impending evacuation order or advisory should be given by integrating information extracted from the National Hurricane Center’s Tropical Cyclone Forecast with clearance times developed in the evacuation restudy. Since several other factors must be weighed for prudent evacuation decision making, HURREVAC was not designed to be a stand-alone decision-making mechanism, but is a decision tool to be taken in context with other considerations.

For a Category 1-3 hurricane, evacuation will be mostly limited to people living in potential storm surge inundation areas and residents of mobile homes. In-county shelters should be sufficient to protect those numbers of evacuees. The exceptions are Dare, Camden, Currituck, Hyde, and Tyrrell Counties, which do not have American Red Cross (ARC) approved pre-landfall hurricane shelters. In addition, for these counties, there will be no sanction or support officially

offered to churches or private facilities choosing to open and provide shelter. County officials plan to rely entirely on host counties to accommodate their evacuees seeking public shelter.

For a Category 4 or 5 hurricane, all of the risk counties in North Carolina will issue a full mandatory evacuation, and all have agreed not to open ARC shelters in-county. Instead, the entire population will be asked to evacuate to inland host counties, who will provide sheltering opportunities. For an evacuation of this nature, an extraordinary number of vehicles will have to move from the risk counties in a relatively short period of time. The North Carolina State Highway Patrol is the coordinating agency for all traffic related hurricane issues, including manning traffic control points and maintaining traffic flow from the risk counties. This mission is accomplished in cooperation with the North Carolina Department of Transportation, which provides the supporting equipment for the traffic flow plan, primarily via the Division of Highways and the Ferry Division. Each of these agencies is tasked with providing additional resources and assistance to local emergency management and law enforcement agencies. In the case of a total evacuation, resources will be drawn from the coastal counties (host and risk), as well as the inland Piedmont and Western counties that are normally not as seriously affected by tropical storm systems.

This Evacuation Standard Operating Guide is intended to provide the North Carolina Division of Emergency Management, the North Carolina State Highway Patrol, the North Carolina Department of Transportation and other stake-holder state agencies with a comprehensive guide for a hurricane evacuation response.

## **EVACUATION FUNCTION – EVACUATION PROCESSES AND DECISION MAKING**

**Lead Agency:** (Specific for Cat 4 and 5 shown with\*)

- NC Division of Emergency Management\* (Director)
- NC Office of Emergency Medical Services\*(Incident Commander)
- NCDOT\* (Division Engineer)
- NCSHP\* (Troop B Commander)
- County Emergency Management Services Depts. (Emergency Services Directors)
- County Sheriff Departments (Sheriffs)
- Boards of County Commissioners\* (Chairman)
- County Transportation Coordinators\*

**Supporting Agencies:** (Specific for Cat 4 and 5 shown with\*)

- NC Division of Social Services\* (Liaison)
- NC Division of Public Health\* (Liaison)
- NC Division of Aging and Adult Services\* (Liaison)
- NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)
- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NCDOT (NCDOT District Engineer)
- NCSHP (NCSHP First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to evacuate county Functionally and Medically Fragile Population (FMFP) and Care Dependant Population (CDP) prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events NCEM will be integral to the command and control function.

### **I. INTRODUCTION**

The Governor of North Carolina has the authority to order a coastal evacuation but the decision has historically been made at the local level, usually by the Chairman of the Board of County Commissioners. With this county-by-county approach, it is incumbent upon the local jurisdictions to maintain close coordination with their immediate neighbors to avoid confusing the public and to coordinate processes of overall operations. This approach has worked well for the hurricanes that have threatened North Carolina in recent history.

However, serious consideration should be given to the repeated warnings of more frequent and more intense storms affecting the coastal U.S. in the future. Analyses of the response to Hurricane Katrina and the storm's disastrous aftermath have shown that detailed hurricane preparedness planning for intense storms is absolutely essential. The coastal counties generally recognize that for a Cat 4 or 5 hurricanes, they will need to look to the State for assistance. For such intense storms NCEM's role of operational support should be expanded to include regional evacuation decision making and coordination.

In hurricane evacuation decision making, emergency planners must always consider the worst case scenario based on the known facts, and act accordingly. In that regard, the National Hurricane Center recommends that decision makers compensate for average forecast errors by recognizing that an approaching storm could easily intensify one category above

the level forecast for landfall. Thus, the response to a threatening Cat 3 hurricane showing tendencies toward intensification should be at the Cat 4 level.

Evacuation decision making must be timely and decisive. Any hesitation beyond the designated decision times could place the success of the evacuation process in jeopardy and result in casualties and loss of property.

This SOG describes the decision making process from both the viewpoint of NCEM and the local Emergency Management offices. Each may come into play to a lesser or greater degree, depending upon the nature of the storm and the ability of the counties and municipalities to control the emergency situation.

## **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

For Cat 1, Cat 2 or Cat 3 hurricanes, the decision making and evacuation operations will usually be maintained within the county government sphere of control.

For intensifying Cat 3, and Cat 4 and 5 hurricanes, NCEM's role of operational support will be expanded to include regional evacuation decision making and coordination. The response to a threatening Cat 3 hurricane showing tendencies toward intensification will be at the Cat 4 level. For either State or locally directed evacuation, the first action item will be mustering transportation for the FMFP and CDP. For either State or locally directed evacuation, the first action item will be mustering transportation for the FMFP and CDP.

## **III. CONCEPT OF OPERATIONS**

### **General**

State Emergency Operations Center (EOC) and Regional Coordination Centers will be activated and staffed as appropriate by the North Carolina Division of Emergency Management (NCEM) approximately 72 to 96 hours prior to the anticipated landfall of the hurricane. For less intense storms (Cat 1, 2 or 3) individual county by county evacuations will generally be standard operating procedure. If the hurricane is a strong category 3 storm, that has the possibility of strengthening, or is a category 4 or 5 hurricane, the regional hurricane evacuation plan will be activated. In all cases, the Eastern Branch RCC will be activated in advance of the issuance of a local government evacuation order.

### **Cat 1, 2 or 3**

The State and potentially affected county EOC's will reach agreement on the counties most likely to be impacted. The State EOC will request that the Governor declare a state of emergency, as appropriate. Individual counties, acting on their own, will order evacuations. FMFP and CDP populations will generally be cared for within the county. A special (early) evacuation for the above populations may be necessary, dependant upon sheltering options and transportation resources that are available. Public schools within the county will usually be used for general population shelters. Transportation to those shelters will be by privately owned vehicles or by county school district owned buses.

**IV. IMPLEMENTATION TIMELINE - CATEGORY 1, 2, AND 3**

<b>72 Hours</b>	State implements partial activation of the EOC based on the approaching hurricane. State activates depending on storm progress. County EOCs activate instep with the State. NCSHP and NCDOT engaged in evacuation.
<b>48 Hours</b>	Division of Social Services activates the sheltering program. County Board Chairman decides whether or not to call a phased evacuation of special needs population. If so he issues that order now.
<b>40 Hours</b>	Division of Social Services and ARC review general population shelter(s). FMFP and CDP begin sheltering.
<b>36 Hours</b>	County Board Chairman gives evacuation notice for general population in the county.
<b>32 Hours</b>	Voluntary evacuation of general public begins in the county.
<b>18 Hours</b>	Depending on county clearance times, Mandatory evacuation begins in the county. Division of Social Services and ARC open general population shelters.
<b>12 Hours</b>	The last bus leaves on route to in-county shelter.

**Category 4 and 5**

The State and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the state and affected county EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel and equipment resources, if necessary.

Because arranging for the setup of the FMSS, and the transportation of FMFP to the FMSS and the CDP to CDP Shelters is extremely time consuming, a tiered evacuation order is needed. It is envisioned that an evacuation order for FMFP and CDP must be given up to four days in advance of hurricane landfall. The evacuation order for the general population would be given later, perhaps 24 to 36 hours before landfall, depending upon clearance times required for individual counties. One must remember that this is the scenario for a large and potentially catastrophic storm making landfall.

Upon notification of the initial (FMFP and CDP) evacuation order, NCEM will notify NCOEMS and request that FMSS shelters be opened. NCEM will also notify host counties to open CDP shelters. It is anticipated that one day would be required to prepare the shelter for occupation. The shelter should begin receiving evacuees about one day after opening (about two days before landfall).

Local Transportation Coordinators, County Emergency Management Coordinators, and many other social services organizations will work to coordinate local assets and prepare staging areas for embarking of FMFP and CDP. Because the effort is of regional scope, the local officials will coordinate closely with their State level leadership. The required number of contracted ambulances provided by NCEM will also begin to arrive about two days before landfall. Evacuation will continue until arrival of tropical storm force winds associated with the approaching storm.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Northern Coastal Plain – Evacuation Function

October 2007

### V. IMPLEMENTATION TIMELINE - CATEGORY 3 (AS NEEDED), 4 AND 5

<b>120 Hours</b>	State considers/implements partial activation of the EOC based on the approaching hurricane.
<b>96 Hours</b>	NCEM advises ESF 6 and ESF 8 partners on need to activate the regional sheltering program.
	NCEM begins the process of identifying ambulance resources available through the Statewide Mutual Aid Agreement Program for use prior to landfall. Also tasks the Public Transportation Division for transport of CDP.
	Chairman of Board of County Commissioners decides to order a tiered evacuation. The notice indicates that FMFP and CDP will begin the evacuation coordination process in order to begin evacuation in two days.
<b>72 Hours</b>	OEMS open FMSSs and County Department of Social Services opens CDP shelter(s).
	NCEM, NCSHP and NCDOT engaged in evacuation coordination
<b>48 Hours</b>	First ambulances for FMFP and vehicles transporting CDP leave County staging areas for FMSS and CDP Shelters. Shelters begin receiving evacuees who have arrived by POV.
	Ambulances and vehicles transporting CDP begin to arrive at FMSS and CDP Shelters.
	County Board Chairman decides whether or not to call a phased evacuation of special needs population. If so he issues that order now.
	In accordance with the pre-approved plan, evacuation of general population without transportation begins in the county.
	FMSS and CDP Shelters continue to receive FMFP and CDP. Shelters continue receiving evacuees who have arrived by POV.
	Voluntary evacuation of general public begins in the county.
	Mandatory evacuation begins in the county.
<b>40 Hours</b>	Division of Social Services and ARC open general population shelters(s).
<b>36 Hours</b>	FMFP and CDP begin sheltering.
<b>32 Hours</b>	County Board Chairman gives evacuation notice for general population in the county.
<b>18 Hours</b>	Depending on county clearance times, Mandatory evacuation begins in the county.
<b>12 Hours</b>	The last bus leaves final staging area in risk county on route to host county shelter.

### VI. RESPONSIBILITIES

Lead Agency: (Specific for Cat 4 and 5 shown with\*)

**NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NCOEMS.
- Assume command of evacuation should a regional evacuation be necessary.
- Provide ambulances in the number and at the time required.

**NC Office of Emergency Medical Services\*(Incident Commander at FMSS)**

- Command and Control of the FMSS.

**NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NC State Highway Patrol regarding regional evacuation.
- NC Department of Transportation\* (Division Engineer) State point of contact for NC DOT regarding use of their resources in the regional evacuation.

**County Emergency Management Services Departments. (Emergency Services Directors)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.



**County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

**Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation issue tiered evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.
- Provide guidance to the County Transportation Coordinator.
- Terminate the official evacuation order.

**County Transportation Coordinators (Usually affiliated With County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation use of county resources and assessment of county needs during a regional evacuation.

**Supporting Agencies: (Specific for Cat 4 and 5 shown with\*)**

**NC Division of Social Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Public Health\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Aging and Adult Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Services Director.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NC Department of Transportation (District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

**NC State Highway Patrol (First Sergeant)**

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

**VII. REFERENCES**

- NCSHP Troop A Coastal Region Evacuation Plan, May 2007
- HURREVAC 2000 for Windows XP Vista, Version 5.0.8
- Federal Emergency Management Agency
- U.S. Army Corps of Engineers
- National Oceanic and Atmospheric Administration, 2007
- North Carolina Hurricane Evacuation Restudy
- Technical Data Report
- Federal Emergency Management Agency
- U.S. Army Corps of Engineers, December 2002
- Troop A Coastal Region Evacuation Plan, March 2007

**VIII. ATTACHMENTS**

1. NCP Clearance Times
2. Ferry Emergency Operations
3. Bonner Bridge Contingency Plan

## Attachment 1 - Northern Coastal Plain Clearance Times

The transportation modeling<sup>1</sup> was set up for the Year 2000 base year. The items listed below are the most critical outputs for planning for shelter needs, anticipating bottlenecks, and defining the timing requirements of an evacuation.<sup>2</sup>

- Evacuating people and vehicles
- Destinations and shelter demand
- Traffic volumes and critical roadway segments
- Estimated clearance times

The most important product of the transportation analysis is the clearance times developed by storm scenario and by behavioral characteristics for each group of counties. Clearance time is one of two major considerations involved in issuing an evacuation or storm advisory. Clearance time must be weighed with respect to the arrival of sustained tropical storm winds to make a prudent evacuation decision.

Clearance time is the time required to clear the roadway of all vehicles evacuating in response to a hurricane situation. Clearance time begins when the first evacuating vehicle enters the road network and ends when the last evacuating vehicle reaches an assumed point of safety. Clearance time includes the time required by evacuees to secure their homes and prepare to leave (referred to as mobilization time). Clearance time also includes the time spent by evacuees traveling along the road network (referred to as travel time), and the time spent by evacuees waiting along the road network due to traffic congestion (referred to as queuing delay time). Clearance time does not relate to the time any one vehicle spends traveling on the road network and does not include time needed for local officials to assemble and make a decision to evacuate.

Tables 2A through 2D present the hurricane evacuation clearance times for the NCP developed for each county for the year 2000 storm scenarios. Clearance times shown in parentheses are for clearing critical roadways of all the potential coastal traffic that may come through each county.

---

<sup>1</sup> The text and tables herein are from Chapter 6, *Transportation Analysis, North Carolina Hurricane Evacuation Restudy, Technical Data Report, and dated December 2002.*

<sup>2</sup> The clearance times displayed in this section relate to the general population only. Transport of the Functionally and Medically Fragile Population (FMFP) will result in a considerably longer clearance time.

---

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Evacuation Function

October 2007

Table 2A North Coast (Dare and Currituck Counties)

<b>Year 2000 Clearance Times (in hours)</b>				
	<b>Low Seasonal Occupancy</b>		<b>High Seasonal Occupancy</b>	
	<b>Light Background</b>	<b>Heavy Background</b>	<b>Light Background</b>	<b>Heavy Background</b>
<b>Category 1-2</b>				
Rapid Response	13	13 <sup>1/2</sup>	28	28 <sup>1/2</sup>
Medium Response	13	13 <sup>1/2</sup>	28	28 <sup>1/2</sup>
Long Response	13	14	28	29
<b>Worst Household Commute Time:</b>	<b>1 <sup>3/4</sup> to 5 <sup>1/4</sup> hours</b>		<b>5 <sup>1/4</sup> to 13 hours</b>	
<b>Category 3-5</b>				
Rapid Response	17	17 <sup>1/2</sup>	32	33
Medium Response	17	17 <sup>1/2</sup>	32	33
Long Response	17	17 <sup>3/4</sup>	32	33 <sup>1/4</sup>
<b>Worst Household Commute Time:</b>	<b>2 <sup>3/4</sup> to 7 <sup>1/2</sup> hours</b>		<b>6 <sup>1/4</sup> to 15 <sup>1/4</sup> hours</b>	

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Evacuation Function

October 2007

**Table 2B Albemarle North (Camden, Pasquotank, Perquimans and Chowan Counties)**

<b>Year 2000 Clearance Times (in hours)</b>				
	<b>Low Seasonal Occupancy</b>		<b>High Seasonal Occupancy</b>	
	<b>Light Background</b>	<b>Heavy Background</b>	<b>Light Background</b>	<b>Heavy Background</b>
<b>Category 1-2</b>				
Rapid Response	5 1/2 (11 1/2)	5 1/2 (12)	5 1/2 (24 1/2)	5 1/2 (25 1/2)
Medium Response	8 1/2 (11 1/2)	8 1/2 (12)	8 1/2 (24 1/2)	8 1/2 (25 1/2)
Long Response	11 1/2 (11 1/2)	11 1/2 (12 1/2)	11 1/2 (24 1/2)	11 1/2 (25 3/4)
<b>Worst Household Commute Time:</b>	<b>1 3/4 to 5 1/4 hours</b>		<b>5 1/4 to 13 hours</b>	
<b>Category 3</b>				
Rapid Response	5 1/2 (15 1/2)	5 1/2 (16 1/4)	5 1/2 (29 1/2)	5 1/2 (30)
Medium Response	8 1/2 (15 1/2)	8 1/2 (16 1/4)	8 1/2 (29 1/2)	8 1/2 (30)
Long Response	11 1/2 (15 1/2)	11 1/2 (16 1/2)	11 1/2 (29 1/2)	11 1/2 (30 1/2)
<b>Worst Household Commute Time:</b>	<b>2 1/2 to 7 3/4 hours</b>		<b>5 1/2 to 14 hours</b>	
<b>Category 4-5</b>				
Rapid Response	5 1/2 (19 3/4)	5 1/2 (20 1/4)	5 1/2 (33)	5 1/2 (34)
Medium Response	8 1/2 (19 3/4)	8 1/2 (20 1/4)	8 1/2 (33)	8 1/2 (34)
Long Response	11 1/2 (19 3/4)	11 1/2 (20 1/4)	11 1/2 (33)	11 1/2 (34 1/4)
<b>Worst Household Commute Time:</b>	<b>3 1/4 to 8 3/4 hours</b>		<b>6 1/2 to 16 hours</b>	

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic. Clearance times cut off at I-95 for calculation purposes.

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Evacuation Function

October 2007

Table 2C Albemarle South and Inland (Washington, Tyrrell, Bertie and Martin Counties)

<b>Year 2000 Clearance Times (in hours)</b>				
	<b>Low Seasonal Occupancy</b>		<b>High Seasonal Occupancy</b>	
	<b>Light Background</b>	<b>Heavy Background</b>	<b>Light Background</b>	<b>Heavy Background</b>
<b>Category 1-2</b>				
Rapid Response	5 1/2 (11 3/4)	5 1/2 (12 1/2)	5 1/2 (24 1/2)	5 1/2 (25 1/2)
Medium Response	8 1/2 (11 3/4)	8 1/2 (12 1/2)	8 1/2 (24 1/2)	8 1/2 (25 1/2)
Long Response	11 1/2 (11 3/4)	11 1/2 (12 3/4)	11 1/2 (24 1/2)	11 1/2 (25 3/4)
<b>Worst Household Commute Time:</b>	<b>1 1/2 to 4 3/4 hours</b>		<b>5 1/4 to 13 hours</b>	
<b>Category 3</b>				
Rapid Response	5 1/2 (14 1/2)	5 1/2 (15)	5 1/2 (26)	5 1/2 (26 3/4)
Medium Response	8 1/2 (14 1/2)	8 1/2 (15)	8 1/2 (26)	8 1/2 (26 3/4)
Long Response	11 1/2 (14 1/2)	11 1/2 (15 1/4)	11 1/2 (26)	11 1/2 (27 1/4)
<b>Worst Household Commute Time:</b>	<b>2 to 6 hours</b>		<b>4 3/4 to 12 hours</b>	
<b>Category 4-5</b>				
Rapid Response	5 1/2 (15)	5 1/2 (15 3/4)	5 1/2 (27)	5 1/2 (27 3/4)
Medium Response	8 1/2 (15)	8 1/2 (15 3/4)	8 1/2 (27)	8 1/2 (27 3/4)
Long Response	11 1/2 (15)	11 1/2 (16 1/4)	11 1/2 (27)	11 1/2 (28)
<b>Worst Household Commute Time:</b>	<b>2 1/4 to 6 1/2 hours</b>		<b>5 to 12 1/2 hours</b>	

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Times in parentheses are for clearing US 17 of all the potential coastal traffic that may come through each county. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Evacuation Function

October 2007

Table 2D Pamlico North (Hyde and Beaufort Counties)

<b>Year 2000 Clearance Times (in hours)</b>				
	<b>Low Seasonal Occupancy</b>		<b>High Seasonal Occupancy</b>	
	<b>Light Background</b>	<b>Heavy Background</b>	<b>Light Background</b>	<b>Heavy Background</b>
<b>Category 1-2</b>				
Rapid Response	6 <sup>1/4</sup> (14)	6 <sup>3/4</sup> (14)	9 <sup>1/2</sup> (26)	10 <sup>1/4</sup> (26)
Medium Response	8 <sup>1/2</sup> (15)	8 <sup>1/2</sup> (15)	9 <sup>1/2</sup> (27)	10 <sup>3/4</sup> (27)
Long Response	11 <sup>1/2</sup> (16)	11 <sup>1/2</sup> (16)	11 <sup>1/2</sup> (28)	11 <sup>3/4</sup> (28)
<b>Worst Household Commute Time:</b>	<b>1 to 1<sup>3/4</sup> hours</b>		<b>1 to 3<sup>1/2</sup> hours</b>	
<b>Category 3</b>				
Rapid Response	8 <sup>1/2</sup> (14)	9 <sup>1/4</sup> (14)	12 (26)	13 (26)
Medium Response	8 <sup>1/2</sup> (15)	9 <sup>1/2</sup> (15)	12 (27)	13 <sup>1/4</sup> (27)
Long Response	11 <sup>1/2</sup> (16)	11 <sup>1/2</sup> (16)	12 <sup>1/4</sup> (28)	11 <sup>1/2</sup> (28)
<b>Worst Household Commute Time:</b>	<b>1 to 3 hours</b>		<b>1<sup>3/4</sup> to 4<sup>3/4</sup> hours</b>	
<b>Category 4-5</b>				
Rapid Response	11 <sup>1/4</sup> (14)	11 <sup>3/4</sup> (14)	14 <sup>1/2</sup> (26)	15 <sup>1/2</sup> (26)
Medium Response	11 <sup>1/4</sup> (15)	11 <sup>3/4</sup> (15)	14 <sup>1/2</sup> (27)	15 <sup>3/4</sup> (27)
Long Response	11 <sup>1/2</sup> (16)	12 <sup>1/2</sup> (16)	14 <sup>3/4</sup> (28)	16 <sup>3/4</sup> (28)
<b>Worst Household Commute Time:</b>	<b>1<sup>1/4</sup> to 4<sup>1/4</sup> hours</b>		<b>2<sup>1/4</sup> to 6 hours</b>	

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Times in parentheses are for clearing US64 of all the potential coastal traffic that may come through each county. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.

## **Attachment 2 – Ferry Emergency Operations**

### **Hurricane Evacuation**

When the NCDOT Ferry Division activates its emergency operations plan for hurricane evacuations, it will follow the same procedures as normal day to day operations. Evacuees will disembark in three locations: Hatteras Village, Swan Quarter, and Cedar Island. Those offloaded in Hatteras Village will use NC 12 northward as an evacuation route (to the Whalebone Junction in Nags Head, intersection of NC 12, US158, and US 64), Swan Quarter evacuees will travel on US 264 westward, and Cedar Island evacuees will use NC 12/US 70 northwestward.

Upon receiving tropical storm warnings, the Ferry Division will begin securing the vessels in sheltered docking facilities. Ferries are essential in evacuating Ocracoke Island. Four hours are needed to secure those vessels that run from Ocracoke to Cedar Island and Swan Quarter. Vessels that run from Ocracoke to Hatteras Island will stop running five hours after receiving tropical storm warnings.

### **Attachment 3 - Bonner Bridge Contingency Plan**

In the event that the use of the Herbert C. Bonner Bridge across Oregon Inlet is lost during the evacuation of Hatteras Island, there is a contingency plan for emergency ferry service to the mainland. The emergency ferry dock at Stumpy Point can provide emergency access to Hatteras Island using an existing dock at Rodanthe or the dock at Hatteras Village, as utilized after Hurricane Isabel. The crossing time from Rodanthe to Stumpy Point is 1 hour and 40 minutes. This equates to a capacity of about 1,300 vehicles per day. A proposed Oregon Inlet crossing might be slightly faster and, therefore, provide a slightly higher capacity. However, that crossing would be more vulnerable to tide and wind conditions. Currently, there are no ferry-landing docks in place at Oregon Inlet. According to the Ferry Division, it would be impossible to transport all vehicles from Hatteras Island and Ocracoke for a timely hurricane evacuation. The evacuation process is dependent on channel condition, as well as the ability of the ferry personnel to ready the facilities for immediate use in the critical window of opportunity.



## **EVACUATION FUNCTION – VIRGINIA EVACUATION COORDINATION**

**Lead Agency:** North Carolina Division of Emergency Management (NCEM)  
Virginia Department of Emergency Management

**Supporting Agencies:** North Carolina State Highway Patrol (NCSHP)  
Virginia State Highway Patrol  
Virginia Department of Transportation  
City of Chesapeake

### **I. INTRODUCTION**

#### **Purpose**

Describe planning and actions to be taken to facilitate northbound evacuation traffic flow from northeastern North Carolina into Virginia. Coordination of the evacuation traffic entering southeastern Virginia from North Carolina is the responsibility of the North Carolina Division of Emergency Management (NCEM) and the North Carolina State Highway Patrol (NCSHP), assisted by local emergency management and local law enforcement. Once that traffic enters Virginia the responsibility shifts to the Virginia Department of Emergency Management, the Virginia State Police, and Virginia municipalities.

#### **Scope of the Barco Diversion Plan and Virginia-North Carolina Border Traffic Control Plan**

The Barco Diversion Plan was developed by the NCSHP to provide guidance to SHP personnel manning traffic control points in northeastern North Carolina, particularly the control point at the intersection of US 158 and NC 168 in Currituck County. As referenced in the Virginia EOP, the Barco plan forms the nucleus of the Virginia-North Carolina Border Traffic Control Plan (see references). Used in conjunction, these plans provide a framework within which agencies of the two states and the affected localities can coordinate actions to deal with the evacuation from North Carolina and through areas of both states when threatened by hurricanes. Additionally, it can be expected that a large-scale evacuation of southern Virginia would have consequences for a simultaneous evacuation in North Carolina, possibly impeding the NC evacuation. This SOG discusses coordination of actions based on the planning done to minimize those consequences.

As found in the Virginia EOP, the Virginia-North Carolina Border Control Plan outlines procedures for monitoring northbound and westbound traffic in Northeastern North Carolina and Southeastern Virginia, and procedures for initiating actions to adjust northbound evacuation traffic to minimize its effect on the westbound evacuation of Virginia's metropolitan Hampton Roads area.

In order for all parties in both states to be aware of situations and actions, it is essential that communications between the North Carolina Division of Emergency Management and the Virginia Department of Emergency Management take place before any adjustment actions are implemented.

#### **Situation**

Since hurricanes that form in the South Atlantic generally move in a northwest direction, the coastal areas of North Carolina will come under a Hurricane Watch or a Hurricane Warning (issued by the National Weather Service) earlier than the adjacent coastal areas of Virginia. Many of the motorists evacuating the communities on the Outer Banks (Dare and Currituck beaches in NC) take US 158W to NC 168N at Barco Intersection on the Currituck mainland. Both US 158W and NC 168 are marked evacuation routes, and motorists may choose either route unless there is a problem requiring implementation of the diversion plan. Evacuees on NC 168N enter Virginia within the limits of the city of Chesapeake on Virginia Route 168. From that point, they go to their destination in the Hampton Roads, Virginia area, or continue through the area on I-64 East or West.

## II. PLANNING ASSUMPTIONS AND CONSIDERATIONS

The NCEM Eastern Branch Office and the NCEOC will be activated as points of contact for Virginia officials prior to any hurricane evacuation from North Carolina

An annual state-sponsored meeting including officials from both states will be conducted each spring to foster dialogue, review plans and situations, and promote coordination

Electronic message board plans and sites have been developed by NCDOT and coordinated with local and state EM officials. NCDOT cameras will be available to monitor portions of critical evacuation routes

## III. CONCEPT OF OPERATIONS

Communications and dialogue will be established between the two states via Emergency Operations Centers (EOCs), the Eastern Branch RCC, the Area 5 VDEM Coordinator, and local EOCs in Virginia and North Carolina. As appropriate, NCEM/EB RCC will invite participation from Virginia Emergency Management officials (Area Coordinator, Hurricane Program Manager, Hurricane Planner, etc.) on hurricane coordination conference calls.

The North Carolina State Highway Patrol will establish and maintain communications and dialogue with operational counterparts in Virginia during evacuation operations in northeastern NC.

During an evacuation, no drastic measures such as impedance of the North Carolina evacuation by closure of roads into Virginia are to be expected or implemented, as per agreement among NCEM and VDEM; however, a diversion of traffic at Barco by the NCSHP could be requested by VDEM if traffic conditions in Virginia become a problem. In such a case, NC will take measures to divert traffic westward. If a Virginia evacuation is ordered it may become necessary to *temporarily* divert incoming traffic from North Carolina

As stated in the Virginia Emergency Operations Plan, the following protocol is to be observed:

“The City of Chesapeake, in coordination with the Virginia State Police will monitor traffic in the area around the Virginia - North Carolina Border. The Virginia State Police and the City of Chesapeake will establish communications with state and local law enforcement officials in North Carolina and will inform them of an impending request that northbound traffic be diverted west of the Chesapeake Expressway.

The City of Chesapeake, in coordination with other cities at risk, will make the decision to direct an evacuation and will notify the VDEM. The VDEM will be notified when traffic diversion has been requested (see references). The VDEM will immediately notify the NCEM who will notify the North Carolina State Highway Patrol of this impending action. When directed by the VDEM, the VDOT, with assistance from the Virginia State Police and local law enforcement, will begin implementation of the Hampton Roads Hurricane Evacuation Traffic Control Plan.

When the Virginia State Police and the City of Chesapeake confirm that normal traffic has been re-established on the westbound routes, they will notify the VDEM. The VDEM will immediately notify the NCEM of this resumption. If the impact of the hurricane has resulted in damage or blockage of any roads in the southeastern portion of Virginia, that information will be relayed to the North Carolina State EOC from the VDEM.

#### **IV. RESPONSIBILITIES**

- 1. North Carolina Division of Emergency Management – NCEM**
  - a. Prior to 36 Hours Before Landfall**
    1. Monitor weather advisories from the National Weather Service (National Hurricane Center).
    2. Establish communications with the Virginia EOC when a Hurricane Watch is posted for the coast of North Carolina, particularly Dare and Currituck Counties.
    3. Monitor state and local evacuation deliberations with Virginia.
  - b. Between 36 Hours and Landfall**
    1. Coordinate state resources to facilitate implementation of evacuation plans.
    2. Notify Virginia EOC of evacuation plans
- 2. Virginia Department of Emergency Management – VDEM**
  - a. Prior to 36 Hours Before Landfall**
    1. Monitor weather advisories from the National Weather Service (National Hurricane Center).
    2. Establish communications with the North Carolina EOC when a Hurricane Watch is posted for the Outer Banks of North Carolina.
    3. Monitor state and local evacuation deliberations in North Carolina and in Virginia.
  - b. Between 36 Hours and Landfall.**
    1. Coordinate state resources to facilitate implementation of evacuation plans.
    2. Notify North Carolina EOC of evacuation plans.
    3. Notify the North Carolina EOC upon the decision to implement the regional evacuation plan.
    4. Verify through the Virginia State Police that the northbound traffic has been diverted.
  - c. After Landfall**
    1. As soon as possible, notify North Carolina EOC of conditions on the Virginia side of the northbound routes. Commonwealth of Virginia Emergency Operations Plan B-1-4 Hurricane Emergency Response Plan Attachment 1 to Annex B: Virginia - North Carolina Border Traffic Control Plan (Barco Plan)
- 3. North Carolina State Highway Patrol**
  - a. Prior to 36 Hours Before Landfall:**
    1. Monitor traffic flow in the northeastern part of the state.
    2. Receive traffic flow information from state or local law enforcement.
    3. Coordinate state law enforcement resources to facilitate implementation of evacuation plans.
    4. Establish communication with Virginia Highway Patrol.
  - b. Between 36 Hours and Landfall:**
    1. When notified that a Virginia evacuation has been directed, divert traffic south of the Virginia border west past the Chesapeake Expressway, Rt. 168 and U.S. 17 towards I-95 and coordinate with the City of Chesapeake to monitor the diversion.
    2. Keep NCEM informed of traffic along the Virginia-North Carolina border.
  - c. After Landfall**
    1. Assess damage to roadways and determine if closures are needed.
    2. If roads are damaged or blocked, notify the NCEM.
- 4. Virginia State Police**
  - a. Prior to 36 Hours Before Landfall:**
    1. Monitor traffic flow in the southeastern part of the state from the VDEM.
    2. Receive traffic flow information from state or local law enforcement in Chesapeake.
    3. Coordinate state law enforcement resources to facilitate implementation of evacuation plans.
    4. Establish communication with North Carolina State Highway Patrol.

- b. Between 36 Hours and Landfall:
    - 1. When notified that an evacuation has been directed, request North Carolina State Highway Patrol to divert traffic south of the Virginia border west past the Chesapeake Expressway, Rt. 168 and U.S. 17 towards I-95 and coordinate with the City of Chesapeake to monitor the diversion.
    - 2. Keep VDEM informed of traffic along the Virginia-North Carolina border and on the Virginia evacuation routes.
  - c. After Landfall
    - 1. Assess damage to roadways and determine if closures are needed.
    - 2. If roads are damaged or blocked, notify the VDEM.
5. Department of Transportation (Smart Traffic Center – VA Beach)
- a. Prior to 36 Hours Before Landfall
    - 1. Determine status of all evacuation routes, including those Virginia roads used by motorists evacuating from North Carolina (The Chesapeake Expressway, Route 168 and U.S. 17).
    - 2. Make adjustments to the evacuation plan due to construction or temporary status, as needed.
    - 3. Notify VDEM of any changes in the evacuation plan.
    - 4. Coordinate resources to implement the plan. From 36 Hours to Landfall
    - 5. To coincide with the evacuation directives issued by municipalities, implement the Hampton Roads Hurricane Evacuation Traffic Control Plan.
    - 6. Monitor the evacuation and notify the VDEM of status regularly.
    - 7. Communicate directly with North Carolina officials as needed. Notify VDEM.
  - b. After Landfall As soon as possible, report the road conditions to the VDEM.
6. City of Chesapeake
- a. Prior to 36 Hours Before Landfall
    - 1. Monitor weather advisories as they relate to northeast North Carolina as well as the city in accordance with local plans.
    - 2. Establish communications with VDEM, Virginia State Police, North Carolina State Highway Patrol, and neighboring localities in both states.
    - 3. Implement monitoring system to determine traffic flow on the Chesapeake Expressway and Route 168 and to anticipate traffic problems in accordance with local plans.
    - 4. Manage traffic on Route 168 in accordance with local plans.
  - b. From 36 Hours to Landfall
    - 1. Monitor evacuation deliberations throughout the areas.
    - 2. When decision to evacuate has been made, contact the VSP to discuss implementation of traffic diversion procedures.
    - 3. After the VSP has requested the State of North Carolina to divert traffic away from Chesapeake, continue to monitor traffic and report status to the VDEM.
  - c. After Landfall, as soon as possible, notify the VDEM of conditions on all routes, including Route 168.

## V. REFERENCES

- Commonwealth of Virginia Emergency Operations Plan B-1-5 Hurricane Emergency Response Plan Attachment 1 to Annex B: Virginia - North Carolina Border Traffic Control Plan (Barco Diversion Plan, as developed by NCSHP)

## VI. ATTACHMENTS

- 1. List of Contacts: NC Emergent Management Coordination with Virginia Emergency Plan

**Attachment 1 – List of Contacts: NORTH CAROLINA DIVISION OF EMERGENCY MANAGEMENT  
COORDINATION WITH VIRGINIA EMERGENCY MANAGEMENT**

**Wallace B. Twigg, Jr**

Regional Coordinator / Region 5: Tidewater  
Virginia Dept. of Emergency Management  
P.O. Box 1847  
Gloucester, VA 23061  
**Phone:** 804-695-9506  
**Email:** wallace.twigg@vdem.virginia.gov

**Stewart Baker**

Hurricane Program Manager  
VA Dept. of Emergency Management  
**Office:** 757-336-5627  
**Cell:** 757-879-0755  
**Email:** stewart.baker@vdem.virginia.gov

**Patricia D. Chappell**

Hurricane Planner  
VA Dept. of Emergency Management  
Post Office Box 15698  
Chesapeake, VA 23328  
**Blackberry:** 804-516-5783  
**Office:** 757-410-7626  
**Email:** Patricia.Chappell@vdem.virginia.gov

**Virginia Emergency Operations Center**

**Switchboard Number:** 804-674-2400  
**Harry E. Colestock, III, Director of Operations**  
Virginia Emergency Operations Center  
7700 Midlothian Turnpike  
Richmond, VA 23235

**Administrative Headquarters**

**Switchboard Number:** 804-897-6500  
**Virginia Department of Emergency Management**  
10501 Trade Court  
Richmond, VA 23236  
**E-mail:** pio@vdem.virginia.gov

**Stephen R. Best, Sr.**

Coordinator of Emergency Services  
City of Chesapeake  
**E-mail:** sbest@cityofchesapeake.net

## **NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Evacuation Function

October 2007

---

### **Hui-Shan Walker**

Deputy Coordinator

Chesapeake Fire Department

City of Chesapeake

**Email:** [hwalker@cityofchesapeake.net](mailto:hwalker@cityofchesapeake.net)

### **Emergency Management**

304 Albemarle Drive

Chesapeake, VA 23322

**Phone:** 757-382-6297/6497

**Fax:** 757-382-8228

Chesapeake Emergency Operations Center

Answered 24-hours per day during hurricane emergency: 757-382-6464

**Email:** [EMOffice@cityofchesapeake.net](mailto:EMOffice@cityofchesapeake.net)

### **Captain James T. Judkins**

1001 Whitemarsh Road

Suffolk, Virginia 23434

**Phone:** 757-923-2101

**Email:** [jjudkins@city.suffolk.va.us](mailto:jjudkins@city.suffolk.va.us)

### **Marchbank, Mark**

Deputy Coordinator Emergency Management, City of Virginia Beach

2408 Courthouse Dr.

Municipal Center, Bldg. 21

Virginia Beach, VA 23456

**Phone:** 757-385-8466

**Email:** [mmarchba@vbgov.com](mailto:mmarchba@vbgov.com)

### **Eastern Branch Manager**

NC Division of Emergency Management

Eastern Branch Office/Regional Coordination Center

**EBO:** 252-520-4923

**Fax:** 252-520-4927

**NCEOC 24 hr.:** 800-858-0368



This page left blank intentionally.



## **TRANSPORTATION FUNCTION – INTRODUCTION**

### **Purpose**

The primary objective of this Northern Coastal Plain Transportation Standard Operating Guide (SOG) is to establish relationships and procedures to guide North Carolina Division of Emergency Management (NCEM) in providing and coordinating transportation assets needed at the regional and local level. This Transportation SOG includes sections on transportation resources, mass transit coordination, functionally and medically fragile populations (FMFP) resource assignment coordination, airlift resource support, and fuel resource allocation and support.

For a tropical storm or a Category 1-3 hurricane, evacuation will be mostly limited to people living in potential storm surge inundation areas and residents of mobile homes. In-county shelters may be sufficient to protect those numbers of evacuees.

For a Category 4 or 5 hurricane, it is possible that all risk counties in North Carolina will issue a full mandatory evacuation, and all have agreed not to open shelters in-county. The entire population will be asked to evacuate to inland host counties, who will provide temporary sheltering.

The coastal counties generally recognize that for a Category 4 or 5 storm, they will need to look to the State for assistance in supplementing locally available transportation assets. Since the State government does not own a significant number of appropriate vehicles, it will be incumbent upon NCEM to provide the shortfall through contracts, the Statewide Mutual Aid and Assistance Agreement, or by facilitating Memorandums of Understanding (MOUs) between the counties.

The analysis of the Northern Coastal Plain transportation resources indicated there is no shortfall in school buses for evacuation of the general population. However, NCEM should be sensitive to the fact that the Coastal Plain area of North Carolina has not experienced a Category 4 or 5 hurricane in recent history. The number of people requiring transportation for a county-wide evacuation might far exceed the estimates provided by county officials.

### **Scope**

This Transportation Tab covers the mass transportation requirement for hurricane evacuation. It is aimed at providing a framework for mass transportation of physical and functionally able individuals as well as the transportation of the FMFP and Care Dependent Population (CDP) who do not have a personal means of transportation out of the hurricane risk area. (*Further definition of the FMFP is provided in the FMSS Tab.*)

Coastal North Carolina is mostly rural and does not have a public mass transit bus or rail system. Air evacuation is impractical for the public segment that requires mass transportation evacuation. Public schools are closed in advance of hurricane emergencies to allow students, their parents, and school employees time to personally prepare for an evacuation. At this point school buses are an available transportation resource for mass hurricane evacuation either to risk free sites within the county or, in the case of a possible catastrophic hurricane, to host county(s) inland from the coast.

The use of school buses is appropriate for those individuals who are functionally able to transport themselves but lack the resources to do so. However, because the FMFP and CDP are largely frail, transportation options are few. A limited number of the CDP can safely travel by private auto with their caregiver to the CDP Shelters. However, a large number of CDP may require additional transportation support and virtually the entire FMFP will require ambulance transportation. The use of all available assets is addressed.

County plans for evacuating healthcare facilities vary widely. For a tropical storm or a Category 1-3 hurricane, evacuation will be mostly limited to facilities in potential storm surge inundation areas. In most counties, this can be

accomplished with local transportation resources. For Category 4 & 5 storms, some counties plan complete evacuations, creating an extremely heavy demand for medical support vehicles.

While this SOG **cannot** provide a total plan for the transportation of the segment of FMFP and CDP who are hospitalized or institutionalized, it **does** provide guidance in order to address identified transportation needs for this population group. All hospitals and other medical care facilities in North Carolina are **required** to have an approved emergency plan in which they **assume responsibility** for patients under their care during an emergency **to include transportation**.

### **Situation**

#### **Category 1, 2 or Category 3**

When a category 1, 2 or 3 hurricane is predicted to make landfall, affected risk county Emergency Management Coordinators, in coordination with the representative(s) of primary county agencies, and the State EOC, as appropriate may make recommendation to the Chairman of County Commissioners, to issue an evacuation notice. In most cases the risk county, acting alone, will be able to publicly transport and shelter those in need to a safe shelter within county jurisdiction. The exceptions are Dare, Camden, Currituck, Hyde and Tyrrell Counties, which do not have American Red Cross (ARC) approved pre-landfall hurricane shelters. In addition, for these counties, there will be no sanction or support officially offered to churches or private facilities choosing to open and provide shelter. County officials plan to rely entirely on host counties to accommodate their evacuees seeking public shelter. In other cases where the risk county has a mutual aid agreement in place with another county for hurricane sheltering, that risk county may alone be able to publicly bus evacuees to the sheltering county.

If the above is true, the evacuation can proceed in the manner prescribed in the county(s) emergency operations plan(s). Use of publicly owned school buses within the county(s) can normally accommodate this level of evacuation without host county aid. In this instance, limited assistance from the State of North Carolina would normally be required. However, 5 of the 10 NCP counties have no county shelters and may need state supported resources to go to host county shelters, even for these less damaging hurricanes.

#### **Category 4 and 5**

When a strong category 3 storm, that has the possibility of strengthening, or a category 4 or 5 hurricane is predicted to threaten coastal North Carolina, a much larger response is required. This threat requires a regional approach and more extensive involvement of the State, and possibly the Federal Government. This tab addresses this eventuality by including Standard Operating Guidelines (SOG) for Mass Transit Coordination and FMFP Resource Assignment Coordination.

## **TRANSPORTATION FUNCTION – PLANNING ASSUMPTIONS AND CONSIDERATIONS**

Different levels of command and control, and scope of host county and State involvement in an evacuation is dependant on the category of the approaching storm.

When evacuees are relocated outside of the risk county to a host county, consideration will be given to appointing at least one representative from the risk county who will be relocated to the host county EOC to act as liaison between the risk county and host county. And, conversely, a host county representative will be selected as a liaison between the counties and be relocated to the risk county EOC. This is a county decision that will be recommended when the state coordinates the opening of host county shelters.

When FMFP and CDP evacuees are relocated outside of the risk county to FMSS and CDP Shelters, individual care for each evacuee is critical to include their family and pets. The issue of transportation of pets and sheltering of pets for FMFP should be planned in advance as much as possible. Information currently available through the North Carolina Department of Agriculture on various resources and related useful forms designed to help individuals plan for animal sheltering can be found at the following URL: <http://www.ncagrgis.com/sheltering/>.

Sufficient warning time will generally be available to institute a general evacuation internal to the risk county. Evacuation to the host counties will take longer. Evacuation orders need to be issued early when regional evacuations are required. With advanced warning, some people will evacuate voluntarily prior to being advised to do so, and most will evacuate promptly when a notice is issued. Most will evacuate by personal vehicle. There is, however, little historic data to confirm that the evacuating public in need of school bus transportation will totally (or nearly totally) evacuate even risk areas, when a catastrophic hurricane is predicted. Their level of urgency is similarly uncertain.

Needed warning time will increase when evacuation to the FMSS counties is involved. Evacuation orders need to be issued extremely early – up to four days in advance of the arrival of tropical storm winds. The additional time is needed in order to ready the FMSS for evacuees; and to transport the FMFP and CDP via low capacity ambulances.

Drivers for all buses may be an issue should existing drivers elect to evacuate with their family(s) instead of driving evacuees out of the risk county(s) to the host counties in buses. If required, the use of host county drivers and host county buses would be used to relieve these shortfalls.

The analysis also revealed a critical shortage of 85 ambulances for the evacuation of the FMFP. Therefore, state coordination is a key to the successful evacuation of the Northern Coastal Plain for a category 3 or higher storm.

The majority of FMFP or CDP that live at home with a caregiver or with friends/relatives will have transportation provided by same to safety prior to the hurricane arrival.

Hospitals and other medical care facilities housing FMFP and CDP will have executable evacuation and transportation plans for their patients. The State of North Carolina will augment these plans on an as needed basis.

## **TRANSPORTATION FUNCTION – REFERENCES**

- NC General Statutes 115C-242(6) Use of School Bus for Emergency Management
- NC Statewide EM Mutual Aid Agreement regarding the State’s responsibility as it relates to this function.
- Annex A, Special Train
- NCNG 500-60 Joint Operating Procedures and the hurricane-related Contingency Plan (CONPLAN) 500-1.

## **TRANSPORTATION FUNCTION – STATE RESOURCES**

### **North Carolina Rail Division**

Special Train Evacuation for coastal plain risk counties was investigated to determine the feasibility of using railroad resources. The *NCRR Piedmont* could become a special train for evacuation upon annulment of Amtrak passenger service in North Carolina. However, rail infrastructure east of Highway I-95 cannot accommodate Amtrak passenger or heavy freight traffic. Accordingly, Special Train evacuation would originate at the multi-modal transportation center in Rocky Mount and transport evacuees westward. Service would preferably cease not less than 24 hours before arrival of tropical storm force winds. Weighing all circumstances, rail evacuation of eastern North Carolina is not considered to be a practical approach. (See CRES-SOG Appendix H, Special Train Transportation Support for Evacuation)

### **North Carolina National Guard**

The North Carolina Air National Guard (NCANG) has a squadron of C-130 aircraft that can be configured for MEDEVAC operations. The possible deployment of those aircraft for pre-landfall hurricane evacuation is discussed in CRES-SOG Appendix J, Air Transportation Support for Evacuation

### **Department of Public Instruction**

Transportation assistance for evacuation of general population can be accomplished with the use of county school buses. It should be noted that many bus drivers in a risk county will not be available due to the fact that they will be evacuating themselves. Therefore, if a risk county identifies a need for additional bus drivers, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to ESF 1 Desk. The ESF 1 manager at the State EOC will subsequently contact the Section Chief of the Transportation Services Section of the Department of Public Instruction and make a tasking for the requisite number of qualified school bus drivers, buses, and maintenance support from counties that are not at risk.

The drivers will report with personal gear that is adequate to be self-sufficient for up to 72 hours. They will load in groups of 20 or less onto a school bus(es) from their county and travel to the requesting risk county. Upon arrival, the bus drivers will mount up onto the risk county's school buses, pick up any evacuating personnel at pre-arranged pick-up points and travel to pre-identified shelters. Buses will be parked in staging areas in the host county and the drivers will stay at the shelter. Depending on the situation at post-landfall, the same bus drivers may be requested to assist in the re-entry phase or they may be shifted out with other bus drivers.

### **Department of Transportation, Public Transportation Division**

Transportation assistance for evacuation of general population or care dependent population can be accomplished with the use of vehicles assigned to the Public Transportation Division of the Department of Transportation. These are federally funded assets. Federal Transit Administration representatives have advised NCEM through FEMA Region IV that there are no restrictions on the use of the equipment for evacuation support in the event of an emergency.

There are 18 Urban Systems, 2 Regional Transportation Authorities, 3 Small Urban Systems and 82 Rural Transportation Systems. These systems have a variety of vehicles, many of which are lift equipped. The Public Transportation Division maintains a database that includes routes, Points of Contact and type of vehicle for each system. When a risk county

identifies a need for additional transportation for general or care dependent population, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to ESF 1 Desk. The ESF 1 Manager will subsequently contact the Public Transportation Division and make a tasking for the requisite number and type of drivers, vehicles and maintenance support to assist in the evacuation.

Public Transportation leaders will make the decision on which systems to pull resources in order to support the mission so that it will minimize disruption to services of its other customers (i.e. dialysis patients, disabled, etc.). Once the resources are identified, they will travel to the requesting risk county and pick up evacuating personnel at pre-arranged pick-up points and travel to pre-identified shelters. Vehicles will be parked in staging areas in the host county and the drivers will stay at the shelter. Depending on the situation at post-landfall, the same vehicle drivers may be requested to assist in the re-entry phase or they may be shifted out with other vehicle drivers

### **Statewide Mutual Aid Agreement**

Transportation assistance for evacuation of functionally and medically fragile populations (FMFP) can be accomplished with the use of ambulances acquired through the Statewide Mutual Aid Agreement. During the 2007 Deployable Resource Inventory conducted with all NC counties by the NCEM Operations Section, it was determined that there are 131 ambulances available in the state for deployment from non-risk counties. When a risk county identifies a need for additional transportation for FMFP, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to the ESF 8 Desk. The ESF 8 Manager will subsequently review assets through the SMARTT system and contact non-risk counties, and, via the Statewide Mutual Aid Agreement, make a tasking for the requisite number and type of EMS personnel, ambulances and maintenance support to assist in the evacuation.

Non-risk counties will deploy their ambulances to the requesting risk county and pick up evacuating FMFP personnel at pre-arranged pick-up points and travel to pre-identified hospitals or FMSSs. Ambulances will then be re-missioned or return to their county depending on the mission requirement.

# NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Northern Coastal Plain –Transportation Function

October 2007

## Attachment 1: Current Availability and Projected Need of Ambulances and Buses

Attachment 1 shows the current availability of ambulances and buses and the projected need and shortfall for these resources in the event of a Category 4 or 5 evacuation based on local interviews conducted for the purposes of creating this document.

Availability of Ambulances and Buses in the North Carolina Coastal Plain

		MOU in Place for Ambulances	Ambulances Needed	Ambulances Available	Shortage	MOU in Place for Buses	Buses Needed	Buses Available	Shortage	Comments	
RISK COUNTIES COASTAL PLAIN REGIONS	NORTHERN	Bertie	Y	20	10	10	Y	25	50	0	Ambulances in Plan, Buses in Plan
		Camden	NA	NA	NA	NA	NA	NA	NA	NA	Included with Pasquotank
		Chowan	Y	10	6	4	Y	50	50	0	Ambulances in Plan, Buses in Plan
		Currituck	N	15	9	6	N	50	50	0	Incident Dependant No MOUs
		Dare	N	20	11	9	N	40	40	0	No MOUs
		Hyde	N	10	0	10	N	15	10	5	Ambulances not in Plan. NEED School Bus Drivers
		Martin	Y	9	9	0	Y	105	105	0	Ambulances in Plan, Buses in Plan
		Pasquotank	Y	30	5	25	N	80	80	0	Ambulances in Plan, Buses in Plan
		Perquimans	N	5	0	5	Y	40	40	0	Buses in Plan
		Tyrrell	N	5	5	0	N	20	20	0	Ambulances County Owned, Buses in Plan
		Washington	N	15	5	10	N	45	45	0	Ambulances not in Plan, Buses in Plan
	<b>TOTAL NCP</b>		139	60	79		415	424	16	Note numbers in <i>italics</i> : Bertie Co. has excess buses. This is not considered in calculating shortage.	
	CENTRAL	Beaufort	N	42	28	14	N	60	102	0	Ambulances not in Plan, Buses in Plan
		Carteret	Y	60	31	29	N	20	20	0	Ambulances in Plan, Buses in Plan
		Craven	N	39	16	23	Y	168	168	0	Ambulances are in Plan, CN in place but are in State Mutual Aid Agreement, Buses are in Plan
		Jones	N	25	10	15	Y	30	15	15	Ambulances in Plan, Buses in Plan
		Pamlico	N	15	7	8	N			0	No MOUs
		<b>TOTAL CCP</b>		181	92	89		278	305	15	Note numbers in <i>italics</i> : Beaufort Co. has excess buses. This is not considered in calculating shortage.
	SOUTHERN	Brunswick	N	156	17	139	Y	35	35	0	Ambulances in Plan, Buses in Plan
		New Hanover	N	626	16	610	N	122	122	0	Ambulances in Plan, Buses in Plan, <b>200+ Buses Available</b>
Onslow		N	52	27	25	Y	240	240	0	Ambulances in Plan, MOU Buses for 12000	
Pender		Y	190	10	180	N	85	85	0	Ambulances in Plan, Buses in Plan, Wheelchair equipped vans - Pender Adult Services	
<b>TOTAL SCP</b>			874	70	804		482	482	0	Note see <b>bold</b> above: New Hanover Co. has excess buses. This is not considered in calculating shortage.	
<b>TOTAL NC CP</b>			1194	222	972		1175	1211	31	Note number in <i>italics</i> : Bertie, Beaufort, and NH Co. have excess buses not considered in calculating shortage.	

## **TRANSPORTATION FUNCTION – SOG #1 MASS TRANSIT COORDINATION**

**Lead Agencies** (and host county counterparts\*):

- NC Division of Emergency Management\* (Director)
- NC Department of Public Instruction\* (Superintendent of Public Instruction)
- NC DOT Division of Public Transportation\* (Director)
- NC DOT\* (Division Engineer)
- NC SHP\* (Troop A Commander)
- Boards of County Commissioners (Chairmen)
- County Schools (Superintendents)
- County Transportation Coordinators (with County Schools)
- County Emergency Management Services Depts. (Emergency Management Coordinators)
- County Sheriff Departments (Sheriffs)

**Supporting Agencies** (and host county counterparts\*):

- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- County Administrations (Managers, PIO)
- County Incident Commanders
- Regional Incident Commanders\*
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NC DOT (NC DOT District Engineer)
- NC SHP (NC SHP First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to evacuate and shelter coastal county populations prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events host county counterparts of both lead and supporting agencies will be integral to the command and control function.

### **I. CONCEPT OF OPERATIONS**

#### **General**

State Emergency Operations Center (EOC) will be activated with increasing operational conditions by the North Carolina Division of Emergency Management (NCEM) some 72 to 96 hours prior to anticipated landfall of the hurricane. If any one of the risk counties decides to evacuate in anticipation of the incoming hurricane, the regional hurricane (SOG) evacuation plan will be activated.

The State EOC, NCEM RCCs and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will, through the RCCs, then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the State EOC, RCCs and affected County EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel, opening of mass care shelters and equipment resources, if necessary.

Upon notification of an evacuation order, NCEM will notify the State Superintendent of Education. The Superintendent will then notify the school districts in the risk and host counties that the regional plan is being implemented. This protocol

notification is important in order to ensure adherence to procedures for expenditures and reimbursements related to both the North Carolina Department of Public Instruction and local school districts.

Local Transportation Coordinators and Superintendents (both risk and host) will work jointly with County (both risk and host) Emergency Management Coordinators in the local coordination of assets. Because the effort is of regional scope the local officials will coordinate closely with their State level leadership. Any disagreements or prioritization of assets questions that cannot be agreed upon at the county level (risk and host) will be elevated to leadership at the State level for resolution.

## **II. RESPONSIBILITIES**

### **NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NCDPI.
- Assume command of evacuation should a regional evacuation be necessary.
- Ensure the expectations of NC Department of Public Instruction regarding reimbursement of their resources are met.
- Provide appropriate forms to document expenditures of above resources.

### **NC Department of Public Instruction\* (Superintendent of Public Instruction)**

- Notify risk and host county school districts to prepare for evacuation based on timeline established by NCEM.
- Provide oversight coordination in the affected counties.
- Serve as State level liaison between the NCEOC and county school districts during a regional evacuation.
- Coordinate the supply of evacuation staging areas for necessary supplies prior to a regional evacuation.

### **NC Department of Transportation\* (Division Engineer)**

- State point of contact for NCDOT regarding use of their resources in the regional evacuation.

### **NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NCSHP regarding regional evacuation.

### **Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation, issue evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.
- Provide guidance to the County Transportation Coordinator.
- Terminate the official evacuation order.

### **County Schools (Superintendents)**

- Supervise and control use of school assets (shelters at schools, buses for county wide evacuations etc.)
- Serve as county point of contact for use of above resources in event of regional evacuation.

### **County Transportation Coordinators (With County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation use of county resources and assessment of county needs during a regional evacuation.



**County Emergency Management Depts. (Emergency Management Coordinators)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.

**County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

**Supporting Agencies (and host county counterparts\*):**

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible, assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**County Administrators (Managers)**

- Provide for resources (people, commodities etc.)

**County Incident Commanders**

- For risk areas of limited scope, on own volition, order evacuation of risk areas.

**Regional Incident Commanders\***

- Control all, or segments of, regional evacuation functions.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Management Coordinator.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NC Department of Transportation (NC DOT District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

**NC State Highway Patrol (NC SHP First Sergeant)**

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Northern Coastal Plain –Transportation Function

October 2007

---

### III. IMPLEMENTATION TIMELINE

<b>72 Hours</b>	NCEM will alert the NC Department of Public Instruction to be on standby and that the regional evacuation may be necessary.
<b>48 Hours</b>	NCEM will issue a mission assignment to NC DPI.
<b>36 Hours</b>	In accordance with the pre-approved plan, evacuation of citizens without transportation begins.
<b>32 Hours</b>	Voluntary evacuation of general public begins.
<b>24 Hours</b>	Mandatory evacuation begins.
<b>12 Hours</b>	The last bus leaves final staging area in risk county.

## **TRANSPORTATION FUNCTION – SOG #2 FUNCTIONALLY AND MEDICALLY FRAGILE POPULATIONS AND CARE DEPENDENT POPULATION RESOURCE ASSIGNMENT COORDINATION**

**Lead Agency:** (Specific for Category 4 and 5 shown with\*)

- NC Division of Emergency Management\* (Director)
- NC Office of Emergency Medical Services\*(Incident Commander)
- NC Department of Transportation, Division of Public Transportation\* (Director)
- NC Department of Transportation\* (Division Engineer)
- County Emergency Management Services Depts. (Emergency Management Coordinators)
- County Sheriff Departments (Sheriffs)
- Boards of County Commissioners\* (Chairman)
- County Transportation Coordinators\*

**Supporting Agencies:** (Specific for Category 4 and 5 shown with\*)

- NC Division of Social Services\* (Liaison)
- NC Division of Public Health\* (Liaison)
- NC Division of Aging and Adult Services\* (Liaison)
- NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)
- NC State Highway Patrol\* (Troop A Commander)
- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NC Department of Transportation (District Engineer)
- NC State Highway Patrol (First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to transport county FMFP and CDP prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events NCEM will be integral to the command and control function.

### **I. CONCEPT OF OPERATIONS**

#### **General**

State Emergency Operations Center (EOC) will be activated by the North Carolina Division of Emergency Management (NCEM) some 72 to 96 hours prior to the anticipated landfall of the hurricane. . If any one of the risk counties decide to evacuate in anticipation of the incoming hurricane, the regional hurricane (SOG) evacuation plan will be activated.

The State EOC, NCEM RCCs and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will, through the RCCs, then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the State EOC, RCCs and affected County EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel and equipment resources, if necessary.

Because arranging for the setup of the Functional and Medical Support Sheltering (FMSS), and the transportation of FMFP and CDP to the FMSS is extremely time consuming, a tiered evacuation order is needed. It is envisioned that an evacuation order for FMFP and CDP must be given up to four days in advance of hurricane landfall. The general evacuation order will be given later, 24 to 36 hours before landfall, depending upon clearance times required for individual counties. One must remember that this is the scenario for a large and potentially catastrophic storm making landfall.

Upon notification of the initial (FMFP and CDP) evacuation order (as part of an overall evacuation order) from one or more risk counties, NCEM will notify NCOEMS and request that FMSS shelters be opened. It is anticipated that one day would be required to prepare the shelter for occupation. It is anticipated that the shelter will begin receiving evacuees about one day after opening (about two days before landfall). The requested number of ambulances required for transport of FMFP and provided through the Statewide Mutual Aid Agreement will be requested so as to arrive at the risk county two days before landfall. FMFP will then be transported to the pre-designated FMSS. The requested number of vehicles required for transport of CDP and provided through the Public Transportation Division will be requested so as to arrive at the risk county two days before landfall. CDP will then be transported to pre-designated mass care shelters where they will be segregated from general population (as required).

Local Transportation Coordinators, County Emergency Management Coordinators, and many other social services organizations will work to coordinate local assets and prepare staging areas for embarkation of FMFP and CMP. Because the effort is of regional scope, the local officials will coordinate closely with their State level leadership. Evacuation will continue until arrival of gale force winds associated with the approaching storm.

## **II. RESPONSIBILITIES**

### **Lead Agency: (Specific for Category 4 and 5 shown with\*)**

#### **NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NC OEMS.
- Assume command of state evacuation support with a regional evacuation.
- Coordinate and provide ambulances in the number and at the time required.

#### **NC Office of Emergency Medical Services\*(Incident Commander)**

- Command and Control of the FMSS.
- Coordination with the NCEM IC.

#### **NC Department of Transportation\* (Division Engineer)**

- State point of contact for NCDOT regarding use of their resources in the regional evacuation.

#### **County Emergency Management Departments (Emergency Management Coordinators)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.

#### **County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

#### **Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation issue tiered evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.

- Provide guidance to the County Transportation Coordinator.
- Terminate the official evacuation order.

**County Transportation Coordinators (With County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation, use of county resources and assessment of county needs during a regional evacuation.

**Supporting Agencies and Host County Counterparts: (Specific for Category 4 and 5 shown with\*)**

**NC Division of Social Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Public Health\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC Division of Aging and Adult Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NCSHP regarding regional evacuation.

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Management Coordinator.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NCDOT (NCDOT District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Northern Coastal Plain –Transportation Function

October 2007

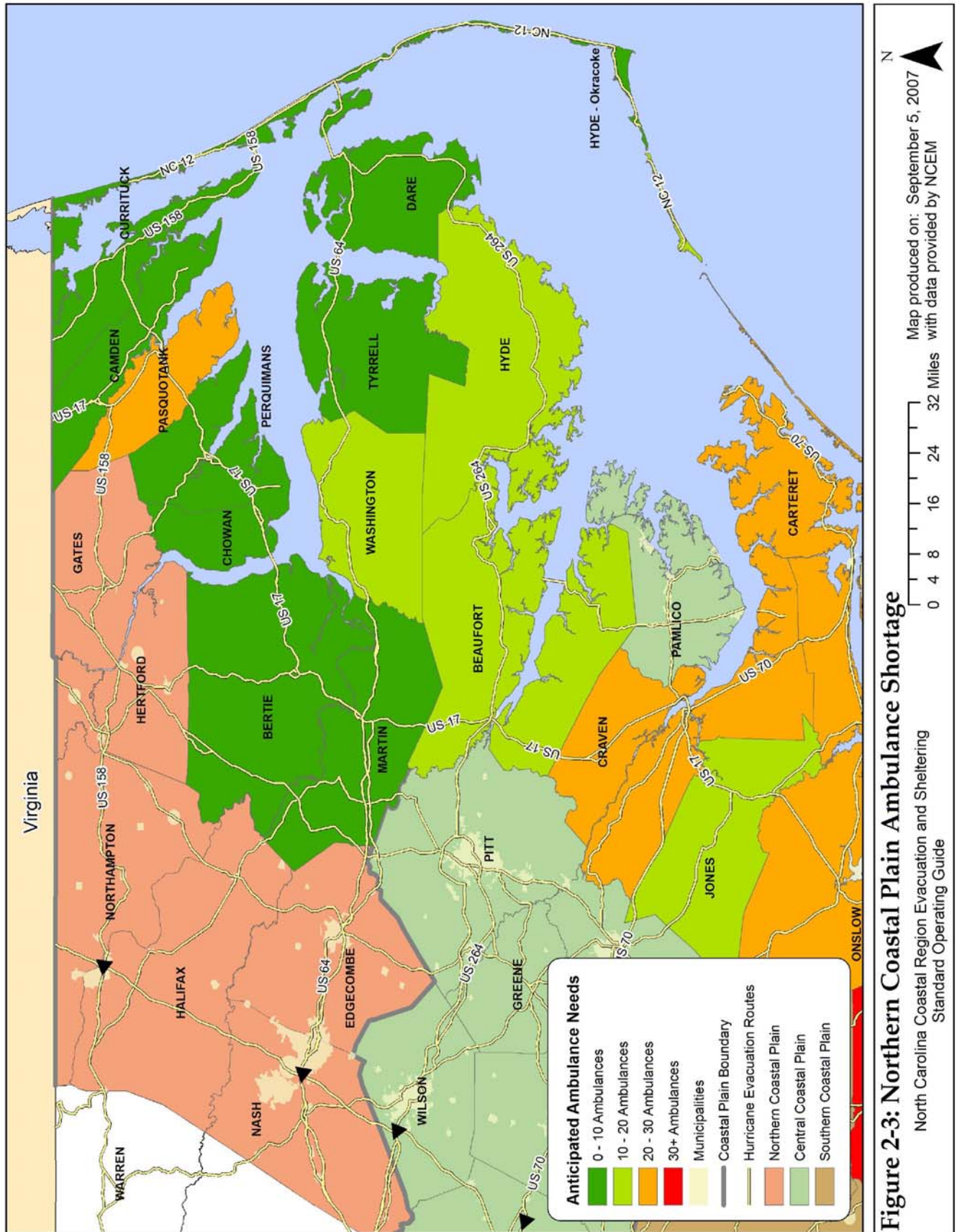
---

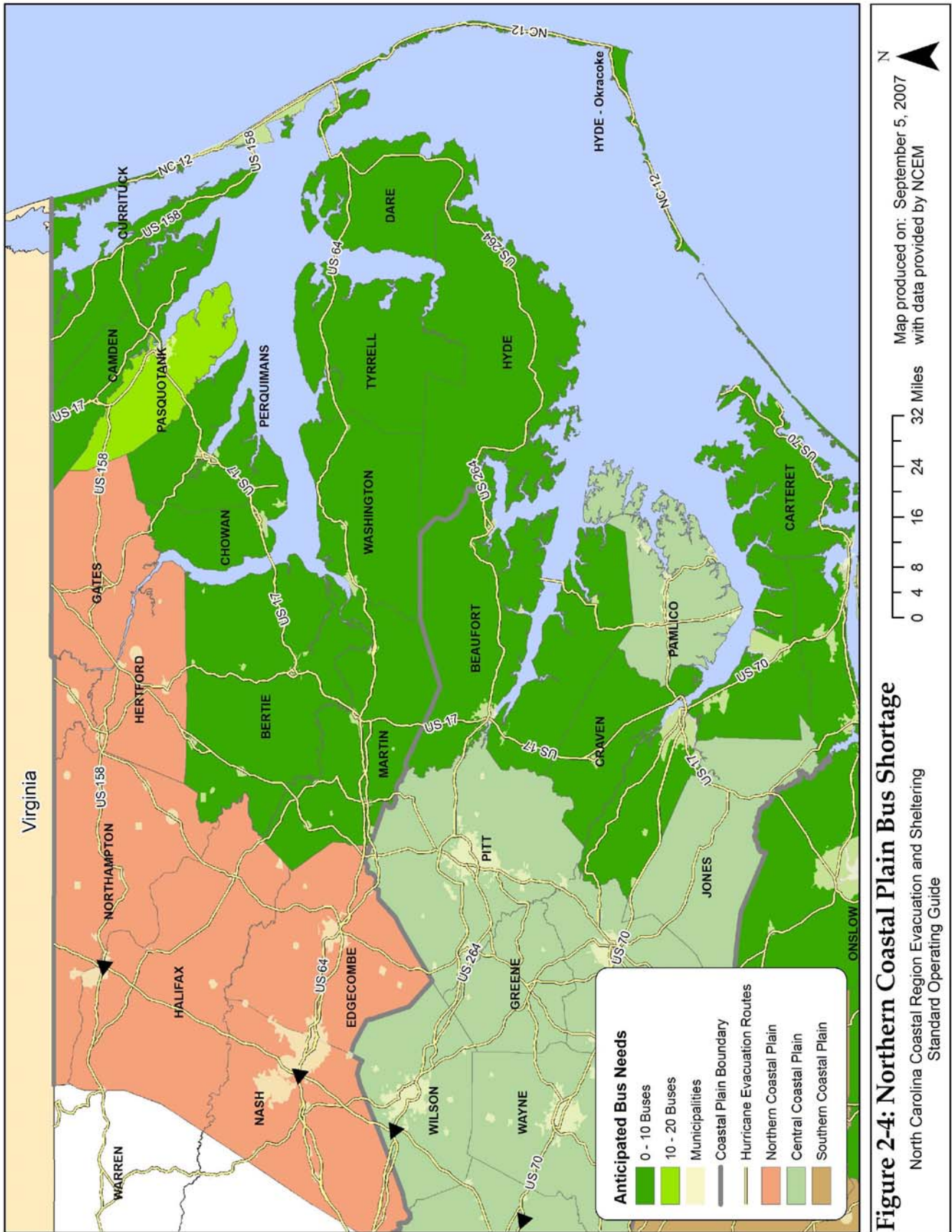
### NCSHP (NCSHP First Sergeant)

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

### III. IMPLEMENTATION TIMELINE

<b>120 Hours</b>	State implements partial activation of the EOC based on the approaching hurricane.
<b>96 Hours</b>	NCEM activates the regional sheltering program
	NCEM begins the process of identifying ambulance resources available through the Statewide Mutual Aid Agreement Program for use prior to landfall. Also tasks the Public Transportation Division for transport of CDP.
<b>72 Hours</b>	Chairman of Board of County Commissioners decides to order a tiered evacuation. The notice indicates that FMFP and CDP will begin the evacuation coordination process in order to begin evacuation in two days.
	OEMS open FMSSs and County Department of Social Services opens CDP shelter(s).
<b>48 Hours</b>	First ambulances for FMFP and vehicles transporting CDP leave County staging areas for FMSS and CDP Shelters. Shelters begin receiving evacuees who have arrived by POV.
	Ambulances and vehicles transporting CDP begin to arrive at FMSS and CDP Shelters.
	County Board Chairman gives evacuation notice for general population in the county.
	In accordance with the pre-approved plan, evacuation of general population without transportation begins in the county.
	FMSS and CDP Shelters continue to receive FMFP and CDP. Shelters continue receiving evacuees who have arrived by POV.
<b>12 Hours</b>	Voluntary evacuation of general public begins in the county.
	Mandatory evacuation begins in the county.
<b>12 Hours</b>	The last bus leaves final staging area in risk county on route to host county shelter.









This page left blank intentionally.

**SHELTERING FUNCTION – INTRODUCTION**

This section provides an overview of the sheltering component of the North Carolina Coastal Region Evacuation and Sheltering Plan – Standard Operating Guidelines for sheltering of evacuees from the risk counties in the Northern Coastal Plain Region while away from their homes and counties of residence. These counties include Bertie, Camden, Chowan, Currituck, Dare, Hyde, Martin, Pasquotank, Perquimans, Tyrrell, and Washington.

The CRES-SOG details the policies, organizations and tasks of Emergency Support Function #6 (ESF-6) primary and support agencies in the event of a pre-storm evacuation in the State of North Carolina. The sheltering process utilizes a tiered approach when opening host county shelters and is outlined below. This process was developed to maximize the effective use of limited physical and personnel resources in the State to serve the needs of the sheltering general population and their pets. The matrix below shows the Risk to Host County assignments for the NCP:

		HOST COUNTIES														
		NORTHERN COASTAL PLAIN														
		1	1	1	1	1	2	2	2	2	3	3	3	3	3	
		Halifax	Nash	Pitt	Wilson	Northampton	Franklin	Nash	Wake	Warren	Edgecombe	Hertford	Pitt	Martin	Gates	
RISK COUNTIES	NORTHERN	Bertie		X				X					X			
		Camden	X				X			X	X	X	X	X	X	
		Chowan		X			X	X			X	X	X		X	
		Currituck	X				X			X	X		X	X	X	
		Dare	X	X	X		X	X			X	X			X	
		Hyde (mainland)				X				X		X	X			
		Hyde (Ocracoke)		X	X		X	X			X					
		Martin		X				X			X					
		Pasquotank	X				X			X	X	X	X	X	X	X
		Perquimans	X	X			X	X			X	X	X	X	X	X
		Tyrrell	X	X						X	X					
		Washington	X						X			X		X		

The Tiered Risk-Host County sheltering component of the plan is based on opening shelters in the following order:

- Tier 1.** Locations in counties along and immediately east of Interstate 95 where adequate facility and staff resources are available and driving time to a destination can be minimized in the early stages of the evacuation.
- Tier 2.** Locations in counties west of Interstate 95 where facilities are available and staff can be augmented to serve an overflow of persons seeking shelter even though a longer distance must be traveled during a period of good weather prior to the landfall of the storm.
- Tier 3.** Locations in counties between the Tier 1 counties and the coastal counties which are evacuating where facilities are available, but staffing availability may be reduced during the initial period of the evacuation. These shelter locations would be opened last in the process to allow time to provide staffing for providing shelter to individuals who may not have sufficient time to reach shelter in the Tier 1 and Tier 2 locations.

An estimated population of 201,588 (2006 US Census Bureau projection) is living in the eleven (11) counties included in the Northern Coastal Plain Region. The peak tourist population of the area is projected to be June through September. It is expected that the majority of tourists and a large proportion of the permanent residents will leave their homes prior to a Mandatory Evacuation notice either returning to their homes in a non-threatened area or seeking shelter in locations other than general shelters. This Guide focuses on those individuals who will not have left the area until the Mandatory Evacuation phase and will require assistance with sheltering. Refer to the CRES-SOG 2007 Evacuation & Shelter Planning Profile Version 10 located in the File Library of Web-EOC for the current estimate of the number of individuals in this category in the Northern Coastal Plain Region.

Shelters opened by local, State, and/or American Red Cross (ARC) personnel may be located in schools, churches, civic centers and other permanent buildings that are in compliance with the state's expectations that the facility meets the pre-landfall shelter selection standards in ARC 4496. These locations will be designated as General Population Shelters. Due to the variety of shelter types and sizes within the area, consideration may be given to opening Tier 2 and/or Tier 3 shelters in quick progression when the intensity and severity of the approaching storm warrants.

The partnership of multiple agencies planning to shelter the people and animals in North Carolina is an important part of preparing North Carolina for the potential of a significant event. Information currently available through the North Carolina Department of Agriculture on various resources and related useful forms designed to help individuals develop the animal sheltering capabilities in each county can be found at the following URL: [www.ncagrgis.com/sheltering/](http://www.ncagrgis.com/sheltering/). General population shelters may be co-located within the same facility but may not share the same space within the facility. Such co-location may be necessary due to the limited number of available facilities within a county or proximity of pets to their owners may be a determining factor. When such co-location arrangements are considered, the CRES-SOG Pet Sheltering Reference Guidelines should be reviewed. These guidelines are located in the File Library of Web-EOC under CRES-SOG.

This site contains documents related to developing an Animal Sheltering Preparedness Manual with particular emphasis on proposed guidelines for evacuation and rescue of animals during disasters, guidelines for equine sheltering, guidance on the amount of square footage needed to properly shelter animals in crates, a comprehensive list of materials needed for a co-location pet shelter, shelter policy on the abandonment of animals a sample sheltering plan which includes information on finding, staffing, and operating a co-location companion animal shelter.

It is estimated that eighty (80) percent of households will evacuate with their pets to locations other than General Populations Shelters. A survey conducted by the Harvard School of Public Health dated June 2007 relating to Hurricane Readiness in High-Risk Areas indicates 53% of evacuees have a pet and that 40% of those have a place to go and take their pet. 12% indicated they do not have a place to take their pet in case of an evacuation. Because some evacuees may require service animals be sheltered with them, and family pets are often considered as dependent household members, and individuals are generally reluctant to evacuate without them, to accommodate the pet sheltering needs of the remaining twenty (20) percent of households, the following actions are recommended:

1. Enable joint pet and owner evacuation for all residents whenever such evacuations can be accomplished safely.
2. When pets and owners cannot be sheltered at the same location, ensure an ID system is in place to provide information for reclaiming pets after the evacuation process has been concluded.
3. Establish a requirement that household pets be kept in specifically designed cages, carriers, or other appropriate enclosures during the evacuation process.
4. Require owners to bring food, medicines and any pertinent pet equipment to pet shelter locations.

Ensuring adequate protection for all citizens is a shared responsibility of all levels of government. Local government is closest to the citizens, and all disasters begin locally. Therefore, the responsibility for addressing the protection of the care dependent needs population begins with the local government. As defined in this procedure, persons with unique medical

needs are ones who require the care and support of medical professionals to survive. They may need to be housed in medical facilities where there will be available equipment, resources and professional staff to provide for their needs. Sheltering-in-place is the best option, provided facilities are not subject to storm surge or located in a floodplain.

The resource document, NC CRES-SOG Quick Reference Guide to Mass Care Shelterees with Disabilities (located in the File Library of Web-EOC under Web-EOC), provides a tool that should be implemented during sheltering to ensure that the safety and welfare of any disabled clients are being addressed. In the course of any Care Dependent shelters that open, the NC Care Dependent Shelter Guidelines will provide guidance in support of those sheltering operations. Upon opening of any general population or care dependent shelter, an expedient assessment of some individuals may provide the most effective and safest level of care once that condition is assessed. The NC Client Intake and Assessment Tool has been adopted from DHHS forms to provide such an early assessment where necessary. This form may be used to more effectively and efficiently identify those shelter clients that may need assistance beyond the typical requirements of those within the general shelter environment.

For both general and care dependent shelters, continuity of shelter service and uniformity of care expectations rest with these services delivered by those operating the shelter. The Red Cross shelter management system was adopted by the State of North Carolina and provides a benchmark for shelter operation expectations and standard. The ARC Shelter Management Operations Toolkit is provided as a resource for both ARC as well as non-ARC shelter staff and can be used as a reference in the operation of shelters during pre-landfall as well as post landfall sheltering operations. In the course of sheltering operations, the welfare and confidentiality of the shelter client is always of concern to both the state as well as to the individual. The Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information is provided as a resource when such decisions surface. This guide is not intended to supersede other specific resources of an individual agency but do provide a reference point when no such guidance is available or provided.

Shelter clients and their families will have a need to establish that they are safe and well. The Shelter Client Welfare Information and Family Reunification Services resource provides several systems that may be employed for this purpose.

## **SHELTERING FUNCTION – SHELTER ACTIVATION SEQUENCE**

The sequence of activities for the preparation, response and recovery to a hurricane landfall in the North Carolina is fairly predictable. To prepare for and respond to the impact of the hurricane, NCEM Human Services conducts extensive coordination and information sharing with DSS, ARC and TSA, in order to develop a Mass Care Concept SOG for the disaster. ARC and TSA have a strong collaborative partnership with NCBM for meal planning, preparation and delivery so all planning must include a coordination period for these agencies.

At specific times during the sequence of activities, NCEM Human Services must either make a DECISION or take an ACTION. All decisions lead to an action. To the extent that the ARC, TSA and NCBM have input to the DECISIONS, and knowledge of the ACTIONS taken by the State Human Services, the coordination and delivery of Mass Care to the disaster area are improved.

The sequence of activities is structured to lead to an anticipated event. This event is based on the date/time the hurricane is anticipated to strike. Obviously, the event can fluctuate to a date/time sooner or later, and the CRES-SOG Mass Care Concept SOG will have to adjust accordingly. Until the hurricane strikes and assessment teams arrive on the ground and confirm the extent of the damage, the CRES-SOG Mass Care Concept SOG will be based on assumptions as to the amount of resources required to support the disaster. However, the plan must be flexible and adjustments will be necessary due to uncontrollable factors such as voluntary evacuations, intensity and direction of the hurricane and other initiating factors.

The CRES-SOG Mass Care Concept SOG attempts to specify the size of the Mass Care Infrastructure envisioned for the pending disaster, i.e. proposed number of kitchens, comfort stations and feeding vehicles and potential shelters and evacuation estimates. The purpose in preparing these estimates is multiple:

1. To notify the State Logistics Section of the number and type of resource support that the Mass Care Infrastructure will require from the State;
2. To identify shortfalls in numbers and types of resources that must be requested from FEMA. (Note: The deadline for State Human Services to submit resource requirements to State Logistics is Event (or E) minus 48 hours. The deadline for submission to FEMA is E minus 24 hours. These deadlines require close coordination and planning between State Human Services and ARC/TSA prior to landfall of the storm.); and
3. To provide management oversight regarding the activation of shelters in such a manner as to insure that evacuation measures parallel sheltering availability.

The Mass Care Concept SOG must be updated continually based on the size and track of the storm, as well as synchronized with the State Logistics Plan. The NCEM Human Services Program Manager and the ARC/TSA/NCBM liaisons need to meet at least daily with Logistics Planning staff to ensure that everyone is informed of the logistical situation. As the logistical situation stabilizes and the Logistic Staging Area is established, the need for the ARC/TSA/NCBM liaisons to attend these meetings diminishes. The NC Mass Care Concept Checklist has been developed to provide detailed sequential instructions for Feeding and Sheltering Operations and is posted in the File Library of Web-EOC under CRES-SOG.

### **Coordination of Shelter Openings in Support of Coastal Evacuations**

#### **Purpose**

This guide is intended to outline procedures for coordination among local EOCs, activated RCCs, and the SEOC when shelter support is needed for evacuating surge counties.

## **Situation**

Shelter space is limited in coastal counties at risk from surge. In accordance with recommendations in the NC Hurricane Evacuation Study, American Red Cross-approved pre-landfall hurricane shelters are not available in the northeastern counties of Currituck, Camden, Dare, Hyde, and Tyrrell. As the concept of shelter-in-place is not an option, risk counties must evacuate populations at risk. Therefore, coastal counties must direct evacuees inland to approved shelters in host counties which are not at risk from surge and have shelter space to accommodate the evacuees. Such shelter openings must be requested by local Emergency Managers in the risk counties, accepted and implemented by the host counties and the American Red Cross, and coordinated across Branch jurisdiction boundaries. The local EOCs, Activated Branch RCCs, and the ESF-6 Desk at the State EOC all have roles in this coordination effort.

Identification of specific shelters in host counties and route direction to the shelters must be available to risk counties at the time evacuation orders are given; furthermore, this information must be conveyed to the evacuees at the time the orders are given, and coordinated with broadcast media serving the evacuation route.

## **Concept of Operations, General**

A request for Tier 1, 2 or 3 shelter support will be initiated by the coastal risk county considering imminent evacuation (within six hours), allowing sufficient time to notify host counties, alert shelter staff, and prepare facilities. The coastal county will initially notify the SEOC via Web-EOC. The resource request will be received by the MAC and assigned to the ESF 6 Desk for action. This step is important to ensure a Mission Number is assigned to the Shelter for Reimbursement purposes. The ESF 6 Program Manager will assign the Shelter Opening mission to either the Central or Eastern RCC. The Eastern Branch and the Central Branch Regional Coordination Centers, which have been maintaining situational awareness by monitoring Web-EOC, will begin ongoing coordination with each other and the SEOC as well as risk and host counties. The SEOC will notify the appropriate SERT agencies responsible for shelter support. The SERT Leader will coordinate as necessary to ensure pre-arranged financial obligations are fulfilled.

## **Checklist for Tier 1, 2 or 3 Shelter Opening Coordination:**

- EB RCC Operations assigns Area Coordinator or other Ops staff member as point of contact for Eastern Branch risk county.
- Risk county Emergency Manager confers with EB RCC Ops contact regarding potential for evacuation in risk county.
- Risk county EOC uses decision tools to determine upcoming evacuation decision time based on National Hurricane Center forecast information (decision time updates noted as forecast changes).
- Risk county EOC confers with EB RCC Ops on expected decision time; this action occurs *approximately five hours in advance of the projected decision time (i.e., one NHC forecast from decision time)*.
- EB RCC Ops notifies NCEM Operations Chief and CB RCC of upcoming potential for evacuation decision, barring no significant changes.
- CB RCC Ops notifies local EM in host shelter county of imminent evacuation decision and requests confirmation of Tier 1, 2 or 3 shelter availability.
- CB RCC Ops transmits Tier 1, 2 or 3 shelter availability confirmations to EB RCC Ops and SEOC.
- EB RCC Ops relays shelter availability to risk county; shelter opening expected within three hours of issuance evacuation order.
- Risk county evacuation decision made; county requests Shelter Openings in Web-EOC. ESF 6 Program Manager, Eastern RCC and Central RCC coordinate with Risk and Host Counties, assign Mission Number, and required Open Shelters.
- Evacuating county issues public information message specifying available shelters in Tier 1, 2 or 3.
- Evacuation order and public information posted by EB RCC on WebEOC Significant Events.

## **SHELTERING FUNCTION – SHELTER ACTIVATION PROCESS**

**Lead Agency:** NC Department of Health and Human Services, Division of Social Services

**Supporting Agencies:** Lead: American Red Cross (*see NC Mass Care Concept SOG for additional agencies*)

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this section is to define the roles, responsibilities and interrelationships of the key organizations involved in providing hurricane evacuation sheltering, feeding and logistical resources utilizing a tiered program of shelter openings in host counties.

#### **Scope**

This plan covers activities in the HOST and RISK counties associated with the Northern Coastal Plain Region. It will include activities related to the activation, monitoring, and deactivation of shelters. See North Carolina RISK-HOST County Matrix and NC Mass Care Concept SOG dated 2007 located in the File Library of Web-EOC under CRES-SOG.

#### **Situation**

This plan will be implemented when the RISK county area is threatened by an approaching tropical weather system and associated storm surge requiring a voluntary or mandatory evacuation to HOST counties. The plan is not contingent on mandatory evacuation as a significant voluntary evacuation may also precipitate the implementation of the plan.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

The following assumptions and considerations are key to creating a program to identify locations in counties away from the North Carolina coastline that can provide an appropriate level of service for individuals evacuating from the coastline counties.

1. When a tropical storm is expected to impact some or all of the coastal counties, evacuations will be necessary to protect the safety of citizens living in the risk area.
2. The greatest loss of life from these events is related to storm surge and related flooding which can over-wash land areas within several miles of the coastline as well as heavy rainfall which can cause localized inland flooding.
3. The coastal counties are not expected to be able to provide safe pre-landfall hurricane shelter locations for their residents.
4. The National Weather Service will issue appropriate and timely warnings for tropical weather events. These warnings will support decision making related to implementing an evacuation plan.
5. County governments retain the authority to implement an evacuation and to order the opening of shelters.
6. Host Counties will be identified and asked to support Risk Counties in sheltering operations of the evacuated populations. The Risk Host relationship will be based on proximity.

### **III. CONCEPT OF OPERATIONS**

The State Emergency Operations Center (SEOC) will be activated when an ongoing or anticipated disaster exceeds the capabilities of a County to respond or requires the coordination of two or more Counties. The American Red Cross (ARC), as well as other private or nongovernmental disaster relief organizations, will activate their physical and personnel resources to respond to the event in accordance with their own policies and procedures.



In the conduct of CRES-SOG Mass Care – Sheltering, guidelines and operational resources have been provided to ensure continuity of service delivery as well as the establishment of planning and operational considerations of those shelters. These resources and references are considered to have been reviewed by the NC Division of Emergency Management and establish benchmark standards for general population sheltering associated with all sheltering operations regardless of the type of incident. (The complete resource documents can be found in the WebEOC- File Library – NC CRES-SOG-Mass Care).

1. ARC Shelter Managers Operations Toolkit
2. CRES-SOG 2007 Evacuation and Shelter Planning Profile-Version 9
3. NC CRES-SOG Quick Reference Guide to Mass Care shelterees with disabilities
4. NC Mass Care Initial Intake and Assessment Tool
5. Functionally Disabled Quick Reference Guide (for shelterees)
6. NC Care Dependent Shelter Guidelines
7. NC Standards for Hurricane Shelter Selection
8. Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information
9. NC Shelter Model Matrix
10. Pet Sheltering: Reference Guidelines In Concert With General Human Sheltering Operations
11. Shelter Client Welfare Information and Family Reunification Services
12. NC Mass Care Concept SOG 2007
13. NC Mass Care Concept Checklist

#### **IV. RESPONSIBILITIES**

##### **State of North Carolina**

1. **Division of Social Services:**
  - a. Coordinate Mass Care activities at the EOC.
  - b. In counties where the Department of Social Services has been selected as the responsible agency, it will have the responsibility for mass care activities in cooperation with the American Red Cross (ARC).
  - c. Coordinate the provision of additional social workers for the shelters.
2. **Department of Agriculture:**
  - a. Coordinate the number and deployment of veterinarians.
  - b. Oversee the deployment of Companion Animal Mobile Equipment Trailers (CAMET) which can be co-located at general population shelters as well as used for additional support for pet sheltering.
  - c. Manage the distribution of USDA commodities for feeding.
3. **Division of Public Health:**
  - a. Provide information on communicable disease control.
  - b. Deploy Public Health Regional Surveillance Teams.
  - c. Coordinate the deployment of additional health personnel to support shelters.
  - d. Provide health oversight in disaster situations requiring expedient supply of food and water.
4. **Division of Aging and Adult Services:**
  - a. Identify suitable shelter locations for older populations and persons with disabilities. Maintain a list of domiciliary facilities for older populations and persons with disabilities.
5. **Division of Mental Health, Developmental Disabilities, and Substance Abuse:**
  - a. Identify suitable shelter locations for populations requiring support for their respective conditions. Maintain a list of domiciliary facilities or locations for their respective conditions.
6. **NC Division of Emergency Management:**
  - a. Control and direct the implementation of a regional or statewide sheltering process for a hurricane or tropical storm making landfall on the Atlantic Coast of North Carolina.

- b. Responsible for the creation of the state’s Mass Care Concept SOG and the procurement of necessary federal support for same.
- c. Activation of a process which will allow for reimbursement to host and supporting counties for personnel and services provided to the sheltering program.

#### V. REFERENCES

- ARC 3041 Mass Care: Preparedness and Operations
- Standards for Hurricane Evacuation Shelter Selection - ARC 4496
- ARC Shelter Managers Operations Toolkit
- NC General Statute 166-A
- National Response Plan
- CRES-SOG 2007 Evacuation & Shelter Planning Profile – Version 10
- NC Standard Operating Guide for Coordination of Shelter Openings in Support of Coastal Evacuations (July 2007)

#### VI. RESOURCES

- ARC Shelter Managers Operations Toolkit
- CRES-SOG 2007 Evacuation and Shelter Planning Profile- Version 9
- NC CRES-SOG Quick Reference Guide to Mass Care shelterees with disabilities
- NC Mass Care Initial Intake and Assessment Tool
- Functionally Disabled Quick Reference Guide (for shelterees)
- NC Care Dependent Shelter Guidelines
- NC Standards for Hurricane Shelter Selection
- Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information
- NC Shelter Model Matrix
- Pet Sheltering: Reference Guidelines In Concert with General Human Sheltering Operations
- Shelter Client Welfare Information and Family Reunification Services
- NC Mass Care Concept SOG 2007
- NC Mass Care Concept Checklist

## **SHELTERING FUNCTION – MASS CARE SHELTERING**

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this document is to define the roles, responsibilities and interrelationships of the key organizations involved in providing mass care to victims of a disaster in North Carolina and to coordinate emergency hurricane evacuation sheltering, feeding and logistical resources in support of all mass care services.

### **II. CONCEPT OF OPERATIONS**

#### **General**

The State Emergency Operations Center (SEOC) is activated and begins operations when an ongoing or anticipated disaster exceeds the capabilities of a County to respond or requires the coordination of two or more Counties. The American Red Cross (ARC), the Salvation Army (TSA), and NC Baptist Men's Disaster Relief (NCBM), as well as other private or nongovernmental disaster relief organizations, respond to a disaster in accordance with their own policies and procedures.

State Human Services, under the direction of the State Human Services Program Manager, performs three vital functions at the SEOC: 1) Respond to requests for Mass Care support from the Counties, 2) Provide information to the State Emergency Response Team (SERT) on the status of Mass Care service delivery in the State, and 3) Direct State and Federal resources, as required, to assist with the delivery of Mass Care support to victims of the disaster and responders.

Each county within North Carolina carries out responsibilities assigned under NC General Statute 166-A in accordance with prescribed and designated duties via the County Board of Commissioners and therefore sheltering, health and mental health duties during a disaster event will vary from county to county. The health, safety and welfare of the citizens of each county are afforded those planned actions during a disaster event through the delegation of duties and assignments that affords the continuation of services during a disaster event and are considered a normal responsibility of municipal and county government.

Shelters or facilities of "last resort" are typically located in hurricane risk areas and are not endorsed or encouraged by the State for general population sheltering. Their use is a local government decision and local government responsibility to operate. If shelters of this type are intended to be used by a local government, they should be identified and discussed in the local government emergency management plan.

#### **Mission Tracking**

The County requests Mass Care support electronically or telephonically from the SEOC if the disaster exceeds the capabilities of the local resources. The Operations Section of the SEOC assigns such requests to the Human Services, which assigns the mission to the appropriate agency. Counties and municipalities in the State have established relationships with local ARC and TSA representatives for the delivery of local Mass Care services as well as internal county resources such as the Department of Social Services, County Health and Mental Health Departments as well as other assets.

Human Services staff at the SEOC process and track all requests from the Counties. Upon receipt of a request from a County, Human Services coordinates with mass care agency liaisons at the SEOC to determine which agency can and will meet the request of the County. The Agency liaisons relay these requests to their respective organizations in order those resources can be directed to meet the identified need. Human Services staff follow-up with the liaisons to determine the status of the request and post an electronic response in the SEOC message system.

### **Information to the SERT**

Data on the size and scope of client services assists the SERT in understanding the impact of the disaster on the State and aids in operational decisions on the allocation of vital resources to the affected areas. The two most important reports provided by Human Services are the Shelter Status and Meal Count Report.

The Statewide Shelter database is available through NC SPARTA (WebEOC). The database identifies which shelters are open and the number of persons that are in each shelter. Human Services staff at the SEOC is responsible for updating the Shelter database. Information to update the database comes from written reports, telephonic communication with the Counties, as well as written and telephonic communication with the ARC. The Department of Health & Human Services collects data on Care Dependent shelters and passes this information to Human Services for entry into the Shelter database. The American Red Cross is required to maintain their shelters and record shelter activities in the National Shelter System database. This database will be monitored by the ARC SEOC representative and the information shared with the Human Services Program Manager.

Maintenance of the state shelter database is an ongoing process. The shelter data is displayed in “real time” and reflects the best knowledge of Human Services on shelter numbers and population at that particular moment. As new information is received, the database is updated. Human Services saves a copy of the database during the course of the day in order to provide a “snapshot” of the course of the shelter population during the event.

The Meal Count Report is prepared daily in order to track the scale and scope of disaster feeding in the affected area. The Report is a compilation of data submitted by the ARC and TSA. The ARC and TSA are requested to provide each day by 11 A.M. the number of meals served, by County, during the 24 hour period ending at midnight the night before. When compiled, the report is entered into the SEOC messaging system in order to make the information available to the SERT and those Federal agencies that have access to the system.

### **Non-Government Agencies**

During disasters, the primary non-government mass care agencies (The Salvation Army, NC Baptist Men’s Disaster Relief and the American Red Cross) recognize the legal responsibilities of the State government and will to the extent possible coordinate their activities to ensure effective assistance to those people affected by the disaster. The State of North Carolina concurrently recognizes that volunteer relief agencies depend primarily upon voluntary public financial support to carry out their programs. The State will be sympathetic with the position of these agencies in conducting special appeals and campaigns for funds during times of disaster, and will help interpret the need for such to its citizens.

### **III. RESPONSIBILITIES**

- 1. Emergency Management:** Operations/Human Services
- 2. Lead State Agency:** Department of Health and Human Services, Division of Social Services
- 3. Support Agencies:**
  - a.** Lead Support Agency – American Red Cross
  - b.** NC Department of Crime Control and Public Safety, NC Division of Emergency Management, NC Division of National Guard
  - c.** Department of Correction
  - d.** Department of Health and Human Services;
    - 1.** Division of Aging and Adult Services
    - 2.** Division of Services for the Blind
    - 3.** Division of Services for the Deaf and hard of Hearing
    - 4.** Division of Vocational Rehabilitation,

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Northern Coastal Plain – Sheltering Function

October 2007

---

5. Division of Child Development
  6. Division of Public Health
  7. Division of Mental Health/Developmental Disabilities/Substance Abuse Services
  8. Division of Facility Services
  - e. The Salvation Army
  - f. Department of Public Instruction
  - g. North Carolina Baptist Men Disaster Relief
4. **Federal Counterpart:** Federal ESF-6, Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency and the American Red Cross

## SHELTERING FUNCTION – MASS CARE SHELTERING REIMBURSEMENT

### I. DOCUMENTATION OVERVIEW

This is a reimbursement program that requires accurate documentation to ensure that all expenditures by the Providing Agency (the County) are reimbursed by the Receiving Agency (the State). The program will be instituted when the Providing Agency incurs costs as the result of operating Mass Care Shelters. It is highly recommended that a person be designated by the Providing Agency to compile and organize this cost data as it is being created. The organization and maintenance of accurate cost records, besides being necessary for reimbursement, will be required for any possible future audits that may be conducted by outside agencies. Contained in the accompanying Appendix is a flow chart of how the reimbursement process will work.

### II. ELIGIBLE COSTS FOR REIMBURSEMENT

Eligible Costs – Generally, costs that can be directly tied to the performance of eligible sheltering work are eligible. Such costs must be:

- Reasonable and necessary to accomplish the work.
- Compliant with Federal, State and local requirements for procurement.

Eligible Regional Sheltering Costs – Eligible regional sheltering costs may include, but are not limited to, the reasonable costs for:

#### 1. Facilities.

- a. Minor modifications to buildings used for mass sheltering, if necessary to make the facility habitable.
- b. Facility lease or rent (at the market rate; loss of revenue is not eligible).
- c. Utilities, such as power, water, and telephone.
- d. Generator operation (but not purchase).
- e. Shelter safety and security.
- f. Shelter management.
- g. Phone banks for disaster victims, if essential and necessary.

#### 2. Supplies and Commodities. Eligible items are those needed for, and used directly on, the declared disaster, and are reasonable in both cost and need. Examples include:

- a. Cots.
- b. Food and water.
- c. Linens/blankets/pillows.
- d. Personal comfort kits (e.g., shampoo, soap, toothpaste, toothbrush, etc.).
- e. Towels/washcloths.
- f. Televisions or radios (1 per 50 shelter residents; basic CATV service is eligible).
- g. Washers/dryers (1 each per 50 shelter residents).

#### 3. Pay for Regular Employees. The labor force of the Providing Agency, while providing services under the terms of a Mutual Aid Agreement to the Receiving Agency will be treated as contract labor, with regular and overtime wages and certain benefits eligible, provided labor rates are reasonable. Labor force costs (both regular and overtime) from Affected counties who are providing shelter operations personnel to Host Shelter counties are eligible if the State EOC assigns the Affected county with a Shelter Support Mission or if the Affected county and the Host county have a county to county Mutual Aid Agreement. Temporary employee costs (both regular and overtime) hired by a Providing Agency are eligible reimbursement costs.

#### 4. Applicant-Owned Equipment. The use of applicant-owned equipment (such as buses or other vehicles) to provide eligible evacuation or sheltering support will generally be reimbursed according to the FEMA Schedule of Equipment Rates (does not include operator labor).

5. **Emergency Medical Services.** For the purposes of screening the health of shelter residents, assessing and treating minor illnesses and injuries, and making referrals (e.g., calling 911), mass shelters may be staffed with emergency medical technicians, paramedics, nurses, or physicians. The number of medical staff will vary according to the size and type of shelter population. Functional and Medical Support shelters will require higher-skilled medical staff (e.g., registered nurses) than a general population shelter.
  - a. The following costs related to the provision of emergency medical services in a mass sheltering environment may be eligible for reimbursement:
    1. First aid assessment.
    2. Provision of first aid, including materials (bandages, etc.).
    3. Provision of health information.
    4. Special costs of caring for individuals with chronic conditions.
    5. Supervision of paid and volunteer medical staff.
    6. Prescriptions required for stabilizing the life of an evacuee/shelteree (supply not to exceed 30 days).
    7. Medical Staff for emergency and immediate life stabilizing care, including mental health and functionally and medically fragile evacuee populations.
    8. Public Information Officer.
    9. Social Worker.
  - b. The costs of triage, medically necessary tests, and medications required to stabilize an evacuee/shelter patient for transportation to a hospital or other medical facility may be eligible. The PA applicant should not seek reimbursement for these costs if underwritten by private insurance, Medicare, Medicaid or a pre-existing private payment agreement. Long-term treatments are not eligible, in accordance with FEMA Recovery Policy 9525.4.
    1. The costs of transporting an evacuee/shelter patient to a hospital or other medical facility may be eligible.
    2. If mass shelter medical staff determine that an evacuee/shelter patient requires immediate medical or surgical attention, and requires transportation to a hospital or other medical facility for necessary and emergency life sustaining treatment not available at the shelter, the costs associated with such evacuee/shelter patient transportation, diagnosis, testing and initial treatment are eligible. Eligible outpatient costs are limited to:
      - Local professional ambulance transport services to and from the nearest hospital equipped to adequately treat the medical emergency.
      - Physician services in a hospital outpatient department, urgent care center, or physician's office, and related outpatient hospital services and supplies, including X-rays, laboratory and pathology services, and machine diagnostic tests for the period of time that the evacuee/shelter patient is housed in congregate sheltering.
    3. Vaccinations administered to protect the health and safety of congregate shelter patient and supporting emergency workers are, for transmissible or contagious diseases, an eligible expense.
6. **Transportation.** Transportation of evacuees to congregate shelters is an eligible expense when the means of transportation is the most cost-effective available. Other transportation services may be provided pursuant to Section 419 of the Stafford Act.
7. **Shelter Safety and Security.** Additional reimbursable safety and security services may be provided at congregate shelters, based upon need. Police overtime costs - associated with providing necessary, additional services at congregate shelters - are eligible for reimbursement.
8. **Cleaning and Restoration.** The costs (to the Applicant) to clean, maintain, and restore a facility to pre-congregate shelter condition are eligible.
9. **Animal Shelters.** Generally, congregate sheltering facilities do not allow household pets (except service animals assisting people with disabilities), due to health and safety regulations. Eligible animal shelter costs include costs associated with the provisions of rescue, shelter, care, and essential needs (e.g., inoculations) for evacuee and

rescued household pets and service animals, to include veterinary staff for emergency and immediate life-stabilizing care. Exhibition or livestock animals are not eligible for animal sheltering.

### **III. REIMBURSEMENT PROCESS**

Except as otherwise provided below, it is understood that Receiving Agency shall pay to the Providing Agency all documented costs and expenses incurred by Providing Agency as a result of extending aid and assistance to the Receiving Agency. The terms and conditions governing reimbursement for any assistance provided under this Agreement shall be in accordance with the following provisions, unless otherwise agreed in writing by the Receiving Agency and Providing Agency. Receiving Agency shall be ultimately responsible for reimbursement of all eligible expenses. Providing Agency shall submit reimbursement request and documentation to Receiving Agency on FEMA Forms contained in accompanying Appendix. This Appendix also provides instructions for completing the reimbursement forms.

At the time of the implementation of the North Carolina Coastal Region Evacuation and Sheltering Plan, the North Carolina Division of Emergency Management (NCEM) will designate a State Regional Sheltering - Public Assistance Coordinator (SRS-PAC) to provide any information needed by the Providing Agency regarding the reimbursement process. Additionally, a Public Assistance Grant Manager will be deployed to the Central and Eastern RCCs and State EOC to provide support on Shelter Support Operations.

1. **Personnel** – During the period of assistance, Providing Agency shall continue to pay its employees according to its then prevailing ordinances, rules, and regulations. Receiving Agency shall reimburse Providing Agency for all direct and indirect payroll costs and expenses including travel expenses incurred during the period of assistance, including, but not limited to, employee retirement benefits as provided by Generally Accepted Accounting Principles (GAAP). However, the Receiving Agency shall not be responsible for reimbursing any amounts paid or due as benefits to Providing Agency's personnel under the terms of the North Carolina Worker's Compensation Act.
2. **Equipment** – Providing Agency shall be reimbursed by Receiving Agency for the use of its equipment during the period of assistance to either a pre-established local or state hourly rate or according to the actual replacement, operation, and maintenance expenses incurred. In the absence of local rates the FEMA Schedule of Equipment rates will be used.
3. **Materials and Supplies** – Providing Agency shall be reimbursed for all materials and supplies furnished by it and used or damaged during the period of assistance, except for the costs of equipment, fuel and maintenance materials, labor, and supplies, which shall be included in the equipment rate schedule, unless such damage is caused by gross negligence, willful and wanton misconduct, intentional misuse, or recklessness of Providing Agency's personnel.
4. **Record Keeping** – The Providing Agency shall maintain records and provide copies of paid invoices and contracts for reimbursement by the Receiving Agency (NCEM) using the forms and format used by FEMA and found in the accompanying Appendix I, Reimbursement Flowchart and FEMA Guidance, CRES-SOG.
5. **Payment; Other Miscellaneous Matters as to Reimbursements** – The request for the reimbursement of costs and expenses shall be forwarded as soon as practical after the costs and expenses are incurred, but not later than sixty (60) days following the period of assistance. The Receiving Agency shall pay the bill or advise of any disputed items, not later than sixty (60) following the billing date. These time frames may be modified in writing by mutual agreement. A flow chart of the reimbursement process is enclosed in the accompanying Appendix I, Reimbursement Flowchart and FEMA Guidance, CRES-SOG. The American Red Cross will, in accordance with NCGS 166-A, continue their protocols for feeding and sheltering cost reimbursement via the voluntary donations support by the American public and will apply such reimbursement when expenditures are just and in keeping with the traditional reimbursement policies of the organization.



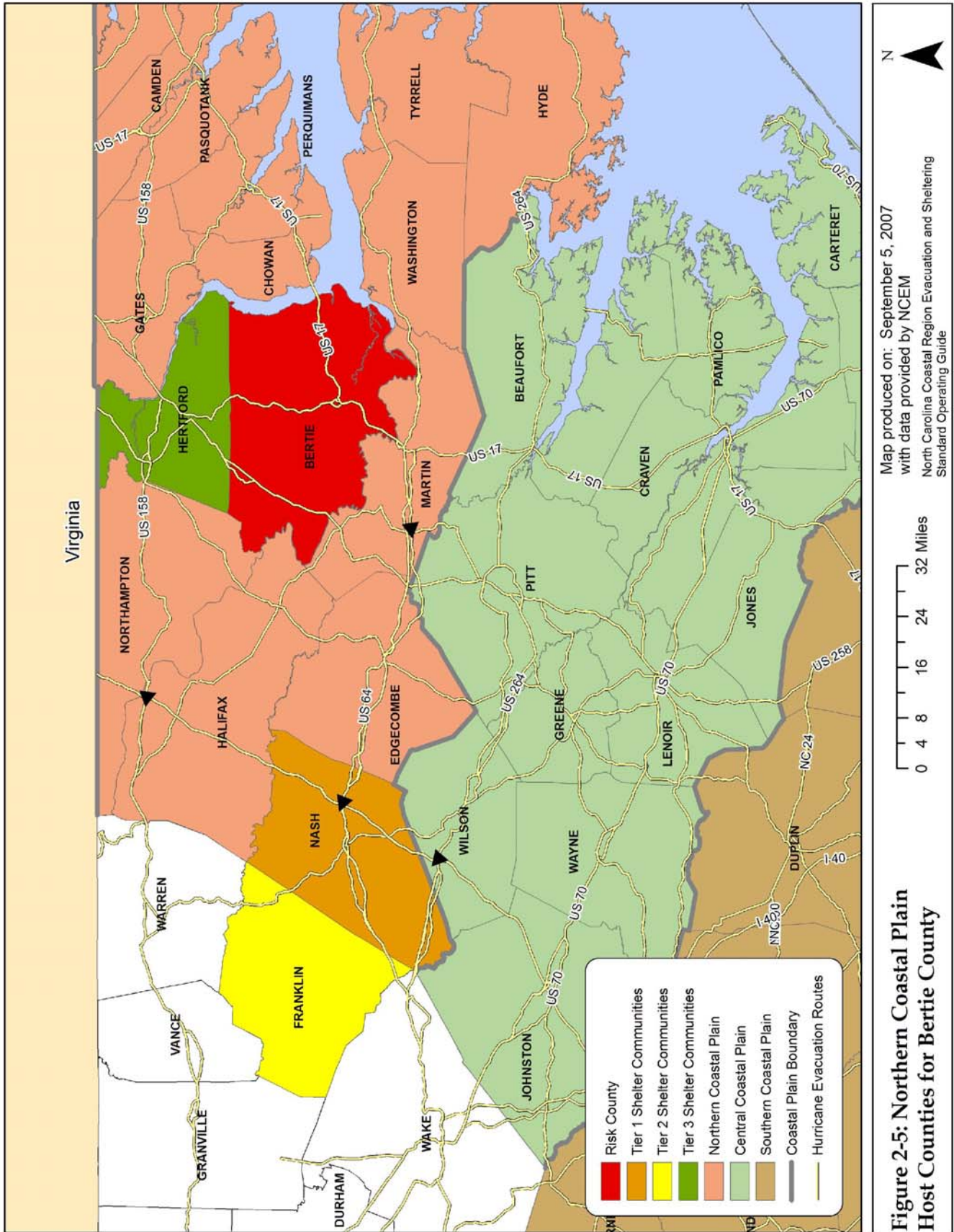
**SHELTERING FUNCTION – DECISION MATRICES**

Lead Time	Action Prior to Landfall
<b>5 days = 120 hours</b>	<ul style="list-style-type: none"> <li>- State implements partial activation of the State Emergency Operations Center (SEOC) based on approaching weather event.</li> </ul>
<b>5 days = 120 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services (DSS) coordinates staff recall to support disaster operations within mass care shelters</li> </ul>
<b>4 days = 96 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services advises ESF 6 partners of need to activate sheltering program.</li> <li>- DSS initiates roll call of all RISK and HOST counties to validate response status.</li> <li>- Department of Agriculture initiates pet sheltering activities.</li> <li>- Full activation of the SEOC takes place.</li> </ul>
<b>4 days = 96 hours</b>	<ul style="list-style-type: none"> <li>- County Executive Officer(s) decides to call for an evacuation in risk count(ies).</li> <li>- Risk counties coordinate with NCOEMS and request Tier 1 shelters be opened.</li> </ul>
<b>3 days = 72 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services, in cooperation with related agencies and organizations, notifies host counties to prepare to open up Tier 1 shelters.</li> <li>- Department of Agriculture deploys CAMETs to general populations shelter locations based on anticipated path of storm.</li> </ul>
<b>2 days = 48 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services requests that additional shelter locations in Tier 2 and Tier 3 host counties be prepared.</li> <li>- Tier 1 host counties open shelters.</li> </ul>
<b>1 day = 24 hours</b>	<ul style="list-style-type: none"> <li>- Agencies monitoring registration of public at shelters to identify additional shelters to open.</li> </ul>
<b>0 day = 0 hour</b>	<ul style="list-style-type: none"> <li>- Storm force winds begin to impact area.</li> </ul>

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007



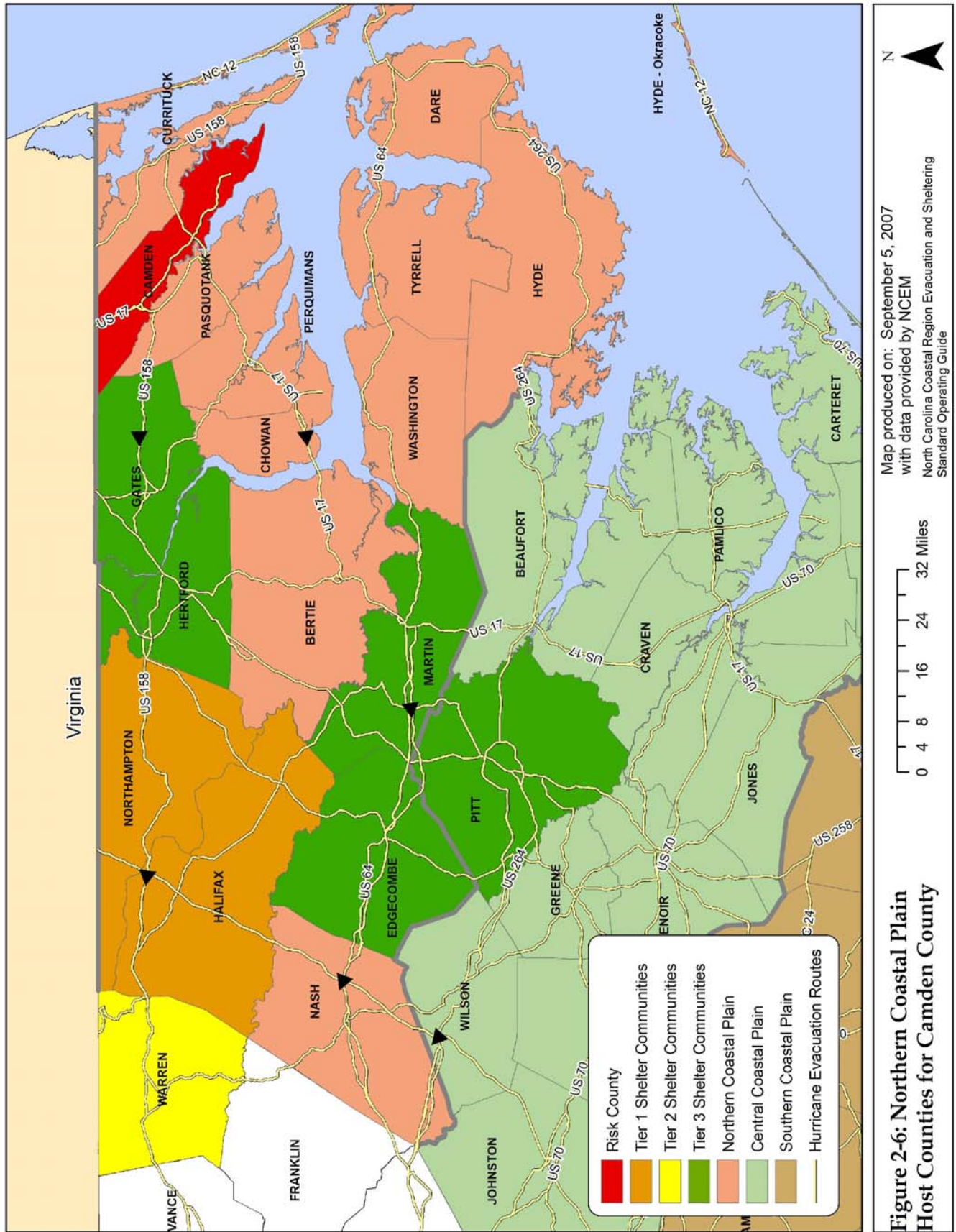
Map produced on: September 5, 2007  
with data provided by NCEM  
North Carolina Coastal Region Evacuation and Sheltering  
Standard Operating Guide

**Figure 2-5: Northern Coastal Plain  
Host Counties for Bertie County**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007

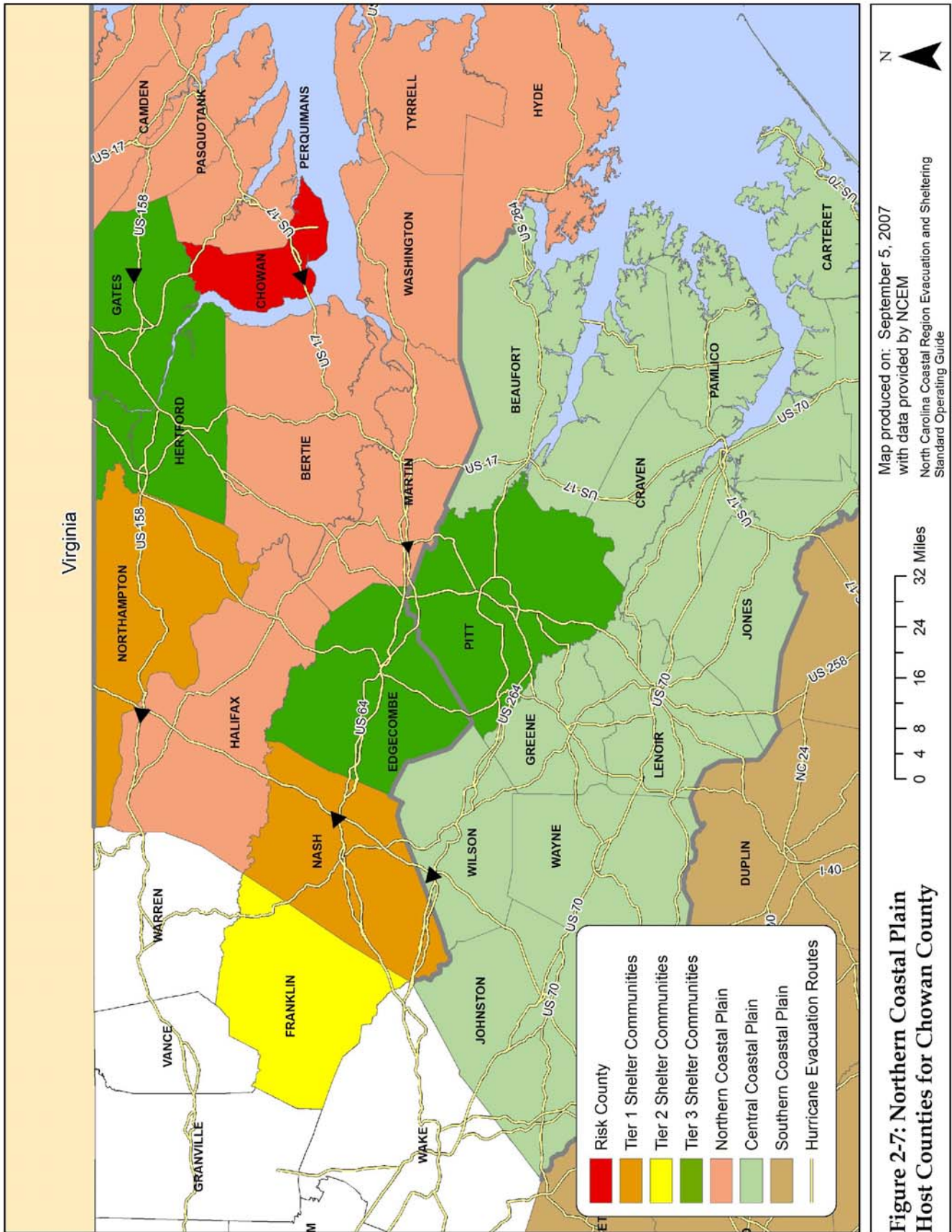


**Figure 2-6: Northern Coastal Plain Host Counties for Camden County**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007

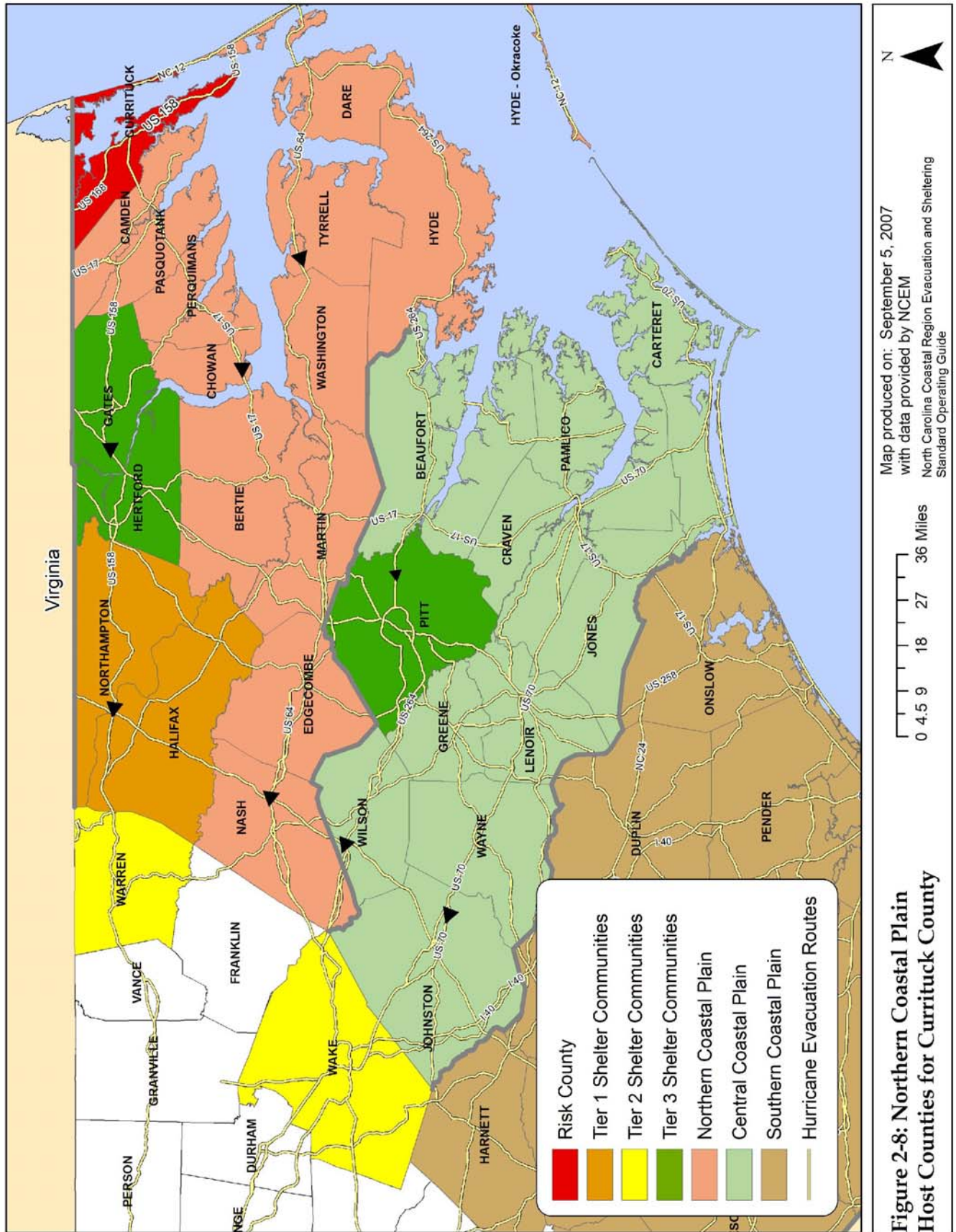


**Figure 2-7: Northern Coastal Plain Host Counties for Chowan County**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007

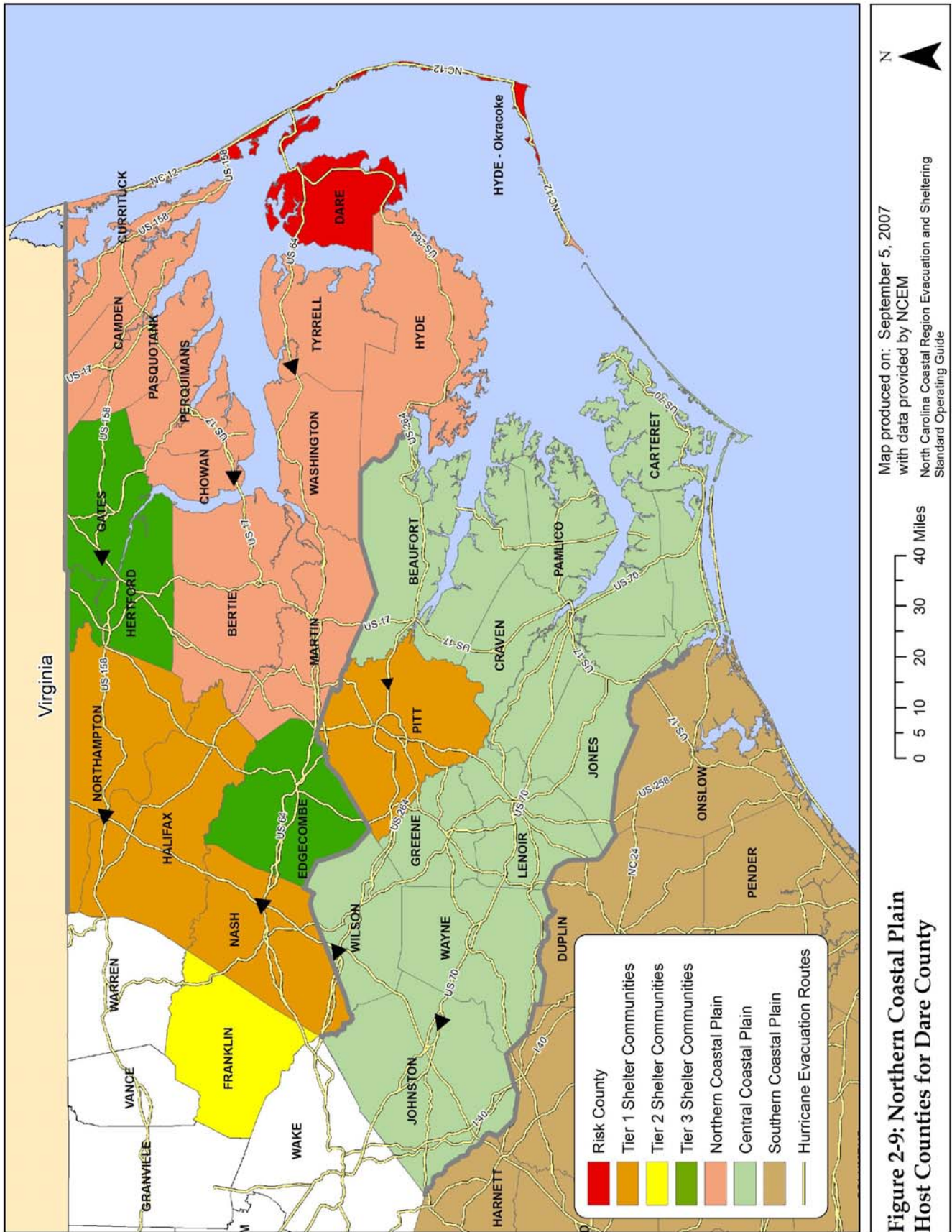


**Figure 2-8: Northern Coastal Plain Host Counties for Currituck County**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007

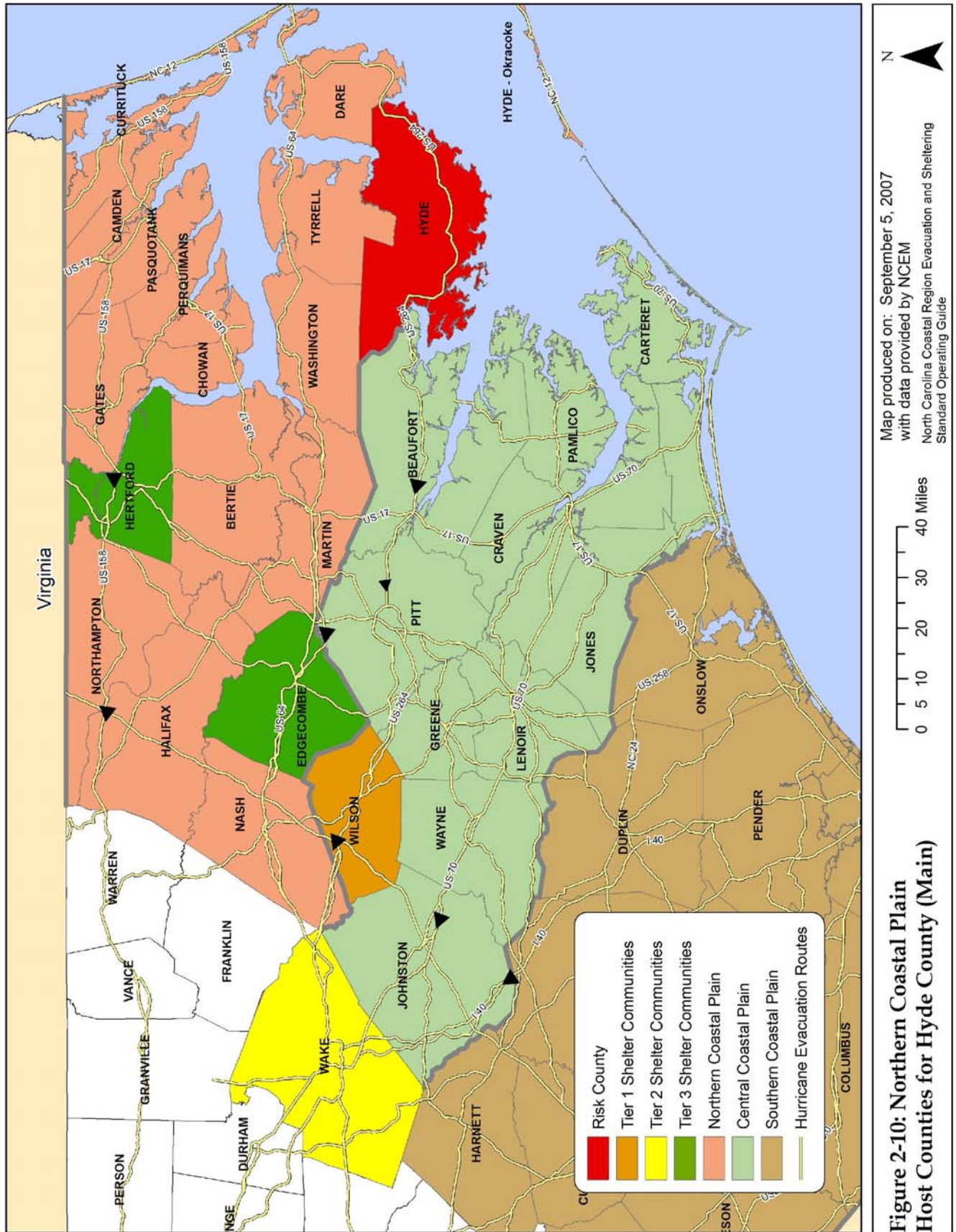


**Figure 2-9: Northern Coastal Plain Host Counties for Dare County**

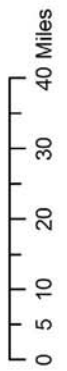
**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007



Map produced on: September 5, 2007  
with data provided by NCEM  
North Carolina Coastal Region Evacuation and Sheltering  
Standard Operating Guide

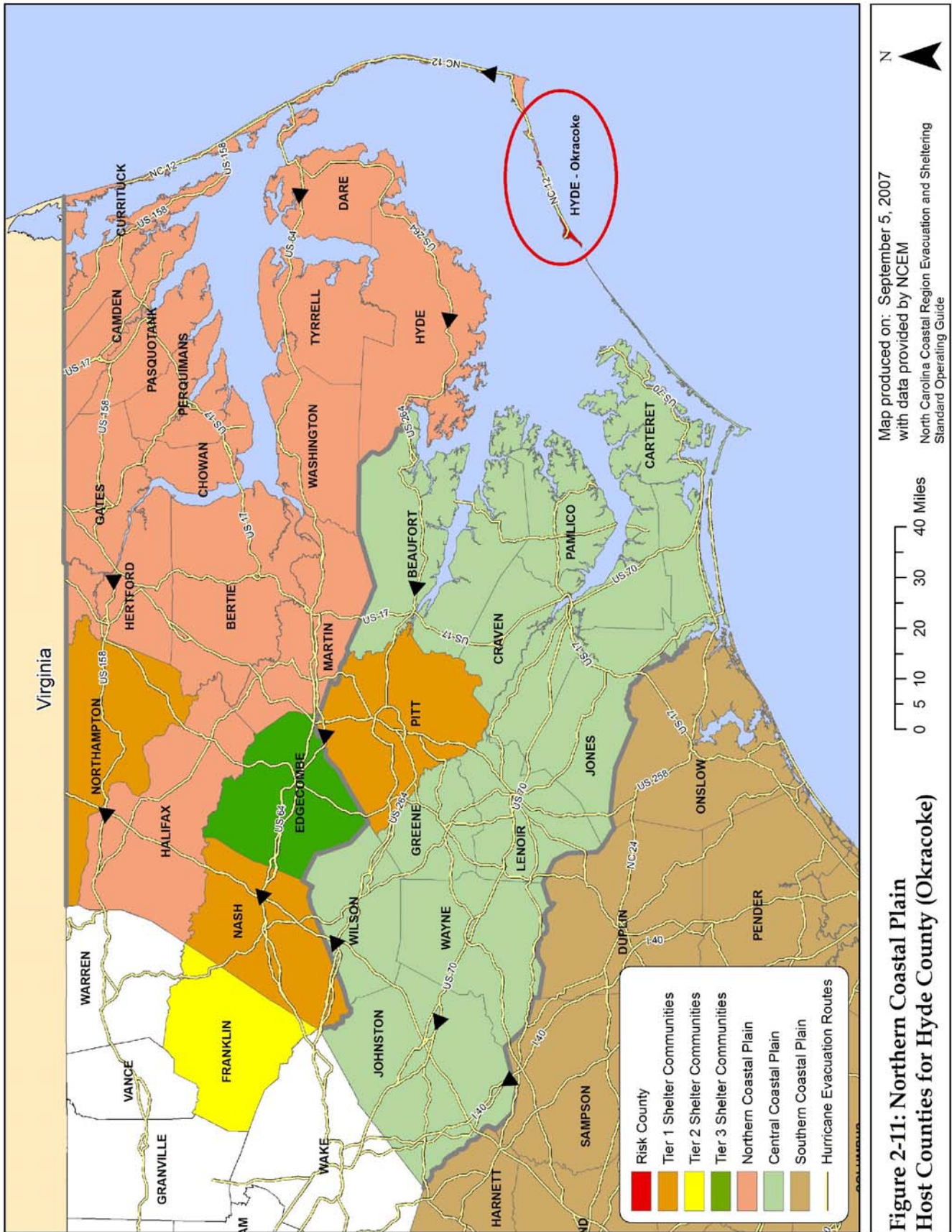


**Figure 2-10: Northern Coastal Plain Host Counties for Hyde County (Main)**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007



Map produced on: September 5, 2007  
with data provided by NCEM  
North Carolina Coastal Region Evacuation and Sheltering  
Standard Operating Guide

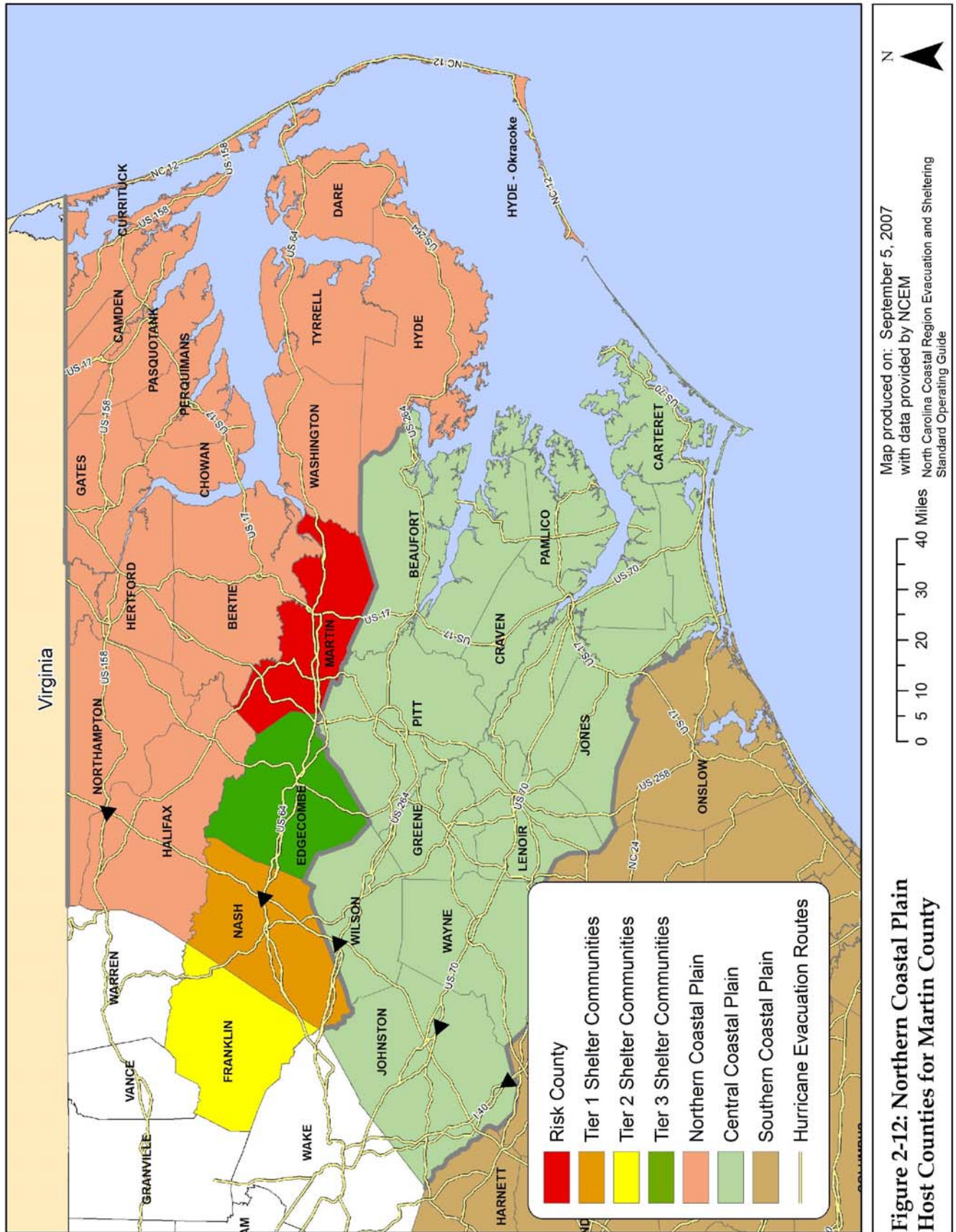
**Figure 2-11: Northern Coastal Plain  
Host Counties for Hyde County (Okracoke)**



**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007

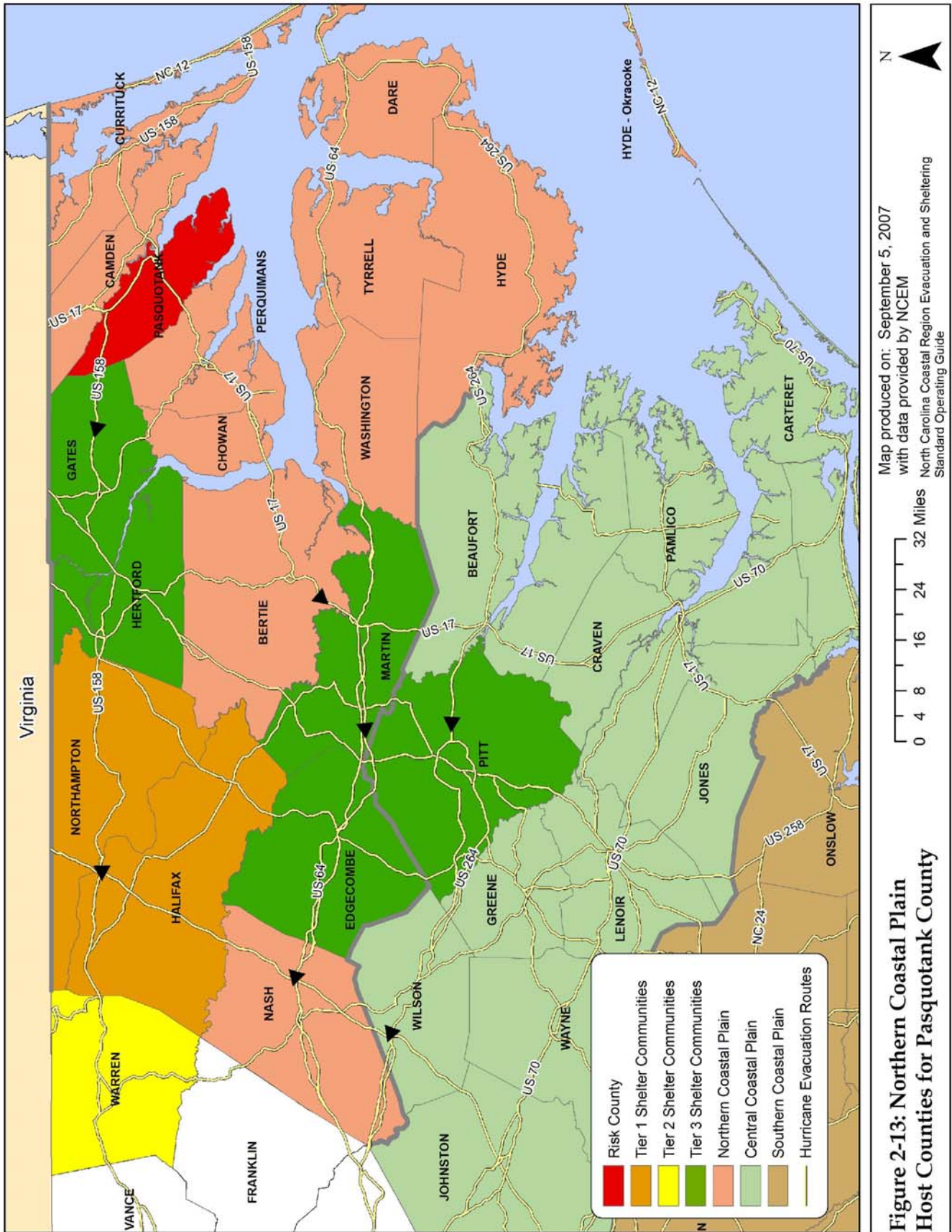


**Figure 2-12: Northern Coastal Plain Host Counties for Martin County**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

October 2007



Map produced on: September 5, 2007  
 with data provided by NCEM  
 North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide

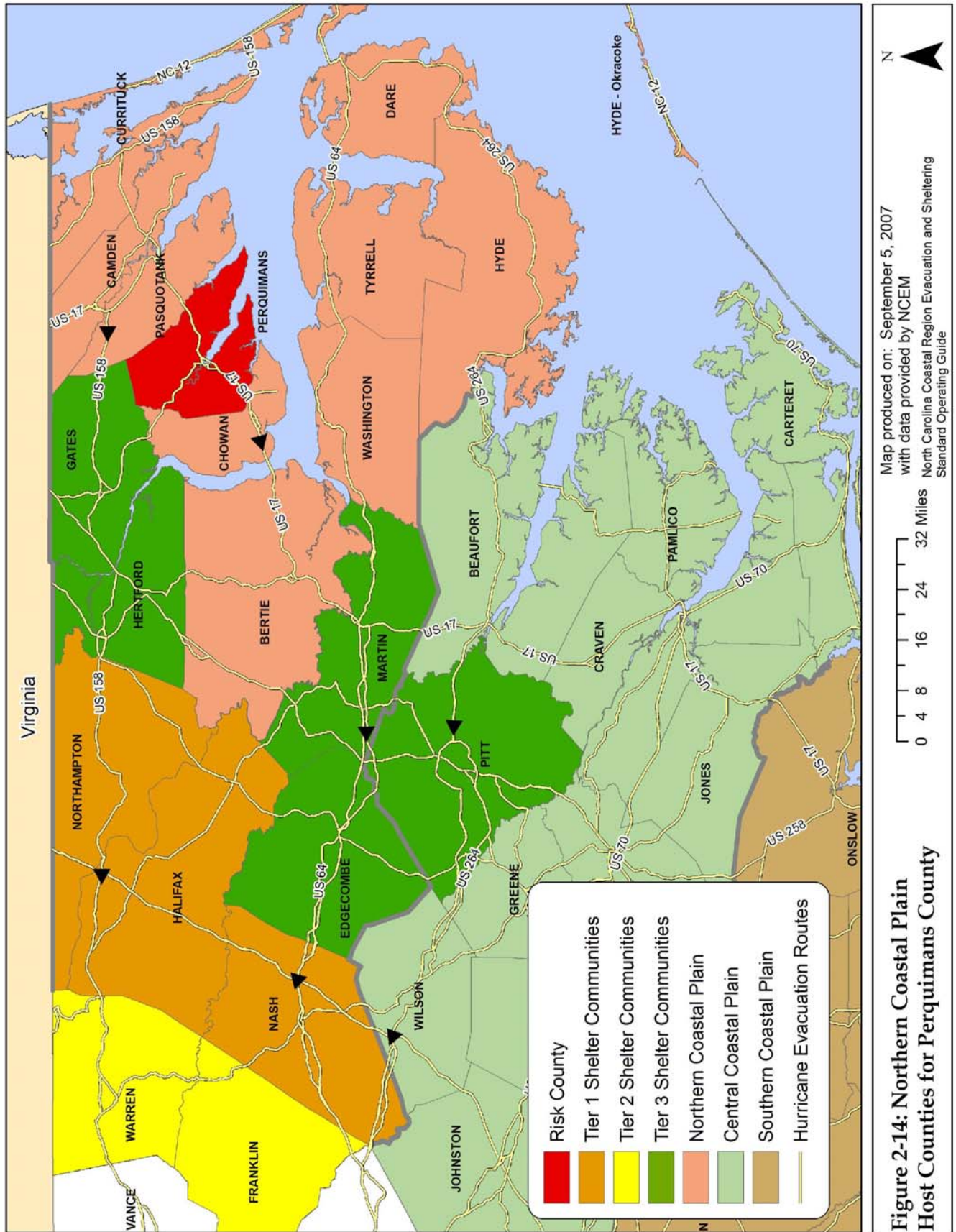


**Figure 2-13: Northern Coastal Plain  
 Host Counties for Pasquotank County**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

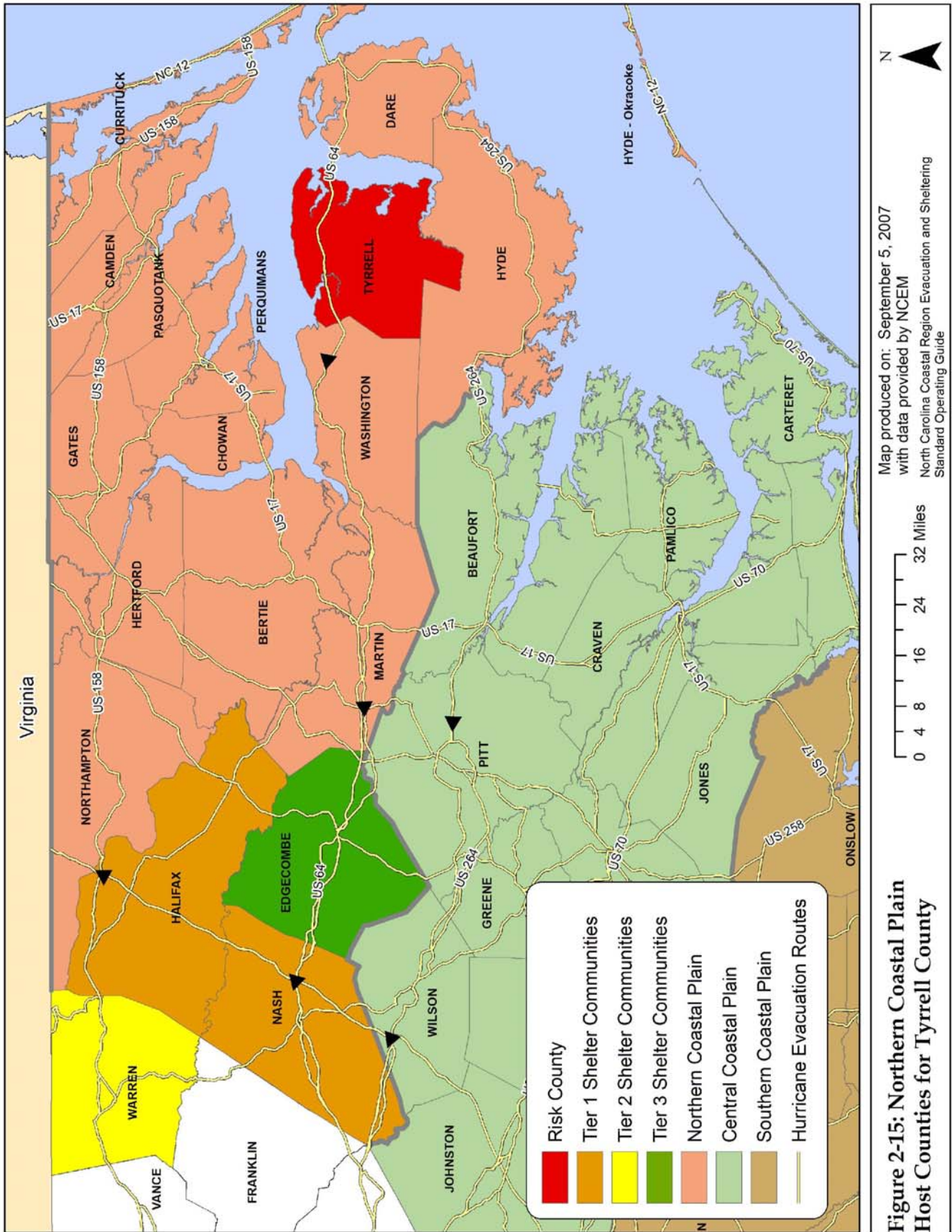
October 2007



**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Northern Coastal Plain – Sheltering Function

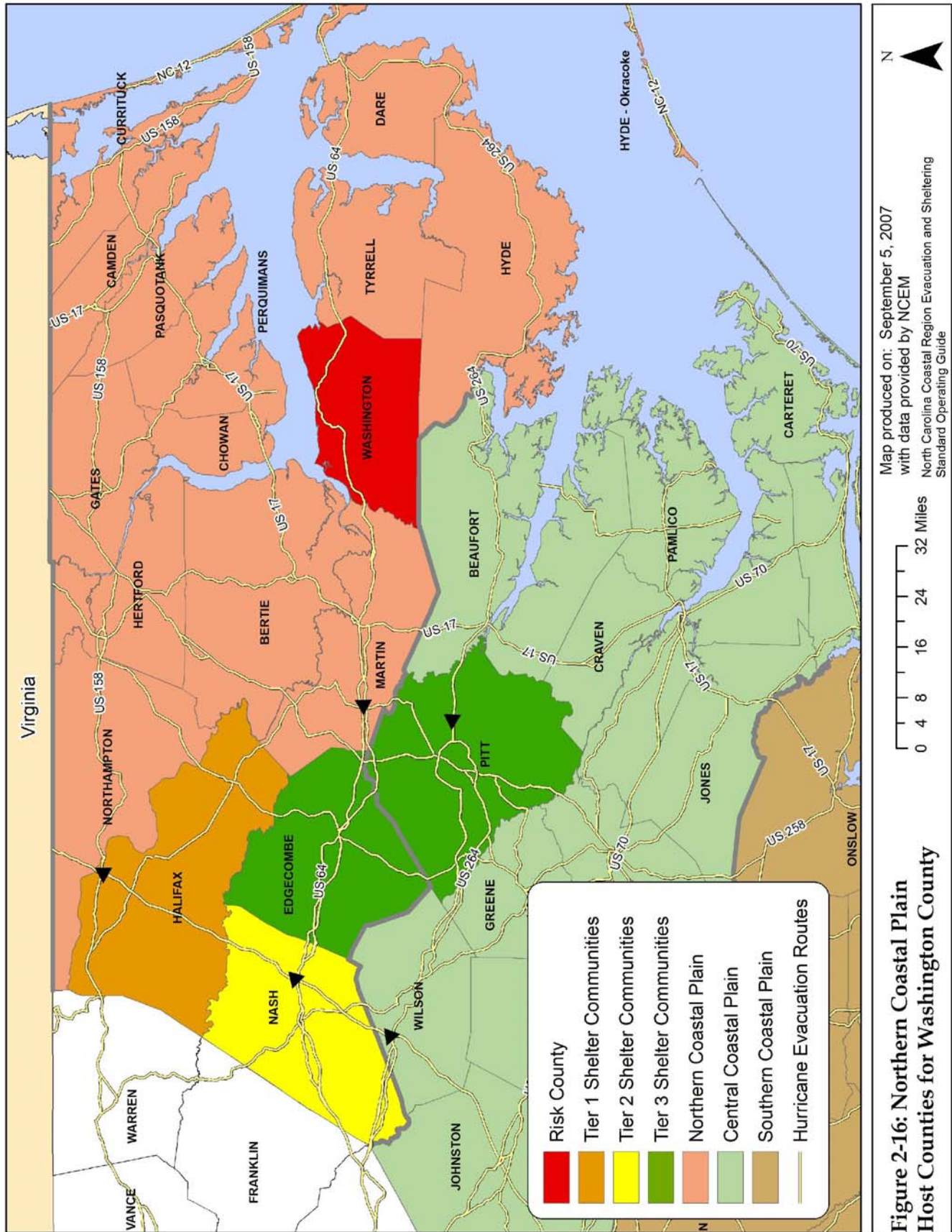
October 2007



Map produced on: September 5, 2007  
with data provided by NCEM  
North Carolina Coastal Region Evacuation and Sheltering  
Standard Operating Guide

0 4 8 16 24 32 Miles

**Figure 2-15: Northern Coastal Plain Host Counties for Tyrrell County**



**Figure 2-16: Northern Coastal Plain  
 Host Counties for Washington County**

This page left blank intentionally.



This page left blank intentionally.



## **FMSS FUNCTION – INTRODUCTION**

This document provides an overview of the Functional and Medical Support Sheltering (FMSS) components of the North Carolina Coastal Region Evacuation and Sheltering Plan – Standard Operating Guidelines for sheltering of medical special needs and other special needs evacuees away from their homes and counties of residence. In conjunction with the Mass Care Annex of this plan, it details the policies, organizations and tasks of the Emergency Support Function #8 (ESF-8) primary and support agencies in the event of a pre-landfall evacuation in the State of North Carolina. Any planning for these individuals must also take into account specialized transportation needs of these individuals.

The evacuation process using the North Carolina Office of Emergency Medical Services (NCOEMS) Community College Initiative for the FMFP is intended to maximize the effective use of limited physical and personnel resources in the state to serve the needs of those individuals requiring additional support due to medical or other needs and their pets.

One consistent area of concern has been the diversity in the interpretation of persons considered “Special Needs.” Terminology to define this population has, likewise, been very diverse with the term to include: Special Needs, Special Medical Needs, Fragile Populations, Fragile and Medical Populations, etc.

The State has formally adopted a common term and definition to build continuity across the State. For planning purposes, this population will be referred to as “**Functionally and Medically Fragile Populations (FMFP)**”. The shelters for FMFP shall be referred to as Functional and Medical Support Shelters (FMSS).

**These FMFP are defined as:** People who have a medical or behavioral condition requiring continued specialized care which cannot be adequately provided at a general population shelter and who are not currently being serviced or provided for in a qualified medical facility, nursing home, personal care home, assisted living facility, etc. Patients in the latter category must, by law, have services provided to them by their current caregiver.

Persons in this category require some medical surveillance and/or special assistance. They are individuals whose age, mobility, functional and/or medical disability make them particularly vulnerable and at risk in disaster situations. They have pre-existing conditions resulting in medical impairments and may have been able to maintain activities of daily living in a home environment prior to the disaster or emergency situation. Individuals meeting these criteria should be assigned to a FMSS, if staffing, equipment, power sources and supplies are available. If a caregiver is needed, the caregiver from the home must accompany the patient and stay with the person at the shelter.

The FMSS are temporary, emergency-type facilities capable of providing special/supervised medical care to individuals whose physical or mental condition (non-violent) exceeds the American Red Cross Disaster Health Services level of capability for basic first aid in emergency/disaster shelters but is not severe enough to require hospitalization. The FMSS may be equipped with personnel, product, and pharmaceuticals by the State Medical Response System to handle patients requiring hospitalization if the need arises.

FMSS are intended to provide a safe environment for those requiring limited medical assistance or surveillance due to a pre-existing health problem. These shelters are not intended to serve as skilled health care facilities but may be augmented with appropriate personnel and equipment to provide skilled care by the State Medical Response System. Shelters are noisy, crowded and have few comforts. Patients should plan ahead to stay with friends, relatives or other caregivers out of the area rather than a shelter if possible.

Home health care patients should notify their home health agency where they will be during the disaster and determine how and when care can be re-established. They should arrange for their home healthcare professional to accompany them to the shelter if possible.

Admissions to FMSS should be limited by the level of care needed and the resources available. Only those individuals meeting the below criteria should be eligible for admission.

Examples (include but are not limited to):

1. Wheelchair-bound persons with limited medical needs;
2. Individuals with severely reduced mobility but limited medical needs;
3. Persons with mental illness who are non-violent;
4. Medically impaired individuals who are able to maintain activities of daily living with special assistance from their caregiver;
5. Oxygen dependent;
6. Persons with dementia who cannot be maintained at a American Red Cross General Population Shelter (must bring caregiver with them to shelter) and;
7. Facility based patients such as Assisted Living, Hospice, and Long Term Care when like facility transport plans are inadequate.

Management considerations which impact the decision to hospitalize or admit to FMSS, but are not limited to:

- Access to constant power source;
- Need to replenish medications and/or supplies;
- Access to physician for diagnosis, treatment, change in orders, etc.;
- Potential for health status of individual to change rapidly due to stress, environmental conditions, etc.;
- Ability to transport to higher level of care quickly.

## **FMSS FUNCTION – RESOURCES**

There are currently nine (9) community colleges in the state that have been identified as FMSS. Of these, the following locations located in the Northern Coastal Plain Region have been identified as FMSS Shelters:

**Martin Community College (Primary)**  
1161 Kehukee Park Road  
Williamston, NC 27892

**Pitt Community College (Secondary)**  
Greenville, NC 27835-7007

**These FMSS Shelters will be supported by the:**

**MidCarolina Trauma RAC (UNC)**  
Chapel Hill, NC

Additionally, the support equipment from the Southeastern RAC (New Hanover Regional) and the Eastern RAC (Pitt County Memorial) will be relocated to Kinston and supported by personnel from the Triad RAC (WFU Baptist/Moses Cone) and the Metrolina Trauma RAC (Carolinas Medical Center/Charlotte).

Care Dependent Shelters (CDS) in locations other than community colleges will be opened and supported as determined by local officials. Residents who are considered members of the care dependent community (ie, adults, elderly or persons with functional disabilities) can be sheltered within mass care shelters slated for the general public. Only when a resident has been determined to require professional or skilled nursing care, above and beyond the care available within a general shelter or the residents care givers, they would be directed to an FMSS location. County Social Services personnel can manage these shelters with the assistance of local health and medical personnel.

## **FMSS FUNCTION – THE COMMUNITY COLLEGE INITIATIVE**

**Lead Agency:** NC Office of Emergency Medical Services  
**Supporting Agencies:** NC Division of Emergency Management

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this plan is to provide a shelter alternative for those FMFP with physical, emotional, or other conditions that impact their level of functioning to the point that they cannot be properly supported in Care Dependent or general population shelters. They will require medical support, medications or consumable and/or durable medical supplies, or functional support in the absence of a caregiver in order to maintain their health and safety.

#### **Scope**

Several thousand individuals requiring FMSS are living in the eleven (11) counties included in the Northern Coastal Plain Region. These individuals have needs in the following functional areas: maintaining independence, communication, transportation, supervision, or medical care.

#### **Situation**

Some of these individuals are living in privately owned facilities which bear responsibility for their care and well being, and many live at home with the assistance of one or more caregivers. This plan focuses on those individuals living outside of privately owned facilities who will not have left the area until the Mandatory Evacuation phase and will require assistance with sheltering.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

Assignment of an individual to an FMSS location recognizes that efforts to shelter the person requiring support at a general population shelter or CDS will be detrimental to their well-being.

1. Appropriate durable or medical equipment is not available at another location.
2. A caregiver is not available to provide individual assistance to the individual.
3. Appropriate functional support is not available at another location.

### **III. CONCEPT OF OPERATIONS**

Information on the pre-event identification of specific community college locations to serve as FMSS locations and development of medical and logistical support required for the safe and effective operation of a FMSS shelter is identified in **Appendix B, OEMS NC Catastrophic FMSS Guide 2007, of the CRES-SOG.**

### **IV. RESPONSIBILITIES**

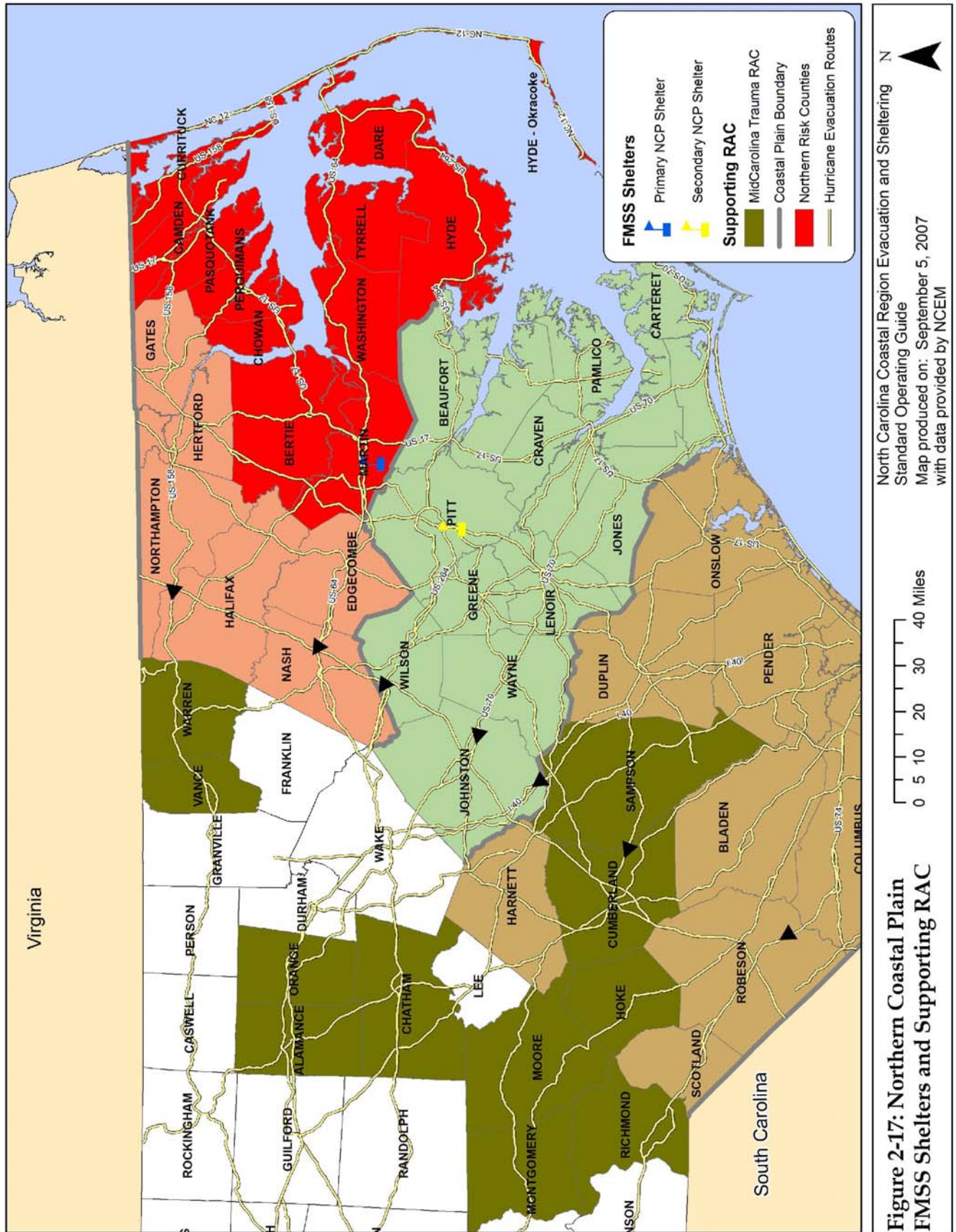
1. **Office of Emergency Medical Services:**
  - a. Provide primary medical care using State Medical Assistance Teams (SMAT's)
  - b. Maintain lists of personnel for assignment to shelters.
  - c. Coordinate, Command, and Control for all ESF-8 assigned responsibilities by the SEOP and NCEM.
2. **NC Division of Emergency Management:**
  - a. Provide IMT support as requested.
  - b. Provide Logistics support as requested.
  - c. Provide Public Assistance support.
  - d. Transportation support to move RAC equipment to the FMSS.

**V. REFERENCES**

- North Carolina Catastrophic Special Medical Needs Concept of Operations Plan as revised August 2007.
- 2006 Reauthorization of the Homeland Security Appropriations Bill (H.R. 5441)
- Functional and Medical Support Sheltering Document (Workgroup Final Draft January 22, 2007)

**FMSS FUNCTION – DECISION MATRICES**

<b>Lead Time</b>	<b>Action Prior to Landfall</b>
<b>5 days = 120 hours</b>	– State implements partial activation of the State Emergency Operations Center (SEOC) based on approaching weather event.
<b>5 days = 120 hours</b>	– Office of Emergency Medical Services coordinate staff recall to support shelter operations within FMSS shelters
<b>4 days = 96 hours</b>	– Office of Emergency Medical Services advises ESF 8 partners and participating community colleges of need to activate FMSS sheltering program. – Department of Agriculture initiates pet sheltering activities. – Full activation of the SEOC takes place.
<b>4 days = 96 hours</b>	– Operational readiness checks of FMSS sites completed.
<b>3 days = 72 hours</b>	– Office of Emergency Medical Services and Medical Reserve Corps teams deployed to FMSS locations. – Durable medical equipment deployed to FMSS locations. – Department of Agriculture deploys CAMETs to general populations shelter locations based on anticipated path of storm.
<b>2 days = 48 hours</b>	– Transportation of FMSS evacuees begins. – Office of Emergency Medical Systems monitors shelter capacities and operationalizes additional shelter locations as needed.
<b>1 day = 24 hours</b>	– Transportation of FMSS evacuees completed.
<b>0 day = 0 hour</b>	– Storm force winds begin to impact area.



**Figure 2-17: Northern Coastal Plain FMSS Shelters and Supporting RAC**  
 North Carolina Coastal Region Evacuation and Sheltering Standard Operating Guide  
 Map produced on: September 5, 2007  
 with data provided by NCEM

This page left blank intentionally.





This page left blank intentionally.

## **PUBLIC INFORMATION FUNCTION – INTRODUCTION**

This section provides comprehensive Standard Operating Guidelines (SOGs), based on North Carolina Division of Emergency Management (NCEM) and Crime Control and Public Safety (CCPS) Public Information Office requirements. Prior to the activation of the State Emergency Response Team (SERT), The Public Information Office will be the primary source of information for news media, with the Director of Public Information being the Division's and Department's lead spokesperson concerning disaster-related subjects. General Statute 166A gives responsibility and authority for coordinating the response to a disaster to the Department of Crime Control and Public Safety, Division of Emergency Management. The Division is empowered to call upon any member of government to help with that response.

The overall mission of the Public Information Office is to contribute to the safety and well-being of the community before, during and after a disaster by disseminating information that is timely, accurate, consistent and easy to understand. This information must explain what people can and should do to provide for their own safety and well-being, plus what they can expect from North Carolina Division of Emergency Management and other State government agencies working together to provide the services needed to rebuild communities and restore lives.

The Public Information Office must develop and implement strategies to:

- Provide disaster victims with the information they need to protect their lives and property from further damage;
- Provide all target markets with equal access to timely and accurate information about disaster response, recovery and mitigation programs;
- Instill confidence in the community that all levels of government are working in partnership to protect lives and property before a disaster strikes, and to restore essential services following a disaster in order to help individuals begin putting their lives back together;
- Manage expectations so that disaster victims have a clear understanding of all disaster response, recovery and mitigation services available to them; and
- Support state and local efforts to provide disaster victims with specific program information;
- Work with the media to promote a positive understanding of federal and state response, recovery and mitigation programs.

Partnership and teamwork are essential when it comes to managing public information during disaster operations. Cooperation and understanding among public information staff from all State agencies is central to the task. These PIOs provide essential public health and safety information before, during and after a disaster. PIOs from other State agencies often work in the Joint Information Center (JIC) as their Agency's on-site spokespersons, generating news releases, responding to media inquiries and working as part of a comprehensive Public information team. A PIO may be assigned primarily to support the overall JIC mission to lend particular expertise and talents.

The information that follows offers guidance into establishing a coordinated and consolidated public information program necessary to manage information before, during, and after disasters.

## **PUBLIC INFORMATION FUNCTION – GENERAL READINESS AND ACTIVATION**

### **I. INTRODUCTION**

#### **Purpose**

North Carolina's large and rapidly growing population centers are located in regions susceptible to hurricanes, tornadoes, and flooding. This accentuates the need for this level of coordination and preparation. The effective management of emergency response personnel during the incipient stage of any major incident and throughout its extended operations, will, by far, have the most significant impact on loss of life and the severity of injuries to the affected population. This NC CRES SOG lends itself to the rapid activation and response of aid to a community in the event of localized all-hazard emergencies.

#### **Scope**

This Standard Operating Guideline (SOG) supports the general concept of operation, organization, and tasks detailed in the Public Information Annex or Action Guidelines to the North Carolina Emergency Operations Plan. It provides the detail necessary to implement the Public Information Annex/Action Guidelines.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

- a. The level of preparedness will affect the public's perception of the emergency or disaster. Tourists will feel particularly vulnerable if they are unaware of the hazards or planned responses of the area.
- b. The event will require responding agencies to provide instructions and information to the public about the incident and actions people should take to save and protect lives, property, economy, and the environment. Responding agencies should also expect to provide information to reduce public concerns about the incident and response activities.
- c. Local media will be more willing than out-of-state media to provide specific emergency public information to local residents.
- d. Some events, or even forecast events, can bring many reporters, photographers, and camera crews to an area; this will create heavy demands on the emergency public information organization. A media center must be set up to accommodate a large media influx. All emergency workers should be instructed to refer media inquiries to public information staff.
- e. Public and media will desire more information and will call to get it. A Citizen's Information Hotline or public inquiry call center should be set up as early in the operation as possible.

### **III. CONCEPT OF OPERATION**

State agencies are responsible for providing the public with information about a particular threat, intermediate protective actions designed to further save lives, protect property, the economy, and the environment, and long-term recovery actions to restore the affected community, as nearly as possible, to its pre-incident condition. A Public Information Officer is assigned to coordinate the collection and dissemination of all newsworthy information and to act as official spokesperson for the Agency in times of emergency or disaster. The Public Information Officer works closely with the Governor's Office, the NCDCCPS and the NCEM in collecting information from within the Emergency Operations Center (EOC) and other sources. If there is significant media interest, a Joint Information Center (JIC) may be required to support response operations. This JIC becomes the central location from which news releases are issued and where public inquiries are addressed. The Public Information Officer recruits, selects, and activates staff as necessary to operate the JIC. The Public Information Officer is a member of the Executive Group within the Emergency Operations Center. The PIO advises the Governor's Office and the NCEM on public information issues, acquires the most current and accurate information, and approves news releases before they are distributed. The PIO functions as official spokesperson at the JIC, if activated, and organizes staff to operate it.

## **IV. RESPONSIBILITIES**

### **OPERATIONAL PHASE 1 - PREPAREDNESS**

During the Preparedness phase, the State will review and update critical regional policies and participate in scheduled exercises and training opportunities to ensure an effective program. State, Regional and County communication methods will be verified and points of contact will be updated. Efforts will be made to implement and strengthen overall coordination and flow of information.

#### **Responsibilities of the CCPS Public Information Office include:**

1. Review the Public Information Annex/Action Guidelines to the Emergency Operations Plan (EOP) at least annually and update it as changes occur.
2. Review and update documents that support the Public Information Annex/Action Guidelines, such as this Emergency Public Information SOG.
3. Maintain working relationships with public information personnel from local response agencies, PIOs in adjacent jurisdictions, and private organization public relations personnel so that mutual needs may be fulfilled during emergencies and disasters.
4. Provide training to State EOC staff and local Emergency Management Coordinators to ensure they are familiar with public information concepts.
5. Maintain media contact lists.
6. Conduct annual training with local media representatives and share with them the details of the plan.
7. Periodically review the Emergency Alert System (EAS) Area Plan. Assist the State Warning Officer with developing message templates with blanks that can be filled in quickly during emergencies. The State Warning Officer is responsible for activating the Emergency Alert System (EAS) and providing the EAS message.
8. Prepare and obtain educational material for each potential hazard that could affect the State. Distribute this information to the public.
9. Prepare “camera ready” information that can be quickly printed and distributed to each affected household at the time of an emergency.
10. Ensure that the Joint Information Center (JIC) can be operational on short notice. Select alternative facilities for use.
11. Develop status boards, maps, etc. for JIC. Store in a convenient, safe location.
12. Make arrangements for communications equipment and other supplies/equipment necessary for JIC functioning.
13. Contact FEMA Region IV PIO in order to coordinate Hurricane Preparedness info with Federal government and adjoining States.
14. Review/revise all pre-scripted news releases and public safety announcements.
15. Implement general public education campaigns to assist residents in emergency preparedness.
16. Respond to news media queries as needed.

### **OPERATIONAL PHASE 2 – STAND BY**

The Stand-by Phase indicates a tropical system has been identified and poses a possible threat to the North Carolina coastal area. This phase will consist of regular conference calls, facilitated by the Area Coordinators, between the State Emergency Operations Center, potentially affected county emergency operations centers (risk and host) and appropriate State and Federal agencies as to the degree of threat to North Carolina and the potential for escalation.

#### **Responsibilities of the CCPS Public Information Office include:**

1. Monitor storm information and evaluate appropriate pre-scripted forms for distribution. Revise as appropriate.
2. Contact and coordinate information with PIOs from FEMA Region IV and adjoining States.
3. Evaluate JIC location, supplies and equipment. Confirm prior arrangements for staffing, logistics and other support.

4. Widely distribute Media Releases and PSAs as appropriate.
5. Coordinate information dissemination to other State Agencies, Community Outreach Agencies, local Emergency Management partners, and appropriate media markets.
6. Schedule OPENet live show on preparedness (Tuesday or Thursday, as appropriate).
7. Coordinate JIC location, activation, access restrictions and briefing schedule with Media markets, including coastal radio and TV outlets.
8. Conduct/arrange news interviews about storm preparation.

### OPERATIONAL PHASE 3 - DECISION

Entering into the Decision Phase indicates a tropical system poses a significant threat to the North Carolina coastal area. During this phase, State resources will be pre-positioned to assist local jurisdictions in the evacuation and sheltering of residents and visitors. Public information will be coordinated with local communities to ensure an effective and consistent message is relayed to the general public.

#### **Responsibilities of the CCPS Public Information Office include:**

1. Fully mobilize the emergency public information organization, determine shift assignments, brief emergency public information staff on status of emergency situation and their duties.
2. Maintain contact with the EOC to obtain the latest information, verify information, and have news releases authenticated.
3. Establish JIC Operations with full operational and logistical support staff.
4. Announce JIC Activation and widely distribute to include all local Emergency Management Coordinators in the Northern, Central and Southern Coastal Plains.
5. Coordinate information with FEMA Region IV, adjoining States and appropriate State entities.
6. Make contact with Local Emergency Management Coordinators in the threatened area and coordinate State dissemination of local information.
7. Complete and distribute appropriate pre-scripted message templates and local information bulletins.
8. Include all field staff and local Emergency Management Coordinators in all e-mails and faxes as distributed.
9. Provide copies of all written news releases and summaries of all press conferences to the Governor's Office, NCEM, and local EM staff.
10. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
11. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
12. Maintain a log and a file of all information released to the media.
13. Redistribute broadcast PSAs as appropriate.
14. Coordinate NCEM representatives (Branch Managers, Area Coordinators and PIOs) for TV, radio talk show interviews.
15. Coordinate live radio and TV Situation Reports and distribute to local and national media markets
16. Establish briefings schedule (generally 0800, 1000, 1600, and 2100).
17. Make request to Logistics Branch in the EOC to arrange an aircraft with video recording capability to fly storm path and/or coast as soon as safe flying conditions return following the hurricane. Videotape to be made available to all media and shown to public at selected sites following the storm.

### OPERATIONAL PHASE 4 - IMPLEMENTATION

During the Implementation Phase, jurisdictional evacuation orders are executed and State resources are deployed to mitigate challenges in evacuation, transportation, sheltering, functionally and medically fragile population management and dissemination of public information. Significant Event Boards within Web-EOC will be a primary communication tool

utilized to share evacuation information from the risk counties to the State and host counties. Also, Area Coordinators will be providing evacuation updates through the Branch offices via Web-EOC, as well as holding conference calls as needed.

**Responsibilities of the CCPS Public Information Office include:**

1. Ensure special attention is given to coordination and dissemination of information as deemed critical by the Local Emergency Managers in the threatened area.
2. Maintain contact with the EOC to obtain the latest information, verify information, and have news releases authenticated.
3. Coordinate information with FEMA Region IV, adjoining States, appropriate State entities and local EOCs.
4. Provide copies of all written news releases and summaries of all press conferences to the Governor's Office and NCEM.
5. Maintain full activation of JIC.
6. Monitor news media for storm info and adjust message as necessary.
7. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
8. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
9. Obtain and release telephone numbers the public can call to volunteer assistance.
10. Maintain a log and a file of all information released to the media.
11. Use rapid response as needed and coordinate with local EOCs.
12. Review/revise pre-scripted news releases as needed, and then post on web page, e-mail and/or fax.
  - a. State Response Preparations
  - b. Homeowner/Property Owner Precautions
  - c. Recovery Related Issues (insurance, pictures of property, important papers, etc.)
  - d. Issue PSAs on Recovery topics
  - e. Evacuation Routes -- coordinate with DOT and SHP
  - f. Shelter locations -- what to take; pets in shelters
  - g. Evacuation and Re-entry information
  - h. Shelters
  - i. Traffic conditions
  - j. Public Health and Safety topics
  - k. Donations Management
13. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
14. Coordinate live radio and TV Situation Reports with local and national media
15. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary for D+1 or D+2 (depending on time of impact).
16. Brief Community Relations representatives.

**OPERATIONAL CONDITION 5 – RE-ENTRY (D+1)**

The Re-entry Phase indicates the threat from a tropical system has passed and the process for re-entry into the evacuated jurisdictions must be managed. Re-entry plans are activated and Recovery Incident Action Planning begins. Post event distribution of critical re-entry information will be coordinated through the JIC. The Statewide mutual aid agreements will be activated to support recovery activities including repositioning of critical resources.

**Responsibilities of the CCPS Public Information Office include:**

1. Coordinate with FEMA Region IV all Response and Recovery Information.

2. JIC remains fully activated.
3. Deploy PIOs to forward locations as requested.
4. Monitor news media for storm info.
5. Coordinate information from local jurisdiction for distribution to the State EOC and FEMA Region IV.
6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
8. Obtain and release telephone numbers the public can call to volunteer assistance.
9. Maintain a log and a file of all information released to the media.
10. Review/revise pre-scripted releases as needed. Suggested releases include:
  - a. Evacuation and Re-entry information
  - b. Shelters
  - c. Traffic conditions
  - d. Public Health and Safety topics
  - e. Donations Management
11. Notify field staff and local EOCs of releases being distributed if possible.
12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (pool media if necessary).
17. Coordinate/schedule community relations teams.

**OPERATIONAL CONDITION 5 – RE-ENTRY (D+2 through D+3)**

**Responsibilities of the CCPS Public Information Office include:**

1. Coordinate with FEMA Region IV PIO for Response and Recovery info.
2. Begin preparations for Disaster Field Office for equipment and staffing.
3. JIC remains fully activated and staffed.
4. Accommodate Federal Public Information Officers and assist them in releasing information on Individual and Public Assistance programs.
5. Monitor news media for storm info and prepare releases as appropriate.
6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
8. Obtain and release telephone numbers the public can call to volunteer assistance.
9. Maintain a log and a file of all information released to the media.
10. Review/revise pre-scripted news releases and use the FEMA templates as needed. Suggested topics include:
  - a. Evacuation and re-entry information
  - b. Shelters
  - c. Traffic conditions
  - d. Public health and safety topics
  - e. Donations management
  - f. Tele-registration
11. Notify field staff and local EOCs of releases being distributed.



12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (pool media if necessary).
17. Deploy Community Relations Teams.

#### OPERATIONAL CONDITION 5 – RE-ENTRY (D+4)

##### **Responsibilities of the CCPS Public Information Office include:**

1. Emphasis shifts to Recovery Phase.
2. If Presidential Disaster Declaration is received, coordinate equipment and staffing with FEMA Region IV to set up the Disaster Field Office (DFO) and shift PIO operations to DFO.
3. The JIC remains fully activated and staffed until such time as a FEMA DFO becomes operational or media interest declines to point where PIO activities can be handled with limited staff located at the EOC.
4. Accommodate Federal Public Information Officers and assist them in releasing information on Individual and Public Assistance programs.
5. Monitor news media for storm information.
6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
8. Obtain and release telephone numbers the public can call to volunteer assistance.
9. Maintain a log and a file of all information released to the media.
10. Review/revise pre-scripted news releases and use FEMA templates as needed. Suggested topics include:
  - a. Evacuation and re-entry information
  - b. Shelters
  - c. Traffic conditions
  - d. Public health and safety topics
  - e. Donations management
  - f. Tele-registration
11. Notify field staff and local EOCs of releases being distributed.
12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (Arrange for Media Pool if needed).
17. Monitor Deployment of Community Relations Teams.
18. Gather all records kept during all phases of the emergency and prepare a chronological summary of all events, actions taken, inquiries made, and responses given. Collect newspaper clippings and TV videotapes.
19. Survey staff and local media for suggestions to improve public information response procedures in future emergencies.
20. Write an after-action report and provide copies to the emergency management coordinator and appropriate elected officials and local agency representatives.

## **PUBLIC INFORMATION FUNCTION – JOINT INFORMATION CENTER (JIC)**

In the event of a disaster or potential disaster with significant ongoing media interest a Joint Information Center (JIC) is established. If only one jurisdiction or level of government is involved, the Public Information Officer will activate the JIC according to the procedures found in this document. If more than one jurisdiction, level of government, or private industry is directly involved, a JIC will be established jointly, usually at the best available facility. Each designates a spokesperson that exchanges information and issues news releases in order to assure accurate, non-conflicting coverage of the disaster situation. The JIC provides a central location for the news media to receive accurate current information. It is the sole source of all authenticated and coordinated information compiled from all jurisdictions and facilities involved.

The Public Information Officer is responsible for operating the JIC on a 24-hour basis if necessary, and ensuring that it is equipped with communications and all necessary supplies. The PIO is responsible for establishing news briefing times with accompanying written statements on a regular scheduled basis and as needed. In the event of a Presidential or Governor's Declared Emergency or Disaster, the local PIO will work in conjunction with state and federal PIOs assigned to the incident.

These Standard Operating Guides (SOGs) are designed to provide a framework for effective and consistent implementation of a Joint Information Center (JIC).

### **PRE-JIC ACTIVATION**

#### **Responsibilities of the CCPS Public Information Office include:**

1. Field inquiries from the media and compile information.
2. Report to the EOC and serve as a member of the Executive Group.
3. Begin collecting information for preparation of news releases and briefings.
4. Begin preparing written news releases using current data and information. Printed copies will be made available for distribution as necessary. News releases will be disseminated as follows:
  - a. Contact radio/TV stations directly via telephone. Read briefing to radio/TV contact. (See Attachment A for list of contacts.)
  - b. Utilize a fax service to distribute the news release for agency.
  - c. Utilize specialized fax software and the development of agency specific fax lists to distribute the information.
  - d. Provide adequate copies of all news releases to EOC management and staff, Citizen's Information Hotline operators, local officials, appropriate State agencies including State Legislators.
5. Partially activate the JIC by holding press conferences in this center as necessary. Brief media personnel and distribute typed copy.
6. Schedule news conferences for chief executives as requested. Act as moderator at news conference. Prepare material to be distributed as directed by the chief executives.

### **JIC ACTIVATION**

#### **Responsibilities of the CCPS Public Information Office include:**

1. Activate the JIC after consultation with the NCEM. The JIC is located at the State EOC, 116 West Jones Street, Raleigh, Room B109A.
2. Gain access to the facility by coordinating with Darlene Johnson, EOC Manager (733-3890 or Paul Latham, Deputy Logistics Chief (733-3767).
3. Obtain all supplies and place them in pre-designated locations.
4. Contact Darlene Johnson or Clay Benton, Operations Center Manager, at (733-3890 or 733-3300) to arrange for PA system
5. The primary means of communications in the JIC is telephone. The JIC currently has two operational phone

lines. Six additional telephone lines must be installed to make the JIC fully operational.

6. Contact Mike Montague, Communications Manager, at 715-2522 to arrange additional phone lines.
7. Contact Mike Montague at 715-2522 to arrange a backup means of communication. This is set up and made operational in the event primary system fails.
8. Notify JIC staff of activation and ask to report.
9. Request Facility Management at 733-3514 to make sure heating/air conditioning is operating properly.
10. Request Darlene Johnson at 733-3890 to maintain facility during operation.
11. Request State Capitol Police at 733-4646 to provide for security.
12. Contact ITS at (754-6000 or 754-6001) to open and activate the Governor's Press Briefing Room as required.

## JIC STAFFING AND ORGANIZATION

1. The JIC requires a staff of approximately 3-5 persons to effectively operate the facility, provide for the needs of the news media, and collect and disseminate information.
2. The JIC has a variety of Specific Positions and responsibilities:
  - a. **Lead Public Information Officer (PIO)**
    1. Schedule news briefings and act as a moderator for news briefing sessions.
    2. Meets with Governor's Press Secretary, and FEMA Lead PIO when appropriate, to assess scope of the disaster and public information requirements.
    3. Has overall supervisory responsibility of JIC.
    4. Coordinates the activation of the State portion of the JIC.
    5. Chief decision-maker for State responses to media inquires and reports.
    6. Establishes policy for conduct of JIC and Media Briefing Area.
    7. Coordinates with SERT Leader on daily message and strategies for reaching target audiences.
    8. Coordinates with the Agency for Public Telecommunications the appearance of key NCEM and SERT members on its Tuesday and/or Thursday live cable telecasts as appropriate.
    9. Arranges for and conducts scheduled media briefings at Media Center or assigns this responsibility to the Deputy Lead PIO.
    10. Determines which types of information obtained by the JIC may be required by SERT, and directs it to appropriate parties at EOC.
    11. Has the authority to commit additional personnel or resources if needed, and to assign tasks to all state JIC personnel.
    12. Has the authority to delegate major responsibilities to the Deputy Lead PIO.
    13. Has approval authority over all information released by the JIC.
    14. Coordinates with the SERT Leader on developing an operating schedule to include:
      - Media briefings
      - Daily staff meetings
      - Daily hot wash at end of each day or shift (see Appendix A)
      - Daily update reports for the media
      - Morning and evening drive-time call-outs
      - Routine training sessions on programs and policies
      - Procedures for analysis and distribution of news clips
  - b. **Deputy Public Information Officer (Assistant PIO)**
    1. Act as Lead PIO in their absence.
    2. Coordinates flow of information from the EOC to the JIC.
    3. Keeps government officials informed.
    4. Coordinates faxing of status updates.
    5. Ensure all JIC staff are present, briefed, and aware of their duties.

6. Coordinate press tours.
  7. Establish message flow pattern in JIC according to how many PIOs from other jurisdictions are present, etc.
  8. Arrange for translators to be available at the JIC to provide release in second languages and for the hearing impaired.
  9. Assumes all duties and authorities of Lead PIO in his/her absence.
  10. Manages the day-to-day operations of the JIC.
  11. Responsible for maintaining a constant flow of information within the JIC, and between state and federal agencies.
  12. Screens electronic and printed message traffic to determine which items need to be passed to JIC staff and/or posted on status boards.
  13. Coordinating JIC activities and information dissemination with other state PIOs, as well as PIOs from federal, local and voluntary agencies.
  14. Responsible for briefing the JIC staffs.
  15. Responsible for the routine briefing of the Media Center PIO on continuing developments.
  16. Writes, reviews and edits news releases, PSAs, talking points and other documents.
  17. Ensures that approved news releases are distributed to target news media by the most appropriate means (e-mail, fax, telephone and/or posted in the Media Center), sent to branch offices by e-mail and posted on the CCPS/NCCEM web page.
  18. Establishes internal communications procedures, including daily Hot Wash meetings, training sessions, and information channels within the JIC and EOC.
- c. Agency Primary and Backup Spokespersons**
1. Act as Technical Expert for their Discipline.
  2. Coordinates discipline specific information from the field to the JIC.
  3. Keeps PIO informed of changing situations.
  4. Coordinates distribution of information to like constituents.
  5. Coordinates and supports all activities of the other agency PIOs.
  6. Assures that all draft news releases and information messages receive a rapid review or acknowledgment by the agency PIOs.
  7. Advises the Lead/Deputy Lead PIO of pertinent developments or problems in other agencies, and support whatever JIC action needs to be taken.
  8. Responds to any administrative/logistical need that an agency PIO in the JIC may have.
- d. Information Coordinator**
1. Collects and verifies information.
  2. Checks spelling of names, accuracy of data and coordinates with other responding agencies.
  3. Keep Emergency Information/Citizen's Information Hotline Operators informed with copies of all news releases and other information.
  4. Monitor radio, TV and newspaper reporting of the incident and correct any misinformation.
  5. Establishes "hotline" with EOC and monitors all times to receive disaster data and status updates. Request data, verify information and provides link for PIO.
- e. Logistics Coordinator**
1. Coordinates all logistics of the JIC (space, services, food, water, security, etc.)
- f. Historian / Data Coordinator**
1. Monitors media stories, secures copies of media clips, and maintains a list of media organizations, reporter names and phone numbers for updates.
  2. Ensure correct display materials are in place to include map(s), status board(s), chalkboard
  3. Carefully read all messages. Plot relevant important information such as:
-

- General disaster area/area affected
  - Exact boundaries of evacuation area
  - Shelters opened
  - Access control points
  - Road closures
  - Traffic reroutes around affected area
  - Evacuation routes
  - Command post location
  - Worst disaster area
  - Plot on status board (s):
  - Casualty figures
  - Public property damages
  - Private property damages
  - Utility damages
  - Major events in the course of the disaster
  - Reserve chalkboard for use by PIO during briefings.
  - Sketch diagrams, etc. of relevance to the news media in understanding events of the disaster.
  - Display emergency/disaster classification level.
  - Record meteorological conditions, if relevant.
  - Display next scheduled briefing time.
  - Display news media disaster site tour times/locations.
  - Display important telephone numbers such as Emergency Information/Citizen's Information Hotline, etc.
- g. AV / Graphics Production Coordinator**
1. Work with PIO in development of video and graphics to support media release, briefings and public statements.
- h. Technical Support Coordinator**
1. Coordinates all voice and data communication networks in the JIC.
  2. Test communications equipment and adjust/repair as necessary.
  3. Post disaster-related information (as appropriate) on the jurisdiction's web page.
- i. Citizen's Information Hotline Coordinator**
1. Respond to questions from public.
  2. Maintain a file of news releases and other fact sheets and briefing summaries JIC staff has provided.
  3. Log all incoming calls and document the responses provided.
  4. Maintain a reference list and refer difficult or technical questions to appropriate sources.
  5. Report typical questions to PIO for use in creating news releases.
- j. Administrative Support**
1. Support PIO in development of press releases, staffing charts, and other documentation.
  2. Responsible for obtaining from the Logistics Section all supplies and equipment required in the JIC.
  3. Supervises clerical and support staff personnel, if assigned.
  4. Responsible for the setup and maintenance of all state equipment in the JIC.
  5. Responsible for coordinating security in the JIC and the media briefing area with appropriate law enforcement personnel.
-

6. Arranges for security escorts, as needed, for all personnel traveling to and from the JIC or media briefing area to other locations.
7. Responsible for the registration and badging of all state personnel working in the JIC.
8. Responsible for providing any needed clerical or equipment support for other agency PIOs located in the JIC.
9. Responsible for providing a Graphic Artist/Illustrator, when assigned, with appropriate supplies, maps and other materials as required by personnel at the JIC or Media Center.
10. Handles copying and faxing assignments.
11. Updates bulletin and status boards with current news releases, statistics, recovery center locations, phone numbers and clippings.
12. Sets up and maintains the JIC filing system, which should include disaster documents, news releases, media advisories, fact sheets, situation reports, message log, media contact lists, and other items as directed.
13. Works with NCEM Information and Planning Section to create charts, maps or other visual displays for distribution to news media in order to help Citizen's understand the magnitude of the disaster and the scope of the state's response.

**k. Field Information Officer (FIO)**

1. During pre-disaster and early stages of the post-disaster, field PIOs may be assigned to:
  - Discuss the disaster declaration process with the media.
  - Arrange for media coverage of field inspections.
  - Arrange media briefings when required.
2. Establish and maintain positive, professional working relationships with the media.
3. Ensure that the public receives information about safety preparations and disaster aid that creates reasonable expectation of the limits of that aid.
4. Provide the JIC with newspapers and reports of local media coverage for news analysis. Fax pertinent articles and daily reports to JIC.
5. Report media contacts and other activities to Area Command IC and PUBLIC INFORMATION OFFICE director or deputy lead at least twice daily.
6. Provide updated information to the media about current developments and emergency information regarding state and federal programs. Refers to current fact sheets, news releases, Situation Reports and field reference guides provided by the JIC to assure accuracy. Calls PUBLIC INFORMATION OFFICE director or deputy lead with any questions regarding updates and accuracy of this information.
7. Receives approval from Lead PIO before initiating a local news release, including any pre-scripted news releases provided as part of this plan.
8. Defers all inquiries on NCEM, CCPS or FEMA policy and issues to Lead PIOs.
9. Refers inquiries for detailed information about other federal, state or voluntary agency programs to the appropriate spokesperson.
10. Serve as eyes and ears of JIC, gathering information about perceptions regarding response and recovery processes, serve as troubleshooter, anticipating and solving problems in the field.
11. Implement media outreach strategy by:
  - Coordinate with Community Relations to work similar territories.
  - Communicate regularly with the Community Relations Team assigned to same sector to identify information needs.
  - Create a schedule to visit each media outlet in geographic area. Meet with the editor, news director or reporter in each location.
  - Focus on the message of the day.

## JIC ARRANGEMENT AND SETUP

Equipment needs for a JIC vary with the size and nature of the disaster. The following is a list of most types of equipment that may be necessary for the operation of a Join Information Center. At a minimum, the following equipment and supplies should be included in a JIC:

### 1. General Equipment

- a. (2) Fax Machines
- b. Copy Machines
- c. LCD Panel (Multi-Media Projector)
- d. Typewriter
- e. (10) Tables
- f. (50) Chairs
- g. Flip Charts
- h. (20) Telephones
- i. Radios
- j. Televisions
- k. Video Camera
- l. (10) Extra Video Tapes
- m. PA System
- n. Laptop Computers

### 2. General Office Supplies

- a. Pencils, Ball Point Pens, Scotch Tape Dispenser, Scotch Tape, Masking Tape, Steno Pads, Inter-Office Envelopes, Stapler, Staples and Staple Remover, Rubber bands, Scissors, Paper Clips, Binder Clips, Markers, Dry Erase Markers, Highlighters, Rulers, Glue, Three-Hole Punch, Sharpie Pens
- b. U.S. Mail Envelopes, Manila Envelopes, File Folders with Labels
- c. Plain White Bond Paper, Letterhead, Fax Paper, Letter Pads, Legal Pads
- d. Telephone Message Pads, Post-It Notes
- e. Box of Transparency Film
- f. Batteries
- g. (1) Digital Camera with Memory Cards
- h. (2) Laptop Computer
- i. (2) Portable Printer
- j. (2) Cell phone w/ Spare Battery and Charger
- k. (4) Wall Clocks
- l. (6) Easels
- m. (2) Tape Recorders with Spare Tapes
- n. (4) Area Maps
- o. (500) Blank Plastic Name Tags
- p. (100) Badge Clip Holders
- q. (24) 2" Binders

### 3. Reference Materials

- a. NCEM Emergency Operations Plan
- b. Emergency Information Procedures
- c. EOC and JIC Telephone Directory
- d. Area Telephone Directory
- e. Local and State Emergency Management Directory
- f. Legislative Telephone Directory

- g.** Media Directory
  - h.** Standard Operating Procedures
  - i.** Disaster Recovery Operations Manual
  - j.** Dictionary
  - k.** Thesaurus
- 4. General and Specific Signs**
  - a.** Joint Public Information Center
  - b.** Media Registration
  - c.** Media Work Area
  - d.** Next Briefing (with Magnetic Numbers or Dry Erase Area)
  - e.** (2) Status Boards
  - f.** (2) Damage Data Board
  - g.** (3) Rolls of Acetate for over Maps
  - h.** Map Hanging Supplies



**PUBLIC INFORMATION FUNCTION – MEDIA MARKETS**

North Carolina’s Eastern Coast is covered by a diverse group of media markets spanning three states. An example of the markets covering Eastern NC is listed below. Points of contact for these markets are maintained by the CCDPS Public Information Office.

**Statewide Coverage**

- North Carolina News Network
- WUNC-TV
- WUNC Radio
- Open Net – TV (cable)

**TV Stations Covering Eastern NC**

- WWAY-TV – Wilmington
- WECT-TV - Wilmington
- WITN-TV - Washington
- WNCT-TV - Greenville
- WCTI-TV – New Bern
- WSFX-TV - Wilmington
- WFAY-TV - Fayetteville
- WFXI-TV – Morehead City and Greenville
- WKFT-TV – Cumberland
- WILM-TV – Wilmington
- WPXU – Jacksonville
- CW Television Network
- UNC-TV – Research Triangle Park
- WSKY-TV – Manteo, NC
- WNCN – Goldsboro (in Wayne County, NC)
- News 14 Carolina – Raleigh, NC
- WRAL TV 5 – Raleigh, NC
- WTVD TV 11 – Raleigh, NC
- Time Warner Cable – Fayetteville, NC
- WFPX ITV – Lumberbridge, NC
- WBTW TV 13 – Lumberton, NC
- NHCTV – Wilmington, NC
- 

**Radio Stations Covering Eastern NC**

- WTEB 89.3 FM – New Bern
- WTKF 107.3 FM - Newport
- WPTF 680 AM – Raleigh
- WJCV 1290 AM – Jacksonville
- WAAE - 91.9 FM - New Bern, NC
- WAGO - 88.7 FM - Snow Hill, NC
- WANG -105.1 FM - Havelock, NC
- WCPQ - 1330 AM - Havelock, NC
- WEQR -102.3 FM - Goldsboro, NC
- WGBR - 1150 AM - Goldsboro, NC
- WIKS -101.9 FM - New Bern, NC

- WKIX - 96.9 FM - Goldsboro, NC
- WKVS -103.3 FM - Lenoir, NC
- WLNR - 1230 AM - Kinston, NC
- WMGV -103.3 FM - Newport, NC
- WNBR - 94.1 FM - New Bern, NC
- WOTJ - 90.7 FM - Morehead City, NC
- WRHT - 96.3 FM - Morehead City, NC
- WRNS - 95.1 FM - Kinston, NC
- WSFL -106.5 FM - New Bern, NC
- WTEB - 89.3 FM - New Bern, NC (Craven Community College)
- WZBR - 97.7 FM - Kinston, NC
- WZMB – 91.3 FM – East Carolina University
- WXNR – 99.5 FM – Grifton, NC
- WGQR – 105.7 FM – Elizabethtown, NC
- WBLA – 1440 AM – Elizabethtown, NC
- WMNX – 97.3 FM – Wilmington, NC
- WFNC – 640 AM – Fayetteville, NC
- WKML – 95.7 FM – Fayetteville, NC
- WZFX – 99.1 FM – Whiteville, NC
- WENC – 1220 AM – Whiteville, NC
- WTAB – 1370 AM – Tabor City, NC
- WTXY – 1540 AM – Whiteville, NC
- WVOE – 1590 AM – Chadbourn, NC
- WNCR – 1489 FB – Fair Bluff, NC
- WFLB – 96.5 FM – Fayetteville, NC
- FOXY – 99.1 FM – Fayetteville, NC
- KISS – 107.7 FM – Fayetteville, NC
- WSTS – 100.9 FM – Fairmont, NC
- WYRU – 1160 AM – Red Springs
- WWQQ – 101.3 FM – Wilmington, NC
- WGNI – 102.7 FM – Wilmington, NC
- WQSL – 92.3 FM – Wilmington, NC
- WBNE – 107.3 FM – Wilmington, NC
- WLTT – 93.7, 106.3 FM – Wilmington, NC
- WAZO -107.5 FM – Wilmington, NC
- WMFD – 630 AM – Wilmington, NC
- WRQR – 104.5 FM – Wilmington, NC
- WKXB – 99.9 FM – Wilmington, NC
- WILT – 98.7 FM – Wilmington, NC
- WSFM – 98.3 FM – Wilmington, NC
- WHQR – 91.3 FM – Wilmington, NC

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Northern Coastal Plain – Public Information Function

October 2007

---

### Newspapers Covering Eastern NC

- Fayetteville Observer – Times
- Fayetteville Press
- Acento Latino
- Goldsboro News Argus
- Wilson Daily Times
- Rocky Mount Telegram
- Greenville Daily Reflector
- Wilmington Star News
- Wilmington Journal
- Washington Daily News
- Elizabeth City Daily Advance
- New Bern Sun Journal
- Virginia Pilot
- Tarboro: The Daily Southerner
- Dunn Daily Record
- Kinston Free Press
- Jacksonville Daily News
- The Seahawk
- Mundo Latino
- The Robesonian
- The Reidsville Review
- The Sampson Independent
- Raleigh News and Observer
- Island Gazette
- Farmville Enterprise
- The Times Leader (Grifton)
- Beaufort-Hyde News (Belhaven)
- The Weekly Herald (Robersonville)
- The Enterprise (Williamston)
- The Roanoke Beacon (Plymouth)
- Scuppernong Reminder (Columbia)
- The Challenger
- Ocracoker (Ocracoke Island)
- The Bladen Journal (Elizabethtown)
- The News Reporter (Columbus)
- Tabor City Tribune
- Morning Star
- Up & Coming
- Carolina Flyer
- Paraglide
- Dunn Daily Record
- Echo (The News Journal)
- Red Springs Citizen
- St. Pauls Review
- Native Vision
- Laurinburg Exchange
- Topsail Voice
- State Port Pilot
- Brunswick Beacon
- Pender Chronicle
- Pender Post
- Snow's Cut Monthly
- Lumina News

### Virginia Media Covering Northeastern NC

- Virginia Pilot, Nags Head Office
- Coastland Times
- Outer Banks Sentinel
- Island Breese
- North Beach Sun
- East Carolina Radio
- Max Radio
- CAPSAN Media
- WUNC-FM 90.9

## **PUBLIC INFORMATION FUNCTION – INFORMATION PRIORITIES**

### **Emergency Information Priorities as Decided by the PIO**

1. Description of disaster.
2. Time period involved.
3. Affected/contaminated areas to avoid and areas closed to traffic.
4. What actions to take if in-place sheltering is ordered.
5. What actions to take if evacuation is ordered.
6. Location of shelters and routes to take.
7. How to obtain transportation to shelters.
8. How to shut off utilities.
9. Number to call for medical care and rescue services.
10. Medical measures the public can take before help arrives.
11. Procedures to take to protect property and livestock.
12. How to improvise shelter.
13. Status of schools and children (i.e., Are children retained in school or have they been sent elsewhere? Should they be picked up?)

### **Status Update Priorities as Decided by the PIO**

1. Number of deaths and injuries.
2. Amount of public and private property damage and agricultural damage.
3. Number of persons evacuated.
4. Number of persons in public shelters.
5. Number of homes without power.
6. Response efforts being taken by government and private agencies.
7. Status of local emergency declaration, Governor's Proclamation, Presidential Declaration.
8. Establishment of Emergency Information/Citizen's Information Hotline, telephone number.
9. Time before utilities will be restored.
10. Essential services available.
11. Time before evacuated persons can return home.
12. How long in-place sheltering will be needed.
13. Agricultural information (i.e. sources of feed, monetary assistance, etc.)
14. Disaster assistance available and how to apply (monetary, temporary housing, food, etc.)
15. Response efforts of volunteers and telephone number for people to call volunteering assistance.
16. Telephone number for Missing Person Information Center.
17. Temporary morgues and victim identification measures being taken.

## **PUBLIC INFORMATION FUNCTION – BRIEFINGS AND RELEASES**

### **News Briefing Coordination by the PIO**

1. Set up and test P.A. system.
2. Videotape news briefings.
3. Set up lighting for video taping and to accommodate TV cameras.
4. Establish time schedules for news briefings and post them well in advance.
5. The PIO will function as briefing moderator. The briefing moderator is responsible for the following:
  - a. Introduce all spokespersons at beginning of briefing.
  - b. Inform media of procedures to be followed during briefing.
  - c. Read most current jointly prepared written news release.
  - d. Call on and introduce spokespersons.
  - e. Moderate question/answer period at the end of statements.
    - Call on the media representatives, one at a time.
    - Ask the media representative to come forward, introduce themselves, and state their question into the microphone at the front of the room.
    - Direct the question to the appropriate spokesperson, if the media representative has not done so.
6. Provide written news releases at time of news briefings.
7. Maintain a log describing news briefings times and information disseminated.

### **Written News Release Coordination by the PIO**

1. Obtain information from the EOC via hotline, from other JIC spokespersons, and other sources.
2. One hour before scheduled news briefing prepare written news releases, in conjunction with JIC spokespersons.
3. Develop news release and have PIO review.
4. Distribute news release to other spokespersons for confirmation/verification.
5. Call the EOC and verify the news release by reading it to the chief executive.
6. Widely distribute copies of news release.
7. Maintain copies of all written news releases, in chronological order .

## **PUBLIC INFORMATION FUNCTION – TYPES OF RELEASES**

### **Public Awareness Release**

This is a public service announcement that can be issued during public awareness campaigns reminding citizens of a particular threat and actions that they should take. These are used especially during Hurricane season and Severe Weather.

### **Public Advisory Release**

This is a “fill-in-the-blank” form to be completed and released to news media for threatening disasters, such as flooding, where there is time for the public to take precautionary action. It is **not** the actual **warning** message issued by the State Warning Officer in conjunction with Emergency Alert System (EAS) activation.

### **Emergency Status Release**

This is a “fill-in-the-blank” form to be completed and released to the news media upon the occurrence of a disaster. This release gives a brief description of the disaster and tells what government is doing to respond to the situation.

### **Public Information Brochure**

This is an informational brochure about a specific hazard, developed locally, containing information unique to the community. Brochures are developed for “fixed-site” hazards such as flood prone areas, chemical manufacturing sites, etc. to detail the potentially affected area, evacuation routes, shelter locations, etc. Such brochures are distributed annually to all households in the potentially affected area. At a minimum, this brochure is prepared in “camera-ready” form, ready for immediate printing and distribution upon the occurrence of such a disaster. Copies of educational materials are normally available for a nominal fee from organizations such as the American Red Cross.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Northern Coastal Plain – Public Information Function

October 2007

### PUBLIC INFORMATION FUNCTION – PRE-SCRIPTED HURRICANE/STORM FORMS

Op Phase					Form #	File Name	Subject or Slug Line
1	2	3	4	5			
X	X	X			NR-101	3-DAY.DOC	Three-day Emergency Kit Good Idea
X	X	X			NR-102	AGRI.DOC	Preparing Your Farm For Weather Disasters - NCDA
	X	X			NR-103	HURIPREP.DOC	<i>(Weather System)</i> May Affect North Carolina - Citizens Begin Preparing
		X			NR-104	WATCH.DOC	<i>(Storm)</i> Watch Issued For <i>(Region)</i> North Carolina <i>(Storm Name)</i> Expected to Make Landfall <i>[Day / Time]</i>
		X	X		NR-105	WARNING.DOC	<i>(Storm)</i> Warning In Effect For <i>(Region)</i> North Carolina Evacuations Begin in <i>[Region]</i> Counties
		X	X		NR-106	THREAT.DOC	Threat of <i>(Storm Name)</i> Increases; State Continues Protective Actions
		X	X		NR-107	SHIFTS.DOC	<i>(Storm Name)</i> Shifts, Threatens <i>[Region]</i> North Carolina's <i>[Region]</i> Residents Must Prepare Quickly
		X	X		NR-108	EVACUATE.DOC	<i>(City - County)</i> Officials Order Evacuation of <i>(Location)</i>
		X	X		NR-109	MANDEVAC.DOC	Mandatory Evacuation Ordered
			X		NR-110B	BLOCKED.DOC	<i>(Name of Major Evacuation Route)</i> is Blocked -- State Issues Alternate Route for Evacuees <b>{BROADCASTERS}</b>
			X		NR-111B	TRAFFIC.DOC	North Carolina Roads One-way Only To Speed Evacuation <b>{BROADCASTERS}</b>
			X		NR-112	REGION.DOC	<i>[Regional]</i> Shelters Open To Evacuees From <i>[Region]</i>
			X		NR-113	RAPIDLY.DOC	Hurricane <i>[name]</i> Coming Ashore Rapidly -- Residents Are Urged To Shelter in Their Homes
			X		NR-114	EYE.DOC	Eye of Hurricane <i>[name]</i> To Pass Over <i>[Region]</i> At <i>[time]</i>
			X		NR-115	IMPACT.DOC	Hurricane <i>[name]</i> Crosses State, <i>[region]</i> North Carolina May Be Affected
			X		NR-116	GOVTCLOS.DOC	<i>{Officials}</i> Closes Government Offices in <i>(Watch / Warning)</i> Counties For <i>[Day &amp; Morning / Afternoon]</i>
			X		NR-117	HIGHWIND.DOC	People in Manufactured Housing and Low-Lying Areas Need To Seek Shelter
				X	NR-201	LIFTED.DOC	Hurricane <i>[Watch / Warning]</i> Lifted -- Local Officials Implement Re-Entry Plans
				X	NR-202	REENTER.DOC	Residents Re-enter <i>[affected / evacuated]</i> Areas -- Heavy Surf Conditions Expected Off Coast
				X	NR-203	DONATE-COORD.DOC	Disaster Relief Donations Must Be Coordinated to Meet Public Need - Donations Mgt.
				X	NR-204	DONATE-CALL.DOC	Toll-Free Hotlines for Disaster Relief - Donations Mgt.
				X	NR-205	DONATION.DOC	Want to Donate? Hotline Numbers - Donations Mgt.
				X	NR-206	CONSUMER.DOC	Beware When Hiring Home Repair Contractors
				X	NR-207	INSURANC.DOC	Filing Insurance Claims
				X	NR-301	WATER.DOC	Public Water May Be Contaminated
				X	NR-302	DRINKWAT.DOC	Drinking Water Advisory
				X	NR-303	BOILWATR.DOC	Boil Water Advisory - Div. Environmental Health (public water sources)
				X	NR-304	LIFTWATR.DOC	Boil Water Advisory LIFTED - Div. Environmental Health
				X	NR-305	CONCERN.DOC	Disaster Causes Health Concerns <i>(Septic/Water/Food)</i> - Div. Environmental Health
				X	NR-306	H&SAFETY.DOC	Health & Safety Important in Clean-up Following <i>(Event)</i>
				X	NR-307	MOSQRAIN.DOC	Rainy Weather May Increase Mosquito Problems - Div. Environmental Health
				X	NR-308	AFTER.DOC	Public Health Tips For After the Storm
				X	NR-309	BUGSNAKE.DOC	Rainy Weather May Bring Out Bugs & Snakes
				X	NR-310	SNAKES.DOC	Flooding Brings Out Snakes
				X	NR-311	POSTSTRM.DOC	The Storm Has Passed, But the Danger Lingers

100 Series = Pre-event and Education

200 Series = Post Event - General

300 Series = Post Event - Health and Safety

B = specifically for broadcast

*Italics* = releases have blanks that must be filled in



This page left blank intentionally.





Chowan River

Albemarle Sound

Pamlico River

Pamlico Sound

Neuse River

Bogue Banks  
Bogue Inlet

Northeast Cape Fear River

White Oak River

Wetmore River

Topsail Island

Figure Eight Island

Masonboro Island

Snow's Cut

Zeke's Island

Bald Head Island

Cape Fear

Jockey

Nags

Cook

Ore

Buxton

Swains Inlet

Down

Central Coastal Plain

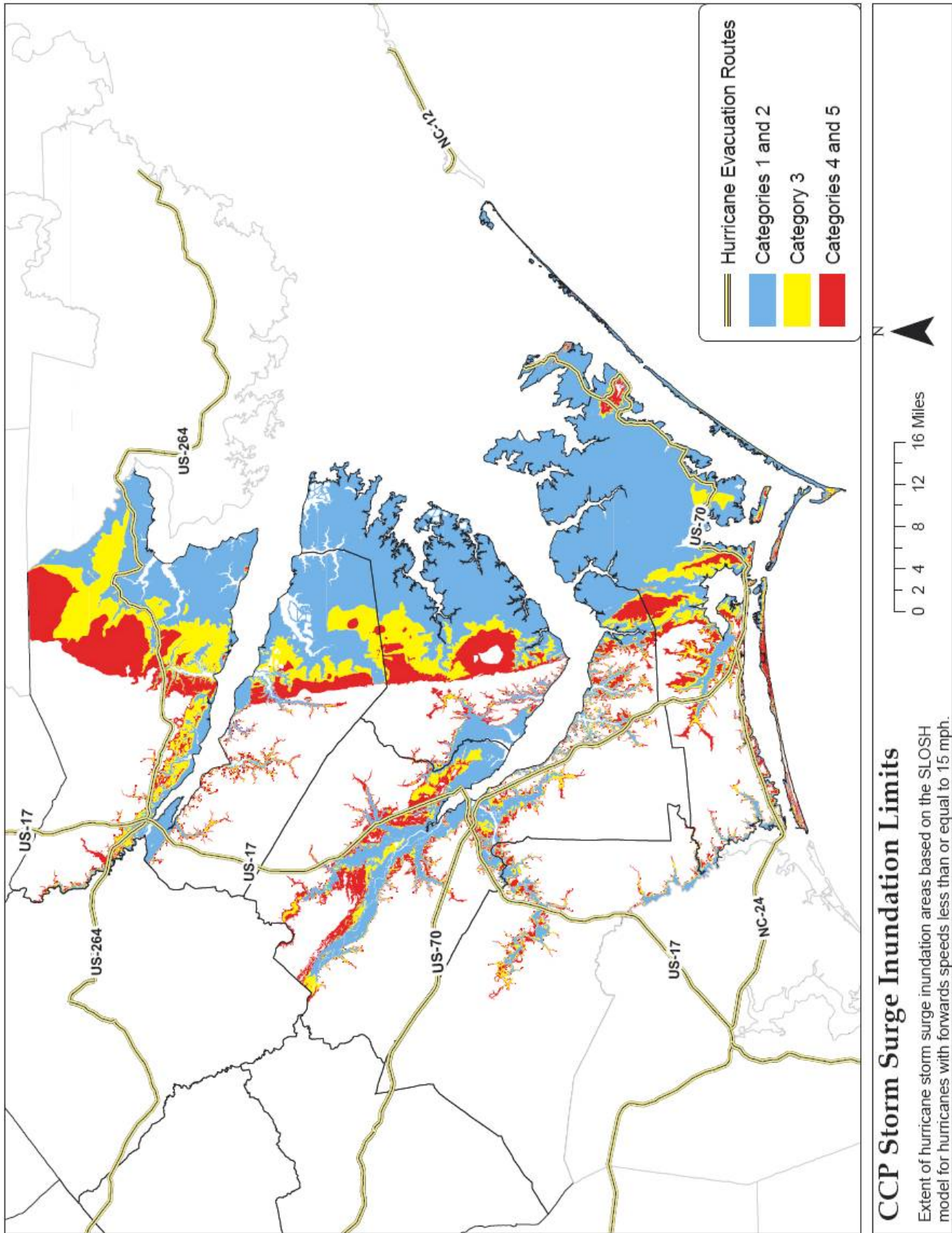
This page left blank intentionally.

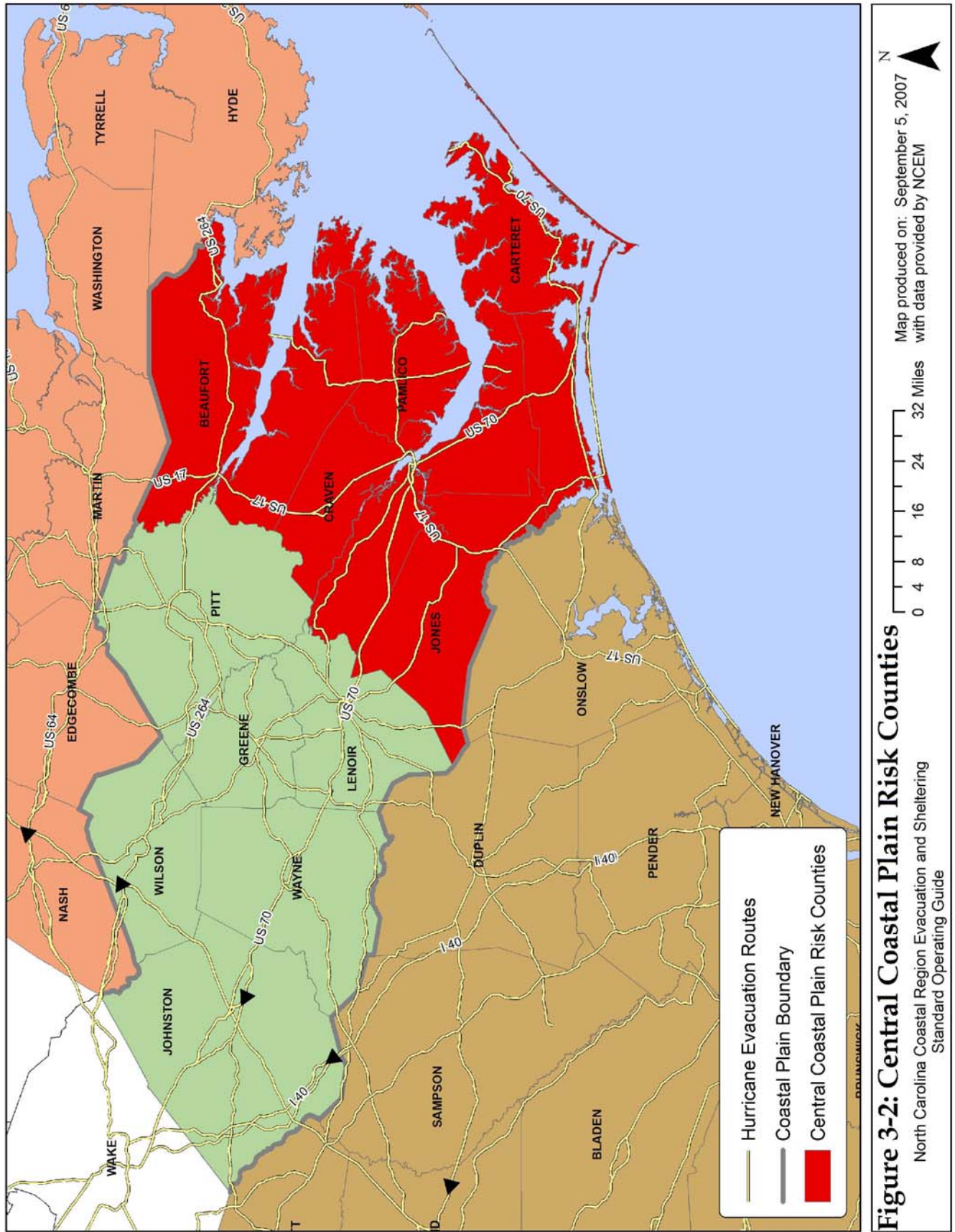
## **CENTRAL COASTAL PLAIN – INTRODUCTION**

Based on storm surge maps from the 2002 North Carolina Hurricane Evacuation Restudy for the Central Coastal Plain Region, approximately 25% of the land mass of the risk counties could potentially be inundated by storm surge from a category 1 hurricane. The threatened area increases to approximately 40% inundation associated with a category 4 or 5 storm. For this reason, evacuation and sheltering is the top priority for local as well as State officials.

Five of the 12 counties included in the Central Coastal Plain are considered Risk counties: Beaufort, Craven, Jones, Pamlico, and Carteret. The total year round population of the risk counties is approximately 220,000 with the population surging in the summer months due to tourism in the coastal towns and beaches. There are a few areas of moderate population concentrations such as Cherry Point Marine Corps Air Station and the city of New Bern on the banks of the Neuse River; Morehead City and Beaufort on the Intracoastal Waterway and the Bogue Sound; and Washington on the Pamlico River.

The majority of the risk counties in the Central Coastal Plain risk area, with the exception of Jones County, have shoreline on the Pamlico Sound, Pamlico River, Neuse River, Pungo River and others. Jones County borders on the Trent River, a tributary to the Neuse River at New Bern.





**Figure 3-2: Central Coastal Plain Risk Counties**

North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide

Map produced on: September 5, 2007  
 with data provided by NCEM

This page left blank intentionally.



This page left blank intentionally.



## **EVACUATION FUNCTION – INTRODUCTION**

**This guide identifies the processes and resources that must be coordinated at the State level to support mass evacuations from coastal counties. Issues such as the reversal of I-40 and state-to-state coordination with Virginia and South Carolina are addressed in other sections.**

The primary objective of this Central Coastal Plain Evacuation Standard Operating Guide (SOG) is to establish relationships and procedures to guide North Carolina Division of Emergency Management (NCEM) in providing and coordinating evacuation management assistance needed at the regional and local level. As stated in the North Carolina Emergency Operations Plan, city and county governments are expected to develop plans to respond to emergencies and disasters using local resources to the extent of their capabilities. Each county plans its own evacuation, coordinating its activities with neighboring risk and host counties and the North Carolina Division of Emergency Management's Eastern Branch Regional Coordination Center (activated Branch Office). As specified in GS166A, the NC Emergency Management Act, municipalities must coordinate emergency management activity through their respective county EM agency. For the purpose of hurricane preparedness planning, the State of North Carolina has divided its coast into three distinct regions. These are referred to as the Northern, Central and Southern Coastal Plains. The Central Coastal Plain region is comprised of five coastal counties: Beaufort, Craven, Jones, Pamlico, and Carteret. This Evacuation SOG includes sections on evacuation decision making and the evacuation process.

To gauge the need for this SOG, NCEM conducted a review designed to determine the advisability of State coordination and assignment of resources during threats to the North Carolina coast from tropical systems. The intent of that review was to determine the availability of evacuation support and assistance to the local jurisdictions, the documentation of that assistance, and the expectation of State EM involvement.

An intensive examination of county evacuation and sheltering plans was conducted using a common cross-walk template. Subsequently, face-to-face interviews were conducted with emergency management professionals in 20 counties throughout the Northern, Central and Southern Coastal Plains. Information collected from plans, normal practices, and undocumented processes were compiled to determine gaps, differences in coordination efforts and multiple expectations from common resources. This information was analyzed in anticipation of creating a common framework of State and local jurisdictions for managing evacuation resources.

Two of the most critical aspects of hurricane evacuation are accurately defining and communicating the areas needing to evacuate and timely decision making. Although the Governor of North Carolina has the authority to order a coastal evacuation, the decision has historically been made at the local level, usually by the Chairman of the Board of County Commissioners. Assistance in making "who" and "when" decisions are readily available. Information developed in the 2002 North Carolina Hurricane Evacuation Restudy for each risk county provides the delineation of potential storm surge inundation areas, hurricane evacuation zones, and clearance times for evacuation of the general population. HURREVAC, a computer program developed by the Federal Emergency Management Agency, is available to State and local officials to aid in hurricane evacuation decision making. HURREVAC determines the theoretical latest time at which an impending evacuation order or advisory should be given by integrating information extracted from the National Hurricane Center's Tropical Cyclone Forecast with clearance times developed in the evacuation restudy. Since several other factors must be weighed for prudent evacuation decision making, HURREVAC was not designed to be a stand-alone decision-making mechanism, but is a decision tool to be taken in context with other considerations.

For a Category 1-3 hurricane, evacuation will be mostly limited to people living in potential storm surge inundation areas and residents of mobile homes. In-county shelters should be sufficient to protect those numbers of evacuees. The exceptions are Dare, Camden, Currituck, Hyde, and Tyrrell Counties, which do not have American Red Cross (ARC) approved pre-landfall hurricane shelters. In addition, for these counties, there will be no sanction or support officially

offered to churches or private facilities choosing to open and provide shelter. County officials plan to rely entirely on host counties to accommodate their evacuees seeking public shelter.

For a Category 4 or 5 hurricane, all of the risk counties in North Carolina will issue a full mandatory evacuation, and all have agreed not to open ARC shelters in-county. Instead, the entire population will be asked to evacuate to inland host counties, who will provide sheltering opportunities. For an evacuation of this nature, an extraordinary number of vehicles will have to move from the risk counties in a relatively short period of time. The North Carolina State Highway Patrol is the coordinating agency for all traffic related hurricane issues, including manning traffic control points and maintaining traffic flow from the risk counties. This mission is accomplished in cooperation with the North Carolina Department of Transportation, which provides the supporting equipment for the traffic flow plan, primarily via the Division of Highways and the Ferry Division. Each of these agencies is tasked with providing additional resources and assistance to local emergency management and law enforcement agencies. In the case of a total evacuation, resources will be drawn from the coastal counties (host and risk), as well as the inland Piedmont and Western counties that are normally not as seriously affected by tropical storm systems.

A contingency plan has been developed for reversal of Interstate 40 from the Wilmington area to I-95 to aid in facilitating the flow of outbound evacuation traffic. This plan would only be implemented in extreme circumstances. Specifically, because of the potential for damage in the SHP Troop A & B (coastal NC) areas, troopers will be deployed from western NC and piedmont counties to support the reversal of I-40 should that plan be implemented.

This Evacuation Standard Operating Guide is intended to provide the North Carolina Division of Emergency Management, the NC State Highway Patrol, the NC Department of Transportation and other stake-holder state agencies with a comprehensive guide for a hurricane evacuation response.

## **EVACUATION FUNCTION – EVACUATION PROCESSES AND DECISION MAKING**

**Lead Agency:** (Specific for Cat 4 and 5 shown with\*)

- NC Division of Emergency Management\* (Director)
- NC Office of Emergency Medical Services\* (Incident Commander)
- NCDOT\* (Division Engineer)
- NCSHP\* (Troop B Commander)
- County Emergency Management Services Depts. (Emergency Services Directors)
- County Sheriff Departments (Sheriffs)
- Boards of County Commissioners\* (Chairman)
- County Transportation Coordinators\*

**Supporting Agencies:** (Specific for Cat 4 and 5 shown with\*)

- NC Division of Social Services\* (Liaison)
- NC Division of Public Health\* (Liaison)
- NC Division of Aging and Adult Services\* (Liaison)
- NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)
- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NCDOT (NCDOT District Engineer)
- NCSHP (NCSHP First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to evacuate county Functionally and Medically Fragile Population (FMFP) and Care Dependant Population (CDP) prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events NCEM will be integral to the command and control function.

### **I. INTRODUCTION**

The Governor of North Carolina has the authority to order a coastal evacuation but the decision has historically been made at the local level, usually by the Chairman of the Board of County Commissioners. With this county-by-county approach, it is incumbent upon the local jurisdictions to maintain close coordination with their immediate neighbors to avoid confusing the public and to coordinate processes of overall operations. This approach has worked well for the hurricanes that have threatened North Carolina in recent history.

However, serious consideration should be given to the repeated warnings of more frequent and more intense storms affecting the coastal U.S. in the future. Analyses of the response to Hurricane Katrina and the storm's disastrous aftermath have shown that detailed hurricane preparedness planning for intense storms is absolutely essential. The coastal counties generally recognize that for a Cat 4 or 5 hurricanes, they will need to look to the State for assistance. For such intense storms NCEM's role of operational support should be expanded to include regional evacuation decision making and coordination.

In hurricane evacuation decision making, emergency planners must always consider the worst case scenario based on the known facts, and act accordingly. In that regard, the National Hurricane Center recommends that decision makers compensate for average forecast errors by recognizing that an approaching storm could easily intensify one category above

the level forecast for landfall. Thus, the response to a threatening Cat 3 hurricane showing tendencies toward intensification should be at the Cat 4 level.

Evacuation decision making must be timely and decisive. Any hesitation beyond the designated decision times could place the success of the evacuation process in jeopardy and result in casualties and loss of property.

This SOG describes the decision making process from both the viewpoint of NCEM and the local Emergency Management offices. Each may come into play to a lesser or greater degree, depending upon the nature of the storm and the ability of the counties and municipalities to control the emergency situation.

## **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

For Cat 1, Cat 2 or Cat 3 hurricanes, the decision making and evacuation operations will usually be maintained within the county government sphere of control.

For intensifying Cat 3, and Cat 4 and 5 hurricanes, NCEM's role of operational support will be expanded to include regional evacuation decision making and coordination. The response to a threatening Cat 3 hurricane showing tendencies toward intensification will be at the Cat 4 level. For either State or locally directed evacuation, the first action item will be mustering transportation for the FMFP and CDP.

## **III. CONCEPT OF OPERATIONS**

### **General**

State Emergency Operations Center (EOC) and Regional Coordination Centers will be activated and staffed as appropriate by the North Carolina Division of Emergency Management (NCEM) approximately 72 to 96 hours prior to the anticipated landfall of the hurricane. For less intense storms (Cat 1, 2 or 3) individual county by county evacuations will generally be standard operating procedure. If the hurricane is a strong category 3 storm, that has the possibility of strengthening, or is a category 4 or 5 hurricane, the regional hurricane evacuation plan will be activated. In all cases, the Eastern Branch RCC will be activated in advance of the issuance of a local government evacuation order.

### **Cat 1, 2 or 3**

The State and potentially affected county EOC's will reach agreement on the counties most likely to be impacted. The State EOC will request that the Governor declare a state of emergency, as appropriate. Individual counties, acting on their own, will order evacuations. FMFP and CDP populations will generally be cared for within the county. A special (early) evacuation for the above populations may be necessary, dependant upon sheltering options and transportation resources that are available. Public schools within the county, will usually be used for general population shelters. Transportation to those shelters will be by privately owned vehicles or by county school district owned buses.

**IV. IMPLEMENTATION TIMELINE – CATEGORY 1, 2, AND 3**

<b>72 Hours</b>	State implements partial activation of the EOC based on the approaching hurricane. State activates depending on storm progress. County EOCs activate in step with the State. NCSHP and NCDOT engaged in evacuation.
<b>48 Hours</b>	Division of Social Services activates the sheltering program. County Board Chairman decides whether or not to call a phased evacuation of special needs population. If so he issues that order now.
<b>40 Hours</b>	Division of Social Services and ARC review general population shelter(s). FMFP and CDP begin sheltering.
<b>36 Hours</b>	County Board Chairman gives evacuation notice for general population in the county.
<b>32 Hours</b>	Voluntary evacuation of general public begins in the county.
<b>18 Hours</b>	Depending on county clearance times, Mandatory evacuation begins in the county. Division of Social Services and ARC open general population shelters.
<b>12 Hours</b>	The last bus leaves on route to in-county shelter.

**Category 4 and 5**

The State and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the state and affected county EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel and equipment resources, if necessary.

Because arranging for the setup of the FMSS, and the transportation of FMFP to the FMSS and the CDP to CDP Shelters is extremely time consuming, a tiered evacuation order is needed. It is envisioned that an evacuation order for FMFP and CDP must be given up to four days in advance of hurricane landfall. The evacuation order for the general population would be given later, perhaps 24 to 36 hours before landfall, depending upon clearance times required for individual counties. One must remember that this is the scenario for a large and potentially catastrophic storm making landfall.

Upon notification of the initial (FMFP and CDP) evacuation order, NCEM will notify NCOEMS and request that FMSS shelters be opened. NCEM will also notify host counties to open CDP shelters. It is anticipated that one day would be required to prepare the shelter for occupation. The shelter should begin receiving evacuees about one day after opening (about two days before landfall).

Local Transportation Coordinators, County Emergency Management Coordinators, and many other social services organizations will work to coordinate local assets and prepare staging areas for embarking of FMFP and CDP. Because the effort is of regional scope, the local officials will coordinate closely with their State level leadership. The required number of contracted ambulances provided by NCEM will also begin to arrive about two days before landfall. Evacuation will continue until arrival of tropical storm force winds associated with the approaching storm.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Central Coastal Plain – Evacuation Function

October 2007

### V. IMPLEMENTATION TIMELINE – CATEGORY 3 (AS NEEDED), 4 AND 5

<b>120 Hours</b>	State considers/implements partial activation of the EOC based on the approaching hurricane.
<b>96 Hours</b>	NCEM advises ESF 6 and ESF 8 partners on need to activate the regional sheltering program.
	NCEM begins the process of identifying ambulance resources available through the Statewide Mutual Aid Agreement Program for use prior to landfall. Also tasks the Public Transportation Division for transport of CDP.
<b>72 Hours</b>	Chairman of Board of County Commissioners decides to order a tiered evacuation. The notice indicates that FMFP and CDP will begin the evacuation coordination process in order to begin evacuation in two days.
	OEMS open FMSSs and County Department of Social Services opens CDP shelter(s).
<b>48 Hours</b>	NCEM, NCSHP and NCDOT engaged in evacuation coordination.
	First ambulances for FMFP and vehicles transporting CDP leave County staging areas for FMSS and CDP Shelters. Shelters begin receiving evacuees who have arrived by POV.
	Ambulances and vehicles transporting CDP begin to arrive at FMSS and CDP Shelters.
	County Board Chairman decides whether or not to call a phased evacuation of special needs population. If so he issues that order now.
	In accordance with the pre-approved plan, evacuation of general population without transportation begins in the county.
	FMSS and CDP Shelters continue to receive FMFP and CDP. Shelters continue receiving evacuees who have arrived by POV.
<b>40 Hours</b>	Voluntary evacuation of general public begins in the county.
	Mandatory evacuation begins in the county.
<b>36 Hours</b>	Division of Social Services and ARC open general population shelters(s).
<b>32 Hours</b>	FMFP and CDP begin sheltering.
<b>32 Hours</b>	County Board Chairman gives evacuation notice for general population in the county.
<b>18 Hours</b>	Depending on county clearance times, Mandatory evacuation begins in the county.
<b>12 Hours</b>	The last bus leaves final staging area in risk county on route to host county shelter.

### VI. RESPONSIBILITIES

Lead Agency: (Specific for Cat 4 and 5 shown with\*)

**NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NCOEMS.
- Assume command of evacuation should a regional evacuation be necessary.
- Provide ambulances in the number and at the time required.

**NC Office of Emergency Medical Services\*(Incident Commander at FMSS)**

- Command and Control of the FMSS

**NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NC State Highway Patrol regarding regional evacuation.
- NC Department of Transportation\* (Division Engineer)State point of contact for NC DOT regarding use of their resources in the regional evacuation

**County Emergency Management Services Departments. (Emergency Services Directors)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.

**County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

**Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation issue tiered evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.
- Provide guidance to the County Transportation Coordinator.
- Terminate the official evacuation order.

**County Transportation Coordinators (Usually affiliated With County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation use of county resources and assessment of county needs during a regional evacuation.

**Supporting Agencies: (Specific for Cat 4 and 5 shown with\*)**

**NC Division of Social Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Public Health\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Aging and Adult Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Services Director.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NC Department of Transportation (District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

**NC State Highway Patrol (First Sergeant)**

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

**VII. REFERENCES**

- NCSHP Troop A Coastal Region Evacuation Plan, May 2007
- HURREVAC 2000 for Windows XP Vista, Version 5.0.8
- Federal Emergency Management Agency
- U.S. Army Corps of Engineers
- National Oceanic and Atmospheric Administration, 2007
- North Carolina Hurricane Evacuation Restudy
- Technical Data Report
- Federal Emergency Management Agency
- U.S. Army Corps of Engineers, December, 2002

**VIII. ATTACHMENTS**

1. CCP Clearance Times



### Attachment 1 - Central Coastal Plain Clearance Times

The transportation modeling<sup>1</sup> was set up for the Year 2000 base year. The items listed below are the most critical outputs for planning for shelter needs, anticipating bottlenecks, and defining the timing requirements of an evacuation.<sup>2</sup>

- Evacuating people and vehicles
- Destinations and shelter demand
- Traffic volumes and critical roadway segments
- Estimated clearance times

The most important product of the transportation analysis is the clearance times developed by storm scenario and by behavioral characteristics for each group of counties. Clearance time is one of two major considerations involved in issuing an evacuation or storm advisory. Clearance time must be weighed with respect to the arrival of sustained tropical storm winds to make a prudent evacuation decision.

Clearance time is the time required to clear the roadway of all vehicles evacuating in response to a hurricane situation. Clearance time begins when the first evacuating vehicle enters the road network and ends when the last evacuating vehicle reaches an assumed point of safety. Clearance time includes the time required by evacuees to secure their homes and prepare to leave (referred to as mobilization time). Clearance time also includes the time spent by evacuees traveling along the road network (referred to as travel time), and the time spent by evacuees waiting along the road network due to traffic congestion (referred to as queuing delay time). Clearance time does not relate to the time any one vehicle spends traveling on the road network and does not include time needed for local officials to assemble and make a decision to evacuate.

Tables 3A and 3B present the hurricane evacuation clearance times for the CCP developed for each county for the year 2000 storm scenarios. Clearance times shown in parentheses are for clearing critical roadways of all the potential coastal traffic that may come through each county.

---

<sup>1</sup> The text and tables herein are from Chapter 6, *Transportation Analysis, North Carolina Hurricane Evacuation Restudy, Technical Data Report*, and dated December 2002.

<sup>2</sup> The clearance times displayed in this section relate to the general population only. Transport of Functionally and Medically Fragile Population (FMFP) will result in a considerably longer clearance time.

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Central Coastal Plain – Evacuation Function

October 2007

**Table 3A Pamlico North (Hyde and Beaufort Counties)**

<b>Year 2000 Clearance Times (in hours)</b>				
	<b>Low Seasonal Occupancy</b>		<b>High Seasonal Occupancy</b>	
	<b>Light Background</b>	<b>Heavy Background</b>	<b>Light Background</b>	<b>Heavy Background</b>
<b>Category 1-2</b>				
Rapid Response	6 1/4 (14)	6 3/4 (14)	9 1/2 (26)	10 1/4 (26)
Medium Response	8 1/2 (15)	8 1/2 (15)	9 1/2 (27)	10 3/4 (27)
Long Response	11 1/2 (16)	11 1/2 (16)	11 1/2 (28)	11 3/4 (28)
<b>Worst Household Commute Time:</b>	<b>1 to 1 3/4 hours</b>		<b>1 to 3 1/2 hours</b>	
<b>Category 3</b>				
Rapid Response	8 1/2 (14)	9 1/4 (14)	12 (26)	13 (26)
Medium Response	8 1/2 (15)	9 1/2 (15)	12 (27)	13 1/4 (27)
Long Response	11 1/2 (16)	11 1/2 (16)	12 1/4 (28)	11 1/2 (28)
<b>Worst Household Commute Time:</b>	<b>1 to 3 hours</b>		<b>1 3/4 to 4 3/4 hours</b>	
<b>Category 4-5</b>				
Rapid Response	11 1/4 (14)	11 3/4 (14)	14 1/2 (26)	15 1/2 (26)
Medium Response	11 1/4 (15)	11 3/4 (15)	14 1/2 (27)	15 3/4 (27)
Long Response	11 1/2 (16)	12 1/2 (16)	14 3/4 (28)	16 3/4 (28)
<b>Worst Household Commute Time:</b>	<b>1 1/4 to 4 1/4 hours</b>		<b>2 1/4 to 6 hours</b>	

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Times in parentheses are for clearing US64 of all the potential coastal traffic that may come through each county. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.

Table 3B Pamlico South (Pamlico, Craven, Carteret and Jones Counties)

Year 2000 Clearance Times (in hours)				
	Low Seasonal Occupancy		High Seasonal Occupancy	
	Light Background	Heavy Background	Light Background	Heavy Background
<b>Category 1-2</b>				
Rapid Response	6 <sup>1/4</sup>	7	10 <sup>3/4</sup>	12 <sup>1/4</sup>
Medium Response	8 <sup>1/2</sup>	8 <sup>1/2</sup>	11	13 <sup>1/4</sup>
Long Response	11 <sup>1/2</sup>	11 <sup>1/2</sup>	11 <sup>1/4</sup>	14 <sup>1/2</sup>
<b>Worst Household Commute Time:</b>	<b>1 to 1<sup>3/4</sup> hours</b>		<b>1<sup>1/2</sup> to 4 hours</b>	
<b>Category 3</b>				
Rapid Response	9 <sup>1/2</sup>	10 <sup>1/2</sup>	14 <sup>3/4</sup>	16 <sup>1/4</sup>
Medium Response	9 <sup>1/2</sup>	11	14 <sup>3/4</sup>	17
Long Response	11 <sup>1/2</sup>	11 <sup>1/2</sup>	15 <sup>1/4</sup>	18 <sup>1/4</sup>
<b>Worst Household Commute Time:</b>	<b>1 to 3<sup>1/2</sup> hours</b>		<b>2<sup>1/4</sup> to 6 hours</b>	
<b>Category 4-5</b>				
Rapid Response	12 <sup>1/4</sup>	13	17 <sup>1/2</sup>	18 <sup>1/2</sup>
Medium Response	12 <sup>1/4</sup>	13 <sup>3/4</sup>	17 <sup>1/2</sup>	19 <sup>3/4</sup>
Long Response	12 <sup>1/2</sup>	14	17 <sup>3/4</sup>	20 <sup>3/4</sup>
<b>Worst Household Commute Time:</b>	<b>1<sup>1/2</sup> to 4<sup>3/4</sup> hours</b>		<b>3 to 7<sup>1/2</sup> hours</b>	

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Clearance times in parentheses are for Ocracoke Island and reflect evacuation by ferry. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.

This page left blank intentionally.



This page left blank intentionally.

## **TRANSPORTATION FUNCTION – INTRODUCTION**

### **Purpose**

The primary objective of this Central Coastal Plain Transportation Standard Operating Guide (SOG) is to establish relationships and procedures to guide North Carolina Division of Emergency Management (NCEM) in providing and coordinating transportation assets needed at the regional and local level. This Transportation SOG includes sections on transportation resources, mass transit coordination, functionally and medically fragile populations (FMFP) resource assignment coordination, airlift resource support, and fuel resource allocation and support.

For a tropical storm or a Category 1-3 hurricane, evacuation will be mostly limited to people living in potential storm surge inundation areas and residents of mobile homes. In-county shelters may be sufficient to protect those numbers of evacuees.

For a Category 4 or 5 hurricane, it is possible that all risk counties in North Carolina will issue a full mandatory evacuation, and all have agreed not to open shelters in-county. The entire population will be asked to evacuate to inland host counties, who will provide temporary sheltering.

The coastal counties generally recognize that for a Category 4 or 5 storm, they will need to look to the State for assistance in supplementing locally available transportation assets. Since the State government does not own a significant number of appropriate vehicles, it will be incumbent upon NCEM to provide the shortfall through contracts, the Statewide Mutual Aid and Assistance Agreement, or by facilitating Memorandums of Understanding (MOUs) between the counties.

The analysis of Central Coastal Plain transportation resources indicated there is no shortfall in school buses for evacuation of the general population. However, NCEM should be sensitive to the fact that the Coastal Plain area of North Carolina has not experienced a Category 4 or 5 hurricane in recent history. The number of people requiring transportation for a county-wide evacuation might far exceed the estimates provided by county officials.

### **Scope**

This Transportation Tab covers the mass transportation requirement for hurricane evacuation. It is aimed at providing a framework for mass transportation of physical and functionally able individuals as well as the transportation of the FMFP and Care Dependent Population (CDP) who do not have a personal means of transportation out of the hurricane risk area. *(Further definition of the FMFP is provided in the FMSS tab.)*

Coastal North Carolina is mostly rural and does not have a public mass transit bus or rail system. Air evacuation is impractical for the public segment that requires mass transportation evacuation. Public schools are closed in advance of hurricane emergencies to allow students, their parents, and school employees time to personally prepare for an evacuation. At this point school buses are an available transportation resource for mass hurricane evacuation either to risk free sites within the county or, in the case of a possible catastrophic hurricane, to host county(s) inland from the coast.

The use of school buses is appropriate for those individuals who are functionally able to transport themselves but lack the resources to do so. However, because the FMFP and CDP are largely frail, transportation options are few. A limited number of the CDP can safely travel by private auto with their caregiver to the CDP Shelters. However, a large number of CDP may require additional transportation support and virtually the entire FMFP will require ambulance transportation. The use of all available assets is addressed.

County plans for evacuating healthcare facilities vary widely. For a tropical storm or a Category 1-3 hurricane, evacuation will be mostly limited to facilities in potential storm surge inundation areas. In most counties, this can be accomplished

with local transportation resources. For Category 4 and 5 storms, some counties plan complete evacuations, creating an extremely heavy demand for medical support vehicles.

While this SOG **cannot** provide a total plan for the transportation of the segment of FMFP and CDP who are hospitalized or institutionalized, it **does** provide guidance in order to address identified transportation needs for this population group. All hospitals and other medical care facilities in North Carolina are **required** to have an approved emergency plan in which they **assume responsibility** for patients under their care during an emergency **to include transportation**.

### **Situation**

#### **Category 1, 2 or Category 3**

When a category 1, 2 or 3 hurricane is predicted to make landfall, affected risk county Emergency Management Coordinators, in coordination with the representative(s) of primary county agencies, and the State EOC, as appropriate may make recommendation to the Chairman of County Commissioners, to issue an evacuation notice. In most cases the risk county, acting alone, will be able to publicly transport and shelter those in need to a safe shelter within county jurisdiction. In other cases where the risk county has a mutual aid agreement in place with another county for hurricane sheltering, that risk county may alone be able to publicly bus evacuees to the sheltering county.

If the above is true, the evacuation can proceed in the manner prescribed in the county(s) emergency operations plan(s). Use of publicly owned school buses within the county(s) can normally accommodate this level of evacuation without host county aid. In this instance, limited assistance from the State of North Carolina would normally be required.

#### **Category 4 and 5**

When a strong category 3 storm, that has the possibility of strengthening, or a category 4 or 5 hurricane is predicted to threaten coastal North Carolina, a much larger response is required. This threat requires a regional approach and more extensive involvement of the State, and possibly the Federal Government. This tab addresses this eventuality by including Standard Operating Guidelines (SOG) for Mass Transit Coordination and FMFP Resource Assignment Coordination.



## **TRANSPORTATION FUNCTION – PLANNING ASSUMPTIONS AND CONSIDERATIONS**

Different levels of command and control, and scope of host county and State involvement in an evacuation is dependant on the category of the approaching storm.

When evacuees are relocated outside of the risk county to a host county, consideration will be given to appointing at least one representative from the risk county who will be relocated to the host county EOC to act as liaison between the risk county and host county. And, conversely, a host county representative will be selected as a liaison between the counties and be relocated to the risk county EOC. This is a county decision that will be recommended when the state coordinates the opening of host county shelters.

When FMFP and CDP evacuees are relocated outside of the risk county to FMSS and CDP Shelters, individual care for each evacuee is critical to include their family and pets. The issue of transportation of pets and sheltering of pets for FMFP should be planned in advance as much as possible. Information currently available through the North Carolina Department of Agriculture on various resources and related useful forms designed to help individuals plan for animal sheltering can be found at the following URL: <http://www.ncagrgis.com/sheltering/>.

Sufficient warning time will generally be available to institute a general evacuation internal to the risk county. Evacuation to the host counties will take longer. Evacuation orders need to be issued early when regional evacuations are required. With advanced warning, some people will evacuate voluntarily prior to being advised to do so, and most will evacuate promptly when a notice is issued. Most will evacuate by personal vehicle. There is, however, little historic data to confirm that the evacuating public in need of school bus transportation will totally (or nearly totally) evacuate even risk areas, when a catastrophic hurricane is predicted. Their level of urgency is similarly uncertain.

Needed warning time will increase when evacuation to the FMSS counties is involved. Evacuation orders need to be issued extremely early – up to four days in advance of the arrival of tropical storm winds. The additional time is needed in order to ready the FMSS for evacuees; and to transport the FMFP and CDP via low capacity ambulances.

The analysis of Central Coastal Plain transportation resources indicated a manageable shortage of 15 buses for evacuation of the general population. Drivers for all buses may be an issue should existing drivers elect to evacuate with their family(s) instead of driving evacuees out of the risk county(s) to the host counties in buses. If required, the use of host county drivers and host county buses would be used to relieve these shortfalls.

The analysis also revealed a critical shortage of 85 ambulances for the evacuation of the FMFP. Therefore, state coordination is a key to the successful evacuation of the Central Coastal Plain for a category 3 or higher storm.

The majority of FMFP or CDP that live at home with a caregiver or with friends/relatives will have transportation provided by same to safety prior to the hurricane arrival.

Hospitals and other medical care facilities housing FMFP and CDP will have executable evacuation and transportation plans for their patients. The State of North Carolina will augment these plans on an as needed basis.

## **TRANSPORTATION FUNCTION – REFERENCES**

- NC General Statutes 115C-242(6) Use of School Bus for Emergency Management
- NC Statewide EM Mutual Aid Agreement regarding the State’s responsibility as it relates to this function.
- Annex A, Special Train
- NCNG 500-60 Joint Operating Procedures and the hurricane-related Contingency Plan (CONPLAN) 500-1.

## **TRANSPORTATION FUNCTION – STATE RESOURCES**

### **North Carolina Rail Division**

Special Train Evacuation for coastal plain risk counties was investigated to determine the feasibility of using railroad resources. The *NCRR Piedmont* could become a special train for evacuation upon annulment of Amtrak passenger service in North Carolina. However, rail infrastructure east of Highway I-95 cannot accommodate Amtrak passenger or heavy freight traffic. Accordingly, Special Train evacuation would originate at the multi-modal transportation center in Rocky Mount and transport evacuees westward. Service would preferably cease not less than 24 hours before arrival of tropical storm force winds. Weighing all circumstances, rail evacuation of eastern North Carolina is not considered to be a practical approach. (See CRES-SOG Appendix H, Special Train Transportation Support for Evacuation)

### **North Carolina National Guard**

The North Carolina Air National Guard (NCANG) has a squadron of C-130 aircraft that can be configured for MEDEVAC operations. The possible deployment of those aircraft for pre-landfall hurricane evacuation is discussed in the CRES-SOG Appendix J, Air Transportation Support for Evacuation.

### **Department of Public Instruction**

Transportation assistance for evacuation of general population can be accomplished with the use of county school buses. It should be noted that many bus drivers in a risk county will not be available due to the fact that they will be evacuating themselves. Therefore, if a risk county identifies a need for additional bus drivers, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to ESF 1 Desk. The ESF 1 manager at the State EOC will subsequently contact the Section Chief of the Transportation Services Section of the Department of Public Instruction and make a tasking for the requisite number of qualified school bus drivers, buses, and maintenance support from counties that are not at risk.

The drivers will report with personal gear that is adequate to be self-sufficient for up to 72 hours. They will load in groups of 20 or less onto a school bus(es) from their county and travel to the requesting risk county. Upon arrival, the bus drivers will mount up onto the risk county's school buses, pick up any evacuating personnel at pre-arranged pick-up points and travel to pre-identified shelters. Buses will be parked in staging areas in the host county and the drivers will stay at the shelter. Depending on the situation at post-landfall, the same bus drivers may be requested to assist in the re-entry phase or they may be shifted out with other bus drivers.

### **Department of Transportation, Public Transportation Division**

Transportation assistance for evacuation of general population or care dependent population can be accomplished with the use of vehicles assigned to the Public Transportation Division of the Department of Transportation. These are federally funded assets. Federal Transit Administration representatives have advised NCEM through FEMA Region IV that there are no restrictions on the use of the equipment for evacuation support in the event of an emergency.

There are 18 Urban Systems, 2 Regional Transportation Authorities, 3 Small Urban Systems and 82 Rural Transportation Systems. These systems have a variety of vehicles, many of which are lift equipped. The Public Transportation Division

maintains a database that includes routes, Points of Contact and type of vehicle for each system. When a risk county identifies a need for additional transportation for general or care dependent population, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to ESF 1 Desk. The ESF 1 Manager will subsequently contact the Public Transportation Division and make a tasking for the requisite number and type of drivers, vehicles and maintenance support to assist in the evacuation.

Public Transportation leaders will make the decision on which systems to pull resources in order to support the mission so that it will minimize disruption to services of its other customers (i.e. dialysis patients, disabled, etc.). Once the resources are identified, they will travel to the requesting risk county and pick up evacuating personnel at pre-arranged pick-up points and travel to pre-identified shelters. Vehicles will be parked in staging areas in the host county and the drivers will stay at the shelter. Depending on the situation at post-landfall, the same vehicle drivers may be requested to assist in the re-entry phase or they may be shifted out with other vehicle drivers

### **Statewide Mutual Aid Agreement**

Transportation assistance for evacuation of functionally and medically fragile populations (FMFP) can be accomplished with the use of ambulances acquired through the Statewide Mutual Aid Agreement. During the 2007 Deployable Resource Inventory conducted with all NC counties by the NCEM Operations Section, it was determined that there are 131 ambulances available in the state for deployment from non-risk counties. When a risk county identifies a need for additional transportation for FMFP, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to the ESF 8 Desk. The ESF 8 Manager will subsequently review assets through the SMARTT system and contact non-risk counties, and, via the Statewide Mutual Aid Agreement, make a tasking for the requisite number and type of EMS personnel, ambulances and maintenance support to assist in the evacuation.

Non-risk counties will deploy their ambulances to the requesting risk county and pick up evacuating FMFP personnel at pre-arranged pick-up points and travel to pre-identified hospitals or FMSSs. Ambulances will then be re-missioned or return to their county depending on the mission requirement.

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Central Coastal Plain – Transportation Function

October 2007

**Attachment 1: Current Availability and Projected Need of Ambulances and Buses**

Attachment 1 shows the current availability of ambulances and buses and the projected need and shortfall for these resources in the event of a Category 4 or 5 evacuation based on local interviews conducted for the purposes of creating this document.

**Availability of Ambulances and Buses in the North Carolina Coastal Plain**

		MOU in Place for Ambulances	Ambulances Needed	Ambulances Available	Shortage	MOU in Place for Buses	Buses Needed	Buses Available	Shortage	Comments	
<b>RISK COUNTIES</b> COASTAL PLAIN REGIONS	<b>NORTHERN</b>	Bertie	Y	20	10	10	Y	25	50	0	Ambulances in Plan, Buses in Plan
		Camden	NA	NA	NA	NA	NA	NA	NA	NA	Included with Pasquotank
		Chowan	Y	10	6	4	Y	50	50	0	Ambulances in Plan, Buses in Plan
		Currituck	N	15	9	6	N	50	50	0	Incident Dependant No MOUs
		Dare	N	20	11	9	N	40	40	0	No MOUs
		Hyde	N	10	0	10	N	15	10	5	Ambulances not in Plan. NEED School Bus Drivers
		Martin	Y	9	9	0	Y	105	105	0	Ambulances in Plan, Buses in Plan
		Pasquotank	Y	30	5	25	N	80	80	0	Ambulances in Plan, Buses in Plan
		Perquimans	N	5	0	5	Y	40	40	0	Buses in Plan
		Tyrrell	N	5	5	0	N	20	20	0	Ambulances County Owned, Buses in Plan
		Washington	N	15	5	10	N	45	45	0	Ambulances not in Plan, Buses in Plan
	<b>TOTAL NCP</b>			139	60	79		415	424	16	Note numbers in <i>italics</i> : Bertie Co. has excess buses. This is not considered in calculating shortage.
	<b>CENTRAL</b>	Beaufort	N	42	28	14	N	60	102	0	Ambulances not in Plan, Buses in Plan
		Carteret	Y	60	31	29	N	20	20	0	Ambulances in Plan, Buses in Plan
		Craven	N	39	16	23	Y	168	168	0	Ambulances are in Plan, CN in place but are in State Mutual Aid Agreement, Buses are in Plan
		Jones	N	25	10	15	Y	30	15	15	Ambulances in Plan, Buses in Plan
		Pamlico	N	15	7	8	N			0	No MOUs
		<b>TOTAL CCP</b>			181	92	89		278	305	15
	<b>SOUTHERN</b>	Brunswick	N	156	17	139	Y	35	35	0	Ambulances in Plan, Buses in Plan
		New Hanover	N	626	16	610	N	122	122	0	Ambulances in Plan, Buses in Plan, <b>200+ Buses Available</b>
		Onslow	N	52	27	25	Y	240	240	0	Ambulances in Plan, MOU Buses for 12000
		Pender	Y	190	10	180	N	85	85	0	Ambulances in Plan, Buses in Plan, Wheelchair equipped vans - Pender Adult Services
		<b>TOTAL SCP</b>			874	70	804		482	482	0
	<b>TOTAL NC CP</b>			1194	222	972		1175	1211	31	Note number in <i>italics</i> : Bertie, Beaufort, and NH Co. have excess buses not considered in calculating shortage.

## **TRANSPORTATION FUNCTION – SOG #1 MASS TRANSIT COORDINATION**

### **Lead Agencies (and host county counterparts\*):**

- NC Division of Emergency Management\* (Director)
- NC Department of Public Instruction\* (Superintendent of Public Instruction)
- NC DOT Division of Public Transportation\* (Director)
- NC DOT\* (Division Engineer)
- NC SHP\* (Troop A Commander)
- Boards of County Commissioners (Chairmen)
- County Schools (Superintendents)
- County Transportation Coordinators (with County Schools)
- County Emergency Management Services Depts. (Emergency Management Coordinators)
- County Sheriff Departments (Sheriffs)

### **Supporting Agencies (and host county counterparts\*):**

- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- County Administrations (Managers, PIO)
- County Incident Commanders
- Regional Incident Commanders\*
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NC DOT (NC DOT District Engineer)
- NC SHP (NC SHP First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to evacuate and shelter coastal county populations prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events host county counterparts of both lead and supporting agencies will be integral to the command and control function.

## **I. CONCEPT OF OPERATIONS**

### **General**

State Emergency Operations Center (EOC) will be activated with increasing operational conditions by the North Carolina Division of Emergency Management (NCEM) some 72 to 96 hours prior to anticipated landfall of the hurricane. If any one of the risk counties decide to evacuate in anticipation of the incoming hurricane, the regional hurricane (SOG) evacuation plan will be activated.

The State EOC, NCEM RCCs and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will, through the RCCs, then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the State EOC, RCCs and affected County EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel, opening of mass care shelters and equipment resources, if necessary.

Upon notification of an evacuation order, NCEM will notify the State Superintendent of Education. The Superintendent will then notify the school districts in the risk and host counties that the regional plan is being implemented. This protocol notification is important in order to ensure adherence to procedures for expenditures and reimbursements related to both the North Carolina Department of Public Instruction and local school districts.

Local Transportation Coordinators and Superintendents (both risk and host) will work jointly with County (both risk and host) Emergency Management Coordinators in the local coordination of assets. Because the effort is of regional scope the local officials will coordinate closely with their State level leadership. Any disagreements or prioritization of assets questions that cannot be agreed upon at the county level (risk and host) will be elevated to leadership at the State level for resolution.

## **II. RESPONSIBILITIES**

### **NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NCDPI.
- Assume command of evacuation should a regional evacuation be necessary.
- Ensure that the expectations of NC Department of Public Instruction regarding reimbursement of their resources are met.
- Provide appropriate forms to document expenditures of above resources.

### **NC Department of Public Instruction\* (Superintendent of Public Instruction)**

- Notify risk and host county school districts to prepare for evacuation based on timeline established by NCEM.
- Provide oversight coordination in the affected counties.
- Serve as State level liaison between the NCEOC and county school districts during a regional evacuation.
- Coordinate the supply of evacuation staging areas for necessary supplies prior to a regional evacuation.

### **NC Department of Transportation\* (Division Engineer)**

- State point of contact for NCDOT regarding use of their resources in the regional evacuation.

### **NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NCSHP regarding regional evacuation.

### **Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation, issue evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.
- Provide guidance to the County Transportation Coordinator.
- Terminate the official evacuation order.

### **County Schools (Superintendents)**

- Supervise and control use of school assets (shelters at schools, buses for county wide evacuations etc.)
- Serve as county point of contact for use of above resources in event of regional evacuation.

### **County Transportation Coordinators (With County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation use of county resources and assessment of county needs during a regional evacuation.

**County Emergency Management Depts. (Emergency Management Coordinators)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.

**County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

**Supporting Agencies (and host county counterparts\*):**

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible, assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**County Administrators (Managers)**

- Provide for resources (people, commodities etc.)

**County Incident Commanders**

- For risk areas of limited scope, on own volition, order evacuation of risk areas.

**Regional Incident Commanders\***

- Control all, or segments of, regional evacuation functions.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Management Coordinator.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NC Department of Transportation (NC DOT District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

**NC State Highway Patrol (NC SHP First Sergeant)**

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Central Coastal Plain – Transportation Function

October 2007

---

### III. IMPLEMENTATION TIMELINE

<b>72 Hours:</b>	NCEM will alert the NC Department of Public Instruction to be on standby and that the regional evacuation may be necessary.
<b>48 Hours:</b>	NCEM will issue a mission assignment to NC DPI.
<b>36 Hours:</b>	In accordance with the pre-approved plan, evacuation of citizens without transportation begins.
<b>32 Hours:</b>	Voluntary evacuation of general public begins.
<b>24 Hours:</b>	Mandatory evacuation begins.
<b>12 Hours:</b>	The last bus leaves final staging area in risk county



## **TRANSPORTATION FUNCTION – SOG #2 FUNCTIONALLY AND MEDICALLY FRAGILE POPULATIONS AND CARE DEPENDENT POPULATION RESOURCE ASSIGNMENT COORDINATION**

**Lead Agency:** (Specific for Category 4 and 5 shown with\*)

- NC Division of Emergency Management\* (Director)
- NC Office of Emergency Medical Services\*(Incident Commander)
- NC Department of Transportation, Division of Public Transportation\* (Director)
- NC Department of Transportation\* (Division Engineer)
- County Emergency Management Services Depts. (Emergency Management Coordinators)
- County Sheriff Departments (Sheriffs)
- Boards of County Commissioners\* (Chairman)
- County Transportation Coordinators\*

**Supporting Agencies:** (Specific for Category 4 and 5 shown with\*)

- NC Division of Social Services\* (Liaison)
- NC Division of Public Health\* (Liaison)
- NC Division of Aging and Adult Services\* (Liaison)
- NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)
- NC State Highway Patrol\* (Troop A Commander)
- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NC Department of Transportation (District Engineer)
- NC State Highway Patrol (First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to transport county FMFP and CDP prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events NCEM will be integral to the command and control function.

### **I. CONCEPT OF OPERATIONS**

#### **General**

State Emergency Operations Center (EOC) will be activated by the North Carolina Division of Emergency Management (NCEM) some 72 to 96 hours prior to the anticipated landfall of the hurricane. If any one of the risk counties decide to evacuate in anticipation of the incoming hurricane, the regional hurricane (SOG) evacuation plan will be activated.

The State EOC, NCEM RCCs and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will, through the RCCs, then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the State EOC, RCCs and affected County EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel and equipment resources, if necessary.

Because arranging for the setup of the Functional and Medical Support Sheltering (FMSS), and the transportation of FMFP and CDP to the FMSS is extremely time consuming, a tiered evacuation order is needed. It is envisioned that an evacuation order for FMFP and CDP must be given up to four days in advance of hurricane landfall. The general evacuation order will be given later, 24 to 36 hours before landfall, depending upon clearance times required for individual counties. One must remember that this is the scenario for a large and potentially catastrophic storm making landfall.

Upon notification of the initial (FMFP and CDP) evacuation order (as part of an overall evacuation order) from one or more risk counties, NCEM will notify NCOEMS and request that FMSS shelters be opened. It is anticipated that one day would be required to prepare the shelter for occupation. It is anticipated that the shelter will begin receiving evacuees about one day after opening (about two days before landfall). The requested number of ambulances required for transport of FMFP and provided through the Statewide Mutual Aid Agreement will be requested so as to arrive at the risk county two days before landfall. FMFP will then be transported to the pre-designated FMSS. The requested number of vehicles required for transport of CDP and provided through the Public Transportation Division will be requested so as to arrive at the risk county two days before landfall. CDP will then be transported to pre-designated mass care shelters where they will be segregated from general population (as required).

Local Transportation Coordinators, County Emergency Management Coordinators, and many other social services organizations will work to coordinate local assets and prepare staging areas for embarkation of FMFP and CMP. Because the effort is of regional scope, the local officials will coordinate closely with their State level leadership. Evacuation will continue until arrival of gale force winds associated with the approaching storm.

## **II. RESPONSIBILITIES**

### **Lead Agency: (Specific for Category 4 and 5 shown with\*)**

#### **NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NCOEMS.
- Assume command of state evacuation support with a regional evacuation.
- Coordinate and provide ambulances in the number and at the time required.

#### **NC Office of Emergency Medical Services\*(Incident Commander)**

- Command and Control of the FMSS.
- Coordination with the NCEM IC.

#### **NC Department of Transportation\* (Division Engineer)**

- State point of contact for NCDOT regarding use of their resources in the regional evacuation.

#### **County Emergency Management Departments (Emergency Management Coordinators)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.

#### **County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

#### **Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation issue tiered evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.
- Provide guidance to the County Transportation Coordinator.

- Terminate the official evacuation order.

**County Transportation Coordinators (with County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation, use of county resources and assessment of county needs during a regional evacuation.

**Supporting Agencies and Host County Counterparts: (Specific for Category 4 and 5 shown with\*)**

**NC Division of Social Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Public Health\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC Division of Aging and Adult Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NCSHP regarding regional evacuation.

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Management Coordinator.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NCDOT (NCDOT District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Central Coastal Plain – Transportation Function

October 2007

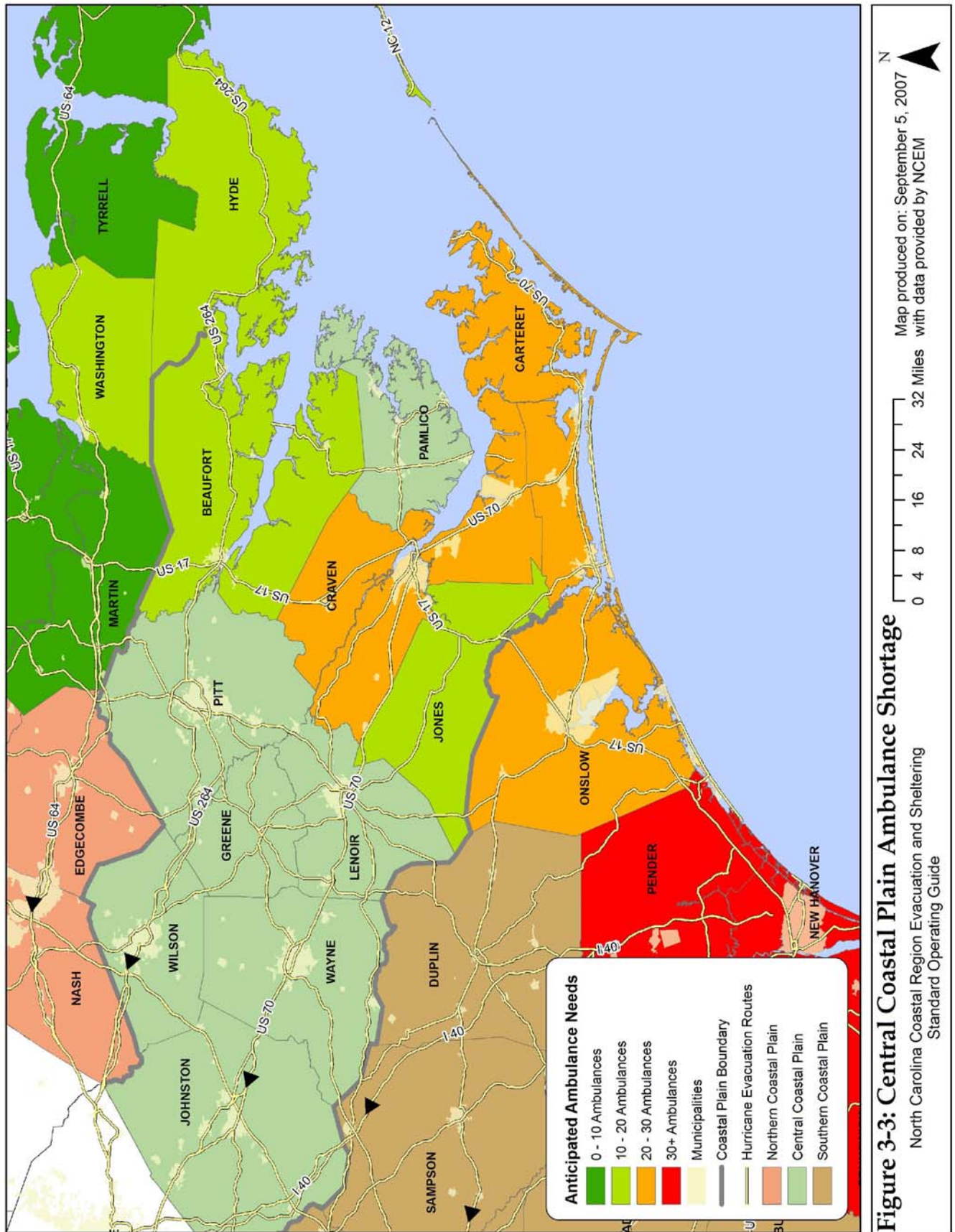
---

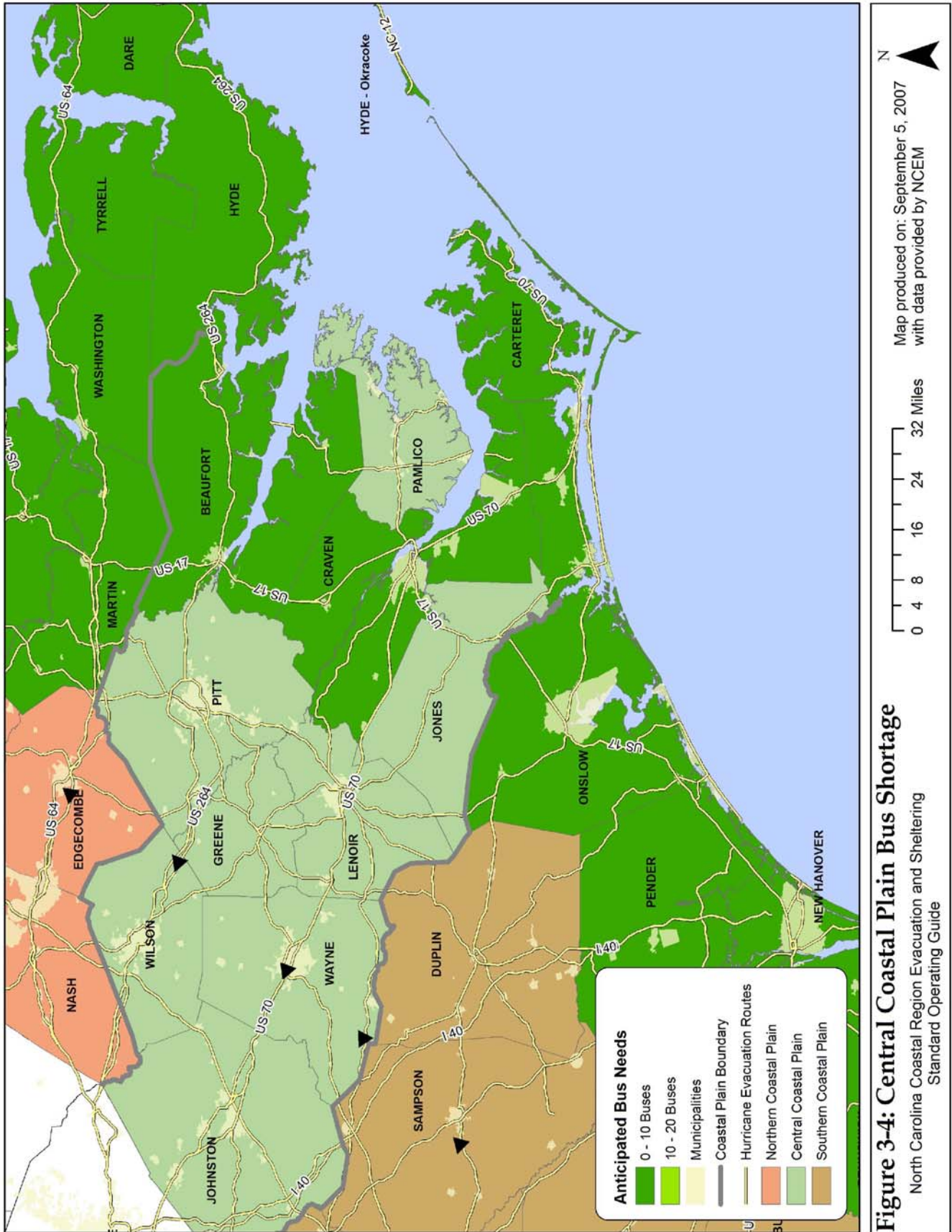
### NCSHP (NCSHP First Sergeant)

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

### III. IMPLEMENTATION TIMELINE

<b>120 Hours</b>	State implements partial activation of the EOC based on the approaching hurricane.
<b>96 Hours</b>	NCEM activates the regional sheltering program
	NCEM begins the process of identifying ambulance resources available through the Statewide Mutual Aid Agreement Program for use prior to landfall. Also tasks the Public Transportation Division for transport of CDP.
<b>72 Hours</b>	Chairman of Board of County Commissioners decides to order a tiered evacuation. The notice indicates that FMFP and CDP will begin the evacuation coordination process in order to begin evacuation in two days.
	OEMS open FMSSs and County Department of Social Services opens CDP shelter(s).
<b>48 Hours</b>	First ambulances for FMFP and vehicles transporting CDP leave County staging areas for FMSS and CDP Shelters. Shelters begin receiving evacuees who have arrived by POV.
	Ambulances and vehicles transporting CDP begin to arrive at FMSS and CDP Shelters.
	County Board Chairman gives evacuation notice for general population in the county.
	In accordance with the pre-approved plan, evacuation of general population without transportation begins in the county.
	FMSS and CDP Shelters continue to receive FMFP and CDP. Shelters continue receiving evacuees who have arrived by POV.
<b>12 Hours</b>	Voluntary evacuation of general public begins in the county.
	Mandatory evacuation begins in the county.
	The last bus leaves final staging area in risk county on route to host county shelter.







This page left blank intentionally.



**SHELTERING FUNCTION – INTRODUCTION**

This section provides an overview of the Sheltering component of the North Carolina Coastal Region Evacuation and Sheltering Plan – Standard Operating Guidelines for sheltering of evacuees from the RISK counties in the Central Coastal Plain Region while away from their homes and counties of residence. These counties include Beaufort, Carteret, Craven, Jones, and Pamlico.

The CRES-SOG details the policies, organizations and tasks of Emergency Support Function #6 (ESF-6) primary and support agencies in the event of a pre-storm evacuation in the State of North Carolina. The sheltering process utilizes a tiered approach when opening host county shelters and is outlined below. This process was developed to maximize the effective use of limited physical and personnel resources in the State to serve the needs of the sheltering general population and their pets. The matrix below shows the Risk to Host County assignments for the CCP:

		HOST COUNTIES								
		CENTRAL COASTAL PLAIN								
		1	1	2	3	3	3	3	3	
		Johnston	Wilson	Wake	Edgecombe	Wayne	Martin	Lenoir	Pitt	
RISK COUNTIES	CENTRAL	Beaufort		X	X	X		X		X
		Carteret	X		X		X		X	
		Craven	X	X	X	X	X		X	X
		Jones	X		X	X	X		X	
		Pamlico	X	X	X		X		X	X

The Tiered Risk-Host County sheltering component of the plan is based on opening shelters in the following order:

- Tier 1.** Locations in counties along and immediately east of Interstate 95 where there are adequate facility and staff resources available and the driving time to a destination can be minimized in the early stages of the evacuation.
- Tier 2.** Locations in counties west of Interstate 95 where facilities are available and staff can be augmented to serve an overflow of persons seeking shelter even though a longer distance must be traveled during a period of good weather prior to the landfall of the storm.
- Tier 3.** Locations in counties between the Tier 1 counties and the coastal counties which are evacuating where facilities are available, but staffing availability may be reduced during the initial period of the evacuation. These shelter locations would be opened last in the process to allow time to provide staffing for providing shelter to individuals who may not have sufficient time to reach shelter in the Tier 1 and Tier 2 locations.

An estimated population of 228,882 (2006 US Census Bureau projection) is living in the five (5) counties included in the Central Coastal Plain Region. The peak tourist population of the area is projected to be June through September. It is expected that the majority of tourists and a large proportion of the permanent residents will leave their homes prior to a Mandatory Evacuation notice either returning to their homes in a non-threatened area or seeking shelter in locations other than general shelters. This plan focuses on those individuals who will not have left the area until the Mandatory Evacuation phase and will require assistance with sheltering. Refer to the CRES-SOG 2007 Evacuation & Shelter Planning Profile

Version 10 located in the File Library of Web-EOC for the current estimate of the number of individuals in this category in the Northern Coastal Plain Region.

Shelters opened by local, state, and/or American Red Cross (ARC) personnel may be located in schools, churches, civic centers, and other permanent buildings. These locations will be designated as General Population Shelters. Due to the variety of shelter types and sizes within the area, consideration may be given to opening Tier 2 and/or Tier 3 shelters in quick progression when the intensity and severity of the approaching storm warrants.

The partnership of multiple agencies planning to shelter the people and animals in North Carolina is an important part of preparing North Carolina for the potential of a significant event. Information currently available through the North Carolina Department of Agriculture on various resources and related useful forms designed to help individuals develop the animal sheltering capabilities in each county can be found at the following URL: <http://www.ncagricis.com/sheltering/>. General population shelters may be co-located within the same facility but may not share the same space within the facility. Such co-location may be necessary due to the limited number of available facilities within a county or proximity of pets to their owners may be a determining factor. When such co-location arrangements are considered, CRES-SOG Pet Sheltering Reference Guidelines should be reviewed. These guidelines are located in the File Library of Web-EOC under CRES-SOG.

This site contains documents related to developing an Animal Sheltering Preparedness Manual with particular emphasis on proposed guidelines for evacuation and rescue of animals during disasters, guidelines for equine sheltering, guidance on the amount of square footage needed to properly shelter animals in crates, a comprehensive list of materials needed for a co-location pet shelter, shelter policy on the abandonment of animals a sample sheltering plan which includes information on finding, staffing, and operating a co-location companion animal shelter.

It is estimated that eighty (80) percent of households will evacuate with their pets to locations other than General Populations Shelters. A survey conducted by the Harvard School of Public Health dated June 2007 relating to Hurricane Readiness in High-Risk Areas indicates 53% of evacuees have a pet and that 40% of those have a place to go and take their pet. 12% indicated they do not have a place to take their pet in case of an evacuation. Because some evacuees may require service animals that will be sheltered with them and family pets are often considered as dependent household members and individuals are generally reluctant to evacuate without them, to accommodate the pet sheltering needs of the remaining twenty (20) percent of households, the following actions are recommended:

1. Enable joint pet **and** owner evacuation for all residents whenever such evacuations can be accomplished safely.
2. When pets and owners cannot be sheltered at the same location, ensure an ID system is in place to provide information for reclaiming pets after the evacuation process has been concluded.
3. Establish a requirement that household pets be kept in specifically designed cages, carriers, or other appropriate enclosures during the evacuation process.
4. Require owners to bring food, medicines and any pertinent pet equipment to pet shelter locations.

Ensuring adequate protection for all citizens is a shared responsibility of all levels of government. Local government is closest to the citizens, and all disasters begin locally. Therefore, the responsibility for addressing the protection of the care dependent needs population begins with the local government. As defined in this procedure, persons with unique medical needs are ones who require the care and support of medical professionals to survive. They may need to be housed in medical facilities where there will be available equipment, resources and professional staff to provide for their needs. Sheltering-in-place is the best option, provided facilities are not subject to storm surge or located in a floodplain.

The resource document, NC CRES-SOG Quick Reference Guide to Mass Care Shelterees with Disabilities (located in the File Library of Web-EOC under Web-EOC), provides a tool that should be implemented during sheltering to ensure that

the safety and welfare of any disabled clients are being addressed. In the course of any Care Dependent shelters that open, the NC Care Dependent Shelter Guidelines will provide guidance in support of those sheltering operations. Upon opening of any general population or care dependent shelter, an expedient assessment of some individuals may provide the most effective and safest level of care once that condition is assessed. The NC Client Intake and Assessment Tool has been adopted from DHHS forms to provide such an early assessment where necessary. This form may be used to more effectively and efficiently identify those shelter clients that may need assistance beyond the typical requirements of those within the general shelter environment.

For both general and care dependent shelters, continuity of shelter service and uniformity of care expectations rest with these services delivered by those operating the shelter. The Red Cross shelter management system was adopted by the State of North Carolina and provides a benchmark for shelter operation expectations and standard. The ARC Shelter Management Operations Toolkit is provided as a resource for both ARC as well as non-ARC shelter staff and can be used as a reference in the operation of shelters during pre-landfall as well as post landfall sheltering operations. In the course of sheltering operations, the welfare and confidentiality of the shelter client is always of concern to both the state as well as to the individual. The Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information is provided as a resource when such decisions surface. This guide is not intended to supersede other specific resources of an individual agency but do provide a reference point when no such guidance is available or provided.

Shelter clients and their families will have a need to establish that they are safe and well. The Shelter Client Welfare Information and Family Reunification Services resource provides several systems that may be employed for this purpose.

## **SHELTERING FUNCTION – SHELTER ACTIVATION SEQUENCE**

The sequence of activities for the preparation, response and recovery to a hurricane landfall in the North Carolina is fairly predictable. To prepare for and respond to the impact of the hurricane, NCEM Human Services conducts extensive coordination and information sharing with DSS, ARC and TSA, in order to develop a Mass Care Concept SOG for the disaster. ARC and TSA have a strong collaborative partnership with NCBM for meal planning, preparation and delivery so all planning must include a coordination period for these agencies.

At specific times during the sequence of activities, NCEM Human Services must either make a DECISION or take an ACTION. All decisions lead to an action. To the extent that the ARC, TSA and NCBM have input to the DECISIONS, and knowledge of the ACTIONS taken by the State Human Services, the coordination and delivery of Mass Care to the disaster area are improved.

The sequence of activities is structured to lead to an anticipated event. This event is based on the date/time the hurricane is anticipated to strike. Obviously, the event can fluctuate to a date/time sooner or later, and the CRES-SOG Mass Care Concept SOG will have to adjust accordingly. Until the hurricane strikes and assessment teams arrive on the ground and confirm the extent of the damage, the CRES-SOG Mass Care Concept SOG will be based on assumptions as to the amount of resources required to support the disaster. However, the plan must be flexible and adjustments will be necessary due to uncontrollable factors such as voluntary evacuations, intensity and direction of the hurricane and other initiating factors.

The CRES-SOG Mass Care Concept SOG attempts to specify the size of the Mass Care Infrastructure envisioned for the pending disaster, i.e. proposed number of kitchens, comfort stations and feeding vehicles and potential shelters and evacuation estimates. The purpose in preparing these estimates is multiple:

1. To notify the State Logistics Section of the number and type of resource support that the Mass Care Infrastructure will require from the State;
2. To identify shortfalls in numbers and types of resources that must be requested from FEMA. (Note: The deadline for State Human Services to submit resource requirements to State Logistics is Event (or E) minus 48 hours. The deadline for submission to FEMA is E minus 24 hours. These deadlines require close coordination and planning between State Human Services and ARC/TSA prior to landfall of the storm.); and
3. To provide management oversight regarding the activation of shelters in such a manner as to insure that evacuation measures parallel sheltering availability.

The Mass Care Concept SOG must be updated continually based on the size and track of the storm, as well as synchronized with the State Logistics Plan. The NCEM Human Services Program Manager and the ARC/TSA/NCBM liaisons need to meet at least daily with Logistics Planning staff to ensure that everyone is informed of the logistical situation. As the logistical situation stabilizes and the Logistic Staging Area is established, the need for the ARC/TSA/NCBM liaisons to attend these meetings diminishes. The NC Mass Care Concept Checklist has been developed to provide detailed sequential instructions for Feeding and Sheltering Operations and is posted in the File Library of Web-EOC under CRES-SOG.

### **Coordination of Shelter Openings in Support of Coastal Evacuations**

#### **Purpose**

This guide is intended to outline procedures for coordination among local EOCs, activated RCCs, and the SEOC when shelter support is needed for evacuating surge counties.

## **Situation**

Shelter space is limited in coastal counties at risk from surge. As the concept of shelter-in-place is not an option, risk counties must evacuate populations at risk. Therefore, coastal counties must direct evacuees inland to approved shelters in host counties which are not at risk from surge and have shelter space to accommodate the evacuees. Such shelter openings must be requested by local Emergency Managers in the risk counties, accepted and implemented by the host counties and the American Red Cross, and coordinated across Branch jurisdiction boundaries. The local EOCs, Activated Branch RCCs, and the ESF-6 Desk at the State EOC all have roles in this coordination effort.

Identification of specific shelters in host counties and route direction to the shelters must be available to risk counties at the time evacuation orders are given; furthermore, this information must be conveyed to the evacuees at the time the orders are given, and coordinated with broadcast media serving the evacuation route.

## **Concept of Operations, General**

A request for Tier 1, 2 or 3 shelter support will be initiated by the coastal risk county considering imminent evacuation (within six hours), allowing sufficient time to notify host counties, alert shelter staff, and prepare facilities. The coastal county will initially notify the SEOC via Web-EOC. The resource request will be received by the MAC and assigned to the ESF 6 Desk for action. This step is important to ensure a Mission Number is assigned to the Shelter for Reimbursement purposes. The ESF 6 Program Manager will assign the Shelter Opening mission to either the Central or Eastern RCC. The Eastern Branch and the Central Branch Regional Coordination Centers, which have been maintaining situational awareness by monitoring Web-EOC, will begin ongoing coordination with each other and the SEOC as well as risk and host counties. The SEOC will notify the appropriate SERT agencies responsible for shelter support. The SERT Leader will coordinate as necessary to ensure pre-arranged financial obligations are fulfilled.

## **Checklist for Tier 1, 2 or 3 Shelter Opening Coordination:**

- EB RCC Operations assigns Area Coordinator or other Ops staff member as point of contact for Eastern Branch risk county.
- Risk county Emergency Manager confers with EB RCC Ops contact regarding potential for evacuation in risk county.
- Risk county EOC uses decision tools to determine upcoming evacuation decision time based on National Hurricane Center forecast information (decision time updates noted as forecast changes).
- Risk county EOC confers with EB RCC Ops on expected decision time; this action occurs *approximately five hours in advance of the projected decision time (i.e., one NHC forecast from decision time)*.
- EB RCC Ops notifies NCEM Operations Chief and CB RCC of upcoming potential for evacuation decision, barring no significant changes.
- CB RCC Ops notifies local EM in host shelter county of imminent evacuation decision and requests confirmation of Tier 1, 2 or 3 shelter availability.
- CB RCC Ops transmits Tier 1, 2 or 3 shelter availability confirmations to EB RCC Ops and SEOC.
- EB RCC Ops relays shelter availability to risk county; shelter opening expected within three hours of issuance evacuation order.
- Risk county evacuation decision made; county requests Shelter Openings in Web-EOC. ESF 6 Program Manager, Eastern RCC and Central RCC coordinate with Risk and Host Counties, assign Mission Number, and required Open Shelters.
- Evacuating county issues public information message specifying available shelters in Tier 1, 2 or 3.
- Evacuation order and public information posted by EB RCC on WebEOC Significant Events.

## **SHELTERING FUNCTION – SHELTER ACTIVATION PROCESS**

**Lead Agency:** NC Department of Health and Human Services, Division of Social Services

**Supporting Agencies:** Lead: American Red Cross (*see NC Mass Care Concept SOG for additional agencies*)

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this section is to define the roles, responsibilities and interrelationships of the key organizations involved in providing hurricane evacuation sheltering, feeding and logistical resources utilizing a tiered program of shelter openings in host counties.

#### **Scope**

This plan covers activities in the HOST and RISK counties associated with the Northern Coastal Plain Region. It will include activities related to the activation, monitoring, and deactivation of shelters. See North Carolina RISK-HOST County Matrix and NC Mass Care Concept SOG dated 2007 located in the File Library of Web-EOC under CRES-SOG.

#### **Situation**

This plan will be implemented when the RISK county area is threatened by an approaching tropical weather system and associated storm surge requiring a voluntary or mandatory evacuation to HOST counties. The plan is not contingent on mandatory evacuation as a significant voluntary evacuation may also precipitate the implementation of the plan.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

The following assumptions and considerations are key to creating a program to identify locations in counties away from the North Carolina coastline that can provide an appropriate level of service for individuals evacuating from the coastline counties.

1. When a tropical storm is expected to impact some or all of the coastal counties, evacuations will be necessary to protect the safety of citizens living in the risk area.
2. The greatest loss of life from these events is related to storm surge and related flooding which can over wash land areas within several miles of the coastline as well as heavy rainfall which can cause localized inland flooding.
3. The coastal counties are not expected to be able to provide safe pre-landfall hurricane shelter locations for their residents.
4. The National Weather Service will issue appropriate and timely warnings for tropical weather events. These warnings will support decision making related to implementing an evacuation plan.
5. County governments retain the authority to implement an evacuation and to order the opening of shelters.
6. Host Counties will be identified and asked to support Risk Counties in sheltering operations of the evacuated populations. The Risk Host relationship will be based on proximity.

### **III. CONCEPT OF OPERATIONS**

The State Emergency Operations Center (SEOC) will be activated when an ongoing or anticipated disaster exceeds the capabilities of a County to respond or requires the coordination of two or more Counties. The American Red Cross (ARC), as well as other private or nongovernmental disaster relief organizations, will activate their physical and personnel resources to respond to the event in accordance with their own policies and procedures.

In the conduct of CRES-SOG Mass Care – Sheltering, guidelines and operational resources have been provided to ensure continuity of service delivery as well as the establishment of planning and operational considerations of those shelters. These resources and references are considered to have been reviewed by the NC Division of Emergency Management and establish benchmark standards for general population sheltering associated with all sheltering operations regardless of the type of incident. (The complete resource documents can be found in the WebEOC- File Library – NC CRES-SOG-Mass Care).

1. ARC Shelter Managers Operations Toolkit
2. CRES-SOG 2007 Evacuation and Shelter Planning Profile- Version 9
3. NC CRES-SOG Quick Reference Guide to Mass Care shelterees with disabilities
4. NC Mass Care Initial Intake and Assessment Tool
5. Functionally Disabled Quick Reference Guide (for shelterees)
6. NC Care Dependent Shelter Guidelines
7. NC Standards for Hurricane Shelter Selection
8. Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information
9. NC Shelter Model Matrix
10. Pet Sheltering: Reference Guidelines In Concert With General Human Sheltering Operations
11. Shelter Client Welfare Information and Family Reunification Services
12. NC Mass Care Concept SOG 2007
13. NC Mass Care Concept Checklist

#### **IV. RESPONSIBILITIES**

##### **State of North Carolina:**

1. **Division of Social Services:**
  - a. Coordinate Mass Care activities at the EOC.
  - b. In counties where the Department of Social Services has been selected as the responsible agency, it will have the responsibility for mass care activities in cooperation with the American Red Cross (ARC).
  - c. Coordinate the provision of additional social workers for the shelters.
2. **Department of Agriculture:**
  - a. Coordinate the number and deployment of veterinarians.
  - b. Oversee the deployment of Companion Animal Mobile Equipment Trailers (CAMET) which can be co-located at general population shelters as well as used for additional support for pet sheltering.
  - c. Manage the distribution of USDA commodities for feeding.
3. **Division of Public Health:**
  - a. Provide information on communicable disease control.
  - b. Deploy Public Health Regional Surveillance Teams.
  - c. Coordinate the deployment of additional health personnel to support shelters.
  - d. Provide health oversight in disaster situations requiring expedient supply of food and water.
4. **Division of Aging and Adult Services:**
  - a. Identify suitable shelter locations for older populations and persons with disabilities. Maintain a list of domiciliary facilities for older populations and persons with disabilities.
5. **Division of Mental Health, Developmental Disabilities, and Substance Abuse:**
  - a. Identify suitable shelter locations for populations requiring support for their respective conditions. Maintain a list of domiciliary facilities or locations for their respective conditions.
6. **Division of Emergency Management:**
  - a. Control and direct the implementation of a regional or statewide sheltering process for a hurricane or tropical storm making landfall on the Atlantic Coast of North Carolina.

- b. Responsible for the creation of the state’s Mass Care Concept SOG and the procurement of necessary federal support for same.
- c. Activation of a process which will allow for reimbursement to host and supporting counties for personnel and services provided to the sheltering program.

## V. REFERENCES

- ARC 3041 Mass Care: Preparedness and Operations
- Standards for Hurricane Evacuation Shelter Selection - ARC 4496
- ARC Shelter Managers Operations Toolkit
- NC General Statute 166-A
- National Response Plan
- CRES-SOG 2007 Evacuation & Shelter Planning Profile – Version 10
- NC Standard Operating Guide for Coordination of Shelter Openings in Support of Coastal Evacuations (July 2007)

## VI. RESOURCES

- ARC Shelter Managers Operations Toolkit
- CRES-SOG 2007 Evacuation and Shelter Planning Profile- Version 9
- NC CRES-SOG Quick Reference Guide to Mass Care shelterees with disabilities
- NC Mass Care Initial Intake and Assessment Tool
- Functionally Disabled Quick Reference Guide (for shelterees)
- NC Care Dependent Shelter Guidelines
- NC Standards for Hurricane Shelter Selection
- Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information
- NC Shelter Model Matrix
- Pet Sheltering: Reference Guidelines In Concert with General Human Sheltering Operations
- Shelter Client Welfare Information and Family Reunification Services
- NC Mass Care Concept SOG 2007
- NC Mass Care Concept Checklist



## **SHELTERING FUNCTION – MASS CARE SHELTERING**

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this document is to define the roles, responsibilities and interrelationships of the key organizations involved in providing mass care to victims of a disaster in North Carolina and to coordinate emergency hurricane evacuation sheltering, feeding and logistical resources in support of all mass care services.

### **II. CONCEPT OF OPERATIONS**

#### **General**

The State Emergency Operations Center (SEOC) is activated and begins operations when an ongoing or anticipated disaster exceeds the capabilities of a County to respond or requires the coordination of two or more Counties. The American Red Cross (ARC), the Salvation Army (TSA), and NC Baptist Men's Disaster Relief (NCBM), as well as other private or nongovernmental disaster relief organizations, respond to a disaster in accordance with their own policies and procedures.

State Human Services, under the direction of the State Human Services Program Manager, performs three vital functions at the SEOC: 1) Respond to requests for Mass Care support from the Counties, 2) Provide information to the State Emergency Response Team (SERT) on the status of Mass Care service delivery in the State, and 3) Direct State and Federal resources, as required, to assist with the delivery of Mass Care support to victims of the disaster and responders.

Each county within North Carolina carries out responsibilities assigned under NC General Statute 166-A in accordance with prescribed and designated duties via the County Board of Commissioners and therefore sheltering, health and mental health duties during a disaster event will vary from county to county. The health, safety and welfare of the citizens of each county are afforded those planned actions during a disaster event through the delegation of duties and assignments that affords the continuation of services during a disaster event and are considered a normal responsibility of municipal and county government.

Shelters or facilities of "last resort" are typically located in hurricane risk areas and are not endorsed or encouraged by the State for general population sheltering. Their use is a local government decision and local government responsibility to operate. If shelters of this type are intended to be used by a local government, they should be identified and discussed in the local government emergency management plan.

#### **Mission Tracking**

The County requests Mass Care support electronically or telephonically from the SEOC if the disaster exceeds the capabilities of the local resources. The Operations Section of the SEOC assigns such requests to the Human Services, which assigns the mission to the appropriate agency. Counties and municipalities in the State have established relationships with local ARC and TSA representatives for the delivery of local Mass Care services as well as internal county resources such as the Department of Social Services, County Health and Mental Health Departments as well as other assets.

Human Services staff at the SEOC process and track all requests from the Counties. Upon receipt of a request from a County, Human Services coordinates with mass care agency liaisons at the SEOC to determine which agency can and will meet the request of the County. The Agency liaisons relay these requests to their respective organizations in order those resources can be directed to meet the identified need. Human Services staff follow-up with the liaisons to determine the status of the request and post an electronic response in the SEOC message system.

### **Information to the SERT**

Data on the size and scope of client services assists the SERT in understanding the impact of the disaster on the State and aids in operational decisions on the allocation of vital resources to the affected areas. The two most important reports provided by Human Services are the Shelter Status and Meal Count Report.

The Statewide Shelter database is available through NC SPARTA (WebEOC). The database identifies which shelters are open and the number of persons that are in each shelter. Human Services staff at the SEOC is responsible for updating the Shelter database. Information to update the database comes from written reports, telephonic communication with the Counties, as well as written and telephonic communication with the ARC. The Department of Health & Human Services collects data on Care Dependent shelters and passes this information to Human Services for entry into the Shelter database. The American Red Cross is required to maintain their shelters and record shelter activities in the National Shelter System database. This database will be monitored by the ARC SEOC representative and the information shared with the Human Services Program Manager.

Maintenance of the state shelter database is an ongoing process. The shelter data is displayed in “real time” and reflects the best knowledge of Human Services on shelter numbers and population at that particular moment. As new information is received, the database is updated. Human Services saves a copy of the database during the course of the day in order to provide a “snapshot” of the course of the shelter population during the event.

The Meal Count Report is prepared daily in order to track the scale and scope of disaster feeding in the affected area. The Report is a compilation of data submitted by the ARC and TSA. The ARC and TSA are requested to provide each day by 11 A.M. the number of meals served, by County, during the 24 hour period ending at midnight the night before. When compiled, the report is entered into the SEOC messaging system in order to make the information available to the SERT and those Federal agencies that have access to the system.

### **Non-Government Agencies**

During disasters, the primary non-government mass care agencies (The Salvation Army, NC Baptist Men’s Disaster Relief and the American Red Cross) recognize the legal responsibilities of the State government and will to the extent possible coordinate their activities to ensure effective assistance to those people affected by the disaster. The State of North Carolina concurrently recognizes that volunteer relief agencies depend primarily upon voluntary public financial support to carry out their programs. The State will be sympathetic with the position of these agencies in conducting special appeals and campaigns for funds during times of disaster, and will help interpret the need for such to its citizens.

## **III. RESPONSIBILITIES**

- 1. Emergency Management:** Operations/Human Services
- 2. Lead State Agency:** Department of Health and Human Services, Division of Social Services
- 3. Support Agencies:**
  - a.** Lead Support Agency – American Red Cross
  - b.** Department of Crime Control and Public Safety, Division of Emergency Management, Division of National Guard
  - c.** Department of Correction
  - d.** Department of Health and Human Services;
    - 1.** Division of Aging and Adult Services
    - 2.** Division of Services for the Blind
    - 3.** Division of Services for the Deaf and hard of Hearing
    - 4.** Division of Vocational Rehabilitation,

5. Division of Child Development
6. Division of Public Health
7. Division of Mental Health/Developmental Disabilities/Substance Abuse Services
8. Division of Facility Services
- e. The Salvation Army
- f. Department of Public Instruction
- g. North Carolina Baptist Men Disaster Relief
4. **Federal Counterpart:** Federal ESF-6, Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency and the American Red Cross

## SHELTERING FUNCTION – MASS CARE SHELTERING REIMBURSEMENT

### I. DOCUMENTATION OVERVIEW

This is a reimbursement program that requires accurate documentation to ensure that all expenditures by the Providing Agency (the County) are reimbursed by the Receiving Agency (the State). The program will be instituted when the Providing Agency incurs costs as the result of operating Mass Care Shelters. It is highly recommended that a person be designated by the Providing Agency to compile and organize this cost data as it is being created. The organization and maintenance of accurate cost records, besides being necessary for reimbursement, will be required for any possible future audits that may be conducted by outside agencies. Contained in the accompanying Appendix is a flow chart of how the reimbursement process will work.

### II. ELIGIBLE COSTS FOR REIMBURSEMENT

Eligible Costs – Generally, costs that can be directly tied to the performance of eligible sheltering work are eligible. Such costs must be:

- Reasonable and necessary to accomplish the work.
- Compliant with Federal, State and local requirements for procurement.

Eligible Regional Sheltering Costs – Eligible regional sheltering costs may include, but are not limited to, the reasonable costs for:

#### 1. Facilities.

- a. Minor modifications to buildings used for mass sheltering, if necessary to make the facility habitable.
- b. Facility lease or rent (at the market rate; loss of revenue is not eligible).
- c. Utilities, such as power, water, and telephone.
- d. Generator operation (but not purchase).
- e. Shelter safety and security.
- f. Shelter management.
- g. Phone banks for disaster victims, if essential and necessary.

#### 2. Supplies and Commodities. Eligible items are those needed for, and used directly on, the declared disaster, and are reasonable in both cost and need. Examples include:

- a. Cots.
- b. Food and water.
- c. Linens/blankets/pillows.
- d. Personal comfort kits (e.g., shampoo, soap, toothpaste, toothbrush, etc.).
- e. Towels/washcloths.
- f. Televisions or radios (1 per 50 shelter residents; basic CATV service is eligible).
- g. Washers/dryers (1 each per 50 shelter residents).

#### 3. Pay for Regular Employees. The labor force of the Providing Agency, while providing services under the terms of a Mutual Aid Agreement to the Receiving Agency will be treated as contract labor, with regular and overtime wages and certain benefits eligible, provided labor rates are reasonable. Labor force costs (both regular and overtime) from Affected counties who are providing shelter operations personnel to Host Shelter counties are eligible if the State EOC assigns the Affected county with a Shelter Support Mission or if the Affected county and the Host county have a county to county Mutual Aid Agreement. Temporary employee costs (both regular and overtime) hired by a Providing Agency are eligible reimbursement costs.

#### 4. Applicant-Owned Equipment. The use of applicant-owned equipment (such as buses or other vehicles) to provide eligible evacuation or sheltering support will generally be reimbursed according to the FEMA Schedule of Equipment Rates (does not include operator labor).

5. **Emergency Medical Services.** For the purposes of screening the health of shelter residents, assessing and treating minor illnesses and injuries, and making referrals (e.g., calling 911), mass shelters may be staffed with emergency medical technicians, paramedics, nurses, or physicians. The number of medical staff will vary according to the size and type of shelter population. Functional and Medical Support shelters will require higher-skilled medical staff (e.g., registered nurses) than a general population shelter.
  - a. The following costs related to the provision of emergency medical services in a mass sheltering environment may be eligible for reimbursement:
    1. First aid assessment.
    2. Provision of first aid, including materials (bandages, etc.).
    3. Provision of health information.
    4. Special costs of caring for individuals with chronic conditions.
    5. Supervision of paid and volunteer medical staff.
    6. Prescriptions required for stabilizing the life of an evacuee/shelteree (supply not to exceed 30 days).
    7. Medical Staff for emergency and immediate life stabilizing care, including mental health and functionally and medically fragile evacuee populations.
    8. Public Information Officer.
    9. Social Worker.
  - b. The costs of triage, medically necessary tests, and medications required to stabilize an evacuee/shelteree patient for transportation to a hospital or other medical facility may be eligible. The PA applicant should not seek reimbursement for these costs if underwritten by private insurance, Medicare, Medicaid or a pre-existing private payment agreement. Long-term treatments are not eligible, in accordance with FEMA Recovery Policy 9525.4.
    1. The costs of transporting an evacuee/shelteree patient to a hospital or other medical facility may be eligible.
    2. If mass shelter medical staff determine that an evacuee/shelteree requires immediate medical or surgical attention, and requires transportation to a hospital or other medical facility for necessary and emergency life sustaining treatment not available at the shelter, the costs associated with such evacuee/shelteree transportation, diagnosis, testing and initial treatment are eligible. Eligible outpatient costs are limited to:
      - Local professional ambulance transport services to and from the nearest hospital equipped to adequately treat the medical emergency.
      - Physician services in a hospital outpatient department, urgent care center, or physician's office, and related outpatient hospital services and supplies, including X-rays, laboratory and pathology services, and machine diagnostic tests for the period of time that the evacuee/shelteree is housed in mass sheltering.
    3. Vaccinations administered to protect the health and safety of mass shelterees and supporting emergency workers are, for transmissible or contagious diseases, an eligible expense.
6. **Transportation.** Transportation of evacuees to mass shelters is an eligible expense when the means of transportation is the most cost-effective available. Other transportation services may be provided pursuant to Section 419 of the Stafford Act.
7. **Shelter Safety and Security.** Additional reimbursable safety and security services may be provided at mass shelters, based upon need. Police overtime costs - associated with providing necessary, additional services at mass shelters - are eligible for reimbursement.
8. **Cleaning and Restoration.** The costs (to the Applicant) to clean, maintain, and restore a facility to pre-mass shelter condition are eligible.
9. **Animal Shelters.** Generally, mass sheltering facilities do not allow household pets (except service animals assisting people with disabilities), due to health and safety regulations. Eligible animal shelter costs include costs associated with the provisions of rescue, shelter, care, and essential needs (e.g., inoculations) for evacuee and rescued

household pets and service animals, to include veterinary staff for emergency and immediate life-stabilizing care. Exhibition or livestock animals are not eligible for animal sheltering.

### III. REIMBURSEMENT PROCESS

Except as otherwise provided below, it is understood that Receiving Agency shall pay to the Providing Agency all documented costs and expenses incurred by Providing Agency as a result of extending aid and assistance to the Receiving Agency. The terms and conditions governing reimbursement for any assistance provided under this Agreement shall be in accordance with the following provisions, unless otherwise agreed in writing by the Receiving Agency and Providing Agency. Receiving Agency shall be ultimately responsible for reimbursement of all eligible expenses. Providing Agency shall submit reimbursement request and documentation to Receiving Agency on FEMA Forms contained in accompanying Appendix. This Appendix also provides instructions for completing the reimbursement forms.

At the time of the implementation of the North Carolina Coastal Region Evacuation and Sheltering Plan, the North Carolina Division of Emergency Management (NCEM) will designate a State Regional Sheltering - Public Assistance Coordinator (SRS-PAC) to provide any information needed by the Providing Agency regarding the reimbursement process. Additionally, a Public Assistance Grant Manager will be deployed to the Central and Eastern RCCs and State EOC to provide support on Shelter Support Operations.

1. **Personnel** – During the period of assistance, Providing Agency shall continue to pay its employees according to its then prevailing ordinances, rules, and regulations. Receiving Agency shall reimburse Providing Agency for all direct and indirect payroll costs and expenses including travel expenses incurred during the period of assistance, including, but not limited to, employee retirement benefits as provided by Generally Accepted Accounting Principles (GAAP). However, the Receiving Agency shall not be responsible for reimbursing any amounts paid or due as benefits to Providing Agency's personnel under the terms of the North Carolina Worker's Compensation Act.
2. **Equipment** – Providing Agency shall be reimbursed by Receiving Agency for the use of its equipment during the period of assistance to either a pre-established local or state hourly rate or according to the actual replacement, operation, and maintenance expenses incurred. In the absence of local rates the FEMA Schedule of Equipment rates will be used.
3. **Materials and Supplies** – Providing Agency shall be reimbursed for all materials and supplies furnished by it and used or damaged during the period of assistance, except for the costs of equipment, fuel and maintenance materials, labor, and supplies, which shall be included in the equipment rate schedule, unless such damage is caused by gross negligence, willful and wanton misconduct, intentional misuse, or recklessness of Providing Agency's personnel.
4. **Record Keeping** – The Providing Agency shall maintain records and provide copies of paid invoices and contracts for reimbursement by the Receiving Agency (NCEM) using the forms and format used by FEMA and found in the accompanying Appendix I, Reimbursement Flowchart and FEMA Guidance, CRES-SOG.
5. **Payment; Other Miscellaneous Matters as to Reimbursements** – The request for the reimbursement of costs and expenses shall be forwarded as soon as practical after the costs and expenses are incurred, but not later than sixty (60) days following the period of assistance. The Receiving Agency shall pay the bill or advise of any disputed items, not later than sixty (60) following the billing date. These time frames may be modified in writing by mutual agreement. A flow chart of the reimbursement process is enclosed in the accompanying Appendix I, Reimbursement Flowchart and FEMA Guidance, CRES-SOG. The American Red Cross will, in accordance with NCGS 166-A, continue their protocols for feeding and sheltering cost reimbursement via the voluntary donations support by the American public and will apply such reimbursement when expenditures are just and in keeping with the traditional reimbursement policies of the organization.

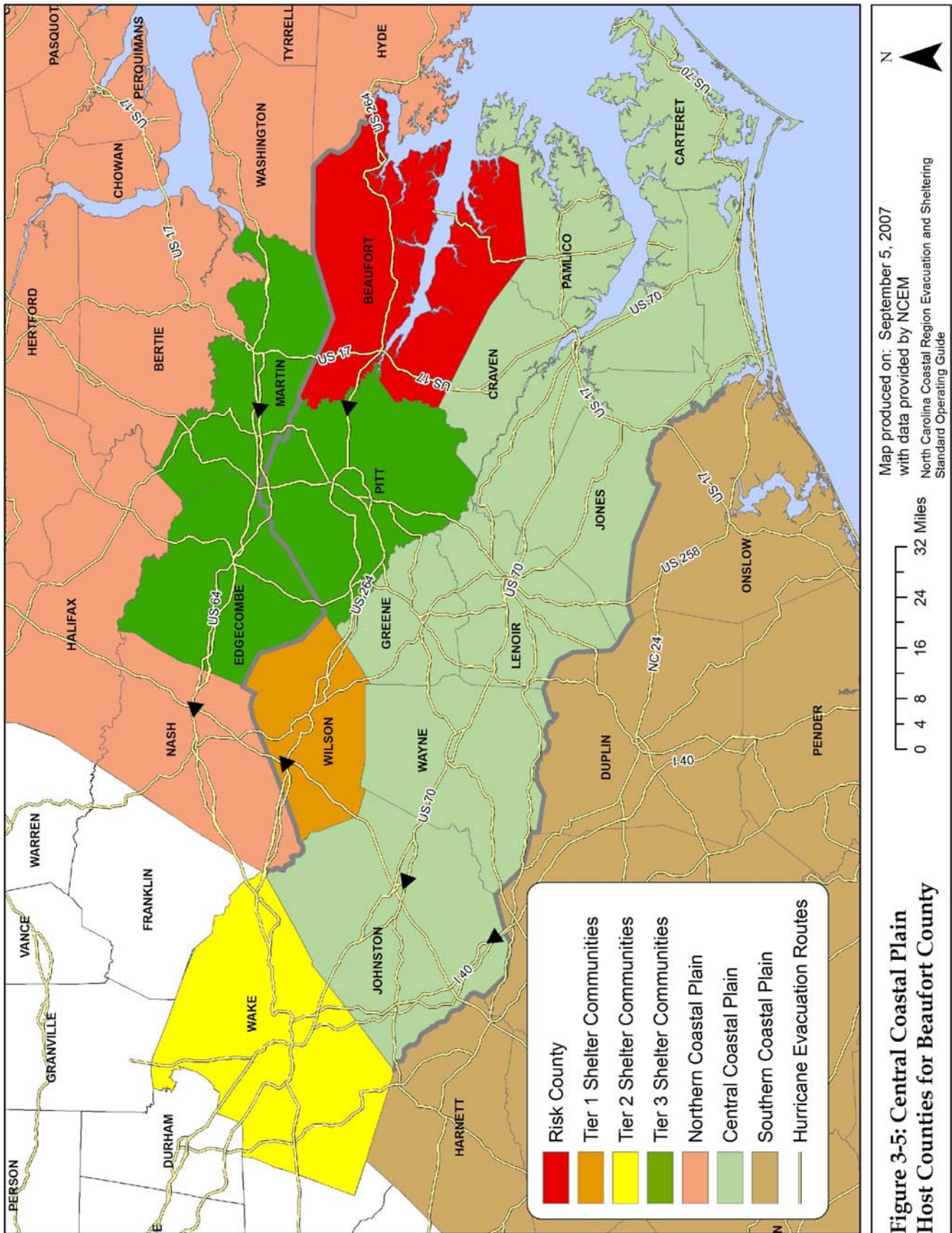
**SHELTERING FUNCTION – DECISION MATRICES**

Lead Time	Action Prior to Landfall
<b>5 days = 120 hours</b>	<ul style="list-style-type: none"> <li>- State implements partial activation of the State Emergency Operations Center (SEOC) based on approaching weather event.</li> </ul>
<b>5 days = 120 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services (DSS) coordinates staff recall to support disaster operations within mass care shelters</li> </ul>
<b>4 days = 96 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services advises ESF 6 partners of need to activate sheltering program.</li> <li>- DSS initiates roll call of all RISK and HOST counties to validate response status.</li> <li>- Department of Agriculture initiates pet sheltering activities.</li> <li>- Full activation of the SEOC takes place.</li> </ul>
<b>4 days = 96 hours</b>	<ul style="list-style-type: none"> <li>- County Executive Officer(s) decides to call for an evacuation in risk count(ies).</li> <li>- Risk counties coordinate with NCOEMS and request Tier 1 shelters be opened.</li> </ul>
<b>3 days = 72 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services, in cooperation with related agencies and organizations, notifies host counties to prepare to open up Tier 1 shelters.</li> <li>- Department of Agriculture deploys CAMETs to general populations shelter locations based on anticipated path of storm.</li> </ul>
<b>2 days = 48 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services requests that additional shelter locations in Tier 2 and Tier 3 host counties be prepared.</li> <li>- Tier 1 host counties open shelters.</li> </ul>
<b>1 day = 24 hours</b>	<ul style="list-style-type: none"> <li>- Agencies monitoring registration of public at shelters to identify additional shelters to open.</li> </ul>
<b>0 day = 0 hour</b>	<ul style="list-style-type: none"> <li>- Storm force winds begin to impact area.</li> </ul>

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Central Coastal Plain – Sheltering Function

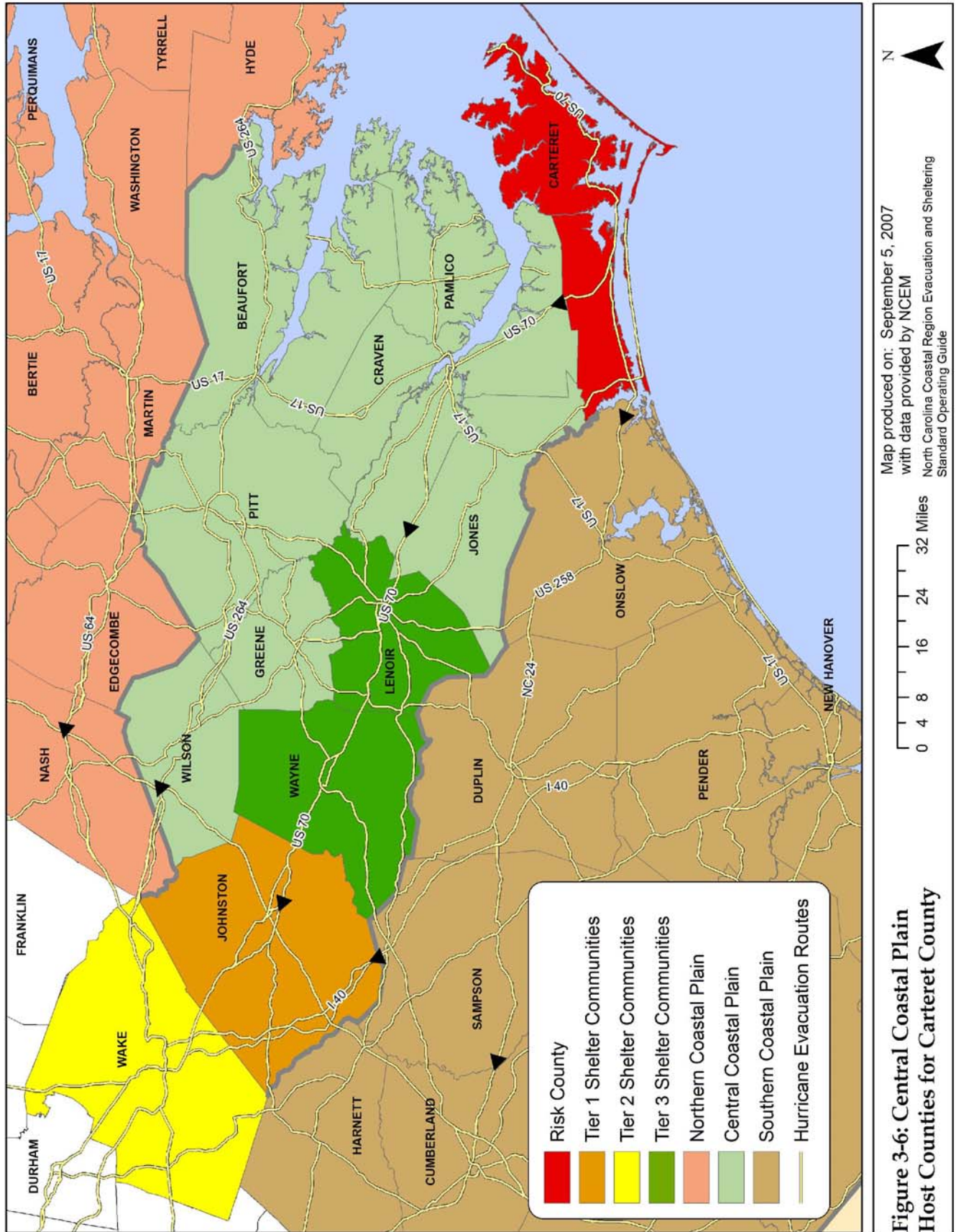
October 2007



Map produced on: September 5, 2007  
 with data provided by NCEM  
 North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide

**Figure 3-5: Central Coastal Plain  
 Host Counties for Beaufort County**





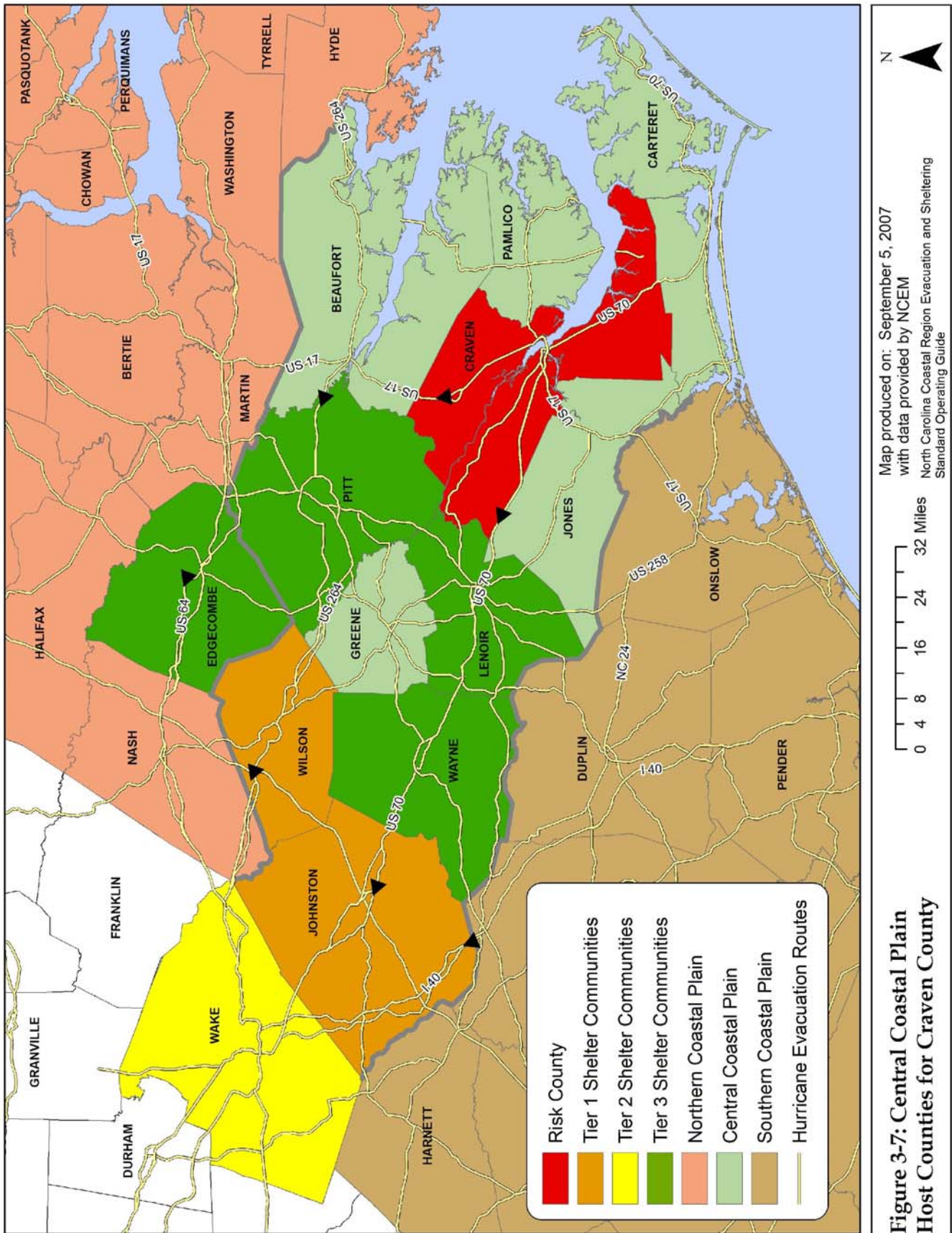
Map produced on: September 5, 2007  
 with data provided by NCEM  
 North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide

**Figure 3-6: Central Coastal Plain  
 Host Counties for Carteret County**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

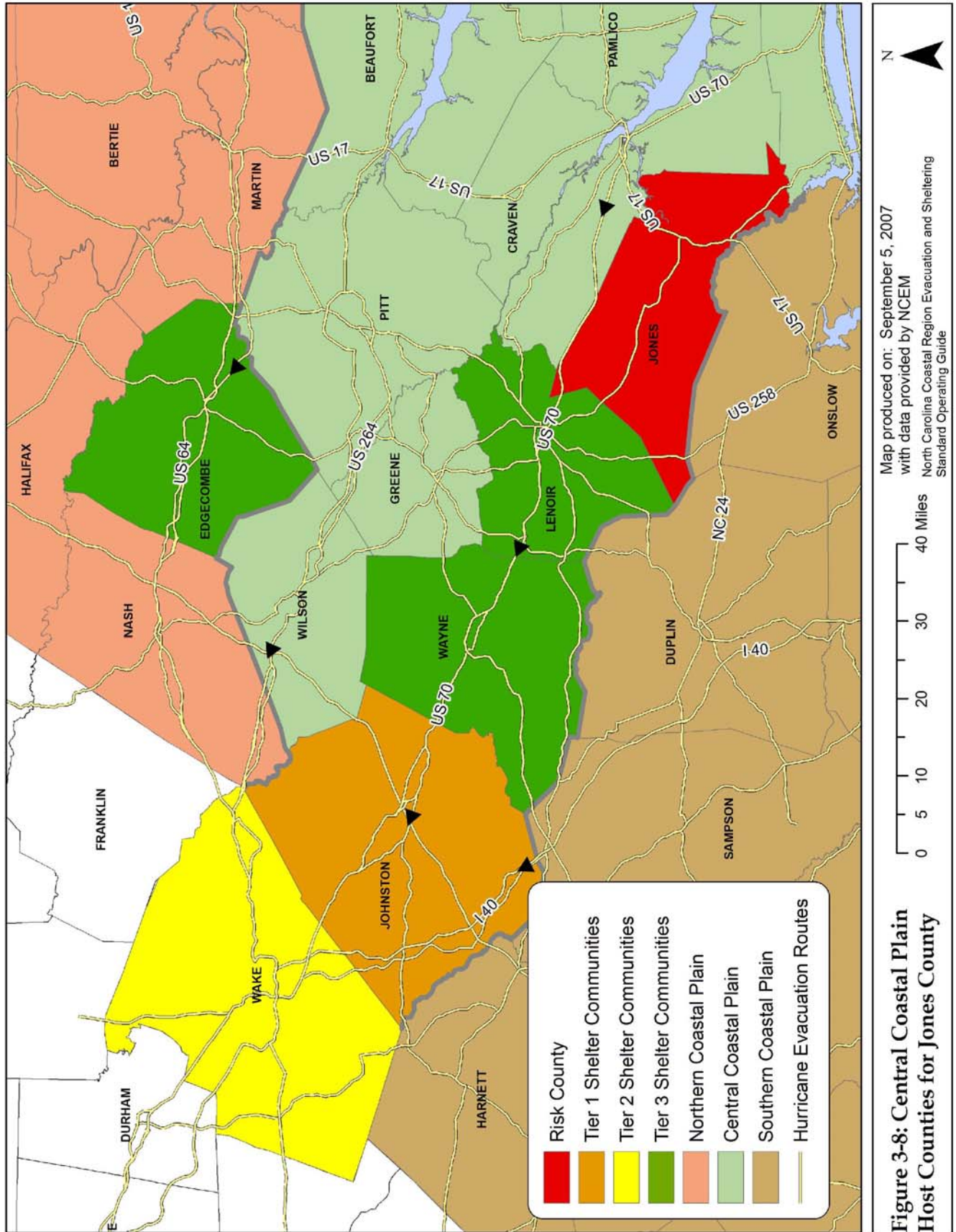
**Central Coastal Plain – Sheltering Function**

October 2007



Map produced on: September 5, 2007  
with data provided by NCEM  
North Carolina Coastal Region Evacuation and Sheltering  
Standard Operating Guide

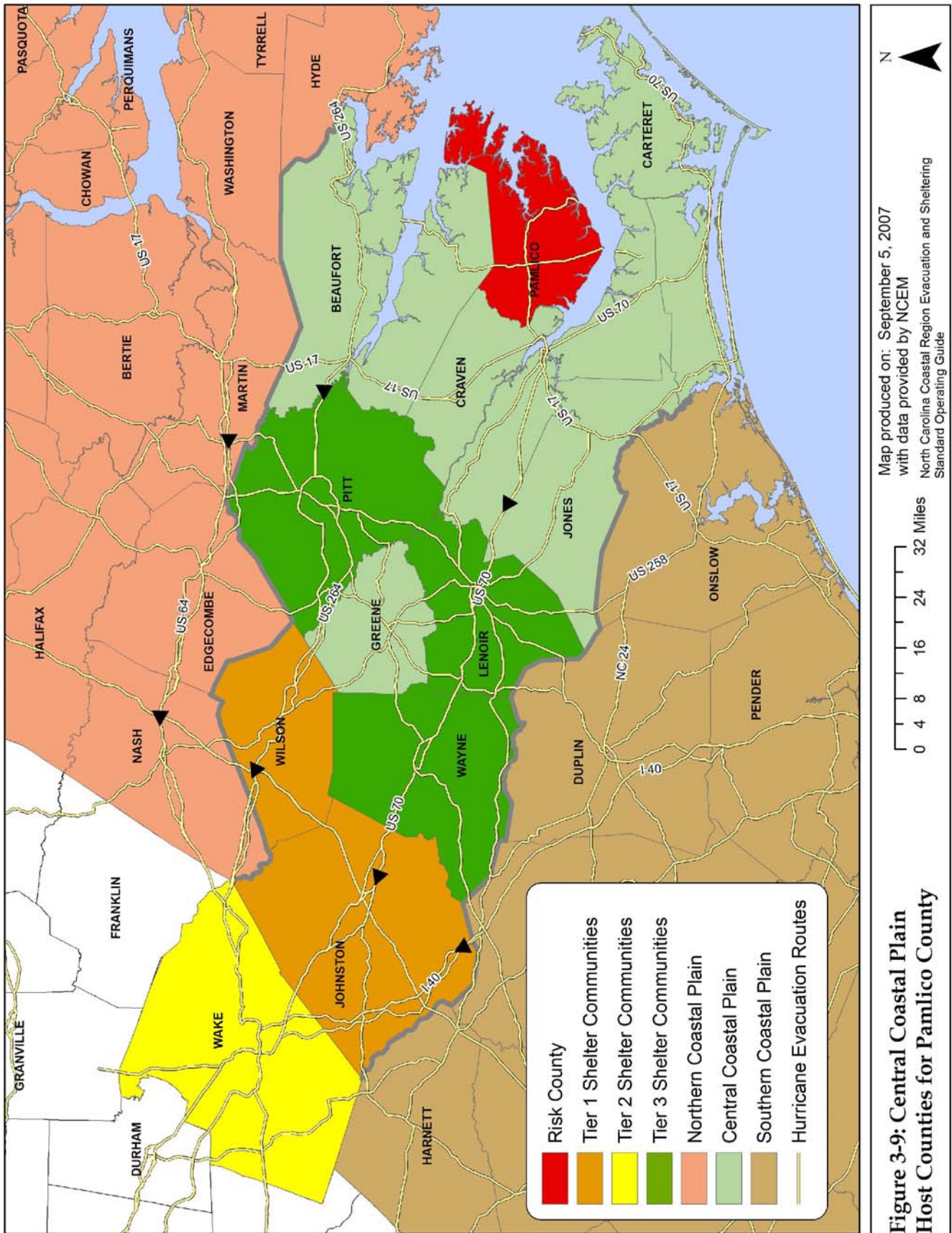
**Figure 3-7: Central Coastal Plain  
Host Counties for Craven County**



**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Central Coastal Plain – Sheltering Function

October 2007



**Figure 3-9: Central Coastal Plain Host Counties for Pamlico County**



This page left blank intentionally.

## **FMSS FUNCTION – INTRODUCTION**

This document provides an overview of the Functional and Medical Support Sheltering (FMSS) components of the North Carolina Coastal Region Evacuation and Sheltering Plan – Standard Operating Guidelines for sheltering of medical special needs and other special needs evacuees away from their homes and counties of residence. In conjunction with the Mass Care Annex of this plan, it details the policies, organizations and tasks of the Emergency Support Function #8 (ESF-8) primary and support agencies in the event of a pre-landfall evacuation in the State of North Carolina. Any planning for these individuals must also take into account specialized transportation needs of these individuals.

The evacuation process using the North Carolina Office of Emergency Medical Services (NCOEMS) Community College Initiative for the FMFP is intended to maximize the effective use of limited physical and personnel resources in the state to serve the needs of those individuals requiring additional support due to medical or other needs and their pets.

One consistent area of concern has been the diversity in the interpretation of persons considered “Special Needs.” Terminology to define this population has, likewise, been very diverse with term to include: Special Needs, Special Medical Needs, Fragile Populations, Fragile and Medical Populations, etc.

The State has formally adopted a common term and definition to build continuity across the State. For planning purposes, this population will be referred to as “**Functionally and Medically Fragile Populations (FMFP)**”. The shelters for FMFP shall be referred to as Functional and Medical Support Shelters (FMSS).

**These FMFP are defined as:** People who have a medical or behavioral condition requiring continued specialized care which cannot be adequately provided at a general population shelter and who are not currently being serviced or provided for in a qualified medical facility, nursing home, personal care home, assisted living facility, etc. Patients in the latter category must, by law, have services provided to them by their current caregiver.

Persons in this category require some medical surveillance and/or special assistance. They are individuals whose age, mobility, functional and/or medical disability make them particularly vulnerable and at risk in disaster situations. They have pre-existing conditions resulting in medical impairments and may have been able to maintain activities of daily living in a home environment prior to the disaster or emergency situation. Individuals meeting these criteria should be assigned to a FMSS, if staffing, equipment, power sources and supplies are available. If a caregiver is needed, the caregiver from the home must accompany the patient and stay with the person at the shelter.

The FMSS are temporary, emergency-type facilities capable of providing special/supervised medical care to individuals whose physical or mental condition (non-violent) exceeds the American Red Cross Disaster Health Services level of capability for basic first aid in emergency/disaster shelters but is not severe enough to require hospitalization. The FMSS may be equipped with personnel, product, and pharmaceuticals by the State Medical Response System to handle patients requiring hospitalization if the need arises.

FMSS are intended to provide a safe environment for those requiring limited medical assistance or surveillance due to a pre-existing health problem. These shelters are not intended to serve as skilled health care facilities but may be augmented with appropriate personnel and equipment to provide skilled care by the State Medical Response System. Shelters are noisy, crowded and have few comforts. Patients should plan ahead to stay with friends, relatives or other caregivers out of the area rather than a shelter if possible.

Home health care patients should notify their home health agency where they will be during the disaster and determine how and when care can be re-established. They should arrange for their home healthcare professional to accompany them to the shelter if possible.

Admissions to FMSS should be limited by the level of care needed and the resources available. Only those individuals meeting the below criteria should be eligible for admission.

Examples (include but are not limited to):

1. Wheelchair-bound persons with limited medical needs;
2. Individuals with severely reduced mobility but limited medical needs;
3. Persons with mental illness who are non-violent;
4. Medically impaired individuals who are able to maintain activities of daily living with special assistance from their caregiver;
5. Oxygen dependent;
6. Persons with dementia who cannot be maintained at a American Red Cross General Population Shelter (must bring caregiver with them to shelter) and;
7. Facility based patients such as Assisted Living, Hospice, and Long Term Care when like facility transport plans are inadequate.

Management considerations which impact the decision to hospitalize or admit to FMSS, but are not limited to:

- Access to constant power source;
- Need to replenish medications and/or supplies;
- Access to physician for diagnosis, treatment, change in orders, etc.;
- Potential for health status of individual to change rapidly due to stress, environmental conditions, etc.;
- Ability to transport to higher level of care quickly.



## **FMSS FUNCTION – RESOURCES**

There are currently nine (9) community colleges in the state that have been identified as FMSS. Of these, the following locations located in the Central Coastal Plain Region have been identified as FMSS:

**Lenior Community College (Primary)**

231 Highway 58 South  
Kinston, NC 28502-0188

**Wayne County Community College (Secondary)**

3000 Wayne Memorial Drive  
Goldsboro, NC 27534

**These FMSS Shelters will be supported by the:**

**Capital RAC (WakeMed)**

Raleigh, NC

Additionally, the support equipment from the Southeastern RAC (New Hanover Regional) and the Eastern RAC (Pitt County Memorial) will be relocated to Kinston and supported by personnel from the Triad RAC (WFU Baptist/Moses Cone) and the Metrolina Trauma RAC (Carolinas Medical Center/Charlotte).

Care Dependent Shelters (CDS) in locations other than community colleges will be opened and supported as determined by local officials. Residents who are considered members of the care dependent community (ie, adults, elderly or persons with functional disabilities) can be sheltered within mass care shelters slated for the general public. Only when a resident has been determined to require professional or skilled nursing care, above and beyond the care available within a general shelter or the residents care givers, they would be directed to an FMSS location. County Social Services personnel can manage these shelters with the assistance of local health and medical personnel.

## **FMSS FUNCTION – THE COMMUNITY COLLEGE INITIATIVE**

**Lead Agency:** NC Office of Emergency Medical Services  
**Supporting Agencies:** NC Division of Emergency Management

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this plan is to provide a shelter alternative for those individuals with physical, emotional, or other conditions that impact their level of functioning to the point that they cannot be properly supported in Care Dependent or general population shelters. They will require medical support, medications or consumable and/or durable medical supplies, or functional support in the absence of a caregiver in order to maintain their health and safety.

#### **Scope**

Several thousand individuals requiring FMSS are living in the five (5) counties included in the Central Coastal Plain Region. These individuals have needs in the following functional areas: maintaining independence, communication, transportation, supervision, or medical care.

#### **Situation**

While some of these individuals are living in privately owned facilities which bear responsibility for their care and well being, there are a number of such individuals who live at home with the assistance of one or more caregivers. This plan focuses on those individuals living outside of privately owned facilities who will not have left the area until the Mandatory Evacuation phase and will require assistance with sheltering.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

Assignment of an individual to an FMSS location recognizes that efforts to shelter the person requiring support at a general population shelter will be detrimental to their well-being.

1. Appropriate durable or medical equipment is not available at another location.
2. A caregiver is not available to provide individual assistance to the individual.
3. Appropriate functional support is not available at another location.

### **III. CONCEPT OF OPERATIONS**

Information on the pre-event identification of specific community college locations to serve as FMSS locations and development of medical and logistical support required for the safe and effective operation of a FMSS is identified in the **Appendix B, OEMS NC Catastrophic FMSS Guide 2007, of the CRES-SOG.**

### **IV. RESPONSIBILITIES**

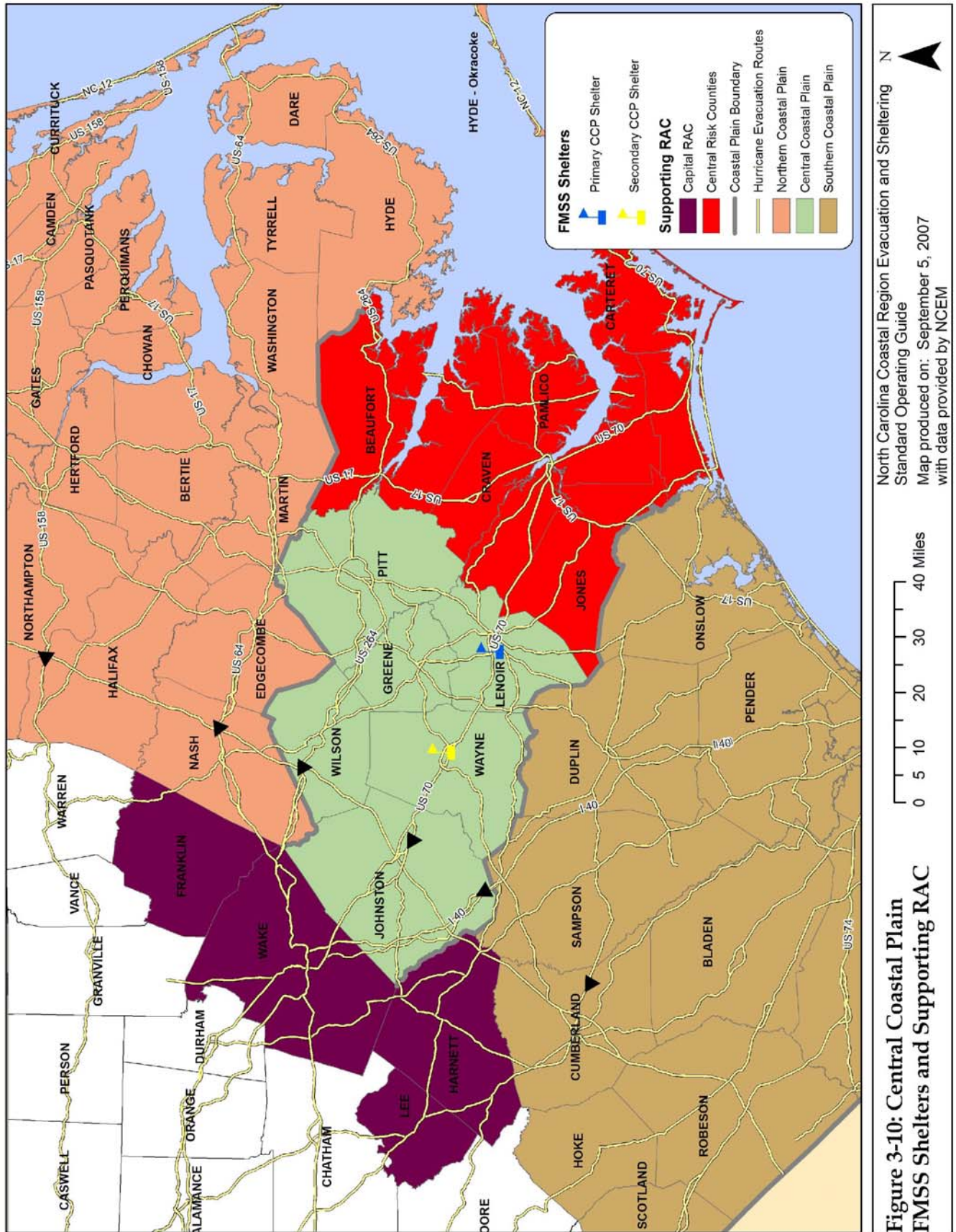
1. **Office of Emergency Medical Services:**
  - a. Provide primary medical care using State Medical Assistance Teams (SMAT's)
  - b. Maintain lists of personnel for assignment to shelters.
  - c. Coordinate, Command, and Control for all ESF-8 assigned responsibilities by the SEOP and NCEM.
2. **Division of Emergency Management:**
  - a. Provide IMT support as requested.
  - b. Provide Logistics support as requested.
  - c. Provide Public Assistance support.
  - d. Transportation support to move RAC equipment to the FMSS.

## V. REFERENCES

- North Carolina Catastrophic Special Medical Needs Concept of Operations Plan as revised August 2007.
- 2006 Reauthorization of the Homeland Security Appropriations Bill (H.R. 5441)
- Functional and Medical Support Sheltering Document (Workgroup Final Draft January 22, 2007)

**FMSS FUNCTION – DECISION MATRICES**

<b>Lead Time</b>	<b>Action Prior to Landfall</b>
<b>5 days = 120 hours</b>	– State implements partial activation of the State Emergency Operations Center (SEOC) based on approaching weather event.
<b>5 days = 120 hours</b>	– Office of Emergency Medical Services coordinate staff recall to support shelter operations within FMSS
<b>4 days = 96 hours</b>	– Office of Emergency Medical Services advises ESF 8 partners and participating community colleges of need to activate FMSS program. – Department of Agriculture initiates pet sheltering activities. – Full activation of the SEOC takes place.
<b>4 days = 96 hours</b>	– Operational readiness checks of FMSS sites completed.
<b>3 days = 72 hours</b>	– Office of Emergency Medical Services and Medical Reserve Corps teams deployed to FMSS locations. – Durable medical equipment deployed to FMSS locations. – Department of Agriculture deploys CAMETs to general populations shelter locations based on anticipated path of storm.
<b>2 days = 48 hours</b>	– Transportation of FMSS evacuees begins. – Office of Emergency Medical Systems monitors shelter capacities and operationalizes additional shelter locations as needed.
<b>1 day = 24 hours</b>	– Transportation of FMSS evacuees completed.
<b>0 day = 0 hour</b>	– Storm force winds begin to impact area.



**Figure 3-10: Central Coastal Plain FMSS Shelters and Supporting RAC**

North Carolina Coastal Region Evacuation and Sheltering Standard Operating Guide  
 Map produced on: September 5, 2007  
 with data provided by NCEM

This page left blank intentionally.



This page left blank intentionally.



## **PUBLIC INFORMATION FUNCTION – INTRODUCTION**

This section provides comprehensive Standard Operating Guidelines (SOGs), based on North Carolina Division of Emergency Management (NCEM) and Crime Control and Public Safety (CCPS) Public Information Office requirements. Prior to the activation of the State Emergency Response Team (SERT), The Public Information Office will be the primary source of information for news media, with the Director of Public Information being the Division's and Department's lead spokesperson concerning disaster-related subjects. General Statute 166A gives responsibility and authority for coordinating the response to a disaster to the Department of Crime Control and Public Safety, Division of Emergency Management. The Division is empowered to call upon any member of government to help with that response.

The overall mission of the Public Information Office is to contribute to the safety and well-being of the community before, during and after a disaster by disseminating information that is timely, accurate, consistent and easy to understand. This information must explain what people can and should do to provide for their own safety and well-being, plus what they can expect from North Carolina Division of Emergency Management and other State government agencies working together to provide the services needed to rebuild communities and restore lives.

The Public Information Office must develop and implement strategies to:

- Provide disaster victims with the information they need to protect their lives and property from further damage;
- Provide all target markets with equal access to timely and accurate information about disaster response, recovery and mitigation programs;
- Instill confidence in the community that all levels of government are working in partnership to protect lives and property before a disaster strikes, and to restore essential services following a disaster in order to help individuals begin putting their lives back together;
- Manage expectations so that disaster victims have a clear understanding of all disaster response, recovery and mitigation services available to them; and
- Support state and local efforts to provide disaster victims with specific program information;
- Work with the media to promote a positive understanding of federal and state response, recovery and mitigation programs.

Partnership and teamwork are essential when it comes to managing public information during disaster operations. Cooperation and understanding among public information staff from all State agencies is central to the task. These PIOs provide essential public health and safety information before, during and after a disaster. PIOs from other State agencies often work in the Joint Information Center (JIC) as their Agency's on-site spokespersons, generating news releases, responding to media inquiries and working as part of a comprehensive Public information team. A PIO may be assigned primarily to support the overall JIC mission to lend particular expertise and talents.

The information that follows offers guidance into establishing a coordinated and consolidated public information program necessary to manage information before, during and after disasters.

## **PUBLIC INFORMATION FUNCTION – GENERAL READINESS AND ACTIVATION**

### **I. INTRODUCTION**

#### **Purpose**

North Carolina's large and rapidly growing population centers are located in regions susceptible to hurricanes, tornadoes, and flooding. This accentuates the need for this level of coordination and preparation. The effective management of emergency response personnel during the incipient stage of any major incident and throughout its extended operations, will, by far, have the most significant impact on loss of life and the severity of injuries to the affected population. This NC CRES SOG lends itself to the rapid activation and response of aid to a community in the event of localized all-hazard emergencies.

#### **Scope**

This Standard Operating Guideline (SOG) supports the general concept of operation, organization, and tasks detailed in the Public Information Annex or Action Guidelines to the North Carolina Emergency Operations Plan. It provides the detail necessary to implement the Public Information Annex/Action Guidelines.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

- a. The level of preparedness will affect the public's perception of the emergency or disaster. Tourists will feel particularly vulnerable if they are unaware of the hazards or planned responses of the area.
- b. The event will require responding agencies to provide instructions and information to the public about the incident and actions people should take to save and protect lives, property, economy, and the environment. Responding agencies should also expect to provide information to reduce public concerns about the incident and response activities.
- c. Local media will be more willing than out-of-state media to provide specific emergency public information to local residents.
- d. Some events, or even forecast events, can bring many reporters, photographers, and camera crews to an area; this will create heavy demands on the emergency public information organization. A media center must be set up to accommodate a large media influx. All emergency workers should be instructed to refer media inquiries to public information staff.
- e. Public and media will desire more information and will call to get it. A Citizen's Information Hotline or public inquiry call center should be set up as early in the operation as possible.

### **III. CONCEPT OF OPERATION**

State agencies are responsible for providing the public with information about a particular threat, intermediate protective actions designed to further save lives, protect property, the economy, and the environment, and long-term recovery actions to restore the affected community, as nearly as possible, to its pre-incident condition. A Public Information Officer is assigned to coordinate the collection and dissemination of all newsworthy information and to act as official spokesperson for the Agency in times of emergency or disaster. The Public Information Officer works closely with the Governor's Office, the NCDCCPS and the NCEM in collecting information from within the Emergency Operations Center (EOC) and other sources. If there is significant media interest, a Joint Information Center (JIC) may be required to support response operations. This JIC becomes the central location from which news releases are issued and where public inquiries are addressed. The Public Information Officer recruits, selects, and activates staff as necessary to operate the JIC. The Public Information Officer is a member of the Executive Group within the Emergency Operations Center. The PIO advises the Governor's Office and the NCEM on public information issues, acquires the most current and accurate information, and approves news releases before they are distributed. The PIO functions as official spokesperson at the JIC, if activated, and organizes staff to operate it.

## **IV. RESPONSIBILITIES**

### **OPERATIONAL PHASE 1 - PREPAREDNESS**

During the Preparedness phase, the State will review and update critical regional policies and participate in scheduled exercises and training opportunities to ensure an effective program. State, Regional and County communication methods will be verified and points of contact will be updated. Efforts will be made to implement and strengthen overall coordination and flow of information.

#### **Responsibilities of the CCPS Public Information Office include:**

1. Review the Public Information Annex/Action Guidelines to the Emergency Operations Plan (EOP) at least annually and update it as changes occur.
2. Review and update documents that support the Public Information Annex/Action Guidelines, such as this Emergency Public Information SOG.
3. Maintain working relationships with public information personnel from local response agencies, PIOs in adjacent jurisdictions, and private organization public relations personnel so that mutual needs may be fulfilled during emergencies and disasters.
4. Provide training to State EOC staff and local Emergency Management Coordinators to ensure they are familiar with public information concepts.
5. Maintain media contact lists.
6. Conduct annual training with local media representatives and share with them the details of the plan.
7. Periodically review the Emergency Alert System (EAS) Area Plan. Assist the State Warning Officer with developing message templates with blanks that can be filled in quickly during emergencies. The State Warning Officer is responsible for activating the Emergency Alert System (EAS) and providing the EAS message.
8. Prepare and obtain educational material for each potential hazard that could affect the State. Distribute this information to the public.
9. Prepare “camera ready” information that can be quickly printed and distributed to each affected household at the time of an emergency.
10. Ensure that the Joint Information Center (JIC) can be operational on short notice. Select alternative facilities for use.
11. Develop status boards, maps, etc. for JIC. Store in a convenient, safe location.
12. Make arrangements for communications equipment and other supplies/equipment necessary for JIC functioning.
13. Contact FEMA Region IV PIO in order to coordinate Hurricane Preparedness info with Federal government and adjoining States.
14. Review/revise all pre-scripted news releases and public safety announcements.
15. Implement general public education campaigns to assist residents in emergency preparedness.
16. Respond to news media queries as needed.

### **OPERATIONAL PHASE 2 – STAND BY**

The Stand-by Phase indicates a tropical system has been identified and poses a possible threat to the North Carolina coastal area. This phase will consist of regular conference calls, facilitated by the Area Coordinators, between the State Emergency Operations Center, potentially affected county emergency operations centers (risk and host) and appropriate State and Federal agencies as to the degree of threat to North Carolina and the potential for escalation.

#### **Responsibilities of the CCPS Public Information Office include:**

1. Monitor storm information and evaluate appropriate pre-scripted forms for distribution. Revise as appropriate.
2. Contact and coordinate information with PIOs from FEMA Region IV and adjoining States.

3. Evaluate JIC location, supplies and equipment. Confirm prior arrangements for staffing, logistics and other support.
4. Widely distribute Media Releases and PSAs as appropriate.
5. Coordinate information dissemination to other State Agencies, Community Outreach Agencies, local Emergency Management partners, and appropriate media markets.
6. Schedule OPENet live show on preparedness (Tuesday or Thursday, as appropriate).
7. Coordinate JIC location, activation, access restrictions and briefing schedule with Media markets, including coastal radio and TV outlets.
8. Conduct/arrange news interviews about storm preparation.

### OPERATIONAL PHASE 3 - DECISION

Entering into the Decision Phase indicates a tropical system poses a significant threat to the North Carolina coastal area. During this phase, State resources will be pre-positioned to assist local jurisdictions in the evacuation and sheltering of residents and visitors. Public information will be coordinated with local communities to ensure an effective and consistent message is relayed to the general public.

#### **Responsibilities of the CCPS Public Information Office include:**

1. Fully mobilize the emergency public information organization, determine shift assignments, brief emergency public information staff on status of emergency situation and their duties.
2. Maintain contact with the EOC to obtain the latest information, verify information, and have news releases authenticated.
3. Establish JIC Operations with full operational and logistical support staff.
4. Announce JIC Activation and widely distribute to include all local Emergency Management Coordinators in the Northern, Central and Southern Coastal Plains.
5. Coordinate information with FEMA Region IV, adjoining States and appropriate State entities.
6. Make contact with Local Emergency Management Coordinators in the threatened area and coordinate State dissemination of local information.
7. Complete and distribute appropriate pre-scripted message templates and local information bulletins.
8. Include all field staff and local Emergency Management Coordinators in all e-mails and faxes as distributed.
9. Provide copies of all written news releases and summaries of all press conferences to the Governor's Office, NCEM, and local EM staff.
10. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
11. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
12. Maintain a log and a file of all information released to the media.
13. Redistribute broadcast PSAs as appropriate.
14. Coordinate NCEM representatives (Branch Managers, Area Coordinators and PIOs) for TV, radio talk show interviews.
15. Coordinate live radio and TV Situation Reports and distribute to local and national media markets
16. Establish briefings schedule (generally 0800, 1000, 1600, and 2100).
17. Make request to Logistics Branch in the EOC to arrange an aircraft with video recording capability to fly storm path and/or coast as soon as safe flying conditions return following the hurricane. Videotape to be made available to all media and shown to public at selected sites following the storm.

### OPERATIONAL PHASE 4 - IMPLEMENTATION

During the Implementation Phase, jurisdictional evacuation orders are executed and State resources are deployed to mitigate challenges in evacuation, transportation, sheltering, functionally and medically fragile population management and

dissemination of public information. Significant Event Boards within Web-EOC will be a primary communication tool utilized to share evacuation information from the risk counties to the State and host counties. Also, Area Coordinators will be providing evacuation updates through the Branch offices via Web-EOC, as well as holding conference calls as needed.

**Responsibilities of the CCPS Public Information Office include:**

1. Ensure special attention is given to coordination and dissemination of information as deemed critical by the Local Emergency Managers in the threatened area.
2. Maintain contact with the EOC to obtain the latest information, verify information, and have news releases authenticated.
3. Coordinate information with FEMA Region IV, adjoining States, appropriate State entities and local EOCs.
4. Provide copies of all written news releases and summaries of all press conferences to the Governor's Office and NCEM.
5. Maintain full activation of JIC.
6. Monitor news media for storm info and adjust message as necessary.
7. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
8. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
9. Obtain and release telephone numbers the public can call to volunteer assistance.
10. Maintain a log and a file of all information released to the media.
11. Use rapid response as needed and coordinate with local EOCs.
12. Review/revise pre-scripted news releases as needed, and then post on web page, e-mail and/or fax.
  - a. State Response Preparations
  - b. Homeowner/Property Owner Precautions
  - c. Recovery Related Issues (insurance, pictures of property, important papers, etc.)
  - d. Issue PSAs on Recovery topics
  - e. Evacuation Routes -- coordinate with DOT and SHP
  - f. Shelter locations -- what to take; pets in shelters
  - g. Evacuation and Re-entry information
  - h. Shelters
  - i. Traffic conditions
  - j. Public Health and Safety topics
  - k. Donations Management
13. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
14. Coordinate live radio and TV Situation Reports with local and national media
15. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary for D+1 or D+2 (depending on time of impact).
16. Brief Community Relations representatives.

**OPERATIONAL CONDITION 5 – RE-ENTRY (D+1)**

The Re-entry Phase indicates the threat from a tropical system has passed and the process for re-entry into the evacuated jurisdictions must be managed. Re-entry plans are activated and Recovery Incident Action Planning begins. Post event distribution of critical re-entry information will be coordinated through the JIC. The Statewide mutual aid agreements will be activated to support recovery activities including repositioning of critical resources.

**Responsibilities of the CCPS Public Information Office include:**

1. Coordinate with FEMA Region IV all Response and Recovery Information.

2. JIC remains fully activated.
3. Deploy PIOs to forward locations as requested.
4. Monitor news media for storm info.
5. Coordinate information from local jurisdiction for distribution to the State EOC and FEMA Region IV.
6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
8. Obtain and release telephone numbers the public can call to volunteer assistance.
9. Maintain a log and a file of all information released to the media.
10. Review/revise pre-scripted releases as needed. Suggested releases include:
  - a. Evacuation and Re-entry information
  - b. Shelters
  - c. Traffic conditions
  - d. Public Health and Safety topics
  - e. Donations Management
11. Notify field staff and local EOCs of releases being distributed if possible.
12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (pool media if necessary).
17. Coordinate/schedule community relations teams

#### OPERATIONAL CONDITION 5 – RE-ENTRY (D+2 through D+3)

##### **Responsibilities of the CCPS Public Information Office include:**

1. Coordinate with FEMA Region IV PIO for Response and Recovery info.
  2. Begin preparations for Disaster Field Office for equipment and staffing.
  3. JIC remains fully activated and staffed.
  4. Accommodate Federal Public Information Officers and assist them in releasing information on Individual and Public Assistance programs.
  5. Monitor news media for storm info and prepare releases as appropriate.
  6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
  7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
  8. Obtain and release telephone numbers the public can call to volunteer assistance.
  9. Maintain a log and a file of all information released to the media.
  10. Review/revise pre-scripted news releases and use the FEMA templates as needed. Suggested topics include:
    - a. Evacuation and re-entry information
    - b. Shelters
    - c. Traffic conditions
    - d. Public health and safety topics
    - e. Donations management
    - f. Tele-registration
  11. Notify field staff and local EOCs of releases being distributed.
  12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
-

13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (pool media if necessary).
17. Deploy Community Relations Teams

#### OPERATIONAL CONDITION 5 – RE-ENTRY (D+4)

##### **Responsibilities of the CCPS Public Information Office include:**

1. Emphasis shifts to Recovery Phase.
2. If Presidential Disaster Declaration is received, coordinate equipment and staffing with FEMA Region IV to set up the Disaster Field Office (DFO) and shift PIO operations to DFO.
3. The JIC remains fully activated and staffed until such time as a FEMA DFO becomes operational or media interest declines to point where PIO activities can be handled with limited staff located at the EOC.
4. Accommodate Federal Public Information Officers and assist them in releasing information on Individual and Public Assistance programs.
5. Monitor news media for storm information.
6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
8. Obtain and release telephone numbers the public can call to volunteer assistance.
9. Maintain a log and a file of all information released to the media.
10. Review/revise pre-scripted news releases and use FEMA templates as needed. Suggested topics include:
  - a. Evacuation and re-entry information
  - b. Shelters
  - c. Traffic conditions
  - d. Public health and safety topics
  - e. Donations management
  - f. Tele-registration
11. Notify field staff and local EOCs of releases being distributed.
12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (Arrange for Media Pool if needed).
17. Monitor Deployment of Community Relations Teams
18. Gather all records kept during all phases of the emergency and prepare a chronological summary of all events, actions taken, inquiries made, and responses given. Collect newspaper clippings and TV videotapes.
19. Survey staff and local media for suggestions to improve public information response procedures in future emergencies.
20. Write an after-action report and provide copies to the emergency management coordinator and appropriate elected officials and local agency representatives

## **PUBLIC INFORMATION FUNCTION – JOINT INFORMATION CENTER (JIC)**

In the event of a disaster or potential disaster with significant ongoing media interest a Joint Information Center (JIC) is established. If only one jurisdiction or level of government is involved, the Public Information Officer will activate the JIC according to the procedures found in this document. If more than one jurisdiction, level of government, or private industry is directly involved, a JIC will be established jointly, usually at the best available facility. Each designates a spokesperson that exchanges information and issues news releases in order to assure accurate, non-conflicting coverage of the disaster situation. The JIC provides a central location for the news media to receive accurate current information. It is the sole source of all authenticated and coordinated information compiled from all jurisdictions and facilities involved.

The Public Information Officer is responsible for operating the JIC on a 24-hour basis if necessary, and ensuring that it is equipped with communications and all necessary supplies. The PIO is responsible for establishing news briefing times with accompanying written statements on a regular scheduled basis and as needed. In the event of a Presidential or Governor's Declared Emergency or Disaster, the local PIO will work in conjunction with state and federal PIOs assigned to the incident.

These Standard Operating Guides (SOGs) are designed to provide a framework for effective and consistent implementation of a Joint Information Center (JIC).

### **PRE-JIC ACTIVATION**

#### **Responsibilities of the CCPS Public Information Office include:**

1. Field inquiries from the media and compile information.
2. Report to the EOC and serve as a member of the Executive Group.
3. Begin collecting information for preparation of news releases and briefings.
4. Begin preparing written news releases using current data and information. Printed copies will be made available for distribution as necessary. News releases will be disseminated as follows:
  - a. Contact radio/TV stations directly via telephone. Read briefing to radio/TV contact. (See Attachment A for list of contacts.)
  - b. Utilize a fax service to distribute the news release for agency.
  - c. Utilize specialized fax software and the development of agency specific fax lists to distribute the information.
  - d. Provide adequate copies of all news releases to EOC management and staff, Citizen's Information Hotline operators, local officials, appropriate State agencies including State Legislators.
5. Partially activate the JIC by holding press conferences in this center as necessary. Brief media personnel and distribute typed copy.
6. Schedule news conferences for chief executives as requested. Act as moderator at news conference. Prepare material to be distributed as directed by the chief executives.

### **JIC ACTIVATION**

#### **Responsibilities of the CCPS Public Information Office include:**

1. Activate the JIC after consultation with the NCEM. The JIC is located at the State EOC, 116 West Jones Street, Raleigh, Room B109A.
2. Gain access to the facility by coordinating with Darlene Johnson, EOC Manager (733-3890 or Paul Latham, Deputy Logistics Chief (733-3767).
3. Obtain all supplies and place them in pre-designated locations.
4. Contact Darlene Johnson or Clay Benton, Operations Center Manager, at (733-3890 or 733-3300) to arrange for PA system.
5. The primary means of communications in the JIC is telephone. The JIC currently has two operational phone



lines. Six additional telephone lines must be installed to make the JIC fully operational.

6. Contact Mike Montague, Communications Manager, at 715-2522 to arrange additional phone lines.
7. Contact Mike Montague at 715-2522 to arrange a backup means of communication. This is set up and made operational in the event primary system fails.
8. Notify JIC staff of activation and ask to report.
9. Request Facility Management at 733-3514 to make sure heating/air conditioning is operating properly.
10. Request Darlene Johnson at 733-3890 to maintain facility during operation.
11. Request State Capitol Police at 733-4646 to provide for security.
12. Contact ITS at (754-6000 or 754-6001) to open and activate the Governor's Press Briefing Room as required.

## JIC STAFFING AND ORGANIZATION

1. The JIC requires a staff of approximately 3-5 persons to effectively operate the facility, provide for the needs of the news media, and collect and disseminate information.
2. The JIC has a variety of Specific Positions and responsibilities:
  - a. **Lead Public Information Officer (PIO)**
    1. Schedule news briefings and act as a moderator for news briefing sessions.
    2. Meets with Governor's Press Secretary, and FEMA Lead PIO when appropriate, to assess scope of the disaster and public information requirements.
    3. Has overall supervisory responsibility of JIC.
    4. Coordinates the activation of the State portion of the JIC.
    5. Chief decision-maker for State responses to media inquires and reports.
    6. Establishes policy for conduct of JIC and Media Briefing Area.
    7. Coordinates with SERT Leader on daily message and strategies for reaching target audiences.
    8. Coordinates with the Agency for Public Telecommunications the appearance of key NCEM and SERT members on its Tuesday and/or Thursday live cable telecasts as appropriate.
    9. Arranges for and conducts scheduled media briefings at Media Center or assigns this responsibility to the Deputy Lead PIO.
    10. Determines which types of information obtained by the JIC may be required by SERT, and directs it to appropriate parties at EOC.
    11. Has the authority to commit additional personnel or resources if needed, and to assign tasks to all state JIC personnel.
    12. Has the authority to delegate major responsibilities to the Deputy Lead PIO.
    13. Has approval authority over all information released by the JIC.
    14. Coordinates with the SERT Leader on developing an operating schedule to include:
      - Media briefings
      - Daily staff meetings
      - Daily hot wash at end of each day or shift (see Appendix A)
      - Daily update reports for the media
      - Morning and evening drive-time call-outs
      - Routine training sessions on programs and policies
      - Procedures for analysis and distribution of news clips
  - b. **Deputy Public Information Officer (Assistant PIO)**
    1. Act as Lead PIO in their absence.
    2. Coordinates flow of information from the EOC to the JIC.
    3. Keeps government officials informed.
    4. Coordinates faxing of status updates.
    5. Ensure all JIC staff are present, briefed, and aware of their duties.

6. Coordinate press tours.
  7. Establish message flow pattern in JIC according to how many PIOs from other jurisdictions are present, etc.
  8. Arrange for translators to be available at the JIC to provide release in second languages and for the hearing impaired.
  9. Assumes all duties and authorities of Lead PIO in his/her absence.
  10. Manages the day-to-day operations of the JIC.
  11. Responsible for maintaining a constant flow of information within the JIC, and between state and federal agencies.
  12. Screens electronic and printed message traffic to determine which items need to be passed to JIC staff and/or posted on status boards.
  13. Coordinating JIC activities and information dissemination with other state PIOs, as well as PIOs from federal, local and voluntary agencies.
  14. Responsible for briefing the JIC staffs.
  15. Responsible for the routine briefing of the Media Center PIO on continuing developments.
  16. Writes, reviews and edits news releases, PSAs, talking points and other documents.
  17. Ensures that approved news releases are distributed to target news media by the most appropriate means (e-mail, fax, telephone and/or posted in the Media Center), sent to branch offices by e-mail and posted on the CCPS/NCCEM web page.
  18. Establishes internal communications procedures, including daily Hot Wash meetings, training sessions, and information channels within the JIC and EOC.
- c. Agency Primary and Backup Spokespersons**
1. Act as Technical Expert for their Discipline.
  2. Coordinates discipline specific information from the field to the JIC.
  3. Keeps PIO informed of changing situations.
  4. Coordinates distribution of information to like constituents.
  5. Coordinates and supports all activities of the other agency PIOs.
  6. Assures that all draft news releases and information messages receive a rapid review or acknowledgment by the agency PIOs.
  7. Advises the Lead/Deputy Lead PIO of pertinent developments or problems in other agencies, and support whatever JIC action needs to be taken.
  8. Responds to any administrative/logistical need that an agency PIO in the JIC may have.
- d. Information Coordinator**
1. Collects and verifies information.
  2. Checks spelling of names, accuracy of data and coordinates with other responding agencies.
  3. Keep Emergency Information/Citizen's Information Hotline Operators informed with copies of all news releases and other information.
  4. Monitor radio, TV and newspaper reporting of the incident and correct any misinformation.
  5. Establishes "hotline" with EOC and monitors all times to receive disaster data and status updates. Request data, verify information and provides link for PIO.
- e. Logistics Coordinator**
1. Coordinates all logistics of the JIC (space, services, food, water, security, etc.)
- f. Historian / Data Coordinator**
1. Monitors media stories, secures copies of media clips, and maintains a list of media organizations, reporter names and phone numbers for updates.
  2. Ensure correct display materials are in place to include map(s), status board(s), chalkboard
  3. Carefully read all messages. Plot relevant important information such as:
    - General disaster area/area affected

- Exact boundaries of evacuation area
  - Shelters opened
  - Access control points
  - Road closures
  - Traffic reroutes around affected area
  - Evacuation routes
  - Command post location
  - Worst disaster area
  - Plot on status board (s):
  - Casualty figures
  - Public property damages
  - Private property damages
  - Utility damages
  - Major events in the course of the disaster
  - Reserve chalkboard for use by PIO during briefings.
  - Sketch diagrams, etc. of relevance to the news media in understanding events of the disaster.
  - Display emergency/disaster classification level.
  - Record meteorological conditions, if relevant.
  - Display next scheduled briefing time.
  - Display news media disaster site tour times/locations.
  - Display important telephone numbers such as Emergency Information/Citizen's Information Hotline, etc.
- g. AV / Graphics Production Coordinator**
1. Work with PIO in development of video and graphics to support media release, briefings and public statements.
- h. Technical Support Coordinator**
1. Coordinates all voice and data communication networks in the JIC.
  2. Test communications equipment and adjust/repair as necessary.
  3. Post disaster-related information (as appropriate) on the jurisdiction's web page.
- i. Citizen's Information Hotline Coordinator**
1. Respond to questions from public.
  2. Maintain a file of news releases and other fact sheets and briefing summaries JIC staff has provided.
  3. Log all incoming calls and document the responses provided.
  4. Maintain a reference list and refer difficult or technical questions to appropriate sources.
  5. Report typical questions to PIO for use in creating news releases.
- j. Administrative Support**
1. Support PIO in development of press releases, staffing charts, and other documentation.
  2. Responsible for obtaining from the Logistics Section all supplies and equipment required in the JIC.
  3. Supervises clerical and support staff personnel, if assigned.
  4. Responsible for the setup and maintenance of all state equipment in the JIC.
  5. Responsible for coordinating security in the JIC and the media briefing area with appropriate law enforcement personnel.
  6. Arranges for security escorts, as needed, for all personnel traveling to and from the JIC or media briefing area to other locations.
  7. Responsible for the registration and badging of all state personnel working in the JIC.
-

8. Responsible for providing any needed clerical or equipment support for other agency PIOs located in the JIC.
  9. Responsible for providing a Graphic Artist/Illustrator, when assigned, with appropriate supplies, maps and other materials as required by personnel at the JIC or Media Center.
  10. Handles copying and faxing assignments.
  11. Updates bulletin and status boards with current news releases, statistics, recovery center locations, phone numbers and clippings
  12. Sets up and maintains the JIC filing system, which should include disaster documents, news releases, media advisories, fact sheets, situation reports, message log, media contact lists, and other items as directed.
  13. Works with NCEM Information and Planning Section to create charts, maps or other visual displays for distribution to news media in order to help Citizen's understand the magnitude of the disaster and the scope of the state's response.
- k. Field Information Officer (FIO)**
1. During pre-disaster and early stages of the post-disaster, field PIOs may be assigned to:
    - Discuss the disaster declaration process with the media.
    - Arrange for media coverage of field inspections.
    - Arrange media briefings when required.
  2. Establish and maintain positive, professional working relationships with the media.
  3. Ensure that the public receives information about safety preparations and disaster aid that creates reasonable expectation of the limits of that aid.
  4. Provide the JIC with newspapers and reports of local media coverage for news analysis. Fax pertinent articles and daily reports to JIC.
  5. Report media contacts and other activities to Area Command IC and PUBLIC INFORMATION OFFICE director or deputy lead at least twice daily.
  6. Provide updated information to the media about current developments and emergency information regarding state and federal programs. Refers to current fact sheets, news releases, Situation Reports and field reference guides provided by the JIC to assure accuracy. Calls PUBLIC INFORMATION OFFICE director or deputy lead with any questions regarding updates and accuracy of this information.
  7. Receives approval from Lead PIO before initiating a local news release, including any pre-scripted news releases provided as part of this plan.
  8. Defers all inquiries on NCEM, CCPS or FEMA policy and issues to Lead PIOs.
  9. Refers inquiries for detailed information about other federal, state or voluntary agency programs to the appropriate spokesperson.
  10. Serve as eyes and ears of JIC, gathering information about perceptions regarding response and recovery processes, serve as troubleshooter, anticipating and solving problems in the field.
  11. Implement media outreach strategy by:
    - Coordinate with Community Relations to work similar territories.
    - Communicate regularly with the Community Relations Team assigned to same sector to identify information needs.
    - Create a schedule to visit each media outlet in geographic area. Meet with the editor, news director or reporter in each location.
    - Focus on the message of the day.
-

## JIC ARRANGEMENT AND SETUP

Equipment needs for a JIC vary with the size and nature of the disaster. The following is a list of most types of equipment that may be necessary for the operation of a Join Information Center. At a minimum, the following equipment and supplies should be included in a JIC:

### **1. General Equipment**

- a. (2) Fax Machines
- b. Copy Machines
- c. LCD Panel (Multi-Media Projector)
- d. Typewriter
- e. (10) Tables
- f. (50) Chairs
- g. Flip Charts
- h. (20) Telephones
- i. Radios
- j. Televisions
- k. Video Camera
- l. (10) Extra Video Tapes
- m. PA System
- n. Laptop Computers

### **2. General Office Supplies**

- a. Pencils, Ball Point Pens, Scotch Tape Dispenser, Scotch Tape, Masking Tape, Steno Pads, Inter-Office Envelopes, Stapler, Staples and Staple Remover, Rubber bands, Scissors, Paper Clips, Binder Clips, Markers, Dry Erase Markers, Highlighters, Rulers, Glue, Three-Hole Punch, Sharpie Pens
- b. U.S. Mail Envelopes, Manila Envelopes, File Folders with Labels
- c. Plain White Bond Paper, Letterhead, Fax Paper, Letter Pads, Legal Pads
- d. Telephone Message Pads, Post-It Notes
- e. Box of Transparency Film
- f. Batteries
- g. (1) Digital Camera with Memory Cards
- h. (2) Laptop Computer
- i. (2) Portable Printer
- j. (2) Cell phone w/ Spare Battery and Charger
- k. (4) Wall Clocks
- l. (6) Easels
- m. (2) Tape Recorders with Spare Tapes
- n. (4) Area Maps
- o. (500) Blank Plastic Name Tags
- p. (100) Badge Clip Holders
- q. (24) 2" Binders

### **3. Reference Materials**

- a. NCEM Emergency Operations Plan
- b. Emergency Information Procedures
- c. EOC and JIC Telephone Directory
- d. Area Telephone Directory
- e. Local and State Emergency Management Directory
- f. Legislative Telephone Directory
- g. Media Directory



## **PUBLIC INFORMATION FUNCTION – MEDIA MARKETS**

North Carolina’s Eastern Coast is covered by a diverse group of media markets spanning three states. An example of the markets covering Eastern NC is listed below. Points of contact for these markets are maintained by the CCDPS Public Information Office.

### **Statewide Coverage**

- North Carolina News Network
- WUNC-TV
- WUNC Radio
- Open Net – TV (cable)

### **TV Stations Covering Eastern NC**

- WWAY-TV – Wilmington
- WECT-TV - Wilmington
- WITN-TV - Washington
- WNCT-TV - Greenville
- WCTI-TV – New Bern
- WSFX-TV - Wilmington
- WFAY-TV - Fayetteville
- WFXI-TV – Morehead City and Greenville
- WKFT-TV – Cumberland
- WILM-TV – Wilmington
- WPXU – Jacksonville
- CW Television Network
- UNC-TV – Research Triangle Park
- WSKY-TV – Manteo, NC
- WNCN – Goldsboro (in Wayne County, NC)
- News 14 Carolina – Raleigh, NC
- WRAL TV 5 – Raleigh, NC
- WTVD TV 11 – Raleigh, NC
- Time Warner Cable – Fayetteville, NC
- WFPX ITV – Lumberbridge, NC
- WBTW TV 13 – Lumberton, NC
- NHCTV – Wilmington, NC

### **Radio Stations Covering Eastern NC**

- WTEB 89.3 FM – New Bern
- WTKF 107.3 FM - Newport
- WPTF 680 AM – Raleigh
- WJCV 1290 AM – Jacksonville
- WAAE - 91.9 FM - New Bern, NC
- WAGO - 88.7 FM - Snow Hill, NC
- WANG -105.1 FM - Havelock, NC
- WCPQ - 1330 AM - Havelock, NC
- WEQR -102.3 FM - Goldsboro, NC
- WGBR - 1150 AM - Goldsboro, NC
- WIKS -101.9 FM - New Bern, NC

- WKIX - 96.9 FM - Goldsboro, NC
- WKVS -103.3 FM - Lenoir, NC
- WLNR - 1230 AM - Kinston, NC
- WMGV -103.3 FM - Newport, NC
- WNBR - 94.1 FM - New Bern, NC
- WOTJ - 90.7 FM - Morehead City, NC
- WRHT - 96.3 FM - Morehead City, NC
- WRNS - 95.1 FM - Kinston, NC
- WSFL -106.5 FM - New Bern, NC
- WTEB - 89.3 FM - New Bern, NC (Craven Community College)
- WZBR - 97.7 FM - Kinston, NC
- WZMB – 91.3 FM – East Carolina University
- WXNR – 99.5 FM – Grifton, NC
- WGQR – 105.7 FM – Elizabethtown, NC
- WBLA – 1440 AM – Elizabethtown, NC
- WMNX – 97.3 FM – Wilmington, NC
- WFNC – 640 AM – Fayetteville, NC
- WKML – 95.7 FM – Fayetteville, NC
- WZFX – 99.1 FM – Whiteville, NC
- WENC – 1220 AM – Whiteville, NC
- WTAB – 1370 AM – Tabor City, NC
- WTXY – 1540 AM – Whiteville, NC
- WVOE – 1590 AM – Chadbourn, NC
- WNCR – 1489 FB – Fair Bluff, NC
- WFLB – 96.5 FM – Fayetteville, NC
- FOXY – 99.1 FM – Fayetteville, NC
- KISS – 107.7 FM – Fayetteville, NC
- WSTS – 100.9 FM – Fairmont, NC
- WYRU – 1160 AM – Red Springs
- WWQQ – 101.3 FM – Wilmington, NC
- WGNI – 102.7 FM – Wilmington, NC
- WQSL – 92.3 FM – Wilmington, NC
- WBNE – 107.3 FM – Wilmington, NC
- WLTT – 93.7, 106.3 FM – Wilmington, NC
- WAZO -107.5 FM – Wilmington, NC
- WMFD – 630 AM – Wilmington, NC
- WRQR – 104.5 FM – Wilmington, NC
- WKXB – 99.9 FM – Wilmington, NC
- WILT – 98.7 FM – Wilmington, NC
- WSFM – 98.3 FM – Wilmington, NC
- WHQR – 91.3 FM – Wilmington, NC

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Central Coastal Plain – Public Information Function

October 2007

---

### Newspapers Covering Eastern NC

- Fayetteville Observer – Times
- Fayetteville Press
- Acento Latino
- Goldsboro News Argus
- Wilson Daily Times
- Rocky Mount Telegram
- Greenville Daily Reflector
- Wilmington Star News
- Wilmington Journal
- Washington Daily News
- Elizabeth City Daily Advance
- New Bern Sun Journal
- Virginia Pilot
- Tarboro: The Daily Southerner
- Dunn Daily Record
- Kinston Free Press
- Jacksonville Daily News
- The Seahawk
- Mundo Latino
- The Robesonian
- The Reidsville Review
- The Sampson Independent
- Raleigh News and Observer
- Island Gazette
- Farmville Enterprise
- The Times Leader (Grifton)
- Beaufort-Hyde News (Belhaven)
- The Weekly Herald (Robersonville)
- The Enterprise (Williamston)
- The Roanoke Beacon (Plymouth)
- Scuppernon Reminder (Columbia)
- The Challenger
- Ocracoker (Ocracoke Island)
- The Bladen Journal (Elizabethtown)
- The News Reporter (Columbus)
- Tabor City Tribune
- Morning Star
- Up & Coming
- Carolina Flyer
- Paraglide
- Dunn Daily Record
- Echo (The News Journal)
- Red Springs Citizen
- St. Pauls Review
- Native Vision
- Laurinburg Exchange
- Topsail Voice
- State Port Pilot
- Brunswick Beacon
- Pender Chronicle
- Pender Post
- Snow's Cut Monthly
- Lumina News

### Virginia Media Covering Northeastern NC

- Virginia Pilot, Nags Head Office
- Coastland Times
- Outer Banks Sentinel
- Island Breese
- North Beach Sun
- East Carolina Radio
- Max Radio
- CAPSAN Media
- WUNC-FM 90.9



## **PUBLIC INFORMATION FUNCTION – INFORMATION PRIORITIES**

### **Emergency Information Priorities as Decided by the PIO**

1. Description of disaster.
2. Time period involved.
3. Affected/contaminated areas to avoid and areas closed to traffic.
4. What actions to take if in-place sheltering is ordered.
5. What actions to take if evacuation is ordered.
6. Location of shelters and routes to take.
7. How to obtain transportation to shelters.
8. How to shut off utilities.
9. Number to call for medical care and rescue services.
10. Medical measures the public can take before help arrives.
11. Procedures to take to protect property and livestock.
12. How to improvise shelter.
13. Status of schools and children (i.e., Are children retained in school or have they been sent elsewhere? Should they be picked up?)

### **Status Update Priorities as Decided by the PIO**

1. Number of deaths and injuries.
2. Amount of public and private property damage and agricultural damage.
3. Number of persons evacuated.
4. Number of persons in public shelters.
5. Number of homes without power.
6. Response efforts being taken by government and private agencies.
7. Status of local emergency declaration, Governor's Proclamation, Presidential Declaration.
8. Establishment of Emergency Information/Citizen's Information Hotline, telephone number.
9. Time before utilities will be restored.
10. Essential services available.
11. Time before evacuated persons can return home.
12. How long in-place sheltering will be needed.
13. Agricultural information (i.e. sources of feed, monetary assistance, etc.)
14. Disaster assistance available and how to apply (monetary, temporary housing, food, etc.)
15. Response efforts of volunteers and telephone number for people to call volunteering assistance.
16. Telephone number for Missing Person Information Center.
17. Temporary morgues and victim identification measures being taken.

## **PUBLIC INFORMATION FUNCTION – BRIEFINGS AND RELEASES**

### **News Briefing Coordination by the PIO**

1. Set up and test P.A. system.
2. Videotape news briefings.
3. Set up lighting for video taping and to accommodate TV cameras.
4. Establish time schedules for news briefings and post them well in advance.
5. The PIO will function as briefing moderator. The briefing moderator is responsible for the following:
  - a. Introduce all spokespersons at beginning of briefing.
  - b. Inform media of procedures to be followed during briefing.
  - c. Read most current jointly prepared written news release.
  - d. Call on and introduce spokespersons
  - e. Moderate question/answer period at the end of statements.
    - Call on the media representatives, one at a time.
    - Ask the media representative to come forward, introduce themselves, and state their question into the microphone at the front of the room.
    - Direct the question to the appropriate spokesperson, if the media representative has not done so.
6. Provide written news releases at time of news briefings.
7. Maintain a log describing news briefings times and information disseminated.

### **Written News Release Coordination by the PIO**

1. Obtain information from the EOC via hotline, from other JIC spokespersons, and other sources.
2. One hour before scheduled news briefing prepare written news releases, in conjunction with JIC spokespersons.
3. Develop news release and have PIO review.
4. Distribute news release to other spokespersons for confirmation/verification.
5. Call the EOC and verify the news release by reading it to the chief executive.
6. Widely distribute copies of news release
7. Maintain copies of all written news releases, in chronological order

## **PUBLIC INFORMATION FUNCTION – TYPES OF RELEASES**

### **Public Awareness Release**

This is a public service announcement that can be issued during public awareness campaigns reminding citizens of a particular threat and actions that they should take. These are used especially during Hurricane season and Severe Weather.

### **Public Advisory Release**

This is a “fill-in-the-blank” form to be completed and released to news media for threatening disasters, such as flooding, where there is time for the public to take precautionary action. It is **not** the actual **warning** message issued by the State Warning Officer in conjunction with Emergency Alert System (EAS) activation.

### **Emergency Status Release**

This is a “fill-in-the-blank” form to be completed and released to the news media upon the occurrence of a disaster. This release gives a brief description of the disaster and tells what government is doing to respond to the situation.

### **Public Information Brochure**

This is an informational brochure about a specific hazard, developed locally, containing information unique to the community. Brochures are developed for “fixed-site” hazards such as flood prone areas, chemical manufacturing sites, etc. to detail the potentially affected area, evacuation routes, shelter locations, etc. Such brochures are distributed annually to all households in the potentially affected area. At a minimum, this brochure is prepared in “camera-ready” form, ready for immediate printing and distribution upon the occurrence of such a disaster. Copies of educational materials are normally available for a nominal fee from organizations such as the American Red Cross.

# NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Central Coastal Plain – Public Information Function

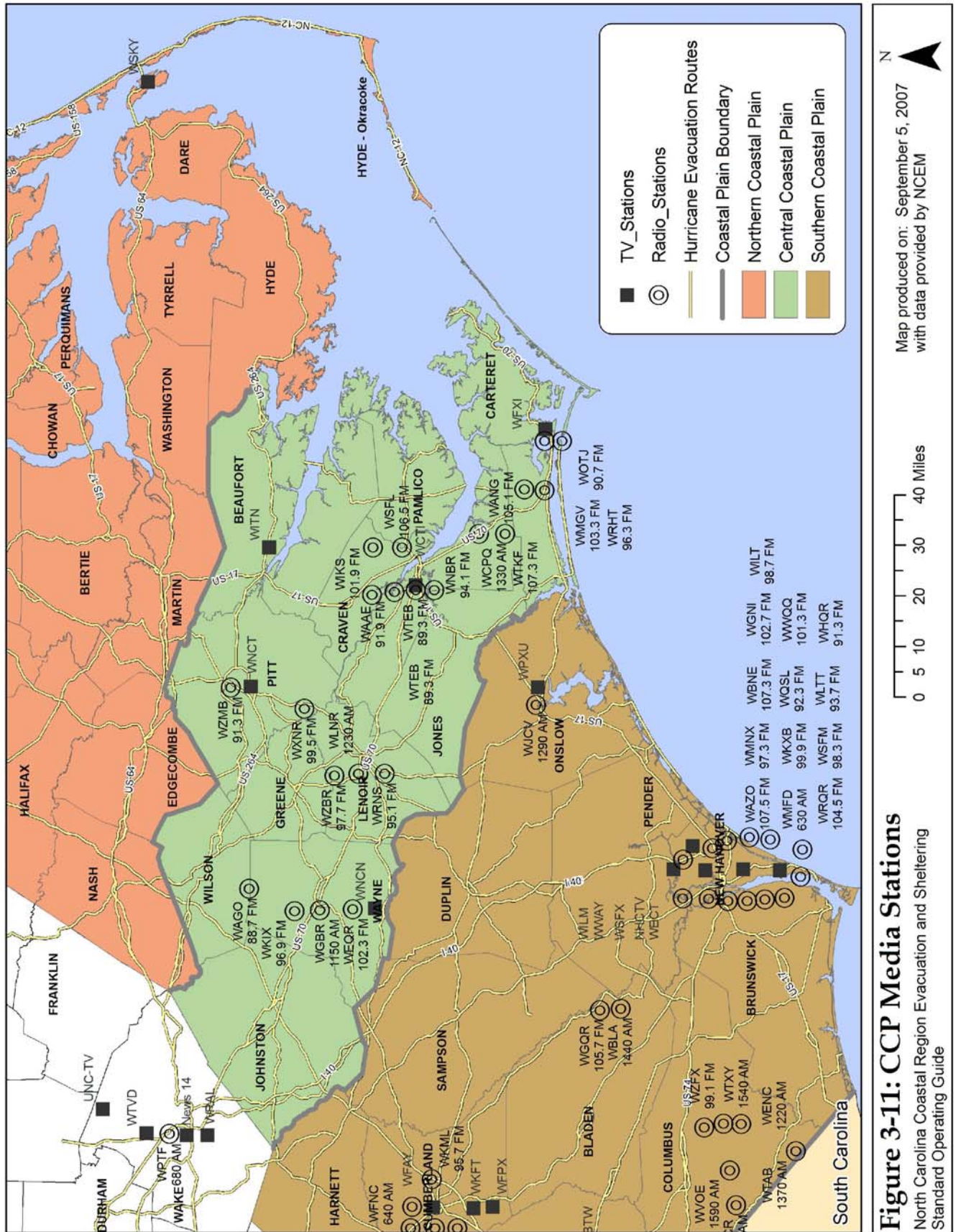
October 2007

## PUBLIC INFORMATION FUNCTION – PRE-SCRIPTED HURRICANE/STORM FORMS

Op Phase					Form #	File Name	Subject or Slug Line
1	2	3	4	5			
X	X	X			NR-101	3-DAY.DOC	Three-day Emergency Kit Good Idea
X	X	X			NR-102	AGRI.DOC	Preparing Your Farm For Weather Disasters - NCDA
	X	X			NR-103	HURIPREP.DOC	<i>(Weather System)</i> May Affect North Carolina - Citizens Begin Preparing
		X			NR-104	WATCH.DOC	<i>(Storm)</i> Watch Issued For <i>(Region)</i> North Carolina <i>(Storm Name)</i> Expected to Make Landfall <i>[Day / Time]</i>
		X	X		NR-105	WARNING.DOC	<i>(Storm)</i> Warning In Effect For <i>(Region)</i> North Carolina Evacuations Begin in <i>[Region]</i> Counties
		X	X		NR-106	THREAT.DOC	Threat of <i>(Storm Name)</i> Increases; State Continues Protective Actions
		X	X		NR-107	SHIFTS.DOC	<i>(Storm Name)</i> Shifts, Threatens <i>[Region]</i> North Carolina's <i>[Region]</i> Residents Must Prepare Quickly
		X	X		NR-108	EVACUATE.DOC	<i>(City - County)</i> Officials Order Evacuation of <i>(Location)</i>
		X	X		NR-109	MANDEVAC.DOC	Mandatory Evacuation Ordered
			X		NR-110B	BLOCKED.DOC	<i>(Name of Major Evacuation Route)</i> is Blocked -- State Issues Alternate Route for Evacuees <b>{BROADCASTERS}</b>
			X		NR-111B	TRAFFIC.DOC	North Carolina Roads One-way Only To Speed Evacuation <b>{BROADCASTERS}</b>
			X		NR-112	REGION.DOC	<i>[Regional]</i> Shelters Open To Evacuees From <i>[Region]</i>
			X		NR-113	RAPIDLY.DOC	Hurricane <i>[name]</i> Coming Ashore Rapidly -- Residents Are Urged To Shelter in Their Homes
			X		NR-114	EYE.DOC	Eye of Hurricane <i>[name]</i> To Pass Over <i>[Region]</i> At <i>[time]</i>
			X		NR-115	IMPACT.DOC	Hurricane <i>[name]</i> Crosses State, <i>[region]</i> North Carolina May Be Affected
			X		NR-116	GOVTCLOS.DOC	<i>{Officials}</i> Closes Government Offices in <i>(Watch / Warning)</i> Counties For <i>[Day &amp; Morning / Afternoon]</i>
			X		NR-117	HIGHWIND.DOC	People in Manufactured Housing and Low-Lying Areas Need To Seek Shelter
				X	NR-201	LIFTED.DOC	Hurricane <i>[Watch / Warning]</i> Lifted -- Local Officials Implement Re-Entry Plans
				X	NR-202	REENTER.DOC	Residents Re-enter <i>[affected / evacuated]</i> Areas -- Heavy Surf Conditions Expected Off Coast
				X	NR-203	DONATE-COORD.DOC	Disaster Relief Donations Must Be Coordinated to Meet Public Need - Donations Mgt.
				X	NR-204	DONATE-CALL.DOC	Toll-Free Hotlines for Disaster Relief - Donations Mgt.
				X	NR-205	DONATION.DOC	Want to Donate? Hotline Numbers - Donations Mgt.
				X	NR-206	CONSUMER.DOC	Beware When Hiring Home Repair Contractors
				X	NR-207	INSURANC.DOC	Filing Insurance Claims
				X	NR-301	WATER.DOC	Public Water May Be Contaminated
				X	NR-302	DRINKWAT.DOC	Drinking Water Advisory
				X	NR-303	BOILWATR.DOC	Boil Water Advisory - Div. Environmental Health (public water sources)
				X	NR-304	LIFTWATR.DOC	Boil Water Advisory LIFTED - Div. Environmental Health
				X	NR-305	CONCERN.DOC	Disaster Causes Health Concerns <i>(Septic/Water/Food)</i> - Div. Environmental Health
				X	NR-306	H&SAFETY.DOC	Health & Safety Important in Clean-up Following <i>(Event)</i>
				X	NR-307	MOSQRAIN.DOC	Rainy Weather May Increase Mosquito Problems - Div. Environmental Health
				X	NR-308	AFTER.DOC	Public Health Tips For After the Storm
				X	NR-309	BUGSNAKE.DOC	Rainy Weather May Bring Out Bugs & Snakes
				X	NR-310	SNAKES.DOC	Flooding Brings Out Snakes
				X	NR-311	POSTSTRM.DOC	The Storm Has Passed, But the Danger Lingers

100 Series = Pre-event and Education  
 200 Series = Post Event - General  
 300 Series = Post Event - Health and Safety

B = specifically for broadcast  
*Italics* = releases have blanks that must be filled in



**Figure 3-11: CCP Media Stations**  
 North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide

This page left blank intentionally.



Chowan River

Albemarle Sound

Jockey  
Nags  
Coo  
Ore

Pamlico River

Buxton

Pamlico Sound

Wrightsville Beach Inlet

Neuse River

White Oak  
New River

Down

Northeast Cape Fear River

Bogue Banks  
Bogue Inlet

Cape Fear River

Topsail Island  
Figure Eight Island  
Masonboro Island  
Snow's Cut  
Zeke's Island  
Bald Head Island  
Cape Fear

Island

Southern Coastal Plain

This page left blank intentionally.

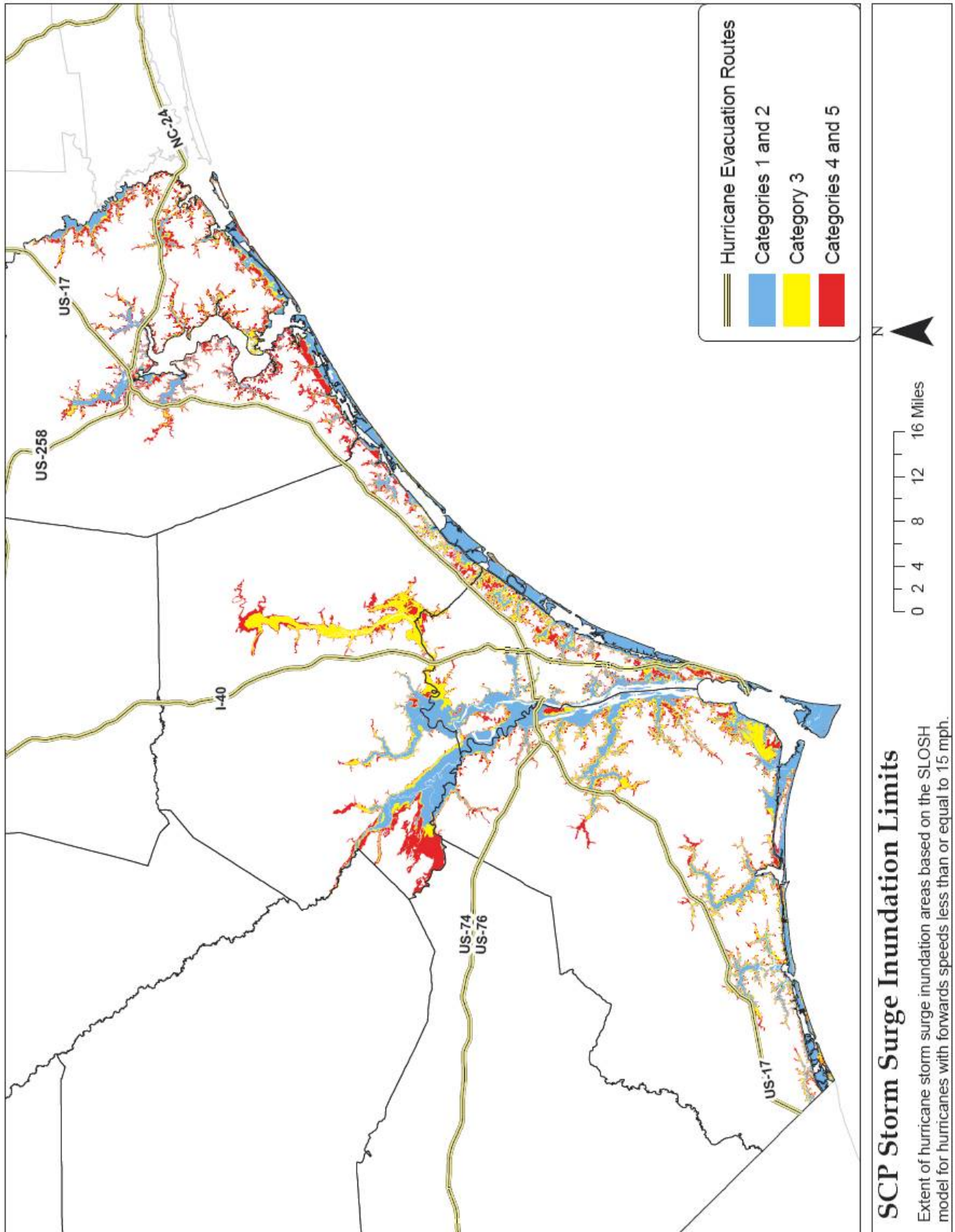


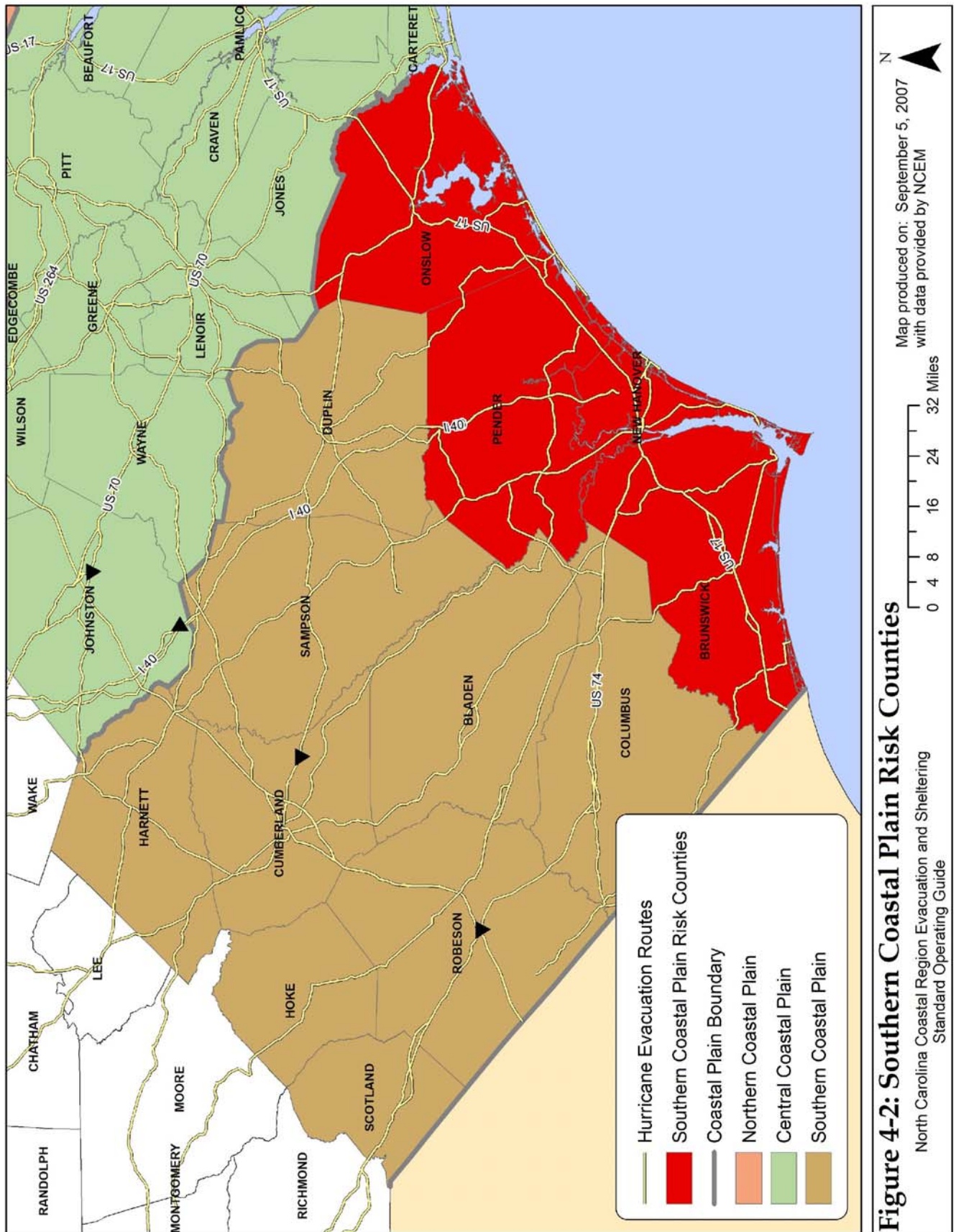
## **SOUTHERN COASTAL PLAIN – INTRODUCTION**

Based on storm surge maps from the 2002 North Carolina Hurricane Evacuation Restudy for the Southern Coastal Plain Region, approximately 8-10% of the land mass of the risk counties could potentially be inundated by storm surge from a category 1 hurricane. The threatened area increases to 10-15% inundation associated with a category 4 or 5 storm. The amount of riverine flooding increases dramatically from category 1 to category 5 storms. For this reason, evacuation and sheltering is the top priority for local as well as State officials.

Four of the 12 counties included in the Southern Coastal Plain are considered Risk counties: Onslow, Pender, New Hanover and Brunswick. The total year round population of the risk counties is approximately 472,000 with the population surging in the summer months similar to the rest of the coastal counties.

The Southern Coastal Plain is the most densely populated of the three coastal plains. There are moderately sized coastal cities such as Wilmington and Jacksonville. The population in Jacksonville is largely attributable to the significant military population associated with Camp Lejeune Marine Corps Base. The Marine Corps Base includes shoreline called Onslow Beach and includes portions of the New River within its boundaries. Wilmington sits between the Cape Fear River to the west and the Intracoastal Waterway on the east. There is also a string of barrier islands separating the Intracoastal Waterway from the Atlantic Ocean. Topsail Island and Wrightsville Beach are two of the larger barrier islands.





This page left blank intentionally.



This page left blank intentionally.

## **EVACUATION FUNCTION – INTRODUCTION**

**This guide identifies the processes and resources that must be coordinated at the State level to support mass evacuations from coastal counties. Issues such as the reversal of I-40 and state-to-state coordination with South Carolina are addressed. State-to-state coordination with Virginia is addressed in the Northern Coastal Plain-Evacuation Function.**

The primary objective of this Southern Coastal Plain Evacuation Standard Operating Guide (SOG) is to establish relationships and procedures to guide North Carolina Division of Emergency Management (NCEM) in providing and coordinating evacuation management assistance needed at the regional and local level. As stated in the North Carolina Emergency Operations Plan, city and county governments are expected to develop plans to respond to emergencies and disasters using local resources to the extent of their capabilities. Each county plans its own evacuation, coordinating its activities with neighboring risk and host counties and the North Carolina Division of Emergency Management's Eastern Branch Regional Coordination Center (activated Branch Office). As specified in GS166A, the NC Emergency Management Act, municipalities must coordinate emergency management activity through their respective county EM agency. For the purpose of hurricane preparedness planning, the State of North Carolina has divided its coast into three distinct regions. These are referred to as the Northern, Central and Southern Coastal Plains. The Southern Coastal Plain region is comprised of four coastal counties: Onslow, Pender, New Hanover, and Brunswick. This Evacuation SOG includes sections on South Carolina evacuation coordination, evacuation decision making, and the evacuation process.

To gauge the need for this SOG, NCEM conducted a review designed to determine the advisability of State coordination and assignment of resources during threats to the North Carolina coast from tropical systems. The intent of that review was to determine the availability of evacuation support and assistance to the local jurisdictions, the documentation of that assistance, and the expectation of State EM involvement.

An intensive examination of county evacuation and sheltering plans was conducted using a common cross-walk template. Subsequently, face-to-face interviews were conducted with emergency management professionals in 20 counties throughout the Northern, Central and Southern Coastal Plains. Information collected from plans, normal practices, and undocumented processes were compiled to determine gaps, differences in coordination efforts and multiple expectations from common resources. This information was analyzed in anticipation of creating a common framework of State and local jurisdictions for managing evacuation resources.

Two of the most critical aspects of hurricane evacuation are accurately defining and communicating the areas needing to evacuate and timely decision making. Although the Governor of North Carolina has the authority to order a coastal evacuation, the decision has historically been made at the local level, usually by the Chairman of the Board of County Commissioners. Assistance in making “who” and “when” decisions are readily available. Information developed in the 2002 North Carolina Hurricane Evacuation Restudy for each risk county provides the delineation of potential storm surge inundation areas, hurricane evacuation zones, and clearance times for evacuation of the general population. HURREVAC, a computer program developed by the Federal Emergency Management Agency, is available to State and local officials to aid in hurricane evacuation decision making. HURREVAC determines the theoretical latest time at which an impending evacuation order or advisory should be given by integrating information extracted from the National Hurricane Center's Tropical Cyclone Forecast with clearance times developed in the evacuation restudy. Since several other factors must be weighed for prudent evacuation decision making, HURREVAC was not designed to be a stand-alone decision-making mechanism, but is a decision tool to be taken in context with other considerations.

For a Category 1-3 hurricane, evacuation will be mostly limited to people living in potential storm surge inundation areas and residents of mobile homes. In-county shelters should be sufficient to protect those numbers of evacuees. The exceptions are Dare, Camden, Currituck, Hyde, and Tyrrell Counties, which do not have American Red Cross (ARC) approved pre-landfall hurricane shelters. In addition, for these counties, there will be no sanction or support officially

offered to churches or private facilities choosing to open and provide shelter. County officials plan to rely entirely on host counties to accommodate their evacuees seeking public shelter.

For a Category 4 or 5 hurricane, all of the risk counties in North Carolina will issue a full mandatory evacuation, and all have agreed not to open ARC shelters in-county. Instead, the entire population will be asked to evacuate to inland host counties, who will provide sheltering opportunities. For an evacuation of this nature, an extraordinary number of vehicles will have to move from the risk counties in a relatively short period of time. The North Carolina State Highway Patrol is the coordinating agency for all traffic related hurricane issues, including manning traffic control points and maintaining traffic flow from the risk counties. This mission is accomplished in cooperation with the North Carolina Department of Transportation, which provides the supporting equipment for the traffic flow plan, primarily via the Division of Highways and the Ferry Division. Each of these agencies is tasked with providing additional resources and assistance to local emergency management and law enforcement agencies. In the case of a total evacuation, resources will be drawn from the coastal counties (host and risk), as well as the inland Piedmont and Western counties that are normally not as seriously affected by tropical storm systems.

A contingency plan has been developed for reversal of Interstate 40 from the Wilmington area to I-95 to aid in facilitating the flow of outbound evacuation traffic. This plan would only be implemented in extreme circumstances. Specifically, because of the potential for damage in the SHP Troop A & B (coastal NC) areas, troopers will be deployed from western NC and piedmont counties to support the reversal of I-40 should that plan be implemented.

This Evacuation Standard Operating Guide is intended to provide the North Carolina Division of Emergency Management, the NC State Highway Patrol, the NC Department of Transportation and other stake-holder state agencies with a comprehensive guide for a hurricane evacuation response.



## **EVACUATION FUNCTION – EVACUATION PROCESSES AND DECISION MAKING**

**Lead Agency:** (Specific for Cat 4 and 5 shown with\*)

- NC Division of Emergency Management\* (Director)
- NC Office of Emergency Medical Services\*(Incident Commander)
- NCDOT\* (Division Engineer)
- NCSHP\* (Troop B Commander)
- County Emergency Management Services Depts. (Emergency Services Directors)
- County Sheriff Departments (Sheriffs)
- Boards of County Commissioners\* (Chairman)
- County Transportation Coordinators\*

**Supporting Agencies:** (Specific for Cat 4 and 5 shown with\*)

- NC Division of Social Services\* (Liaison)
- NC Division of Public Health\* (Liaison)
- NC Division of Aging and Adult Services\* (Liaison)
- NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)
- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NCDOT (NCDOT District Engineer)
- NCSHP (NCSHP First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to evacuate county Functionally and Medically Fragile Population (FMFP) and Care Dependant Population (CDP) prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events NCEM will be integral to the command and control function.)

### **I. INTRODUCTION**

The Governor of North Carolina has the authority to order a coastal evacuation but the decision has historically been made at the local level, usually by the Chairman of the Board of County Commissioners. With this county-by-county approach, it is incumbent upon the local jurisdictions to maintain close coordination with their immediate neighbors to avoid confusing the public and to coordinate processes of overall operations. This approach has worked well for the hurricanes that have threatened North Carolina in recent history.

However, serious consideration should be given to the repeated warnings of more frequent and more intense storms affecting the coastal U.S. in the future. Analyses of the response to Hurricane Katrina and the storm's disastrous aftermath have shown that detailed hurricane preparedness planning for intense storms is absolutely essential. The coastal counties generally recognize that for a Cat 4 or 5 hurricanes, they will need to look to the State for assistance. For such intense storms NCEM's role of operational support should be expanded to include regional evacuation decision making and coordination.

In hurricane evacuation decision making, emergency planners must always consider the worst case scenario based on the known facts, and act accordingly. In that regard, the National Hurricane Center recommends that decision makers compensate for average forecast errors by recognizing that an approaching storm could easily intensify one category above the level forecast for landfall. Thus, the response to a threatening Cat 3 hurricane showing tendencies toward intensification should be at the Cat 4 level.

Evacuation decision making must be timely and decisive. Any hesitation beyond the designated decision times could place the success of the evacuation process in jeopardy and result in casualties and loss of property.

This SOG describes the decision making process from both the viewpoint of NCEM and the local Emergency Management offices. Each may come into play to a lesser or greater degree, depending upon the nature of the storm and the ability of the counties and municipalities to control the emergency situation.

## **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

For Cat 1, Cat 2, or Cat 3 hurricanes, the decision making and evacuation operations will usually be maintained within the county government sphere of control.

For intensifying Cat 3, and Cat 4 and 5 hurricanes, NCEM's role of operational support will be expanded to include regional evacuation decision making and coordination. The response to a threatening Cat 3 hurricane showing tendencies toward intensification will be at the Cat 4 level. For either State or locally directed evacuation, the first action item will be mustering transportation for the FMFP and CDP.

## **III. CONCEPT OF OPERATIONS**

### **General**

State Emergency Operations Center (EOC) and Regional Coordination Centers will be activated and staffed as appropriate by the North Carolina Division of Emergency Management (NCEM) approximately 72 to 96 hours prior to the anticipated landfall of the hurricane. For less intense storms (Cat 1, 2 or 3) individual county by county evacuations will generally be standard operating procedure. If the hurricane is a strong category 3 storm, that has the possibility of strengthening, or is a category 4 or 5 hurricane, the regional hurricane evacuation plan will be activated. In all cases, the Eastern Branch RCC will be activated in advance of the issuance of a local government evacuation order.

### **Cat 1, 2 or 3**

The State and potentially affected county EOC's will reach agreement on the counties most likely to be impacted. The State EOC will request that the Governor declare a state of emergency, as appropriate. Individual counties, acting on their own, will order evacuations. FMFP and CDP populations will generally be cared for within the county. A special (early) evacuation for the above populations may be necessary, dependant upon sheltering options and transportation resources that are available. Public schools within the county will usually be used for general population shelters. Transportation to those shelters will be by privately owned vehicles or by county school district owned buses.

**IV. IMPLEMENTATION TIMELINE - CATEGORY 1, 2, AND 3**

<b>72 Hours</b>	State implements partial activation of the EOC based on the approaching hurricane. State activates depending on storm progress. County EOCs activate instep with the State. NCSHP and NCDOT engaged in evacuation.
<b>48 Hours</b>	Division of Social Services activates the sheltering program. County Board Chairman decides whether or not to call a phased evacuation of special needs population. If so he issues that order now.
<b>40 Hours</b>	Division of Social Services and ARC review general population shelter(s). FMFP and CDP begin sheltering.
<b>36 Hours</b>	County Board Chairman gives evacuation notice for general population in the county.
<b>32 Hours</b>	Voluntary evacuation of general public begins in the county.
<b>18 Hours</b>	Depending on county clearance times, Mandatory evacuation begins in the county. Division of Social Services and ARC open general population shelters.
<b>12 Hours</b>	The last bus leaves on route to in-county shelter.

**Category 4 and 5**

The State and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the state and affected county EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel and equipment resources, if necessary.

Because arranging for the setup of the FMSS, and the transportation of FMFP to the FMSS and the CDP to CDP Shelters is extremely time consuming, a tiered evacuation order is needed. It is envisioned that an evacuation order for FMFP and CDP must be given up to four days in advance of hurricane landfall. The evacuation order for the general population would be given later, perhaps 24 to 36 hours before landfall, depending upon clearance times required for individual counties. One must remember that this is the scenario for a large and potentially catastrophic storm making landfall.

Upon notification of the initial (FMFP and CDP) evacuation order, NCEM will notify NCOEMS and request that FMSS shelters be opened. NCEM will also notify host counties to open CDP shelters. It is anticipated that one day would be required to prepare the shelter for occupation. The shelter should begin receiving evacuees about one day after opening (about two days before landfall).

Local Transportation Coordinators, County Emergency Management Coordinators, and many other social services organizations will work to coordinate local assets and prepare staging areas for embarking of FMFP and CDP. Because the effort is of regional scope, the local officials will coordinate closely with their State level leadership. The required number of contracted ambulances provided by NCEM will also begin to arrive about two days before landfall. Evacuation will continue until arrival of tropical storm force winds associated with the approaching storm.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Southern Coastal Plain – Evacuation Function

October 2007

### V. IMPLEMENTATION TIMELINE – CATEGORY 3 (AS NEEDED), 4 AND 5

<b>120 Hours</b>	State considers/implements partial activation of the EOC based on the approaching hurricane.
<b>96 Hours</b>	NCEM advises ESF 6 and ESF 8 partners on need to activate the regional sheltering program.
	NCEM begins the process of identifying ambulance resources available through the Statewide Mutual Aid Agreement Program for use prior to landfall. Also tasks the Public Transportation Division for transport of CDP.
	Chairman of Board of County Commissioners decides to order a tiered evacuation. The notice indicates that FMFP and CDP will begin the evacuation coordination process in order to begin evacuation in two days.
<b>72 Hours</b>	OEMS open FMSSs and County Department of Social Services opens CDP shelter(s).
	NCEM, NCSHP and NCDOT engaged in evacuation coordination
<b>48 Hours</b>	First ambulances for FMFP and vehicles transporting CDP leave County staging areas for FMSS and CDP Shelters. Shelters begin receiving evacuees who have arrived by POV.
	Ambulances and vehicles transporting CDP begin to arrive at FMSS and CDP Shelters.
	County Board Chairman decides whether or not to call a phased evacuation of special needs population. If so he issues that order now.
	In accordance with the pre-approved plan, evacuation of general population without transportation begins in the county.
	FMSS and CDP Shelters continue to receive FMFP and CDP. Shelters continue receiving evacuees who have arrived by POV.
	Voluntary evacuation of general public begins in the county.
	Mandatory evacuation begins in the county.
<b>40 Hours</b>	Division of Social Services and ARC open general population shelters(s).
<b>36 Hours</b>	FMFP and CDP begin sheltering.
<b>32 Hours</b>	County Board Chairman gives evacuation notice for general population in the county.
<b>18 Hours</b>	Depending on county clearance times, Mandatory evacuation begins in the county.
<b>12 Hours</b>	The last bus leaves final staging area in risk county on route to host county shelter.

### VI. RESPONSIBILITIES

Lead Agency: (Specific for Cat 4 and 5 shown with\*)

**NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NCOEMS.
- Assume command of evacuation should a regional evacuation be necessary.
- Provide ambulances in the number and at the time required.

**NC Office of Emergency Medical Services\*(Incident Commander at FMSS)**

- Command and Control of the FMSS

**NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NC State Highway Patrol regarding regional evacuation.
- NC Department of Transportation\* (Division Engineer) State point of contact for NC DOT regarding use of their resources in the regional evacuation.

**County Emergency Management Services Departments. (Emergency Services Directors)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.

**County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

**Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation issue tiered evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.
- Provide guidance to the County Transportation Coordinator.
- Terminate the official evacuation order.

**County Transportation Coordinators (Usually affiliated With County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation use of county resources and assessment of county needs during a regional evacuation.

**Supporting Agencies: (Specific for Cat 4 and 5 shown with\*)**

**NC Division of Social Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Public Health\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Aging and Adult Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Services Director.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NC Department of Transportation (District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

**NC State Highway Patrol (First Sergeant)**

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

**VII. REFERENCES**

- NCSHP Troop B Coastal Region Evacuation Plan, May 2007
- HURREVAC 2000 for Windows XP Vista, Version 5.0.8
- Federal Emergency Management Agency
- U.S. Army Corps of Engineers
- National Oceanic and Atmospheric Administration, 2007
- North Carolina Hurricane Evacuation Restudy
- Technical Data Report
- Federal Emergency Management Agency
- U.S. Army Corps of Engineers, December, 2002

**VIII. ATTACHMENTS**

1. Clearance Times
2. Long Beach Road Lane Reversal Plan

### Attachment 1 - Southern Coastal Plain Clearance Times

The transportation modeling<sup>1</sup> was set up for the Year 2000 base year. The items listed below are the most critical outputs for planning for shelter needs, anticipating bottlenecks, and defining the timing requirements of an evacuation.<sup>2</sup>

- Evacuating people and vehicles
- Destinations and shelter demand
- Traffic volumes and critical roadway segments
- Estimated clearance times

The most important product of the transportation analysis is the clearance times developed by storm scenario and by behavioral characteristics for each group of counties. Clearance time is one of two major considerations involved in issuing an evacuation or storm advisory. Clearance time must be weighed with respect to the arrival of sustained tropical storm winds to make a prudent evacuation decision.

Clearance time is the time required to clear the roadway of all vehicles evacuating in response to a hurricane situation. Clearance time begins when the first evacuating vehicle enters the road network and ends when the last evacuating vehicle reaches an assumed point of safety. Clearance time includes the time required by evacuees to secure their homes and prepare to leave (referred to as mobilization time). Clearance time also includes the time spent by evacuees traveling along the road network (referred to as travel time), and the time spent by evacuees waiting along the road network due to traffic congestion (referred to as queuing delay time). Clearance time does not relate to the time any one vehicle spends traveling on the road network and does not include time needed for local officials to assemble and make a decision to evacuate.

Tables 4A through 4D present the hurricane evacuation clearance times for the SCP developed for each county for the year 2000 storm scenarios. Clearance times shown in parentheses are for clearing critical roadways of all the potential coastal traffic that may come through each county.

---

<sup>1</sup> The text and tables herein are from Chapter 6, *Transportation Analysis, North Carolina Hurricane Evacuation Restudy, Technical Data Report, and dated December 2002.*

<sup>2</sup> The clearance times displayed in this section relate to the general population only. Transport of the Functionally and Medically Fragile Population (FMFP) will result in a considerably longer clearance time.

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Southern Coastal Plain – Evacuation Function

October 2007

**Table 4A Brunswick County**

<b>Year 2000 Clearance Times (in hours)</b>			
	<b>Low Seasonal Occupancy</b>	<b>Medium Tourist Occupancy</b>	<b>High Seasonal Occupancy</b>
<b>Category 1-2</b>			
Rapid Response	7 <sup>1/4</sup>	9 <sup>1/2</sup>	12 <sup>3/4</sup>
Medium Response	8	10 <sup>1/4</sup>	14 <sup>1/2</sup>
Long Response	9 <sup>1/2</sup>	11 <sup>1/2</sup>	16 <sup>1/2</sup>
<b>Category 3-5</b>			
Rapid Response	7 <sup>1/2</sup>	10 <sup>1/4</sup>	13 <sup>1/2</sup>
Medium Response	8 <sup>1/4</sup>	11	15
Long Response	9 <sup>1/2</sup>	12 <sup>1/4</sup>	17 <sup>1/4</sup>

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.

**Table 4B New Hanover County**

<b>Year 2000 Clearance Times (in hours)</b>		
	<b>Low Seasonal Occupancy</b>	<b>High Seasonal Occupancy</b>
<b>Category 1-2</b>		
Rapid Response	5 <sup>1/2</sup>	7
Medium Response	6 <sup>1/2</sup>	8 <sup>1/4</sup>
Long Response	9 <sup>1/2</sup>	10 <sup>1/4</sup>
<b>Category 3-5</b>		
Rapid Response	6 <sup>1/2</sup>	7 <sup>3/4</sup>
Medium Response	7 <sup>1/4</sup>	9 <sup>1/4</sup>
Long Response	9 <sup>1/2</sup>	11 <sup>1/4</sup>

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.



Table 4C Pender County

Year 2000 Clearance Times (in hours)		
	Low Seasonal Occupancy	High Seasonal Occupancy
Category 1-2		
Rapid Response	4 <sup>1/4</sup>	4 <sup>3/4</sup>
Medium Response	6 <sup>1/4</sup>	6 <sup>1/4</sup>
Long Response	9 <sup>1/4</sup>	9 <sup>1/4</sup>
Category 3-5		
Rapid Response	5	6
Medium Response	6 <sup>1/4</sup>	6 <sup>1/2</sup>
Long Response	9 <sup>1/4</sup>	9 <sup>1/4</sup>

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.

Table 4D Onslow County

Year 2000 Clearance Times (in hours)		
	Low Seasonal Occupancy	High Seasonal Occupancy
Category 1-2		
Rapid Response	5	5 <sup>1/2</sup>
Medium Response	6 <sup>1/4</sup>	6 <sup>1/2</sup>
Long Response	9 <sup>1/4</sup>	9 <sup>1/4</sup>
Category 3-5		
Rapid Response	6 <sup>1/2</sup>	7 <sup>1/2</sup>
Medium Response	7 <sup>1/4</sup>	8 <sup>1/4</sup>
Long Response	9 <sup>1/4</sup>	9 <sup>1/2</sup>
*Note: If a storm scenario compels Camp Lejeune to move equipment and personnel out of Onslow County and the base has not completed its movement before the general population evacuates, approximately three hours of clearance time should be added to the above applicable figure.		

**Please Note:** Clearance times do not reflect how long it will take one individual vehicle to go from home to their destination, but reflect the total time required to move all evacuees through the road network for certain storm intensity and response characteristics. Rapid response means evacuees enter the road network over a 5 hour period of time, medium response over an 8 hour period, and long response over an 11 hour period. Where appropriate, different levels of background traffic are assumed-high background traffic reflects a portion of the evacuees having to go from work to home before evacuating. Worst household commute time reflects the longest time any one vehicle will spend on the road network. All times reflect the effect of neighboring counties and states evacuation traffic.

## **Attachment 2 - Long Beach Road Lane Reversal Plan**

### **Purpose**

The purpose of this plan is to facilitate the emergency evacuation of the Oak Island/Caswell Beach areas of Brunswick County during times of high occupancy. The plan will only be enacted in the event of a hurricane, or in the event that a situation at Sunny Point Military Ocean Terminal or the Brunswick Nuclear Plant warrants an evacuation of the area.

### **Concept of Operation**

As required by General Statute 166A-2, it is the responsibility of county government to protect life and property from the effects of hazardous events. The Chairman of the Board of County Commissioners, in cooperation with the County Manager and County Emergency Services Director, will coordinate and manage county resources.

If the emergency situation warrants, the Chairman of the Brunswick County Board of Commissioners may declare a State of Emergency to exist within the county and begin implementing emergency procedures. The Mayor of a municipality within Brunswick County may also declare a State of Emergency to exist within the jurisdiction of that municipality. This plan may be implemented without a declared State of Emergency within the county or within any municipality.

The decision to implement this plan will be a joint decision between the affected municipalities, NCDOT, Brunswick County Emergency Services and law enforcement officials.

The plan will allow for Long Beach Road, normally a two-lane road with a center turn lane, to be used as a three-lane road with two lanes outbound from Oak Island and one lane inbound for emergency traffic. The two outbound lanes will be comprised of the normal outbound lane and the center turn lane. Traffic cones provided by Brunswick County Emergency Services will be utilized to separate the inbound and center turn lanes.

Motorists traveling in the normal outbound lane will be forced to turn right at the intersection of Hwy. 211 and Long Beach Road and utilize Hwy. 133 or Hwy. 87 as an evacuation route. Motorists traveling in the center turn lane will be forced to turn left at the intersection of Hwy. 211 and Long Beach Road and utilize Hwy. 211 as an evacuation route.

Motorists will be informed of the new traffic pattern through the use of both permanent signs and temporary Variable Message Signs (VMS). The Town of Oak Island will also use the Oak Island Government Television Channel (GTV-Channel 8) to inform motorists of the evacuation and new traffic patterns. A temporary VMS will direct motorists to tune their car radios to an FM radio station for more information that will be broadcast on a mobile FM radio broadcaster.

### **Responsibilities**

Responsibilities for implementing this plan shall be assigned to participating agencies as follows:

#### **Brunswick County Emergency Service**

Brunswick County Emergency Services will be responsible for coordinating with the Town of Oak Island for the placement of Variable Message Signs along Long Beach Road that dictate how traffic will flow along the road. Emergency Services will also provide the Town of Oak Island with the traffic cones necessary to enact this plan, as well as the mobile FM broadcaster to provide traffic announcements to motorists.

#### **NC Department of Transportation**

NCDOT officials are responsible for erecting permanent flip-style signs informing motorists of the new traffic pattern.

**Law Enforcement Officials**

Law enforcement officials will be responsible for directing traffic at major intersections along the evacuation routes. Officers will be present at the following intersections at a minimum:

<b>Intersection</b>	<b>Assigned Agencies (# of officers)</b>
Oak Island Drive and Long Beach Road	Oak Island PD (1)
Airport Road and Long Beach Road	Oak Island PD (1)
Fish Factory Road and Long Beach Road	Oak Island PD (1)
Hwy. 211 and Long Beach Road	NCSHP & BCSD (2)
Dosher Cutoff and Hwy. 211	NCSHP & BCSD (2)
Dosher Cutoff and Hwy. 133	NCSHP & BCSD (2)
Hwy. 87 and Hwy. 211	NCSHP & BCSD (2)
Hwy. 211 and St. James Drive	NCSHP & BCSD (2)

In an effort to reduce response time, and to help keep traffic flowing, the Brunswick County Sheriff's Department will have a rotation wrecker on stand-by in the Long Beach Road area to respond to traffic accidents as they occur.

**Town of Oak Island**

The Town of Oak Island will be responsible for distributing the traffic cones on Long Beach Road to outline the new traffic pattern. Cones will be erected as a separation between the two lanes of traffic flowing away from Oak Island and the single lane of traffic flowing towards Oak Island. The cones will be trailer-mounted and pre-staged at a location dictated by the Town of Oak Island to allow for rapid deployment in the event this plan is activated. The Town of Oak Island will also be responsible for deploying Variable Message Signs along Long Beach Road to inform motorists of the new traffic pattern. They will also be responsible for displaying the permanent traffic flow signs erected along Long Beach Road by NCDOT. Along with the above responsibilities, the town will also ensure that the mobile FM radio broadcaster is in place along Long Beach Road to inform motorists of the new traffic pattern.

**1. Plan Development and Maintenance**

- a. Primary responsibility for coordinating the plan development and maintenance process rests with the county Director of Emergency Services.
- b. Operational plans will be developed in conjunction with affected municipalities, NCDOT, Brunswick County Emergency Services and law enforcement officials.
- c. Periodic revisions to this plan will be identified by appropriate signatures and approval dates. Any revisions to the plan will be at the suggestion and approval of the affected municipalities, NCDOT, Brunswick County Emergency Services and law enforcement officials. The revision process will include incorporation of necessary changes based upon periodic tests, drills and exercises or actual events.

## **EVACUATION FUNCTION – I-40 EMERGENCY REVERSAL**

**Lead Agency:** North Carolina Department of Transportation (NCDOT)  
North Carolina State Highway Patrol (NCSHP)

**Supporting Agencies:** Wilmington Police Department (WPD)

### **I. INTRODUCTION**

#### **Purpose**

The purpose of the I-40 reversal plan is to increase hurricane evacuation transportation capacity for southeastern North Carolina prior to predicted landfall of a large and damaging hurricane.

#### **Scope**

The I-40 reversal plan begins at Gordon Road (north Wilmington) and extends northerly about 100 miles to the interchange of I-40 and I-95 (the end of reversal).

#### **Situation**

Interstate Highway 40 (I-40) terminates in Wilmington, North Carolina. It heads north-northwest from there to Raleigh, then westerly through the entire state of North Carolina. It offers an excellent hurricane evacuation route for southeastern North Carolina.

When a strong and damaging hurricane threatens, consideration is given to increase capacity of I-40 by reversing eastbound (southerly) lanes for a section of its length.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

When a strong category 2 hurricane that is forecast to reach category 3 strength and it is projected to make landfall within 50 miles north or 100 miles south of Wilmington; lane reversal of I-40 is considered.

### **III. CONCEPT OF OPERATIONS**

The consideration to reverse I-40 is evaluated by the Reversal Control Group (RCG). The RCG is made up of three members. They are: the Emergency Management Director, the North Carolina State Highway Patrol, Field Operations Commander and the North Carolina Division of Highways, Chief Engineer of Operations. The RCG recommends approval to the Secretaries, Crime Control, and Public Safety (CCPS) and Department of Transportation (DOT). Attachment 1 is the Operations Plan for the I-40 Reversal.

When approved, the complex plan for reversal is engaged. It involves complete manned access control at each of the some 100 interchanges from Wilmington to the I-40 – I-95 interchange. All of the lanes of I-40 in the above stretch will be directed west (actually north–north westerly). Details of the plan are included in the 80 page “Interstate 40 Emergency Reversal Plan”, dated May 2007. See REFERENCES below.

### **IV. RESPONSIBILITIES**

#### **1. NCDOT**

- a.** Providing all barricades and signs related to the reversal.
- b.** Placing above barricades and signs prior to the reversal and removing them at the conclusion of the reversal.

**2. NCSHP**

- a. Responsible for manning all traffic posts from Gordon Road to the end of the reversal at the interchange of I-40 and I-95.
- b. Investigating all collisions and assisting disabled motorist along the reversal.
- c. Recommend termination of the reversal when traffic flow or other circumstances warrant.

**3. Wilmington Police Department (WPD)**

- a. Responsible for manning any necessary traffic posts within the City of Wilmington west to the interchange of I-40 and Gordon Road.

**V. REFERENCES**

- Interstate 40 Emergency Reversal Plan, May 2007.

**VI. ATTACHMENTS**

1. TAB H TO APPENDIX 1 TO ANNEX B of North Carolina Emergency Operations Guide - Interstate 40 Emergency Lane Reversal Plan

Attachment 1

TAB H TO APPENDIX 1 TO ANNEX B  
NORTH CAROLINA EMERGENCY OPERATIONS PLAN  
INTERSTATE 40 EMERGENCY LANE REVERSAL PLAN

1. Hurricanes are the events most likely to require execution of the I-40 Reversal Plan. As such the I-40 Emergency Reversal Plan decision-making process will begin when the National Hurricane Center forecasts that tropical storm force winds (sustained winds of 39 – 73 MPH) may impact southeast North Carolina within 72- hours. At that time the State Emergency Response Team (SERT) Leader will direct elevation of SERT activation to Level 3. The SERT Operations Chief will notify the I-40 Reversal Control Group of these actions.
2. When tropical storm force winds are forecast to impact southeast North Carolina within 48 hours the NCEM Operations Chief will activate the Reversal Control Group.
3. The Reversal Control Group is comprised of senior staff from Crime Control & Public Safety (Division of Emergency Management and the State Highway Patrol) and the Department of Transportation (Operations Chief Engineer and Department of Motor Vehicle). This group will confer at regularly scheduled intervals in accordance with the I-40 Reversal Plan, and, upon reaching a consensus, will jointly recommend to their Department Secretaries that eastbound lanes on designated sections of I-40 be reversed as part of the regional evacuation.
4. The Governor will make the final decision regarding I-40 eastbound lane reversal after having received a joint recommendation from the Secretaries of CC&PS and DOT.
5. The Reversal Control Group will use the following indicators to determine if and/or when to recommend I-40 eastbound lane reversal.
  - a. **Strength/intensity of the hurricane.** At a minimum the threat should be in the upper range of wind velocity (sustained winds of 103 mph or greater) of a Category II hurricane.
  - b. **Track/movement:** The potential landfall of the hurricane should be within a window that extends from 50 miles north to 100 south miles of Wilmington.

**Tab H: Appendix 1 TO Annex B**  
NORTH CAROLINA EMERGENCY OPERATIONS PLAN  
**November 2002 (B-1-H-2) (Revised 19August 2002)**

- c. **Tourist population.** Medium to maximum tourist population (height of tourist season). Reversal may not be necessary for smaller tourist populations.
- d. **Traffic volume.** Medium to maximum volume is anticipated (based upon combined population of residents and tourist).
- e. **Expected onset of tropical storm force winds** (sustained speeds of 39 mph – 73 mph) as a function of time calculated from the forward speed of the storm.
- f. Expected start of the evacuation and required clearance time (the average clearance time for Wilmington is 8 hours).
- g. **Time of day.** Counties are advised to **conduct evacuations during daylight hours** to ensure evacuations are complete before the arrival of tropical storm force winds. Lane reversal should only be implemented during daylight hours and during mandatory evacuations.
- h. **Reference.** Interstate 40 Emergency Reversal Plan

## **EVACUATION FUNCTION – SOUTH CAROLINA EVACUATION COORDINATION**

**Lead Agency:** Local North Carolina Division of Emergency Management

Local South Carolina Emergency Management

**Supporting Agencies:** North Carolina State Highway Patrol

South Carolina State Highway Patrol

### **I. INTRODUCTION**

#### **Purpose**

Coordination of the evacuation traffic entering South Carolina from North Carolina is the responsibility of the North Carolina Division of Emergency Management and the North Carolina State Highway Patrol. Once that traffic enters South Carolina the responsibility shifts to the South Carolina Department of Emergency Management, and the South Carolina State Highway Patrol, and South Carolina Municipalities. **This SOG focuses on the North Carolina coordination related to implementation of the plan.**

#### **Scope**

Evaluation of the results shown in the North Carolina Hurricane Evacuation Restudy, dated 2002, indicate that less than 1-percent of evacuees from southeastern North Carolina head southward during an evacuation. US Highway 17 is the only major route of exit going south in that region of the state.

Discussions with the Brunswick County Emergency Management Coordinator confirmed that southward evacuation from North Carolina is insignificant. He also said that hurricane evacuation from the South Carolina northward is minimal and that US Highway 17 is not an identified hurricane evacuation route for South Carolina residents.

Because of the above, planning for evacuation across the North Carolina – South Carolina Border is not critical and no formal plan has been prepared. However, some hurricane evacuation coordination between agencies of two states is routinely done

#### **Situation**

Since hurricanes that form in the South Atlantic generally move in a northwest direction, residents and tourists of the coastal areas of southeastern North Carolina evacuate to the north or northwest. Because evacuation across the North Carolina – South Carolina border is not significant, limited planning for that eventuality is justified.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATION**

Communication is established between the two states Emergency Management Coordinators during periodic telephone contacts. Emergency contact lists are kept in local Emergency Operations Centers in South Carolina and North Carolina.

As discussed in attachment 1, yearly periodic meetings are held between counterparts of the emergency management community from bordering counties of each of the states. A border closing between North and South Carolina, similar to that which may occur between Virginia and North Carolina during a hurricane emergency, is never envisioned.

### **III. CONCEPT OF OPERATIONS**

Limited periodic contact between local emergency management officials from North and South Carolina will continue on an annual basis. This coordination will be executed annually prior to June 1st by the NCEM Area 5 Coordinator. Protective actions, Shelter Operations, Coordinating Conference Calls, Evacuation Routes, Fuel Consumption Planning,

and Public Information will be reviewed. Furthermore, the Eastern RCC will include SCEM on its Conference Calls during any event. SCEM will include the Eastern RCC on their Conference Calls.

#### **IV. RESPONSIBILITIES**

Representatives from bordering North and South Carolina Emergency Management organizations will coordinate on a regular (at least yearly) basis as indicated in Concept of Operations.

#### **V. REFERENCES**

**Contacts:**

**NCEM:**

**Eastern Branch Manager**

NC Division of Emergency Management

Eastern Branch Office/Regional Coordination Center

**EBO:** 252-520-4923

**Fax:** 252-520-4927

**NCEOC 24 hr.:** 800-858-0368

**Area 5 Coordinator**

3236 Crooked Run Road

Willard, NC 28478

**Cell:** 910-604-1331

**24 hr.:** 800-858-0368

**Fax:** 910-285-5726

**Email:** pbrown@ncem.org

**SCEM:**

**SCEM**

2779 Fish Hatchery Road

West Columbia, SC 29172

**Phone:** 803-737-8500



**EMERGENCY MANAGEMENT PLANNING REGIONS IN SOUTH CAROLINA**

**EM Region 1 - Oconee, Pickens, Greenville, Anderson, Abbeville, Greenwood, McCormick, Edgefield Counties:**

Winton Hunter, Manager  
Mike Dunaway, Coordinator

**EM Region 2 Cherokee, Chester, Lancaster, Laurens, Spartanburg, Union and York Counties:**

Chuck Haynes, Manager  
Jim Moore, Coordinator

**EM Region 3 - Calhoun, Fairfield, Kershaw, Lexington, Newberry, Richland, Saluda**

Vacant, Manager  
Vacant, Coordinator

**EM Region 4 – Chesterfield, Darlington, Dillon, Florence, Horry, Lee, Marlboro, Marion Counties**

Jim Grant, Manager: 803-606-8648  
Milt Seekins, Coordinator

**Dillon County Disaster Preparedness Agency**

**Robert Abson, Director**

**Phone:** 843-774-1414

**FAX:** 843-774-1442

**Email:** rabson@bellsouth.net

Dillon County Central Communication System

205 West Howard Street, Suite 1, P.O. Box 1026, Dillon, S.C. 29536

**Horry County Emergency Management Department**

**Randall Webster, Director**

Ranessa Norton, Admin. Asst.

Carissa Medeiros, Emergency Planner

Jerry Williams, Emergency Planner

**Phone:** 843-915-5150

**FAX:** 843-915-6150

**Email:** webster1@horrycounty.org

2560 Main Street, Suite 4, Conway, S.C. 29526-3718

[Horry County EMD Web Site](#)

**EM Region 5 – Berkeley, Charleston, Clarendon, Dorchester, Georgetown, Orangeburg, Sumter, Williamsburg Counties**

Sean Fowler, Manager  
Tiffany Cooks, Coordinator

**EM Region 6 – Aiken, Allendale, Bamberg, Barnwell, Beaufort, Colleton, Hampton Jasper Counties**

Ed Young, Manager  
Mario Formisano, Coordinator

This page left blank intentionally.



This page left blank intentionally.

## **TRANSPORTATION FUNCTION – INTRODUCTION**

### **Purpose**

The primary objective of this Southern Coastal Plain Transportation Standard Operating Guide (SOG) is to establish relationships and procedures to guide North Carolina Division of Emergency Management (NCEM) in providing and coordinating transportation assets needed at the regional and local level. This Transportation SOG includes sections on transportation resources, mass transit coordination, functionally and medically fragile populations (FMFP) resource assignment coordination, airlift resource support, and fuel resource allocation and support.

For a tropical storm or a Category 1-3 hurricane, evacuation will be mostly limited to people living in potential storm surge inundation areas and residents of mobile homes. In-county shelters may be sufficient to protect those numbers of evacuees.

For a Category 4 or 5 hurricane, it is possible that all risk counties in North Carolina will issue a full mandatory evacuation, and all have agreed not to open shelters in-county. The entire population will be asked to evacuate to inland host counties, who will provide temporary sheltering.

The coastal counties generally recognize that for a Category 4 or 5 storm, they will need to look to the State for assistance in supplementing locally available transportation assets. Since the State government does not own a significant number of appropriate vehicles, it will be incumbent upon NCEM to provide the shortfall through contracts, the Statewide Mutual Aid and Assistance Agreement, or by facilitating Memorandums of Understanding (MOUs) between the counties.

The analysis of Southern Coastal Plain transportation resources indicated there is no shortfall in school buses for evacuation of the general population. However, NCEM should be sensitive to the fact that the Coastal Plain area of North Carolina has not experienced a Category 4 or 5 hurricane in recent history. The number of people requiring transportation for a county-wide evacuation might far exceed the estimates provided by county officials.

*This page left blank intentionally.*

The analysis also revealed an extremely critical shortage of 804 ambulances for the evacuation of the FMFP.

### **Scope**

This Transportation Tab covers the mass transportation requirement for hurricane evacuation. It is aimed at providing a framework for mass transportation of physical and functionally able individuals as well as the transportation of the FMFP and Care Dependent Population (CDP) who do not have a personal means of transportation out of the hurricane risk area. *(Further definition of the FMFP is provided in the FMSS Tab.)*

Coastal North Carolina is mostly rural and does not have a public mass transit bus or rail system. Air evacuation is impractical for the public segment that requires mass transportation evacuation. Public schools are closed in advance of hurricane emergencies to allow students, their parents, and school employees time to personally prepare for an evacuation. At this point school buses are an available transportation resource for mass hurricane evacuation either to risk free sites within the county or, in the case of a possible catastrophic hurricane, to host county(s) inland from the coast.

The use of school buses is appropriate for those individuals who are functionally able to transport themselves but lack the resources to do so. However, because the FMFP and CDP are largely frail, transportation options are few. A limited number of the CDP can safely travel by private auto with their caregiver to the CDP Shelters. However, a large number of CDP may require additional transportation support and virtually the entire FMFP will require ambulance transportation. The use of all available assets is addressed.

County plans for evacuating healthcare facilities vary widely. For a tropical storm or a Category 1-3 hurricane, evacuation will be mostly limited to facilities in potential storm surge inundation areas. In most counties, this can be accomplished with local transportation resources. For Category 4 & 5 storms, some counties plan complete evacuations, creating an extremely heavy demand for medical support vehicles.

While this SOG **cannot** provide a total plan for the transportation of the segment of FMFP and CDP who are hospitalized or institutionalized, it **does** provide guidance in order to address identified transportation needs for this population group. All hospitals and other medical care facilities in North Carolina are **required** to have an approved emergency plan in which they **assume responsibility** for patients under their care during an emergency to **include transportation**.

### Situation

#### Category 1, 2 or Category 3

When a category 1, 2 or 3 hurricane is predicted to make landfall, affected risk county Emergency Management Coordinators, in coordination with the representative(s) of primary county agencies, and the State EOC, as appropriate may make recommendation to the Chairman of County Commissioners, to issue an evacuation notice. In most cases the risk county, acting alone, will be able to publicly transport and shelter those in need to a safe shelter within county jurisdiction. In other cases where the risk county has a mutual aid agreement in place with another county for hurricane sheltering, that risk county may alone be able to publicly bus evacuees to the sheltering county.

If the above is true, the evacuation can proceed in the manner prescribed in the county(s) emergency operations plan(s). Use of publicly owned school buses within the county(s) can normally accommodate this level of evacuation without host county aid. In this instance, limited assistance from the State of North Carolina would normally be required.

New Hanover County (NHC) in the Southern Coastal Plain (SCP) Region has developed a comprehensive plan to deal with sheltering special needs individuals who cannot be accommodated in NHC general public shelters (see Attachment 1). Area medical and human services agencies that routinely deal with problems encountered by special needs individuals on a daily basis have contributed expertise and resources to the development of this plan. The strength of this endeavor is the person to person contact and individual care that it offers.

New Hanover Regional Medical Center houses the Individual Care Coordination Center (IC3, the Command Center) and has teamed with the organization to provide uninterrupted access to medical consultants and on-call physicians. The plan, which serves as a beacon for special needs sheltering, is initiated in a disaster event under the direction of the New Hanover County Emergency Management Coordinators. Unfortunately, for large and devastating hurricanes this sheltering plan may not be viable.

#### Category 4 and 5

When a strong category 3 storm, that has the possibility of strengthening, or a category 4 or 5 hurricane is predicted to threaten coastal North Carolina, a much larger response is required. This threat requires a regional approach and more extensive involvement of the State, and possibly the Federal Government. This tab addresses this eventuality by including Standard Operating Guidelines (SOG) for Mass Transit Coordination and FMFP Resource Assignment Coordination.

## **TRANSPORTATION FUNCTION – PLANNING ASSUMPTIONS AND CONSIDERATIONS**

Different levels of command and control, and scope of host county and State involvement in an evacuation is dependant on the category of the approaching storm.

When evacuees are relocated outside of the risk county to a host county, consideration will be given to appointing at least one representative from the risk county who will be relocated to the host county EOC to act as liaison between the risk county and host county. And, conversely, a host county representative will be selected as a liaison between the counties and be relocated to the risk county EOC. This is a county decision that will be recommended when the state coordinates the opening of host county shelters.

When FMFP and CDP evacuees are relocated outside of the risk county to FMSS and CDP Shelters, individual care for each evacuee is critical to include their family and pets. The issue of transportation of pets and sheltering of pets for FMFP should be planned in advance as much as possible. Information currently available through the North Carolina Department of Agriculture on various resources and related useful forms designed to help individuals plan for animal sheltering can be found at the following URL: <http://www.ncagrgis.com/sheltering/>.

Sufficient warning time will generally be available to institute a general evacuation internal to the risk county. Evacuation to the host counties will take longer. Evacuation orders need to be issued early when regional evacuations are required. With advanced warning, some people will evacuate voluntarily prior to being advised to do so, and most will evacuate promptly when a notice is issued. Most will evacuate by personal vehicle. There is, however, little historic data to confirm that the evacuating public in need of school bus transportation will totally (or nearly totally) evacuate even risk areas, when a catastrophic hurricane is predicted. Their level of urgency is similarly uncertain.

Needed warning time will increase when evacuation to the FMSS counties is involved. Evacuation orders need to be issued extremely early – up to four days in advance of the arrival of tropical storm winds. The additional time is needed in order to ready the FMSS for evacuees; and to transport the FMFP and CDP via low capacity ambulances.

Information from questionnaires indicates that risk counties in the Southern Coastal Plain have an adequate number of buses available for their total county general evacuation who lack personal transportation. Drivers for those buses may also be an issue should existing drivers elect to evacuate with their family(s) instead of driving evacuees out of the risk county(s) to the host counties in buses. If required, the use of host county drivers and host county buses would be used to relieve any shortfalls. Additionally, the questionnaires also indicate that there is a shortage of ambulances in nearly every county for the transport of the FMFP and CDP in need. Therefore, state coordination is a key to the successful evacuation of the Southern Coastal Plain for a category 3 or higher storm.

The majority of FMFP or CDP that live at home with a caregiver or with friends/relatives will have transportation provided by same to safety prior to the hurricane arrival.

Hospitals and other medical care facilities housing FMFP and CDP will have executable evacuation and transportation plans for their patients. The State of North Carolina will augment these plans on an as needed basis.

## **TRANSPORTATION FUNCTION – REFERENCES**

- Annex A, Special Train
- NCNG 500-60 Joint Operating Procedures and the hurricane-related Contingency Plan (CONPLAN) 500-1.
- NC General Statutes 115C-242(6) Use of School Bus for Emergency Management
- NC Statewide EM Mutual Aid Agreement regarding the State’s responsibility as it relates to this function.

## **TRANSPORTATION FUNCTION – STATE RESOURCES**

### **North Carolina Rail Division**

Special Train Evacuation for coastal plain risk counties was investigated to determine the feasibility of using railroad resources. The *NCRR Piedmont* could become a special train for evacuation upon annulment of Amtrak passenger service in North Carolina. However, rail infrastructure east of Highway I-95 cannot accommodate Amtrak passenger or heavy freight traffic. Accordingly, Special Train evacuation would originate at the multi-modal transportation center in Rocky Mount and transport evacuees westward. Service would preferably cease not less than 24 hours before arrival of tropical storm force winds. Weighing all circumstances, rail evacuation of eastern North Carolina is not considered to be a practical approach. (See CRES-SOG Appendix H, Special Train Transportation Support for Evacuation)

### **North Carolina National Guard**

The North Carolina Air National Guard (NCANG) has a squadron of C-130 aircraft that can be configured for MEDEVAC operations. The possible deployment of those aircraft for pre-landfall hurricane evacuation is discussed in CRES-SOG Appendix J, Air Transportation Support for Evacuation.

### **Department of Public Instruction**

Transportation assistance for evacuation of general population can be accomplished with the use of county school buses. It should be noted that many bus drivers in a risk county will not be available due to the fact that they will be evacuating themselves. Therefore, if a risk county identifies a need for additional bus drivers, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to ESF 1 Desk. The ESF 1 manager at the State EOC will subsequently contact the Section Chief of the Transportation Services Section of the Department of Public Instruction and make a tasking for the requisite number of qualified school bus drivers, buses, and maintenance support from counties that are not at risk.

The drivers will report with personal gear that is adequate to be self-sufficient for up to 72 hours. They will load in groups of 20 or less onto a school bus(es) from their county and travel to the requesting risk county. Upon arrival, the bus drivers will mount up onto the risk county's school buses, pick up any evacuating personnel at pre-arranged pick-up points and travel to pre-identified shelters. Buses will be parked in staging areas in the host county and the drivers will stay at the shelter. Depending on the situation at post-landfall, the same bus drivers may be requested to assist in the re-entry phase or they may be shifted out with other bus drivers.

### **Department of Transportation, Public Transportation Division**

Transportation assistance for evacuation of general population or care dependent population can be accomplished with the use of vehicles assigned to the Public Transportation Division of the Department of Transportation. These are federally funded assets. Federal Transit Administration representatives have advised NCEM through FEMA Region IV that there are no restrictions on the use of the equipment for evacuation support in the event of an emergency.



There are 18 Urban Systems, 2 Regional Transportation Authorities, 3 Small Urban Systems and 82 Rural Transportation Systems. These systems have a variety of vehicles, many of which are lift equipped. The Public Transportation Division maintains a database that includes routes, Points of Contact and type of vehicle for each system. When a risk county identifies a need for additional transportation for general or care dependent population, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to ESF 1 Desk. The ESF 1 Manager will subsequently contact the Public Transportation Division and make a tasking for the requisite number and type of drivers, vehicles and maintenance support to assist in the evacuation.

Public Transportation leaders will make the decision on which systems to pull resources in order to support the mission so that it will minimize disruption to services of its other customers (i.e. dialysis patients, disabled, etc.). Once the resources are identified, they will travel to the requesting risk county and pick up evacuating personnel at pre-arranged pick-up points and travel to pre-identified shelters. Vehicles will be parked in staging areas in the host county and the drivers will stay at the shelter. Depending on the situation at post-landfall, the same vehicle drivers may be requested to assist in the re-entry phase or they may be shifted out with other vehicle drivers

### **Statewide Mutual Aid Agreement**

Transportation assistance for evacuation of functionally and medically fragile populations (FMFP) can be accomplished with the use of ambulances acquired through the Statewide Mutual Aid Agreement. During the 2007 Deployable Resource Inventory conducted with all NC counties by the NCEM Operations Section, it was determined that there are 131 ambulances available in the state for deployment from non-risk counties. When a risk county identifies a need for additional transportation for FMFP, a resource request will be made to the State EOC via Web-EOC where it will go to the MAC for mission assignment to the ESF 8 Desk. The ESF 8 Manager will subsequently review assets through the SMARTT system and contact non-risk counties, and, via the Statewide Mutual Aid Agreement, make a tasking for the requisite number and type of EMS personnel, ambulances and maintenance support to assist in the evacuation.

Non-risk counties will deploy their ambulances to the requesting risk county and pick up evacuating FMFP personnel at pre-arranged pick-up points and travel to pre-identified hospitals or FMSSs. Ambulances will then be re-missioned or return to their county depending on the mission requirement.

NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Southern Coastal Plain – Transportation Function

October 2007

Attachment 1: Current Availability and Projected Need of Ambulances and Buses

Attachment 1 shows the current availability of ambulances and buses and the projected need and shortfall for these resources in the event of a Category 4 or 5 evacuation based on local interviews conducted for the purposes of creating this document.

Availability of Ambulances and Buses in the North Carolina Coastal Plain

		MOU in Place for Ambulances	Ambulances Needed	Ambulances Available	Shortage	MOU In Place for Buses	Buses Needed	Buses Available	Shortage	Comments	
RISK COUNTIES COASTAL PLAIN REGIONS	NORTHERN	Bertie	Y	20	10	10	Y	25	50	0	Ambulances in Plan, Buses in Plan
		Camden	NA	NA	NA	NA	NA	NA	NA	NA	Included with Pasquotank
		Chowan	Y	10	6	4	Y	50	50	0	Ambulances in Plan, Buses in Plan
		Currituck	N	15	9	6	N	50	50	0	Incident Dependant No MOUs
		Dare	N	20	11	9	N	40	40	0	No MOUs
		Hyde	N	10	0	10	N	15	10	5	Ambulances not in Plan. NEED School Bus Drivers
		Martin	Y	9	9	0	Y	105	105	0	Ambulances in Plan, Buses in Plan
		Pasquotank	Y	30	5	25	N	80	80	0	Ambulances in Plan, Buses in Plan
		Perquimans	N	5	0	5	Y	40	40	0	Buses in Plan
		Tyrrell	N	5	5	0	N	20	20	0	Ambulances County Owned, Buses in Plan
		Washington	N	15	5	10	N	45	45	0	Ambulances not in Plan, Buses in Plan
	<b>TOTAL NCP</b>		139	60	79		415	424	16	Note numbers in <i>italics</i> : Bertie Co. has excess buses. This is not considered in calculating shortage.	
	CENTRAL	Beaufort	N	42	28	14	N	60	102	0	Ambulances not in Plan, Buses in Plan
		Carteret	Y	60	31	29	N	20	20	0	Ambulances in Plan, Buses in Plan
		Craven	N	39	16	23	Y	168	168	0	Ambulances are in Plan, CN in place but are in State Mutual Aid Agreement, Buses are in Plan
		Jones	N	25	10	15	Y	30	15	15	Ambulances in Plan, Buses in Plan
		Pamlico	N	15	7	8	N			0	No MOUs
	<b>TOTAL CCP</b>		181	92	89		278	305	15	Note numbers in <i>italics</i> : Beaufort Co. has excess buses. This is not considered in calculating shortage.	
	SOUTHERN	Brunswick	N	156	17	139	Y	35	35	0	Ambulances in Plan, Buses in Plan
		New Hanover	N	626	16	610	N	122	122	0	Ambulances in Plan, Buses in Plan, <b>200+ Buses Available</b>
		Onslow	N	52	27	25	Y	240	240	0	Ambulances in Plan, MOU Buses for 12000
Pender		Y	190	10	180	N	85	85	0	Ambulances in Plan, Buses in Plan, Wheelchair equipped vans - Pender Adult Services	
<b>TOTAL SCP</b>			874	70	804		482	482	0	Note see <b>bold</b> above: New Hanover Co. has excess buses. This is not considered in calculating shortage.	
<b>TOTAL NC CP</b>		1194	222	972		1175	1211	31	Note number in <i>italics</i> : Bertie, Beaufort, and NH Co. have excess buses not considered in calculating shortage.		

## **TRANSPORTATION FUNCTION – SOG #1 MASS TRANSIT COORDINATION**

**Lead Agencies** (and host county counterparts\*):

- NC Division of Emergency Management\* (Director)
- NC Department of Public Instruction\* (Superintendent of Public Instruction)
- NC DOT Division of Public Transportation\* (Director)
- NC DOT\* (Division Engineer)
- NC SHP\* (Troop A Commander)
- Boards of County Commissioners (Chairmen)
- County Schools (Superintendents)
- County Transportation Coordinators (with County Schools)
- County Emergency Management Services Depts. (Emergency Management Coordinators)
- County Sheriff Departments (Sheriffs)

**Supporting Agencies** (and host county counterparts\*):

- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- County Administrations (Managers, PIO)
- County Incident Commanders
- Regional Incident Commanders\*
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NC DOT (NC DOT District Engineer)
- NC SHP (NC SHP First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to evacuate and shelter coastal county populations prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events host county counterparts of both lead and supporting agencies will be integral to the command and control function.

### **I. CONCEPT OF OPERATIONS**

#### **General**

State Emergency Operations Center (EOC) will be activated with increasing operational conditions by the North Carolina Division of Emergency Management (NCEM) some 72 to 96 hours prior to anticipated landfall of the hurricane. If any one of the risk counties decide to evacuate in anticipation of the incoming hurricane, the regional hurricane (SOG) evacuation plan will be activated.

The State EOC, NCEM RCCs and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will, through the RCCs, then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the State EOC, RCCs and affected County EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel, opening of mass care shelters and equipment resources, if necessary.

Upon notification of an evacuation order, NCEM will notify the State Superintendent of Education. The Superintendent will then notify the school districts in the risk and host counties that the regional plan is being implemented. This protocol

notification is important in order to ensure adherence to procedures for expenditures and reimbursements related to both the North Carolina Department of Public Instruction and local school districts.

Local Transportation Coordinators and Superintendents (both risk and host) will work jointly with County (both risk and host) Emergency Management Coordinators in the local coordination of assets. Because the effort is of regional scope the local officials will coordinate closely with their State level leadership. Any disagreements or prioritization of assets questions that cannot be agreed upon at the county level (risk and host) will be elevated to leadership at the State level for resolution.

## **II. RESPONSIBILITIES**

### **NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NCDPI.
- Assume command of evacuation should a regional evacuation be necessary.
- Ensure that the expectations of NC Department of Public Instruction regarding reimbursement of their resources are met.
- Provide appropriate forms to document expenditures of above resources.

### **NC Department of Public Instruction\* (Superintendent of Public Instruction)**

- Notify risk and host county school districts to prepare for evacuation based on timeline established by NCEM.
- Provide oversight coordination in the affected counties.
- Serve as State level liaison between the NCEOC and county school districts during a regional evacuation.
- Coordinate the supply of evacuation staging areas for necessary supplies prior to a regional evacuation.

### **NC Department of Transportation\* (Division Engineer)**

- State point of contact for NCDOT regarding use of their resources in the regional evacuation

### **NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NCSHP regarding regional evacuation.

### **Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation, issue evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.
- Provide guidance to the County Transportation Coordinator.
- Terminate the official evacuation order

### **County Schools (Superintendents)**

- Supervise and control use of school assets (shelters at schools, buses for county wide evacuations etc.)
- Serve as county point of contact for use of above resources in event of regional evacuation.

### **County Transportation Coordinators (With County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation use of county resources and assessment of county needs during a regional evacuation.

**County Emergency Management Depts. (Emergency Management Coordinators)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.

**County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

**Supporting Agencies (and host county counterparts\*):**

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible, assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**County Administrators (Managers)**

- Provide for resources (people, commodities etc.)

**County Incident Commanders**

- For risk areas of limited scope, on own volition, order evacuation of risk areas .

**Regional Incident Commanders\***

- Control all, or segments of, regional evacuation functions.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Management Coordinator.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NC Department of Transportation (NC DOT District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

**NC State Highway Patrol (NC SHP First Sergeant)**

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Southern Coastal Plain – Transportation Function

October 2007

---

### III. IMPLEMENTATION TIMELINE

<b>72 Hours</b>	NCEM will alert the NC Department of Public Instruction to be on standby and that the regional evacuation may be necessary.
<b>48 Hours</b>	NCEM will issue a mission assignment to NC DPI.
<b>36 Hours</b>	In accordance with the pre-approved plan, evacuation of citizens without transportation begins.
<b>32 Hours</b>	Voluntary evacuation of general public begins.
<b>24 Hours</b>	Mandatory evacuation begins.
<b>12 Hours</b>	The last bus leaves final staging area in risk county.

## **TRANSPORTATION FUNCTION – SOG #2 FUNCTIONALLY AND MEDICALLY FRAGILE POPULATIONS AND CARE DEPENDENT POPULATION RESOURCE ASSIGNMENT COORDINATION**

**Lead Agency:** (Specific for Category 4 and 5 shown with\*)

- NC Division of Emergency Management\* (Director)
- NC Office of Emergency Medical Services\*(Incident Commander)
- NC Department of Transportation, Division of Public Transportation\* (Director)
- NC Department of Transportation\* (Division Engineer)
- County Emergency Management Services Depts. (Emergency Management Coordinators)
- County Sheriff Departments (Sheriffs)
- Boards of County Commissioners\* (Chairman)
- County Transportation Coordinators\*

**Supporting Agencies:** (Specific for Category 4 and 5 shown with\*)

- NC Division of Social Services\* (Liaison)
- NC Division of Public Health\* (Liaison)
- NC Division of Aging and Adult Services\* (Liaison)
- NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)
- NC State Highway Patrol\* (Troop A Commander)
- Boards of County Commissioners (Commissioners)
- County Finance Departments (County Resource Directors)
- Municipal Emergency Management (EM Coordinators)
- Municipal Police Departments (Police Chiefs)
- NC Department of Transportation (District Engineer)
- NC State Highway Patrol (First Sergeant)

**Note:** Items marked with \* above are included only when a regional response is required to transport county FMFP and CDP prior to predicted effect from a formidable category 3 that has the possibility of strengthening, and from all category 4 and 5 hurricanes. During these events NCEM will be integral to the command and control function.

### **I. CONCEPT OF OPERATIONS**

#### **General**

State Emergency Operations Center (EOC) will be activated by the North Carolina Division of Emergency Management (NCEM) some 72 to 96 hours prior to the anticipated landfall of the hurricane. If any one of the risk counties decide to evacuate in anticipation of the incoming hurricane, the regional hurricane (SOG) evacuation plan will be activated.

The State EOC, NCEM RCCs and County EOCs will coordinate, and reach consensus, on areas most likely to be impacted. The State EOC will, through the RCCs, then notify all counties potentially involved in the response (both risk and host), and request that the Governor declare a State of Emergency. Working together, the State EOC, RCCs and affected County EOCs will then initiate the regional evacuation plan, including pre-deployment of personnel and equipment resources, if necessary.

Because arranging for the setup of the Functional and Medical Support Sheltering (FMSS), and the transportation of FMFP and CDP to the FMSS is extremely time consuming, a tiered evacuation order is needed. It is envisioned that an evacuation order for FMFP and CDP must be given up to four days in advance of hurricane landfall. The general evacuation order will be given later, 24 to 36 hours before landfall, depending upon clearance times required for individual counties. One must remember that this is the scenario for a large and potentially catastrophic storm making landfall.

Upon notification of the initial (FMFP and CDP) evacuation order (as part of an overall evacuation order) from one or more risk counties, NCEM will notify NCOEMS and request that FMSS shelters be opened. It is anticipated that one day would be required to prepare the shelter for occupation. It is anticipated that the shelter will begin receiving evacuees about one day after opening (about two days before landfall). The requested number of ambulances required for transport of FMFP and provided through the Statewide Mutual Aid Agreement will be requested so as to arrive at the risk county two days before landfall. FMFP will then be transported to the pre-designated FMSS. The requested number of vehicles required for transport of CDP and provided through the Public Transportation Division will be requested so as to arrive at the risk county two days before landfall. CDP will then be transported to pre-designated mass care shelters where they will be segregated from general population (as required).

Local Transportation Coordinators, County Emergency Management Coordinators, and many other social services organizations will work to coordinate local assets and prepare staging areas for embarkation of FMFP and CMP. Because the effort is of regional scope, the local officials will coordinate closely with their State level leadership. Evacuation will continue until arrival of gale force winds associated with the approaching storm.

## **II. RESPONSIBILITIES**

### **Lead Agency: (Specific for Cat 4 and 5 shown with\*)**

#### **NC Division of Emergency Management\* (Director)**

- Provide oversight and command for the overall evacuation.
- Point of contact for NCOEMS.
- Assume command of state evacuation support with a regional evacuation.
- Coordinate and provide ambulances in the number and at the time required.

#### **NC Office of Emergency Medical Services\*(Incident Commander)**

- Command and Control of the FMSS
- Coordination with the NCEM IC

#### **NC Department of Transportation\* (Division Engineer)**

- State point of contact for NCDOT regarding use of their resources in the regional evacuation

#### **County Emergency Management Departments (Emergency Management Coordinators)**

- Primary county coordinator for transportation matters pertaining to overall coordination of the evacuation (either county wide or regional).
- Primary point of contact for coordination of all evacuation related matters in the county.

#### **County Sheriff Departments (Sheriffs)**

- Primary county point of contact for coordinating timely evacuation movement, traffic control and security during an evacuation.

#### **Boards of County Commissioners (Chairmen)**

- Declare a state of emergency in writing.
- After consultation issue tiered evacuation orders.
- Request assumption of state direction and control should a regional evacuation be required.
- Overall authority and responsibility for ensuring county emergency evacuation transportation assets are effectively utilized during the evacuation.



- Provide guidance to the County Transportation Coordinator.
- Terminate the official evacuation order.

**County Transportation Coordinators (with County Schools)**

- Coordinate public transportation during county wide evacuations.
- Provide direction for county public transportation, use of county resources and assessment of county needs during a regional evacuation.

**Supporting Agencies and Host County Counterparts: (Specific for Category 4 and 5 shown with\*)**

**NC Division of Social Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and CMP.

**NC Division of Public Health\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC Division of Aging and Adult Services\* (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC Division of Mental Health\*, Developmental Disabilities and Substance Abuse (Liaison)**

- Aid in coordination of staging and transportation issues related to the FMFP and OMP.

**NC State Highway Patrol\* (Troop A Commander)**

- State point of contact for NCSHP regarding regional evacuation.

**Boards of County Commissioners (Commissioners)**

- Assist Chairman with identifying transportation requirements.
- In accordance with the **NC Statewide Mutual Aid and Assistance Agreement**, authorize the use of select County property to be used as a host area for sheltering of evacuees from neighboring counties.

**County Finance Departments (County Resource Directors)**

- Where feasible assist the County Transportation Coordinator in pre-contracting for vehicles and /or vehicle drivers to support the evacuation prior to the emergency.
- Assist the County Officials in prioritizing emergency transportation resources.

**Municipal Emergency Management (EM Coordinators)**

- Coordinate outside assistance for transportation requirements in support of City emergency operations with the County Emergency Management Coordinator.

**Municipal Police Departments (Police Chiefs)**

- Provide for traffic control during evacuations within respective jurisdictions.

**NCDOT (NCDOT District Engineer)**

- Keep the County EOC informed of highway conditions, when activated.
- Keep evacuation routes clear of debris.
- In coordination with the County Sheriff(s) and provide for and set up traffic control measures.

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Southern Coastal Plain – Transportation Function

October 2007

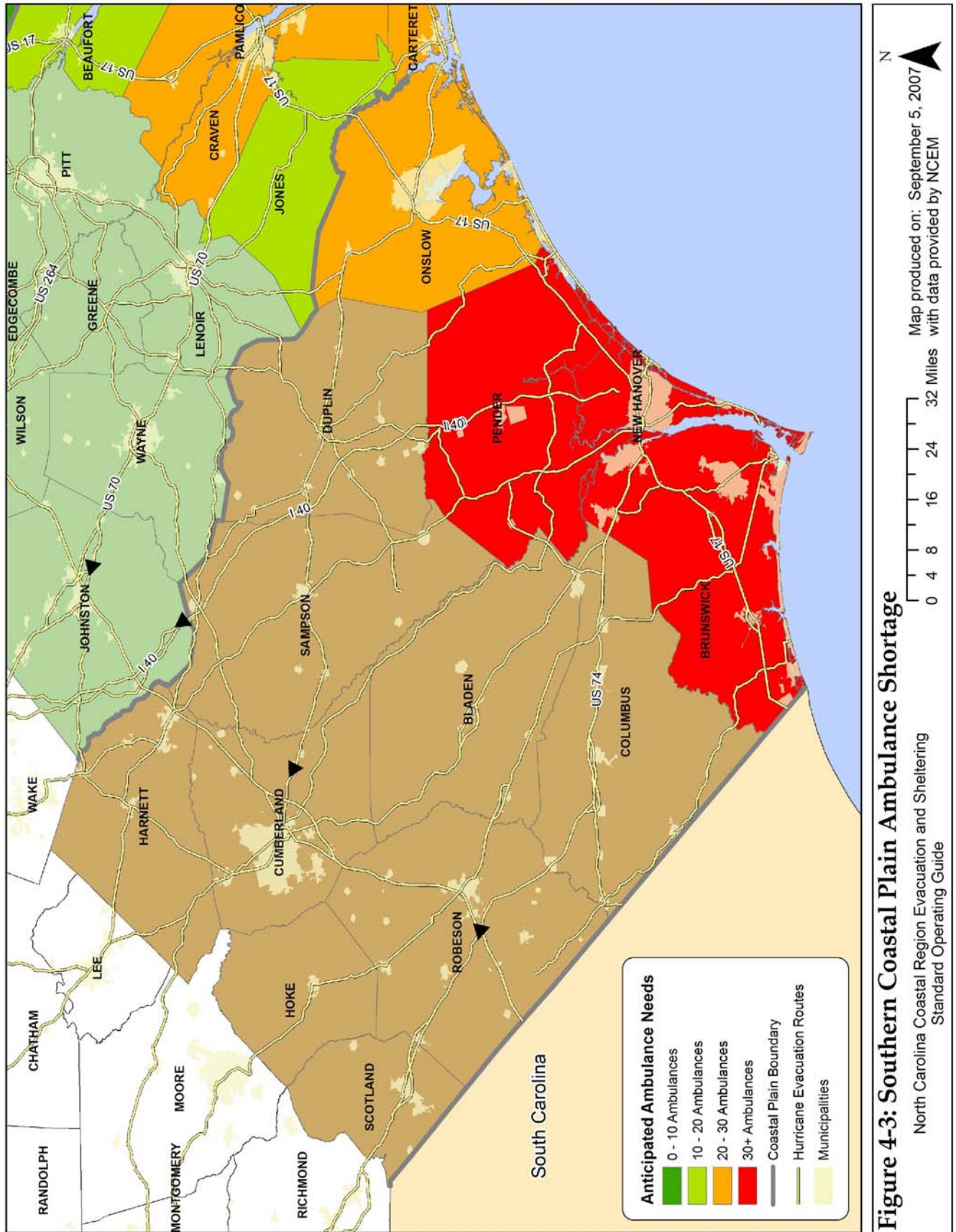
---

### NCSHP (NCSHP First Sergeant)

- Provide for traffic control state and interstate routes within the County for a large scale evacuation, as assigned by the Governor.
- Coordinate NCSHP Traffic Control Plan for the County with the County Sheriff and municipal Police Chiefs.

### III. IMPLEMENTATION TIMELINE

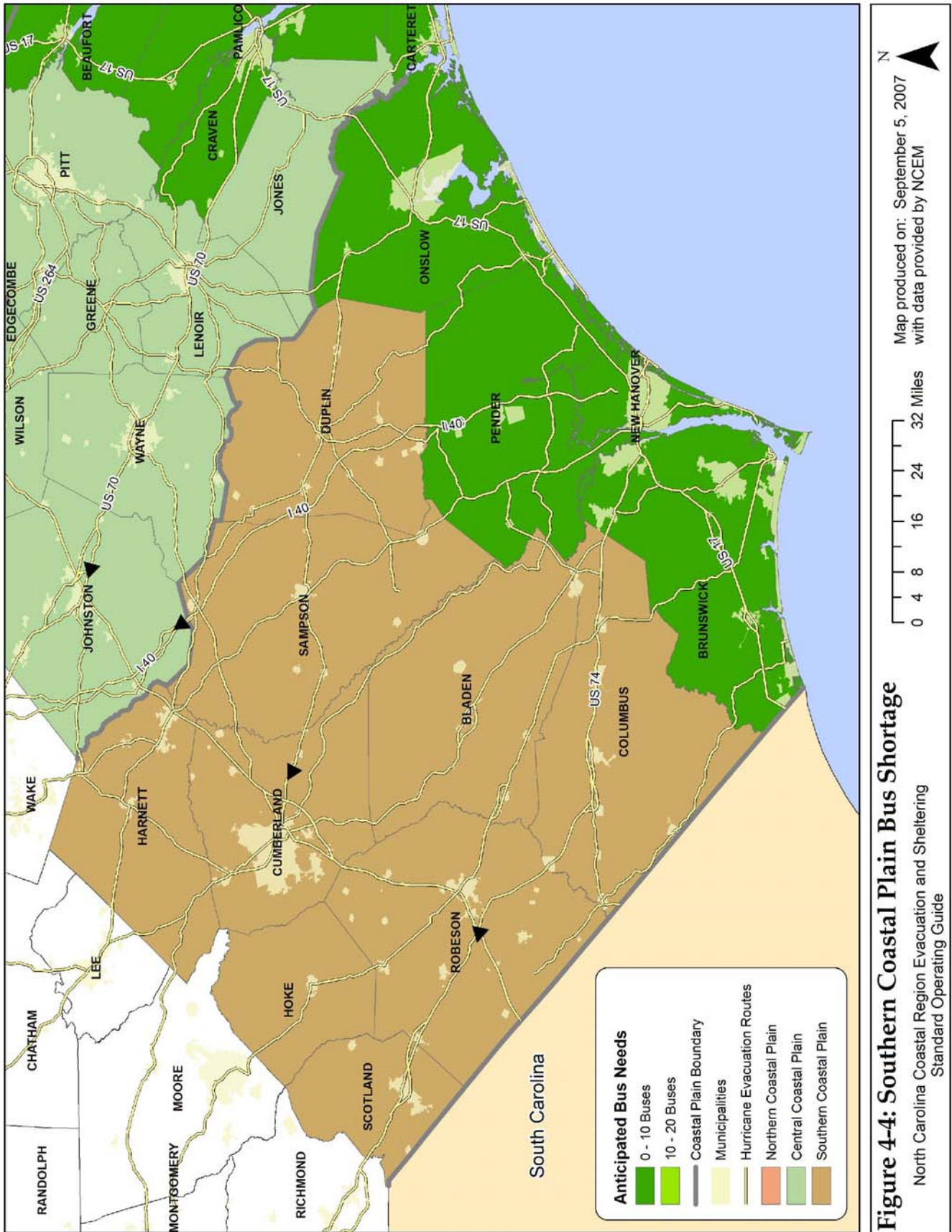
<b>120 Hours</b>	State implements partial activation of the EOC based on the approaching hurricane.
<b>96 Hours</b>	NCEM activates the regional sheltering program
	NCEM begins the process of identifying ambulance resources available through the Statewide Mutual Aid Agreement Program for use prior to landfall. Also tasks the Public Transportation Division for transport of CDP.
	Chairman of Board of County Commissioners decides to order a tiered evacuation. The notice indicates that FMFP and CDP will begin the evacuation coordination process in order to begin evacuation in two days.
<b>72 Hours</b>	OEMS open FMSSs and County Department of Social Services opens CDP shelter(s).
<b>48 Hours</b>	First ambulances for FMFP and vehicles transporting CDP leave County staging areas for FMSS and CDP Shelters. Shelters begin receiving evacuees who have arrived by POV.
	Ambulances and vehicles transporting CDP begin to arrive at FMSS and CDP Shelters.
	County Board Chairman gives evacuation notice for general population in the county.
	In accordance with the pre-approved plan, evacuation of general population without transportation begins in the county.
	FMSS and CDP Shelters continue to receive FMFP and CDP. Shelters continue receiving evacuees who have arrived by POV.
	Voluntary evacuation of general public begins in the county.
	Mandatory evacuation begins in the county.
<b>12 Hours</b>	The last bus leaves final staging area in risk county on route to host county shelter.



**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

Southern Coastal Plain – Transportation Function

October 2007





This page left blank intentionally.

**SHELTERING FUNCTION – INTRODUCTION**

This section provides an overview of the Sheltering component of the North Carolina Coastal Region Evacuation and Sheltering Plan – Standard Operating Guidelines for sheltering of evacuees from the risk counties in the Southern Coastal Plain Region while away from their homes and counties of residence. These counties include Brunswick, New Hanover, Onslow, and Pender.

In conjunction with the Mass Care Annex of this plan, it details the policies, organizations and tasks of the Emergency Support Function #6 (ESF-6) primary and support agencies in the event of a pre-storm evacuation in the State of North Carolina. The Sheltering process utilizes a tiered approach when opening host county shelters and is outlined below. This process was developed to maximize the effective use of limited physical and personnel resources in the state to serve the needs of the general population and their pets. The matrix below shows the Risk to Host County assignments for the SCP:

			HOST COUNTIES											
			SOUTHERN COASTAL PLAIN											
			1	1	1	1	2	2	2	3	3	3	3	
			Cumberland	Robeson	Johnston	Harnett	Durham	Wake	Scotland	Sampson	Columbus	Pitt	Wayne	Lenoir
RISK COUNTIES	SOUTHERN	Brunswick	X	X	X			X	X	X	X			
		New Hanover			X	X	X	X		X				
		Onslow			X			X		X		X	X	X
		Pender			X	X	X			X				

The Tiered RISK-HOST County sheltering component of the plan is based on opening shelters in the following order:

- Tier 1.** Locations in counties along and immediately east of Interstate 95 where there are adequate facility and staff resources available and the driving time to a destination can be minimized in the early stages of the evacuation.
- Tier 2.** Locations in counties west of Interstate 95 where facilities are available and staff can be augmented to serve an overflow of persons seeking shelter even though a longer distance must be traveled during a period of good weather prior to the landfall of the storm.
- Tier 3.** Locations in counties between the Tier 1 counties and the coastal counties which are evacuating where facilities are available, but staffing availability may be reduced during the initial period of the evacuation. These shelter locations would be opened last in the process to allow time to provide staffing for providing shelter to individuals who may not have sufficient time to reach shelter in the Tier 1 and Tier 2 locations.

An estimated population of 489,030 (2006 US Census Bureau projection) is living in the four (4) counties included in the Southern Coastal Plain Region. The peak tourist population of the area is projected to be June through September. It is expected that the majority of tourists and a large proportion of the permanent residents will leave their homes prior to a Mandatory Evacuation notice either returning to their homes in a non-threatened area or seeking shelter in locations other

than general shelters. This plan focuses on those individuals who will not have left the area until the Mandatory Evacuation phase and will require assistance with sheltering. The current estimate of the number of individuals in this category in the Southern Coastal Plain Region is approximately 3,991 (CRESP 2007 Evacuation & Shelter Planning Matrix Version 8).

Shelters opened by local, state, and/or American Red Cross (ARC) personnel may be located in schools, churches, civic centers, and other permanent buildings. These locations will be designated as General Population Shelters. Due to the variety of shelter types and sizes within the area, consideration may be given to opening Tier 2 and/or Tier 3 shelters in quick progression when the intensity and severity of the approaching storm warrants.

The partnership of multiple agencies planning to shelter the people and animals in North Carolina is an important part of preparing North Carolina for the potential of a significant event. Information currently available through the North Carolina Department of Agriculture on various resources and related useful forms designed to help individuals develop the animal sheltering capabilities in each county can be found at the following URL: [www.ncagrgis.com/sheltering/](http://www.ncagrgis.com/sheltering/). General population shelters may be co-located within the same facility but may not share the same space within the facility. Such co-location may be necessary due to the limited number of available facilities within a county or proximity of pets to their owners may be a determining factor. When such co-location arrangements are considered, the CRES-SOG Pet Sheltering Reference Guidelines should be reviewed. These guidelines are located in the File Library of Web-EOC under CRES-SOG.

This site contains documents related to developing an Animal Sheltering Preparedness Manual with particular emphasis on proposed guidelines for evacuation and rescue of animals during disasters, guidelines for equine sheltering, guidance on the amount of square footage needed to properly shelter animals in crates, a comprehensive list of materials needed for a co-location pet shelter, shelter policy on the abandonment of animals a sample sheltering plan which includes information on finding, staffing, and operating a co-location companion animal shelter.

It is estimated that eighty (80) percent of households will evacuate with their pets to locations other than General Populations Shelters. A survey conducted by the Harvard School of Public Health dated June 2007 relating to Hurricane Readiness in High-Risk Areas indicates 53% of evacuees have a pet and that 40% of those have a place to go and take their pet. 12% indicated they do not have a place to take their pet in case of an evacuation. Because some evacuees may require service animals that will be sheltered with them and family pets are often considered as dependent household members and individuals are generally reluctant to evacuate without them, to accommodate the pet sheltering needs of the remaining twenty (20) percent of households, the following actions are recommended:

1. Enable joint pet **and** owner evacuation for all residents whenever such evacuations can be accomplished safely.
2. When pets and owners cannot be sheltered at the same location, ensure an ID system is in place to provide information for reclaiming pets after the evacuation process has been concluded.
3. Establish a requirement that household pets be kept in specifically designed cages, carriers, or other appropriate enclosures during the evacuation process.
4. Require owners to bring food, medicines and any pertinent pet equipment to pet shelter locations.

Ensuring adequate protection for all citizens is a shared responsibility of all levels of government. Local government is closest to the citizens, and all disasters begin locally. Therefore, the responsibility for addressing the protection of the care dependent needs population begins with the local government. As defined in this procedure, persons with unique medical needs are ones who require the care and support of medical professionals to survive. They may need to be housed in medical facilities where there will be available equipment, resources and professional staff to provide for their needs. Sheltering-in-place is the best option, provided facilities are not subject to storm surge or located in a floodplain.



The resource document, NC CRES-SOG Quick Reference Guide to Mass Care Shelterees With Disabilities (located in the File Library of Web-EOC under Web-EOC), provides a tool that should be implemented during sheltering to ensure that the safety and welfare of any disabled clients are being addressed. In the course of any Care Dependent shelters that open, the NC Care Dependent Shelter Guidelines will provide guidance in support of those sheltering operations. Upon opening of any general population or care dependent shelter, an expedient assessment of some individuals may provide the most effective and safest level of care once that condition is assessed. The NC Client Intake and Assessment Tool has been adopted from DHHS forms to provide such an early assessment where necessary. This form may be used to more effectively and efficiently identify those shelter clients that may need assistance beyond the typical requirements of those within the general shelter environment.

For both general and care dependent shelters, continuity of shelter service and uniformity of care expectations rest with these services delivered by those operating the shelter. The Red Cross shelter management system was adopted by the State of North Carolina and provides a benchmark for shelter operation expectations and standard. The ARC Shelter Management Operations Toolkit is provided as a resource for both ARC as well as non-ARC shelter staff and can be used as a reference in the operation of shelters during pre-landfall as well as post landfall sheltering operations. In the course of sheltering operations, the welfare and confidentiality of the shelter client is always of concern to both the state as well as to the individual. The Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information is provided as a resource when such decisions surface. This guide is not intended to supersede other specific resources of an individual agency but do provide a reference point when no such guidance is available or provided.

Shelter clients and their families will have a need to establish that they are safe and well. The Shelter Client Welfare Information and Family Reunification Services resource provides several systems that may be employed for this purpose.

## **SHELTERING FUNCTION – SHELTER ACTIVATION SEQUENCE**

The sequence of activities for the preparation, response and recovery to a hurricane landfall in the North Carolina is fairly predictable. To prepare for and respond to the impact of the hurricane, NCEM Human Services conducts extensive coordination and information sharing with DSS, ARC and TSA, in order to develop a Mass Care Concept SOG for the disaster. ARC and TSA have a strong collaborative partnership with NCBM for meal planning, preparation and delivery so all planning must include a coordination period for these agencies.

At specific times during the sequence of activities, NCEM Human Services must either make a DECISION or take an ACTION. All decisions lead to an action. To the extent that the ARC, TSA and NCBM have input to the DECISIONS, and knowledge of the ACTIONS taken by the State Human Services, the coordination and delivery of Mass Care to the disaster area are improved.

The sequence of activities is structured to lead to an anticipated event. This event is based on the date/time the hurricane is anticipated to strike. Obviously, the event can fluctuate to a date/time sooner or later, and the CRES-SOG Mass Care Concept SOG will have to adjust accordingly. Until the hurricane strikes and assessment teams arrive on the ground and confirm the extent of the damage, the CRES-SOG Mass Care Concept SOG will be based on assumptions as to the amount of resources required to support the disaster. However, the plan must be flexible and adjustments will be necessary due to uncontrollable factors such as voluntary evacuations, intensity and direction of the hurricane and other initiating factors.

The CRES-SOG Mass Care Concept SOG attempts to specify the size of the Mass Care Infrastructure envisioned for the pending disaster, i.e. proposed number of kitchens, comfort stations and feeding vehicles and potential shelters and evacuation estimates. The purpose in preparing these estimates is multiple:

1. To notify the State Logistics Section of the number and type of resource support that the Mass Care Infrastructure will require from the State;
2. To identify shortfalls in numbers and types of resources that must be requested from FEMA. (Note: The deadline for State Human Services to submit resource requirements to State Logistics is Event (or E) minus 48 hours. The deadline for submission to FEMA is E minus 24 hours. These deadlines require close coordination and planning between State Human Services and ARC/TSA prior to landfall of the storm.); and
3. To provide management oversight regarding the activation of shelters in such a manner as to insure that evacuation measures parallel sheltering availability.

The Mass Care Concept SOG must be updated continually based on the size and track of the storm, as well as synchronized with the State Logistics Plan. The NCEM Human Services Program Manager and the ARC/TSA/NCBM liaisons need to meet at least daily with Logistics Planning staff to ensure that everyone is informed of the logistical situation. As the logistical situation stabilizes and the Logistic Staging Area is established, the need for the ARC/TSA/NCBM liaisons to attend these meetings diminishes. The NC Mass Care Concept Checklist has been developed to provide detailed sequential instructions for Feeding and Sheltering Operations and is posted in the File Library of Web-EOC under CRES-SOG.

### **Coordination of Shelter Openings in Support of Coastal Evacuations**

#### **Purpose**

This guide is intended to outline procedures for coordination among local EOCs, activated RCCs, and the SEOC when shelter support is needed for evacuating surge counties.

## **Situation**

Shelter space is limited in coastal counties at risk from surge. As the concept of shelter-in-place is not an option, risk counties must evacuate populations at risk. Therefore, coastal counties must direct evacuees inland to approved shelters in host counties which are not at risk from surge and have shelter space to accommodate the evacuees. Such shelter openings must be requested by local Emergency Managers in the risk counties, accepted and implemented by the host counties and the American Red Cross, and coordinated across Branch jurisdiction boundaries. The local EOCs, Activated Branch RCCs, and the ESF-6 Desk at the State EOC all have roles in this coordination effort.

Identification of specific shelters in host counties and route direction to the shelters must be available to risk counties at the time evacuation orders are given; furthermore, this information must be conveyed to the evacuees at the time the orders are given, and coordinated with broadcast media serving the evacuation route.

## **Concept of Operations, General**

A request for Tier 1, 2 or 3 shelter support will be initiated by the coastal risk county considering imminent evacuation (within six hours), allowing sufficient time to notify host counties, alert shelter staff, and prepare facilities. The coastal county will initially notify the SEOC via Web-EOC. The resource request will be received by the MAC and assigned to the ESF 6 Desk for action. This step is important to ensure a Mission Number is assigned to the Shelter for Reimbursement purposes. The ESF 6 Program Manager will assign the Shelter Opening mission to either the Central or Eastern RCC. The Eastern Branch and the Central Branch Regional Coordination Centers, which have been maintaining situational awareness by monitoring Web-EOC, will begin ongoing coordination with each other and the SEOC as well as risk and host counties. The SEOC will notify the appropriate SERT agencies responsible for shelter support. The SERT Leader will coordinate as necessary to ensure pre-arranged financial obligations are fulfilled.

## **Checklist for Tier 1, 2 or 3 Shelter Opening Coordination:**

- EB RCC Operations assigns Area Coordinator or other Ops staff member as point of contact for Eastern Branch risk county.
- Risk county Emergency Manager confers with EB RCC Ops contact regarding potential for evacuation in risk county.
- Risk county EOC uses decision tools to determine upcoming evacuation decision time based on National Hurricane Center forecast information (decision time updates noted as forecast changes).
- Risk county EOC confers with EB RCC Ops on expected decision time; this action occurs *approximately five hours in advance of the projected decision time (i.e., one NHC forecast from decision time)*.
- EB RCC Ops notifies NCEM Operations Chief and CB RCC of upcoming potential for evacuation decision, barring no significant changes.
- CB RCC Ops notifies local EM in host shelter county of imminent evacuation decision and requests confirmation of Tier 1, 2 or 3 shelter availability.
- CB RCC Ops transmits Tier 1, 2 or 3 shelter availability confirmation to EB RCC Ops and SEOC.
- EB RCC Ops relays shelter availability to risk county; shelter opening expected within three hours of issuance evacuation order.
- Risk county evacuation decision made; county requests Shelter Openings in Web-EOC. ESF 6 Program Manager, Eastern RCC and Central RCC coordinate with Risk and Host Counties, assign Mission Number, and required Open Shelters.
- Evacuating county issues public information message specifying available shelters in Tier 1, 2 or 3.
- Evacuation order and public information posted by EB RCC on WebEOC Significant Events.

## **SHELTERING FUNCTION – SHELTER ACTIVATION PROCESS**

**Lead Agency:** NC Department of Health and Human Services, Division of Social Services

**Supporting Agencies:** Lead: American Red Cross (*see NC Mass Care Concept SOG for additional agencies*)

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this section is to define the roles, responsibilities and interrelationships of the key organizations involved in providing hurricane evacuation sheltering, feeding and logistical resources utilizing a tiered program of shelter openings in host counties.

#### **Scope**

This plan covers activities in the HOST and RISK counties associated with the Northern Coastal Plain Region. It will include activities related to the activation, monitoring, and deactivation of shelters. See North Carolina RISK-HOST County Matrix and NC Mass Care Concept SOG dated 2007 located in the File Library of Web-EOC under CRES-SOG.

#### **Situation**

This plan will be implemented when the RISK county area is threatened by an approaching tropical weather system and associated storm surge requiring a voluntary or mandatory evacuation to HOST counties. The plan is not contingent on mandatory evacuation as a significant voluntary evacuation may also precipitate the implementation of the plan.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

The following assumptions and considerations are key to creating a program to identify locations in counties away from the North Carolina coastline that can provide an appropriate level of service for individuals evacuating from the coastline counties.

1. When a tropical storm is expected to impact some or all of the coastal counties, evacuations will be necessary to protect the safety of citizens living in the risk area.
2. The greatest loss of life from these events is related to storm surge and related flooding which can overwash land areas within several miles of the coastline as well as heavy rainfall which can cause localized inland flooding.
3. The coastal counties are not expected to be able to provide safe pre-landfall hurricane shelter locations for their residents.
4. The National Weather Service will issue appropriate and timely warnings for tropical weather events. These warnings will support decision making related to implementing an evacuation plan.
5. County governments retain the authority to implement an evacuation and to order the opening of shelters.
6. Host Counties will be identified and asked to support Risk Counties in sheltering operations of the evacuated populations. The Risk Host relationship will be based on proximity.

### **III. CONCEPT OF OPERATIONS**

The State Emergency Operations Center (SEOC) will be activated when an ongoing or anticipated disaster exceeds the capabilities of a County to respond or requires the coordination of two or more Counties. The American Red Cross (ARC), as well as other private or nongovernmental disaster relief organizations, will activate their physical and personnel resources to respond to the event in accordance with their own policies and procedures.

In the conduct of CRES-SOG Mass Care – Sheltering, guidelines and operational resources have been provided to ensure continuity of service delivery as well as the establishment of planning and operational considerations of those shelters. These resources and references are considered to have been reviewed by the NC Division of Emergency Management and establish benchmark standards for general population sheltering associated with all sheltering operations regardless of the type of incident. (The complete resource documents can be found in the WebEOC- File Library – NC CRES-SOG-Mass Care).

1. ARC Shelter Managers Operations Toolkit
2. CRES-SOG 2007 Evacuation and Shelter Planning Profile- Version 9
3. NC CRES-SOG Quick Reference Guide to Mass Care shelterees with disabilities
4. NC Mass Care Initial Intake and Assessment Tool
5. Functionally Disabled Quick Reference Guide (for shelterees)
6. NC Care Dependent Shelter Guidelines
7. NC Standards for Hurricane Shelter Selection
8. Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information
9. NC Shelter Model Matrix
10. Pet Sheltering: Reference Guidelines In Concert With General Human Sheltering Operations
11. Shelter Client Welfare Information and Family Reunification Services
12. NC Mass Care Concept SOG 2007
13. NC Mass Care Concept Checklist

#### **IV. RESPONSIBILITIES**

##### **State of North Carolina:**

1. **Division of Social Services:**
    - a. Coordinate Mass Care activities at the EOC.
    - b. In counties where the Department of Social Services has been selected as the responsible agency, it will have the responsibility for mass care activities in cooperation with the American Red Cross (ARC).
    - c. Coordinate the provision of additional social workers for the shelters.
  2. **Department of Agriculture:**
    - a. Coordinate the number and deployment of veterinarians.
    - b. Oversee the deployment of Companion Animal Mobile Equipment Trailers (CAMET) which can be co-located at general population shelters as well as used for additional support for pet sheltering.
    - c. Manage the distribution of USDA commodities for feeding.
  3. **Division of Public Health:**
    - a. Provide information on communicable disease control.
    - b. Deploy Public Health Regional Surveillance Teams.
    - c. Coordinate the deployment of additional health personnel to support shelters.
    - d. Provide health oversight in disaster situations requiring expedient supply of food and water.
  4. **Division of Aging and Adult Services:**
    - a. Identify suitable shelter locations for older populations and persons with disabilities. Maintain a list of domiciliary facilities for older populations and persons with disabilities.
  5. **Division of Mental Health, Developmental Disabilities, and Substance Abuse:**
    - a. Identify suitable shelter locations for populations requiring support for their respective conditions. Maintain a list of domiciliary facilities or locations for their respective conditions.
  6. **Division of Emergency Management:**
    - a. Control and direct the implementation of a regional or statewide sheltering process for a hurricane or tropical storm making landfall on the Atlantic Coast of North Carolina.
-

- b. Responsible for the creation of the state’s Mass Care Concept SOG and the procurement of necessary federal support for same.
- c. Activation of a process which will allow for reimbursement to host and supporting counties for personnel and services provided to the sheltering program.

## V. REFERENCES

- ARC 3041 Mass Care: Preparedness and Operations
- Standards for Hurricane Evacuation Shelter Selection - ARC 4496
- ARC Shelter Managers Operations Toolkit
- NC General Statute 166-A
- National Response Plan
- CRES-SOG 2007 Evacuation & Shelter Planning Profile – Version 10
- NC Standard Operating Guide for Coordination of Shelter Openings in Support of Coastal Evacuations (July 2007)

## VI RESOURCES

- ARC Shelter Managers Operations Toolkit
- CRES-SOG 2007 Evacuation and Shelter Planning Profile- Version 9
- NC CRES-SOG Quick Reference Guide to Mass Care shelterees with disabilities
- NC Mass Care Initial Intake and Assessment Tool
- Functionally Disabled Quick Reference Guide (for shelterees)
- NC Care Dependent Shelter Guidelines
- NC Standards for Hurricane Shelter Selection
- Guidelines Concerning Confidentiality and Disclosure of Shelter Client Information
- NC Shelter Model Matrix
- Pet Sheltering: Reference Guidelines In Concert with General Human Sheltering Operations
- Shelter Client Welfare Information and Family Reunification Services
- NC Mass Care Concept SOG 2007
- NC Mass Care Concept Checklist

## **SHELTERING FUNCTION – MASS CARE SHELTERING**

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this document is to define the roles, responsibilities and interrelationships of the key organizations involved in providing mass care to victims of a disaster in North Carolina and to coordinate emergency hurricane evacuation sheltering, feeding and logistical resources in support of all mass care services.

### **II. CONCEPT OF OPERATIONS**

#### **General**

The State Emergency Operations Center (SEOC) is activated and begins operations when an ongoing or anticipated disaster exceeds the capabilities of a County to respond or requires the coordination of two or more Counties. The American Red Cross (ARC), the Salvation Army (TSA), and NC Baptist Men's Disaster Relief (NCBM), as well as other private or nongovernmental disaster relief organizations, respond to a disaster in accordance with their own policies and procedures.

State Human Services, under the direction of the State Human Services Program Manager, performs three vital functions at the SEOC: 1) Respond to requests for Mass Care support from the Counties, 2) Provide information to the State Emergency Response Team (SERT) on the status of Mass Care service delivery in the State, and 3) Direct State and Federal resources, as required, to assist with the delivery of Mass Care support to victims of the disaster and responders.

Each county within North Carolina carries out responsibilities assigned under NC General Statute 166-A in accordance with prescribed and designated duties via the County Board of Commissioners and therefore sheltering, health and mental health duties during a disaster event will vary from county to county. The health, safety and welfare of the citizens of each county are afforded those planned actions during a disaster event through the delegation of duties and assignments that affords the continuation of services during a disaster event and are considered a normal responsibility of municipal and county government.

Shelters or facilities of "last resort" are typically located in hurricane risk areas and are not endorsed or encouraged by the State for general population sheltering. Their use is a local government decision and local government responsibility to operate. If shelters of this type are intended to be used by a local government, they should be identified and discussed in the local government emergency management plan.

#### **Mission Tracking**

The County requests Mass Care support electronically or telephonically from the SEOC if the disaster exceeds the capabilities of the local resources. The Operations Section of the SEOC assigns such requests to the Human Services, which assigns the mission to the appropriate agency. Counties and municipalities in the State have established relationships with local ARC and TSA representatives for the delivery of local Mass Care services as well as internal county resources such as the Department of Social Services, County Health and Mental Health Departments as well as other assets.

Human Services staff at the SEOC process and track all requests from the Counties. Upon receipt of a request from a County, Human Services coordinates with mass care agency liaisons at the SEOC to determine which agency can and will meet the request of the County. The Agency liaisons relay these requests to their respective organizations in order those resources can be directed to meet the identified need. Human Services staff follow-up with the liaisons to determine the status of the request and post an electronic response in the SEOC message system.

### **Information to the SERT**

Data on the size and scope of client services assists the SERT in understanding the impact of the disaster on the State and aids in operational decisions on the allocation of vital resources to the affected areas. The two most important reports provided by Human Services are the Shelter Status and Meal Count Report.

The Statewide Shelter database is available through NC SPARTA (WebEOC). The database identifies which shelters are open and the number of persons that are in each shelter. Human Services staff at the SEOC is responsible for updating the Shelter database. Information to update the database comes from written reports, telephonic communication with the Counties, as well as written and telephonic communication with the ARC. The Department of Health & Human Services collects data on Care Dependent shelters and passes this information to Human Services for entry into the Shelter database. The American Red Cross is required to maintain their shelters and record shelter activities in the National Shelter System database. This database will be monitored by the ARC SEOC representative and the information shared with the Human Services Program Manager.

Maintenance of the state shelter database is an ongoing process. The shelter data is displayed in “real time” and reflects the best knowledge of Human Services on shelter numbers and population at that particular moment. As new information is received, the database is updated. Human Services saves a copy of the database during the course of the day in order to provide a “snapshot” of the course of the shelter population during the event.

The Meal Count Report is prepared daily in order to track the scale and scope of disaster feeding in the affected area. The Report is a compilation of data submitted by the ARC and TSA. The ARC and TSA are requested to provide each day by 11 A.M. the number of meals served, by County, during the 24 hour period ending at midnight the night before. When compiled, the report is entered into the SEOC messaging system in order to make the information available to the SERT and those Federal agencies that have access to the system.

### **Non-Government Agencies**

During disasters, the primary non-government mass care agencies (The Salvation Army, NC Baptist Men’s Disaster Relief and the American Red Cross) recognize the legal responsibilities of the State government and will to the extent possible coordinate their activities to ensure effective assistance to those people affected by the disaster. The State of North Carolina concurrently recognizes that volunteer relief agencies depend primarily upon voluntary public financial support to carry out their programs. The State will be sympathetic with the position of these agencies in conducting special appeals and campaigns for funds during times of disaster, and will help interpret the need for such to its citizens.

## **III. RESPONSIBILITIES**

- 1. Emergency Management:** Operations/Human Services
- 2. Lead State Agency:** Department of Health and Human Services, Division of Social Services
- 3. Support Agencies:**
  - a.** Lead Support Agency – American Red Cross
  - b.** Department of Crime Control and Public Safety, Division of Emergency Management, Division of National Guard
  - c.** Department of Correction
  - d.** Department of Health and Human Services;
    - 1.** Division of Aging and Adult Services
    - 2.** Division of Services for the Blind
    - 3.** Division of Services for the Deaf and hard of Hearing
    - 4.** Division of Vocational Rehabilitation,



5. Division of Child Development
6. Division of Public Health
7. Division of Mental Health/Developmental Disabilities/Substance Abuse Services
8. Division of Facility Services
- e. The Salvation Army
- f. Department of Public Instruction
- g. North Carolina Baptist Men Disaster Relief
4. **Federal Counterpart:** Federal ESF-6, Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency and the American Red Cross

## SHELTERING FUNCTION – MASS CARE SHELTERING REIMBURSEMENT

### I. DOCUMENTATION OVERVIEW

This is a reimbursement program that requires accurate documentation to ensure that all expenditures by the Providing Agency (the County) are reimbursed by the Receiving Agency (the State). The program will be instituted when the Providing Agency incurs costs as the result of operating Mass Care Shelters. It is highly recommended that a person be designated by the Providing Agency to compile and organize this cost data as it is being created. The organization and maintenance of accurate cost records, besides being necessary for reimbursement, will be required for any possible future audits that may be conducted by outside agencies. Contained in the accompanying Appendix is a flow chart of how the reimbursement process will work.

### II. ELIGIBLE COSTS FOR REIMBURSEMENT

Eligible Costs – Generally, costs that can be directly tied to the performance of eligible sheltering work are eligible. Such costs must be:

- Reasonable and necessary to accomplish the work.
- Compliant with Federal, State and local requirements for procurement.

Eligible Regional Sheltering Costs – Eligible regional sheltering costs may include, but are not limited to, the reasonable costs for:

#### 1. Facilities.

- a. Minor modifications to buildings used for mass sheltering, if necessary to make the facility habitable.
- b. Facility lease or rent (at the market rate; loss of revenue is not eligible).
- c. Utilities, such as power, water, and telephone.
- d. Generator operation (but not purchase).
- e. Shelter safety and security.
- f. Shelter management.
- g. Phone banks for disaster victims, if essential and necessary.

#### 2. Supplies and Commodities. Eligible items are those needed for, and used directly on, the declared disaster, and are reasonable in both cost and need. Examples include:

- a. Cots.
- b. Food and water.
- c. Linens/blankets/pillows.
- d. Personal comfort kits (e.g., shampoo, soap, toothpaste, toothbrush, etc.).
- e. Towels/washcloths.
- f. Televisions or radios (1 per 50 shelter residents; basic CATV service is eligible).
- g. Washers/dryers (1 each per 50 shelter residents).

#### 3. Pay for Regular Employees. The labor force of the Providing Agency, while providing services under the terms of a Mutual Aid Agreement to the Receiving Agency will be treated as contract labor, with regular and overtime wages and certain benefits eligible, provided labor rates are reasonable. Labor force costs (both regular and overtime) from Affected counties who are providing shelter operations personnel to Host Shelter counties are eligible if the State EOC assigns the Affected county with a Shelter Support Mission or if the Affected county and the Host county have a county to county Mutual Aid Agreement. Temporary employee costs (both regular and overtime) hired by a Providing Agency are eligible reimbursement costs.

#### 4. Applicant-Owned Equipment. The use of applicant-owned equipment (such as buses or other vehicles) to provide eligible evacuation or sheltering support will generally be reimbursed according to the FEMA Schedule of Equipment Rates (does not include operator labor).

5. **Emergency Medical Services.** For the purposes of screening the health of shelter residents, assessing and treating minor illnesses and injuries, and making referrals (e.g., calling 911), mass shelters may be staffed with emergency medical technicians, paramedics, nurses, or physicians. The number of medical staff will vary according to the size and type of shelter population. Functional and Medical Support shelters will require higher-skilled medical staff (e.g., registered nurses) than a general population shelter.
  - a. The following costs related to the provision of emergency medical services in a mass sheltering environment may be eligible for reimbursement:
    1. First aid assessment.
    2. Provision of first aid, including materials (bandages, etc.).
    3. Provision of health information.
    4. Special costs of caring for individuals with chronic conditions.
    5. Supervision of paid and volunteer medical staff.
    6. Prescriptions required for stabilizing the life of an evacuee/shelteree (supply not to exceed 30 days).
    7. Medical Staff for emergency and immediate life stabilizing care, including mental health and Functional and Medical Support evacuee populations.
    8. Public Information Officer.
    9. Social Worker.
  - b. The costs of triage, medically necessary tests, and medications required to stabilize an evacuee/shelteree patient for transportation to a hospital or other medical facility may be eligible. The PA applicant should not seek reimbursement for these costs if underwritten by private insurance, Medicare, Medicaid or a pre-existing private payment agreement. Long-term treatments are not eligible, in accordance with FEMA Recovery Policy 9525.4.
    1. The costs of transporting an evacuee/shelteree patient to a hospital or other medical facility may be eligible.
    2. If mass shelter medical staff determine that an evacuee/shelteree requires immediate medical or surgical attention, and requires transportation to a hospital or other medical facility for necessary and emergency life sustaining treatment not available at the shelter, the costs associated with such evacuee/shelteree transportation, diagnosis, testing and initial treatment are eligible. Eligible outpatient costs are limited to:
      - Local professional ambulance transport services to and from the nearest hospital equipped to adequately treat the medical emergency.
      - Physician services in a hospital outpatient department, urgent care center, or physician's office, and related outpatient hospital services and supplies, including X-rays, laboratory and pathology services, and machine diagnostic tests for the period of time that the evacuee/shelteree is housed in mass sheltering.
    3. Vaccinations administered to protect the health and safety of mass shelterees and supporting emergency workers are, for transmissible or contagious diseases, an eligible expense.
6. **Transportation.** Transportation of evacuees to mass shelters is an eligible expense when the means of transportation is the most cost-effective available. Other transportation services may be provided pursuant to Section 419 of the Stafford Act.
7. **Shelter Safety and Security.** Additional reimbursable safety and security services may be provided at mass shelters, based upon need. Police overtime costs - associated with providing necessary, additional services at mass shelters - are eligible for reimbursement.
8. **Cleaning and Restoration.** The costs (to the Applicant) to clean, maintain, and restore a facility to pre-mass shelter condition are eligible.
9. **Animal Shelters.** Generally, mass sheltering facilities do not allow household pets (except service animals assisting people with disabilities), due to health and safety regulations. Eligible animal shelter costs include costs associated with the provisions of rescue, shelter, care, and essential needs (e.g., inoculations) for evacuee and rescued

household pets and service animals, to include veterinary staff for emergency and immediate life-stabilizing care. Exhibition or livestock animals are not eligible for animal sheltering.

### III. REIMBURSEMENT PROCESS

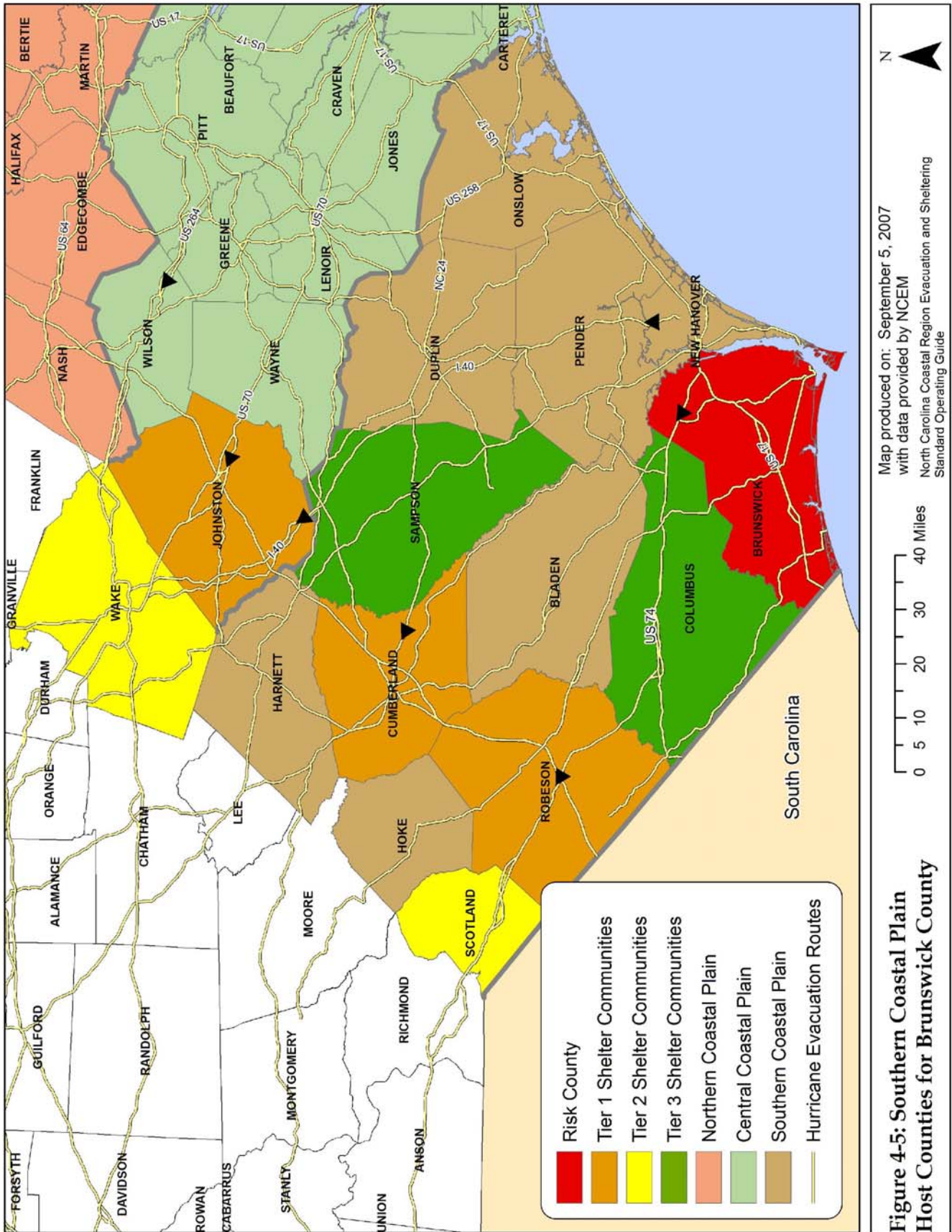
Except as otherwise provided below, it is understood that Receiving Agency shall pay to the Providing Agency all documented costs and expenses incurred by Providing Agency as a result of extending aid and assistance to the Receiving Agency. The terms and conditions governing reimbursement for any assistance provided under this Agreement shall be in accordance with the following provisions, unless otherwise agreed in writing by the Receiving Agency and Providing Agency. Receiving Agency shall be ultimately responsible for reimbursement of all eligible expenses. Providing Agency shall submit reimbursement request and documentation to Receiving Agency on FEMA Forms contained in accompanying Appendix. This Appendix also provides instructions for completing the reimbursement forms.

At the time of the implementation of the North Carolina Coastal Region Evacuation and Sheltering Plan, the North Carolina Division of Emergency Management (NCEM) will designate a State Regional Sheltering - Public Assistance Coordinator (SRS-PAC) to provide any information needed by the Providing Agency regarding the reimbursement process. Additionally, a Public Assistance Grant Manager will be deployed to the Central and Eastern RCCs and State EOC to provide support on Shelter Support Operations.

1. **Personnel** – During the period of assistance, Providing Agency shall continue to pay its employees according to its then prevailing ordinances, rules, and regulations. Receiving Agency shall reimburse Providing Agency for all direct and indirect payroll costs and expenses including travel expenses incurred during the period of assistance, including, but not limited to, employee retirement benefits as provided by Generally Accepted Accounting Principles (GAAP). However, the Receiving Agency shall not be responsible for reimbursing any amounts paid or due as benefits to Providing Agency's personnel under the terms of the North Carolina Worker's Compensation Act.
2. **Equipment** – Providing Agency shall be reimbursed by Receiving Agency for the use of its equipment during the period of assistance to either a pre-established local or state hourly rate or according to the actual replacement, operation, and maintenance expenses incurred. In the absence of local rates the FEMA Schedule of Equipment rates will be used.
3. **Materials and Supplies** – Providing Agency shall be reimbursed for all materials and supplies furnished by it and used or damaged during the period of assistance, except for the costs of equipment, fuel and maintenance materials, labor, and supplies, which shall be included in the equipment rate schedule, unless such damage is caused by gross negligence, willful and wanton misconduct, intentional misuse, or recklessness of Providing Agency's personnel.
4. **Record Keeping** – The Providing Agency shall maintain records and provide copies of paid invoices and contracts for reimbursement by the Receiving Agency (NCEM) using the forms and format used by FEMA and found in the accompanying Appendix I, Reimbursement Flowchart and FEMA Guidance, CRES-SOG.
5. **Payment; Other Miscellaneous Matters as to Reimbursements** – The request for the reimbursement of costs and expenses shall be forwarded as soon as practical after the costs and expenses are incurred, but not later than sixty (60) days following the period of assistance. The Receiving Agency shall pay the bill or advise of any disputed items, not later than sixty (60) following the billing date. These time frames may be modified in writing by mutual agreement. A flow chart of the reimbursement process is enclosed in the accompanying Appendix I, Reimbursement Flowchart and FEMA Guidance, CRES-SOG. The American Red Cross will, in accordance with NCGS 166-A, continue their protocols for feeding and sheltering cost reimbursement via the voluntary donations support by the American public and will apply such reimbursement when expenditures are just and in keeping with the traditional reimbursement policies of the organization.

**SHELTERING FUNCTION – DECISION MATRICES**

<b>Lead Time</b>	<b>Action Prior to Landfall</b>
<b>5 days = 120 hours</b>	<ul style="list-style-type: none"> <li>- State implements partial activation of the State Emergency Operations Center (SEOC) based on approaching weather event.</li> </ul>
<b>5 days = 120 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services (DSS) coordinates staff recall to support disaster operations within mass care shelters</li> </ul>
<b>4 days = 96 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services advises ESF 6 partners of need to activate sheltering program.</li> <li>- DSS initiates roll call of all RISK and HOST counties to validate response status.</li> <li>- Department of Agriculture initiates pet sheltering activities.</li> <li>- Full activation of the SEOC takes place.</li> </ul>
<b>4 days = 96 hours</b>	<ul style="list-style-type: none"> <li>- County Executive Officer(s) decides to call for an evacuation in risk count(ies).</li> <li>- Risk counties coordinate with NCOEMS and request Tier 1 shelters be opened.</li> </ul>
<b>3 days = 72 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services, in cooperation with related agencies and organizations, notifies host counties to prepare to open up Tier 1 shelters.</li> <li>- Department of Agriculture deploys CAMETs to general populations shelter locations based on anticipated path of storm.</li> </ul>
<b>2 days = 48 hours</b>	<ul style="list-style-type: none"> <li>- Division of Social Services requests that additional shelter locations in Tier 2 and Tier 3 host counties be prepared.</li> <li>- Tier 1 host counties open shelters.</li> </ul>
<b>1 day = 24 hours</b>	<ul style="list-style-type: none"> <li>- Agencies monitoring registration of public at shelters to identify additional shelters to open.</li> </ul>
<b>0 day = 0 hour</b>	<ul style="list-style-type: none"> <li>- Storm force winds begin to impact area.</li> </ul>

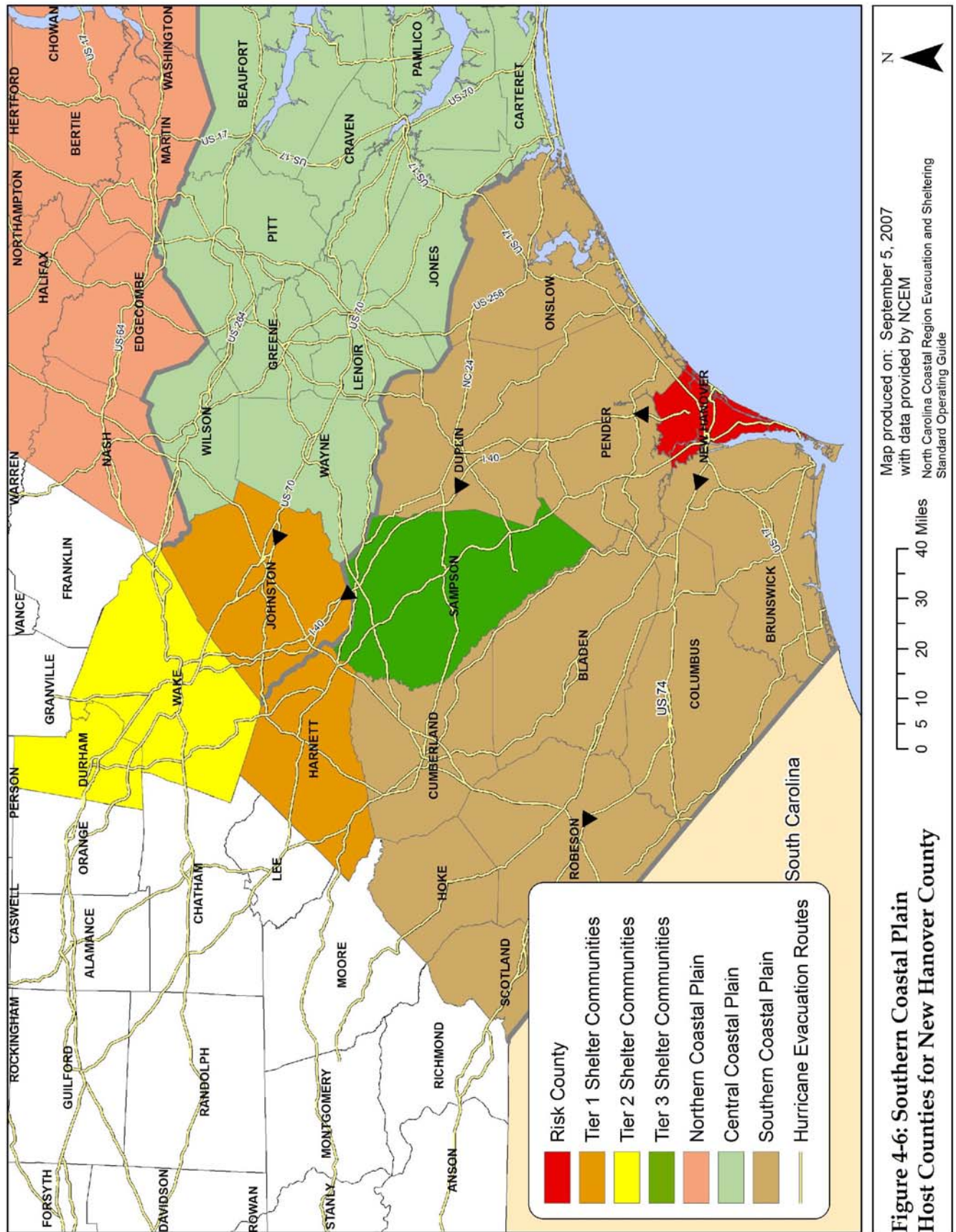


**Figure 4-5: Southern Coastal Plain  
 Host Counties for Brunswick County**

# NC Coastal Region Evacuation and Sheltering Standard Operating Guide

## Southern Coastal Plain – Sheltering Function

October 2007

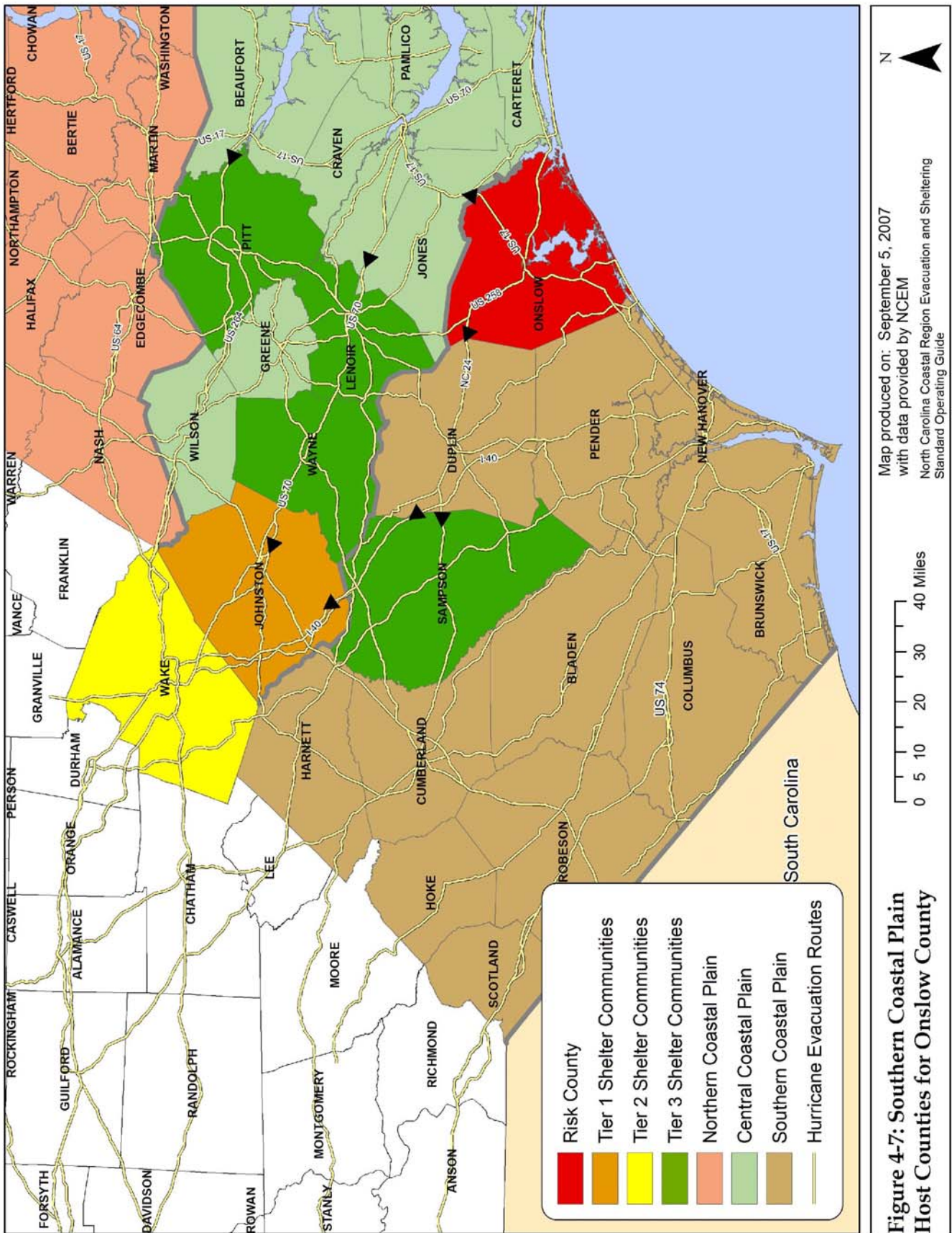


**Figure 4-6: Southern Coastal Plain Host Counties for New Hanover County**

**NC Coastal Region Evacuation and Sheltering Standard Operating Guide**

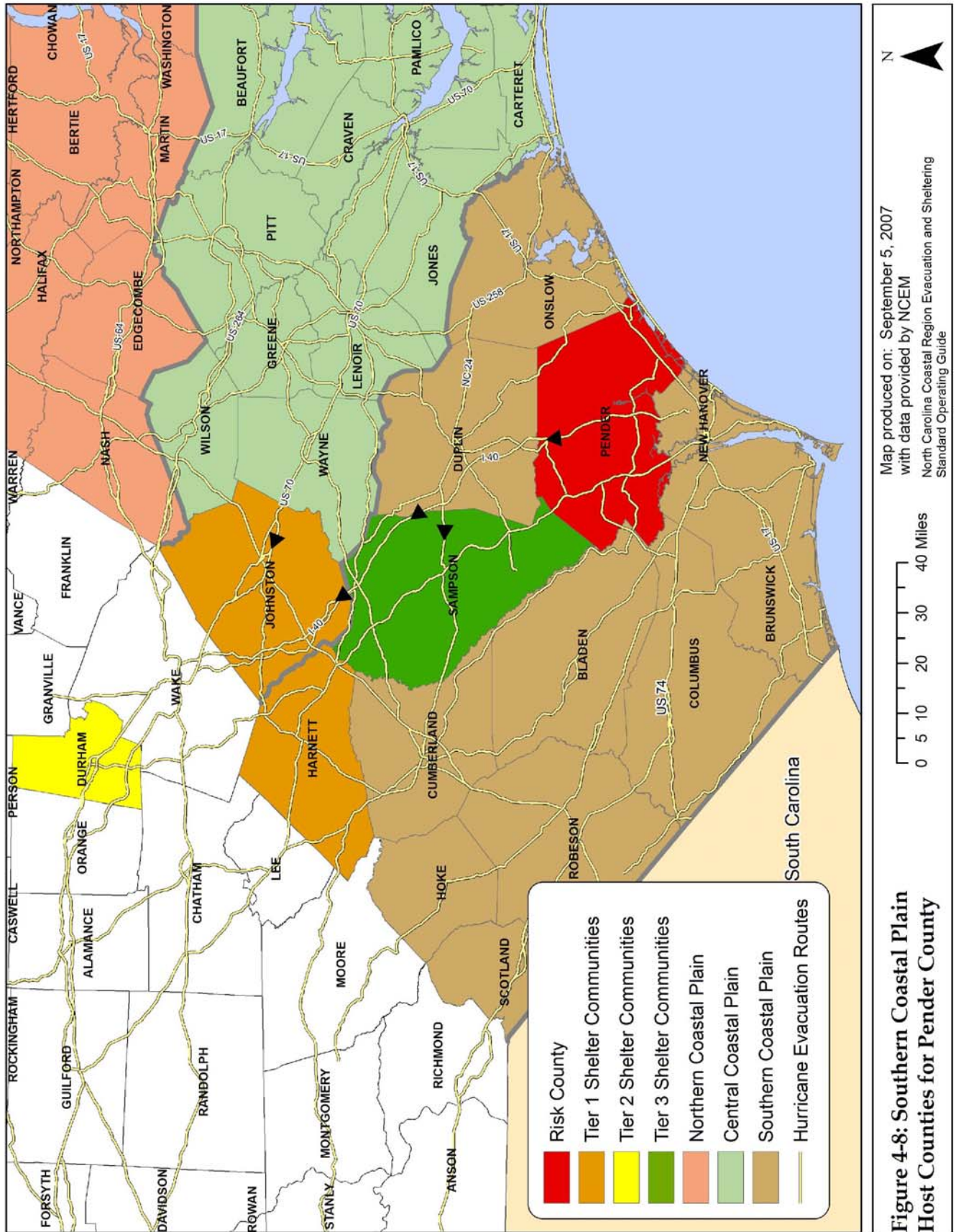
Southern Coastal Plain – Sheltering Function

October 2007



**Figure 4-7: Southern Coastal Plain Host Counties for Onslow County**





This page left blank intentionally.



This page left blank intentionally.

## **FMSS FUNCTION – INTRODUCTION**

This document provides an overview of the Functional and Medical Support Sheltering (FMSS) components of the North Carolina Coastal Region Evacuation and Sheltering Plan – Standard Operating Guidelines for sheltering of medical special needs and other special needs evacuees away from their homes and counties of residence. In conjunction with the Mass Care Annex of this plan, it details the policies, organizations and tasks of the Emergency Support Function #8 (ESF-8) primary and support agencies in the event of a pre-landfall evacuation in the State of North Carolina. Any planning for these individuals must also take into account specialized transportation needs of these individuals.

The evacuation process using the North Carolina Office of Emergency Medical Services (NCOEMS) Community College Initiative for the FMFP is intended to maximize the effective use of limited physical and personnel resources in the state to serve the needs of those individuals requiring additional support due to medical or other needs and their pets.

One consistent area of concern has been the diversity in the interpretation of persons considered “Special Needs.” Terminology to define this population has, likewise, been very diverse with term to include: Special Needs, Special Medical Needs, Fragile Populations, Fragile and Medical Populations, etc.

The State has formally adopted a common term and definition to build continuity across the State. For planning purposes, this population will be referred to as “**Functionally and Medically Fragile Populations (FMFP)**”. The shelters for FMFP shall be referred to as Functional and Medical Support Shelters (FMSS).

**These FMFP are defined as:** People who have a medical or behavioral condition requiring continued specialized care which cannot be adequately provided at a general population shelter and who are not currently being serviced or provided for in a qualified medical facility, nursing home, personal care home, assisted living facility, etc. Patients in the latter category must, by law, have services provided to them by their current caregiver.

Persons in this category require some medical surveillance and/or special assistance. They are individuals whose age, mobility, functional and/or medical disability make them particularly vulnerable and at risk in disaster situations. They have pre-existing conditions resulting in medical impairments and may have been able to maintain activities of daily living in a home environment prior to the disaster or emergency situation. Individuals meeting these criteria should be assigned to a FMSS, if staffing, equipment, power sources and supplies are available. If a caregiver is needed, the caregiver from the home must accompany the patient and stay with the person at the shelter.

The FMSS are temporary, emergency-type facilities capable of providing special/supervised medical care to individuals whose physical or mental condition (non-violent) exceeds the American Red Cross Disaster Health Services level of capability for basic first aid in emergency/disaster shelters but is not severe enough to require hospitalization. The FMSS may be equipped with personnel, product, and pharmaceuticals by the State Medical Response System to handle patients requiring hospitalization if the need arises.

FMSS are intended to provide a safe environment for those requiring limited medical assistance or surveillance due to a pre-existing health problem. These shelters are not intended to serve as skilled health care facilities but may be augmented with appropriate personnel and equipment to provide skilled care by the State Medical Response System. Shelters are noisy, crowded and have few comforts. Patients should plan ahead to stay with friends, relatives or other caregivers out of the area rather than a shelter if possible.

Home health care patients should notify their home health agency where they will be during the disaster and determine how and when care can be re-established. They should arrange for their home healthcare professional to accompany them to the shelter if possible.

Admissions to FMSS should be limited by the level of care needed and the resources available. Only those individuals meeting the below criteria should be eligible for admission.

Examples (include but are not limited to):

1. Wheelchair-bound persons with limited medical needs;
2. Individuals with severely reduced mobility but limited medical needs;
3. Persons with mental illness who are non-violent;
4. Medically impaired individuals who are able to maintain activities of daily living with special assistance from their caregiver;
5. Oxygen dependent;
6. Persons with dementia who cannot be maintained at a American Red Cross General Population Shelter (must bring caregiver with them to shelter) and;
7. Facility based patients such as Assisted Living, Hospice, and Long Term Care when like facility transport plans are inadequate.

Management considerations which impact the decision to hospitalize or admit to FMSS, but are not limited to:

- Access to constant power source;
- Need to replenish medications and/or supplies;
- Access to physician for diagnosis, treatment, change in orders, etc.;
- Potential for health status of individual to change rapidly due to stress, environmental conditions, etc.;
- Ability to transport to higher level of care quickly.

## **FMSS FUNCTION – RESOURCES**

There are currently nine community colleges in the state that have been identified as FMSS. Of these, the following locations located in the Southern Coastal Plain Region have been identified as FMSS:

**Robeson County Community College (Primary)**  
5160 Fayetteville Road  
Lumberton, NC 28360

**Bladen County Community College (Secondary)**  
7418 NC Highway, 41 West  
Dublin, NC 28332

**These FMSS Shelters will be supported by the:**

**Duke RAC (Duke University Hospital)**  
Durham, NC

Additionally, the support equipment from the Southeastern RAC (New Hanover Regional) and the Eastern RAC (Pitt County Memorial) will be relocated to Kinston and supported by personnel from the Triad RAC (WFU Baptist/Moses Cone) and the Metrolina Trauma RAC (Carolinas Medical Center/Charlotte).

Care Dependent Shelters (CDS) in locations other than community colleges will be opened and supported as determined by local officials. Residents who are considered members of the care dependent community (ie, adults, elderly or persons with functional disabilities) can be sheltered within mass care shelters slated for the general public. Only when a resident has been determined to require professional or skilled nursing care, above and beyond the care available within a general shelter or the residents care givers, they would be directed to an FMSS location. County Social Services personnel can manage these shelters with the assistance of local health and medical personnel.

## **FMSS FUNCTION – THE COMMUNITY COLLEGE INITIATIVE**

**Lead Agency:** NC Office of Emergency Medical Services  
**Supporting Agencies:** NC Division of Emergency Management

### **I. INTRODUCTION**

#### **Purpose**

The purpose of this plan is to provide a shelter alternative for those individuals with physical, emotional, or other conditions that impact their level of functioning to the point that they cannot be properly supported in Care Dependent or general population shelters. They will require medical support, medications or consumable and/or durable medical supplies, or functional support in the absence of a caregiver in order to maintain their health and safety.

#### **Scope**

Several thousand individuals requiring FMSS are living in the four (4) counties included in the Southern Coastal Plain Region. These individuals have needs in the following functional areas: maintaining independence, communication, transportation, supervision, or medical care.

#### **Situation**

While some of these individuals are living in privately owned facilities which bear responsibility for their care and well being, there are a number of such individuals who live at home with the assistance of one or more caregivers. This plan focuses on those individuals living outside of privately owned facilities who will not have left the area until the Mandatory Evacuation phase and will require assistance with sheltering.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

Assignment of an individual to an FMSS location recognizes that efforts to shelter the person requiring support at a general population shelter will be detrimental to their well-being.

1. Appropriate durable or medical equipment is not available at another location.
2. A caregiver is not available to provide individual assistance to the individual.
3. Appropriate functional support is not available at another location.

### **III. CONCEPT OF OPERATIONS**

Information on the pre-event identification of specific community college locations to serve as FMSS locations and development of medical and logistical support required for the safe and effective operation of a FMSS shelter is identified in **Appendix B, OEMS NC Catastrophic FMSS Guide 2007, of the CRES-SOG.**

### **IV. RESPONSIBILITIES**

1. **Office of Emergency Medical Services:**
  - a. Provide primary medical care using State Medical Assistance Teams (SMAT's)
  - b. Maintain lists of personnel for assignment to shelters.
  - c. Coordinate, Command, and Control for all ESF-8 assigned responsibilities by the SEOP and NCEM.
2. **Division of Emergency Management:**
  - a. Provide IMT support as requested.
  - b. Provide Logistics support as requested.
  - c. Provide Public Assistance support.
  - d. Transportation support to move RAC equipment to the FMSS.



**V. REFERENCES**

- North Carolina Catastrophic Special Medical Needs Concept of Operations Plan as revised August 2007.
- 2006 Reauthorization of the Homeland Security Appropriations Bill (H.R. 5441)
- Functional and Medical Support Sheltering Document (Workgroup Final Draft January 22, 2007)

**FMSS FUNCTION – DECISION MATRICES**

<b>Lead Time</b>	<b>Action Prior to Landfall</b>
<b>5 days = 120 hours</b>	– State implements partial activation of the State Emergency Operations Center (SEOC) based on approaching weather event.
<b>5 days = 120 hours</b>	– Office of Emergency Medical Services coordinate staff recall to support shelter operations within FMSS shelters
<b>4 days = 96 hours</b>	– Office of Emergency Medical Services advises ESF 8 partners and participating community colleges of need to activate FMSS sheltering program. – Department of Agriculture initiates pet sheltering activities. – Full activation of the SEOC takes place.
<b>4 days = 96 hours</b>	– Operational readiness checks of FMSS sites completed.
<b>3 days = 72 hours</b>	– Office of Emergency Medical Services and Medical Reserve Corps teams deployed to FMSS locations. – Durable medical equipment deployed to FMSS locations. – Department of Agriculture deploys CAMETs to general populations shelter locations based on anticipated path of storm.
<b>2 days = 48 hours</b>	– Transportation of FMSS evacuees begins. – Office of Emergency Medical Systems monitors shelter capacities and operationalizes additional shelter locations as needed.
<b>1 day = 24 hours</b>	– Transportation of FMSS evacuees completed.
<b>0 day = 0 hour</b>	– Storm force winds begin to impact area.



This page left blank intentionally.



This page left blank intentionally.

## **PUBLIC INFORMATION FUNCTION – INTRODUCTION**

This section provides comprehensive Standard Operating Guidelines (SOGs), based on North Carolina Division of Emergency Management (NCEM) and Crime Control and Public Safety (CCPS) Public Information Office requirements. Prior to the activation of the State Emergency Response Team (SERT), The Public Information Office will be the primary source of information for news media, with the Director of Public Information being the Division's and Department's lead spokesperson concerning disaster-related subjects. General Statute 166A gives responsibility and authority for coordinating the response to a disaster to the Department of Crime Control and Public Safety, Division of Emergency Management. The Division is empowered to call upon any member of government to help with that response.

The overall mission of the Public Information Office is to contribute to the safety and well-being of the community before, during and after a disaster by disseminating information that is timely, accurate, consistent and easy to understand. This information must explain what people can and should do to provide for their own safety and well-being, plus what they can expect from North Carolina Division of Emergency Management and other State government agencies working together to provide the services needed to rebuild communities and restore lives.

The Public Information Office must develop and implement strategies to:

- Provide disaster victims with the information they need to protect their lives and property from further damage;
- Provide all target markets with equal access to timely and accurate information about disaster response, recovery and mitigation programs;
- Instill confidence in the community that all levels of government are working in partnership to protect lives and property before a disaster strikes, and to restore essential services following a disaster in order to help individuals begin putting their lives back together;
- Manage expectations so that disaster victims have a clear understanding of all disaster response, recovery and mitigation services available to them; and
- Support state and local efforts to provide disaster victims with specific program information;
- Work with the media to promote a positive understanding of federal and state response, recovery and mitigation programs.

Partnership and teamwork are essential when it comes to managing public information during disaster operations. Cooperation and understanding among public information staff from all State agencies is central to the task. These PIOs provide essential public health and safety information before, during and after a disaster. PIOs from other State agencies often work in the Joint Information Center (JIC) as their Agency's on-site spokespersons, generating news releases, responding to media inquiries and working as part of a comprehensive Public information team. A PIO may be assigned primarily to support the overall JIC mission to lend particular expertise and talents.

The information that follows offers guidance into establishing a coordinated and consolidated public information program necessary to manage information before, during and after disasters.

## **PUBLIC INFORMATION FUNCTION – GENERAL READINESS AND ACTIVATION**

### **I. INTRODUCTION**

#### **Purpose**

North Carolina's large and rapidly growing population centers are located in regions susceptible to hurricanes, tornadoes, and flooding. This accentuates the need for this level of coordination and preparation. The effective management of emergency response personnel during the incipient stage of any major incident and throughout its extended operations, will, by far, have the most significant impact on loss of life and the severity of injuries to the affected population. This NC CRES SOG lends itself to the rapid activation and response of aid to a community in the event of localized all-hazard emergencies.

#### **Scope**

These Standard Operating Guidelines (SOGs) support the general concept of operation, organization, and tasks detailed in the Public Information Annex or Action Guidelines to the North Carolina Emergency Operations Plan. It provides the detail necessary to implement the Public Information Annex/Action Guidelines.

### **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

- a. The level of preparedness will affect the public's perception of the emergency or disaster. Tourists will feel particularly vulnerable if they are unaware of the hazards or planned responses of the area.
- b. The event will require responding agencies to provide instructions and information to the public about the incident and actions people should take to save and protect lives, property, economy, and the environment. Responding agencies should also expect to provide information to reduce public concerns about the incident and response activities.
- c. Local media will be more willing than out-of-state media to provide specific emergency public information to local residents.
- d. Some events, or even forecast events, can bring many reporters, photographers, and camera crews to an area; this will create heavy demands on the emergency public information organization. A media center must be set up to accommodate a large media influx. All emergency workers should be instructed to refer media inquiries to public information staff.
- e. Public and media will desire more information and will call to get it. A Citizen's Information Hotline or public inquiry call center should be set up as early in the operation as possible.

### **III. CONCEPT OF OPERATION**

State agencies are responsible for providing the public with information about a particular threat, intermediate protective actions designed to further save lives, protect property, the economy, and the environment, and long-term recovery actions to restore the affected community, as nearly as possible, to its pre-incident condition. A Public Information Officer is assigned to coordinate the collection and dissemination of all newsworthy information and to act as official spokesperson for the Agency in times of emergency or disaster. The Public Information Officer works closely with the Governor's Office, the NCDCCPS and the NCEM in collecting information from within the Emergency Operations Center (EOC) and other sources. If there is significant media interest, a Joint Information Center (JIC) may be required to support response operations. This JIC becomes the central location from which news releases are issued and where public inquiries are addressed. The Public Information Officer recruits, selects, and activates staff as necessary to operate the JIC. The Public Information Officer is a member of the Executive Group within the Emergency Operations Center. The PIO advises the Governor's Office and the NCEM on public information issues, acquires the most current and accurate



information, and approves news releases before they are distributed. The PIO functions as official spokesperson at the JIC, if activated, and organizes staff to operate it.

#### **IV. RESPONSIBILITIES**

##### **OPERATIONAL PHASE 1 - PREPAREDNESS**

During the Preparedness phase, the State will review and update critical regional policies and participate in scheduled exercises and training opportunities to ensure an effective program. State, Regional and County communication methods will be verified and points of contact will be updated. Efforts will be made to implement and strengthen overall coordination and flow of information.

##### **Responsibilities of the CCPS Public Information Office include:**

1. Review the Public Information Annex/Action Guidelines to the Emergency Operations Plan (EOP) at least annually and update it as changes occur.
2. Review and update documents that support the Public Information Annex/Action Guidelines, such as this Emergency Public Information SOG.
3. Maintain working relationships with public information personnel from local response agencies, PIOs in adjacent jurisdictions, and private organization public relations personnel so that mutual needs may be fulfilled during emergencies and disasters.
4. Provide training to State EOC staff and local Emergency Management Coordinators to ensure they are familiar with public information concepts.
5. Maintain media contact lists.
6. Conduct annual training with local media representatives and share with them the details of the plan.
7. Periodically review the Emergency Alert System (EAS) Area Plan. Assist the State Warning Officer with developing message templates with blanks that can be filled in quickly during emergencies. The State Warning Officer is responsible for activating the Emergency Alert System (EAS) and providing the EAS message.
8. Prepare and obtain educational material for each potential hazard that could affect the State. Distribute this information to the public.
9. Prepare “camera ready” information that can be quickly printed and distributed to each affected household at the time of an emergency.
10. Ensure that the Joint Information Center (JIC) can be operational on short notice. Select alternative facilities for use.
11. Develop status boards, maps, etc. for JIC. Store in a convenient, safe location.
12. Make arrangements for communications equipment and other supplies/equipment necessary for JIC functioning.
13. Contact FEMA Region IV PIO in order to coordinate Hurricane Preparedness info with Federal government and adjoining States.
14. Review/revise all pre-scripted news releases and public safety announcements.
15. Implement general public education campaigns to assist residents in emergency preparedness.
16. Respond to news media queries as needed.

##### **OPERATIONAL PHASE 2 – STAND BY**

The Stand-by Phase indicates a tropical system has been identified and poses a possible threat to the North Carolina coastal area. This phase will consist of regular conference calls, facilitated by the Area Coordinators, between the State Emergency Operations Center, potentially affected county emergency operations centers (risk and host) and appropriate State and Federal agencies as to the degree of threat to North Carolina and the potential for escalation.

**Responsibilities of the CCPS Public Information Office include:**

1. Monitor storm information and evaluate appropriate pre-scripted forms for distribution. Revise as appropriate.
2. Contact and coordinate information with PIOs from FEMA Region IV and adjoining States.
3. Evaluate JIC location, supplies and equipment. Confirm prior arrangements for staffing, logistics and other support.
4. Widely distribute Media Releases and PSAs as appropriate.
5. Coordinate information dissemination to other State Agencies, Community Outreach Agencies, local Emergency Management partners, and appropriate media markets.
6. Schedule OPENet live show on preparedness (Tuesday or Thursday, as appropriate).
7. Coordinate JIC location, activation, access restrictions and briefing schedule with Media markets, including coastal radio and TV outlets.
8. Conduct/arrange news interviews about storm preparation.

**OPERATIONAL PHASE 3 - DECISION**

Entering into the Decision Phase indicates a tropical system poses a significant threat to the North Carolina coastal area. During this phase, State resources will be pre-positioned to assist local jurisdictions in the evacuation and sheltering of residents and visitors. Public information will be coordinated with local communities to ensure an effective and consistent message is relayed to the general public.

**Responsibilities of the CCPS Public Information Office include:**

1. Fully mobilize the emergency public information organization, determine shift assignments, brief emergency public information staff on status of emergency situation and their duties.
2. Maintain contact with the EOC to obtain the latest information, verify information, and have news releases authenticated.
3. Establish JIC Operations with full operational and logistical support staff.
4. Announce JIC Activation and widely distribute to include all local Emergency Management Coordinators in the Northern, Central and Southern Coastal Plains.
5. Coordinate information with FEMA Region IV, adjoining States and appropriate State entities.
6. Make contact with Local Emergency Management Coordinators in the threatened area and coordinate State dissemination of local information.
7. Complete and distribute appropriate pre-scripted message templates and local information bulletins.
8. Include all field staff and local Emergency Management Coordinators in all e-mails and faxes as distributed.
9. Provide copies of all written news releases and summaries of all press conferences to the Governor's Office, NCEM, and local EM staff.
10. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
11. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
12. Maintain a log and a file of all information released to the media.
13. Redistribute broadcast PSAs as appropriate.
14. Coordinate NCEM representatives (Branch Managers, Area Coordinators and PIOs) for TV, radio talk show interviews.
15. Coordinate live radio and TV Situation Reports and distribute to local and national media markets
16. Establish briefings schedule (generally 0800, 1000, 1600, and 2100).
17. Make request to Logistics Branch in the EOC to arrange an aircraft with video recording capability to fly storm path and/or coast as soon as safe flying conditions return following the hurricane. Videotape to be made available to all media and shown to public at selected sites following the storm.

## OPERATIONAL PHASE 4 - IMPLEMENTATION

During the Implementation Phase, jurisdictional evacuation orders are executed and State resources are deployed to mitigate challenges in evacuation, transportation, sheltering, functionally and medically fragile population management and dissemination of public information. Significant Event Boards within Web-EOC will be a primary communication tool utilized to share evacuation information from the risk counties to the State and host counties. Also, Area Coordinators will be providing evacuation updates through the Branch offices via Web-EOC, as well as holding conference calls as needed.

### Responsibilities of the CCPS Public Information Office include:

1. Ensure special attention is given to coordination and dissemination of information as deemed critical by the Local Emergency Managers in the threatened area.
2. Maintain contact with the EOC to obtain the latest information, verify information, and have news releases authenticated.
3. Coordinate information with FEMA Region IV, adjoining States, appropriate State entities and local EOCs.
4. Provide copies of all written news releases and summaries of all press conferences to the Governor's Office and NCEM.
5. Maintain full activation of JIC.
6. Monitor news media for storm info and adjust message as necessary.
7. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
8. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
9. Obtain and release telephone numbers the public can call to volunteer assistance.
10. Maintain a log and a file of all information released to the media.
11. Use rapid response as needed and coordinate with local EOCs.
12. Review/revise pre-scripted news releases as needed, and then post on web page, e-mail and/or fax.
  - a. State Response Preparations
  - b. Homeowner/Property Owner Precautions
  - c. Recovery Related Issues (insurance, pictures of property, important papers, etc.)
  - d. Issue PSAs on Recovery topics
  - e. Evacuation Routes -- coordinate with DOT and SHP
  - f. Shelter locations -- what to take; pets in shelters
  - g. Evacuation and Re-entry information
  - h. Shelters
  - i. Traffic conditions
  - j. Public Health and Safety topics
  - k. Donations Management
13. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
14. Coordinate live radio and TV Situation Reports with local and national media
15. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary for D+1 or D+2 (depending on time of impact).
16. Brief Community Relations representatives.

## OPERATIONAL CONDITION 5 – RE-ENTRY (D+1)

The Re-entry Phase indicates the threat from a tropical system has passed and the process for re-entry into the evacuated jurisdictions must be managed. Re-entry plans are activated and Recovery Incident Action Planning begins. Post event distribution of critical re-entry information will be coordinated through the JIC. The Statewide mutual aid agreements will be activated to support recovery activities including repositioning of critical resources.

**Responsibilities of the CCPS Public Information Office include:**

1. Coordinate with FEMA Region IV all Response and Recovery Information.
2. JIC remains fully activated.
3. Deploy PIOs to forward locations as requested.
4. Monitor news media for storm info.
5. Coordinate information from local jurisdiction for distribution to the State EOC and FEMA Region IV.
6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
8. Obtain and release telephone numbers the public can call to volunteer assistance.
9. Maintain a log and a file of all information released to the media.
10. Review/revise pre-scripted releases as needed. Suggested releases include:
  - a. Evacuation and Re-entry information
  - b. Shelters
  - c. Traffic conditions
  - d. Public Health and Safety topics
  - e. Donations Management
11. Notify field staff and local EOCs of releases being distributed if possible.
12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (pool media if necessary).
17. Coordinate/schedule community relations teams

**OPERATIONAL CONDITION 5 – RE-ENTRY (D+2 through D+3)**

**Responsibilities of the CCPS Public Information Office include:**

1. Coordinate with FEMA Region IV PIO for Response and Recovery info.
2. Begin preparations for Disaster Field Office for equipment and staffing.
3. JIC remains fully activated and staffed.
4. Accommodate Federal Public Information Officers and assist them in releasing information on Individual and Public Assistance programs.
5. Monitor news media for storm info and prepare releases as appropriate.
6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
8. Obtain and release telephone numbers the public can call to volunteer assistance.
9. Maintain a log and a file of all information released to the media.
10. Review/revise pre-scripted news releases and use the FEMA templates as needed. Suggested topics include:
  - a. Evacuation and re-entry information
  - b. Shelters
  - c. Traffic conditions
  - d. Public health and safety topics
  - e. Donations management
  - f. Tele-registration

11. Notify field staff and local EOCs of releases being distributed.
12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (pool media if necessary).
17. Deploy Community Relations Teams

#### OPERATIONAL CONDITION 5 – RE-ENTRY (D+4)

##### **Responsibilities of the CCPS Public Information Office include:**

1. Emphasis shifts to Recovery Phase.
2. If Presidential Disaster Declaration is received, coordinate equipment and staffing with FEMA Region IV to set up the Disaster Field Office (DFO) and shift PIO operations to DFO.
3. The JIC remains fully activated and staffed until such time as a FEMA DFO becomes operational or media interest declines to point where PIO activities can be handled with limited staff located at the EOC.
4. Accommodate Federal Public Information Officers and assist them in releasing information on Individual and Public Assistance programs.
5. Monitor news media for storm information.
6. Monitor published and broadcast information for accuracy. Correct misinformation whenever possible.
7. Obtain and release telephone numbers the public can call for additional information or specific questions (Citizen's Information Hotline).
8. Obtain and release telephone numbers the public can call to volunteer assistance.
9. Maintain a log and a file of all information released to the media.
10. Review/revise pre-scripted news releases and use FEMA templates as needed. Suggested topics include:
  - a. Evacuation and re-entry information
  - b. Shelters
  - c. Traffic conditions
  - d. Public health and safety topics
  - e. Donations management
  - f. Tele-registration
11. Notify field staff and local EOCs of releases being distributed.
12. Generate a Media Advisory on State and local response activities. Widely distribute, especially to EOCs and radio/TV outlets in the impacted area.
13. Coordinate live radio and TV Situation Reports with local and national media
14. Coordinate with Governor's Press Office for tour of affected area for Governor and/or CCPS secretary.
15. Brief Community Relations representatives.
16. Escort media in major damage areas (Arrange for Media Pool if needed).
17. Monitor Deployment of Community Relations Teams
18. Gather all records kept during all phases of the emergency and prepare a chronological summary of all events, actions taken, inquiries made, and responses given. Collect newspaper clippings and TV videotapes.
19. Survey staff and local media for suggestions to improve public information response procedures in future emergencies.
20. Write an after-action report and provide copies to the emergency management coordinator and appropriate elected officials and local agency representatives

## **PUBLIC INFORMATION FUNCTION – JOINT INFORMATION CENTER (JIC)**

In the event of a disaster or potential disaster with significant ongoing media interest a Joint Information Center (JIC) is established. If only one jurisdiction or level of government is involved, the Public Information Officer will activate the JIC according to the procedures found in this document. If more than one jurisdiction, level of government, or private industry is directly involved, a JIC will be established jointly, usually at the best available facility. Each designates a spokesperson that exchanges information and issues news releases in order to assure accurate, non-conflicting coverage of the disaster situation. The JIC provides a central location for the news media to receive accurate current information. It is the sole source of all authenticated and coordinated information compiled from all jurisdictions and facilities involved.

The Public Information Officer is responsible for operating the JIC on a 24-hour basis if necessary, and ensuring that it is equipped with communications and all necessary supplies. The PIO is responsible for establishing news briefing times with accompanying written statements on a regular scheduled basis and as needed. In the event of a Presidential or Governor's Declared Emergency or Disaster, the local PIO will work in conjunction with state and federal PIOs assigned to the incident.

These Standard Operating Guides (SOGs) are designed to provide a framework for effective and consistent implementation of a Joint Information Center (JIC).

### **PRE-JIC ACTIVATION**

#### **Responsibilities of the CCPS Public Information Office include:**

1. Field inquiries from the media and compile information.
2. Report to the EOC and serve as a member of the Executive Group.
3. Begin collecting information for preparation of news releases and briefings.
4. Begin preparing written news releases using current data and information. Printed copies will be made available for distribution as necessary. News releases will be disseminated as follows:
  - a. Contact radio/TV stations directly via telephone. Read briefing to radio/TV contact. (See Attachment A for list of contacts.)
  - b. Utilize a fax service to distribute the news release for agency.
  - c. Utilize specialized fax software and the development of agency specific fax lists to distribute the information.
  - d. Provide adequate copies of all news releases to EOC management and staff, Citizen's Information Hotline operators, local officials, appropriate State agencies including State Legislators.
5. Partially activate the JIC by holding press conferences in this center as necessary. Brief media personnel and distribute typed copy.
6. Schedule news conferences for chief executives as requested. Act as moderator at news conference. Prepare material to be distributed as directed by the chief executives.

### **JIC ACTIVATION**

#### **Responsibilities of the CCPS Public Information Office include:**

1. Activate the JIC after consultation with the NCEM. The JIC is located at the State EOC, 116 West Jones Street, Raleigh, Room B109A.
2. Gain access to the facility by coordinating with Darlene Johnson, EOC Manager (733-3890 or Paul Latham, Deputy Logistics Chief (733-3767).
3. Obtain all supplies and place them in pre-designated locations.
4. Contact Darlene Johnson or Clay Benton, Operations Center Manager, at (733-3890 or 733-3300) to arrange for PA system.
5. The primary means of communications in the JIC is telephone. The JIC currently has two operational phone

lines. Six additional telephone lines must be installed to make the JIC fully operational.

6. Contact Mike Montague, Communications Manager, at 715-2522 to arrange additional phone lines.
7. Contact Mike Montague at 715-2522 to arrange a backup means of communication. This is set up and made operational in the event primary system fails.
8. Notify JIC staff of activation and ask to report.
9. Request Facility Management at 733-3514 to make sure heating/air conditioning is operating properly.
10. Request Darlene Johnson at 733-3890 to maintain facility during operation.
11. Request State Capitol Police at 733-4646 to provide for security.
12. Contact ITS at (754-6000 or 754-6001) to open and activate the Governor's Press Briefing Room as required.

## JIC STAFFING AND ORGANIZATION

1. The JIC requires a staff of approximately 3-5 persons to effectively operate the facility, provide for the needs of the news media, and collect and disseminate information.
2. The JIC has a variety of Specific Positions and responsibilities:
  - a. **Lead Public Information Officer (PIO)**
    1. Schedule news briefings and act as a moderator for news briefing sessions.
    2. Meets with Governor's Press Secretary, and FEMA Lead PIO when appropriate, to assess scope of the disaster and public information requirements.
    3. Has overall supervisory responsibility of JIC.
    4. Coordinates the activation of the State portion of the JIC.
    5. Chief decision-maker for State responses to media inquires and reports.
    6. Establishes policy for conduct of JIC and Media Briefing Area.
    7. Coordinates with SERT Leader on daily message and strategies for reaching target audiences.
    8. Coordinates with the Agency for Public Telecommunications the appearance of key NCEM and SERT members on its Tuesday and/or Thursday live cable telecasts as appropriate.
    9. Arranges for and conducts scheduled media briefings at Media Center or assigns this responsibility to the Deputy Lead PIO.
    10. Determines which types of information obtained by the JIC may be required by SERT, and directs it to appropriate parties at EOC.
    11. Has the authority to commit additional personnel or resources if needed, and to assign tasks to all state JIC personnel.
    12. Has the authority to delegate major responsibilities to the Deputy Lead PIO.
    13. Has approval authority over all information released by the JIC.
    14. Coordinates with the SERT Leader on developing an operating schedule to include:
      - Media briefings
      - Daily staff meetings
      - Daily hot wash at end of each day or shift (see Appendix A)
      - Daily update reports for the media
      - Morning and evening drive-time call-outs
      - Routine training sessions on programs and policies
      - Procedures for analysis and distribution of news clips
  - b. **Deputy Public Information Officer (Assistant PIO)**
    1. Act as Lead PIO in their absence.
    2. Coordinates flow of information from the EOC to the JIC.
    3. Keeps government officials informed.
    4. Coordinates faxing of status updates
    5. Ensure all JIC staff are present, briefed, and aware of their duties.

6. Coordinate press tours.
  7. Establish message flow pattern in JIC according to how many PIOs from other jurisdictions are present, etc.
  8. Arrange for translators to be available at the JIC to provide release in second languages and for the hearing impaired.
  9. Assumes all duties and authorities of Lead PIO in his/her absence.
  10. Manages the day-to-day operations of the JIC.
  11. Responsible for maintaining a constant flow of information within the JIC, and between state and federal agencies.
  12. Screens electronic and printed message traffic to determine which items need to be passed to JIC staff and/or posted on status boards.
  13. Coordinating JIC activities and information dissemination with other state PIOs, as well as PIOs from federal, local and voluntary agencies.
  14. Responsible for briefing the JIC staffs.
  15. Responsible for the routine briefing of the Media Center PIO on continuing developments.
  16. Writes, reviews and edits news releases, PSAs, talking points and other documents.
  17. Ensures that approved news releases are distributed to target news media by the most appropriate means (e-mail, fax, telephone and/or posted in the Media Center), sent to branch offices by e-mail and posted on the CCPS/NCCEM web page.
  18. Establishes internal communications procedures, including daily Hot Wash meetings, training sessions, and information channels within the JIC and EOC.
- c. Agency Primary and Backup Spokespersons**
1. Act as Technical Expert for their Discipline.
  2. Coordinates discipline specific information from the field to the JIC.
  3. Keeps PIO informed of changing situations.
  4. Coordinates distribution of information to like constituents.
  5. Coordinates and supports all activities of the other agency PIOs.
  6. Assures that all draft news releases and information messages receive a rapid review or acknowledgment by the agency PIOs.
  7. Advises the Lead/Deputy Lead PIO of pertinent developments or problems in other agencies, and support whatever JIC action needs to be taken.
  8. Responds to any administrative/logistical need that an agency PIO in the JIC may have.
- d. Information Coordinator**
1. Collects and verifies information.
  2. Checks spelling of names, accuracy of data and coordinates with other responding agencies.
  3. Keep Emergency Information/Citizen's Information Hotline Operators informed with copies of all news releases and other information.
  4. Monitor radio, TV and newspaper reporting of the incident and correct any misinformation.
  5. Establishes "hotline" with EOC and monitors all times to receive disaster data and status updates. Request data, verify information and provides link for PIO.
- e. Logistics Coordinator**
1. Coordinates all logistics of the JIC (space, services, food, water, security, etc.)
- f. Historian / Data Coordinator**
1. Monitors media stories, secures copies of media clips, and maintains a list of media organizations, reporter names and phone numbers for updates.
  2. Ensure correct display materials are in place to include map(s), status board(s), chalkboard
  3. Carefully read all messages. Plot relevant important information such as:
-



- General disaster area/area affected
  - Exact boundaries of evacuation area
  - Shelters opened
  - Access control points
  - Road closures
  - Traffic reroutes around affected area
  - Evacuation routes
  - Command post location
  - Worst disaster area
  - Plot on status board (s):
  - Casualty figures
  - Public property damages
  - Private property damages
  - Utility damages
  - Major events in the course of the disaster
  - Reserve chalkboard for use by PIO during briefings.
  - Sketch diagrams, etc. of relevance to the news media in understanding events of the disaster.
  - Display emergency/disaster classification level.
  - Record meteorological conditions, if relevant.
  - Display next scheduled briefing time.
  - Display news media disaster site tour times/locations.
  - Display important telephone numbers such as Emergency Information/Citizen's Information Hotline, etc.
- g. AV / Graphics Production Coordinator**
1. Work with PIO in development of video and graphics to support media release, briefings and public statements.
- h. Technical Support Coordinator**
1. Coordinates all voice and data communication networks in the JIC.
  2. Test communications equipment and adjust/repair as necessary.
  3. Post disaster-related information (as appropriate) on the jurisdiction's web page.
- i. Citizen's Information Hotline Coordinator**
1. Respond to questions from public.
  2. Maintain a file of news releases and other fact sheets and briefing summaries JIC staff has provided.
  3. Log all incoming calls and document the responses provided.
  4. Maintain a reference list and refer difficult or technical questions to appropriate sources.
  5. Report typical questions to PIO for use in creating news releases.
- j. Administrative Support**
1. Support PIO in development of press releases, staffing charts, and other documentation.
  2. Responsible for obtaining from the Logistics Section all supplies and equipment required in the JIC.
  3. Supervises clerical and support staff personnel, if assigned.
  4. Responsible for the setup and maintenance of all state equipment in the JIC.
  5. Responsible for coordinating security in the JIC and the media briefing area with appropriate law enforcement personnel.
  6. Arranges for security escorts, as needed, for all personnel traveling to and from the JIC or
-

media briefing area to other locations.

7. Responsible for the registration and badging of all state personnel working in the JIC.
8. Responsible for providing any needed clerical or equipment support for other agency PIOs located in the JIC.
9. Responsible for providing a Graphic Artist/Illustrator, when assigned, with appropriate supplies, maps and other materials as required by personnel at the JIC or Media Center.
10. Handles copying and faxing assignments.
11. Updates bulletin and status boards with current news releases, statistics, recovery center locations, phone numbers and clippings
12. Sets up and maintains the JIC filing system, which should include disaster documents, news releases, media advisories, fact sheets, situation reports, message log, media contact lists, and other items as directed.
13. Works with NCEM Information and Planning Section to create charts, maps or other visual displays for distribution to news media in order to help Citizen's understand the magnitude of the disaster and the scope of the state's response.

**k. Field Information Officer (FIO)**

1. During pre-disaster and early stages of the post-disaster, field PIOs may be assigned to:
  - Discuss the disaster declaration process with the media.
  - Arrange for media coverage of field inspections.
  - Arrange media briefings when required.
2. Establish and maintain positive, professional working relationships with the media.
3. Ensure that the public receives information about safety preparations and disaster aid that creates reasonable expectation of the limits of that aid.
4. Provide the JIC with newspapers and reports of local media coverage for news analysis. Fax pertinent articles and daily reports to JIC.
5. Report media contacts and other activities to Area Command IC and PUBLIC INFORMATION OFFICE director or deputy lead at least twice daily.
6. Provide updated information to the media about current developments and emergency information regarding state and federal programs. Refers to current fact sheets, news releases, Situation Reports and field reference guides provided by the JIC to assure accuracy. Calls PUBLIC INFORMATION OFFICE director or deputy lead with any questions regarding updates and accuracy of this information.
7. Receives approval from Lead PIO before initiating a local news release, including any pre-scripted news releases provided as part of this plan.
8. Defers all inquiries on NCEM, CCPS or FEMA policy and issues to Lead PIOs.
9. Refers inquiries for detailed information about other federal, state or voluntary agency programs to the appropriate spokesperson.
10. Serve as eyes and ears of JIC, gathering information about perceptions regarding response and recovery processes, serve as troubleshooter, anticipating and solving problems in the field.
11. Implement media outreach strategy by:
  - Coordinate with Community Relations to work similar territories.
  - Communicate regularly with the Community Relations Team assigned to same sector to identify information needs.
  - Create a schedule to visit each media outlet in geographic area. Meet with the editor, news director or reporter in each location.
  - Focus on the message of the day.

## JIC ARRANGEMENT AND SETUP

Equipment needs for a JIC vary with the size and nature of the disaster. The following is a list of most types of equipment that may be necessary for the operation of a Join Information Center. At a minimum, the following equipment and supplies should be included in a JIC:

### 1. General Equipment

- a. (2) Fax Machines
- b. Copy Machines
- c. LCD Panel (Multi-Media Projector)
- d. Typewriter
- e. (10) Tables
- f. (50) Chairs
- g. Flip Charts
- h. (20) Telephones
- i. Radios
- j. Televisions
- k. Video Camera
- l. (10) Extra Video Tapes
- m. PA System
- n. Laptop Computers

### 2. General Office Supplies

- a. Pencils, Ball Point Pens, Scotch Tape Dispenser, Scotch Tape, Masking Tape, Steno Pads, Inter-Office Envelopes, Stapler, Staples and Staple Remover, Rubber bands, Scissors, Paper Clips, Binder Clips, Markers, Dry Erase Markers, Highlighters, Rulers, Glue, Three-Hole Punch, Sharpie Pens
- b. U.S. Mail Envelopes, Manila Envelopes, File Folders with Labels
- c. Plain White Bond Paper, Letterhead, Fax Paper, Letter Pads, Legal Pads
- d. Telephone Message Pads, Post-It Notes
- e. Box of Transparency Film
- f. Batteries
- g. (1) Digital Camera with Memory Cards
- h. (2) Laptop Computer
- i. (2) Portable Printer
- j. (2) Cell phone w/ Spare Battery and Charger
- k. (4) Wall Clocks
- l. (6) Easels
- m. (2) Tape Recorders with Spare Tapes
- n. (4) Area Maps
- o. (500) Blank Plastic Name Tags
- p. (100) Badge Clip Holders
- q. (24) 2" Binders

### 3. Reference Materials

- a. NCEM Emergency Operations Plan
- b. Emergency Information Procedures
- c. EOC and JIC Telephone Directory
- d. Area Telephone Directory
- e. Local and State Emergency Management Directory
- f. Legislative Telephone Directory

- g.** Media Directory
  - h.** Standard Operating Procedures
  - i.** Disaster Recovery Operations Manual
  - j.** Dictionary
  - k.** Thesaurus
- 4. General and Specific Signs**
  - a.** Joint Public Information Center
  - b.** Media Registration
  - c.** Media Work Area
  - d.** Next Briefing (with Magnetic Numbers or Dry Erase Area)
  - e.** (2) Status Boards
  - f.** (2) Damage Data Board
  - g.** (3) Rolls of Acetate for over Maps
  - h.** Map Hanging Supplies

## **PUBLIC INFORMATION FUNCTION – MEDIA MARKETS**

North Carolina’s Eastern Coast is covered by a diverse group of media markets spanning three states. An example of the markets covering Eastern NC is listed below. Points of contact for these markets are maintained by the CCDPS Public Information Office.

### **Statewide Coverage**

- North Carolina News Network
- WUNC-TV
- WUNC Radio
- Open Net – TV (cable)

### **TV Stations Covering Eastern NC**

- WWAY-TV – Wilmington
- WECT-TV - Wilmington
- WITN-TV - Washington
- WNCT-TV - Greenville
- WCTI-TV – New Bern
- WSFX-TV - Wilmington
- WFAY-TV - Fayetteville
- WFXI-TV – Morehead City and Greenville
- WKFT-TV – Cumberland
- WILM-TV – Wilmington
- WPXU – Jacksonville
- CW Television Network
- UNC-TV – Research Triangle Park
- WSKY-TV – Manteo, NC
- WNCN – Goldsboro (in Wayne County, NC)
- News 14 Carolina – Raleigh, NC
- WRAL TV 5 – Raleigh, NC
- WTVD TV 11 – Raleigh, NC
- Time Warner Cable – Fayetteville, NC
- WFPX ITV – Lumberbridge, NC
- WBTW TV 13 – Lumberton, NC
- NHCTV – Wilmington, NC

### **Radio Stations Covering Eastern NC**

- WTEB 89.3 FM – New Bern
- WTKF 107.3 FM - Newport
- WPTF 680 AM – Raleigh
- WJCV 1290 AM – Jacksonville
- WAAE - 91.9 FM - New Bern, NC
- WAGO - 88.7 FM - Snow Hill, NC
- WANG -105.1 FM - Havelock, NC
- WCPQ - 1330 AM - Havelock, NC
- WEQR -102.3 FM - Goldsboro, NC
- WGBR - 1150 AM - Goldsboro, NC

- WIKS -101.9 FM - New Bern, NC
- WKIX - 96.9 FM - Goldsboro, NC
- WKVS -103.3 FM - Lenoir, NC
- WLNR - 1230 AM - Kinston, NC
- WMGV -103.3 FM - Newport, NC
- WNBR - 94.1 FM - New Bern, NC
- WOTJ - 90.7 FM - Morehead City, NC
- WRHT - 96.3 FM - Morehead City, NC
- WRNS - 95.1 FM - Kinston, NC
- WSFL -106.5 FM - New Bern, NC
- WTEB - 89.3 FM - New Bern, NC (Craven Community College)
- WZBR - 97.7 FM - Kinston, NC
- WZMB – 91.3 FM – East Carolina University
- WXNR – 99.5 FM – Grifton, NC
- WGQR – 105.7 FM – Elizabethtown, NC
- WBLA – 1440 AM – Elizabethtown, NC
- WMNX – 97.3 FM – Wilmington, NC
- WFNC – 640 AM – Fayetteville, NC
- WKML – 95.7 FM – Fayetteville, NC
- WZFX – 99.1 FM – Whiteville, NC
- WENC – 1220 AM – Whiteville, NC
- WTAB – 1370 AM – Tabor City, NC
- WTXY – 1540 AM – Whiteville, NC
- WVOE – 1590 AM – Chadbourn, NC
- WNCR – 1489 FB – Fair Bluff, NC
- WFLB – 96.5 FM – Fayetteville, NC
- FOXY – 99.1 FM – Fayetteville, NC
- KISS – 107.7 FM – Fayetteville, NC
- WSTS – 100.9 FM – Fairmont, NC
- WYRU – 1160 AM – Red Springs
- WWQQ – 101.3 FM – Wilmington, NC
- WGNI – 102.7 FM – Wilmington, NC
- WQSL – 92.3 FM – Wilmington, NC
- WBNE – 107.3 FM – Wilmington, NC
- WLTT – 93.7, 106.3 FM – Wilmington, NC
- WAZO -107.5 FM – Wilmington, NC
- WMFD – 630 AM – Wilmington, NC
- WRQR – 104.5 FM – Wilmington, NC
- WKXB – 99.9 FM – Wilmington, NC
- WILT – 98.7 FM – Wilmington, NC

## NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Southern Coastal Plain – Public Information Function

October 2007

---

- WFSM – 98.3 FM – Wilmington, NC
- WHQR – 91.3 FM – Wilmington, NC

### Newspapers Covering Eastern NC

- Fayetteville Observer – Times
- Fayetteville Press
- Acento Latino
- Goldsboro News Argus
- Wilson Daily Times
- Rocky Mount Telegram
- Greenville Daily Reflector
- Wilmington Star News
- Wilmington Journal
- Washington Daily News
- Elizabeth City Daily Advance
- New Bern Sun Journal
- Virginia Pilot
- Tarboro: The Daily Southerner
- Dunn Daily Record
- Kinston Free Press
- Jacksonville Daily News
- The Seahawk
- Mundo Latino
- The Robesonian
- The Reidsville Review
- The Sampson Independent
- Raleigh News and Observer
- Island Gazette
- Farmville Enterprise
- The Times Leader (Grifton)
- Beaufort-Hyde News (Belhaven)
- The Weekly Herald (Robersonville)
- The Enterprise (Williamston)
- The Roanoke Beacon (Plymouth)
- Scuppernon Reminder (Columbia)
- The Challenger

- Ocracoker (Ocracoke Island)
- The Bladen Journal (Elizabethtown)
- The News Reporter (Columbus)
- Tabor City Tribune
- Morning Star
- Up & Coming
- Carolina Flyer
- Paraglide
- Dunn Daily Record
- Echo (The News Journal)
- Red Springs Citizen
- St. Pauls Review
- Native Vision
- Laurinburg Exchange
- Topsail Voice
- State Port Pilot
- Brunswick Beacon
- Pender Chronicle
- Pender Post
- Snow's Cut Monthly
- Lumina News

### Virginia Media Covering Northeastern NC

- Virginia Pilot, Nags Head Office
- Coastland Times
- Outer Banks Sentinel
- Island Breese
- North Beach Sun
- East Carolina Radio
- Max Radio
- CAPSAN Media
- WUNC-FM 90.9

## **PUBLIC INFORMATION FUNCTION – INFORMATION PRIORITIES**

### **Emergency Information Priorities as Decided by the PIO**

1. Description of disaster.
2. Time period involved.
3. Affected/contaminated areas to avoid and areas closed to traffic.
4. What actions to take if in-place sheltering is ordered.
5. What actions to take if evacuation is ordered.
6. Location of shelters and routes to take.
7. How to obtain transportation to shelters.
8. How to shut off utilities.
9. Number to call for medical care and rescue services.
10. Medical measures the public can take before help arrives.
11. Procedures to take to protect property and livestock.
12. How to improvise shelter.
13. Status of schools and children (i.e., Are children retained in school or have they been sent elsewhere? Should they be picked up?)

### **Status Update Priorities as Decided by the PIO**

1. Number of deaths and injuries.
2. Amount of public and private property damage and agricultural damage.
3. Number of persons evacuated.
4. Number of persons in public shelters.
5. Number of homes without power.
6. Response efforts being taken by government and private agencies.
7. Status of local emergency declaration, Governor's Proclamation, Presidential Declaration.
8. Establishment of Emergency Information/Citizen's Information Hotline, telephone number.
9. Time before utilities will be restored.
10. Essential services available.
11. Time before evacuated persons can return home.
12. How long in-place sheltering will be needed.
13. Agricultural information (i.e. sources of feed, monetary assistance, etc.)
14. Disaster assistance available and how to apply (monetary, temporary housing, food, etc.)
15. Response efforts of volunteers and telephone number for people to call volunteering assistance.
16. Telephone number for Missing Person Information Center.
17. Temporary morgues and victim identification measures being taken.

## **PUBLIC INFORMATION FUNCTION – BRIEFINGS AND RELEASES**

### **News Briefing Coordination by the PIO**

1. Set up and test P.A. system.
2. Videotape news briefings.
3. Set up lighting for video taping and to accommodate TV cameras.
4. Establish time schedules for news briefings and post them well in advance.
5. The PIO will function as briefing moderator. The briefing moderator is responsible for the following:
  - a. Introduce all spokespersons at beginning of briefing.
  - b. Inform media of procedures to be followed during briefing.
  - c. Read most current jointly prepared written news release.
  - d. Call on and introduce spokespersons
  - e. Moderate question/answer period at the end of statements.
    - Call on the media representatives, one at a time.
    - Ask the media representative to come forward, introduce themselves, and state their question into the microphone at the front of the room.
    - Direct the question to the appropriate spokesperson, if the media representative has not done so.
6. Provide written news releases at time of news briefings.
7. Maintain a log describing news briefings times and information disseminated.

### **Written News Release Coordination by the PIO**

1. Obtain information from the EOC via hotline, from other JIC spokespersons, and other sources.
2. One hour before scheduled news briefing prepare written news releases, in conjunction with JIC spokespersons.
3. Develop news release and have PIO review.
4. Distribute news release to other spokespersons for confirmation/verification.
5. Call the EOC and verify the news release by reading it to the chief executive.
6. Widely distribute copies of news release
7. Maintain copies of all written news releases, in chronological order



## **PUBLIC INFORMATION FUNCTION – TYPES OF RELEASES**

### **Public Awareness Release**

This is a public service announcement that can be issued during public awareness campaigns reminding citizens of a particular threat and actions that they should take. These are used especially during Hurricane season and Severe Weather.

### **Public Advisory Release**

This is a “fill-in-the-blank” form to be completed and released to news media for threatening disasters, such as flooding, where there is time for the public to take precautionary action. It is **not** the actual **warning** message issued by the State Warning Officer in conjunction with Emergency Alert System (EAS) activation.

### **Emergency Status Release**

This is a “fill-in-the-blank” form to be completed and released to the news media upon the occurrence of a disaster. This release gives a brief description of the disaster and tells what government is doing to respond to the situation.

### **Public Information Brochure**

This is an informational brochure about a specific hazard, developed locally, containing information unique to the community. Brochures are developed for “fixed-site” hazards such as flood prone areas, chemical manufacturing sites, etc. to detail the potentially affected area, evacuation routes, shelter locations, etc. Such brochures are distributed annually to all households in the potentially affected area. At a minimum, this brochure is prepared in “camera-ready” form, ready for immediate printing and distribution upon the occurrence of such a disaster. Copies of educational materials are normally available for a nominal fee from organizations such as the American Red Cross.

# NC Coastal Region Evacuation and Sheltering Standard Operating Guide

Southern Coastal Plain – Public Information Function

October 2007

## PUBLIC INFORMATION FUNCTION – PRE-SCRIPTED HURRICANE/STORM FORMS

Op Phase					Form #	File Name	Subject or Slug Line
1	2	3	4	5			
X	X	X			NR-101	3-DAY.DOC	Three-day Emergency Kit Good Idea
X	X	X			NR-102	AGRI.DOC	Preparing Your Farm For Weather Disasters - NCDA
	X	X			NR-103	HURIPREP.DOC	<i>(Weather System)</i> May Affect North Carolina - Citizens Begin Preparing
		X			NR-104	WATCH.DOC	<i>(Storm)</i> Watch Issued For <i>(Region)</i> North Carolina <i>(Storm Name)</i> Expected to Make Landfall <i>[Day / Time]</i>
		X	X		NR-105	WARNING.DOC	<i>(Storm)</i> Warning In Effect For <i>(Region)</i> North Carolina Evacuations Begin in <i>[Region]</i> Counties
		X	X		NR-106	THREAT.DOC	Threat of <i>(Storm Name)</i> Increases; State Continues Protective Actions
		X	X		NR-107	SHIFTS.DOC	<i>(Storm Name)</i> Shifts, Threatens <i>[Region]</i> North Carolina's <i>[Region]</i> Residents Must Prepare Quickly
		X	X		NR-108	EVACUATE.DOC	<i>(City - County)</i> Officials Order Evacuation of <i>(Location)</i>
		X	X		NR-109	MANDEVAC.DOC	Mandatory Evacuation Ordered
			X		NR-110B	BLOCKED.DOC	<i>(Name of Major Evacuation Route)</i> is Blocked -- State Issues Alternate Route for Evacuees <b>{BROADCASTERS}</b>
			X		NR-111B	TRAFFIC.DOC	North Carolina Roads One-way Only To Speed Evacuation <b>{BROADCASTERS}</b>
			X		NR-112	REGION.DOC	<i>[Regional]</i> Shelters Open To Evacuees From <i>[Region]</i>
			X		NR-113	RAPIDLY.DOC	Hurricane <i>[name]</i> Coming Ashore Rapidly -- Residents Are Urged To Shelter in Their Homes
			X		NR-114	EYE.DOC	Eye of Hurricane <i>[name]</i> To Pass Over <i>[Region]</i> At <i>[time]</i>
			X		NR-115	IMPACT.DOC	Hurricane <i>[name]</i> Crosses State, <i>[region]</i> North Carolina May Be Affected
			X		NR-116	GOVTCLOS.DOC	<i>{Officials}</i> Closes Government Offices in <i>(Watch / Warning)</i> Counties For <i>[Day &amp; Morning / Afternoon]</i>
			X		NR-117	HIGHWIND.DOC	People in Manufactured Housing and Low-Lying Areas Need To Seek Shelter
				X	NR-201	LIFTED.DOC	Hurricane <i>[Watch / Warning]</i> Lifted -- Local Officials Implement Re-Entry Plans
				X	NR-202	REENTER.DOC	Residents Re-enter <i>[affected / evacuated]</i> Areas -- Heavy Surf Conditions Expected Off Coast
				X	NR-203	DONATE-COORD.DOC	Disaster Relief Donations Must Be Coordinated to Meet Public Need - Donations Mgt.
				X	NR-204	DONATE-CALL.DOC	Toll-Free Hotlines for Disaster Relief - Donations Mgt.
				X	NR-205	DONATION.DOC	Want to Donate? Hotline Numbers - Donations Mgt.
				X	NR-206	CONSUMER.DOC	Beware When Hiring Home Repair Contractors
				X	NR-207	INSURANC.DOC	Filing Insurance Claims
				X	NR-301	WATER.DOC	Public Water May Be Contaminated
				X	NR-302	DRINKWAT.DOC	Drinking Water Advisory
				X	NR-303	BOILWATR.DOC	Boil Water Advisory - Div. Environmental Health (public water sources)
				X	NR-304	LIFTWATR.DOC	Boil Water Advisory LIFTED - Div. Environmental Health
				X	NR-305	CONCERN.DOC	Disaster Causes Health Concerns <i>(Septic/Water/Food)</i> - Div. Environmental Health
				X	NR-306	H&SAFETY.DOC	Health & Safety Important in Clean-up Following <i>(Event)</i>
				X	NR-307	MOSQRAIN.DOC	Rainy Weather May Increase Mosquito Problems - Div. Environmental Health
				X	NR-308	AFTER.DOC	Public Health Tips For After the Storm
				X	NR-309	BUGSNAKE.DOC	Rainy Weather May Bring Out Bugs & Snakes
				X	NR-310	SNAKES.DOC	Flooding Brings Out Snakes
				X	NR-311	POSTSTRM.DOC	The Storm Has Passed, But the Danger Lingers

100 Series = Pre-event and Education  
 200 Series = Post Event - General  
 300 Series = Post Event - Health and Safety

B = specifically for broadcast  
*Italics* = releases have blanks that must be filled in



This page left blank intentionally.



EMERGENCY MANAGEMENT

# North Carolina Coastal Region Evacuation and Sheltering Standard Operating Guide

October 2007

NORTH CAROLINA

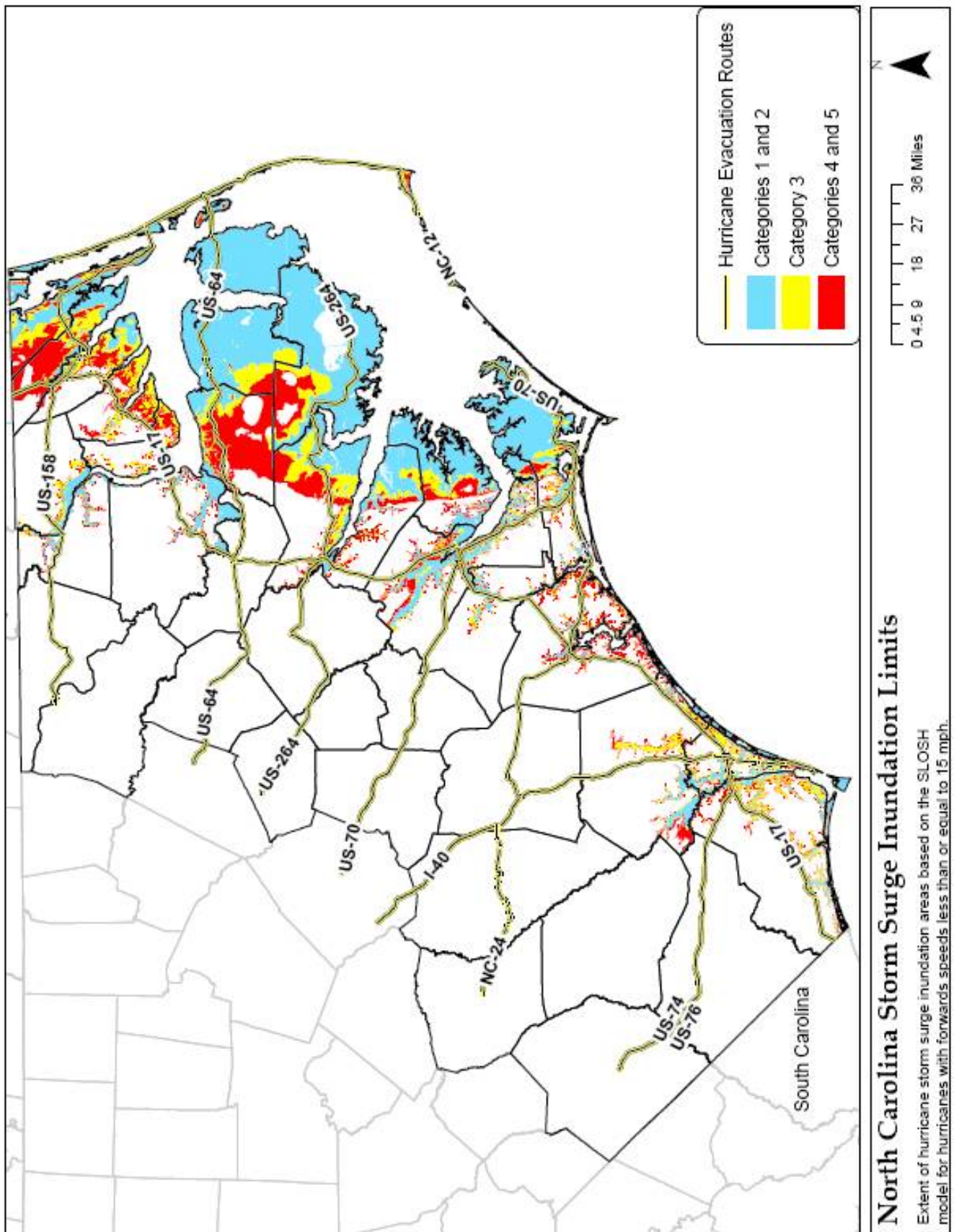


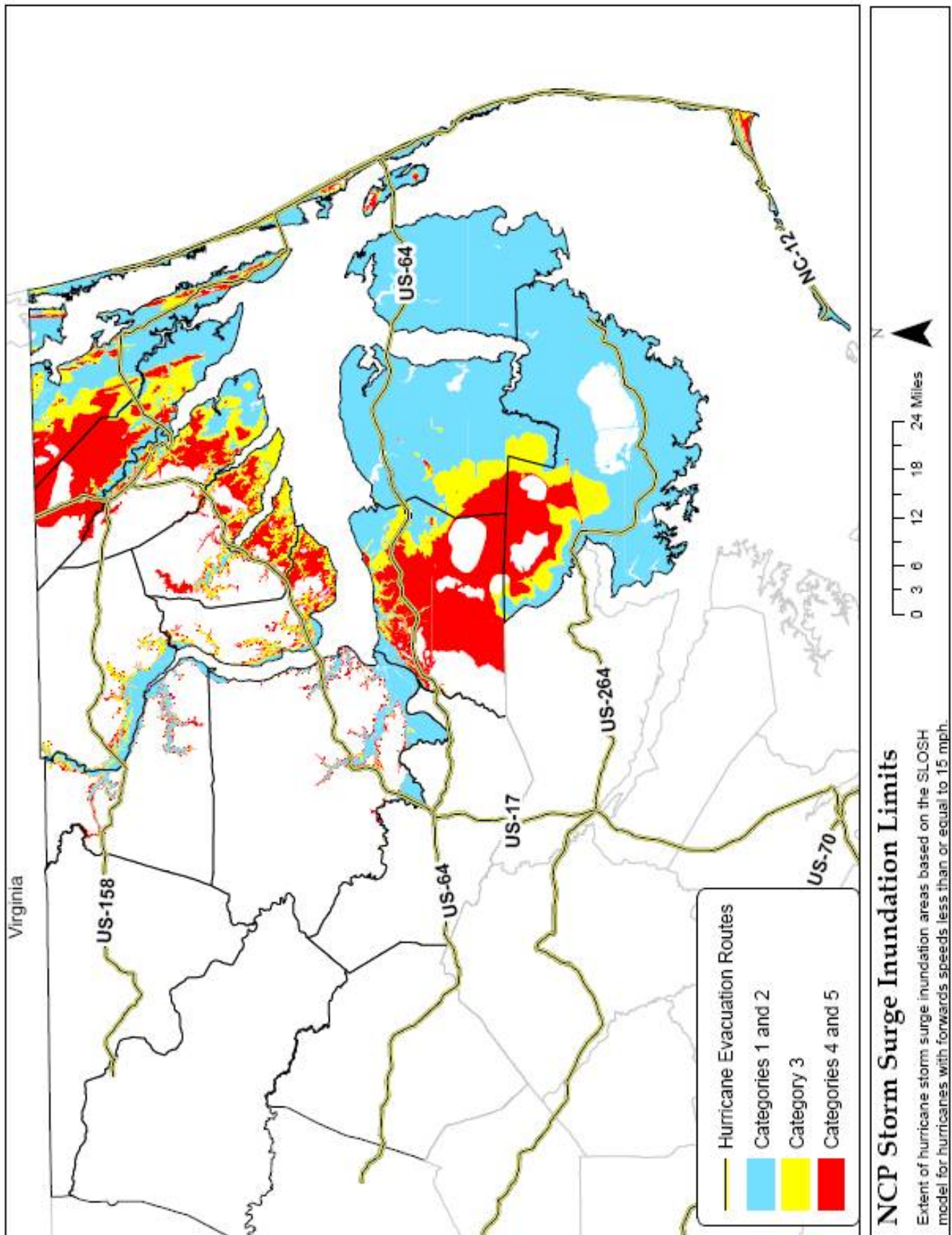
This page left blank intentionally.



This page left blank intentionally.

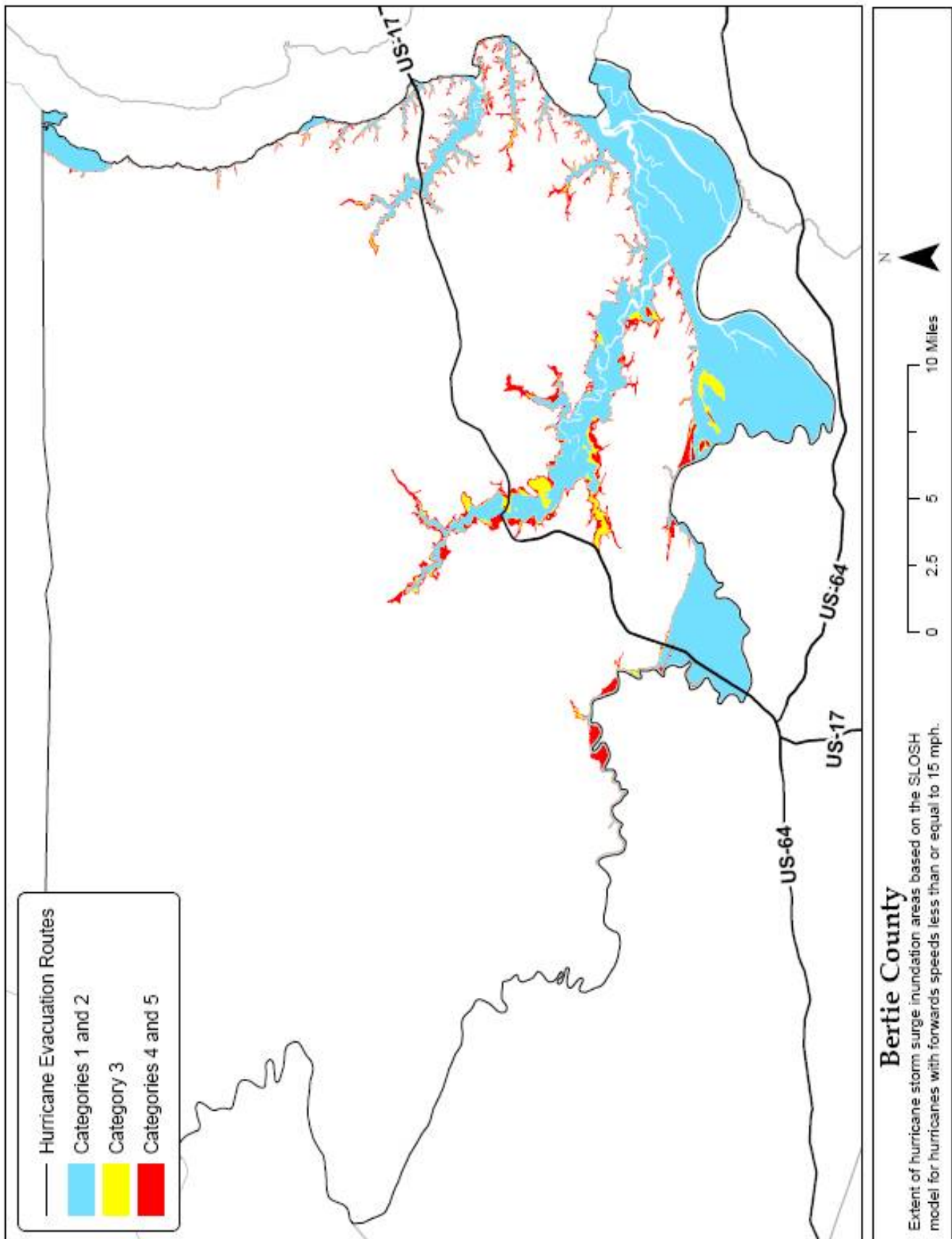






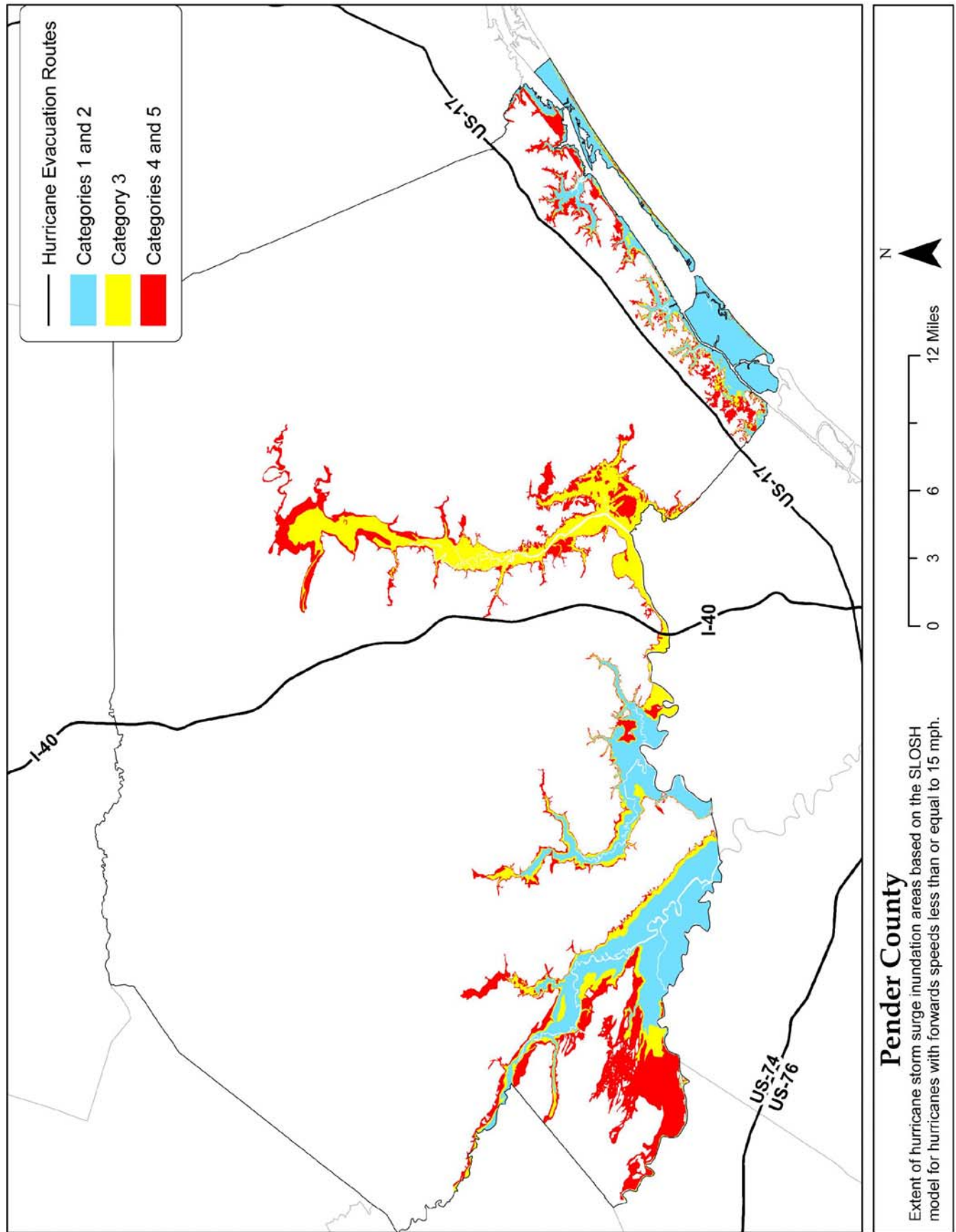
# Hurricane Storm Surge Maps

## Appendix A



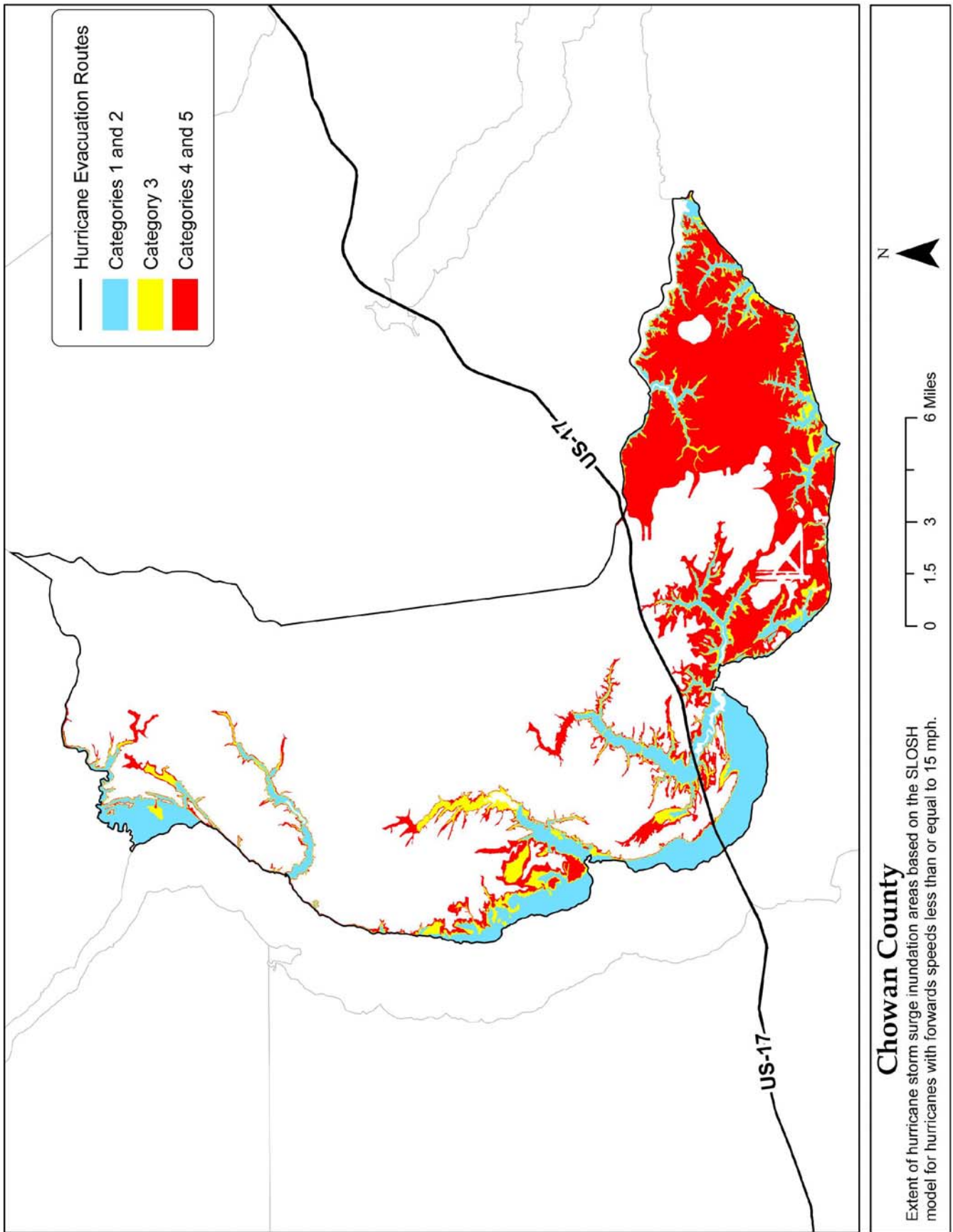
# Hurricane Storm Surge Maps

## Appendix A



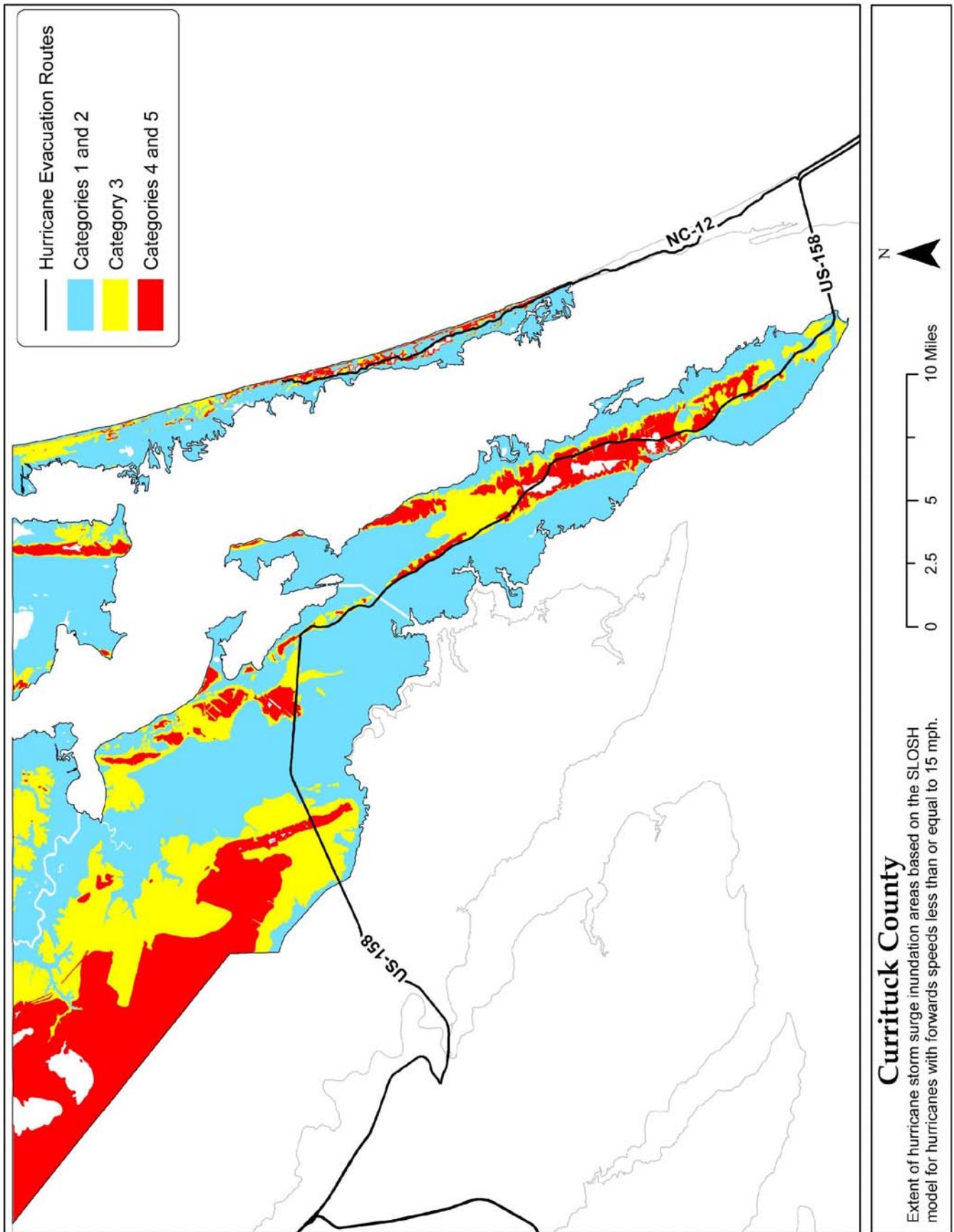
# Hurricane Storm Surge Maps

## Appendix A



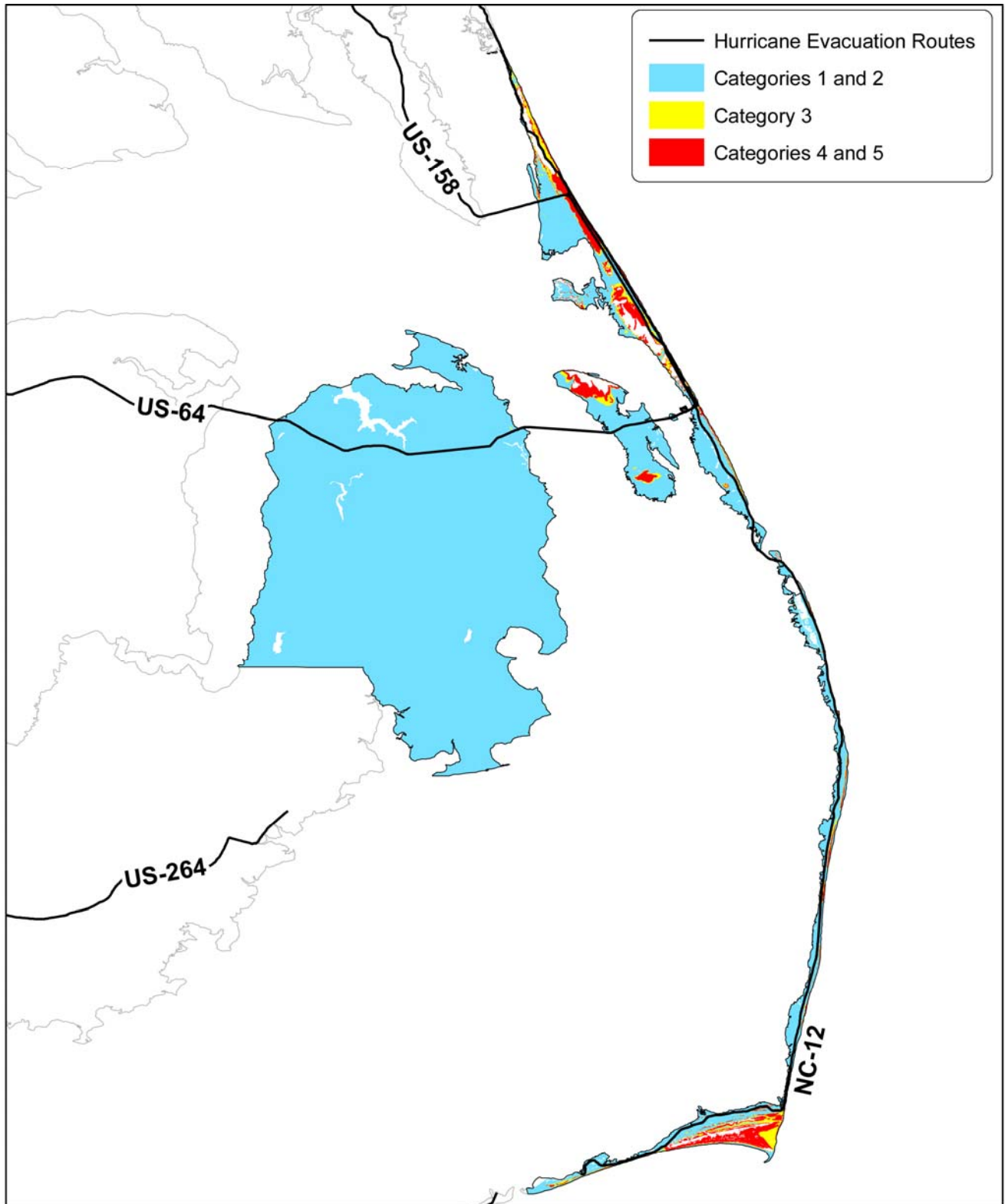
# Hurricane Storm Surge Maps

## Appendix A



**Hurricane Storm Surge Maps**

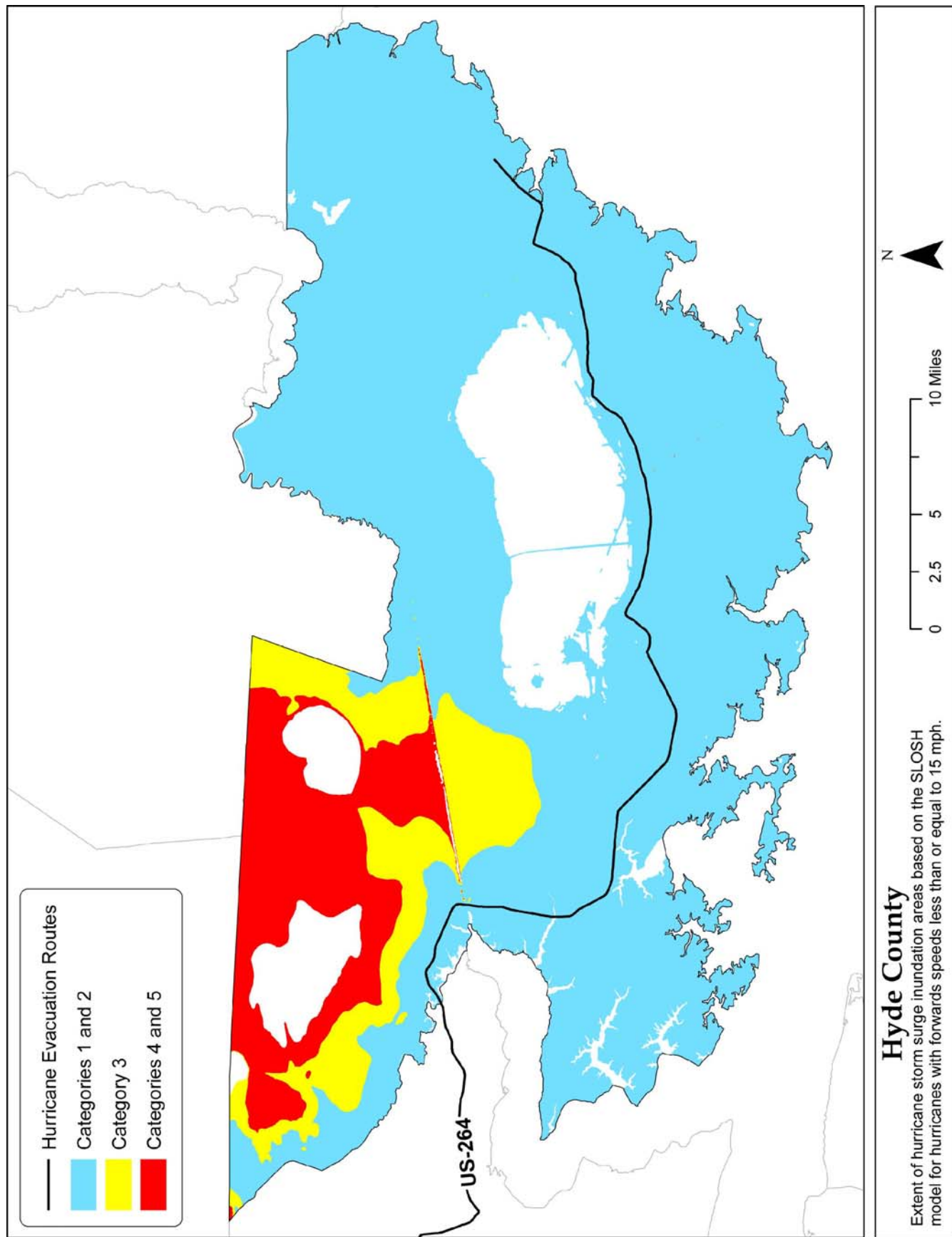
Appendix A



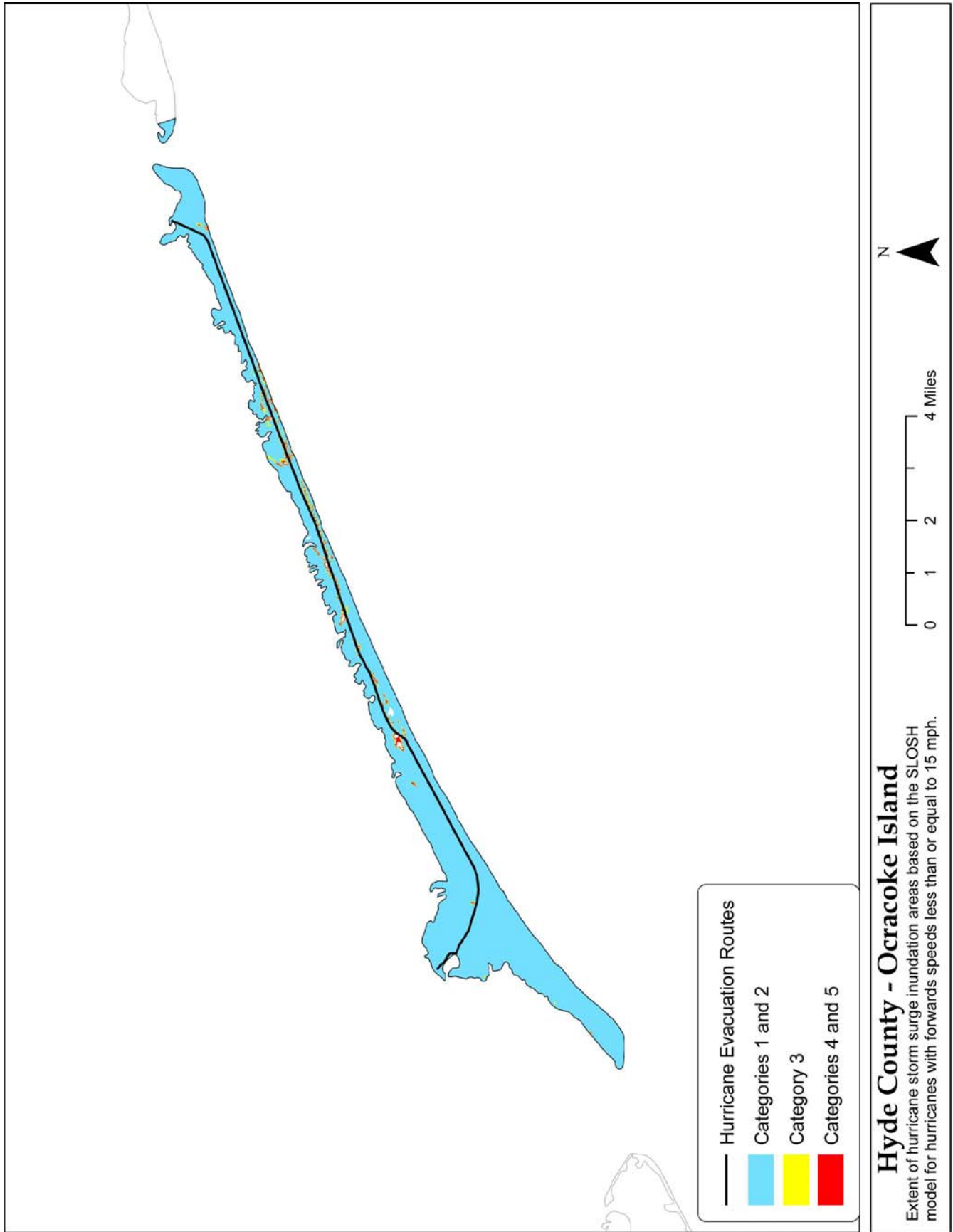
**Dare County**

Extent of hurricane storm surge inundation areas based on the SLOSH model for hurricanes with forward speeds less than or equal to 15 mph.



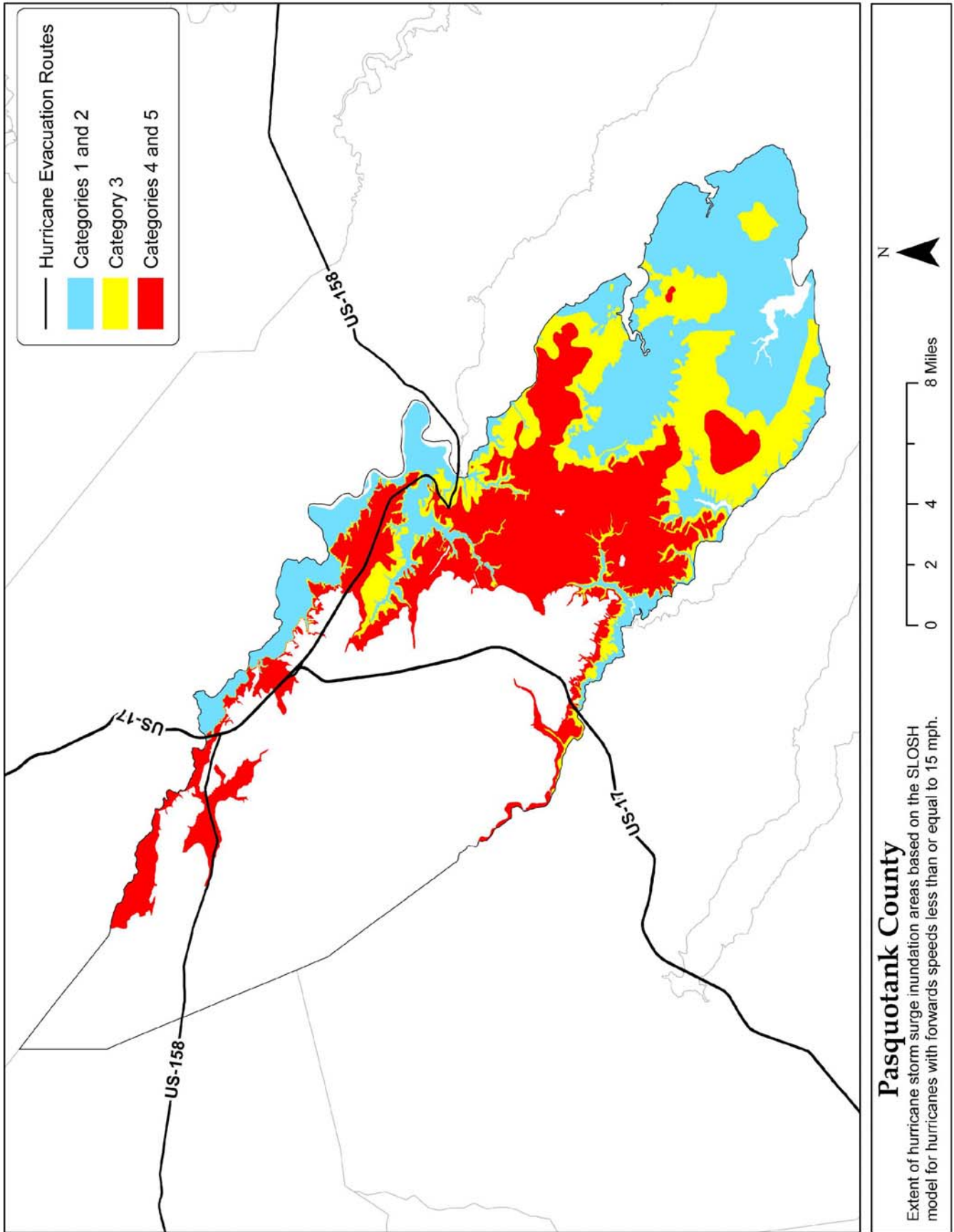


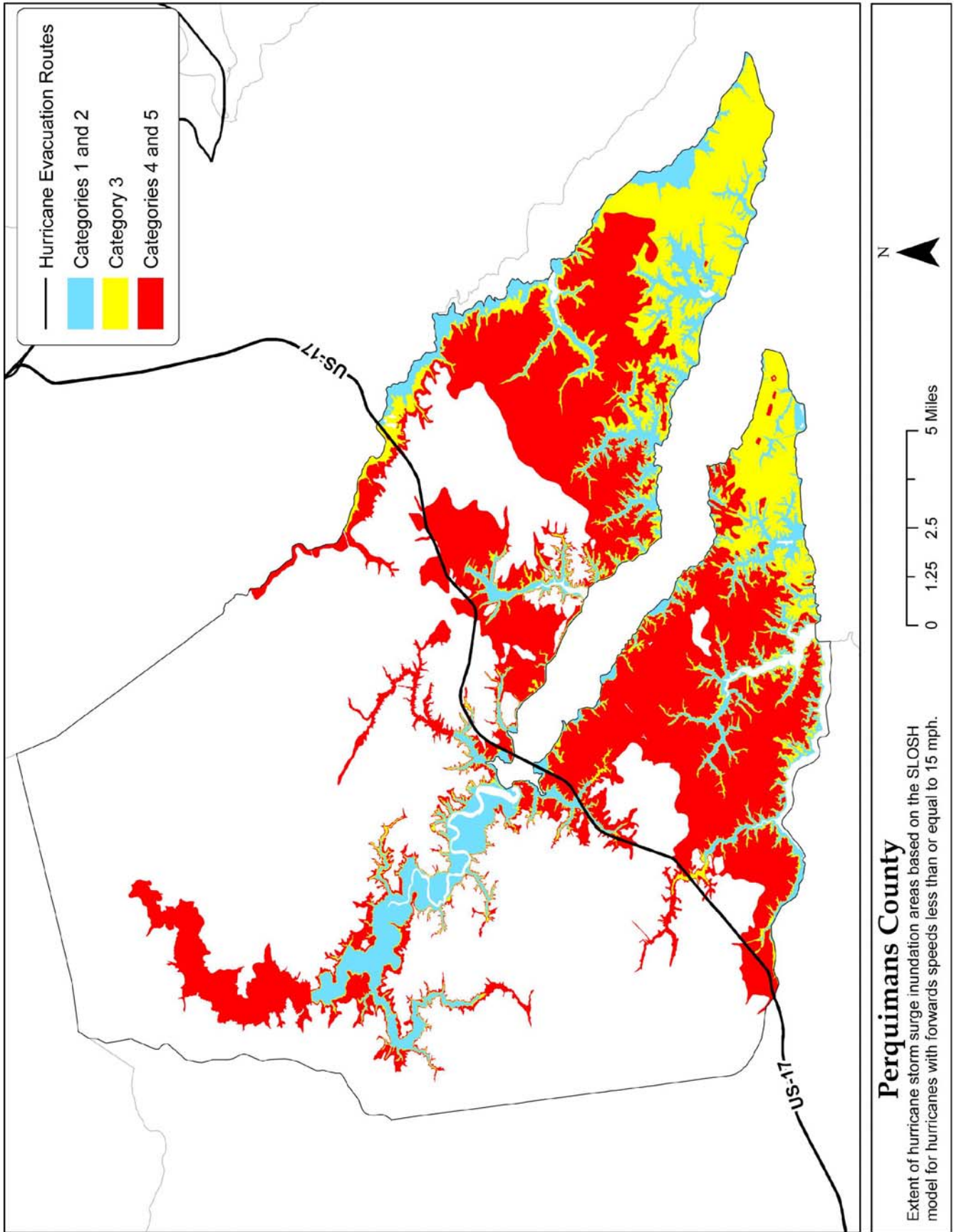




# Hurricane Storm Surge Maps

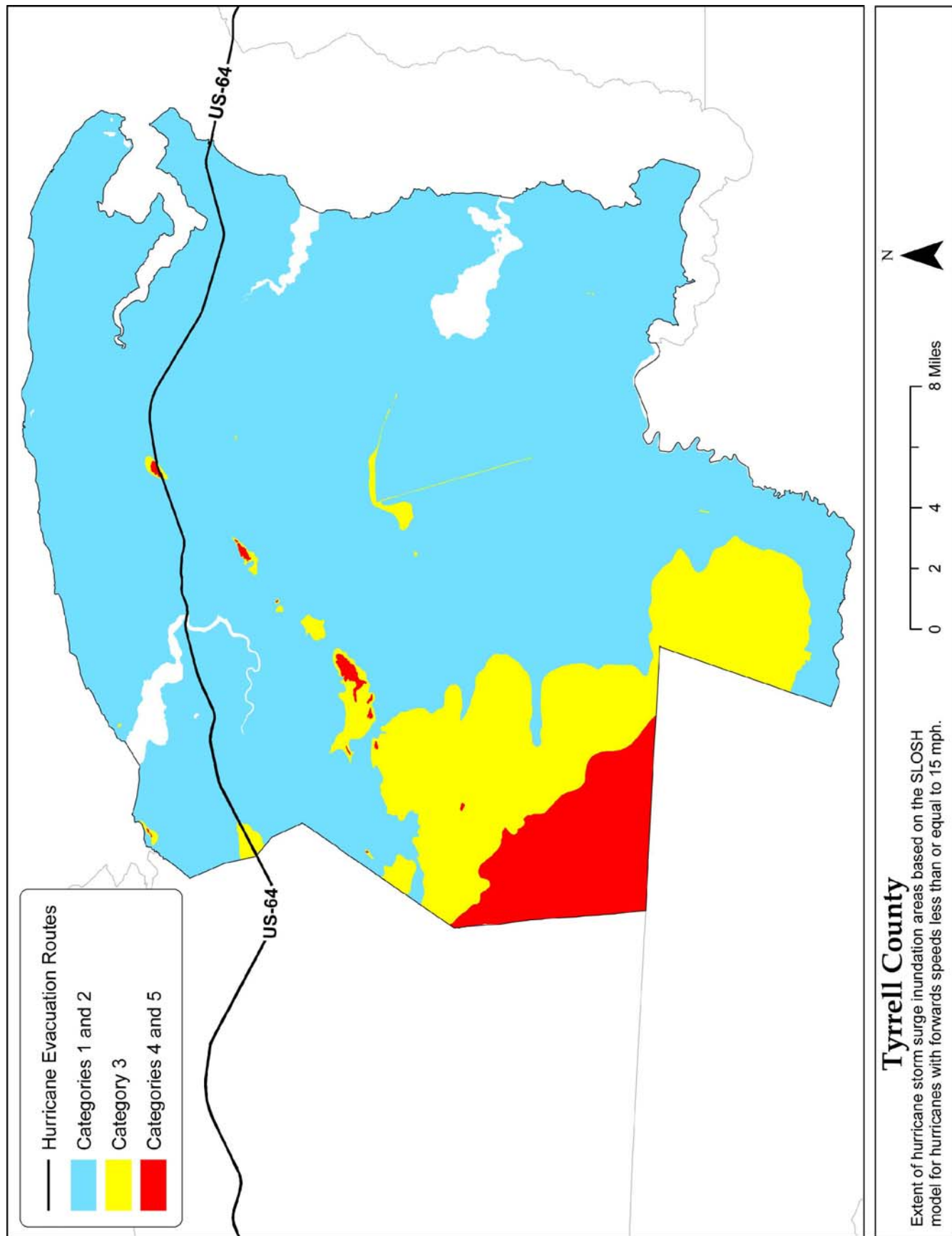
## Appendix A

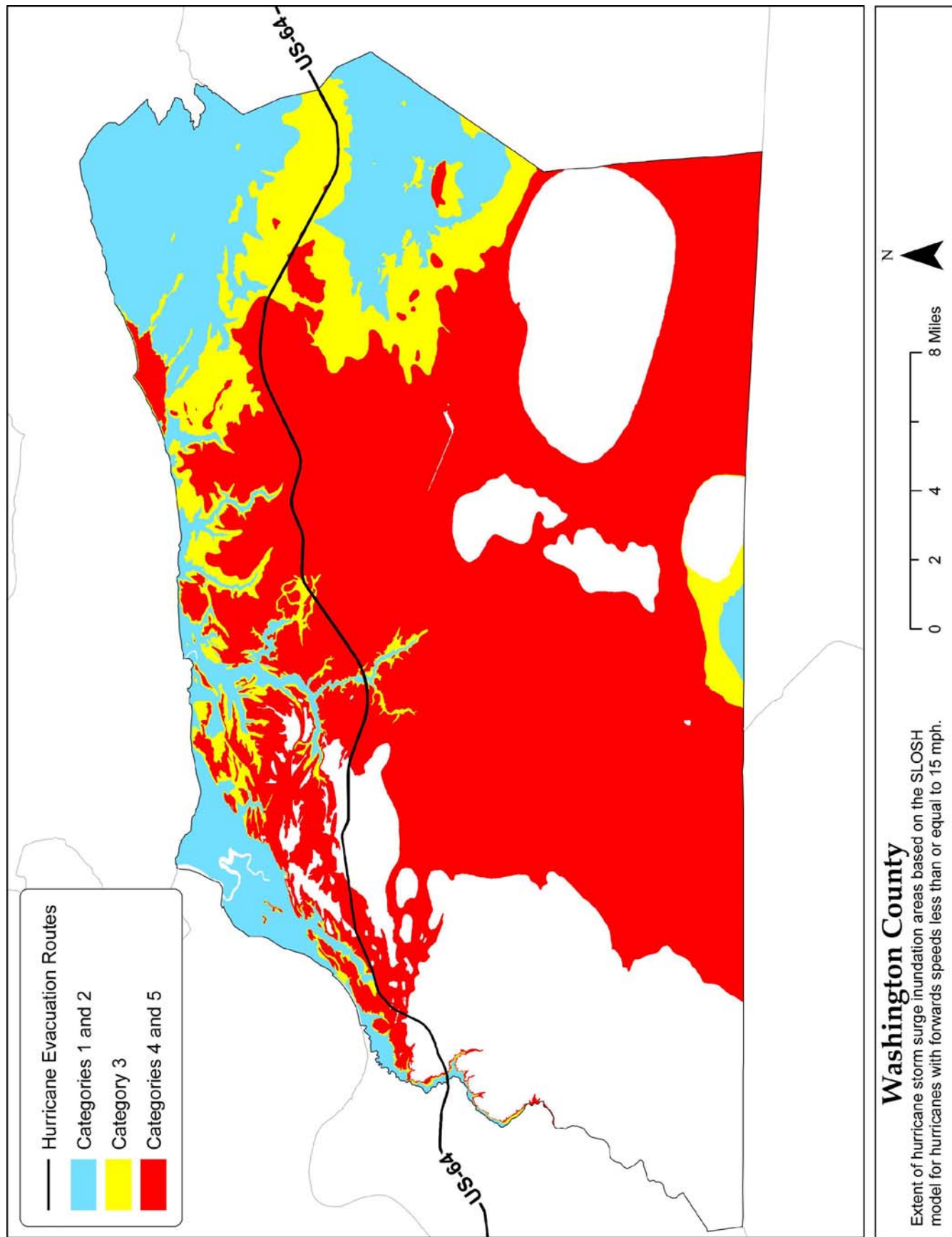


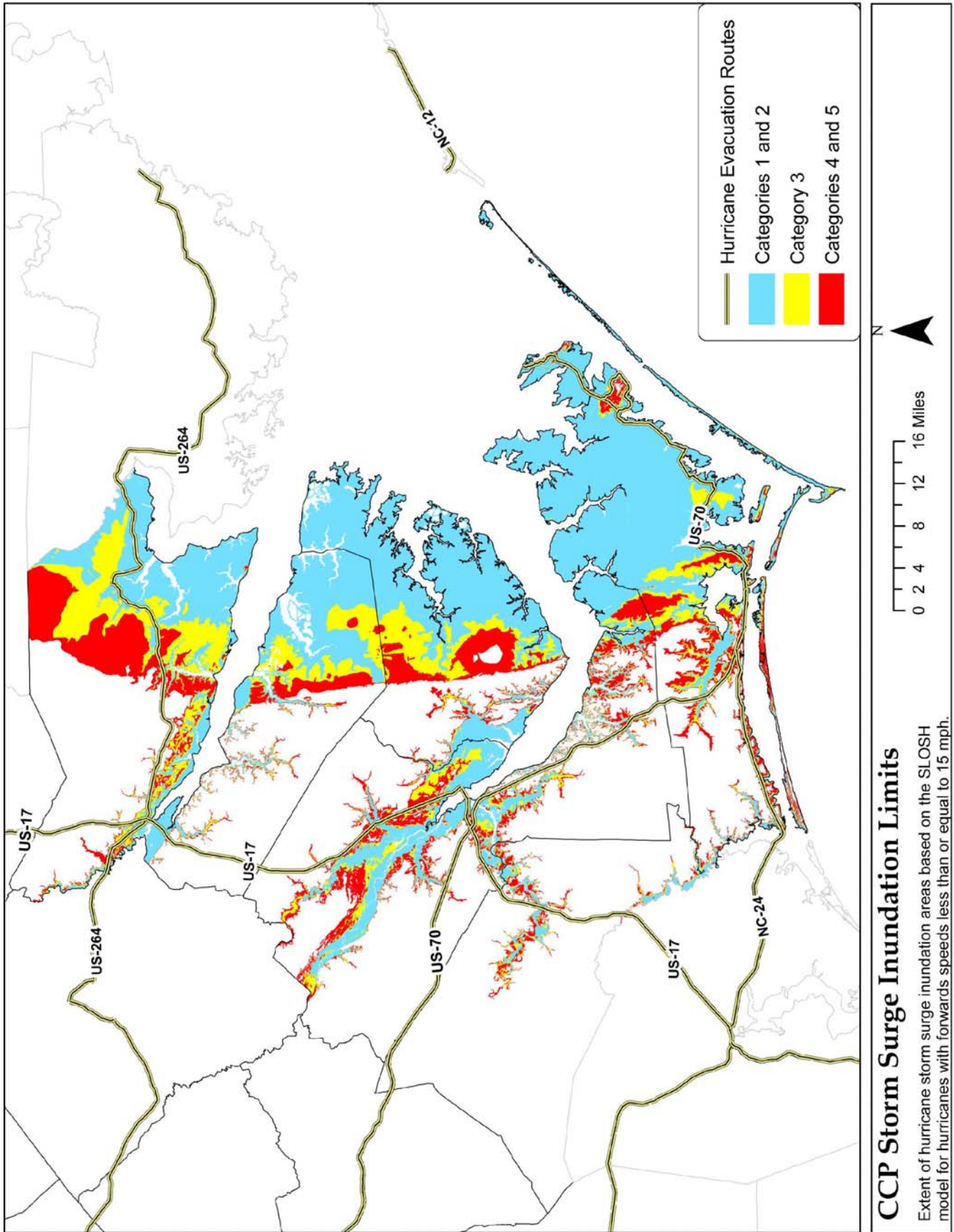


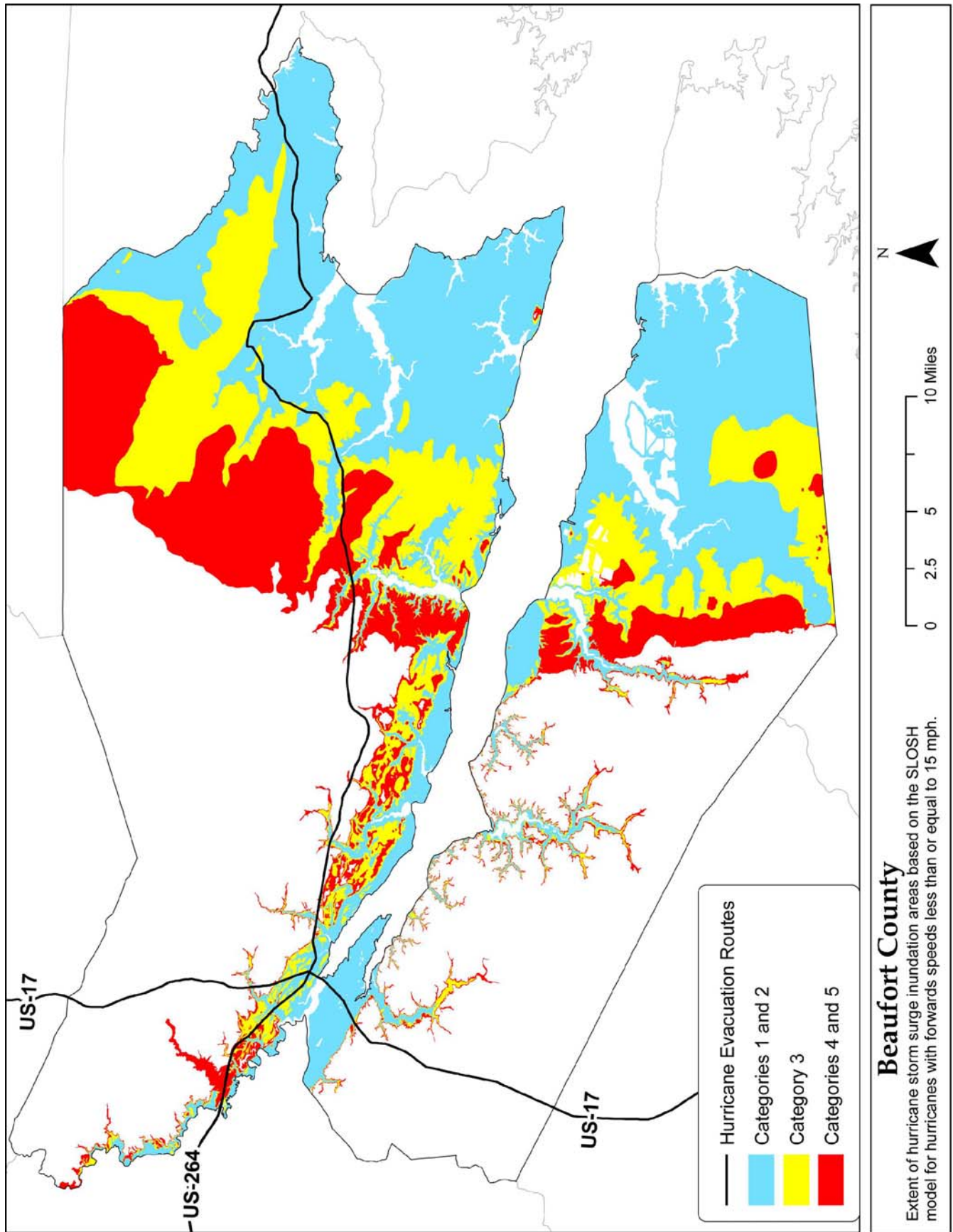
# Hurricane Storm Surge Maps

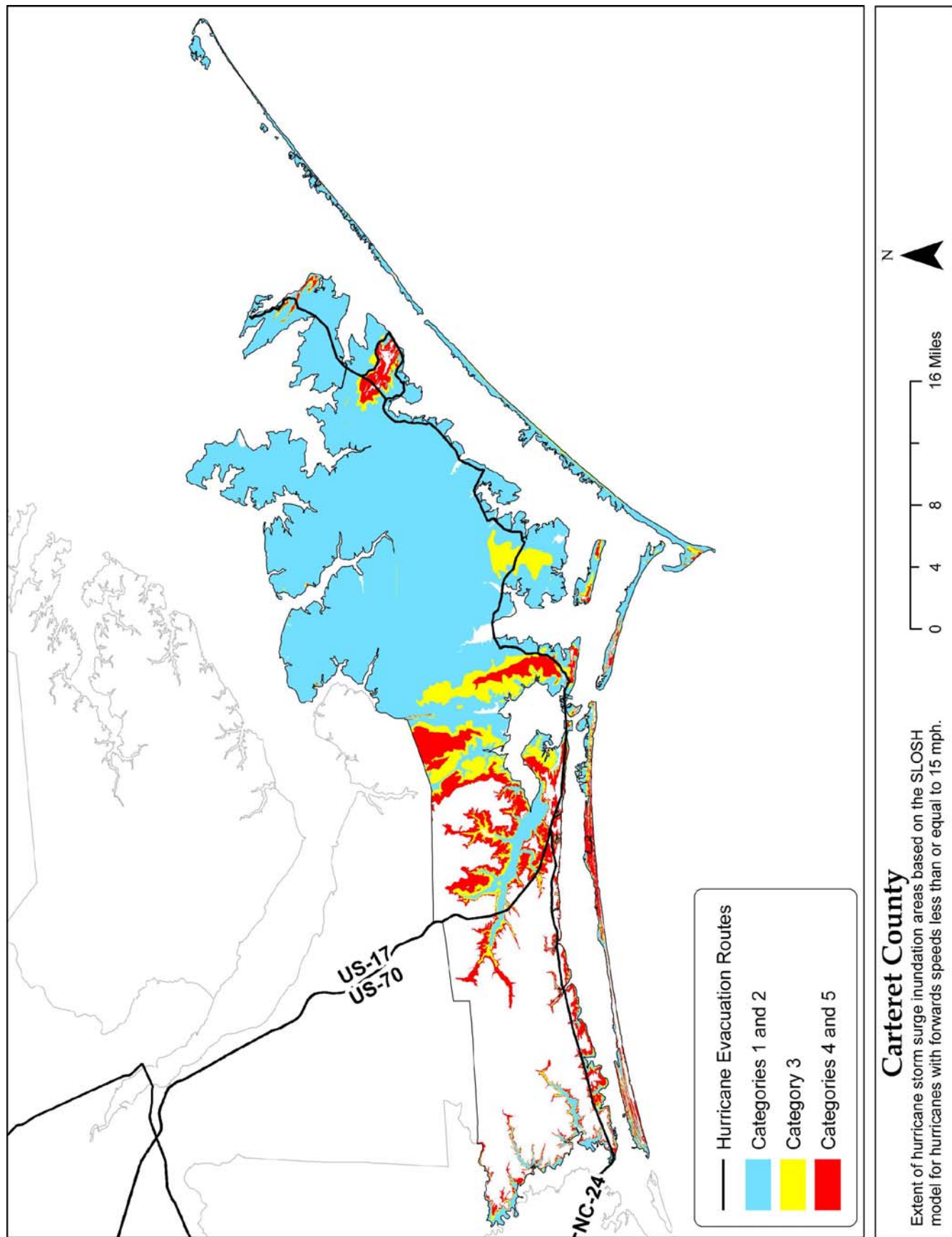
## Appendix A



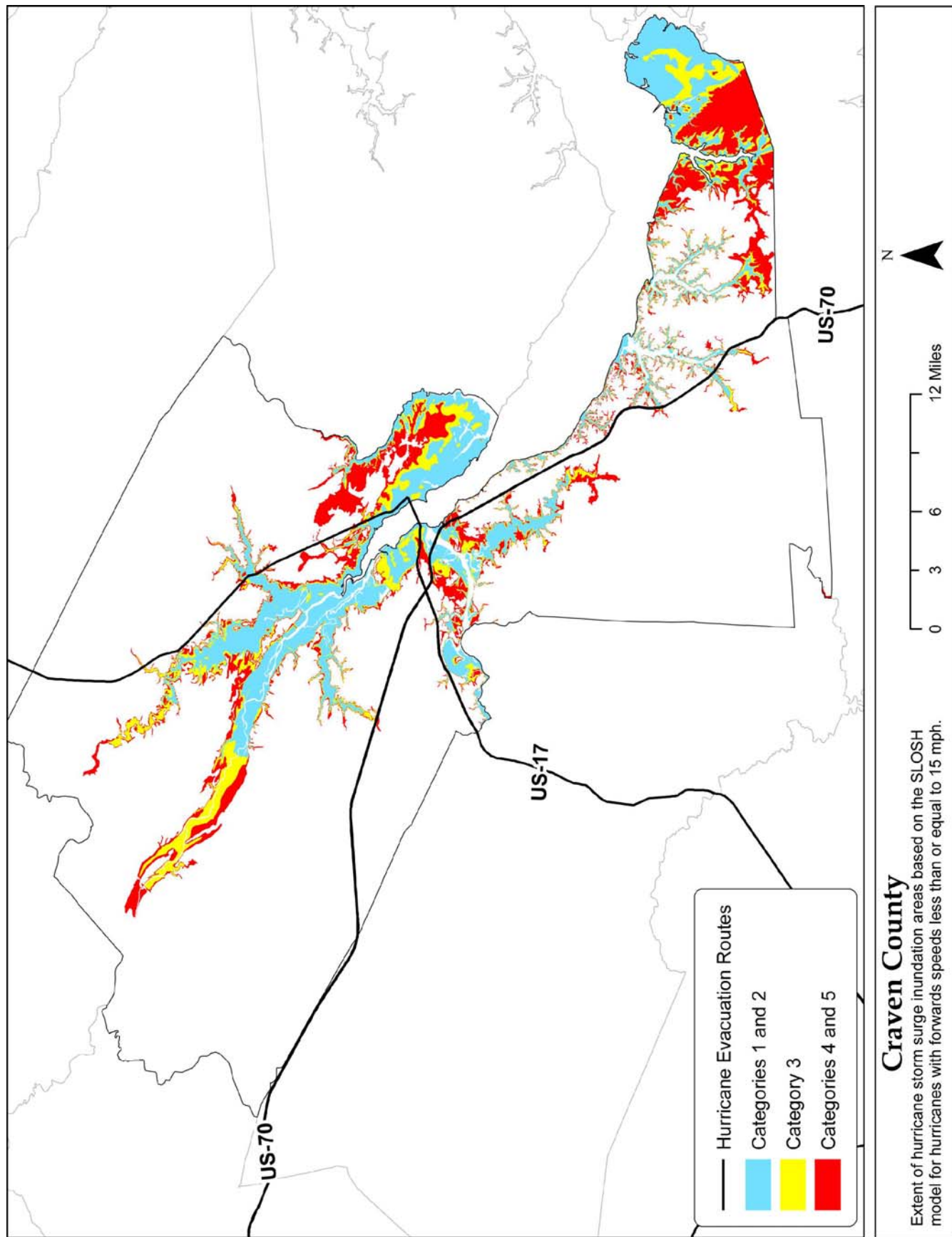


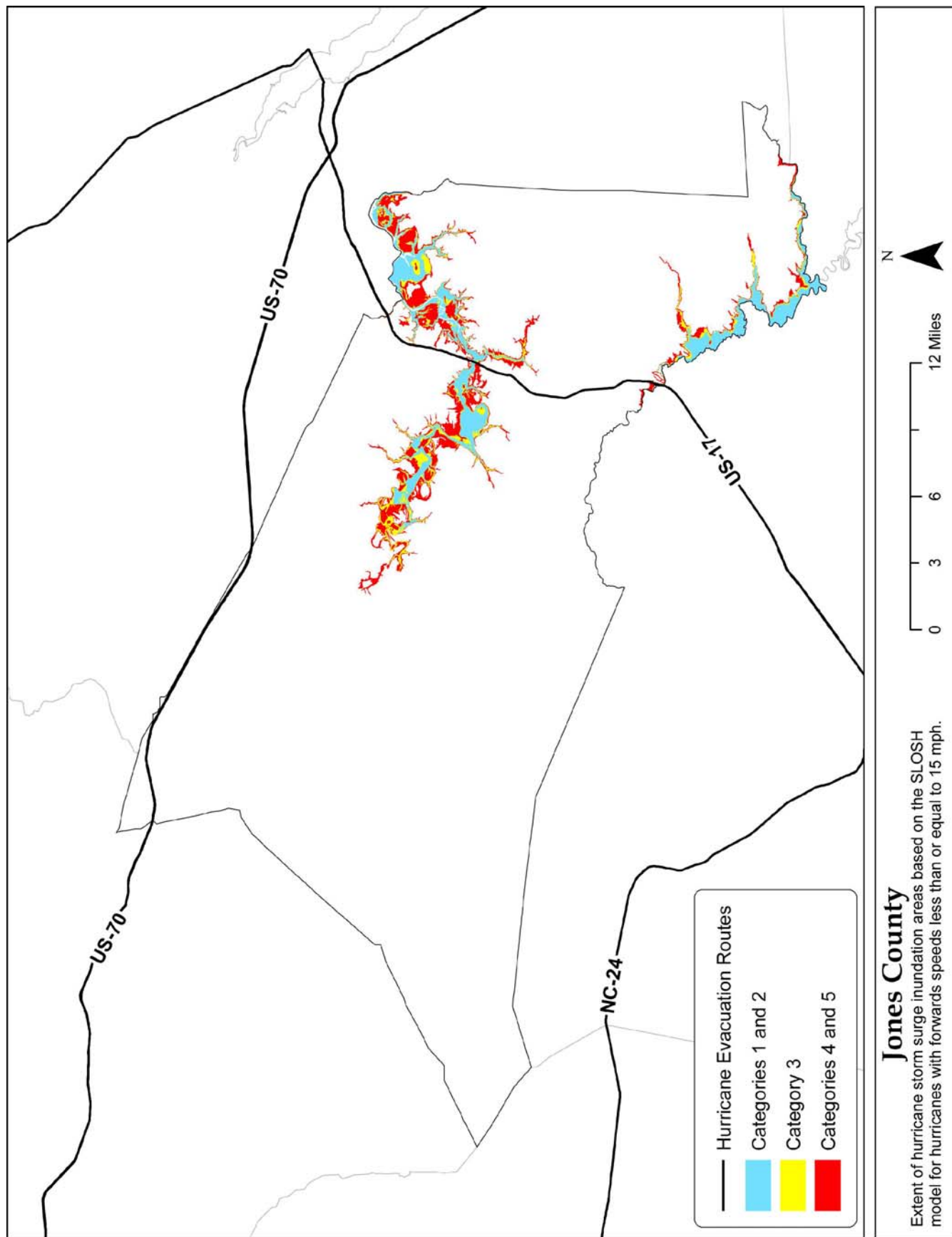






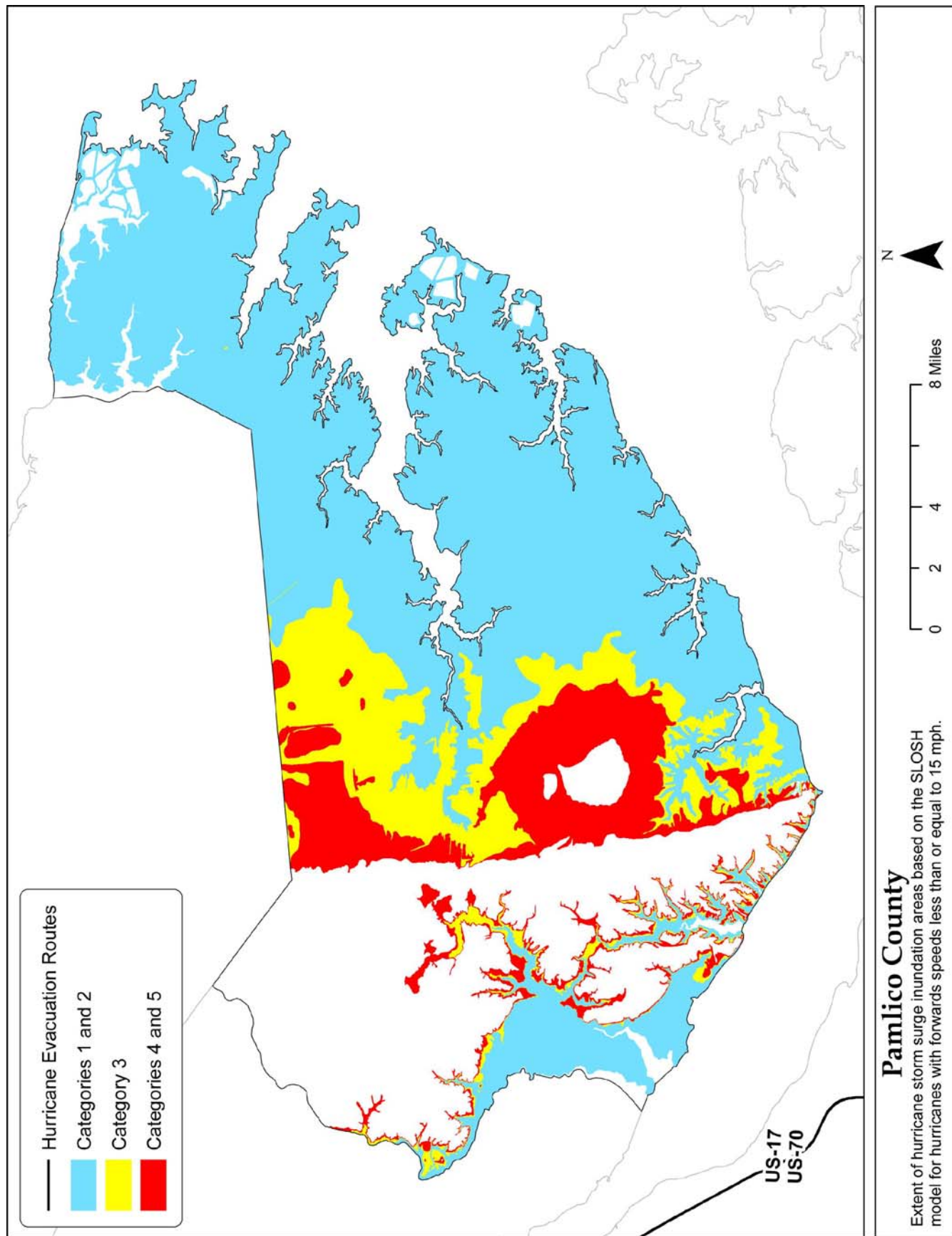


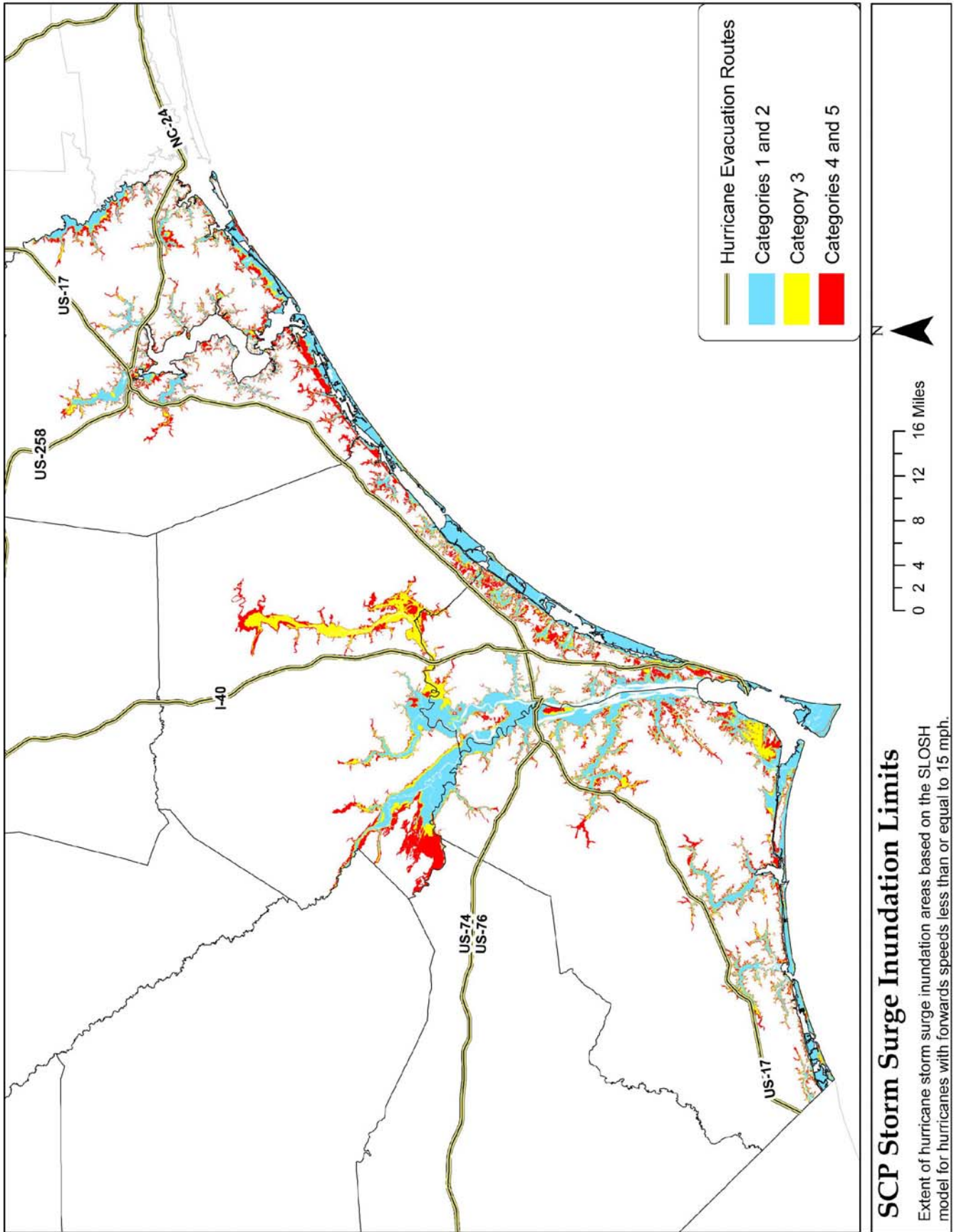




# Hurricane Storm Surge Maps

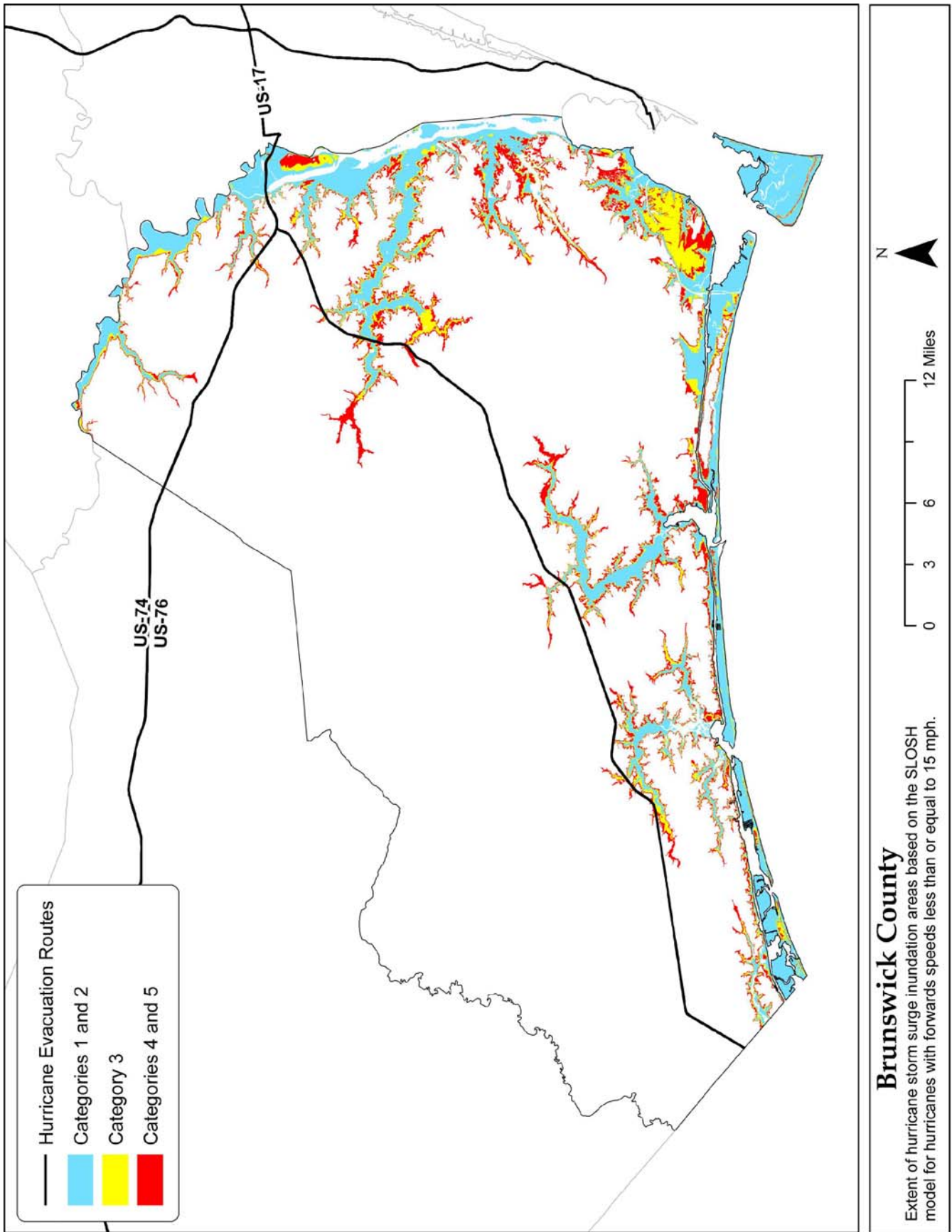
## Appendix A





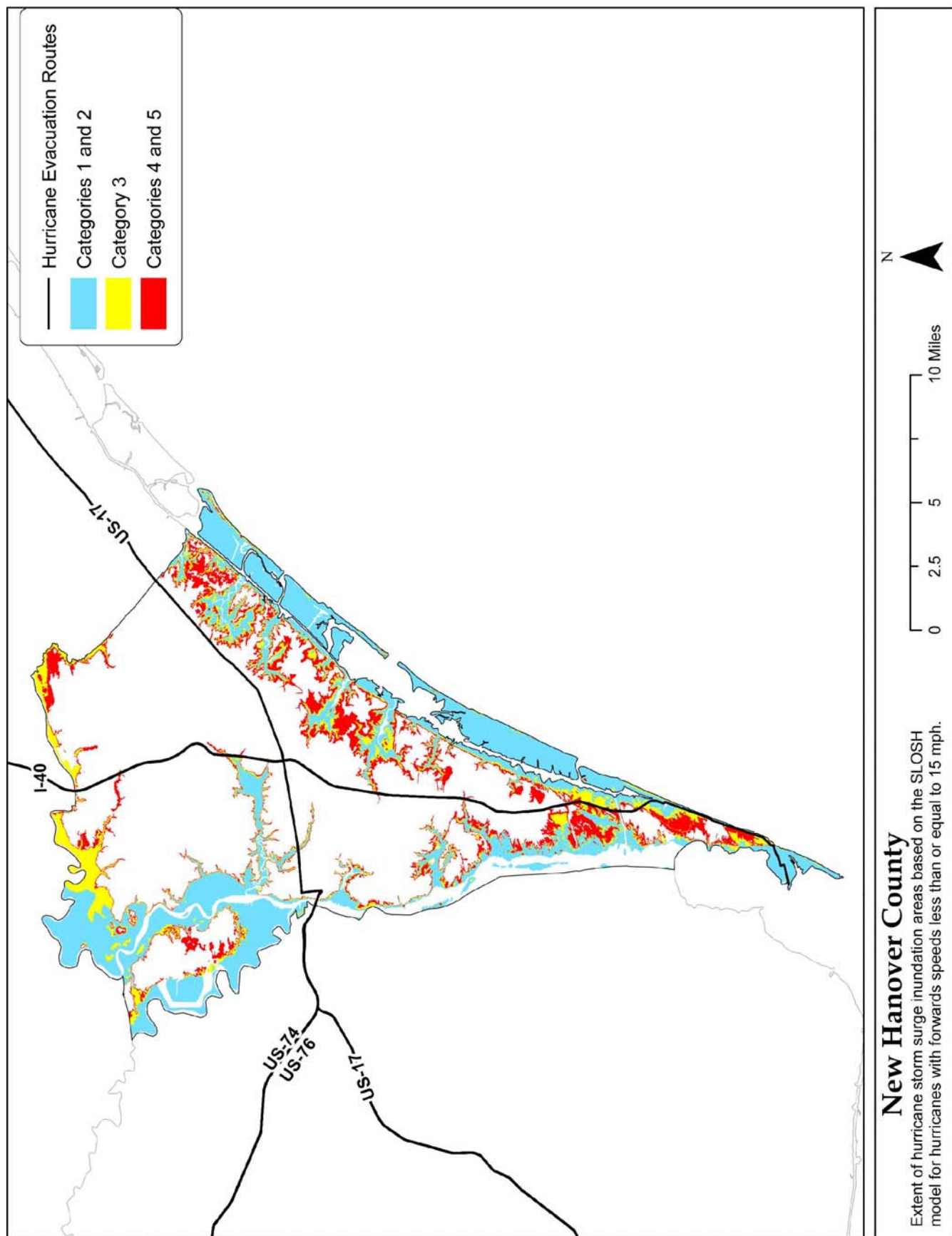
# Hurricane Storm Surge Maps

## Appendix A



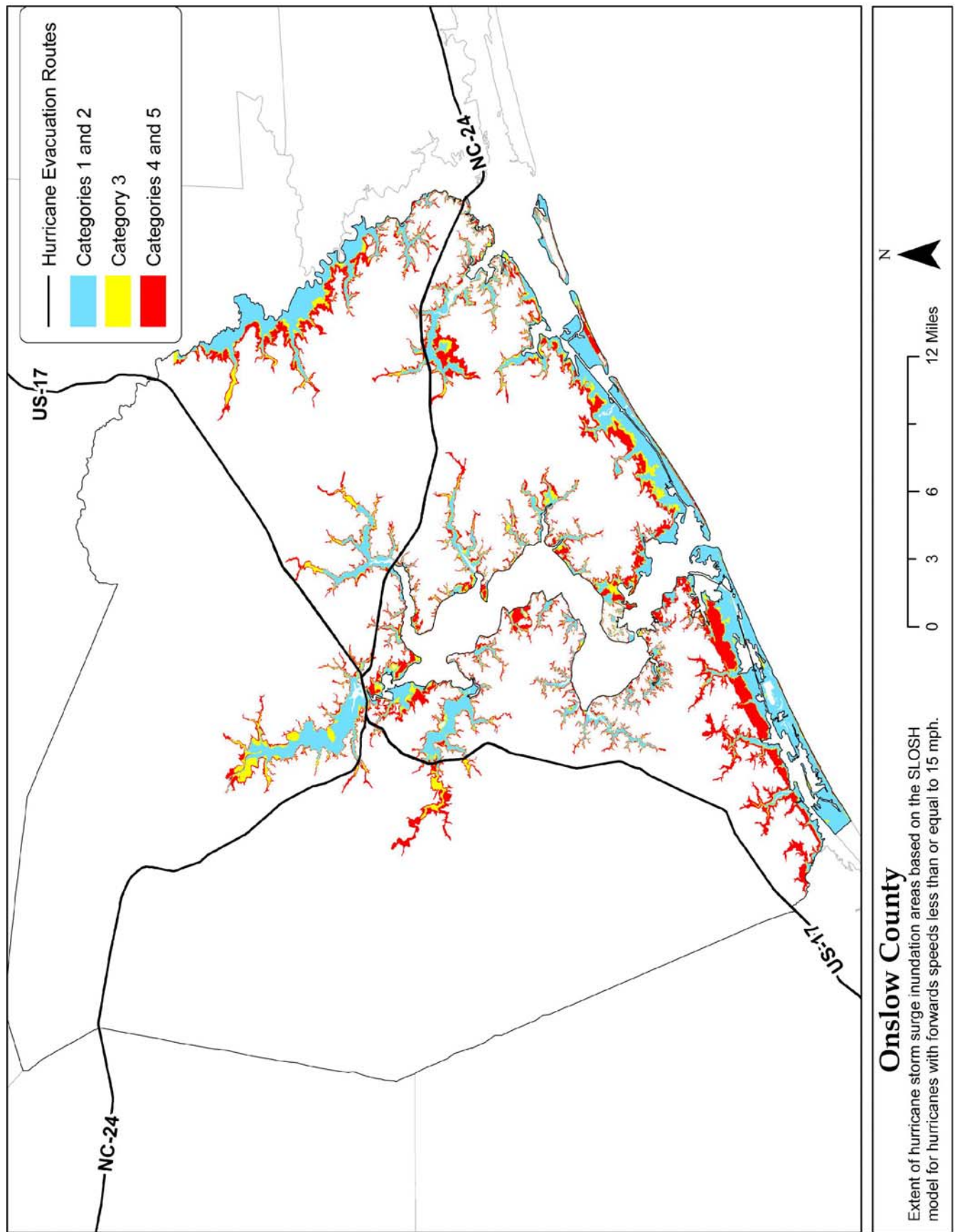
# Hurricane Storm Surge Maps

## Appendix A



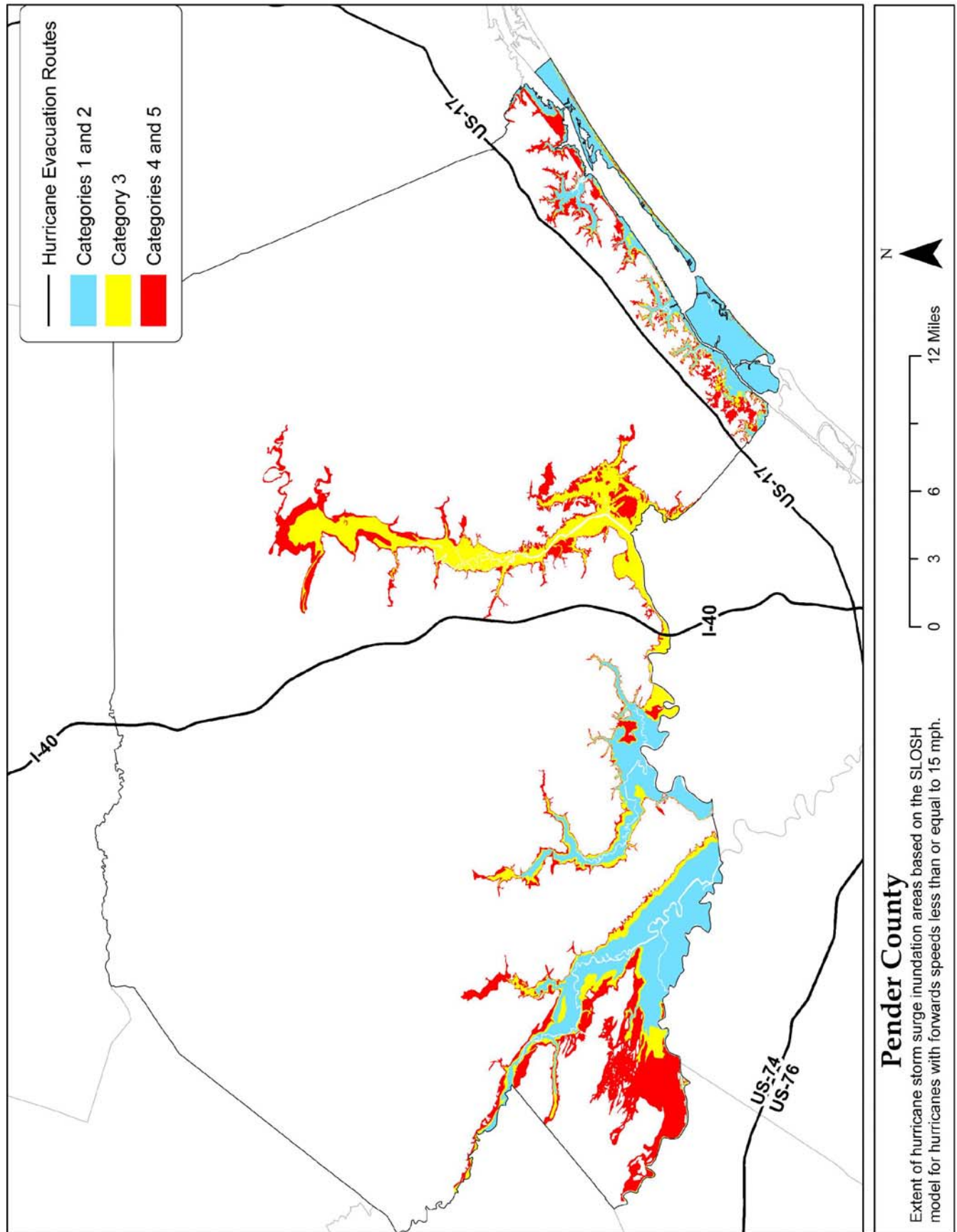
# Hurricane Storm Surge Maps

## Appendix A



# Hurricane Storm Surge Maps

## Appendix A







This page left blank intentionally.

North Carolina Catastrophic Functional and  
Medical Support Shelter (FMSS) Guide 2007  
(Community College Initiative)



***STATE MEDICAL RESPONSE SYSTEM***



## **Background**

On the morning of August 29 Hurricane Katrina one of the costliest and deadliest hurricanes in the history of the United States made landfall as a Category 3 storm in southeast Louisiana. It was the eleventh named storm, fifth hurricane, third major hurricane, and second Category 5 hurricane of the 2005 Atlantic hurricane season, and was the sixth-strongest Atlantic hurricane ever recorded.

Katrina has been estimated to be responsible for \$75 billion in damages, making it the costliest hurricane in U.S. history. The storm has killed at least 1,604 people, making it the deadliest U.S. hurricane in modern history. Of the over 1,600 people killed it is estimated that as many as 10 percent, 160 individuals may have died in nursing homes while waiting to be rescued.

These staggering "lessons learned" have not been lost on the people and agencies here in North Carolina responsible for the care and safety of our neighbors who live in Functional and Medical Support Facilities or rely on similar services in the home. The leadership in North Carolina Emergency Management, North Carolina Emergency Medical Services and the owners and operators of the North Carolina Health Care Facilities have joined together to form a partnership to address the challenge of the evacuation and sheltering of Functional and Medical Support Facilities and other medically dependent populations in the event of a mandatory evacuation order.

## **The Need**

The need to provide shelter in the event of an evacuation has been recognized by the following commissions, agencies and associations:

1. State Emergency Response Commission
2. NC Emergency Management
3. Office of Emergency Medical Services
4. NC Emergency Management Association
5. NC Health Care Facilities Association
6. NC Community Colleges

## **Partnerships**

The NC Division of Emergency Management, the Office of Emergency Medical Services, NC Emergency Management Association, and the NC Health Care Facilities Association have joined together to form a partnership to address the challenge of the evacuation of Functional and Medical Support Facilities. This partnership has determined that it shall be a priority issue to identify the Functional and Medical Support Population in the 20 coastal and sound counties in eastern NC that are subject to storm surge and other Hurricane related events to ensure that this population can be sheltered in a safe haven that maintains an appropriate level of care whenever possible.

## **The Primary Goal**

The primary goal of this partnership is to ensure a continuum of care for an evacuating population that requires functional and medical support during catastrophic events.

## **The Objective**

In order to provide the most information possible for response applications during the 2007 hurricane season, NCOEMS has developed this document as an interim guide for emergency management and the State Emergency Response Team (SERT). This document will provide an operational and conceptual overview of the Community College Initiative herein referred to as the **Disaster Evacuation and Evaluation Sheltering Centers (DE<sub>2</sub>SC)** for the sheltering of North Carolina evacuees with functional and medical support requirements. This initiative is intended to

facilitate the provision of a continuum of care for the functionally and medically fragile population evacuating from the coastal region before, during, or after a catastrophic event such as a hurricane.

Because this is an interim guide it will only be applicable for the 2007 Hurricane Season and will expire on November 30, 2007 unless otherwise extended or revised under the auspices of the North Carolina Division of Emergency Management.

### **The Guide**

The intent of the Interim Functional and Medical Support Population Sheltering Guide is to move the Functional and Medical Support Population from any region under a mandatory evacuation order to the designated sheltering Community College when the local system has become overwhelmed and cannot meet medical surge capacity demands.

1. The NC Division of Emergency Management and Office of Emergency Medical Services have approached 9 Community Colleges located across the state and established a verbal agreement with each of the individual Community Colleges to act as emergency shelters for evacuated Functional and Medical Support Population facilities (See list of Community Colleges below).
2. In the event of a mandatory evacuation order, healthcare facilities to be evacuated will be identified by a collaboration of the impacted local Facilities, Local Emergency Management, the North Carolina Division Emergency Management, and the Office of Emergency Medical Services.
3. The impacted area local Emergency Management, NC Emergency Management and the Office of Emergency Medical Services using the Multi Hazard Threat Database with all licensed medical facilities in the state will assist in the determination of how many and what types of individuals will be evacuated.
4. NC Emergency Management will coordinate with the effected counties and the NC Office of Emergency Medical Services to assess medical transportation from the facilities to be evacuated to the designated sheltering Community College.
5. NC Emergency Management will also coordinate with local emergency management to assess medical transportation needs as requested by non-facility based individuals and groups that require functional and medical support.
6. The Office of Emergency Medical Services will provide medical support staff and equipment to the sheltering Community Colleges using the State Medical Response System.
7. The evacuated facilities will provide skilled nursing services as appropriate and when available for the individuals evacuated from their facility.
8. During the recovery phase, The Office of Emergency Medical Services will coordinate with the NC Healthcare Facilities, Assisted Living Association, and NC Home Care and Hospice will coordinate to either return the evacuated Functional and Medical Support Population to their original facilities or in the case that these facilities are too damaged to be reoccupied, assist with suitable and appropriate placement.
9. NCEM Public Assistance Section will assist the Office of Emergency Medical Services as necessary to ensure eligible costs are closely tracked for reimbursement purposes.

### **Post June 1, 2007**

The Interim Functional and Medical Support Population Shelter Guide is, as the name states, a short term solution to a small part of a much larger and complex problem. This problem is the institutionalization of the required procedures for evacuation and care for a large disparate population that has been displaced by a catastrophic event.

This partnership which was established to develop and implement the Interim Functional and Medical Support Shelter Evacuation Guide will need to reach out and establish planning relationships with all other groups who are working to solve the evacuation problem for their constituent populations.

### **Secondary Goal**

The secondary goal is to integrate the Functional and Medical Support Population Shelter Guide with the State's Coastal Region Evacuation and Sheltering SOG and have this guide finalized and approved no later than September 1, 2007.

### **Functional and Medical Support (FMSS) Shelter Plan**

Completing and implementing the Functional and Medical Support Shelter Plan will be a test of the Health, Medical, Hospital, Emergency Medical Services, Emergency Management systems, agencies, and the many associations and organizations that represent the functionally and medically fragile population here in North Carolina. At this time, an operational plan has not been fully developed; however, the concept has been fully assessed and tested under controlled circumstances. This guide will serve, in the interim, until a detailed operational plan can be developed. This effort will test both the government and the private sector's ability to communicate, cooperate, and coordinate in order to protect the State's citizens who have the most need and require the most care in a catastrophic event.

1. A Memorandum of Agreement between all possible Community Colleges and the North Carolina Office of Emergency Medical Services shall be established. In the event a full agreement can not be negotiated, a letter of intent will be secured. This letter of intent will allow for planning to be conducted on the campuses of the participating Community Colleges to include:
  - a. Site visits
  - b. Review of building plans
  - c. Vulnerability analysis
  - d. Physical plant assessments
  - e. Utility and communication system assessments
  - f. Inter and Intranet system assessments
  - g. Development of a work plan to ready the College to be a host shelter site for evacuated Functional and Medical Support Populations.

The Planning Memorandum of Agreements between the Office of Emergency Medical Services, Division of Emergency Management, Local Emergency Management and the participating Community Colleges is to be signed and in place as soon as possible.

On site Planning will be a collaborative effort between the Division of Health Service Regulation's Construction Section and the individual Community College. Planning must be completed as soon as possible.

At the completion of initial planning a final Memorandum of Agreement will be executed between the individual Community Colleges and the North Carolina Division Emergency Management and the North Carolina Office of Emergency Medical Services to implement the work plan. In the interim, Medical Shelter Assessment Teams (MSAT) will be developed to rapidly assess community college capability and determine site specific needs. MSATs will be deployed at first warning of a catastrophic event to relevant community colleges to quickly determine capability elements before activation.

2. Program management, command, and control for the DE<sub>2</sub>SC will lie with the North Carolina Office of Emergency Medical Services as a state ESF-8 function.

Participating Community Colleges

Northern Coastal Plain	
Primary:	Secondary:
<p><b>Martin Community College</b></p> <p>1161 Kehukee Park Road                      Williamston, NC 27892                      (252) 792-1521, Voice                      (252) 749-0585, Fax                      Dr. Ann R. Britt, President</p>	<p><b>Pitt Community College</b></p> <p><b>Mailing Address:</b>                      P O Drawer 7007                      Greenville, NC 27835-7007</p> <p><b>Physical Address:</b>                      1986 Pitt Tech Road                      Winterville, NC 28590                      (252) 493-7200, Voice                      (252) 321-4401, Fax                      Dr. Dennis Massey, President</p>

Central Coastal Plain	
Primary:	Secondary:
<p><b>Lenoir Community College</b></p> <p><b>Mailing Address:</b>                      P O Box 188                      Kinston, NC 28502-0188</p> <p><b>Physical Address:</b>                      231 Highway 58 South                      Kinston, NC 28502-0188                      (252) 527-6223, Voice                      (252) 233-6879, Fax                      Dr. Brantley Briley, President</p>	<p><b>Wayne Community College</b></p> <p><b>Mailing Address:</b>                      Post Office Box 8002                      Goldsboro, NC 27533-8002</p> <p><b>Physical Address:</b>                      3000 Wayne Memorial Dr.                      Goldsboro, NC 27534                      (919) 735-5151, Voice                      (919) 736-9425, Fax                      Dr. Kay Albertson, President</p>

Southern Coastal Plain	
Primary:	Secondary:
<p><b>Robeson Community College</b></p> <p><b>Mailing Address:</b>                      P O Box 1420                      Lumberton, NC 28359</p> <p><b>Physical Address:</b>                      5160 Fayetteville Rd.                      Lumberton, NC 28360                      (910) 272-3700, Voice                      (910) 272-3328, Fax                      14-93-02 , Courier                      Dr. Charles V. Chrestman, President</p>	<p><b>Bladen Community College</b></p> <p><b>Mailing Address:</b>                      Post Office Box 266                      Dublin, NC 28332</p> <p><b>Physical Address:</b>                      7418 NC Highway 41 West.                      Dublin, NC 28332                      (919) 735-5151, Voice                      (910) 879-5500, Voice                      (910) 879-5564, Fax                      Dr. Darrell Page, President</p>

**20 Storm Surge Counties as Identified by NC Division of Emergency Management**

1. Bertie County
2. Camden County
3. Chowan County
4. Currituck County
5. Dare County
6. Hyde County, including Ocracoke
7. Martin County
8. Pasquotank County
9. Perquimans County
10. Tyrrell County
11. Washington County
12. Beaufort County
13. Carteret County
14. Craven County
15. Jones County
16. Pamlico County
17. Brunswick County
18. New Hanover County
19. Onslow County
20. Pender County

**North Carolina Functional and Medical Support Sheltering Concept of Operations**

**I. AUTHORITY AND REFERENCES**

**1. State**

- a. Under the State of North Carolina’s Emergency Management Act (General Statute 166A), the Office of Emergency Medical Services under the Division of Health Service Regulation, when activated, acts as an arm of the Division of Emergency Management. The Division of Emergency Management acts under the authority of the Secretary of Crime Control and Prevention. The Secretary acts under the direct authority of the Governor of the State of North Carolina. As such OEMS is empowered, protected, and mission tasked to provide emergency management for all disaster medical needs. As such, the Office of Emergency Medical Services will be considered as the Applicant for disaster reimbursements to include the Community College FMSS Shelters and the State Medical Assistance Teams.
- b. This authority is further codified by the North Carolina Emergency Operations Plan which names the Office of Emergency Medical Services under the Division of Health Service Regulation as the lead office for emergency support function number eight (Disaster Medical).

**2. Federal**

- Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.
- The National Strategy for Homeland Security, July 2002.
- Emergency Management and Assistance, Code of Federal Regulations (CFR) 44.
- Price-Anderson Amendments Act of 1988, Public Law 100-408, as amended.
- Emergency Management Assistance Compact, Public Law 104-321.
- National Response Plan (NRP), May 2006.
- Homeland Security Presidential Directive 5: Management of Domestic Incidents.
- Executive Order 13347, Federal Register—Individuals with Disabilities in Emergency Preparedness.
- Americans with Disabilities Act of 1990 (ADA).
- ADA Guide for Local Governments, U. S. Department of Justice, July 2005.



### 3. Mutual Aid Agreements and Contingency Plan

- a. Emergency Management Assistance Compact (EMAC)
  - The State of North Carolina will utilize EMAC in declared disasters to augment state, regional, and local Functional and Medical Support Shelter (FMSS) personnel, product, pharmacy, and if needed physical plant as needed.
- b. North Carolina Functional and Medical Support Sheltering Memorandum of Understanding with the North Carolina Community College System (pending)
  - The North Carolina Office of Emergency Medical Services will utilize this memorandum as the binding agreement to utilize NCCCS assets to activate, staff, and manage the DE<sub>2</sub>SC.

## II. PURPOSE

The North Carolina Concept of Operations for Disaster Medical Services involving FMSS, or NCFMSS CONOPS, establishes a framework for the management and deployment of state sponsored regional FMSS in the community college setting for catastrophic events. This concept of operations covers all events and activities (e.g. preparedness, response, recovery, etc.) deemed by the North Carolina Division of Emergency Management and Emergency Support Function number eight, to require a coordinated State or regional response.

## RELATIONSHIP TO OTHER PLANNING DOCUMENTS

- Relationship to Other State Plans. This plan is intended to supplement the State of North Carolina Emergency Operations Plan and the Coastal and Regional Evacuation and Sheltering Standard Operating Guidelines (CRES SOG). It does not replace the State Emergency Operations Plan. There are several other specialized plans that address complex large-scale hazards such as the ESF-8 Operations Plan, the Pandemic Flu Plan, the Governor's State Recovery Plan, and other plans developed to address special emergency situations. This document is not intended to replace any of those documents and may be revised at the discretion of the Division of Emergency Management.
- Relationship to Local Emergency Management Plans. This guide provides for coordination with local officials concerning hurricane threats, other evacuation causing incidents, and the effective integration of state support for local emergency operations when local officials request state assistance. Local emergency management plans provide guidance for the employment of local emergency resources, mutual aid resources, and specialized local response resources under a local incident commander, who may be supported by a local EOC. Local emergency plans include specific provisions for requesting and employing state resources to aid in managing and resolving emergency situations for which local resources are inadequate.
- Relationship to Regional Emergency Management Plans. This plan provides for coordination with regional officials concerning hurricane threats and the effective integration of state support for regional emergency operations. Regional emergency management plans, when in place, provide guidance for the employment of regional emergency resources, mutual aid resources, and catastrophic regional response under the regional incident commander, who may be supported by a regional coordination center if needed.
- Relationship to Federal Contingency Plans. Relationship to Federal plans is as provided for in the North Carolina State Emergency Operations Plan.
- Relationship to Interstate Agreements. Relationship to the interstate agreements is as provided for in the North Carolina State Emergency Operations Plan.

## III. SCOPE

The provisions of this CONOPS are applicable to all North Carolina state agencies, organizational entities, and external partners involved in meeting the medical and functional needs of evacuated individuals.

#### IV. SITUATION & ASSUMPTIONS

##### 1. Situation

- a. State sponsored FMSS and the DE<sub>2</sub>SC may be activated at any time due to acts of terrorism or natural events requiring the evacuation of residents/patients that occur with or without warning anywhere in the state.
- b. The State of North Carolina, its governmental entities, public and private institutions, businesses, and people may be impacted by these events.
- c. While not all evacuees will require medical or functional support, it is assumed that up to 6% of all evacuees will need medical assistance. This number may increase due to changes and challenges to the health of the evacuees during the course of the evacuation and/or sheltering. Current statistics may dictate a change in this planning assumption.
- d. Depending on the location of the event, the number of persons requiring medical assistance may be very small and within the capacity of local authorities. However, in the case of a large-scale event, this number may reach into the tens of thousands, thus requiring a statewide intervention utilizing resources across the state. It is not the intention of this CONOPS to imply in any way that the state of North Carolina is solely responsible for local Functional and Medical Support. State and regional assets will only be deployed in the event local assets and planning are deficient for the specific need of the incident.
- e. Caring for individuals with Functional and Medical Support will be a local government responsibility supported by local, regional, and state agencies, local emergency management and voluntary organizations. Mass Care and sheltering remains the responsibility of ESF-6. ESF-8 assets merely assist and/or augment ESF-6 to support Functional and Medical Support evacuees or patients.

##### 2. Assumptions

- a. Activation of this plan assumes that a man-made or natural disaster will occur or has occurred resulting in the evacuation of a population containing persons needing Functional and Medical Support.
- b. All medical facilities (hospitals, nursing homes, assisted living centers, state schools, state mental health facilities, etc.) are required by law to have in place plans and methods for transporting and caring for persons in their care at pre-identified facilities out of the immediate danger area, such as the storm surge zone in the event of a hurricane.
- c. The primary population that will be cared for under this plan are those who are home-bound, have one or more physical disabilities, need assistance with medical care and are living outside of an institution or facility, and may or may not have a mental health disorder requiring medication or ongoing treatment. This population may include patients evacuated from facilities if no like beds are available. Unaccompanied minors under 18 years of age are also considered part of this population provided they have a special medical need only.
- d. Following an event, fear and panic can be expected from individuals, health care providers, and the worried well.
- e. Medical supplies, antidotes and vaccines available at the local and state level may be rapidly depleted.
- f. In the event of a large-scale event covering a large geographical area, state authorities may need to access federal assets to assist in supplementing local and state resources as necessary.
- g. It is assumed that all persons will take responsibility for themselves to the extent that they are able in the event of an emergency, just as individuals both with and without medical needs do in non-emergency situations.
- h. The primary responsibility for medical and functional support is at the local level. State resources, including the activation of this plan, are meant to support the efforts of the local ESF-6, ESF-8 and emergency management officials.
- i. The State and its political subdivisions will continue to experience emergency situations and disasters that may cause death, injury, and damage, or may necessitate evacuation and mass care for the public at risk.

- j. Local governments will develop, maintain, and implement comprehensive emergency management plans to address all hazards and contain prevention, preparedness, response, and recovery elements and procedures in accordance with state planning standards.
- k. Emergency response and recovery capabilities will be enhanced by employment of supplemental resources through intrastate and interstate mutual aid agreements and actions.
- l. Local emergency operations, including mutual aid, will be directed by officials of the local government except in those situations where state law requires a state agency to exercise lead responsibility or where local government personnel require special expertise to cope with the problem(s) at hand.
- m. State resources will be committed when local and regional resources are inadequate to cope with an emergency situation or threat, and a valid request for supplemental state assistance is received from local emergency management official or designee.
- n. A number of hazards threaten North Carolina capable of causing a catastrophic incident or major disaster. The most probable is a Category 3 or greater hurricane, with sustained winds in excess of 110 miles per hour.
- o. The occurrence of a catastrophic event may cause widespread damage to the infrastructure and curtail emergency response capabilities of state and local governments. Such an event could result in government becoming a victim of the disaster and therefore unable to adequately provide for the safety and welfare of the general public.
- p. It is expected that state-owned facilities and resources in a catastrophic disaster area will also suffer widespread damage and destruction. This situation may severely limit or eliminate immediate response capabilities of state agencies within the disaster area.
- q. Federal level response and recovery assistance will be necessary to provide for the public safety before, during, and after a catastrophic incident in North Carolina. It is expected that federal assistance provided to North Carolina will be based upon specific requests and priorities provided by the state.
- r. Although this plan outlines procedures for coordinating the provision of supplemental emergency assistance, it is essential for all levels of government to be prepared to carry out emergency response and short-term recovery actions on an independent basis.
- s. Under all conditions, actions will be taken to maintain a representative form of government in the state.
- t. A consequence of an emergency or disaster could be the death or injury of key elected, appointed, or experienced officials. Should this occur, emergency response operations will be more effective if lines of succession clearly identify who is in charge, where those persons are located, how to contact them, and what emergency powers are authorized and may be duly executed.
- u. Day-to-day operating or work centers may be destroyed or become inoperable during a disaster. Emergency response operations will be more effective if the State Emergency Operations Center (SEOC) is protected and if personnel know where pre-selected and prepared alternate sites for all government operations are located. Additional effectiveness may be possible through use of a mobile direction and control capability.
- v. Normal communications systems may be destroyed, degraded, or rendered inoperable in a disaster. Emergency response operations will be more effective if compatible, alternate, and/or mobile communications capabilities are available and operational. Comprehensive planning will be necessary to ensure effective communications during crisis situations.
- w. Normal operating procedures can be disrupted during a crisis situation; however, government can still operate effectively if employees understand their emergency responsibilities and have pre-designated tasks and assembly instructions.
- x. The destruction of key facilities as well as essential equipment and supplies located in hazard vulnerable areas can be greatly reduced through pre-planned protection and relocation actions.
- y. The identification and continued protection of vital records is essential to the continuity of government and the effective return to normal operations of an area affected by a disaster.

- z. Proper implementation of this plan by all levels of government in North Carolina will save lives, reduce human suffering, and reduce or prevent disaster-related losses.

## V. CONCEPT OF OPERATIONS

### 1. Direction and Control

- a. The evacuation and sheltering of general population and medical and functional support individuals must be coordinated at all levels – local, regional and state – to mitigate negative health effects resulting from the evacuation, to prevent morbidity and mortality, and to implement recovery/repatriation operations.
- b. North Carolina Office of Emergency Medical Services as the lead ESF-8 office with the Division of Public Health as a support agency will support local and regional efforts in the sheltering and medical care of those individuals being identified as having a functional and medical special need and will work with shelter staff to maintain a healthy and sanitary environment in both general population shelters and medical special needs shelters.
- c. The North Carolina Community College System (NCCCS) has been designated to provide support services to the DE<sub>2</sub>SC by providing physical plant and ancillary support. The (NCCCS) provides support currently available while leveraging ESF-8 logistical augmentation.
- d. During emergency situations direction and control at OEMS are the responsibility of the Division of Emergency Management under the Secretary of Crime Control and Public Safety. The primary OEMS contact for Functional and Medical Support will be the ESF-8 desk at the State Emergency Operations Center.
- e. When necessary, OEMS will activate its ESF-8 Support Cell to ensure adequate information technology and telecommunications support of ESF-8 emergency response activities and, through pertinent program staff expertise, to resolve problems referred by the State Emergency Operations Center and others. This Command Center will exist solely as a support cell to the State Emergency Operations Center ESF-8 desk.
- f. Since the DE<sub>2</sub>SC is a State resource, the direction of all operations will be executed by OEMS in an ICS organization. Other Local and State agencies will support as needed.

### Operational Concepts

- a. The following Categories outline the standard criteria for determining patient eligibility for DE<sub>2</sub>SC. **This CONOPS only refers to patients categorized in category B.** All other categories are not eligible for sheltering at a DE<sub>2</sub>SC facility and will only be sheltered as an absolute last resort.

## Patient Categorization and Evacuation

### Category A: Patients Requiring Hospitalization

All individuals, who meet the criteria of Category A, should be sheltered at the nearest civilian hospital that is capable of taking care of their needs. These individuals require recurring professional medical care, special equipment and/or continual medical surveillance and must be considered for admission into a hospital.

Examples (include, but are not limited to):

1. Ventilator dependent;
2. Persons requiring continuous IV therapy (pain control, or hydration);
3. Individuals who must have access to a constant power source for suction pumps, or any other bio-medical equipment usage.
4. Pregnant women who are experiencing contractions and/or women who are in the eighth month of gestation or beyond;
5. Persons who report chest pain or have experienced chest pain in the last 24 hours;

6. Persons with shortness of breath;
7. Persons with communicable diseases which require isolation;
8. Individuals with uncontrollable or violent behavior due to a physical or mental illness;
9. Comatose patients;
10. Others requiring the intensity of services provided at a hospital of skilled nursing facility.

Those patients who require skilled medical care on a 24-hour basis should contact their medical professional to make arrangements, if hospital admission will be required. The DE<sub>2</sub>SC may not be capable of providing intensive 24 hour skilled care for a large number of diverse patients.

**Patients who have their own transportation, and need no special assistance, are not eligible for the DE<sub>2</sub>SC, and they should make plans to take appropriate action should an event occur.**

### **Category B: Patients Requiring Functional and Medical Support**

All individuals meeting the criteria of Category B, should be evacuated to a like facility or FMSS.

Persons in this category require some medical surveillance and/or special assistance. They are individuals whose age, mobility, functional and/or medical disability make them particularly vulnerable and at risk in disaster situations. They have pre-existing conditions resulting in medical impairments and may have been able to maintain activities of daily living in a home environment prior to the disaster or emergency situation. Individuals meeting these criteria should be assigned to a FMSS, if staffing, equipment, power sources and supplies are available. If a caregiver is needed, the caregiver from the home must accompany the patient and stay with the person at the shelter.

The DE<sub>2</sub>SC are temporary, emergency-type facilities capable of providing special/supervised medical care to individuals whose physical or mental condition (non-violent) exceeds the American Red Cross Disaster Health Services level of capability for basic first aid in emergency/disaster shelters but is not severe enough to require hospitalization. The DE<sub>2</sub>SC may be equipped with personnel, product, and pharmaceuticals by the State Medical Response System to handle patients requiring hospitalization if the need arises.

DE<sub>2</sub>SC are intended to provide a safe environment for those requiring limited medical assistance or surveillance due to a pre-existing health problem. These shelters are not intended to serve as skilled health care facilities but may be augmented with appropriate personnel and equipment to provide skilled care by the State Medical Response System. Shelters are noisy, crowded and have few comforts. Patients should plan ahead to stay with friends, relatives or other caregivers out of the area rather than a shelter if possible.

Home health care patients should notify their home health agency where they will be during the disaster and determine how and when care can be re-established. They should arrange for their home healthcare professional to accompany them to the shelter if possible.

Admissions to FMSS should be limited by the level of care needed and the resources available. Only those individuals meeting Category B criteria should be eligible for admission.

Examples (include but are not limited to):

1. Wheelchair-bound persons with limited medical needs;
2. Individuals with severely reduced mobility but limited medical needs;
3. Persons with mental illness who are non-violent;

4. Medically impaired individuals who are able to maintain activities of daily living with special assistance from their caregiver;
5. Oxygen dependent
6. Persons with dementia who cannot be maintained at a American Red Cross General Population Shelter (must bring caregiver with them to shelter) and;
7. Facility based patients such as Assisted Living, Hospice, and Long Term Care when like facility transport plans are inadequate.

Management considerations which impact the decision to hospitalize or admit to DE<sub>2</sub>SC, but are not limited to:

- Access to constant power source;
- Need to replenish medications and/or supplies;
- Access to physician for diagnosis, treatment, change in orders, etc.;
- Potential for health status of individual to change rapidly due to stress, environmental conditions, etc.;
- Ability to transport to higher level of care quickly.

### **Category C: Patients Requiring American Red Cross General Population Disaster Shelters**

All individuals meeting the criteria of Category C, should be sheltered in the nearest available American Red Cross or General Population Disaster Shelter.

Included are individuals who are independent prior to disaster or special emergency. Some of these individuals may have pre-existing health problems that do not impede activities of daily living. Needs of individuals in this category should not exceed the basic first aid capabilities of an American Red Cross Shelter.

Examples (include, but are not limited to):

1. Persons with epilepsy (if controlled);
2. Mild muscular dystrophy;
3. Diabetics who are stable and do not require insulin injections;
4. Hemophilia;
5. Persons with prosthesis;
6. Vision or hearing impaired;
7. Asthmatics who have their own medication;
8. Persons with speech impediments, and;
9. Language/cultural barriers;

### **Category D: Patients Who Will Evacuate the Area**

This includes all individuals in Category D have made plans and intend to evacuate to a safe location away from the potential disaster area. They have one or more of the conditions listed in Categories A, B, or C but they will not require any FMSS assistance since they have prearranged to relocate. These patients should make their own transportation arrangements since local EMS transportation will be needed to remain in the local potential disaster area. Patients requiring hospitalization should have physician orders for admission at host facilities. Caregiver should pre-arrange hospital acceptance.

#### **1. Notifications**

- a. The local emergency management coordinator(s) will be notified of health emergencies and involved at the local level through the local ESF-8. When local FMSS are overwhelmed or faced with

impending overflow, local ESF-8 and Emergency Management should request a regional shelter from the State Emergency Operations Center.

- b. Once a mission has been assigned to ESF-8 at the SEOC, ESF-8 will then notify the Community College Emergency Point of Contact of activation, the corresponding SMAT II team and a MSAT. Deployment orders will then be issued and DE<sub>2</sub>SC should be operational within 24 hours.
- c. Upon activation, the DE<sub>2</sub>SC Incident Commander will notify the State EOC and ESF-8 of situational status and begin reporting by situation reports at SEOC determined increments. The State EOC will also determine operation periods for Incident Action Plan development.

## 2. General Concepts

Catastrophic and large event disasters may create the need for mass evacuation of Long Term Care Facilities, Assisted Living Facilities, Mental Health Group Homes, Home Health patients and other acute or chronically ill citizens. The DE<sub>2</sub>SC for Triage, Treating, and Tracking patients is based on the assumption that patients will be transferred to like facilities prior to natural events. However, if large quantities of beds are unavailable in like facilities, transportation for evacuation is limited, and timeliness is paramount, the DE<sub>2</sub>SC will serve as a provision for personnel, medical product, physical plant, and pharmacy needs on the interim. This initiative will provide, triage, treatment, and tracking per ESF 8 responsibilities as stated in the NC Emergency Operations Plan and National Response Plan.

The Community Colleges should all provide the following:

- Internet capability
- Interstate teleconferencing
- Communications
- Allied health students to assist in triage, treatment and tracking
- Compliance with disability specifications of physical plant
- Mass feeding capability
- Patient ingress and egress assistance

### General Pre-Event (mitigation and preparedness) Actions:

1. Identify organizations and key personnel necessary to effectively prepare for and respond to individuals with functional and medical support needs.
2. Local Emergency Management meet with health and medical partners to update evacuation and care plans for identified medically dependent citizens.
3. Assign State Medical Assistance Teams to specific Community Colleges for coordination of preliminary site assessment.
4. Designate multiple 24/7 primary contact persons from the community college and associated SMAT for activation in an event.
5. Discuss roles and responsibility during events and school closures.
6. Develop, review, and update contact lists to ensure ability to communicate with individuals and organizations used to respond to an event. Lists should be coordinated and shared with Local Emergency Management, Local Health Department, Department of Social Services, and Disability Services at the local level.
7. Develop, review, and update resource inventories.
8. Place identified equipment cache in designated Community Colleges.
9. Identify resource and capability shortfalls (unmet needs) and initiate corrective actions.
10. Identify situational and administrative reporting requirements and develop guidelines to ensure the flow of information.
11. Periodically review, update, and distribute preparedness and response plans and guidelines.

12. Develop and implement a DE<sub>2</sub>SC exercise program to properly train and exercise designated staff, show proficiencies, and document shortfalls for plan improvement.
13. Exercises should include catastrophic events annually to exercise the DE<sub>2</sub>SC and should be coordinated with local, regional, and state partners in Emergency Management, EMS, Hospitals, Long Term Care, Assisted Living, and Group Homes.
14. Develop and update risk communications plans.
15. Train workforce and allied health to prepare for triage, treatment, transport, and tracking of patients.
16. Ensure Community Colleges Allied Health Students are trained in ICS and know roles and positions to be assigned.
17. Train Allied Health Students in equipment cache and integration
18. Assess dialysis centers and determine number of patients and back up generator availability.
19. Assess and evaluate facility disaster plans for efficiency and identify gaps.
20. Local Emergency Management will work with facilities to mitigate and bridge gaps in transport and treatment of citizens possibly evacuated.
21. Ensure appropriate worker protection.
22. Conduct briefings and/or workshops for responders to ensure they understand assignments and responsibilities.
23. Multi Hazard Threat Database Flood mapping should be utilized in the coastal counties. Facilities, Home/Hospice Care patients identified and planning for evacuation completed.
24. Coordination and communication for transportation of identified patients should be integrated into county plan and gaps clearly identified and mitigated.
25. Decision for evacuation is determined by the local Emergency Management entity and need for mass evacuation is communicated to State Emergency Management.
26. State Medical Assistance Teams should be stood up and briefed.
27. State Medical Assistance Team Coordinators should make contact with designated Community College Primary Contact as identified in the Community College Contact list.
28. NC Emergency Management trains IMT Overhead Teams to support the DE<sub>2</sub>SC operation as requested.

**General Event (response) Actions:**

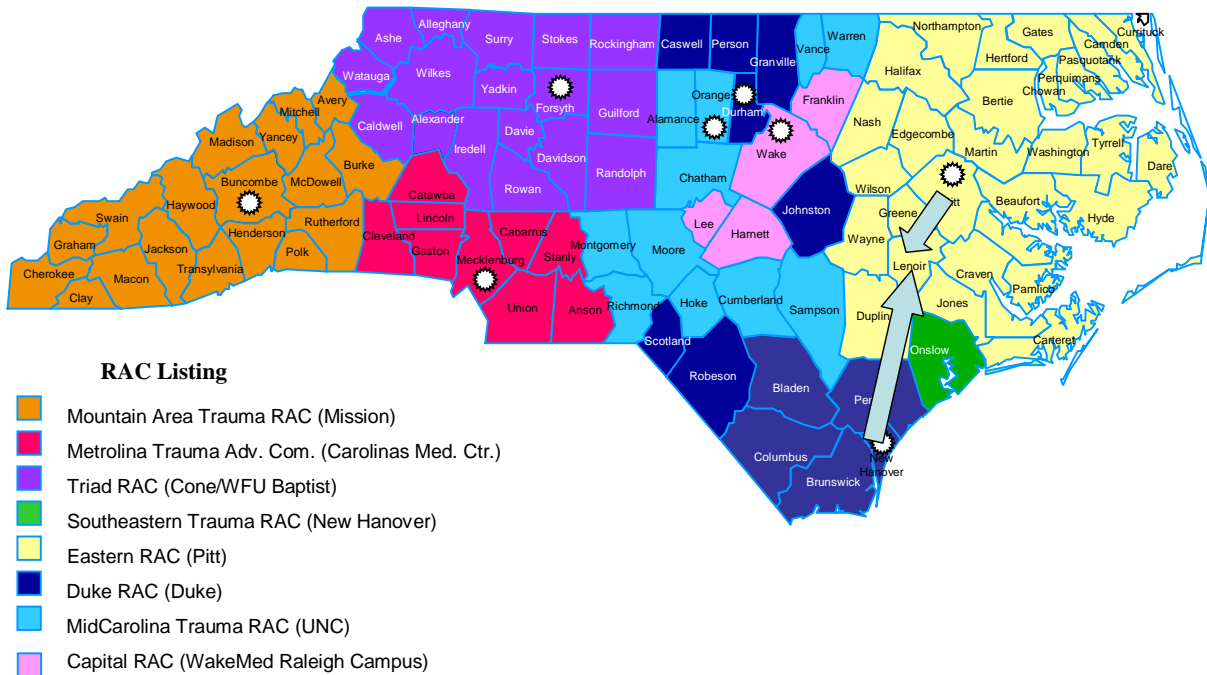
1. Implement notification procedures and ensure appropriate personnel are contacted and provided with instructions concerning the situation.
2. Local Emergency Management communicates needed evacuation to State EOC.
3. ESF 8 is mission tasked to open DE<sub>2</sub>SC.
4. Community Colleges are notified by contact from the ESF-8 Section in the State Emergency Operations Center and operations begin under the Incident Command of OEMS with support by NCEM IMT Overhead Teams and the local Emergency Management entity.
5. The State Medical Asset Resource Tracking Tool (SMARTT) is activated and asset assessments begin.
6. ServNC is activated and potential deployment missions are set in queue.
7. Through thorough collaboration between OEMS and the Division of Emergency Management, trigger points for the following actions will be decided as storm or event intelligence becomes available. Staging of transportation assets will begin in inland Community Colleges and the RCC.
  - a. ERAC and SERAC SMAT II physical assets will be moved to a pre-designated location near the RCC in Kinston North Carolina. Specific SMAT III physical assets may also move in concert as deemed necessary. **Emergency Management transportation assets will be needed to move ERAC equipment.**
  - b. Mid-Carolina RAC SMAT assets will stand up to support possible operations for the Northern Coastal Region DE<sub>2</sub>SC assumed to be located at Martin Community College



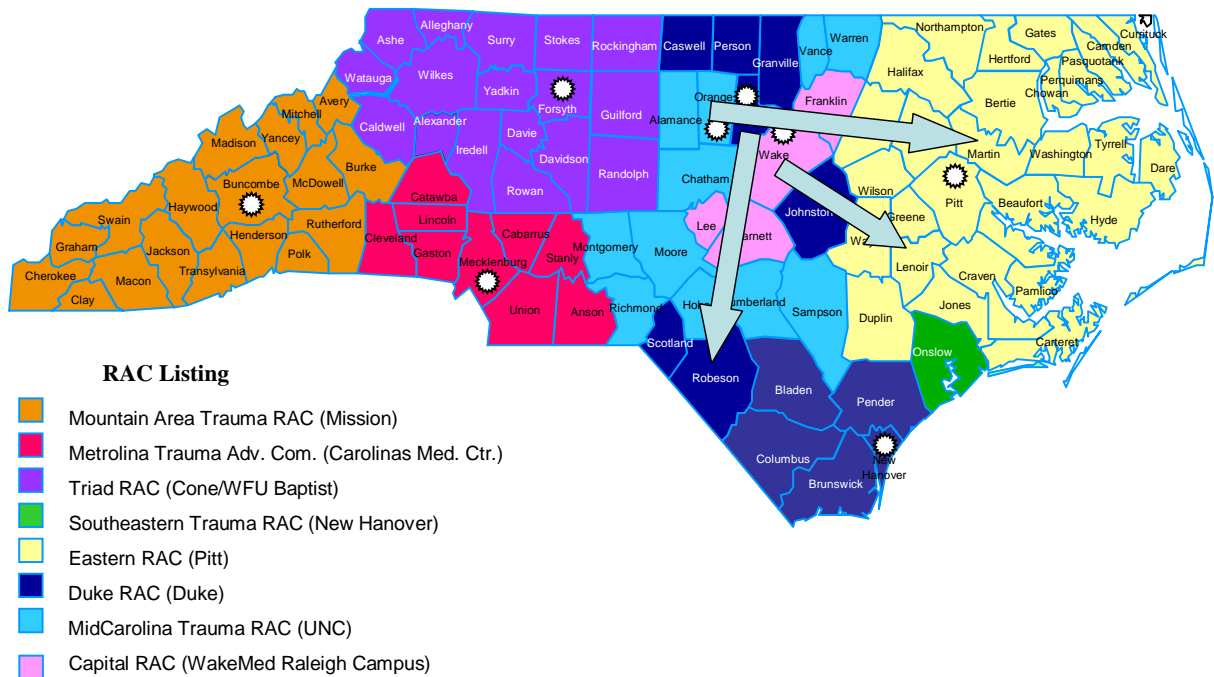
unless otherwise designated. **Emergency Management transportation assets will need to be secured to move this equipment.**

- c. CapRAC SMAT assets will stand up to support possible operations for the Central Coastal Region DE<sub>2</sub>SC assumed to be located at Lenoir Community College unless otherwise designated.
- d. Duke RAC SMAT assets will stand up to support possible operations for the Southern Coastal Region DE<sub>2</sub>SC assumed to be located at Robeson Community College unless otherwise designated. **Emergency Management transportation assets will need to be secured to move this equipment**

## ERAC and SERAC Equipment Staging Phase I



## DE<sub>2</sub>SC Support Readiness and Movement Phase II



8. Needed Resources are mobilized to Community Colleges from Resource Staging Sites. If decision is made to move equipment to designated staging locations, the following actions will be triggered.
  - a. Triad RAC personnel will stand up for possible deployment to the ERAC region for field hospital operations. ERAC equipment will be utilized for this operation and be dispatched from the Kinston RCC. A transportation team from Triad RAC will be staged at Kinston for immediate equipment transport to be followed by personnel from the Triad RAC for operations. Billeting and personnel support for this small forward unit will need to be provided by Emergency Management until deployment.
  - b. Metrolina RAC personnel will stand up for possible deployment to the SERAC region for field hospital operations. SERAC equipment will be utilized for this operation and be dispatched from the Kinston RCC. A transportation team from Metrolina RAC will be staged at Kinston for immediate equipment transport to be followed by personnel from the Triad RAC for operations. Billeting and personnel support for this small forward unit will need to be provided by Emergency Management until deployment.
  - c. The Special Operations Response Team (SORT) will designate personnel and equipment to respond to air evacuation airheads in Charlotte and Raleigh should air evacuation of medical patients be implemented.
  - d. MATRAC SMAT assets and personnel will remain on alert to respond to the MATRAC region due to regional volatility and susceptibility to flooding and other collateral events.
  - e. Initiate Unified Command or Area Command (if applicable) at DE<sub>2</sub>SC when activated.
  - f. Once the resources are deployed to each Community College, the following organizational structures should be "on the ground":
    1. Incident Management Team
    2. Assisted Living Division
    3. Mental Health Division
    4. Home Health Division
    5. Long Term Care Division
    6. Field Hospital Division
    7. DE<sub>2</sub>SC Logistics
8. Public Health Regional Surveillance Teams are activated and deployed for assistance with SMAT operations on site per SMAT Operational Guidelines.
9. Durable Medical Equipment contacts are notified for activation and deployment to the designated Community Colleges to provide access to specialty equipment as needed.
10. Contact appropriate state and/or federal support agencies and external partners in accordance with established guidelines.
11. Provide situational and administrative reports in accordance with State Emergency Management established guidelines.
12. Track and report resources committed and expenditures of administrative and fiscal assets.
13. Initiate patient tracking mechanisms for patient influx and tracing.
14. NC Baptist Men's Disaster Relief will provide feeding support for the DE<sub>2</sub>SC operation.

**General Post-Event (recovery/administrative) Actions:**

1. Transfer all DE<sub>2</sub>SC occupants to a case managed facility or home with an appropriate level of care.
2. Demobilize local, state, and/or federal assets.
3. Deactivate direction and control facilities.
4. Conduct post-incident critiques; write after-action reports, and evaluations.
5. Identify planning and response problems and take measures to mitigate.

**3. Communications/Public Information**

- a. NCOEMS will communicate with local, state and federal response partners using the SMARTT, ServNC, and the Health Alert Network.
- b. OEMS PIO will coordinate DE<sub>2</sub>SC operations communications through the ESF 8 desk at the State Emergency Operations Center.
- c. NCOEMS through the OEMS PIO will communicate with the public through media and specialized communication capabilities available within affected areas such as reverse 9-1-1.
- d. Community College DE<sub>2</sub>SCs will communicate with the DHHS PIO for threat communications.
- e. The DHHS Press Officer will coordinate public information dissemination with the Public Information Officer for the Governor's Division of Emergency Management and other agencies and organizations as needed.

**4. Protective Actions**

- a. Quarantine and/or isolation may be required to guard against spread of infectious disease. An appropriate declaration of a disaster from the Governor or control measures ordered by DHHS Division of Public Health (DPH) or a local health authority would be necessary for law enforcement personnel to enforce quarantine and/or isolation. Local health authorities who wish to issue a control measure order should coordinate with their respective public health region and/or DPH infectious disease staff.
- b. Public Health Regional Surveillance Teams (PHRST) infectious disease staff will review a given situation to see if it merits this level of public health intervention and make any necessary recommendations to the DHHS Division of Public Health Office of Preparedness and Response Director or State Health Director.

**5. Collaboration**

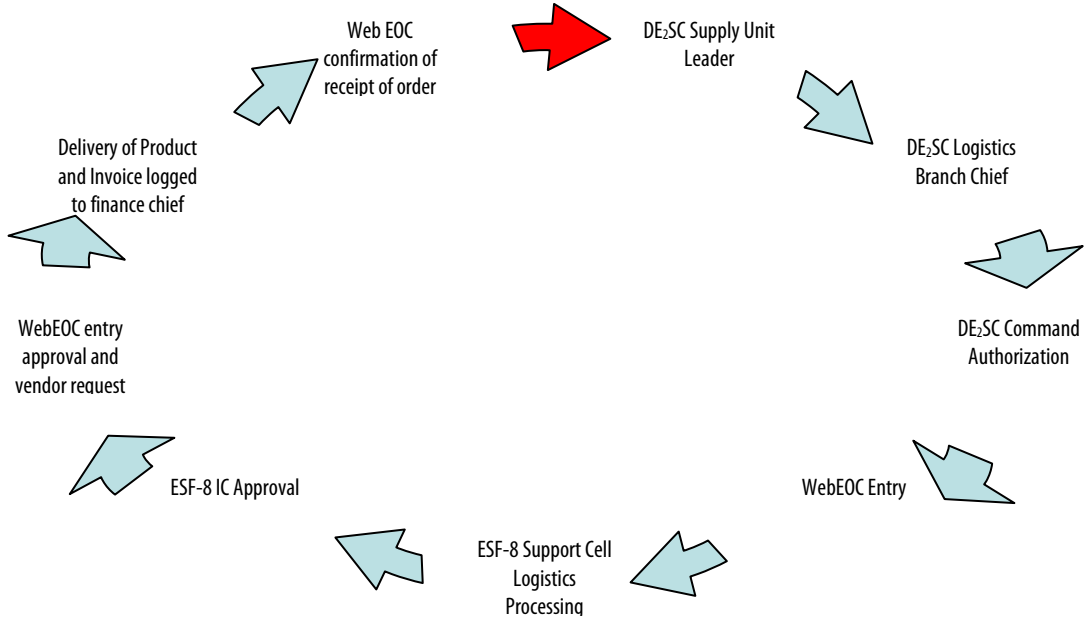
- a. The response to an event will require the active collaboration between local, state, and federal public health authorities; health care providers; law enforcement groups; state homeland security officials; emergency management; emergency response agencies, and others. NCOEMS will request assistance from state, EMAC signatories and federal support agencies and external partners as necessary using procedures outlined in the Basic Plan.
- b. A response may also require collaboration with neighboring states, and/or tribal governments and organizations.

**6. Resource Management**

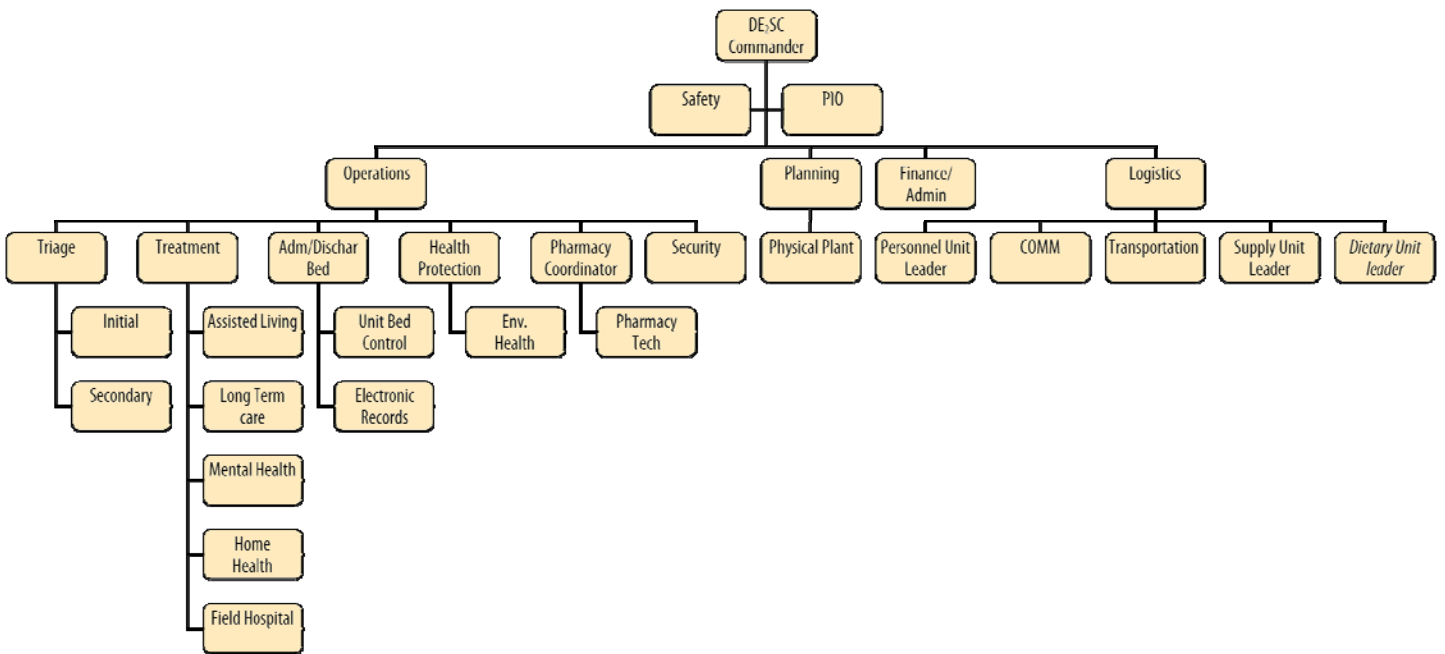
**a. Logistics**

- 1. Locally and regionally available public health and medical resources such as State Medical Assistance Teams and Public Regional Surveillance Teams will be used to the extent possible to meet identified needs. Additional requirements will be met primarily from state, EMAC signatories and federal sources.
- 2. Accurate and detailed logs will be maintained to document resource expenditures through the SMAT electronic inventory management.
- 3. Logistics Officers for the DE<sub>2</sub>SC will be given a NCEM Web EOC login. A separate login will be designated for the ESF-8 support cell logistics section. DE<sub>2</sub>SC logistics will request support through WebEOC to the Logistics section of the ESF-8 support cell. Requests will be processed under joint logistical authority as directed by the Division of Emergency Management and approved for procurement.
- 4. The ESF-8 support cell will work closely with the Division of Emergency Management logistics section for rapid processing of DE<sub>2</sub>SC requests.

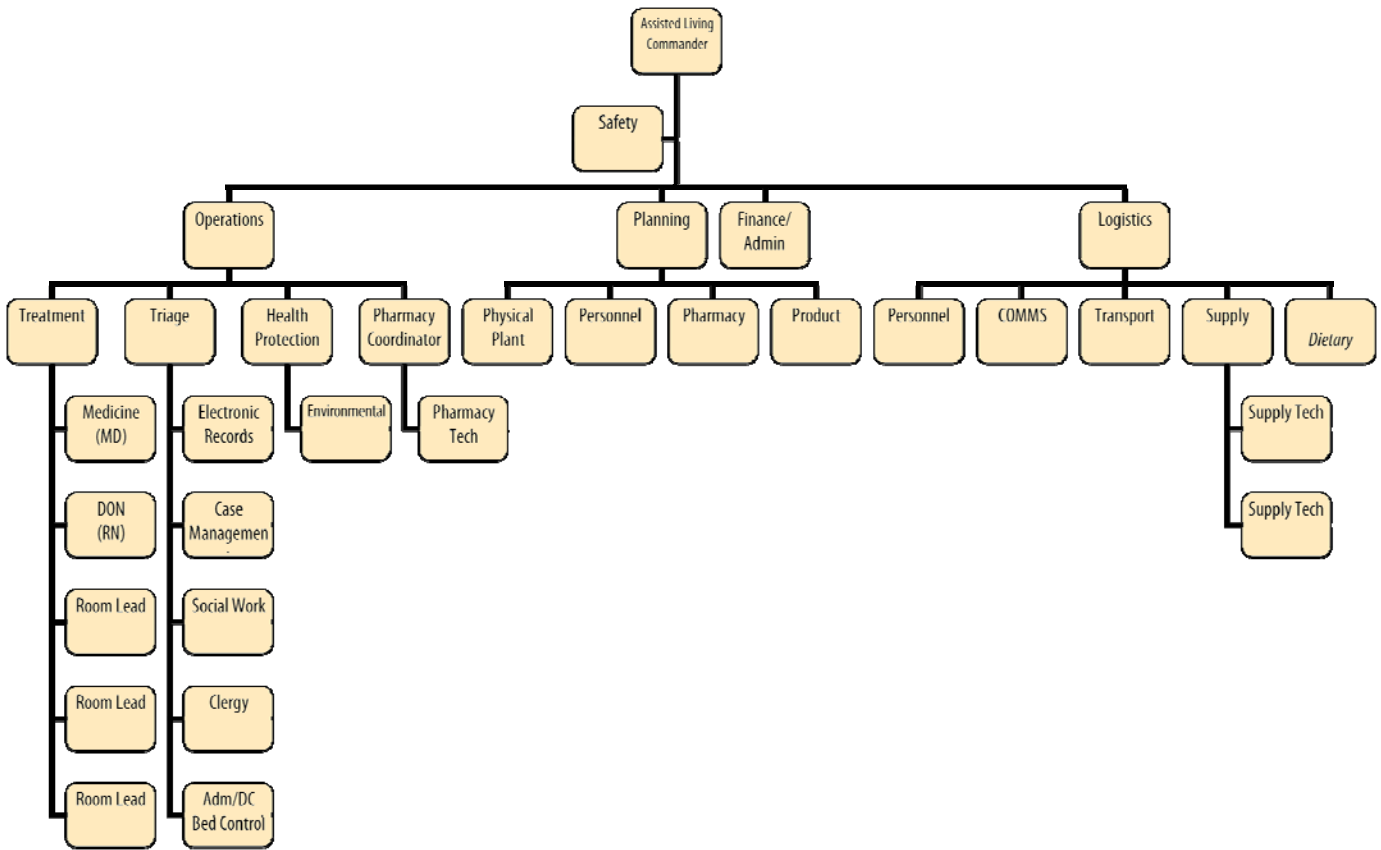
Logistics Algorithm for DE<sub>2</sub>SC



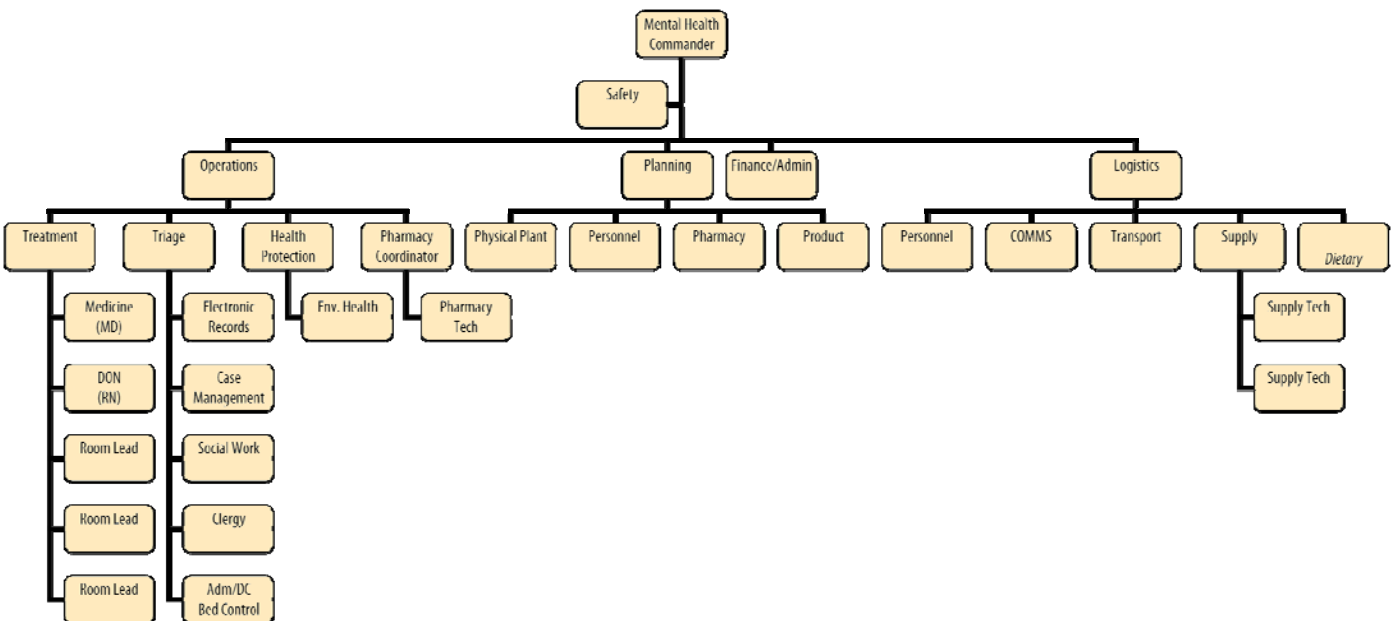
Organizational Structure Guidelines - Incident Management Team



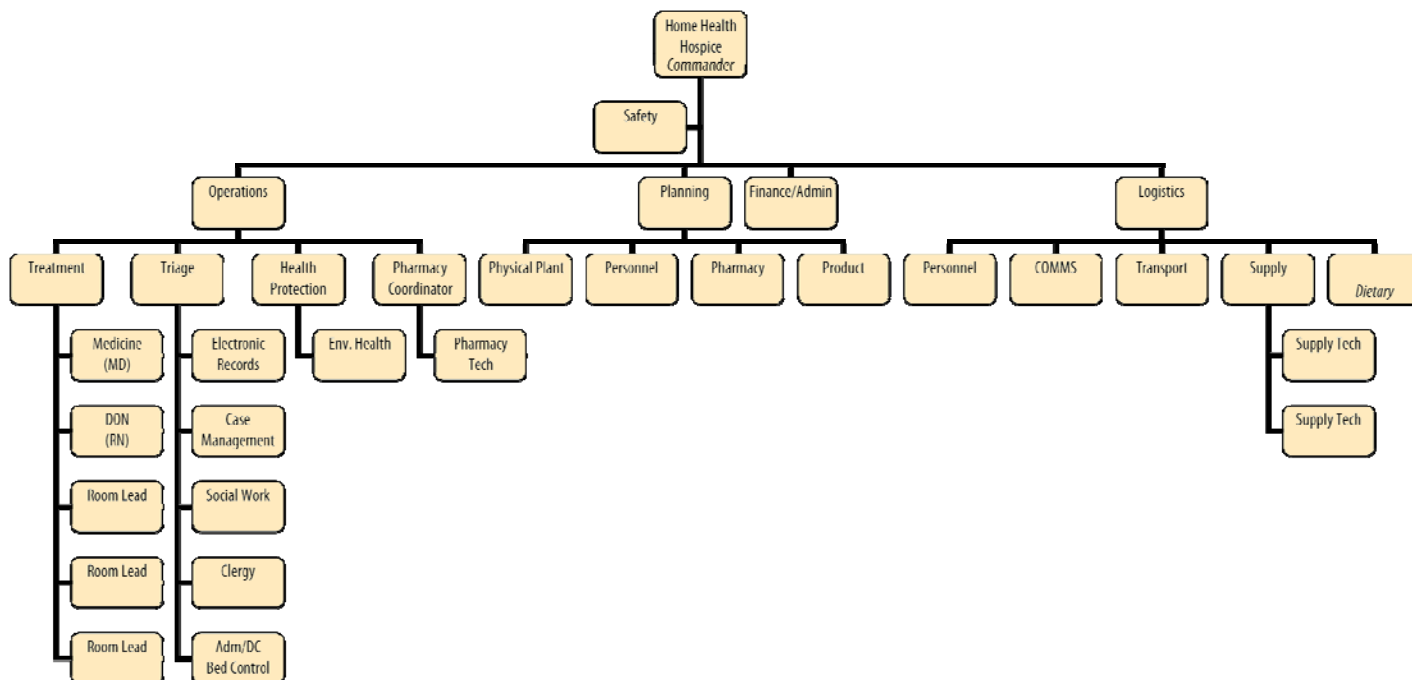
Organizational Structure Guidelines – Assisted Living Division



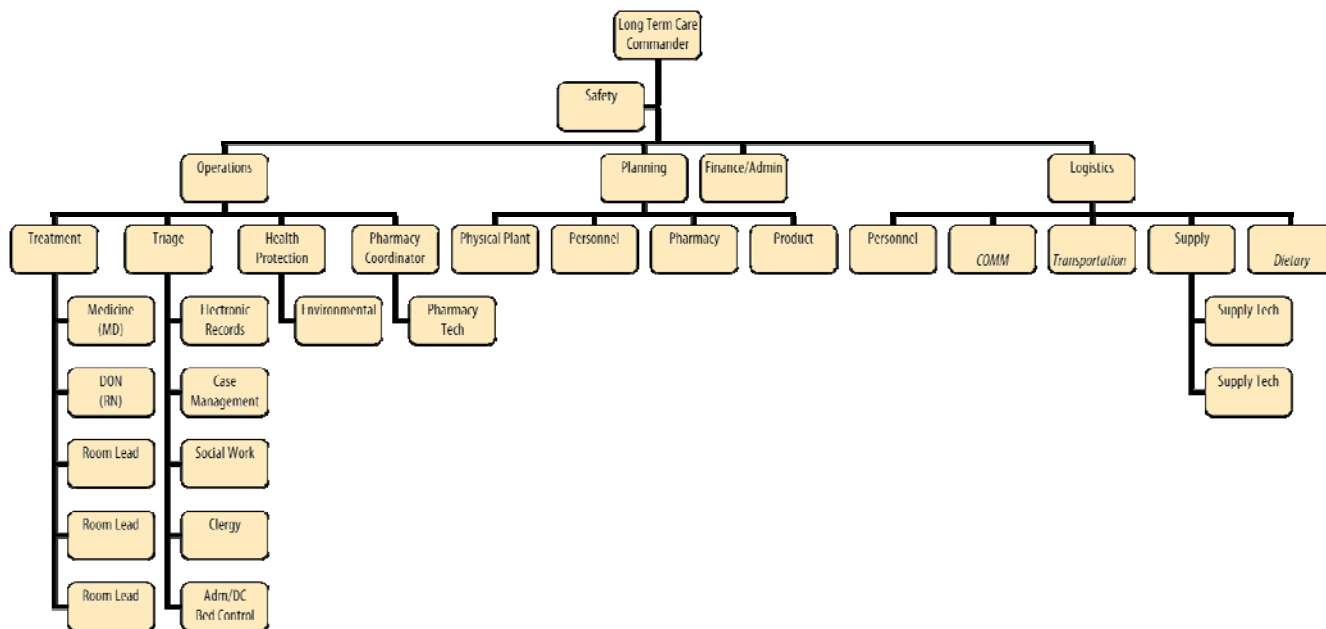
Organizational Structure Guidelines – Mental Health Division



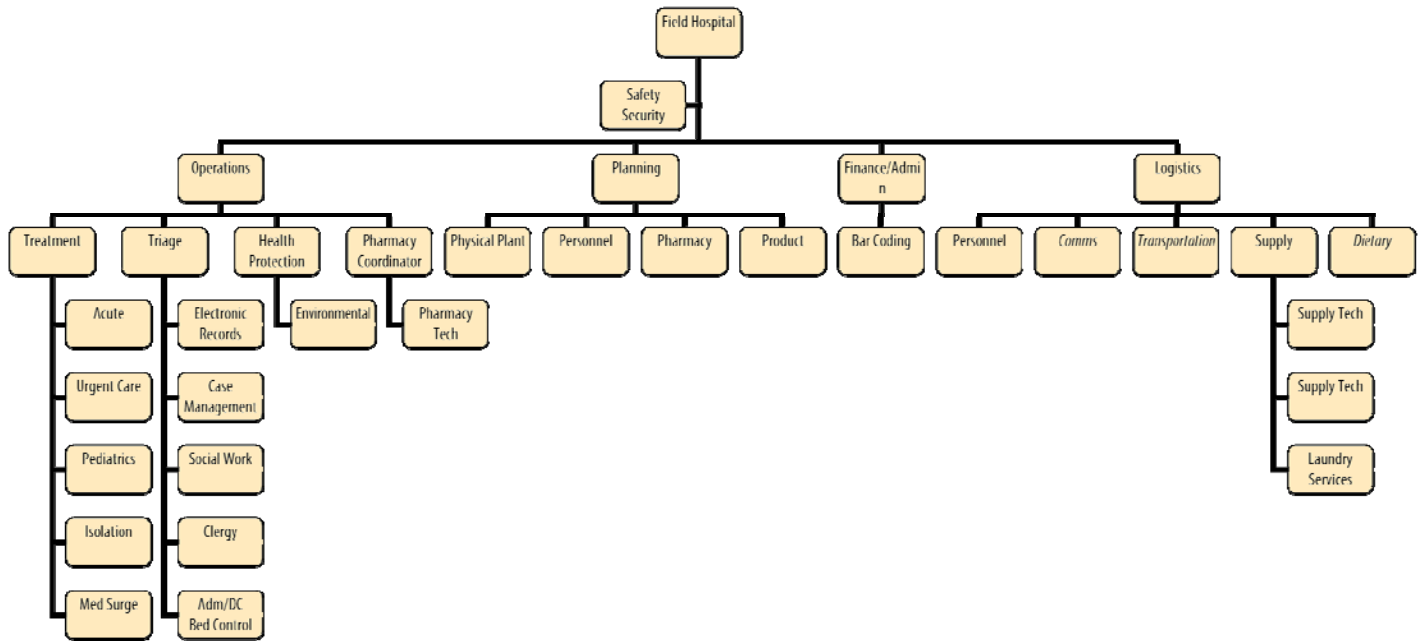
Organizational Structure Guidelines – Home Health Division



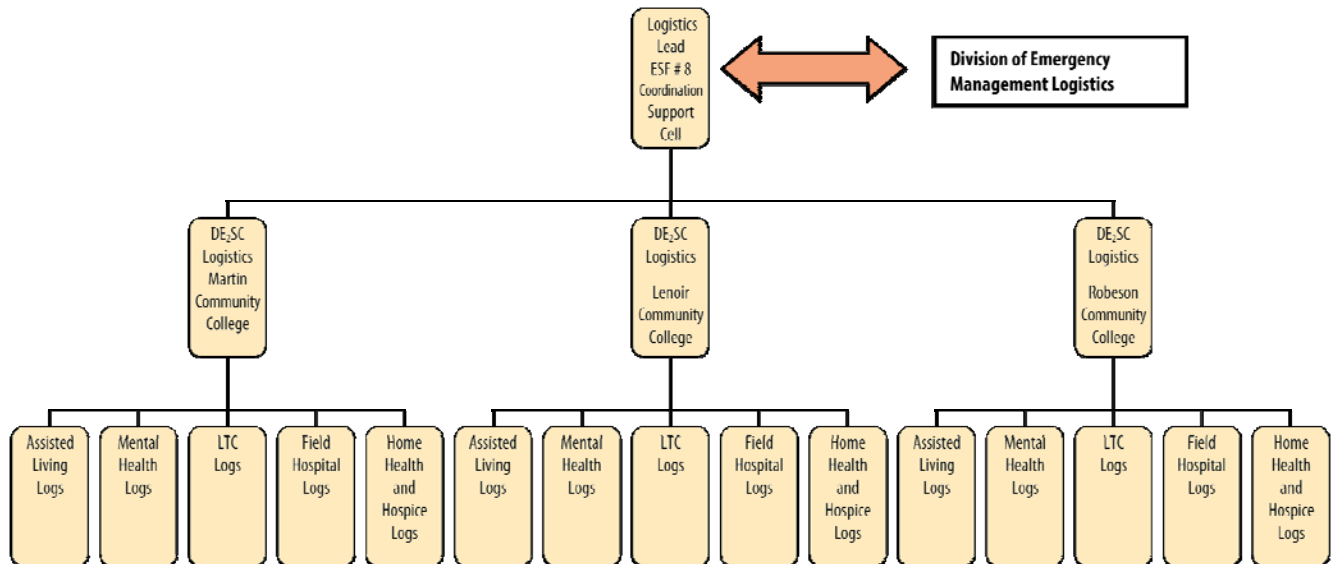
Organizational Structure Guidelines – Long Term Care Division



Organizational Structure Guidelines – Field Hospital Division



Organizational Structure Guidelines – DE<sub>2</sub>SC Logistics







This page left blank intentionally.

**NR-101**

**3-DAY.DOC**

### THREE-DAY EMERGENCY KITS GOOD IDEA

**DATELINE** -- With (*hurricane name*) still churning around several hundred miles out in the Atlantic, there is still time for you to assemble their three-day emergency kits in case you have to evacuate or the storm cuts you off from outside help. Most people already have these items around the house and it is a matter of assembling them now before an evacuation order is issued.

Start with an easy to carry, water tight container - a large plastic trash can will do, or line a sturdy cardboard box with a couple of trash bags. Next gather up the following items and place them in your kit:

#### Essentials

- Water - 1 gallon per person per day (a week's supply of water is preferable)
- Water purification kit or bleach
- First aid kit and first aid book
- Pre-cooked, non-perishable foods, such as canned meats, granola bars, instant, soup, cereals, etc.
- Baby supplies: formula, bottle, pacifier, soap, baby powder, clothing, blankets, baby wipes, disposable diapers, canned food and juices
- Non-electric can opener
- Anti-bacterial hand wipes or gel
- Blanket or sleeping bag per person
- Portable radio or portable TV and extra batteries
- Flashlight and extra batteries
- Essential medications and eyeglasses
- Extra house and car keys
- Fire extinguisher - ABC-type
- Food, water, leash and carrier for pets
- Cash and change
- Seasonal change of clothing, including sturdy shoes
- Shampoo, toothpaste and toothbrushes
- Toilet Paper and feminine hygiene supplies

#### Sanitation Supplies

- Large plastic trash bags for waste, trash cans, tarps and rain ponchos
- Bar soap and liquid detergent
- Household bleach and rubber gloves

Stocking up now on emergency supplies can add to your family's safety and comfort during and after a disaster. Store enough supplies for at least three days, preferably seven days, in one place.

###

## **PREPARING YOUR FARM FOR SEVERE WEATHER**

**DATELINE** -- Probably more than any other profession, farmers are vulnerable to severe weather, such as hurricanes, heavy rains and high winds. Here are some suggestions from state agriculture and emergency management officials on how to prepare for severe weather.

### **Long Range Preparations Equipment needed:**

**Generator:** Consider purchasing, leasing, or negotiating a rental arrangement in advance for a back-up generator. Farmers may hook the greenhouse to a generator to keep the layers of plastic inflated and possibly save the greenhouse from damage. If tobacco barns are without power for long periods of time, harvested crops can be lost. Consider generator use for your hog operations. When renting a generator, read the contract carefully, as some rental contracts are only for eight hours use per day. Decide how much risk you can afford to take. Will the generator cost more to own than rent?

Here are a few things that farmers should have on hand:

- Fuel for the generators and vehicles, and a hand-operated fuel pump.
- Fire extinguishers
- First aid kit
- Camera that stamps date and time on the picture and film to document damage
- Flashlights and spare batteries
- NOAA weather radio and batteries
- Water and feed

### **Property Preparations**

There also are some property preparations that landowners should take:

- Clear drainage ditches so floodwaters can run freely.
- Run rows for optimum drainage without excessive erosion.
- Check power line clearance. The greatest hurricane damage is often from downed power lines and long power outages. See if trees need pruning or removing.
- Survey your buildings and trim or cut down trees that are too close to buildings. Check for old, damaged trees and consider removing them before a storm.
- Check the condition of the buildings; a few extra nails or tighter hurricane strapping can limit future damage.
- Clear away all debris that could blow in high winds.
- Secure any signage.
- Have photos of valuable items stored off site; store all business records above flood level, at least two feet off the floor.

### **Reviewing Your Business.**

Farming is a business, and like all businesses there is paper work. Start by reviewing your insurance policies. Be sure you have adequate coverage for home, vehicles, farm buildings and structures, as well as crop and flood insurance. Learn the different types of wind, hail, and catastrophic insurance coverage's.

- Find out if your policy covers wind damage.
- Have all agents contact information ready.

- Review your debt level. Do you have unpaid debts that would remain unpaid if you lost 50 percent of your crop in one year?
- Review your finances. Do you have a cash reserve you could use to replace a loss of income?
- Develop an emergency plan for your family and your crew. Be sure everyone knows where to meet, and preparation and recovery duties are prioritized and assigned.

### **Short Range Preparations**

When severe weather threatens or disasters occur, information can be as important as food and water. Here are some precautions you should take anytime severe weather threatens.

- Tune to local radio weather reports.
- Designate crews to begin preparations for the storm - after securing their own homes.
- Have all phone numbers ready to call for help after the storm. This may include the County Extension Agent, insurance agents, county Farm Service Agency.
- Store inside items that may blow away.
- Turn off propane and natural gas if needed.
- If the power goes off, shut off electric power at the main panel to avoid surges when it comes on again.
- Move your equipment into the middle of a large open field or pasture. Keeping equipment away from buildings and trees that may blow over can prevent loss.
- Tie down any lightweight equipment.
- Don't park equipment in areas that may flood.
- Have fuel and batteries ready.

### **If you have tobacco in the barns:**

If you have an emergency generator, have it fueled and ready to go. If you don't have back-up power, watch the weather carefully. If a large, damaging hurricane is imminent, turn the heat off in the barns and run fans to remove as much heat as possible. If the power goes off before the barns are cool, open all doors and vents as soon as possible to allow for additional cooling. Tobacco in cooled barns fares better after long periods without power. If tobacco is still in the fields when a hurricane or heavy rain is predicted, top everything as quickly as possible with mechanical toppers or hand labor. Spray sucker control if you have time before the rain starts. Tobacco that has been topped does not blow over as easily.

###

[WEATHER SYSTEM] MAY AFFECT NORTH CAROLINA  
CITIZENS BEGIN PREPARING

**DATELINE** -- A (*tropical storm/hurricane*) near (*location*) may threaten North Carolina (*time*). Hurricanes are dangerous regardless of their size, and can cause devastation through massive flooding and wind damage, even if they do not pass over land. North Carolinians should be prepared in case the storm threatens the coast.

North Carolina residents should listen to the local news for the latest advisories from the National Weather Service, the National Hurricane Center (NHC), as well as state and local emergency management officials. Now is the time for residents to prepare their homes and gather supplies.

The North Carolina Emergency Management Division urges residents to do the following:

**Determine if you are in a storm-surge zone:** During a Hurricane Watch, residents living in storm-surge zones may be ordered to evacuate. Evacuation zones will be identified by local emergency managers through the news media. You also should know if your home is located in a flood plain. These areas suffer excessively from heavy rains associated with hurricanes. Since flooding causes most hurricane-related deaths, flood plains are generally among the first areas requiring evacuation. If you do not know the safe escape routes in your area, call the local emergency management office.

**Prepare to evacuate if ordered to do so:** Residents living in storm-surge zones, and those living in mobile homes that are directly in the storm's path, must plan for their evacuation now. If evacuations are called for, public shelters will be set up for evacuees. However, it might be more comfortable for those who evacuate to stay at a hotel or friend's home that is out of the storm's path. These arrangements must be made now since hotels fill up quickly and out-of-county evacuations take time.

**Register for Special Care:** Residents needing transportation or medical care during an evacuation should contact their local emergency management office, if they have not already done so. Special needs shelters require advance registration. County Emergency Management officials are listed in your local phone book under County Government.

**Consider the Safety of Pets:** Except for service animals, health regulations do not allow pets in public shelters. There are some co-location shelters in the State but citizens should plan to board pets with a veterinarian, a kennel, or a pre-identified pet shelter. Residents should attach identification and rabies tags to their pets' collars. More information sheltering of pets in the State of North Carolina can be found at <http://www.ncagrgis.com/sheltering/>

**Prepare an emergency kit:** To prepare for a hurricane or any disaster, it is best to have an emergency kit available. This kit should contain nonperishable food, water (one gallon/person/day) and clothing to sustain each family member for three days. It might take that long for rescue workers to reach your area. The kit should also include a flashlight, radio and spare batteries. Blankets, rain gear and appropriate footwear also are recommended. Special considerations must be made for the young or disabled. Remember to include baby food and medicines as appropriate. In addition, the kit should include photocopies of important family documents, such as birth certificates and insurance policies. It is imperative that the kit be complete and ready so that in a disaster the family knows that all of its needs will be met during the ordeal.

**Fuel Cars, Obtain Cash, and Secure Important Documents:** Residents should fill their cars with gasoline and have enough cash on hand to last a week in case they are ordered to evacuate. During power-outages, gas stations and ATM machines do not work. It is also important to secure original copies of documents in a waterproof container in case of flooding.

**Obtain Supplies to Protect the Home:** If residents are ordered to evacuate, there will be little time to protect their homes from the storm. Supplies, such as lumber and shutters, should be purchased now, and window casing pre-drilled. All outdoor objects, including trash cans and patio furniture, should be brought indoors or tied down. Homeowners should clear their property of all debris that could damage buildings in strong winds. Finally, cars should be stored in the garage.

**Residents who do not live in designated storm-surge zones should prepare shelter inside their homes.** Residents who live well inland of storm-surge zones may not have to evacuate. However, they should protect their homes and gather enough supplies to last themselves and their families for three days after the storm makes landfall.

**Secure Outdoor Property and Homes:** While some areas may not be in the direct path of the storm, property in those areas could sustain major damage due to high winds and heavy rains. It is recommended that all nearby residents protect their homes by boarding the windows and clearing the yard of loose branches and other debris.

**Gather Supplies:** This may be the final opportunity to gather supplies from local grocery stores. All residents should have an emergency kit with bottled water, precooked, nonperishable foods, flash lights, a battery-powered radio and paper goods. It is also important to keep ice on hand in case the power fails. Candles are not recommended for safety reasons.

###

NR-104

WATCH.DOC

[STORM] WATCH ISSUED FOR [REGION] NORTH CAROLINA  
[STORM NAME] EXPECTED TO MAKE LANDFALL [DAY/ TIME]

**DATELINE** -- The National Hurricane Center has issued a *[Storm Watch]* for the following *[regions or counties]* in North Carolina:

*[list counties]*

While local officials have not issued evacuation orders, this is a critical time for residents who live in storm-surge evacuation zones. Individuals and families must be prepared to leave their homes immediately if an evacuation is ordered.

The *[storm]* watch indicates that North Carolina is vulnerable to *[name of storm]* and local officials will take swift action to safeguard residents. Residents who have not yet prepared for evacuation, secured their homes and purchased supplies for their families, should act now.

**Determine if you are in a storm surge evacuation zone:** During a Hurricane *Watch/Warning*, residents who live in storm surge areas could be told to evacuate. Residents who live in mobile homes along the storm's projected path may also be advised to evacuate. Evacuation zones will be identified by local emergency managers and announced through the local news media. Any residents told to evacuate should do so immediately. Residents who choose to evacuate of their own accord should do so now, during the Watch period, as evacuation to inland areas takes time.

**Hotels and motels outside of the storm surge area are available now.** Residents must act quickly if they want to stay in a hotel since they usually fill up quickly during storms.

**Help a Friend or relative in need of shelter:** Residents who live far inland or outside storm-surge evacuation zones have the opportunity to help friends or relatives by offering them safe refuge from the storm.

**Residents who live far inland or outside the storm-surge zone, must still prepare their homes.** Building supplies to protect the home must be purchased now. Begin installing storm shutters, if available. Small appliances need to be unplugged in case of a power surge. Supplies to last the family at least three days should also be collected now. Those supplies include: bottled water (one gallon/person/day); nonperishable foods; battery-powered radio; flashlights; extra batteries; a blanket or sleeping bag for each person; extra clothes appropriate for the season; prescription medicines; cash; and essential items for babies, elderly or disabled.

High waves, heavy surf and dangerous rip currents are being reported along North Carolina's coast. As wind speeds intensify, there is also danger of blowing debris and downed power lines, and residents are advised not to go swimming, boating, surfing or fishing near the coast.

###



NR-105

WARNING.DOC

*[STORM]* WARNING IN EFFECT FOR *[REGION]* NORTH CAROLINA  
EVACUATIONS BEGIN IN *[REGION]* COUNTIES

**DATELINE** -- The National Hurricane Center (NHC) has issued a *[storm]* Warning for the following North Carolina counties:

*[list counties]*

North Carolina Emergency Management is working with local emergency managers to respond to the *[storm]* Warning issued by the National Hurricane Center. **Evacuation orders are in effect for the following areas:**

*[list counties]*

This is a crucial time for people living in storm-surge zones and in flood plains. Those ordered to evacuate must do so immediately. Evacuation routes will become congested, causing traffic to move slowly. Law enforcement officials will be assigned to evacuation zones to secure private property and the safety of evacuees.

People living in vulnerable areas, such as storm-surge zones, flood plains, mobile homes and camper or RV parks, should evacuate now. If *[storm name]* worsens, additional people may be ordered to evacuate. Residents living in an area that does not seem safe should leave that area now, even if an evacuation has not yet been ordered. Your safety could be in jeopardy.

Residents who are told to evacuate must do so immediately. *[name of storm]* is approximately *[hours and/or miles]* from North Carolina's coast and there is little time to gather supplies from local stores. It is possible that *[storm name]* will speed up, leaving even less time for an evacuation.

- Collect supplies that are already in the home -- bottled water, extra clothing, cash, important documents, flashlight and a battery-powered radio, prescription medicines, essential items for babies, elderly or disabled people.
- Ready the house for evacuation. Unplug all small appliances in case of a power surge. Close all windows. Remember that public health regulations do not allow pets in public shelters, so you should make arrangements to board pets at a kennel or keep them with a friend. Lock up the house after emergency supplies, pets, and family members are removed.
- Evacuate to a point where your life is safe. This may be a friend's home that is outside the storm-surge zone or at a public shelter. Hotels and motels may no longer be an option.

**Bridges are locked down:** All Intracoastal Waterway bridges are to be locked down at *[time]* to speed the flow of evacuation traffic. Residents will not be allowed back into evacuated areas until all danger is passed.

**Ferry Services** *will be/have been* stopped. All barrier islands should be evacuated.

Residents who live outside the storm-surge evacuation zone and who are planning to shelter in their homes should finish boarding up their windows and glass doors, and clear their property of outdoor furniture. Store indoors trash cans, toys, and other property that could blow away. Move cars under into a garage or under a carport. This is also an opportunity to be a neighbor to people in need by offering safe shelter to those living in areas prone to storm-surge.

**Areas will be secured as residents evacuate:** Emergency management officials and local law enforcement will secure vulnerable areas as residents evacuate. No one will be allowed to reenter a secured area after evacuation until the threat has passed and local officials have determined that it is safe to reenter the area. Teams are poised to move into the impacted areas to assess the damage once the danger has subsided.

# # #

NR-106

THREAT.DOC

THREAT OF *[STORM NAME]* INCREASES;  
STATE CONTINUES PROTECTIVE ACTIONS

**DATELINE** -- The *[region]* coast of North Carolina is under a direct threat from *[storm name]*, which is now a Category *(X)* storm. Evacuations of vulnerable residents continue in:

*[list counties]*

**Failure to heed evacuation orders could cost lives:** Residents who ignore evacuation orders may find themselves isolated from transportation and medical assistance once the storm passes. Those who do not evacuate when ordered are endangering themselves and their families. State assistance in the form of shelters and security is available now, but rescue operations may not be available immediately following the hurricane. Law enforcement agencies will accelerate security measures in the wake of the storm to protect citizens' lives and property.

**Mobile home residents are asked to evacuate:** Mobile home residents in the path of the storm are also being asked to evacuate. While these homes may not be in a designated storm-surge zone, they are extremely vulnerable to hurricane-force winds. [If there is no longer time for safe evacuations, mobile home residents are advised to seek a refuge of last resort, possibly a clubhouse or other secured facility at their mobile home park.] Rather than travel a long distance to public shelters, there may be a secure home within the neighborhood or a short driving distance.

**Storm Tracking:** As of *[time]*, the National Hurricane Center forecasts tropical-storm force winds to make landfall by *[time/day]* and the eye-wall of the hurricane, which brings the most severe winds, to pass over *[region]* at *[day/time]*.

**Inland counties threatened by hurricane-force winds:** Residents not living in storm-surge zones should stay tuned to their local news broadcasts for the most current information on evacuations. The projected track of *[name storm]* threatens the following inland counties: *[list counties]*

Residents living outside the storm-surge zones should remain in their homes and gather in a lower-level, interior room during the storm. These residents should secure their homes and property, as well as prepare an emergency kit containing water, nonperishable food, clothing, flashlight and a battery-operated radio. After the storm, power and water supplies might fail, so residents should be prepared to live on their own for three days, or until the rescue teams can get to them. They can expect downed trees and power lines that may cause widespread power outages. Residents should not leave their homes, but should stay tuned to local media to confirm that the danger has passed.

###

NR-107

SHIFTS.DOC

*[STORM NAME]* SHIFTS, THREATENS [REGION]  
NORTH CAROLINA'S [REGION] RESIDENTS MUST PREPARE QUICKLY

**DATELINE** -- A shift in the path of *[storm name]*, prompted coastal county Emergency Managers to conduct swift evacuations of vulnerable populations. The National Hurricane Center (NHC) has revised its forecast of *[storm name's]* direction and landfall is now expected *[farther north/south/east/west]*.

The following counties are currently under an evacuation order: *[list counties]*. Emergency managers in those counties identified their most vulnerable populations and began evacuating residents at *[time]*.

**OR**

North Carolina Emergency Management is working with local emergency managers to respond to this new information from the National Hurricane Center. Counties threatened by this shift in direction are:

*[list counties]*

Residents who are ordered to evacuate must be prepared to exit their homes quickly. There is no longer time to gather travel supplies from local stores.

- Collect supplies in the home (bottled water, extra clothing, important documents, money, flashlight and a battery-powered radio, prescription medicines) and travel to the inland home of a friend or public shelter.
- Hotels and motels should not be considered an option at this point.
- Find a safe place to keep your pets. They are not allowed in public shelters.
- Roads are congested from earlier evacuations in *[neighboring regions]*.

Residents are advised to evacuate to the nearby home of a friend or relative that is outside the storm-surge zone, or to the closest public shelter.

Evacuate immediately, but remember to drive carefully, as road conditions might worsen from rain and congestion.

###

**NR-108**

**EVACUATE.DOC**

*(CITY - COUNTY) OFFICIALS ORDER EVACUATION OF (LOCATION)*

**DATELINE** -- Officials of *(location)* have ordered an evacuation of residents and businesses in storm-surge zones and flood plains beginning at *(date and time)*. The action is being taken now to give residents time to leave before weather conditions deteriorate and make travel unsafe, if not impossible. People living in mobile homes, even those that are not located in a storm-surge zone or flood plain, are also urged to evacuate since these structures are inherently unsafe in high winds.

State Highway Patrol and Department of Transportation officials warn that travel in coastal areas may soon become impossible as heavy rain and rising water flood roads. High winds may also force the closing of bridges leading from the barrier islands to the mainland.

Residents should plan to stay with friends or relatives outside the storm-surge zone or flood plains in the hurricane's projected path. Motel and hotels that are not in a flood plain or the storm-surge zone are also possibilities, but these may fill up quickly. As a last resort, people can go to one of the public shelters located in an inland county.

People evacuating the area should take their own three-day emergency supplies kit, since it may be at least that long before they will be able to return to their home.

# # #

NR-109

MANDEVAC.DOC

### MANDATORY EVACUATION ORDERED

**DATELINE** -- *(City-County)* officials have ordered a mandatory evacuation of all residences and businesses at *(time and date)*. The order is for all people living or working in storm-surge zones and flood plains. People living in mobile homes along the hurricanes projected track are also urged to find safe shelter since mobile homes are inherently unsafe in high winds.

People who live outside the storm-surge zone and flood plains should now be prepared to ride out the storm. Doors and windows should be boarded up or covered with storm shutters. All outdoor furniture, grills, lawn mowers and tools, bicycles, trash cans and other outdoor objects that could be blown about should be moved inside. Cars should be moved to a place of safety, such as a garage or carport.

Residents whose homes are not in the storm-surge zone or flood plain should seek shelter in an interior room, away from windows. Turn off all electrical appliances to minimize the effects of a power surge in case electrical service is interrupted. Listen to a batter powered radio or television for up to date information about Hurricane *(name)*.

# # #

NR-110B

BLOCKED.DOC

*(MAJOR EVACUATION ROUTE)* IS BLOCKED  
STATE ISSUES ALTERNATE ROUTE FOR EVACUEES

ATTENTION: RADIO STATIONS IN *(REGION)* NORTH CAROLINA  
\*\*\* PLEASE BROADCAST FREQUENTLY \*\*\*

DATELINE -- North Carolina Emergency Management/State Highway Patrol has received reports from the Department of Transportation that severe congestion exists along [*name roadways*]. Roads previously identified as evacuation routes are now blocked. Evacuees are urged to take these alternate routes to shelter:

In \_\_\_\_\_ County, evacuating motorists should take [*State road/street/etc.*]

# # #

NR-111B

TRAFFIC.DOC

NORTH CAROLINA ROADS ONE-WAY ONLY TO SPEED EVACUATIONS

ATTENTION: RADIO STATIONS IN *(REGION)* NORTH CAROLINA  
\*\*\* PLEASE BROADCAST FREQUENTLY\*\*\*

DATELINE -- As Hurricane *(name)* moves toward North Carolina, state emergency management officials are directing all traffic on *[list roads]* to evacuate out of *[southern, eastern]* North Carolina.

North Carolina Department of Transportation crews and the State Highway Patrol troopers are along *[list roads]* to assist local law enforcement with directing traffic, clearing traffic jams and barricading exit ramps. Motorists should obey all posted traffic signs and electronic message boards. Motorists experiencing car trouble should move their vehicles off the roadway and a law enforcement officer will be by to help them.

Traffic will be routed as follows:

*[list traffic routes]*

# # #



NR-112

REGION.DOC

*[REGIONAL]* SHELTERS OPEN TO EVACUEES FROM *[REGION]*

DATELINE -- Shelter locations are now available for residents leaving the *[region]* area. Residents traveling *[outline transportation route]*, can proceed to...

*[The following roadways remained blocked]*

No one should leave home unless they are evacuating the area. Extra vehicles traveling at this time will clog the roads and may cause accidents. Hurricane *[storm name]* is coming, and all residents should brace themselves in a protected area.

Businesses and stores should remain closed. Residents should gather supplies from their homes. It is too dangerous to go out at this time. Necessary supplies include clothing, bottled water, canned goods and non-perishable precooked foods, a change of clothes, important documents, flashlight and battery-powered radio, and prescription medicines.

# # #

NR-113

RAPIDLY.DOC

HURRICANE *[NAME]* COMING ASHORE RAPIDLY  
\*\*\* RESIDENTS ARE URGED TO SHELTER IN THEIR HOMES\*\*\*

DATELINE -- As Hurricane *[name]* approaches *[region]* North Carolina, residents who remain in their homes should take shelter in a lower interior room or hallway. Residents who are still on the highways should go to the closest shelter or refuge of last resort announced on your local radio station. Residents of mobile homes must also seek shelter immediately.

Barrier Island and coastal residents who failed to respond to the evacuation order must now seek the best available refuge in...*fill in possible locations.*

# # #

NR-114

EYE.DOC

EYE OF HURRICANE *[NAME]* TO PASS OVER *[REGION]* AT *[TIME]*

**DATELINE** -- The eye of Hurricane *[name]* is expected to pass through the *[region]* area at approximately *[range of time]*.

During this short period of calm, residents should remain indoors. Hurricane-force winds will resume suddenly after the eye passes over the area.

Residents should not leave their homes during the eye of the storm, unless their home has suffered severe damage and no longer provides safe shelter. This may be the only opportunity for a resident to seek a safe haven at a neighbor's home.

Local weather stations will alert residents when the danger has passed their area.

# # #

NR-115

IMPACT.DOC

HURRICANE *[NAME]* CROSSES STATE, XX NORTH CAROLINA MAY BE AFFECTED

**DATELINE** -- As Hurricane *[Name]* crosses the *[region]* of North Carolina, XX North Carolina counties are expected to feel its effects.

Emergency management officials, with the assistance of other state agencies, are poised to move into the impacted areas once the danger has passed.

The first teams to enter the area will be made up of federal, state and local emergency management officials. They will get a general picture of the damaged areas and recommend short-term actions necessary to save lives and protect property.

After the impacted areas have been inspected and cleared of dangers, such as damaged bridges/roads or falling structures, local officials will determine when it will be safe for residents to return to the area.

# # #

NR-116

GOVTCLOS.DOC

*(OFFICIAL) CLOSES (CITY / COUNTY) OFFICES IN (WATCH / WARNING)  
FOR [DAY& MORNING/AFTERNOON]*

**DATELINE** -- *(Name of Official)* has authorized the closing of government offices in the *(city / county name)* currently under a hurricane *[watch/warning]* for \_\_\_\_\_ day beginning *(time)*.

Government offices in the following locations are closed:

*[list cities-towns]*

*(City / County)* employees with emergency assignments should contact their supervisors and plan to work. All others who live or work in the counties listed above should go home and prepare for the hurricane. This closing affects the remainder of the workday on *(day/date)*.

Government employees should stay tuned to their local broadcast news for information regarding continued *(city - county)* office closings.

# # #

**BLUE SIGNS & MESSAGE BOARDS GUIDE EVACUEES**

**RALEIGH** -- Hurricane Evacuation Route signs mark the routes motorists need to follow when evacuating the coastal areas in the path of an approaching hurricane. Hundreds of the large round white-on-blue signs have been installed along North Carolina's coastal road network.

The two-foot in diameter signs designate the safest and quickest routes out of the coastal areas. The signs direct motorist away from the threatened coastal areas along major roadways, such as Interstates 40 and 95, U.S. Highway's 74, 17, 70, 64 and 158, to safer inland areas.

"Motorist need to watch for and follow these signs," said H. Douglas Hoell, director of N.C. Emergency Management. "They are predominantly displayed along the routes and at major intersections." The N.C. Department of Transportation (NCDOT) also has strategically placed lighted moving-message signs through-out coastal North Carolina. These lighted sign boards tell drivers which radio stations to tune to for information and shelter directions.

State Highway Patrol and NCDOT officials warn that travel in coastal areas may soon become impossible, as heavy rain and rising water flood roads. High winds may also force the closing of bridges leading from the barrier islands to the mainland.

Residents should plan to stay with friends or relatives outside the storm-surge zone or flood plains in the hurricane's projected path. Motels and hotels that are not in a flood plain or the storm-surge zone are also possibilities, but these may fill up quickly. As a last resort, people can go to one of the public shelters located in an inland county.

People evacuating the area should take their own three-day disaster supplies kit, since it may be at least that long before they will be able to return to their home.

###

**NR-118B**

**EVACSIGN.DOC**

**ATTENTION: RADIO STATIONS IN *(REGION)* NORTH CAROLINA  
\*\*\* PLEASE BROADCAST FREQUENTLY \*\*\***

**MOTORISTS URGED TO FOLLOW EVACUATION ROUTE SIGNS**

**DATELINE** -- Motorists leaving coastal North Carolina in advance of the approaching hurricane are asked to follow the blue and white Hurricane Evacuation Route signs. These signs lead away from areas of potential coastal flooding to safer inland areas. Stay tuned to local radio stations for more information on evacuation routes and emergency shelter locations.

# # #

NR-119

HIGHWIND.DOC

**PEOPLE IN MANUFACTURED HOUSING AND  
LOW-LYING AREAS NEED TO SEEK SHELTER**

**DATELINE** -- The State Emergency Response Team (SERT) is recommending that people in eastern North Carolina living in manufactured housing, trailers, campers or tents should seek safe shelter because of the danger of strong, damaging winds expected in advance of *(storm name)*. Drivers of tractor-trailer trucks, motor homes, delivery vans or busses are also urged to use extreme caution, as these vehicles may be blown over by strong wind gusts.

This area includes *(geographic area - counties or directions from major highway)*.

People living or working in low-lying areas, particularly near rivers and sounds, should move to higher ground prior to *(storm name)*'s arrival. *(Storm name)* is expected to produce a large storm surge, with flooding as much as *(height in feet)* above normal tides. Residents are warned that water can rise rapidly, cutting off escape to higher ground and safety.

# # #



NR-201

LIFTED.DOC

HURRICANE *[WATCH/WARNING]* LIFTED  
LOCAL OFFICIALS IMPLEMENT RE-ENTRY PLANS

**DATELINE** -- As the National Hurricane Center removes the Hurricane *[watch/warning]* for North Carolina residents, plans are being implemented to allow re-entry to the evacuated areas.

Evacuees should remain in a safe shelter until local officials notify them that they can re-enter the impacted areas. Residents of \_\_\_\_\_ counties who evacuated will be allowed to return to their homes *[time/day]*.

Residents must be prepared for major damage, especially along the coast. Downed trees and power lines are expected in all of the regions affected by the storm. Please be patient in dealing with this crisis. State and local officials are working around the clock to clean-up and stabilize the affected North Carolina counties.

# # #

NR-202

REENTER.DOC

RESIDENTS RE-ENTER *[AFFECTED /EVACUATED]* AREAS  
HEAVY SURF CONDITIONS EXPECTED OFF COAST

**DATELINE** -- The National Hurricane Center removed the hurricane *[watch/warning]* for North Carolina's \_\_\_\_\_ coast. Local officials will determine when evacuees will be able to return to their homes. High seas and small craft warnings remain in effect.

**Beaches Remain Dangerous, \_\_\_\_\_ Fatalities/Injuries Reported:** Residents and visitors are urged to exercise caution along the beach areas. Large swells and rip tides persist today and make surf conditions very dangerous. North Carolina reports *XX* fatalities associated with Hurricane *(name)*. *[Specific information on fatalities as warranted]*.

**Counties Shelter *XXX*:** *XX* county shelters hosted more than *XXX* evacuees last night. Counties will begin closing their shelters *[time frame]*.

**State Offices Open:** All state offices are open. Consult county emergency management officials for the latest information on county offices or schools that remain closed.

# # #

**NR-203**

**DONATE-COORD.DOC**

**DISASTER RELIEF DONATIONS MUST BE  
COORDINATED TO MEET PUBLIC NEED**

**RALEIGH** -- There continues to be an outpouring of people, business, and service organizations collecting and donating goods and services to assist victims and communities devastated by *(Name of Disaster)* in North Carolina.

The most useful form of assistance is financial donations. Make donations to well established, charitable organizations that are assisting the disaster relief effort. These donations will allow charitable organizations the flexibility to locally purchase items that are needed most, and, unlike material donations, financial contributions entail no additional costs.

It is important that prior to sending any relief items into the disaster stricken communities, donors should contact local or national relief organizations. Groups wishing to donate goods or services should contact a volunteer agency to establish the need and to make the necessary arrangements. Shipments that do not have a designated voluntary agency, a specified location, and a contact person create problems for distribution and storage.

The Donations Coordination Center, in conjunction with emergency operations, will match the donations with identified community needs. This will result in personnel, time, space, and finances being used effectively. The state Donations Coordination Center can be reached by calling toll-free 1-888-786-7601 between 8:00 a.m. and 5:00 p.m.

# # #

NR-204

DONATE-CALL2.DOC

TOLL-FREE HOTLINE WILL HELP COORDINATE DISASTER RELIEF

*Sending goods into a disaster area without coordinating with recognized voluntary agencies can cause confusion and possible disruption of emergency relief activities.*

**RALEIGH** -- Individuals, business and organizations wishing to help North Carolina's victims are urged to call the state Donation Coordination Center at 1-888-786-7601 before beginning any fund-raising, relief or volunteer efforts. The call is toll free.

The Donations Coordination Center, part of the North Carolina Emergency Operations Center, is staffed daily from 8:00 a.m. to 5:00 p.m. It links donors and volunteers with those people and communities in greatest need. Emergency management officials said coordinating charitable activities through the center will mean a more effective use of personnel, time, space and finances.

The most useful form of assistance continues to be financial donations, officials said. All donations should go to established charitable organizations involved in the disaster relief effort. Cash offers flexibility to purchase items locally and helps to jump-start the economies of hard-hit communities. Cash donations to recognized relief organizations are tax deductible.

Sample (Cleaning supplies - including brooms, plastic buckets, mops, rubber gloves, detergent - are in high demand. Bleach to sanitize residential water wells and bedding of all sizes also are needed. Random clothing donations are discouraged.)

If possible, church groups wishing to contribute to the relief effort are asked to contact directly denominational partners in the affected areas.

###

**NR-20**

**DONATION.DOC**

**WANT TO DONATE CASH, GOODS, OR SERVICES?  
PLEASE CALL DONATIONS HOT LINES FIRST**

**RALEIGH** -- There has been a generous outpouring of donated goods and services by the American public to the affected area of North Carolina, according to state and federal officials.

Donors are being asked to make their offers to various donations HOT LINES set up by the State of North Carolina and voluntary organizations.

- North Carolina Donation hotline:** 1-888-786-7601 (8 a.m. - 5 p.m.)
- American Red Cross:** 1-800-746-5463 for in-kind or material donations  
1-800-HELPNOW for cash donations
- Salvation Army:** 1-800-725-9005
- Adventist Community Services:** 1-800-253-3000
- United Methodist Committee on Relief:** 1-800-918-3000

While donated resources are vital to the many voluntary agencies, community-based nonprofit organizations and local governments attempting to meet the needs of victims, managing donations is necessary to control the flow of goods and services into the disaster areas, officials explained.

Uncontrolled shipments of donated goods could potentially place an undue burden on disaster operations and compete for scarce resources, such as warehouse space, manpower for unloading, and distribution.

Officials added that the donations list compiled daily by the North Carolina Donations Hotline is made available to all counties, city, and voluntary organizations requesting it. The North Carolina State Government does not receive, nor accept, cash or other donations directly.

###

**Note to County E.M. Coordinators: verify that these agencies are manning these phones before issuing this release.**

NR-206

CONSUMER.DOC

### BEWARE WHEN HIRING HOME REPAIR CONTRACTORS

**DATELINE** -- Local, state and federal disaster recovery officials are advising (*city - county*) residents who have storm-related damage to be careful when obtaining contracting services for clean-up and repairs.

“Scam artists are often ready to seize the opportunity to capitalize on the misfortune of others,” warns Richard H. Moore, secretary of Crime Control and Public Safety. The following is suggested to avoid problems:

**Use Reliable, Licensed Contractors:** Check with the local Better Business Bureau at the telephone number listed in local telephone books or the local business trades council to make sure the firm has no outstanding consumer complaints filed against it.

**Get a Written Estimate:** Be sure to obtain a written estimate for the job and read the fine print. Compare the services and prices of several reputable contractors before making a final decision. Deal locally if possible.

**Ask for References:** Call former customers who had similar work done to see if they were satisfied with the job.

**Proof of Insurance:** Make sure the contractor carries general liability insurance and workers compensation. If the contractor is not insured, the homeowner may be liable for accidents that occur on the property or to the house/building.

**Use Licensed Contractors:** If possible, use licensed contractors, ones with a permanent street address and who are listed in their local telephone directory.

**Obtain a Contract:** A complete contract will state the tasks to be performed and all associated costs. Never sign a blank contract or one with blank spaces. Make sure the agreement states who will apply for the necessary permits or licenses. Have a lawyer review the contract if substantial costs are involved.

**Written Guarantees:** Ask for a written guarantee stating who is responsible for equipment and materials.

**Pay by Check:** If possible, avoid on-the-spot cash payments; the safest route is to write a check made out to a contracting agency. Federal law requires a three-day “cooling off” period for unsolicited door-to-door sales of more than \$25.

**Canceling a Contract:** Canceling a contract should be done within three business days of signing. Be sure to follow the agreements stated in the cancellation clauses and send the notification by registered mail.

**Have Work Inspected:** If excavation work is being performed (e.g., sewers or basement walls) make sure a qualified inspector inspects the work before it is hidden from view to avoid similar problems in the future.

Consumers who have problems with a contractor or suspect they have been victims of fraud are urged to contact their local Better Business Bureau or the Attorney General’s Consumer Protection Section in Raleigh at 919-716-6000.

###

### FILING INSURANCE CLAIMS

**DATELINE** -- As residents continue to assess their damages from the recent devastating (*hurricane/tornado*) and begin to make repairs, many will need to contact their insurance companies. According to the N.C. Department of Insurance and the North Carolina Cooperative Extension Service, the following steps should be taken to file an insurance claim for damage to your home.

- Contact your insurance agent as quickly as possible and ask for instructions on what to do until your adjuster arrives.
- Begin preparing an inventory of personal property damaged or destroyed and take pictures of the damaged property.
- Protect your property from further damage. Your reasonable expenses to protect your property are part of the loss and are generally reimbursed by insurance companies. Keep all receipts.
- Do not have permanent repairs made until your insurance company has inspected the property and you have reached an agreement on the cost of repairs.
- If necessary, rent temporary shelter. If your home is uninhabitable, most homeowners' policies pay additional living expenses while your property is being repaired. Before renting temporary shelter, check with your insurance company or agent to determine what expenses will be reimbursed.
- You should review the settlement steps outlined in your policy. If you are dissatisfied with the proposed settlement offer, explain your position. If there is a significant difference between what the insurance company offers and what you believe you are entitled to, you may wish to submit the dispute to arbitration.

If you have questions about this process or need assistance, you can call the Consumer Services Division of the N.C. Department of Insurance at 1-800-546-5664, your county cooperative extension agent, or the N.C. Insurance News Service at 1-800-936-7475.

###

**Note to Editors:** More disaster information is available from EM's Internet site ([www.ncem.org](http://www.ncem.org))

NR-301

WATER.DOC

PUBLIC WATER MAY BE CONTAMINATED

DATELINE -- Resident of *(town/county)* are cautioned not to drink the public water without purifying it first. *{The sewer lines have been broken}* OR *{The water processing plant lost power for a short time}* causing the water treatment process to shut down. Until the system has been checked for contamination, the water is unsafe to drink.

There are two ways to clean your water. The first method, boiling, is the safest way to purify water. Bring water to a rolling boil for three to five minutes. Keep in mind that some of the water will evaporate, so boil more than is needed. Let the water cool before drinking it. To improve the boiled water taste, add oxygen to it by pouring it back and forth between two clean containers.

The second way to purify water is to use regular household bleach. **Scented and 'colorsafe' bleaches or bleaches with added cleaners are toxic and should not be used.** Add 16 drops of bleach per gallon of water, stir and let stand for 30 minutes. If the water does not have a slight bleach odor, repeat the dosage and let stand another 15 minutes.

These purification methods will work to decontaminate water for drinking, washing, and cooking. Please use them before drinking any public water that might be contaminated.

###



**NR-302**

**DRINKWAT.DOC**

**DRINKING WATER ADVISORY**

**DEADLINE** -- Local health officials are advising residents who receive their water from public or private wells to boil drinking water if the wells have been flooded or have lost electricity.

The Division of Environmental Health said that, while the water may be safe, flooding greatly increases the chance of contamination. Loss of pressure that occurs when a pump does not have electrical power also increases the chance of contamination.

Water used for drinking, cooking, making ice, brushing teeth and washing hands should be kept at a rolling boil for at least three minutes before use.

Residents should continue to boil their water until tests on samples taken since the last flooding or loss of electricity show the water is safe. Customers of public water systems should contact their utility or operator for information on the water quality. Private well users should contact their county health department for advice.

# # #

NR-303

BOILWATR.DOC

### BOIL WATER ADVISORY

**DATELINE** -- As a result of conditions created by Hurricane (*name*), some public water systems have not been able to maintain water service. If you receive water from a public water supply system and your water was off, the N.C. Division of Environmental Health advises you to boil all water intended for human consumption or to use bottled water.

Bring to a rolling boil for at least three minutes all water used for drinking, cooking, ice-making, hand washing and brushing teeth.

This advisory is a precaution and does not necessarily mean that contamination has been detected. The advisory shall remain in effect until additional information is issued by the Division.

If your private well was flooded, contact your local health department for advice.

This advisory applies to (*name counties*).

###

NR-304

LIFTWATER.DOC

(*COUNTY NAME*) DRINKING WATER ADVISORY RESCINDED

**DATELINE** -- Customers of public water systems in (*name*) County no longer need to boil water used for drinking and cooking.

The Division of Environmental Health has rescinded its (*date*) advisory. Tests on samples taken since (*weather event*) show no signs of contamination.

Residents who receive water from private wells that lost electricity or flooded should continue to boil their water until tests show it is again safe for human consumption.

###

### DISASTER CAUSES HEALTH CONCERNS

**DATELINE** -- Residents on private wells who lost power or whose wells were flooded should boil all water used for drinking, cooking, making ice, brushing teeth and washing hands at a rolling boil for at least three minutes. When water pressure is lost, or when surface water enters a well, the chance for contamination increases. Continue to boil water until tests show that the water is again safe for human consumption.

If your septic system has flooded, use **extreme** water conservation practices -- flush toilets only when necessary, take sponge baths and do not run water while brushing teeth, shaving or cooking. Contact your county health department before doing maintenance or repairs. Keep pets and children out of water standing over the septic system. If you must be around the system, wash your hands often. The system may not work until the water table has dropped below the septic tank. Large systems will not start working again until the operator has inspected and restarted them.

Heavy rains/flooding can create breeding areas for mosquitoes, increasing their numbers and the possibility of disease carried by the insects. Water collected in even the smallest containers or puddles provides places for mosquitoes to lay eggs and for the eggs to grow into adults. Residents should clean out birdbaths, clean gutters, and empty water from flower pot dishes, tires, buckets and any other containers.

When electricity is lost for several hours or days, frozen and refrigerated food may not be safe to eat. Food should keep in **unopened** refrigerators for 12 hours and in unopened freezers for 48 hours. Do not refreeze thawed food. Throw away all food that has been under flood waters, except canned food, but wash and sanitize the cans before opening. All food that cannot be saved should be double bagged and buried at least two-feet deep or stored in plastic garbage bags for regular garbage pick up.

Mold and fungi can grow in flooded buildings that do not dry out quickly. People living or working in buildings with wet carpet, walls, mattresses and furniture can develop health problems, such as allergies, trouble breathing and sneezing. Mold and fungi will grow as long as moisture is available. Wet items that cannot be dried should be thrown away.

# # #

### HEALTH & SAFETY IMPORTANT IN CLEAN-UP FOLLOWING (*EVENT*)

**DATELINE** - As people start cleaning up the mess left behind by (*event*), they need to take added steps to protect their own health and safety. This is especially true if the storm caused the loss of utilities (power, water and sewer service, natural gas) in many areas.

Residents who are on a community water system that lost pressure for any reason during or following the storm should NOT drink the water until the system has been checked and deemed safe for human consumption. If water from a community water system is cloudy, it should be strained through a clean cloth, then boiled for three to five minutes before being consumed.

People who use well water also need to take precautions. If the well head was covered by flood waters, it should be tested by public health officials, even if the pump still works. N.C. Public Health officials urge homeowners to contact the local health department and have their wells tested if they have any doubts about the water.

Here are some other health and safety tips from the North Carolina Emergency Management and N.C. Public Health divisions.

- Wear sturdy shoes and gloves when doing clean up work. Floodwater leaves behind slippery silt and mud that can result in injuries because of falls.
- Conserve water if your septic system floods.
- In warm weather, empty water out of birdbaths, tires, flowerpots and other containers.
- If the pilot light on your natural gas furnace, hot-water heater or stove goes out, have it relit by a professional service representative.

Assume everything touched by floodwater is contaminated and will have to be disinfected. Most clean up can be done with household cleaning products, but always read and follow label directions. Remember to frequently wash your hands during the clean up.

#### **Foods**

- Throw away food that has been without refrigeration for longer than two hours.
- Throw away boxed foods (cereals, crackers, pastas, etc.) that became wet. Remember, when in doubt, throw it out.
- Double bag spoiled food for regular disposal, or bury it at least two feet deep.

Walls, hard-surface floors and many other household surfaces should be cleaned with soap and water and disinfected with a solution of one cup bleach to five gallons of water. Be particularly careful to thoroughly disinfect surfaces that may come in contact with food, such as counter tops, pantry shelves, refrigerators, etc. and areas where small children play should also be carefully cleaned.

Wash all linens and clothing in hot water, or dry-clean them. For items that cannot be washed, such as mattresses and upholstered furniture, air-dry them in the sun and then spray them thoroughly with a disinfectant. Steam-clean all carpeting.

If there has been a backflow of sewage into the house, wear rubber boots and waterproof gloves during cleanup. Remove and discard contaminated household materials that cannot be disinfected, such as wall coverings, cloth, rugs and drywall.

Here are some additional cleaning tips:

- Always wear **waterproof gloves** when working with cleaning solutions.
- Apply cleaner and give it time to work before you mop or sponge it up.
- After cleaning a room or item, go over it again with disinfectant to kill germs and odor left by flood water.
- Tackle one room at a time. A two-bucket method is most effective: one bucket for the cleaning solution and a second for the rinse water.
- Rinse out sponge, mop or cleaning cloth in the rinse bucket.
- Replace rinse water frequently.
- Clean with non-sudsing household cleaners OR laundry detergent.
- Disinfect using household disinfectants, such as pine oil OR 1/4 cup (two ounces) of liquid chlorine bleach mixed in 1 gallon of water.
- Remove mildew with household mildew cleaner OR washing soda or trisodium phosphate (5 tablespoons per gallon of water) OR 1/4 cup (two ounces) of laundry bleach in one gallon of water.

**Cleaning Supplies Check List**

- Brooms, mops, brushes, sponges
- Buckets, hose
- Rubber gloves
- Rags
- Cleaning solutions
- Disinfectants
- Lubricating oil
- Trash bags
- Hair dryer

For more information on cleaning up following a flood or prolonged power outage, contact your local Emergency Management Office, Health Department or American Red Cross Chapter. On the Internet: [www.redcross.org](http://www.redcross.org) or [www.FEMA.gov](http://www.FEMA.gov).

###

**NR-307**

**MOSQRAIN.DOC**

**RAINY WEATHER MAY INCREASE MOSQUITO PROBLEMS**

**DATELINE** -- Recent heavy rains have created ideal conditions for increased mosquito breeding over most of the state (*or specific area*), causing a nuisance and raising the potential for the spread of diseases carried by these insects. Residents can help prevent mosquito problems by doing simple maintenance in their own yards.

Rainwater that collects in even the smallest containers or puddles provides a place for mosquitoes to lay eggs and for these eggs to grow into adults. It only takes a week for a mosquito to become fully grown, so water left even a short time will cause problems.

Residents should change birdbath water at least every week, fix leaking outdoor faucets, clean gutters, empty water from flower pot dishes and throw away yard trash that can collect water, especially old tires. Ponds should be kept clean and stocked with fish to eat the growing mosquitoes before they become adults.

Horse owners are reminded to get their horses vaccinated for Eastern Equine Encephalitis.

###

**NR-308**

**AFTER.DOC**

### **PUBLIC HEALTH TIPS FOR AFTER THE STORM**

**DATELINE** -- Surviving a storm is only half the battle. Take steps to stay safe and healthy following storms, especially ones that cause the loss of utilities - power, water and sewer service, natural gas.

- If you lose electricity, keep refrigerators and freezers closed.
- When doing repair work, wear sturdy shoes and gloves.
- Bury spoiled food two feet deep.
- Throw away food that has been without refrigeration for longer than two hours.
- Immediately eat food that has stayed cold in the refrigerator without electricity.
- Conserve water if your septic system floods.
- If your water system lost pressure, boil water for three to five minutes.
- If your private well flooded or lost electricity, boil water for three to five minutes.
- In warm weather, empty water out of birdbaths, tires, flowerpots and other containers.
- If the pilot light on your natural gas furnace, hot-water heater or stove goes out, have it relit by a professional service representative.

For more information about recovering from a disaster, contact your local Emergency Management Office, Health Department or American Red Cross Chapter.

###



**NR-309**

**BUGSNAKE.DOC**

### **RAINY WEATHER MAY BRING OUT BUGS AND SNAKES**

**DATELINE** -- Recent heavy rains have created ideal conditions for increased mosquito breeding over most of the state, causing a nuisance and raising the potential for the spread of diseases carried by these insects. Residents can help prevent mosquito problems by doing simple maintenance in their own yards.

Rainwater that collects in even the smallest containers or puddles provides a place for mosquitoes to lay eggs and for these eggs to grow into adults. It only takes a week for a mosquito to become fully grown, so water left even a short time will cause problems.

Residents should change birdbath water at least every week, fix leaking outdoor faucets, clean gutters, empty water from flower pot dishes and throw away yard trash that can collect water, especially old tires. Ponds should be kept clean and stocked with fish to eat the growing mosquitoes before they become adults.

Horse owners are reminded to get their horses vaccinated for Eastern Equine Encephalitis.

Mosquitoes aren't the only problem with creatures the rain has caused. Flooding of many eastern North Carolina rivers has led to an increase in the number of snakes in some areas. While many of these creatures are harmless, it is best to stay away from them at all times. If there is a significant snake population around your home contact your county's Animal Control Center. Do not try to remove the reptiles yourself.

# # #

**NR-310**

**SNAKES.DOC**

**FLOODING BRINGS OUT SNAKES**

**DATELINE** -- The massive flooding of the (*name*) River has lead to an increase in the number of snakes in many areas. While many of these creatures are harmless, it is best to stay away from them at all times. If there is a significant snake population around your home contact your county's Animal Control Center. Do not try to remove the reptiles yourself.

# # #

**NR-311**

**POSTSTRM.DOC**

**THE STORM HAS PASSED, BUT THE DANGER LINGERS**

**DATELINE** -- Just because the storm has passed doesn't mean the danger is over, according to Emergency Management officials. Between 1970 and 1998, most tropical storm related deaths were caused by drowning in freshwater in non-coastal counties. While the storm surge on the coast does tremendous damage to buildings, it's the flood water inland that claims the most lives - 316 in 29 years.

While it may be fun for children to play in the water after a storm, it's also very dangerous. Parents are urged keep their children out of creeks, streams and even street gutters following heavy rains. A small child can easily be swept into a culvert or storm drain by fast flowing water.

Even small creeks and streams can suddenly become raging torrents, sweeping away everything in their path. Safety officials point out that it only takes a few inches of moving water to sweep an adult off their feet.

Likewise, motorists should never try to drive into standing or moving water. Floodwater is deceptive, filled with silt and debris that can damage a vehicle's brakes, transmission and undercarriage. And there is no guarantee that the road that was there before the storm will still be there.

Moving water is the most dangerous. It takes less than two feet of water to float the average size car. According to National Weather Service statistics, 20 percent (105) of the people who were killed by tropical storms during those 29 years died in or while trying to abandon their cars.

###



This page left blank intentionally.

# TROOP A COASTAL REGION EVACUATION PLAN



**2007**

Revised: 27 March 2007

## **CONTENTS**

I.	General Information.....	3-6
II.	Communication Procedures.....	6-7
III.	Operation Information.....	7
IV.	Evacuation Routes.....	8-9
V.	Counties	
	1. Dare	
	2. Currituck	
	3. Bertie	
	4. Gates	
	5. Hertford	
	6. Pasquotank	
	7. Chowan	
	8. Perquimans	
	9. Camden	
	10. Beaufort	
	11. Washington	
	12. Tyrrell	
	13. Hyde	
	14. Pitt	
	15. Martin	
	16. Craven	
	17. Pamlico	
	18. Lenoir	
	19. Jones	
	20. Carteret	

## **TROOP A COASTAL REGION EVACUATION PLAN**

The following counties listed below are the twenty counties that comprise Troop A. Of those twenty four (Currituck, Dare, Hyde and Carteret) are coastal counties. The sixteen other counties have major East-West evacuation highways that are pertinent to the overall evacuation plan. The major evacuation route from North-South is US17.

- Dare and Currituck
- Hertford, Gates and Bertie
- Pasquotank, Chowan, Perquimans, Camden
- Beaufort, Washington, Tyrrell, Hyde
- Pitt and Martin
- Craven and Pamlico
- Lenoir and Jones
- Carteret

For each of the above counties, the following has been identified.

- Emergency Management Directors information, along with EOC
- Local Police Departments contact information and number of personnel
- County Sheriff's Departments contact information and number of personnel
- Local Hospitals for each county and contact information
- Local Emergency Weather Shelters for each county
- All NCDOT Facilities in each county complete with contact information
- Critical Roadways and Intersections along evacuation routes
- The number of personnel needed at each location (traffic post)
- The number of supervisory personnel needed in each county
- A description of each intersection and the responsibility of each member directing traffic
- Assistance needed from NCDOT, barricades, traffic cones, signs, message boards
- Demographics for each county normal vs. seasonal
- Specific county concerns and challenges along with alternate evacuation routes
- Alternate Fuel Resources and Locations
- Housing of Patrol Personnel



### Troop A Coastal Region Evacuation Personnel Needs

County	Post Identified	Troopers Needed	Supervisors Needed
Dare	8	11	
Currituck	6	7	
Carteret	9	18	
Hyde	2	3	
Camden	2	4	
Pasquotank	1	4	
Pamlico	3	5	
Craven	5	13	FLOATING
Jones	3	5	
Lenoir	3	9	
Tyrrell	1	3	
Washington	2	3	SUPERVISORS
Beaufort	0	9	
Chowan	0	3	
Perquimans	2	4	
Martin	2	6	
Pitt	2	5	
Bertie	3	6	
Gates	4	8	
Hertford	2	6	
<b>Total</b>	<b>60</b>	<b>132</b>	<b>15</b>

### Decision Process Guidelines for the Troop A Coastal Regional Evacuation

An estimated time of 14 to 18 hours is needed to complete evacuations from immediate coastal counties of Dare, Currituck, and Carteret as well as Ocracoke Island.

- **The decision for evacuation will be the responsibility of each individual county.**
- District First Sergeants will maintain constant communication with the local Emergency Management Director and participate in the decision to evacuate when requested.
- As a general rule, the threat of a Category III Hurricane or greater, the District First Sergeants should begin the decision process in planning for evacuation of effected counties. , i.e., manpower, lodging, meals

### Actions- Pre-Evacuation Process

- The Troop A Commander (or designee) will participate in each Eastern Regional Conference call at 6:00 a.m. and every 6 hours until the threat has passed or the evacuation plan implemented.
- District First Sergeants will participate in local briefings held by the County EM Director and report evacuation concerns to the Troop A Commander (or designee).
- District First Sergeants will communicate with the Sheriff and local police agencies to coordinate any assistance they may provide during the evacuation.
- Topics to cover locally are; forecast onset of tropical storm winds and/or hurricane force winds, volume of traffic expected to evacuate, time evacuation may begin, resources needed (local & state), and any actions needed by Troop A during the next six (6) hour period.

- Troop A Commander will communicate with the State EOC (Patrol Member) and/or Field Operations Major after each conference call to discuss the potential of evacuation and the deployment of personnel.
- Upon reaching a consensus for a county to evacuate, the District First Sergeant shall immediately pass that information to the Troop Commander, and the Troop Commander to the EOC and Field Operations Major.
- The District First Sergeant shall immediately notify the local NCDOT officials for assistance.
- When approved for evacuation, Patrol personnel will disseminate the decision and its execution time to local respective organizations providing assistance.

### **Actions during Evacuation**

- At the beginning of the evacuation, conference calls will be conducted every 4 hours with the District First Sergeant to determine the following: evacuation status, problems encountered, and other actions needed, potential ending time.
- SHP will man each post identified in priority order at the beginning of the evacuation and remain on post until relieved by the District First Sergeant.
- The US70 Rest Area in Craven County will be utilized as the staging area for personnel and/or resources if needed for the southern part of Troop A. US64 Business in Martin County at the SHP Communications Center in Williamston will be utilized as the staging area for personnel and/or resources if needed for the northern part of Troop A.
- Wreckers Services on SHP Rotation will be utilized for quick clearance. Troopers familiar with the area may make a Trooper's request for nearest wrecker.
- The local county EOC shall be manned as feasible with a District Supervisor (or designee) and will be utilized as the Command Post for each county's evacuation.

### **Action- Termination**

- Termination of Traffic post to allow members to seek shelter is recommended a minimum of 1 hour before sunset or when sustained winds reach 35 mph which ever occurs first by the district First Sergeant or designee.
- SHP will recommend termination of traffic post assignments when the traffic levels or other hazardous circumstances warrant. (At the discretion of Troop Commander with consultation with Fields Ops. Major)

### **Supplementary Guidance**

- The decision to evacuate is a county responsibility.
- The 800 VIPER communication systems should provide effective and continuous communications between agencies and the Patrol which is critical for a safe and successful execution of the evacuation plan.
- Evacuation Operations should be conducted during daylight hours when at all possible.
- NCDOT should stage equipment in its local/division yards 24 hours prior to the implementation of the evacuation plan.
- SHP personnel and resources will be drawn from outside the local county, however; fire, rescue and ambulance resources will be drawn from the local county agencies within the threat area. Local EM coordinators have identified those resources and will make assignments and coordinate their mobilization.

- District First Sergeants in the effected areas should attend any local control group meetings prior to hurricane season each year to update contact information and make any necessary modifications to the plan or decision process.

## **Troop A Coastal Regional Evacuation Responsibilities**

### **NC DOT Dynamic Signs**

1. 15 signs utilized
2. Preplanned locations
3. Preplanned messages
4. Remove before severe conditions
5. Redeploy for reentry

### **DOT Traffic Control Plans**

- Loaded traffic control trailers on stand by
- Crews assigned to implement and maintain
  
- NCDOT will be responsible for providing all barricades and signs related to the evacuation. This will include placing them in position prior to the beginning of the evacuation and removing them at the conclusion.
- NCSHP will be responsible for ensuring that the evacuation lanes are clear of all traffic and all abandoned vehicles have been removed from the WEST bound lanes of NC 168, US 158, US 64, US 264, US 70 at the beginning of the evacuation.
- NCSHP (local district members) will be responsible for investigating all collisions and assist disabled motorists that occur on US64 to Edgecombe County, US 264 to Wilson County, US158 to Northampton, NC 168 to Virginia Border, US 70 to Wayne County.
- NCSHP will be responsible for recommending termination of the evacuation when traffic volume and/or other circumstances warrant.

### **Communications Procedures: Troop A Coastal Regional Evacuation Plan**

- The Troop A Evacuation plan calls for all Troopers assigned to the event to utilize 800MHz radios to communicate with each other, the Command Post, and local police agencies as much as possible.
- To conduct this exercise the plan is to utilize the Patrol's existing radio communications, both low band and 800MHz radios. The 800MHz (VIPER) radio system is now operational in each of the effected counties of the evacuation plan. The Patrol will utilize each county EOC as a command post with the supervisor on duty having access to an 800MHz radio.
- All members assigned to this event should be issued 800MHz radios programmed with Troop A Common 2 Channels. Twenty Five (25) spare 800MHz radios will be available for issue to members for the duration of this assignment. Field Operations will be responsible to contact TSU in Raleigh to ensure the necessary number of 800MHz radios are available to forward to the staging area for the assignment.
- All communications will be conducted between the local command post and the troopers on Troop A Common 1 on 800MHz with Troop A Common 2 being utilized as a backup. Channel 19 low band, frequency 42.20MHz will be a secondary backup.
- The channels normally worked by local cars assigned to the districts in the Coastal Region area are as follows:

County Assigned	Communications Center	Low Band Channel	Frequency (mhz)
Dare	Williamston	17/ 18	42.720/42.920 Station
Currituck	Williamston	17/18	42.720/42.920 Station
Carteret	Williamston	7/8	42.760/42.640 Station
Hyde	Williamston	17/18	42.720/42.920 Station
Camden	Williamston	9/10	42.700/42.500 Station
Pasquotank	Williamston	9/10	42.700/42.500 Station
Pamlico	Williamston	7/8	42.760/42.640 Station
Craven	Williamston	7/8	42.760/42.640 Station
Jones	Williamston	7/8	42.760/42.640 Station
Lenoir	Williamston	7/8	42.760/42.640 Station
Tyrrell	Williamston	17/18	42.720/42.920 Station
Washington	Williamston	17/18	42.720/42.920 Station
Beaufort	Williamston	17/18	42.720/42.920 Station
Chowan	Williamston	9/10	42.700/42.500 Station
Perquimans	Williamston	9/10	42.700/42.500 Station
Martin	Williamston	1/2	42.780/42.620 Station
Pitt	Williamston	1/2	42.780/42.620 Station
Bertie	Williamston	9/10	42.700/42.500 Station
Gates	Williamston	9/10	42.700/42.500 Station
Hertford	Williamston	9/10	42.700/42.500 Station

### Command and Control

- An NCSHP Supervisor will serve as the Officer in Charge from the local EOC Center during the entire evacuation process.
- Troop A Executive Officers will be assigned to effected counties and will command this operation from either a local District Office or a local county EOC Center.
- Troop A Executive Officers will be responsible for briefing the Supervisors and all personnel who will be assisting with traffic control in their assigned area of responsibility. A backup briefing location may be the US70 Rest Area in Craven County. US64 Business in Martin County at the SHP Communications Center in Williamston may also be utilized as a back up briefing location.
- Troop A Executive Offices will meet with Supervisors of incoming personnel for briefing concerning post assignments, relief personnel, fuel, and lodging.

**You can see the key evacuation routes highlighted on the map** *(next page)*

- NC 168
- US 158
- US 64
- US 264
- US 70
- NC 58



### Evacuation Population Figures

- Dare County – Residents (34,000) / Tourists (300,000)
- Currituck County – Residents (23,000) / Tourists (50,000)
- Ocracoke Island – Residents (1,000) / Tourists (14,000)
- Carteret County – Residents (70,000) / Tourists (150,000)

### DOT Ferry Division

DOT Ferry division is an intricate part in support for the evacuation of Ocracoke Island. This ferry division is the only connection anyone has to this island. Emergency landings are ready if Herbert G. Bonner Bridge becomes impassable. A Hatteras class ferry can run 30 cars in about 40 minutes. The Sound class ferry can hold from 35-50 cars yet it takes 2.5 hours to complete its trip.

## Major Bridges on Evacuation Routes

*Bridges two miles + in length include:*

- Alligator River (US 64) Tyrrell/Dare Co.
- Virginia Dare (US 64) Dare Co.
- Wright Memorial (US 158) Dare/Currituck
- Bonner Bridge (NC 12) Dare Co.
- Neuse River (US 17) Craven Co.

# Dare County



## Dare

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
N.H. "Sandy" Sanderson		(252) 475-5656	(252) 473-2799

**Local Law Enforcement Agencies:**

	Contact	Phone Number
Dare County Sheriffs Office	Sheriff Rodney Midgett	(252) 473-5980
Duck Police Department	Chief Dale Hamilton	(252) 261-1112
Southern Shores Police Department	Chief David Kole	(252) 261-3331
Kitty Hawk Police Department	Chief David Ward	(252) 261-3895
Kill Devil Hills Police Department	Chief Ray Davis	(252) 449-5337
Nags Head Police Department	Chief Wayne Byrum	(252) 441-6386
Manteo Police Department	Chief Francis D'Ambra	(252) 473-2069

**Local Hospitals for Dare County:**

	Contact	Phone Number
Outer Banks Hospital	Laura Cane	(252) 449-5600
Health East Medical Center - Hatteras	Barbara Adams	(252) 986-2756 Day (252) 986-1148 Night
Health East Medical Center - Avon	Barbara Adams	(252) 995-3073 Day (252) 995-6503 Night
Island Medical Center	Janet Jarrett	(252) 473-2500
Regional Medical Center	Janet Jarrett	(252) 261 9000

**Local Shelters for Dare County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Dare County:**

Contact	Title	Phone Number
Anthony Roper	Division Engineer (Dare/Currituck)	(252) 482-7977
W.A. Russell	Maintenance (Dare/Currituck))	(252) 453-2721

**Fuel Needs:**

**A-1**

1. Troop A, District 1 has no fuel pump at the District Office. Fuel may be obtained at one of two Department of Transportation facilities in the District. In Dare County, the facility is located off of U.S. 64 in Manteo.
2. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially, if available, by using the Voyager Card, which will be in the possession of a District Supervisor.



## Troop A Alternate Fuel Facility Locations

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A District 1	7/11 - Barco	3948 Caratoke Highway, Currituck, NC 27954	(252) 453-2805
Troop A District 1	7/11 – Kitty Hawk	3868 North Croatan Highway, Kitty Hawk, NC 27949	(252) 261-4733

### Evacuation Routes

– US158      -US64      -NC12

### Dare County Information continued:

- **Post 1- US158 & Welcome Center - Kitty Hawk (2 Troopers)**  
Traffic Light - Will merge the northbound US158 traffic and the southbound NC12 traffic from Corolla and direct it west on US158 into Currituck Co.
- **Post 2 - US158 & NC12 - Whalebone (1 Trooper)**  
Traffic Lights - Assisted by local agencies, traffic may be directed north on US158 or west on US64.
- **Post 3 - US64 & NC345 - Manteo (2 Troopers)**  
Traffic Lights - Assisted by local agencies, direct traffic west on US64
- **Post 4 - US64 & Manns Harbor (2 Troopers)**  
Caution Lights - Direct traffic west on US64
- **Post 5 - NC12 & Kitty Hawk Exxon (1 Trooper)**  
Traffic Light - Direct northbound traffic north to US158 and southbound traffic south to NC12
- **Post 6 - Hatteras Ferry Dock (1 Trooper)**  
Monitor/Assist
- **Post 7 - Ocracoke Ferry Dock (1 Trooper)**  
Monitor/Assist
- **Post 8 - US158 & Woods Road - Kitty Hawk (1 Trooper)**  
Traffic Light - Assisted by local agencies, direct traffic onto US158

### Dare County / Concerns - Challenges

- NC12 from Hatteras is a two lane roadway subject to flooding and possible washouts
- Hatteras Ferry is key to evacuation

- Herbert G. Bonner Bridge is the only bridge connecting Hatteras Island to the mainland. In the event it becomes impassable emergency ferry docks are in place in Rodanthe and Stumpy Point
- Much of the evacuation routes are two lanes
- Volume of traffic lights in the event of a power outage
- Flooding in low-lying areas
- If the Virginia-Dare or Alligator River Bridge becomes impassable
- Communication issues

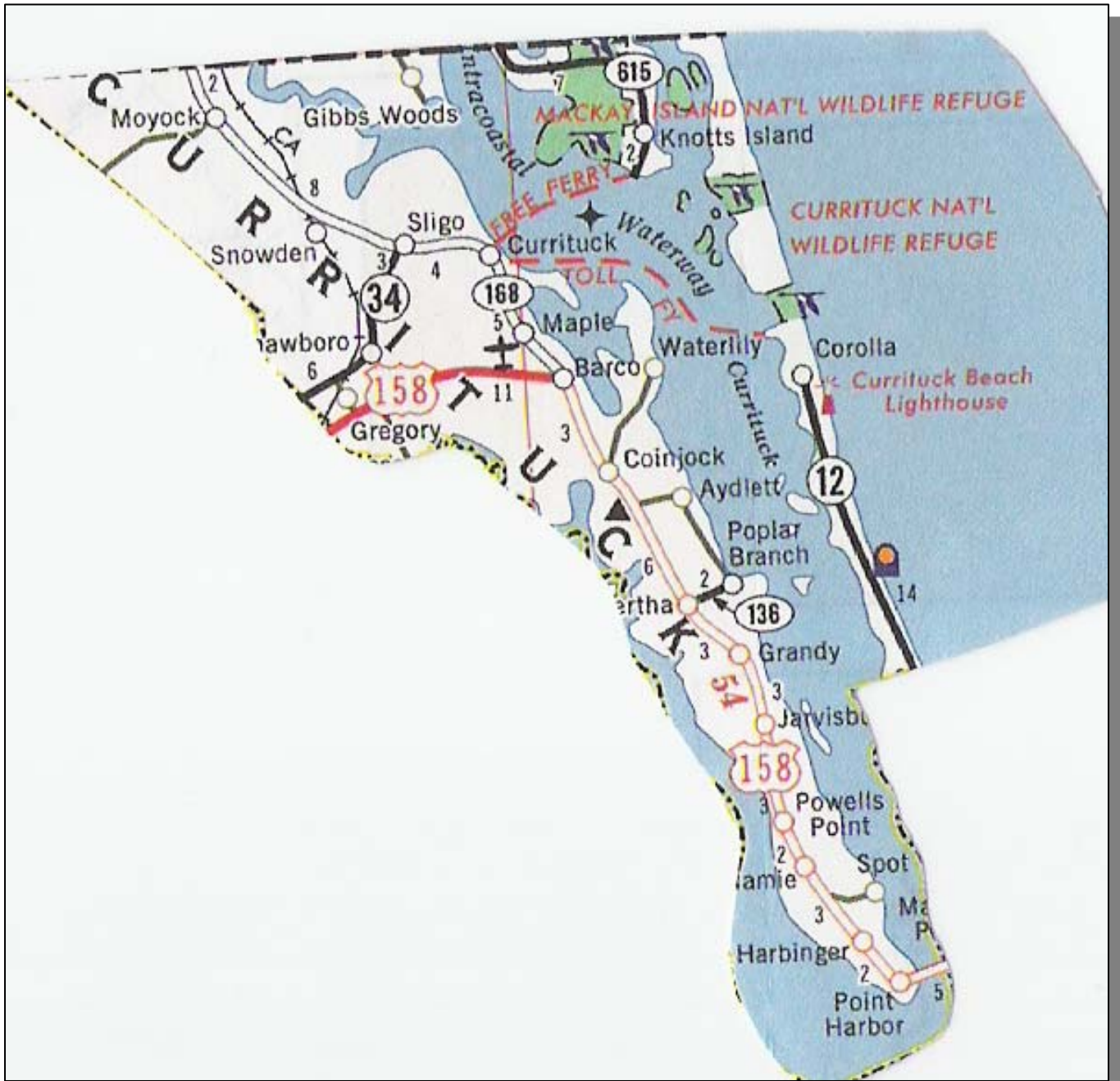
## **Lodging Locations:**

### **A-1:**

Roanoke Island Festival Park Housing in Manteo

Any Trooper working the Currituck County posts may have to be housed in Elizabeth City or travel back to their duty stations.

# Currituck County



## Currituck

Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Stanley Griggs		(252) 232-2115	(252) 232-2750

### Local Law Enforcement Agencies:

	Contact	Phone Number
Currituck County Sheriffs Office	Sheriff	(252) 453-8204

### Local Hospitals for Currituck County: None

### Local Shelters for Currituck County:

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

### NCDOT Facility Information for Currituck County:

Contact	Title	PhoneNumber
Anthony Roper	Division Engineer (Dare/Currituck)	(252) 482-7977

### Fuel Needs:

#### A-1

1. Troop A, District 1 has no fuel pump at the District Office. Fuel may be obtained at one of two Department of Transportation facilities in the District. In Currituck County, fuel may be obtained at the Department of Transportation Bridge Maintenance facility located off of U.S. 158 in Harbinger.

2. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially, if available, by using the Voyager Card, which will be in the possession of a District Supervisor.

## Troop A

### Alternate Fuel Facility Locations

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A District 1	7/11 - Barco	3948 Caratoke Highway, Currituck, NC 27954	(252) 453-2805
Troop A District 1	7/11 – Kitty Hawk	3868 North Croatan Highway, Kitty Hawk, NC 27949	(252) 261-4733

### Evacuation Routes

- US158
- NC168
- NC12
- **Post 1 - US158 & NC168 (Barco) (2 Trp)**  
Traffic Lights - Assisted by local agencies, will allow traffic to flow at the evacuee's discretion. If traffic backs to the Coinjock area a 50/50 percent split in traffic flow onto US158 & NC168. If "Barco Diversion" is activated, all traffic will be directed west onto US158.

### "Barco" Diversion Plan

- Use if backup in Chesapeake on 168

- Motorists get route choice as possible
- US 158W via Eliz. City or US 17 N
- US 17 N and VA 168 use I-64 ramps in Chesapeake (could be bottlenecks)
  
- **Post 2 - US158 & Grandy (1 Trooper)**  
Traffic Light - Direct traffic north on NC168
  
- **Post 3 - NC168 & Sligo (1 Trooper)**  
Traffic Light - Direct traffic north on NC168
  
- **Post 4 - NC168 & Moyock 3 (1 Troopers)**  
Traffic Light - Direct traffic north on NC168
  
- **Post 5 - NC168 & Moyock 1 (1 Trooper)**  
Traffic Light - Direct traffic north on NC168
  
- **Post 6 - NC168 & Moyock 2 (1 Trooper)**  
Traffic Light - Direct traffic north on NC168

### **Currituck County / Concerns - Challenges**

- NC12 evacuation from Corolla is two lanes and has a history of congestion
- Co-ordination with Virginia authorities is vital to ensure constant traffic flow northbound on NC168
- Implementation of the “Barco Diversion”
- Volume of traffic lights in the event of a power outage
- Western US158 is a two lane route
- Volume of traffic lights in the event of a power outage
- Flooding in low-lying areas
- If the Wright Memorial Bridge becomes impassable
- Communication issues

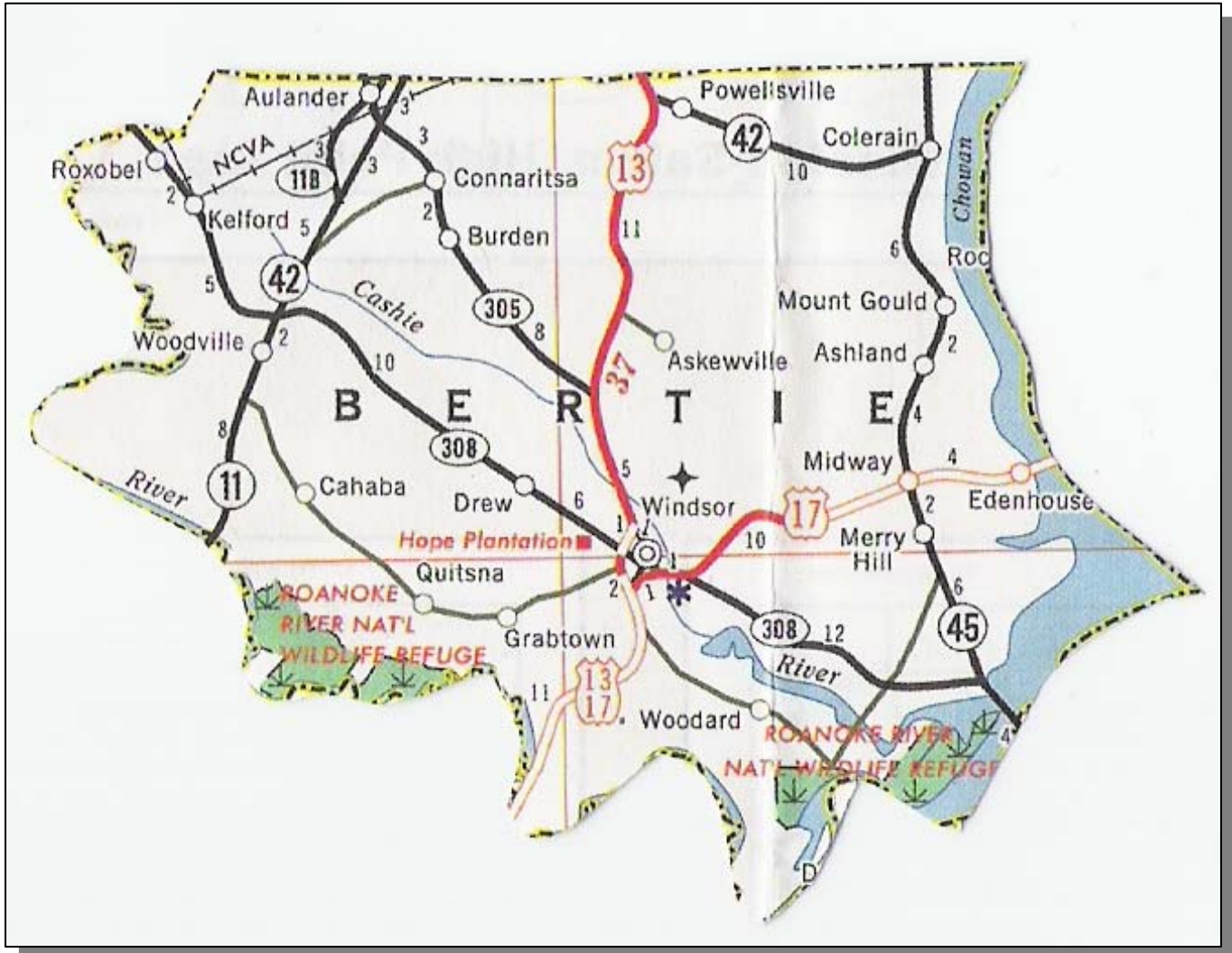
### **Lodging Locations:**

#### **A-1:**

Roanoke Island Festival Park Housing in Manteo

Any Trooper working the Currituck County posts may have to be housed in Elizabeth City or travel back to their duty stations.

# Bertie County



## Bertie

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Ricky Freeman	106 Dundee St. Windsor, NC 27883	(252) 794-5302	(252) 232-2750

### Local Law Enforcement Departments:

	Contact	Phone Number
Bertie County Sheriffs Office	Sheriff C. Gregory Atkins	(252) 794-5330
Windsor Police Department	Chief Rodney Hoggard	(252) 794-3111
Aulander Police Department	Chief	(252) 345-3181
Lewiston Police Department	Chief	(252) 348-2499

### Local Hospitals for Bertie County:

	Contact	Phone Number
Bertie Memorial Hospital	Pat Taylor	(252) 794-6600

### Local Shelters for Bertie County:

Shelter Site	Address	Phone Number
Colerain Elementary School	202 Academy St., Colerain, NC 27924	(252) 356-4714
West Bertie Elementary School	3734 Governor's Rd., Kelford, NC 27847	(252) 344-2650
South Western Middle School	819 Governor's Rd., Windsor, NC 27983	(252) 794-2358

### NCDOT Facility Information for Bertie County:

Contact	Title	Phone Number
C.W. Bridgers	Division Engineer	(252) 332-4021

### Fuel Needs:

#### A-2

1. Fuel may be obtained at the Troop A, District 2 Office.
2. In the event the power is lost at the District Office, fuel may be obtained at the Department of Transportation Facility on Modlin Road in Union.
3. In an emergency situation where fuel cannot be obtained at either of the above mentioned locations, fuel may be obtain commercially, if available, by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

### Troop A Alternate Fuel Facility Locations

Troop A	Name of Station	Physical Street	Phone Number
Troop A District 2	Duck-Thru Fuel	401 NC 561 West,	(252) 332-2221
Troop A District 2	Duck-Thru Food	109 US 13 By-Pass,	(252) 794-3014

#### Evacuation Routes

- US17
- US13
- NC45
- **Post 1 - US17 & NC45 Midway (2 Troopers)**  
Traffic Light - Direct traffic onto US17
- **Post 2 - US17 & King St. Windsor (2 Troopers)**  
Traffic Light – Expedite traffic flow on US17

- **Post 3 - US17 & US13 Windsor (2 Troopers)**  
Expedite traffic flow and discretion of the evacuees

### **Bertie County / Concerns - Challenges**

- Section of US17 through Windsor is two lane
- Flooding in low-lying areas
- Communications issues
- No housing for personnel

### **Lodging Locations:**

#### **A-2:**

Ahoskie Inn

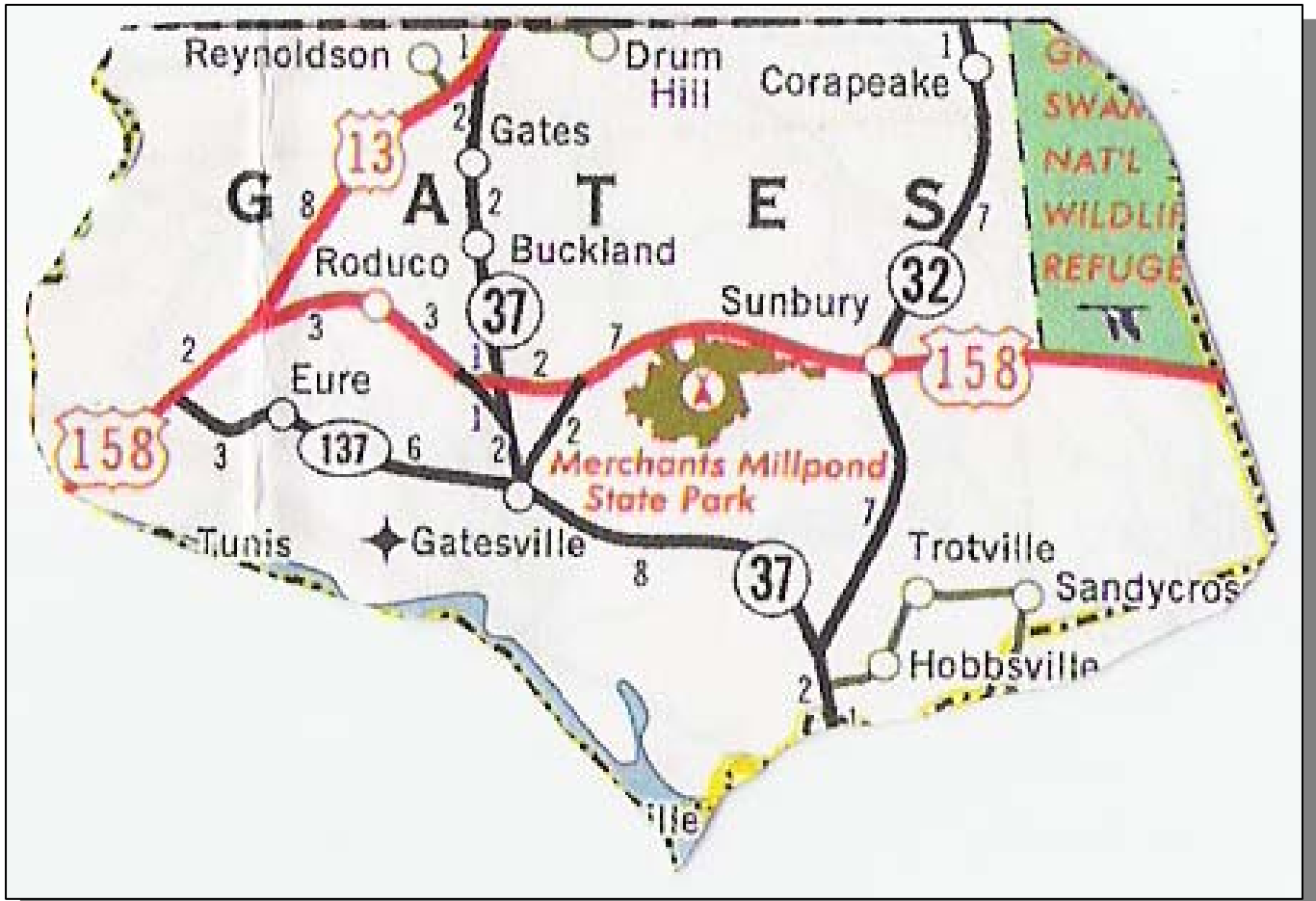
Brownie Morgan-Herbin

(252) 332-4165

(252) 332-1632 (Fax)



# Gates County



## Gates

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Wendy Noble	Gatesville, NC 27938	(252) 357-9972	(252) 357-4131

### Local Law Enforcement Agencies:

	Contact	Phone Number
Gates County Sheriffs Office	Sheriff Edward .E. Webb	(252) 357-0210

**Local Hospitals for Gates County:** None

### Local Shelters for Gates County:

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

### NCDOT Facility Information for Gates County:

Contact	Title	Phone Number
C.W. Bridgers	Division Engineer	(252) 332-4021

### Fuel Needs:

#### A-2

1. Fuel may be obtained at the Troop A, District 2 Office.
2. In the event the power is lost at the District Office, fuel may be obtained at the Department of Transportation Facility on Modlin Road in Union.
3. In an emergency situation where fuel cannot be obtained at either of the above mentioned locations, fuel may be obtain commercially, if available, by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

## Troop A

### Alternate Fuel Facility Locations

Troop A	Name of	Physical Street Address	Phone Number
Troop A District 2	Duck-Thru Fuel Stop	401 NC 561 West, Ahoskie, NC 27910	(252) 332-2221
Troop A District 2	Duck-Thru Food Store #9	109 US 13 By-Pass, Windsor, NC 27983	(252) 794-3014

### Evacuation Routes

- US158
  - NC32
  - NC37
  - US13
  - NC137
- **Post 1 - US158 & US13 Tarheel (2 Troopers)**  
Direct traffic west to US158
  - **Post 2 - US158 & NC32 Sunbury (2 Troopers)**  
Traffic Light - Direct traffic west on US158
  - **Post 3 - US13 & NC137 Eure (2 Troopers)**  
Caution Light - Direct traffic north or south on US13

- **Post 4 - US158 & NC37 Gates (2 Troopers)**  
Caution Light - Direct traffic west on US158

### **Gates County / Concerns - Challenges**

- Evacuation routes are two lane
- Flooding in low-lying areas
- Communications issues
- No housing for personnel

### **Lodging Locations:**

#### **A-2:**

Ahoskie Inn

Brownie Morgan-Herbin

(252) 332-4165

(252) 332-1632 (Fax)



# Hertford County

## Hertford

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Charles B. Jones	102 Industrial Park Rd., Winton, NC 27986	(252) 358-7861	(252) 358-7849

### Local Law Enforcement Agencies:

	Contact	Phone Number
Hertford County Sheriffs Office	Sheriff Juan Vaughan	(252) 358-7800
Ahoskie Police Department	Chief Troy Fitzhugh	(252) 332-5011
Murfreesboro Police Department	Chief Darrel Rowe	(252) 398-4151
Winton Police Department	Chief	(252) 358-1033

**Local Hospitals for Hertford County:**

	Contact	Phone Number
Roanoke Chowan Hospital	Barbara Barrett	(252) 209-3000 (252) 209-3385 ext.3166

**Local Shelters for Hertford County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Hertford County:**

Contact	Title	Phone Number
C.W. Bridgers	Division Engineer	(252) 332-4021

**Fuel Needs:**

A-2

1. Fuel may be obtained at the Troop A, District 2 Office.
2. In the event the power is lost at the District Office, fuel may be obtained at the Department of Transportation Facility on Modlin Road in Union.
3. In an emergency situation where fuel cannot be obtained at either of the above mentioned locations, fuel may be obtain commercially, if available, by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

**Troop A****Alternate Fuel Facility Locations**

Troop A	Name of	Physical Street Address	Phone Number
Troop A District 2	Duck-Thru Fuel Stop	401 NC 561 West, Ahoskie, NC 27910	(252) 332-2221
Troop A District 2	Duck-Thru Food Store #9	109 US 13 By-Pass, Windsor, NC 27983	(252) 794-3014

## Evacuation Routes

- US158
- NC11
- US13
- NC45
- **Post 1 - US158 & US13 & NC45 Winton (4 Troopers.)**  
Traffic Light - Direct traffic west on US158

- **Post 2 - US158 & NC11 Murfreesboro (2 Troopers.)**  
Traffic Light - Direct traffic west on US158

### **Hertford County / Concerns – Challenges**

- US158 & NC45 are two lane routes
- Communications issues

### **Lodging Locations:**

#### **A-2:**

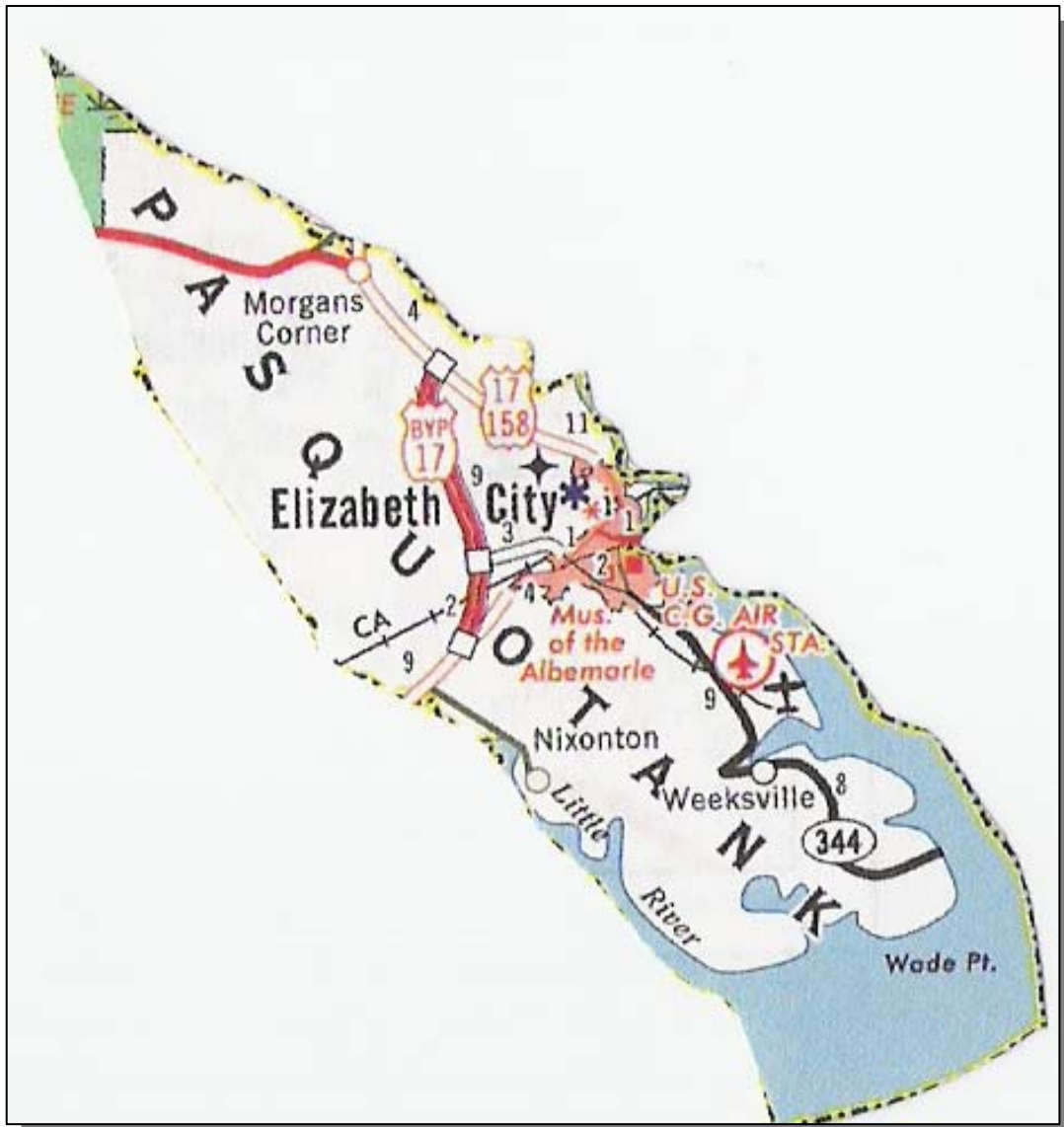
Ahoskie Inn

Brownie Morgan-Herbin

(252) 332-4165

(252) 332-1632 (Fax)

# Pasquotank County



## Pasquotank

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Kristy Saunders		(252) 335-4444	(252) 355-1777

### Local Law Enforcement Agencies:

	Contact	Phone Number
Pasquotank County Sheriffs Office	Sheriff Randy Cartwright	(252) 338-2191
Elizabeth City Police Department	Chief G.F. Koch	(252) 335-4321

**Military Contacts: Elizabeth City**

**U. S. Coast Guard  
Base Commander**  
252-335-6537

**Captain Mark Rose  
Search and Rescue**  
252-335-6366

**Chief Midgette  
Base Security**  
252-335-6855

**Chief Gary Buller  
Base Fire Station**  
252-335-6023

**Local Hospitals for Pasquotank County:**

	Contact	Phone Number
Albemarle Hospital	Sharon Tanner President	(252) 384-4065

**Local Shelters for Pasquotank County:**

K. E. White building Located on East Halstead Avenue and is near the Elizabeth City State University. Northside Elementary School is the other shelter and it is located on Northside Road. Northside Road is along US-17 a short distance north of Elizabeth City.

**NCDOT Facility Information for Pasquotank County:**

Contact	Title	Phone Number
Gretchen Byrum	District Engineer	(252) 331-4737
Darryl Wilkins	Maintenance	(252) 331-4778

**Fuel Needs:**

**A-3**

Camden, Pasquotank - There are two state owned fuel facilities in the county and both are equipped with generator electric power. One is located at the Highway Patrol District Office located on US-17 south of Elizabeth City. The other is at the Department of Transportation office located on US-17 north of Elizabeth City.

**Troop A  
Alternate Fuel Facility Locations**

Troop A	Name of	Physical Street Address	Phone Number
Troop A District 3	Trade Wilco	1129 N. Broad Street, Elizabeth City, NC 27909	(252) 333-1606
Troop A District 3	Trade Wilco	1200 US Hwy. 17 South, Elizabeth City, NC 27909	(252) 338-8535



**Evacuation Routes**

- US17
- US158
  
- **Post 1 - US17 & 158 Morgans Corner (4 Trp)**  
Traffic Lights – Evacuees discretion to travel west on US158 or south on US17

**Pasquotank County / Concerns - Challenges**

- Flooding in low-lying areas
- Communications issues
- No housing for personnel

**Lodging Locations:**

**A-3:**

Microtel Inns and Suites

848 Halstead Blvd.

Elizabeth City, NC 27909

252-331-7751

Contact: Brent Meads, Manager

Hampton Inn

115 Hampton Drive

Edenton, NC 27932

252-482-3500 Voice

252-482-3504 Fax

Contact: Katrina Barnes

Hampton Inn

402 Halstead Blvd.

Elizabeth City, NC 27909

752-333-1800

Contact: Amelia Midgett, Assistant Manger

NC National Guard Armory

739 Soundside Road

Edenton, NC 27932

252-482-2521

Contact: Sergeant First Class Garry Fikes

NC National Guard Armory

600 Westover Street

Elizabeth City, NC 27909

252-335-5780

Contact: Sergeant First Class Gary Fikes at  
252-482-2521

Super Eight Motel

501 Virginia Road

Edenton, NC 27932

Contact: Yvette Ferebee, Manager

Super Eight Motel

501 Virginia Road

Edenton, NC 27932

Contact: Yvette Ferebee, Manager

NC National Guard Armory

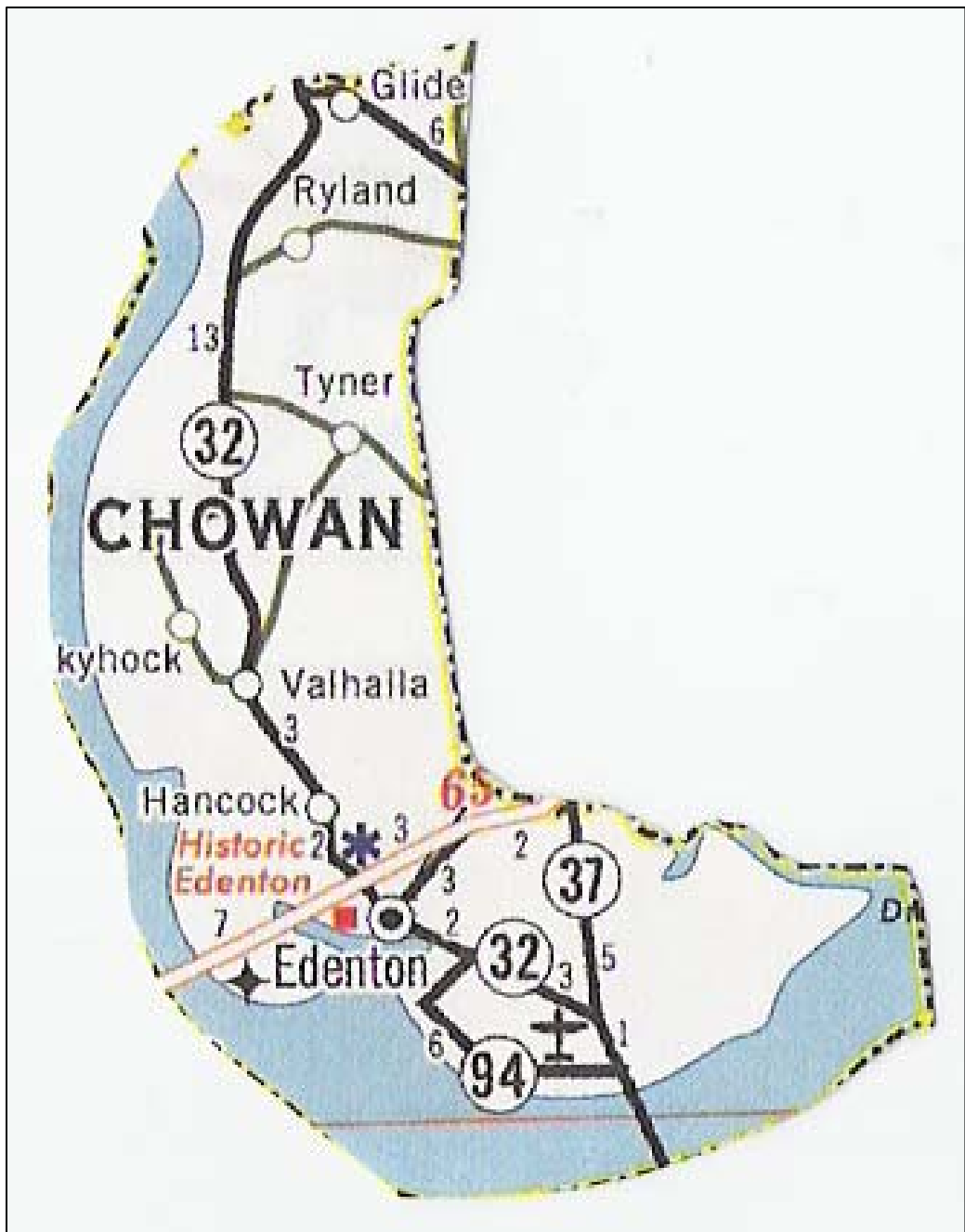
739 Soundside Road

Edenton, NC 27932

252-482-2521

Contact: Sergeant First Class Gary Fikes

# Chowan County



## Chowan

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Patty Madre		(252) 482-7265	

**Local Law Enforcement Agencies:**

	Contact	Phone Number
Chowan County	Sheriff	(252) 482-8484/0865
Edenton Police	Chief	(252) 482-5144

**Local Hospitals for Chowan County:**

	Contact	Phone Number
Chowan Hospital	Jeffrey Sackrison	(252) 482-8451

**Local Shelters for Chowan County:**

These are J. A. Holmes High School located on Broad Street in Edenton, and Chowan Middle School located on NC-32 north near Smalls Cross Roads.

**NCDOT Facility Information for Chowan County:**

Contact	Title	Phone Number
Darrick lee	District Engineer	(252) 793-4568
David Lane	Maintenance	(252) 221-4229

**Fuel Needs:**

**A-3**

Perquimans, Chowan - The only state owned fuel dispensary is located in the county is a DOT facility located on Sandy Ridge Road which is along NC-32 north of Edenton. Other fuel sources locations are the Highway Patrol District Office in Elizabeth City and DOT facility located in Winfall. Both these sites are located along US-17 north of Chowan County. The DOT shop in Winfall is supported by generator power during local electric power outages.

**Troop A**

**Alternate Fuel Facility Locations**

Troop A	Name of Station	Physical Street	Phone Number
Troop A District 3	Trade Wilco	1129 N. Broad	(252) 333-1606
Troop A District 3	Trade Wilco	1200 US Hwy. 17	(252) 338-8535

**Evacuation Routes**

- US17
- NC32

**Chowan County / Concerns - Challenges**

- Communications issues
- Flooding in low-lying areas
- If the Chowan River Bridge becomes impassable

## **Lodging Locations**

### **A-3:**

Microtel Inns and Suites

848 Halstead Blvd.

Elizabeth City, NC 27909

252-331-7751

Contact: Brent Meads, Manager

Hampton Inn

402 Halstead Blvd.

Elizabeth City, NC 27909

752-333-1800

Contact: Amelia Midgett, Assistant Manger

NC National Guard Armory

600 Westover Street

Elizabeth City, NC 27909

252-335-5780

Contact: Sergeant First Class Gary Fikes at

252-482-2521

Super Eight Motel

501 Virginia Road

Edenton, NC 27932

Contact: Yvette Ferebee, Manager

Hampton Inn

115 Hampton Drive

Edenton, NC 27932

252-482-3500 Voice

252-482-3504 Fax

Contact: Katrina Barnes

NC National Guard Armory

739 Soundside Road

Edenton, NC 27932

252-482-2521

Contact: Sergeant First Class Garry Fikes

Super Eight Motel

501 Virginia Road

Edenton, NC 27932

Contact: Yvette Ferebee, Manager

NC National Guard Armory

739 Soundside Road

Edenton, NC 27932

252-482-2521

Contact: Sergeant First Class Gary Fikes

# Perquimans County



## Perquimans

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Jarvis Winslow		(252) 426-7029	(252) 426-1875

**Local Law Enforcement Agencies:**

	Contact	Phone Number
Perquimans County Sheriffs Office	Sheriff Eric Tilley	(252) 426-5616
Hertford Police Department	Chief Dale Vanscoy	(252) 426-5587
Winfall Police Department	Chief David Schaffer	(252) 426-7304

**Local Hospitals for Perquimans County:** None

**Local Shelters for Perquimans County:**

This location is at the Perquimans Middle School located on NC-37 in Winfall. The secondary shelter is the ARPD building located off of Church Street in Hertford.

**NCDOT Facility Information for Perquimans County:**

Contact	Title	Phone Number
Gretchen Byrum	District Engineer	(252) 331-4737
Thomas Swayne	Maintenance	(252) 426-7108

**Fuel Needs:**

**A-3**

Perquimans, Chowan - The only state owned fuel dispensary is located in the county is a DOT facility located on Sandy Ridge Road which is along NC-32 north of Edenton. Other fuel sources locations are the Highway Patrol District Office in Elizabeth City and DOT facility located in Winfall. Both these sites are located along US-17 north of Chowan County. The DOT shop in Winfall is supported by generator power during local electric power outages.

**Troop A  
Alternate Fuel Facility Locations**

Troop A	Name of	Physical Street Address	Phone Number
Troop A District 3	Trade Wilco	1129 N. Broad Street, Elizabeth City, NC 27909	(252) 333-1606
Troop A District 3	Trade Wilco	1200 US Hwy. 17 South, Elizabeth City, NC 27909	(252) 338-8535

**Evacuation Routes**

- US17
- **Post 1 - US17 & US17 Business Windfall (2 Troopers)**  
Traffic Lights - Direct traffic south on US17 to US64
- **Post 2 - US17 & Harvey Point Road Hertford (2 Troopers)**  
Traffic Lights – Direct traffic south on US17 to US64

## **Perquimans County / Concerns - Challenges**

- Flooding in low-lying areas
- Communications issues
- Unknown movement of military assets from Harvey Point Military Base
- No housing for personnel

## **Lodging Locations:**

### **A-3:**

Microtel Inns and Suites

848 Halstead Blvd.

Elizabeth City, NC 27909

252-331-7751

Contact: Brent Meads, Manager

Hampton Inn

402 Halstead Blvd.

Elizabeth City, NC 27909

752-333-1800

Contact: Amelia Midgett, Assistant Manger

NC National Guard Armory

600 Westover Street

Elizabeth City, NC 27909

252-335-5780

Contact: Sergeant First Class Gary Fikes at  
252-482-2521

Super Eight Motel

501 Virginia Road

Edenton, NC 27932

Contact: Yvette Ferebee, Manager

Hampton Inn

115 Hampton Drive

Edenton, NC 27932

252-482-3500 Voice

252-482-3504 Fax

Contact: Katrina Barnes

NC National Guard Armory

739 Soundside Road

Edenton, NC 27932

252-482-2521

Contact: Sergeant First Class Garry Fikes

Super Eight Motel

501 Virginia Road

Edenton, NC 27932

Contact: Yvette Ferebee, Manager

NC National Guard Armory

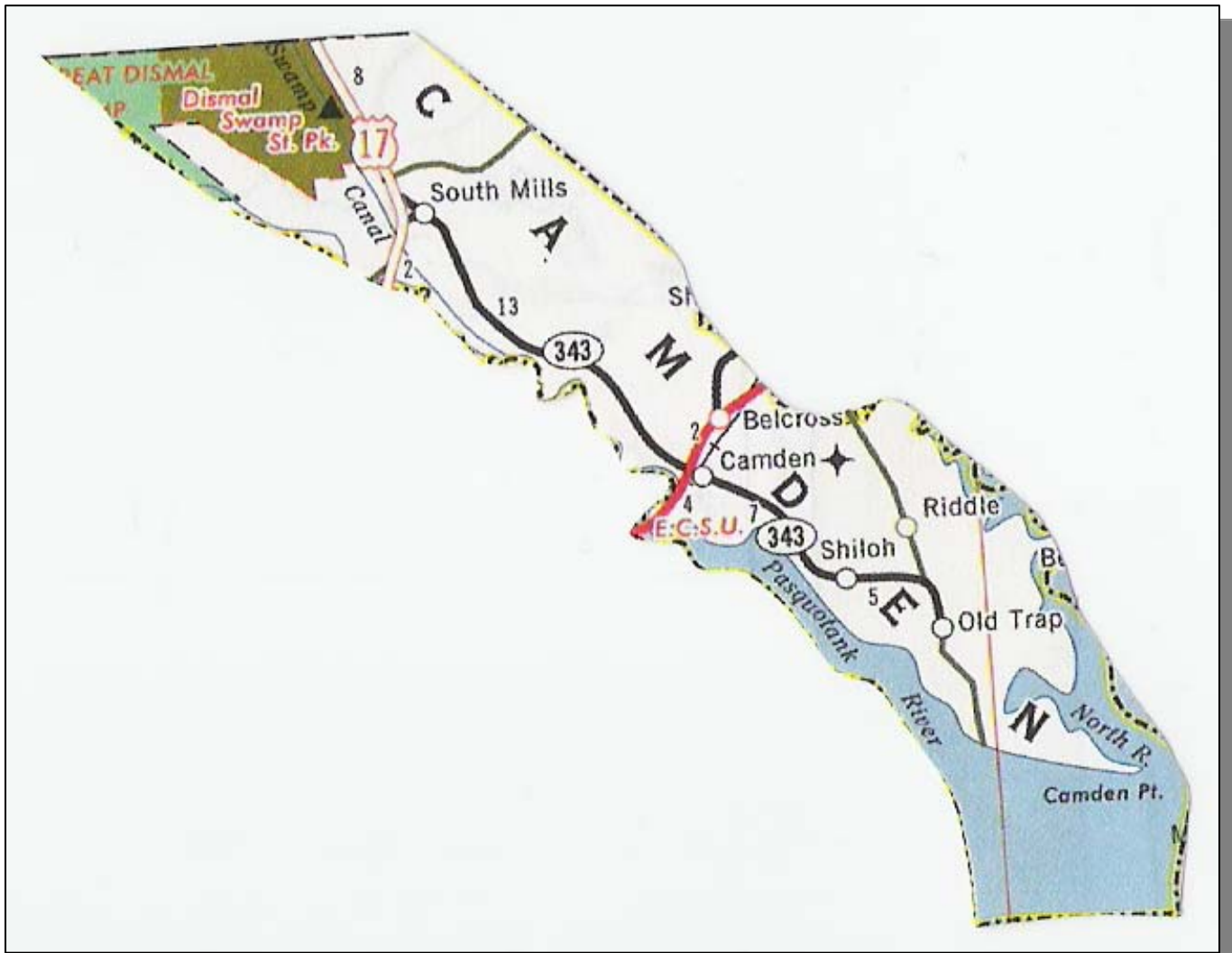
739 Soundside Road

Edenton, NC 27932

252-482-2521

Contact: Sergeant First Class Gary Fikes

# Camden County



## Camden

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Kristy Saunders		(252) 335-4444	(252) 355-1777

### Local Police Departments:

	Contact	Phone Number
Camden County Sheriffs Office	Sheriff Tony Perry	(252) 338-5046



**Local Hospitals for Camden County:** None

**Local Shelters for Camden County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Camden County:**

Contact	Title	Phone Number
Shelton James	Maintenance	(252) 331-4778

**Fuel Needs:**

**A-3**

Camden, Pasquotank - There are two state owned fuel facilities in the county and both are equipped with generator electric power. One is located at the Highway Patrol District Office located on US-17 south of Elizabeth City. The other is at the Department of Transportation office located on US-17 north of Elizabeth City.

**Troop A  
Alternate Fuel Facility Locations**

Troop A	Name of	Physical Street Address	Phone Number
Troop A District 3	Trade Wilco	1129 N. Broad Street, Elizabeth City, NC 27909	(252) 333-1606
Troop A District 3	Trade Wilco	1200 US Hwy. 17 South, Elizabeth City, NC 27909	(252) 338-8535

**Evacuation Routes**

- US158
- NC34
- US17
- NC343
  
- **Post 1 - US158 & NC34 Belcross (1 Trooper)**  
Direct traffic west on US158
  
- **Post 2 - US158 & NC343 Camden (3 Troopers)**  
Traffic Light - Direct traffic north on NC343
  
- 2 SHP Posts (Barco Diversion ONLY) (4)*
- **Post 3 - NC343 & US17 Business South Mills (2 Troopers)**  
Direct traffic south on US17 to US158 west
  
- **Post 4 - US17 & South Mills (2 Troopers)**  
Direct traffic to US158 west or US17 south

## **Camden County / Concerns - Challenges**

- Activation of “Barco Diversion”
  - Evacuation routes are two lane
  - Flooding in low-lying areas
  - No Housing for personnel

## **Lodging Locations**

### **A-3:**

Microtel Inns and Suites  
848 Halstead Blvd.  
Elizabeth City, NC 27909  
252-331-7751  
Contact: Brent Meads, Manager

Hampton Inn  
402 Halstead Blvd.  
Elizabeth City, NC 27909  
752-333-1800  
Contact: Amelia Midgett, Assistant Manger

NC National Guard Armory  
600 Westover Street  
Elizabeth City, NC 27909  
252-335-5780  
Contact: Sergeant First Class Gary Fikes at  
252-482-2521

Super Eight Motel  
501 Virginia Road  
Edenton, NC 27932  
Contact: Yvette Ferebee, Manager

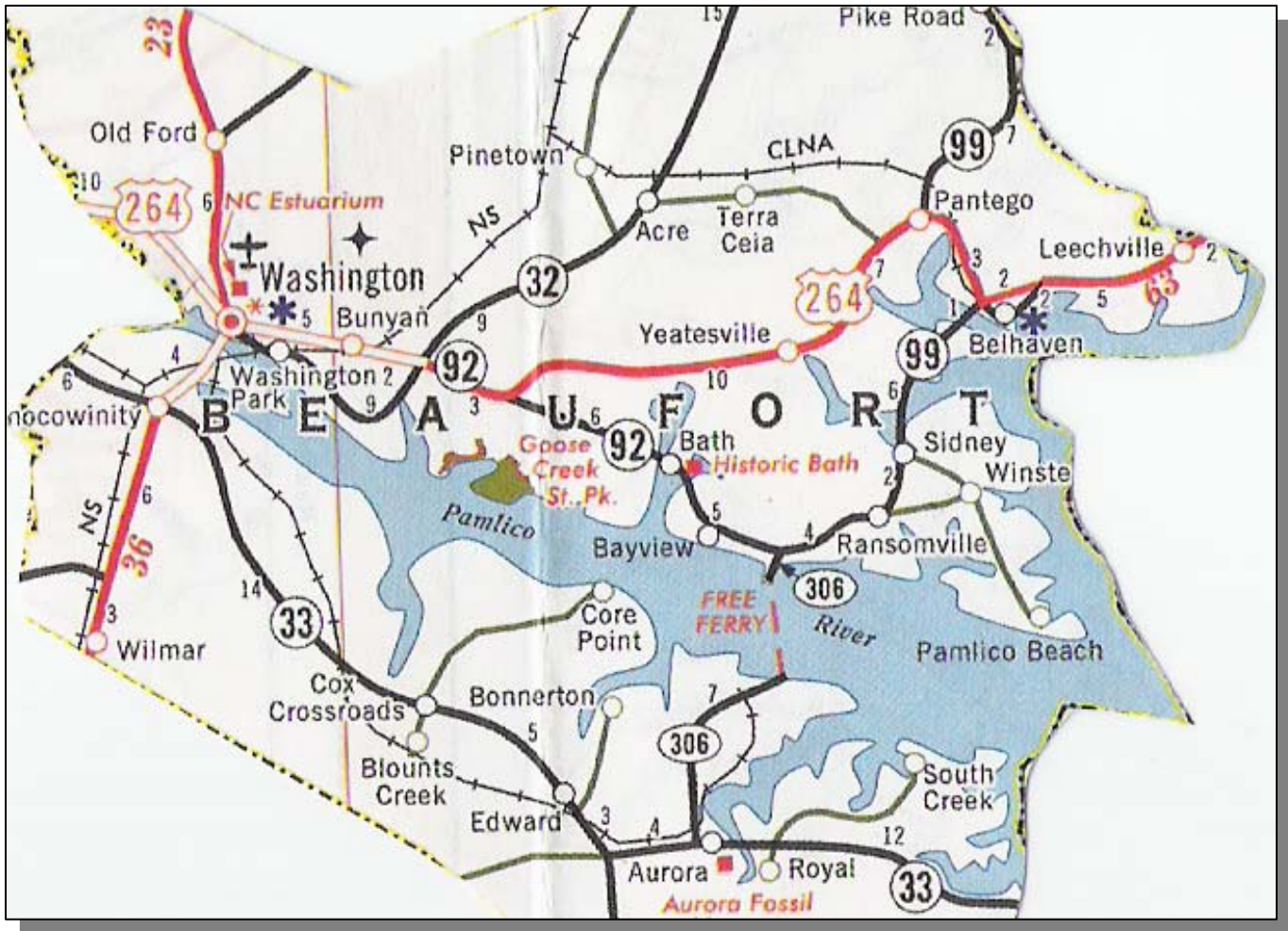
Hampton Inn  
115 Hampton Drive  
Edenton, NC 27932  
252-482-3500 Voice  
252-482-3504 Fax  
Contact: Katrina Barnes

NC National Guard Armory  
739 Soundside Road  
Edenton, NC 27932  
252-482-2521  
Contact: Sergeant First Class Garry Fikes

Super Eight Motel  
501 Virginia Road  
Edenton, NC 27932  
Contact: Yvette Ferebee, Manager

NC National Guard Armory  
739 Soundside Road  
Edenton, NC 27932  
252-482-2521  
Contact: Sergeant First Class Gary Fikes

# Beaufort County



## Beaufort

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
George Sullivan		(252) 946-2046	(252) 975-6802

### Local Law Enforcement Agencies:

	Contact	Phone Number
Beaufort County Sheriffs Office	Sheriff Alan Jordan	(252) 946-0101
Washington Police Department	Chief Joe Stringer	(252) 946-1444
Chocowinity Police Department	Chief Todd Alligood	(252) 322-7225
Aurora Police Department	Chief David Arthur	(252) 322-7225
Belhaven Police Department	Chief George Hayden	(252) 943-2242

### Local Hospitals for Beaufort County:

	Contact	Phone Number
Beaufort Country Hospital	Nat Gladding	(252) 975-4319
Pungo District Hospital	Danielle Nixon	(252) 944-2223

### Local Shelters for Beaufort County:

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

### NCDOT Facility Information for Beaufort County:

Contact	Title	Phone Number
Danny Taylor	District Engineer	(252) 946-3689
Woody Jarvis	Maintenance	(252) 830-3490

### Fuel Needs:

#### A-4

1. Fuel may be obtained at the Troop A, District IV Office.
2. In the event the power is lost, fuel may be obtained at the Department of Transportation Facility at 513 Grimes Road, Washington, in Beaufort County, on Main Street, Swan Quarter in Hyde County, and on NC 94 (Old US 64) in Washington County.
3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially, if available, by using the Voyager Fleet Card.

### Troop A Alternate Fuel Facility Locations

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A District 4	Red Apple #64	1308 West 15 <sup>th</sup> Street, Washington, NC 27889	(252) 946-9298
Troop A District 4	Short Stop	NC-94 North, Columbia, NC	(252) 796-0937

#### Evacuation Routes

- US264
- US17

#### Beaufort County / Concerns - Challenges

- Traffic flow through Washington on US264 and US17
- Flooding in Belhaven which could disrupt the evacuation of Hyde Co.

## **Lodging Locations:**

### **A-4:**

National Guard Armory

Washington, N. C.

Contact Person is Sergeant First Class Tamara McKeel

(252) 940-7408

Holiday Inn Express

Washington, N. C.

Contact Person is Gary Beechum

(252) 946-5500

Comfort Inn

Washington, N. C.

Contact Person is Pete Dhagat, Manager

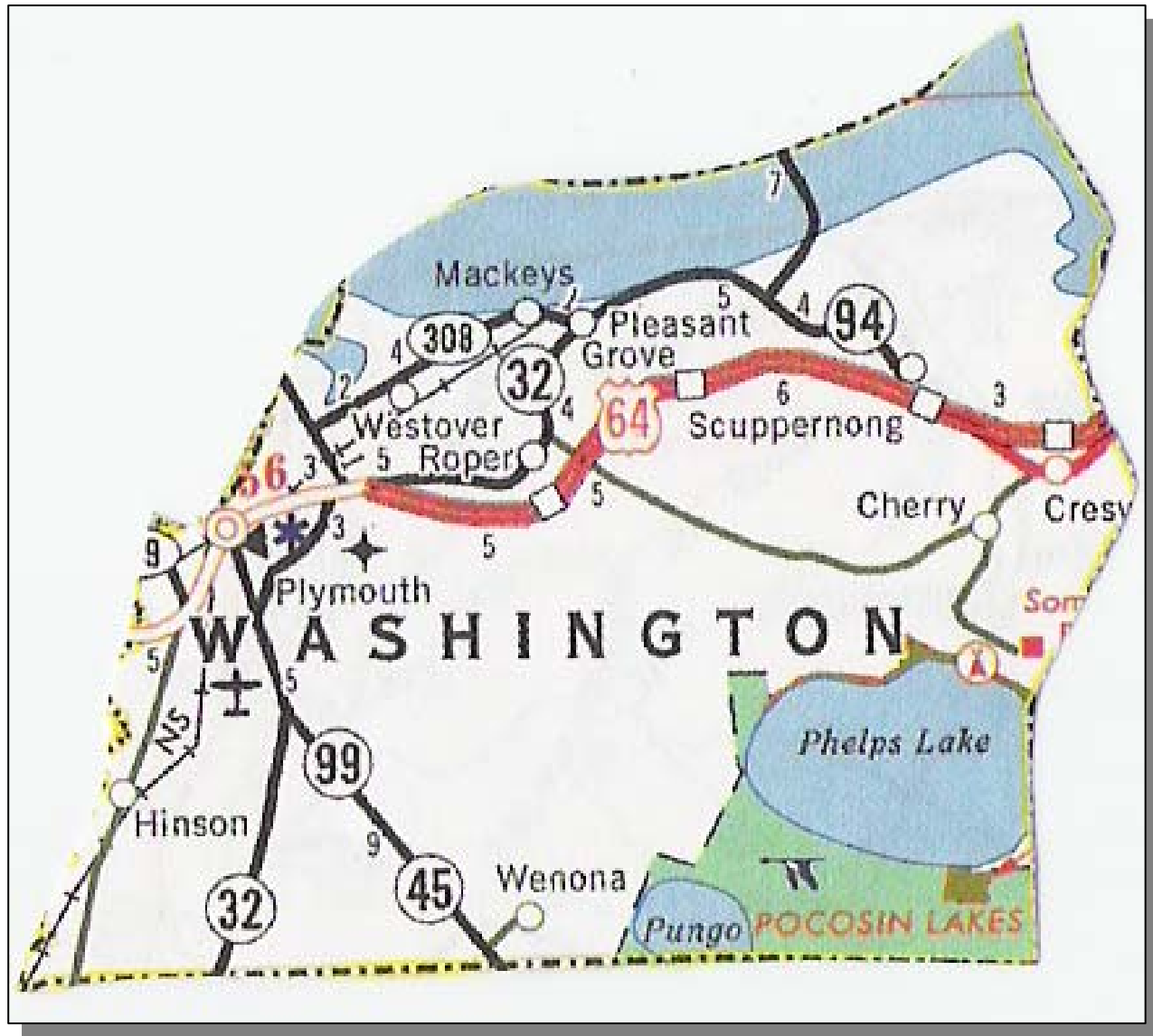
(252) 946-4444

Holiday Inn Express (252) 793-4700

Plymouth, N. C.

Contact Person is Tosha Young, Manager

# Washington County



## Washington

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Ann Keyes		(252) 793-4114	(252) 793-9788

### Local Law Enforcement Agencies:

	Contact	Phone Number
Washington County Sheriffs Office	Sheriff James Ross	(252) 793-2422
Plymouth Police Department	Chief Steve Oneal	(252) 793-4680

**Local Hospitals for Washington County:**

	Contact	Phone Number
Washington	Diane Linton	(252) 793-4135

**Local Shelters for Washington County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Washington County:**

Contact	Title	Phone Number
Sterling Baker	District Engineer	(252) 793-5388
Robby Taylor	Maintenance	(252) 797-4598

**Fuel Needs:**

**A-4**

1. Fuel may be obtained at the Troop A, District IV Office.
2. In the event the power is lost, fuel may be obtained at the Department of Transportation Facility at 513 Grimes Road, Washington, in Beaufort County, on Main Street, Swan Quarter in Hyde County, and on NC 94 (Old US 64) in Washington County.
3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially, if available, by using the Voyager Fleet Card.

**Troop A  
Alternate Fuel Facility Locations**

Troop A	Name of Station	Physical Street	Phone Number
Troop A District 4	Red Apple #64	1308 West 15 <sup>th</sup>	(252) 946-9298
Troop A District 4	Short Stop	NC-94 North,	(252) 796-0937

**Evacuation Routes**

- US64
- NC45
- **Post 1 - US64 & NC45 Plymouth (2 Troopers)**  
Traffic Lights – Direct traffic west on US64
- **Post 2 - US64 & Plymouth Rest Area (1 Trooper)**  
Direct traffic west on US64

**Washington County / Concerns - Challenges**

- Traffic flow through Plymouth on US64
- Flooding in low-lying areas

## **Lodging Locations:**

### **A-4:**

National Guard Armory

Washington, N. C.

Contact Person is Sergeant First Class Tamara McKeel

(252) 940-7408

Holiday Inn Express

Washington, N. C.

Contact Person is Gary Beechum

(252) 946-5500

Comfort Inn

Washington, N. C.

Contact Person is Pete Dhagat, Manager

(252) 946-4444

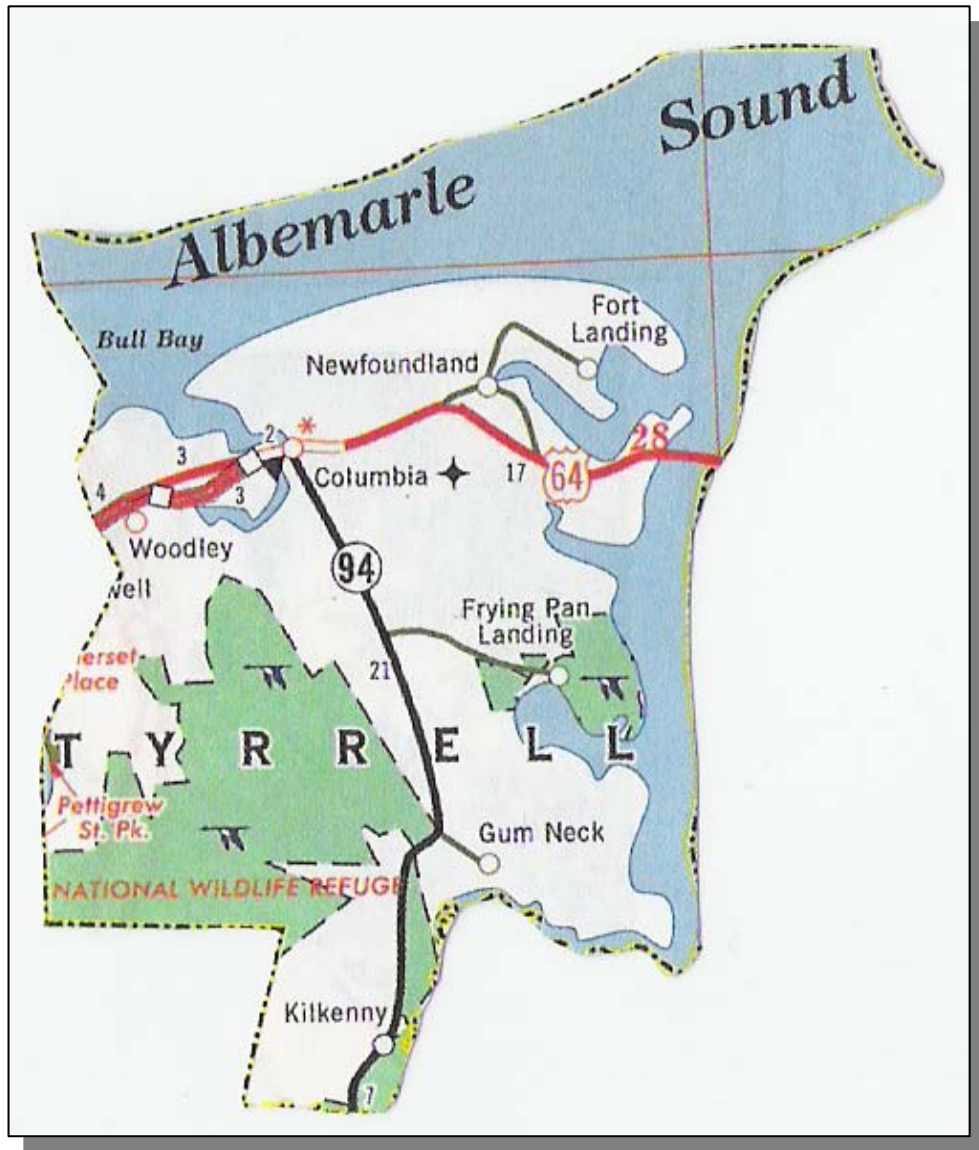
Holiday Inn Express (252) 793-4700

Plymouth, N. C.

Contact Person is Tosha Young, Manager



# Tyrrell County



## Tyrrell

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Wesley Hopkins		(252) 796-2286	(252) 796-1188

### Local Law Enforcement Agencies:

	Contact	Phone Number
Tyrrell County Sheriffs Office	Sheriff Darryl Liverman	(252) 796-2251

Local Hospitals for Tyrrell County: None

**Local Shelters for Tyrrell County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Tyrrell County:**

Contact	Title	Phone Number
Sterling Baker	District Engineer	(252) 793-5388

**Fuel Needs:**

**A-4**

1. Fuel may be obtained at the Troop A, District IV Office.
2. In the event the power is lost, fuel may be obtained at the Department of Transportation Facility at 513 Grimes Road, Washington, in Beaufort County, on Main Street, Swan Quarter in Hyde County, and on NC 94 (Old US 64) in Washington County.
3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially, if available, by using the Voyager Fleet Card.

**Troop A**

**Alternate Fuel Facility Locations**

Troop A	Name of	Physical Street Address	Phone Number
Troop A District 4	Red Apple #64	1308 West 15 <sup>th</sup> Street, Washington, NC 27889	(252) 946-9298
Troop A District 4	Short Stop	NC-94 North, Columbia, NC	(252) 796-0937

**Evacuation Routes**

- US64
- NC94
- **Post 1 - US64 & NC94 Columbia**  
Traffic Light – Direct traffic west on US64. The intersection is a few hundred feet from the Columbia Rest Area. The third trooper would assist expediting rest area traffic back to US64.

**Tyrrell County / Concerns - Challenges**

- Traffic flow through Columbia on US64 which is two lane
- Limited LEO personnel in county
- Flooding in low-lying areas
- No housing for personnel

## **Lodging Locations:**

### **A-4:**

National Guard Armory

Washington, N. C.

Contact Person is Sergeant First Class Tamara McKeel

(252) 940-7408

Holiday Inn Express

Washington, N. C.

Contact Person is Gary Beechum

(252) 946-5500

Comfort Inn

Washington, N. C.

Contact Person is Pete Dhagat, Manager

(252) 946-4444

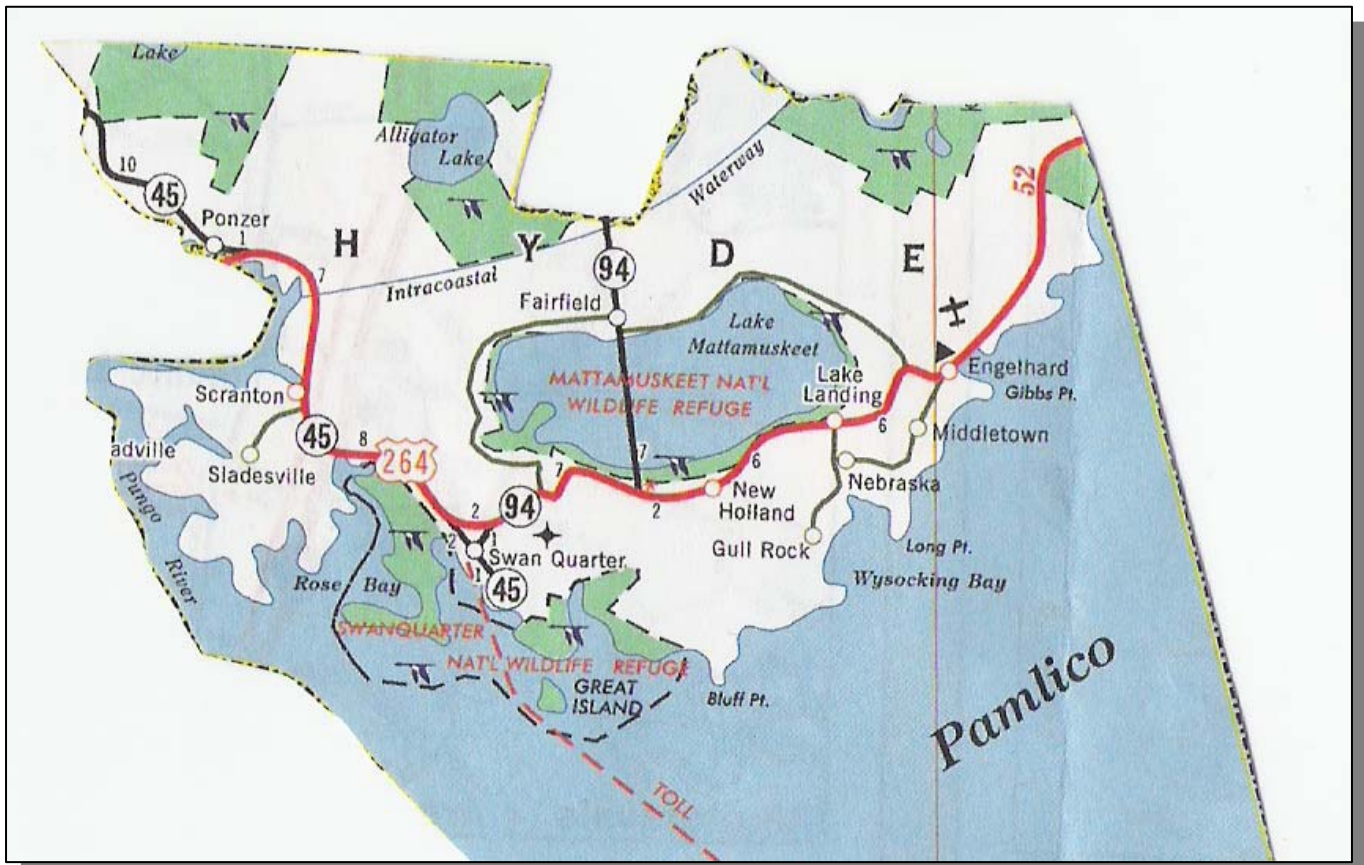
Holiday Inn Express

Plymouth, N. C.

Contact Person is Tosha Young, Manager

(252) 793-4700

# Hyde County



## Hyde

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
R.S. (Tony) Spencer		(252) 926-4372	(252) 926-3701

### Local Law Enforcement Agencies:

	Contact	Phone Number
Hyde County Sheriffs Office	Sheriff David T. Mason	(252) 926-3171

### Local Hospitals for Hyde County:

	Contact	Phone Number
Ocracoke Health Center	Cheryl Balance	(252) 928-1511

### Local Shelters for Hyde County:

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

### NCDOT Facility Information for Hyde County:

Contact	Title	Phone Number
Sterling Baker	District Engineer	(252) 793-5388
Jeff Farrow	Maintenance	(252) 926-3676

### Fuel Needs:

#### A-4

1. Fuel may be obtained at the Troop A, District IV Office.
2. In the event the power is lost, fuel may be obtained at the Department of Transportation Facility at 513 Grimes Road, Washington, in Beaufort County, on Main Street, Swan Quarter in Hyde County, and on NC 94 (Old US 64) in Washington County.
3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially, if available, by using the Voyager Fleet Card.

### Troop A

#### Alternate Fuel Facility Locations

Troop A	Name of	Physical Street Address	Phone Number
Troop A District 4	Red Apple #64	1308 West 15 <sup>th</sup> Street, Washington, NC 27889	(252) 946-9298
Troop A District 4	Short Stop	NC-94 North, Columbia, NC	(252) 796-0937

#### Evacuation Routes

- US264
- NC45
- **NC12 (Via Ferry System)**
- **US264 & NC45 Swan Quarter (2 Trp)**  
Direct traffic west on US264
- **Swan Quarter Ferry Dock (1 Trp)**  
Monitor/Assist

#### Hyde County / Concerns - Challenges

- Ocracoke Island evacuation would be a concern in the event a storm developed quickly off the coast
- Ocracoke Ferry is key to evacuation
- Evacuation routes are two lanes
- Flooding in low-lying areas
- Communications issues
- No housing for personnel

## **Lodging Locations:**

### **A-4:**

National Guard Armory

Washington, N. C.

Contact Person is Sergeant First Class Tamara

McKeel

(252) 940-7408

Holiday Inn Express

Washington, N. C.

Contact Person is Gary Beechum

(252) 946-5500

Comfort Inn

Washington, N. C.

Contact Person is Pete Dhagat, Manager

(252) 946-4444

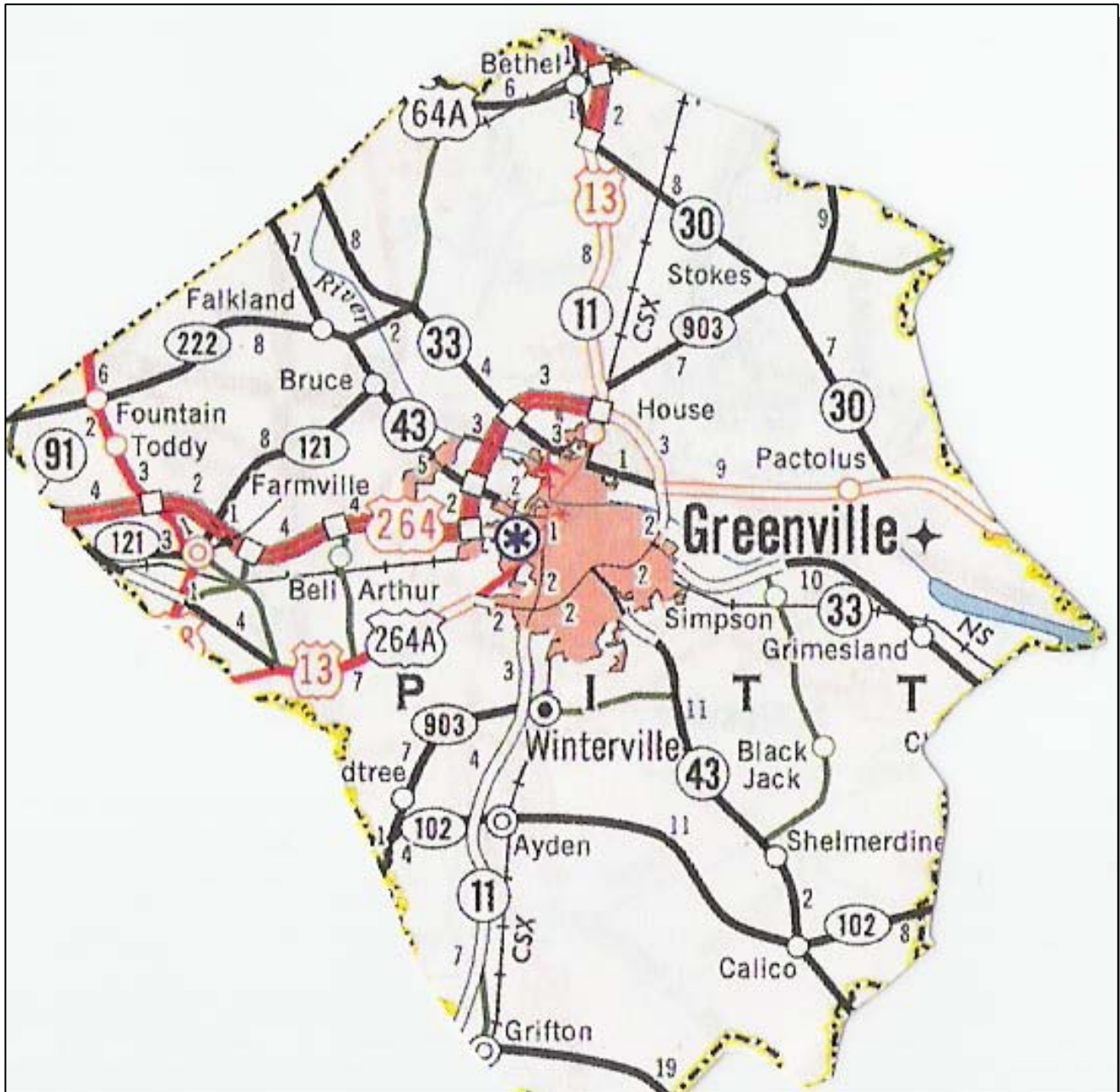
Holiday Inn Express

Plymouth, N. C.

Contact Person is Tosha Young, Manager

(252) 793-4700

# Pitt County



## Pitt

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Lee Noel		(252) 902-3952	

**Local Law Enforcement Agencies:**

	Contact	Phone Number
Pitt County Sheriffs Office	Sheriff Mack Manning	(252) 902-2990
Greenville Police Department	Chief William Anderson	(252)329-4332
Ayden Police Department	Chief Charles Crudup	(252) 746-7015
Bethel Police Department	Chief Barry Stanley	(252) 825-5481
Farmville Police Department	Chief Robert Smith	(252) 753-4111
Fountain Police Department	Deputy Doug Coley	(252) 749-2881
Grifton Police Department	Chief Morrisette	(252) 524-4161
Winterville Police Department	Chief Billy Wilkes	(252) 756-1105
East Carolina University Public Safety	Chief Robert Shroud	(252) 252-6787

**Local Hospitals for Pitt County:**

	Contact	Phone Number
Pitt Memorial Hospital	Dr. Juan March	(252) 816-4100

**Local Shelters for Pitt County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Pitt County:**

Contact	Title	Phone Number
Bill Kincannon	County Engineer	(252) 830-3142

**Fuel Needs:**

**A-5**

1. Fuel may be obtained at the Troop A District 5 Office.
2. In the event power is lost at the District Office, fuel may be obtained at the following locations for each county  
Pitt – Department of Transportation Facility on NC 11, Greenville on Memorial Drive, south of the Pitt County Air Port.
3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

**Troop A  
Alternate Fuel Facility Locations**

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A District 5	The Pantry, #3104	1301 West Arlington Blvd, Greenville, NC	(252) 321-0364
Troop A District 5	The Pantry, #3083	700 South Memorial Drive, Greenville, NC	(252) 830-6825



**Evacuation Routes**

- US264
- **US264 By-Pass & US264 Business Greenville (4 Troopers)**  
Traffic Lights – Direct traffic west to US264
- **US264 By-Pass & US264 West Greenville (1 Trooper)**  
Two lanes with one merge onto US264 West. Assigned member will monitor. DOT resources will be utilized.

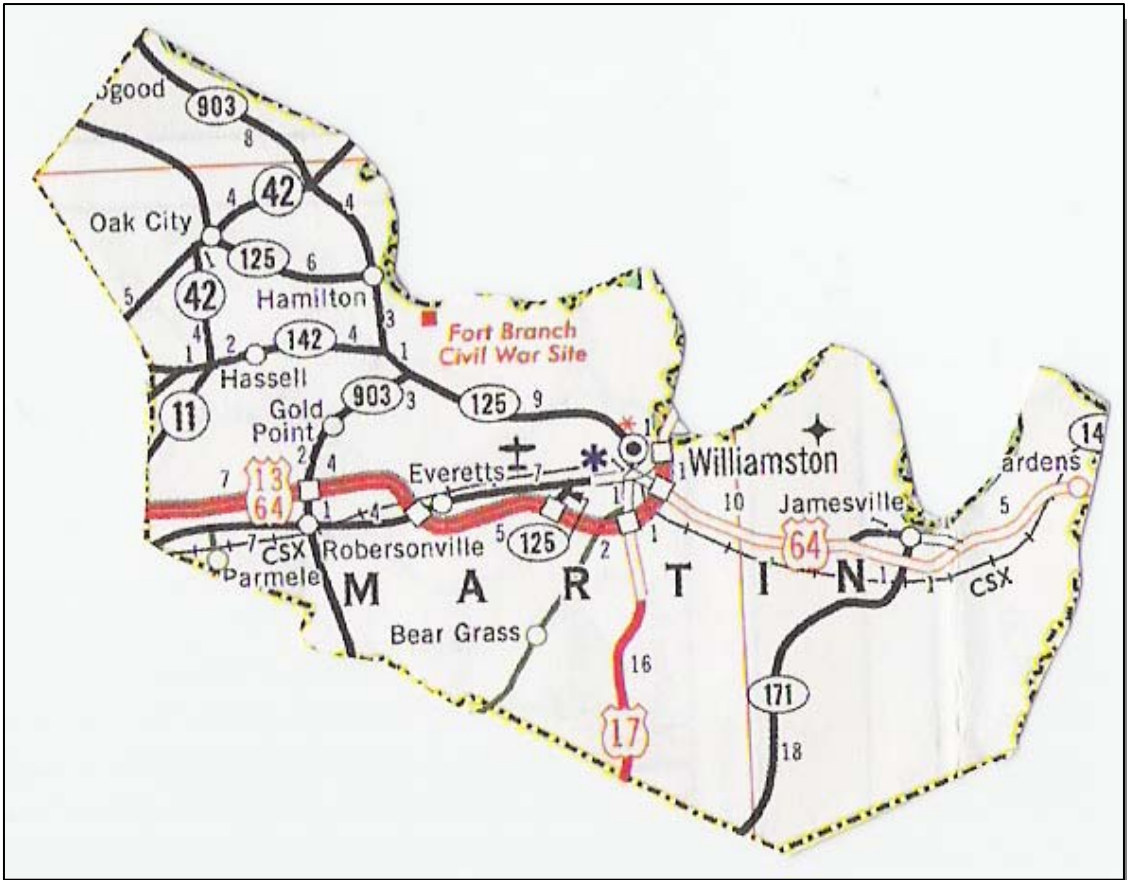
**Pitt County / Concerns - Challenges**

- Traffic flow from US264 By-pass onto US264 west from the merge lane
- Flooding in the area of Greenville on US264

**Lodging Locations:**

A-5: None listed

# Martin County



## Martin

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Thomas Wall		(252) 792-5670	

### Local Law Enforcement Agencies:

	Contact	Phone Number
Martin County Sheriffs Office	Sheriff Dan Gibbs	(252) 792-2868
Williamston Police Department	Chief Steve Smith	(252) 792-2124
Robersonville Police Department	Chief Daryl Knox	(252) 795-4121

### Local Hospitals for Martin County:

	Contact	Phone Number
Martin General Hospital	Molly Wells	(252) 809-6183

**Local Shelters for Martin County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Martin County:**

Contact	Title	Phone Number
Brooks Braswell	County Engineer	(252) 340-3321

**Fuel Needs:****A-5**

1. Fuel may be obtained at the Troop A District 5 Office.
2. In the event power is lost at the District Office, fuel may be obtained at the following locations for each county Martin – Department of Transportation Facility on NC 125, Williamston on Prison Camp Road.
3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

**Troop A****Alternate Fuel Facility Locations**

Troop A	Name of Station	Physical Street	Phone Number
Troop A District 5	The Pantry, #3104	1301 West	(252) 321-0364
Troop A District 5	The Pantry, #3083	700 South Memorial	(252) 830-6825

**Evacuation Routes**

- US64
- US17
- NC171
- **US64 & NC171 Jamesville (2 Troopers)**  
Traffic Light – Direct traffic west on US64
- **US64 & US17 Williamston (4 Troopers)**  
Traffic Lights and Interchange – Personnel will expedite the flow of traffic off US64 onto US17 to avoid a backup onto US64.

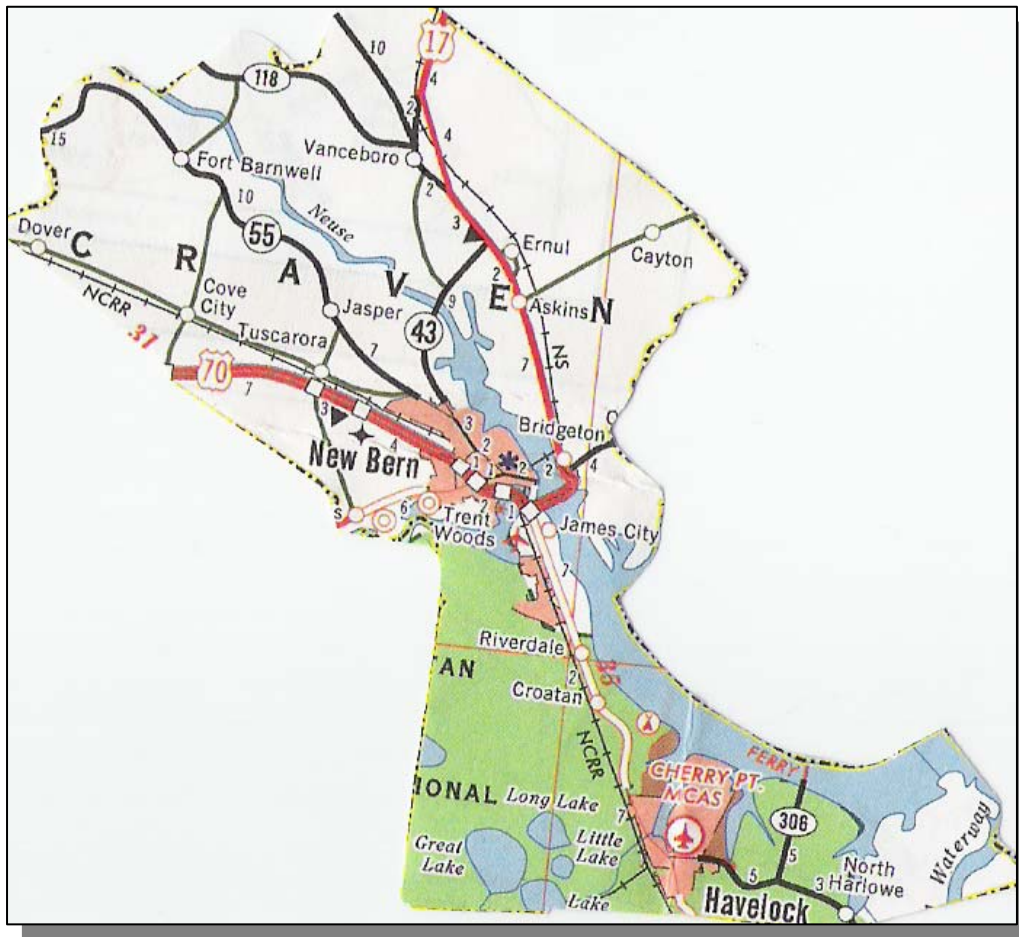
**Martin County/ Concerns - Challenges**

- Traffic flow through Williamston on US17
- No housing for personnel
- Traffic flow through Williamston on US17
- No housing for personnel

**Lodging Locations:**

**A-5:** None listed

# Craven County



## Craven

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Stanley Kite		(252) 636-6655	(252) 636-6655

### Local Law Enforcement Agencies:

	Contact	Phone Number
Craven County Sheriffs Department	Sheriff Jerry Monette	(252) 636-6620
Bridgeton Police Department	Chief Dan Garden	(252) 670-8379
Havelock Public Safety	Chief Cyrus	(252) 447-3112
New Bern Police Department	Chief Frank Palombo	(252) 636-2020
River Bend Police Department	Chief Duke Pratt	(252) 638-1101
Trent Woods Police Department	Chief Mike Register	(252) 637-9810
Vanceboro Police Department	Chief Kevin Nobles	(252) 244-0440

**Military Contacts:**

**USMC**

Chris Anganga  
Deputy Director of Security and Emergency Services  
(252) 466-4367

**Cherry Point MCAS, Havelock, NC**

Gy/Sgt. Matthew Bender  
(252) 745-3131

**Local Hospitals for Craven County:**

	Contact	Phone Number
Craven Regional Medical Center	Ray Leggette	(252) 633-8817

**Local Shelters for Craven County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Craven County:**

Contact	Title	Phone Number
Jason Peterson	District Engineer	(252) 514-4716
Ken Mason	Maintenance	(252) 514-4731

**Fuel Needs:**

**A-6**

1. Fuel may be obtained at the Troop A District 6 Office.
2. In the event power is lost at the District Office, fuel may be obtained at the Department of Transportation Facility on Glenburnie Road in New Bern
3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

**Troop A**

**Alternate Fuel Facility Locations**

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A District 6	Handy Mark/Exxon	1800 Glenburnie Road, New Bern, NC 28560	(252) 514-0763
Troop A District 6	Fuel Market/Chevron	1502 HS Hwy. 70 East, New Bern, NC 28562	(252) 639-9992

**Evacuation Routes**

- US70
- US17
- NC101
- NC43
  
- **US70 & RP1167 James City (4 Troopers)**  
Traffic Light - Direct traffic west on US70
  
- **US70 & NC101 Havelock (4 Troopers)**  
Traffic Light - Direct traffic west on US70
  
- **NC101 & RP1700 Harlowe (2 Troopers)**  
Direct traffic north on NC101
  
- **US17 & NC43 Ernel (2 Troopers)**  
Traffic Light – Direct traffic south on US17
  
- **US17 & NC55 Bridgeton (1 Trooper)**  
Monitor merge lanes

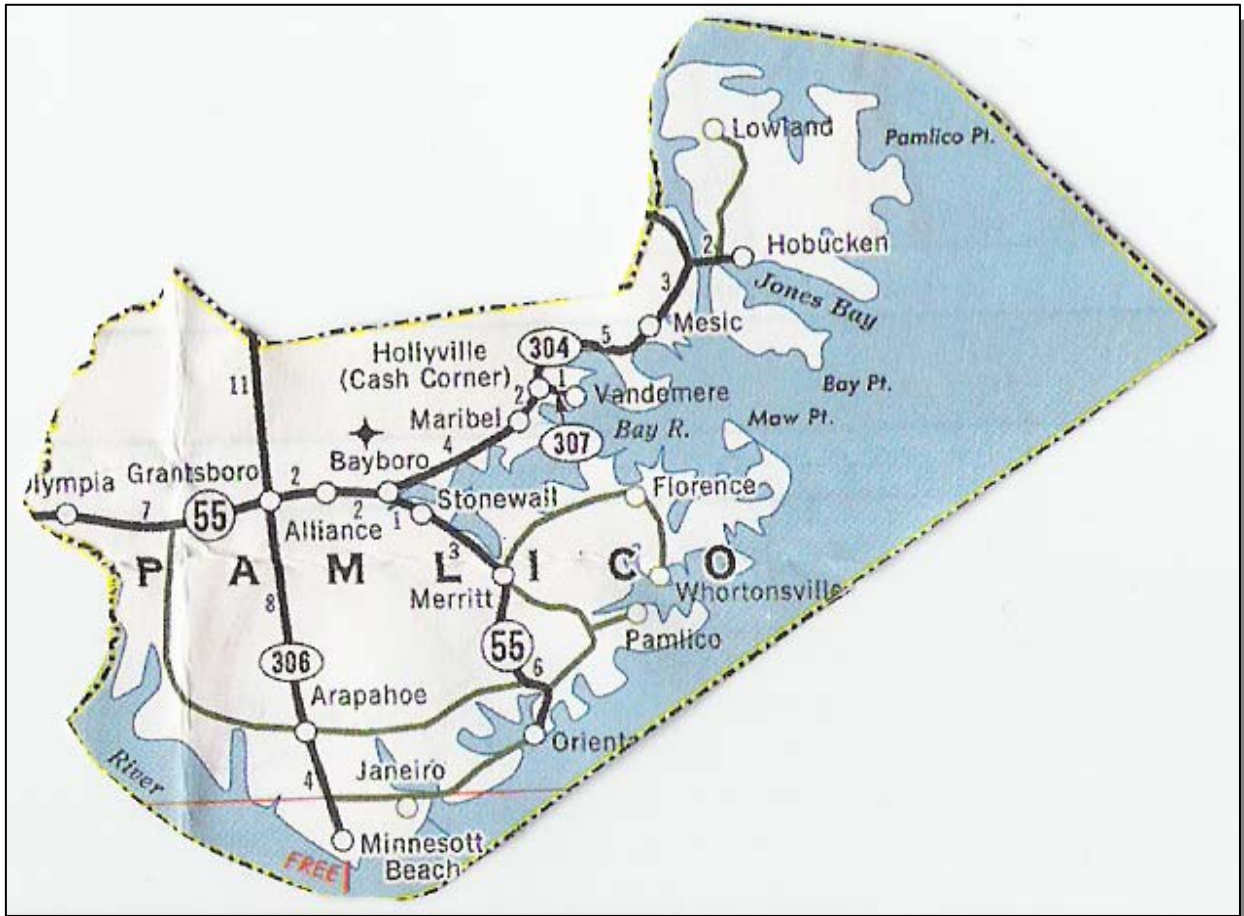
**Craven County / Concerns - Challenges**

- Traffic flow through Havelock and James City
- If the Neuse River or Trent River Bridges become impassable
- Traffic flow where US17 merges with US70
- Flooding in low-lying areas
- Communication issues in Harlowe area

**Lodging Locations:**

**A-6:** None listed

# Pamlico County



## Pamlico

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Ben Barnett		(252) 745-4131	(252) 745-4425

### Local Law Enforcement Agencies:

	Contact	Phone Number
Pamlico County Sheriffs Office	Sheriff Billy Sawyer	(252) 745-3101
Oriental Police Department	Chief Jeffrey Casassa	(252) 745-3101

**Local Hospitals for Pamlico County:** None

### Local Shelters for Pamlico County:

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

## NCDOT Facility Information for Pamlico County:

Contact	Title	Phone Number
Jason Peterson	District Engineer	(252) 514-4716
Bubba Johnson	Maintenance	(252) 745-3731

## Fuel Needs:

### A-6

1. Fuel may be obtained at the Troop A District 6 Office.
2. In the event power is lost at the District Office, fuel may be obtained at the Department of Transportation Facility on Glenburnie Road in New Bern
3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

## Troop A Alternate Fuel Facility Locations

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A	Handy Mark/Exxon	1800 Glenburnie Road, New Bern, NC 28560	(252) 514-0763
Troop A	Fuel Market/Chevron	1502 HS Hwy. 70 East, New Bern, NC 28562	(252) 639-9992

### Evacuation Routes

- NC55
- NC306
- NC304
  
- **NC55 & NC306 Grantsboro (2 Troopers)**  
Traffic Lights - Direct traffic north on NC55
- **NC55 & RP1005 Grantsboro (2 Troopers)**  
Direct traffic north on NC55
- **NC55 & NC304 Bayboro (1 Trooper)**  
Direct traffic north on NC55

### Pamlico County / Concerns - Challenges

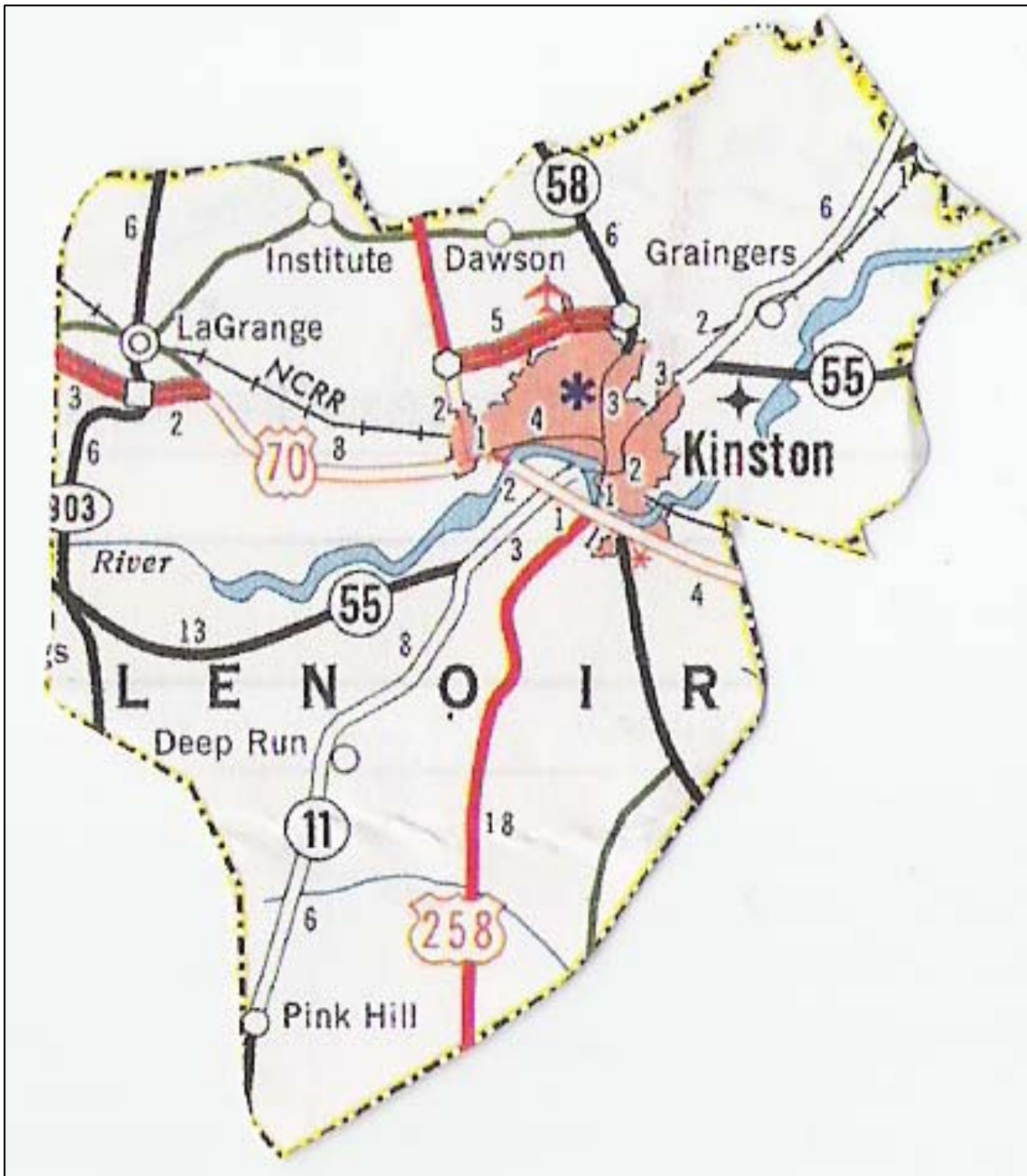
- Flooding in low-lying areas
- Limited LEO personnel in county
- Communication issues
- No housing for personnel

## Lodging Locations:

A-6: None listed



# Lenoir County



## Lenoir

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Roger Dail		(252) 559-6126	(252) 559-6152

### Local Law Enforcement Agencies:

	Contact	Phone Number
Lenoir County Sheriffs Office	Sheriff B.E. Smith	(252) 559-6100
Kinston Police Department	Director Greg Smith	(252) 939-3224
LaGrange Police Department	Chief John Sullivan	(252) 566-3400
Pink Hill Police Department	Chief Joey Thigpen	(252) 568-4102
Grifton Police Department	Chief Morrisette	(252) 524-4161

### Local Hospitals for Lenoir County:

	Contact	Phone Number
Lenoir Memorial Hospital	Glen Clark	(252) 522-7879

### Local Shelters for Lenoir County:

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

### NCDOT Facility Information for Lenoir County:

Contact	Title	Phone Number
Preston Hunter	District Engineer	(252) 527-0053
Len White	County Engineer	(252) 527-6422

### Fuel Needs:

#### A-7

1. Fuel may be obtained at the Troop A, District 7 Office.
2. In the event the power is lost at the District Office, fuel may be obtained at the following locations for each County:

#### Lenoir

Department of Transportation Facility on US 258 South, Kinston  
Caswell Center on Vernon Avenue, Kinston

3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially, if available, by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

## Troop A

### Alternate Fuel Facility Locations

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A District 7	Kangaroo	509 E. New Bern Road, Kinston, NC 28504	(252) 527-8994
Troop A District 7	Mallard's Oil Co.	1502 Greenville Hwy., Kinston, NC 28501	(252) 523-8914

**Evacuation Routes**

- US70
- NC11
- NC58
- US258
  
- **US70 & NC11 Kinston (5 Troopers)**
- Traffic Lights – Direct traffic west on US70
  
- **US70 & RP1548 Kinston (2 Troopers)**
- Traffic Light - Direct traffic west on US70
  
- **US70 & RP1327 Kinston (2 Troopers)**
- Traffic Lights - Direct traffic west on US70

**Lenoir County / Concerns - Challenges**

- Traffic flow through Kinston on US70
- Flooding in low-lying areas

**Lodging Locations:**

**A-7:**

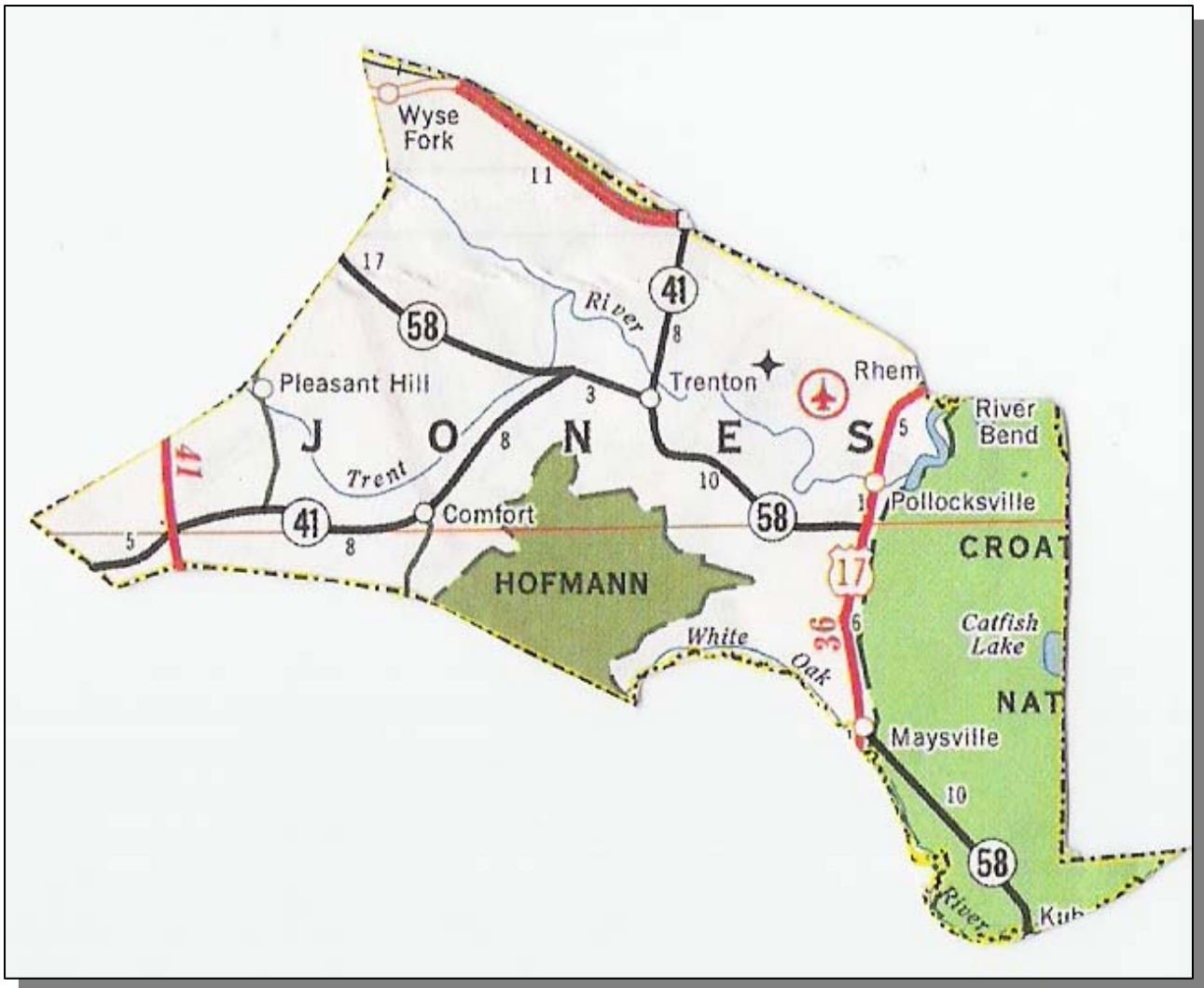
Holiday Inn Express

Contact Person: Ms. Jackie Davis, 252-559-8888

Hampton Inn

Contact Person: Ms. Linda Jones, 252-523-1400

# Jones County



## Jones

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Carol Tyndall		(252) 448-1697	(252) 448-1395

### Local Law Enforcement Agencies:

	Contact	Phone Number
Jones County Sheriffs Office	Sheriff John Hall	(252) 448-7091
Maysville Police Department	Chief Carl Baugus	(910) 743-3104
Pollocksville Police Department	William Peterson	(252) 244-0700

**Local Hospitals for Jones County:** None

**Local Shelters for Jones County:**

Shelters have not yet been designated. If shelters are needed Emergency Director should be called.

**NCDOT Facility Information for Jones County:**

Contact	Title	Phone Number
Clifton Mills		(252) 448-3711

**Fuel Needs:**

**A-7**

1. Fuel may be obtained at the Troop A, District 7 Office.
2. In the event the power is lost at the District Office, fuel may be obtained at the following locations for each County:

Jones

Department of Transportation Facility on NC 41, Trenton

3. In an emergency situation where fuel cannot be obtained at either of the aforementioned locations, fuel may be obtained commercially, if available, by using the Voyager Fleet Card, which will be in the possession of a District Supervisor.

**Troop A**

**Alternate Fuel Facility Locations**

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A District 7	Kangaroo	509 E. New Bern Road, Kinston, NC 28504	(252) 527-8994
Troop A District 7	Mallard's Oil Co.	1502 Greenville Hwy., Kinston, NC 28501	(252) 523-8914

**Evacuation Routes**

- US70
- NC58
- US17
  
- **NC58 & US17 Maysville (2 Troopers)**  
Traffic Light – Direct traffic north on NC58
  
- **NC58 & US17 Pollocksville (2 Troopers)**  
Direct traffic north on NC58
  
- **NC58 & NC41 Trenton (1 Trooper)**  
Traffic Light – Direct traffic north on NC58

### **Jones County / Concerns - Challenges**

- Evacuation routes are two lane
- Limited LEO personnel in county
- Communications issues
- Flooding in low-lying areas
- No housing for personnel

### **Lodging Locations:**

#### **A-7:**

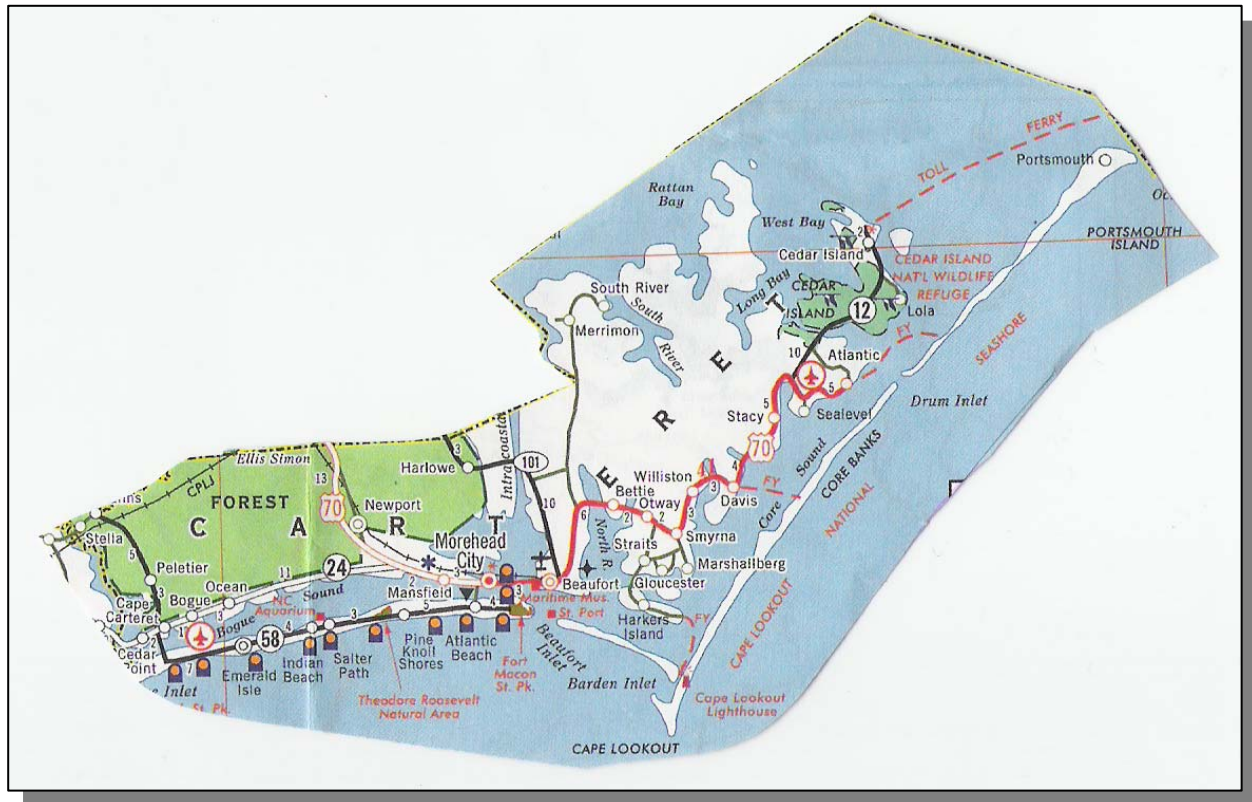
Holiday Inn Express

Contact Person: Ms. Jackie Davis, 252-559-8888

Hampton Inn

Contact Person: Ms. Linda Jones, 252-523-1400

# Carteret County



## Carteret

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number	Fax Number
Allen Smith	303 Courthouse Square Beaufort, NC 28516	(252) 728-8471 work (252) 728-1630 cell	(252) 728-8459

### Local Law Enforcement Agencies:

	Contact	Phone Number
Carteret County Sheriffs Office	Sheriff Asa Buck	(252) 504-4800
Atlantic Police Department	Chief Scott Kilpatrick	(252) 726-2523
Beaufort Police Department	Chief Steve Lewis	(252) 728-4561
Cape Carteret Police Department	Chief Frank Deal	(252) 393-2183
Emerald Isle Police Department	Chief Bill Hargett	(252) 354-6767
Indian Beach Police Department	Chief Richard Petrowski	(252) 247-6700
Morehead City Police Department	Chief Wrenn Johnson	(252) 726-5361
Newport Police Department	Chief Jeff Clark	(252) 223- 5410
Pine Knoll Shores Police Department	Chief Joey Culpepper	(252) 247-2474

**Troop A Coastal Region Evacuation Plan**

## Appendix D

**Coast Guard Fort Macon**

2301 East Ft. Macon Road.

Atlantic Beach, N. C.

Contact Person: Officer of the Day: (252) 247-4598

(252) 247-4545 Day

(252) 247-4570 Night

**Coast Guard Emerald Isle**

11101 Station Road

Emerald Isle, N.C.

Contact Person: Officer of the Day or the Watch Stander: (252) 354-2419

SAR Emergency Number: (252) 354-2719

**Bogue Field**

5212 NC 24 HWY

Newport, N.C.

Contact Person: OOD or Person on Duty

(252) 466-0643 Day

(252) 466-0633 Day or Night

**Atlantic Field**

US 70 HWY

Atlantic, N. C.

Contact Person is aboard and it will be there person on duty at the following numbers that are at MCAS Cherry Point, Havelock N. C.

(252) 466-2253

(252) 466-4997 (Atlantic Field does not have anyone there manning it on a permanent basis)

**Local Hospitals for Carteret County:**

	Contact	Phone Number
Carteret General Hospital	General Information	(252) 808-6000
Eastern Carteret Medical Center		(252) 225-1134
Western Carteret Medical Center		(252) 393-6543
Taylor Hospital & Extended Care		(252) 225-4611

**Local Shelters for Carteret County:**

Shelter Site	Address	Phone Number
Newport Middle School	500 East Chatham St. Newport, NC 28570	(252) 223-3482
West Carteret High School	4700 Country Club Rd. Morehead City, NC 28557	(252) 726-
Carteret County Senior Center	3820 Galantis St. Morehead City, NC 28557	(252) 247-2626

**NCDOT Facility Information for Carteret County:**

Contact	Title	Phone Number
David Livingston	County Maintenance Engineer	(252) 223-4811



## Fuel Needs:

### A-8

1. Fuel may be obtained at the Troop A, District 8 Office (*generator powered*)
2. In the even the power is lost at the District Office; fuel may be obtained at a Department of Transportation Facility.
3. In an emergency look at the alternate fuel facility locations list below.

## Troop A Alternate Fuel Facility Locations

Troop A	Name of Station	Physical Street Address	Phone Number
Troop A District 8	Kangaroo	5230 Hwy. 70 West, Morehead City, NC 28557	(252) 727-0070
Troop A District 8	Kangaroo	302 W. McLean Drive, Carp Carteret, NC 28584	(252) 393-7151

### Evacuation Routes

- US70
- NC101
- NC12
- NC58
- NC24
- RP1300
  
- **US70 & 23rd/24th St. - Morehead City (4 Troopers)**  
Traffic Lights – Assisted by local agencies, direct traffic west on US70
  
- **NC58 & NC24 - Cape Carteret (4 Troopers)**  
Traffic Lights – Directing traffic north on NC58 or NC24
  
- **US70 & NC24 - Morehead City (2 Troopers)**  
Traffic Lights – Assisted by local agencies, direct traffic west on US70
  
- **US70 & RP1237 - Morehead City (1 Trooper)**  
Traffic Lights – Assisted by local agencies, direct traffic west on US70
  
- **US70 & RP1141 - Newport (2 Troopers)**  
Traffic Lights – Direct traffic west on US70
  
- **US70 & RP1140 - Newport (2 Troopers)**  
Traffic Lights – Direct traffic west on US70
  
- **US70 & RP1124 - Newport (2 Troopers)**  
Traffic Lights – Direct traffic west on US70

- **US70 & RP1300 - Beaufort (2 Troopers)**  
Traffic Lights – Direct traffic north on RP1300 to NC101
- **NC101 & RP1163 - Beaufort (1 Trooper)**  
Direct traffic north on NC101

### **Carteret County / Concerns – Challenges**

- Flooding in low-lying areas. Especially east of Beaufort which has US70 as a evacuation route
- Evacuation routes are two lane in most areas
- The six (6) high-rise bridges along evacuation routes are two lane (exception of MC/AB)  
Problematic if become impassable
- Cedar Island / Ocracoke Ferry
- Communications issues east of Beaufort

### **Lodging Locations:**

#### **A-8:**

#### **Best Western Silver Creek Inn (10 rooms on hold)**

NC-24, Cedar Point

Swansboro, N.C. 28584

Contact Person: Paula Sutton, Manager

E-mail: [\*\*pes-o@hotmail.com\*\*](mailto:pes-o@hotmail.com)

Phone: 252/247-5001

Note: Will honor direct billing.

#### **Holiday Inn Express (10 rooms on holds)**

Executive Drive

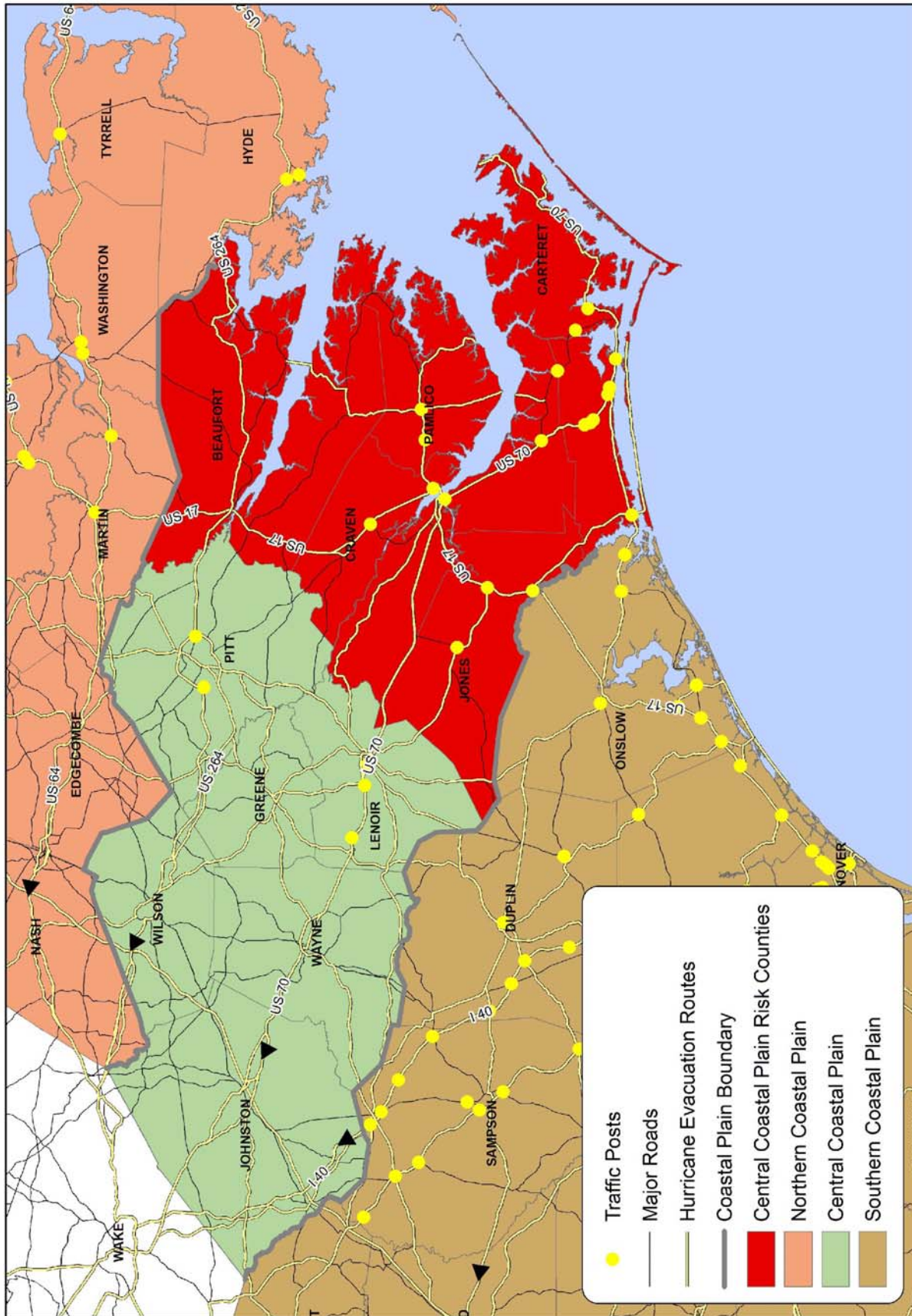
Morehead City, N.C. 28557

Contact Person: Denice Marriner

E-mail: [\*\*vivianmarriner@yahoo.com\*\*](mailto:vivianmarriner@yahoo.com)

Phone: 252/247-5001

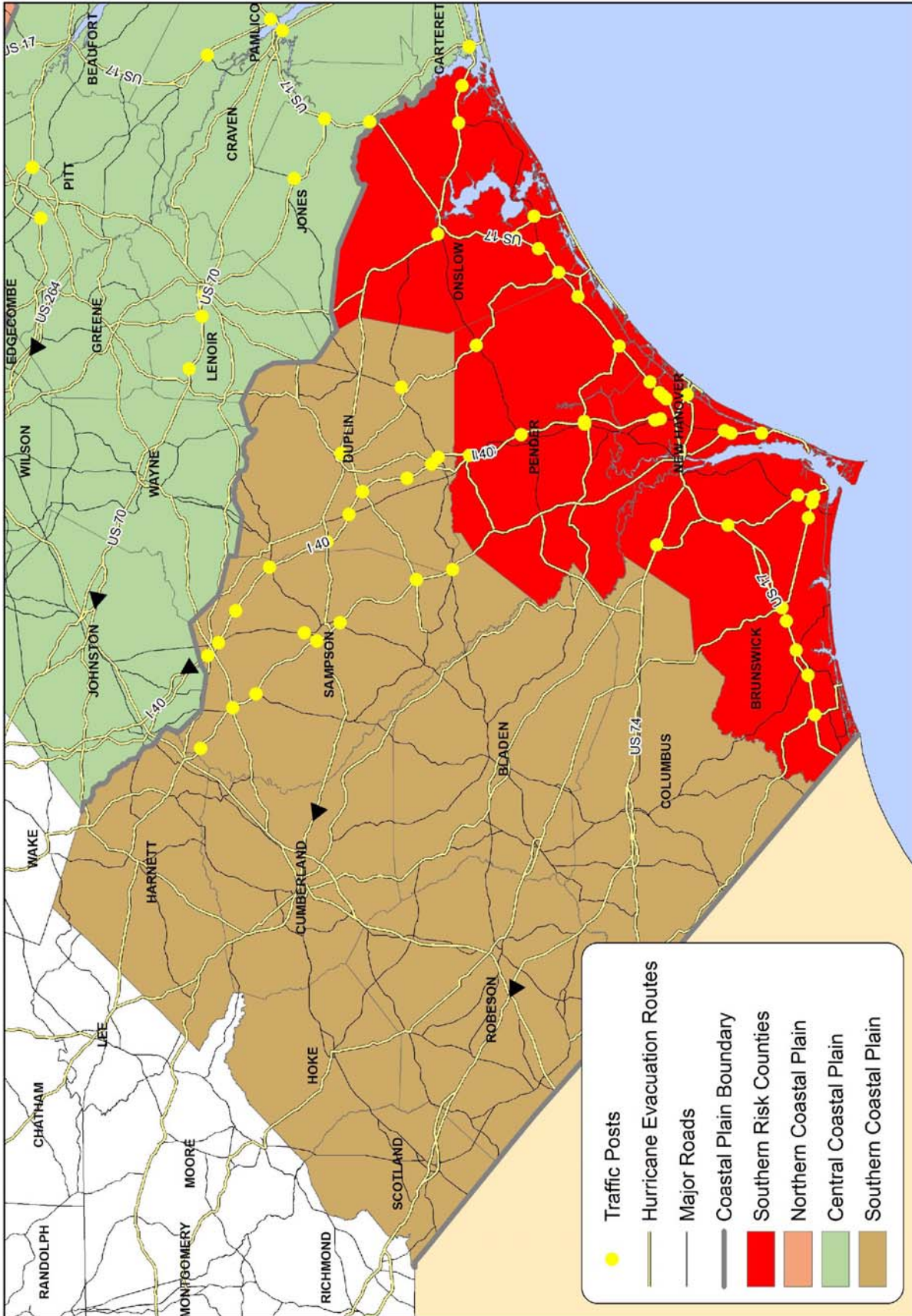
Note: Will honor direct billing.



North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide  
 Map produced on: September 5, 2007  
 with data provided by NCEM



**Figure D-2: Central Coastal Plain  
 Hurricane Evacuation Traffic Posts**



North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide  
 Map produced on: September 5, 2007  
 with data provided by NCEM

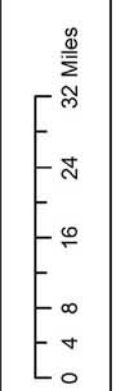
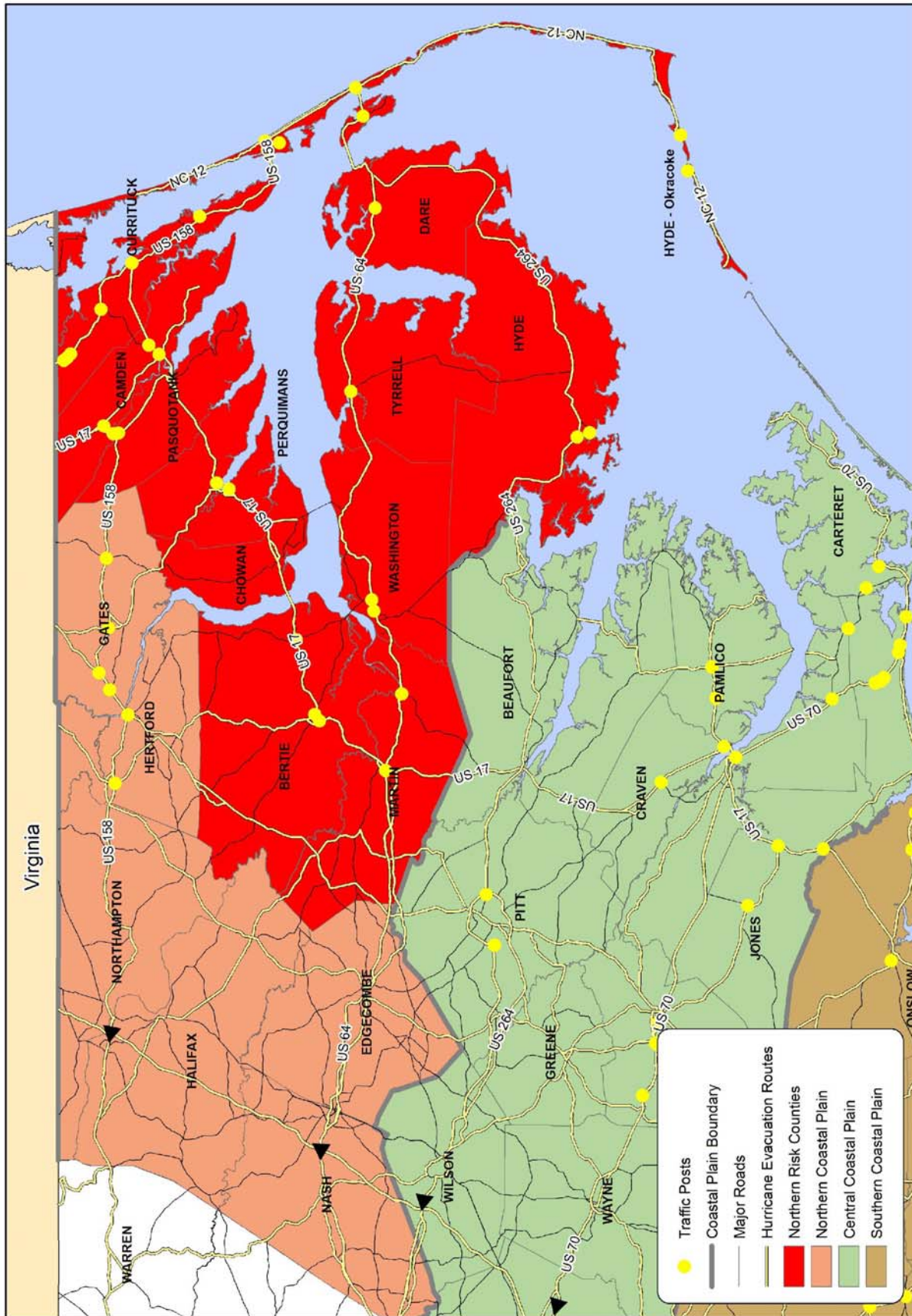


Figure D-3: Southern Coastal Plain  
 Hurricane Evacuation Traffic Posts



North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide  
 Map produced on: September 5, 2007  
 with data provided by NCEM

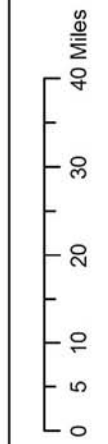
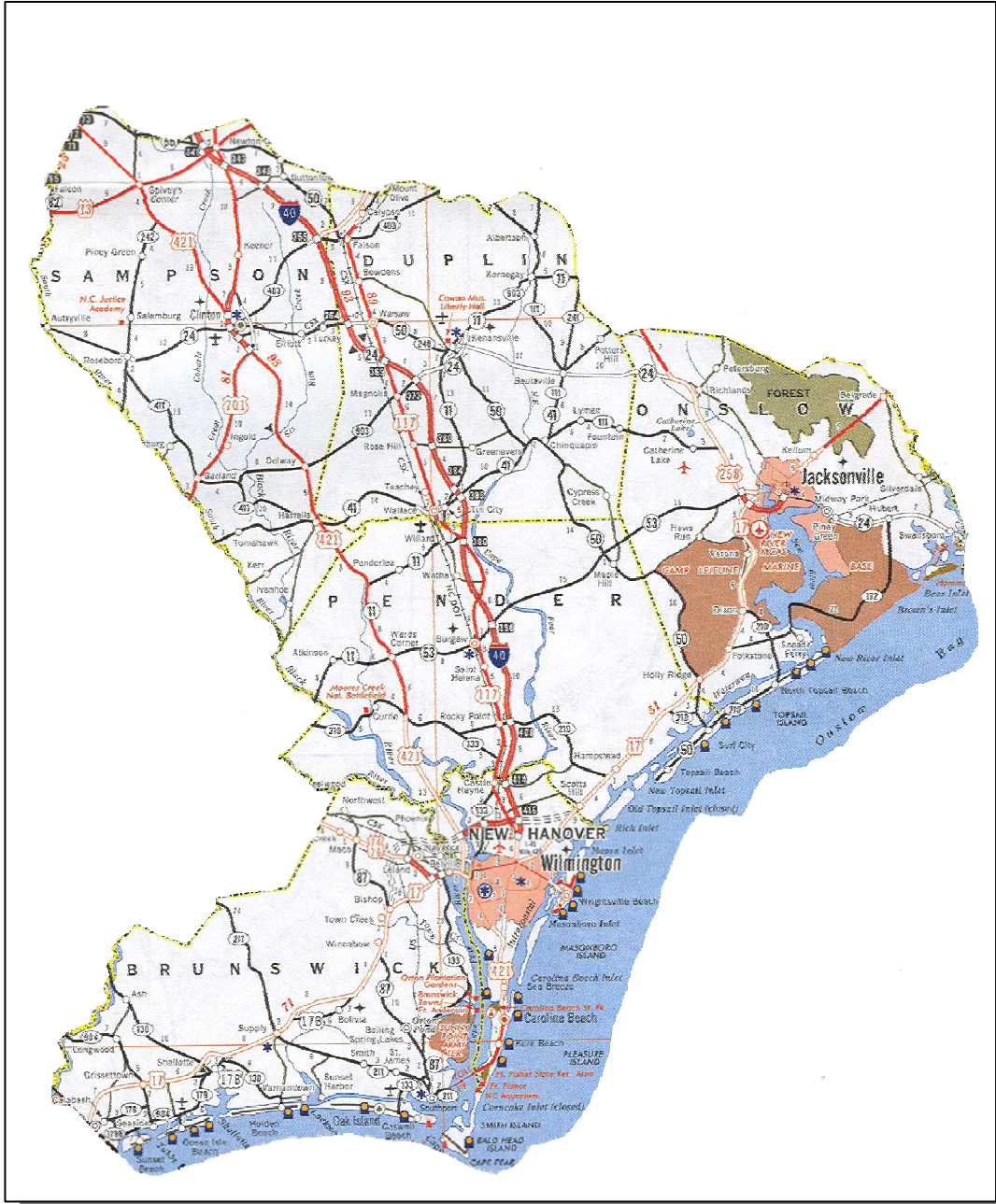


Figure D-1: Northern Coastal Plain  
 Hurricane Evacuation Traffic Posts



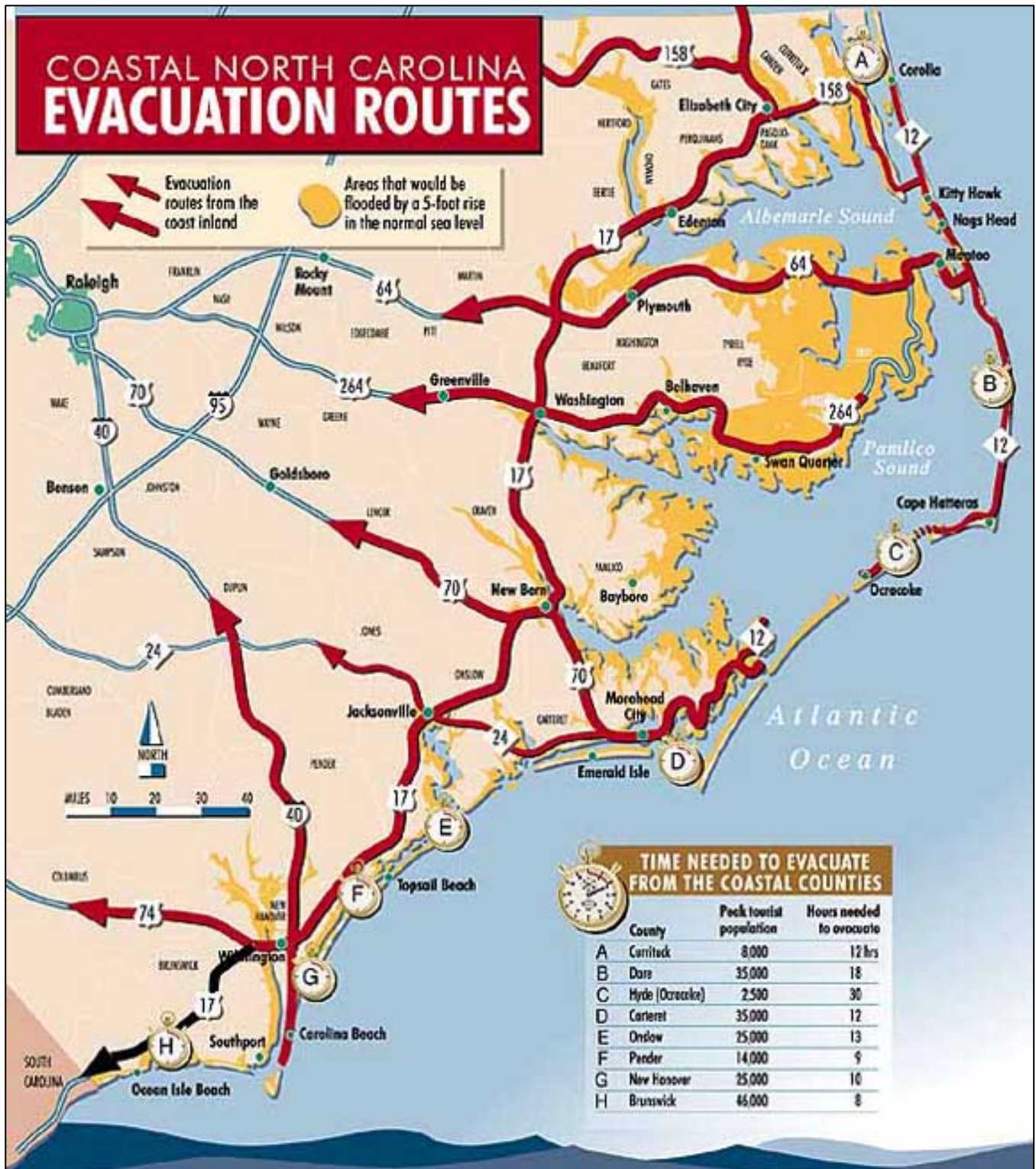
This page left blank intentionally.

# Troop B Coastal Region Evacuation Plan



Troop B - Fayetteville  
May 2007





## **Index**

Operational Information	Pages 1-4
Communications Information	Pages 5-6
District 2 - Sampson County	Pages 7-12
District 3 - Onslow County	Pages 13-18
District 4 - Pender County	Pages 19-23
District 4 - Duplin County	Pages 25-29
District 6 - Brunswick County	Pages 31-36
District 6 - New Hanover County	Pages 37-42

\*Military Contact Information, See District 3  
Onslow County Local Police

## **Troop B Coastal Region Evacuation Plan**

The following counties have been identified in Troop B as participants in the Regional Evacuation Plan. These counties are either coastal counties or play a vital role along Interstate 40.

- Brunswick
- New Hanover
- Onslow
- Pender
- Duplin
- Sampson

For each of the above counties, the following has been identified:

- Emergency Management Director information, along with EOC
- Local Police Departments contact information and number of personnel
- County Sheriff's Departments contact information and number of personnel
- Local Hospitals for each county and contact information
- Local Emergency Weather Shelters for each county
- All NCDOT Facilities in each county complete with contact information
- Critical Roadways and Intersections along evacuation routes
- The number of personnel needed at each location (traffic post)
- The number of supervisory personnel needed in each county
- A description of each intersection and the responsibility of each member directing traffic
- Assistance needed from NCDOT, barricades, traffic cones, signs, message boards
- Demographics for each county; normal vs. seasonal
- Specific county concerns and challenges
- Alternate Fuel Resources and Locations
- Housing of Patrol Personnel

### **At A Glance" - Troop B Coastal Region Evacuation Personnel Needs**

<b>County</b>	<b>Post Identified</b>	<b>Troopers Needed</b>	<b>Supervisors Needed</b>
Brunswick	12	32	3
New Hanover	10	25	3
Pender	6	19	3
Onslow - Carteret (Troop A)	7	21	2
Duplin	8	21	3
Sampson	12	30	3
<b>Total</b>	<b>55</b>	<b>148</b>	<b>17</b>

**Decision Process Guidelines For The Troop B Coastal Regional Evacuation**

- The decision for evacuation will be the responsibility of each individual county.
- District First Sergeants will maintain constant communication with the local Emergency Management Director and participate in the decision to evacuate when requested.
- As a general rule, with the threat of a Category III Hurricane or greater, the District First Sergeants should begin the decision process in planning for evacuation of affected counties, i.e., manpower, lodging, meals.

**Actions - Pre-Evacuation Process**

- The Troop B Commander (or designee) will participate in each Eastern Regional Conference call at 6:00 a.m. and every six (6) hours thereafter until the threat has passed or the evacuation plan implemented.
- District First Sergeants will participate in local briefings held by the County EM Director and report evacuation concerns to the Troop B Commander (or designee).
- District First Sergeants will communicate with the Sheriff and local police agencies to coordinate any assistance they may provide during the evacuation.
- Topics to cover locally are; forecast onset of tropical storm winds and/or hurricane force winds, volume of traffic expected to evacuate, time evacuation may begin, resources needed (local & state), and any actions needed by Troop B during the next six (6) hour period.
- Troop B Commander will communicate with the State EOC (Patrol Member) and/or Field Operations Major after each conference call to discuss the potential of evacuation and the deployment of personnel.
- Upon reaching a consensus for a county to evacuate, the District First Sergeant shall immediately pass that information to the Troop Commander, and the Troop Commander to the EOC and Field Operations Major.
- The District First Sergeant shall immediately notify the local NCDOT officials for assistance.
- When approved for evacuation, Patrol personnel will disseminate the decision and its execution time to local respective organizations providing assistance.

**Actions During Evacuation**

- At the beginning of the evacuation, conference calls will be conducted every four (4) hours with the District First Sergeant to determine the following: evacuation status, problems encountered, other actions needed, potential ending time.
- SHP will man each post identified in priority order at the beginning of the evacuation and remain on post until relieved by the District First Sergeant.

## **Troop B Coastal Region Evacuation Plan**

### Appendix E

---

- Interchanges of I-40 will be manned in priority order based upon the county which initiates the evacuation (minimal manpower initially) and remain manned until the evacuation is terminated or relieved by the District First Sergeant.
- The entrance/exit of the I-40 Rest Area in Duplin County will be manned in addition to the interchanges and will be the last post to clear following termination of the evacuation.
- The I-40 Rest Area in Duplin County will be utilized as the staging area for personnel and/or resources if needed.
- Wrecker Services on SHP Rotation will be utilized for quick clearance. Troopers familiar with the area may make a Trooper's request for the nearest wrecker.
- The local county EOC shall be manned with a District Supervisor and will be utilized as the Command Post for each county's evacuation.

### **Action - Termination**

- Termination of traffic post assignments to allow members to seek shelter will be ordered a minimum of one (1) hour before sunset or when sustained winds reach 35 mph, which ever occurs first.
- SHP will recommend termination of traffic post assignments when the traffic levels or other hazardous circumstances warrant (at the discretion of Troop Commander with consultation with Fields Operations Major).

### **Supplementary Guidance**

- The decision to evacuate is a county responsibility.
- The 800 VIPER communication systems should provide effective and continuous communications between agencies and the Patrol which is critical for a safe and successful execution of the evacuation plan.
- Evacuation Operations should be conducted during daylight hours when at all possible.
- NCDOT should stage equipment in its local/division yards 24 hours prior to the implementation of the evacuation plan.
- SHP personnel and resources will be drawn from outside the local county, however; fire, rescue and ambulance resources will be drawn from the local county agencies within the threat area. Local EM coordinators have identified those resources and will make assignments and coordinate their mobilization.
- District First Sergeants in the affected areas should attend any local control group meetings prior to hurricane season each year to update contact information and make any necessary modifications to the plan or decision process.

**Troop B Coastal Regional Evacuation Responsibilities**

- NCDOT will be responsible for providing all barricades and signs related to the evacuation. This will include placing them in position prior to the beginning of the evacuation and removing them at the conclusion.
- NCSHP will be responsible for ensuring that the evacuation lanes are clear of all traffic and all abandoned vehicles have been removed from the west bound lanes of I-40 at the beginning of the evacuation from Wilmington to the Johnston County Line.
- NCSHP (local district members) will be responsible for investigating all collisions and the assistance of disabled motorists that occur between Gordon Road in Wilmington and the interchange of I-40 at I-95.
- NCSHP will be responsible for recommending termination of the evacuation when traffic volume and/or other circumstances warrant.
- Wilmington Police Department - The WPD will be responsible for manning traffic post necessary to expedite traffic flow within the City of Wilmington up to the I-40 interchange.

**Communications Procedures: Troop B Coastal Regional Evacuation Plan**

- The Troop B Evacuation plan calls for all Troopers assigned to the event to utilize 800MHz radios to communicate with each other, the Command Post and local police agencies as much as possible.
- To conduct this operation, the plan is to utilize the Patrol's existing radio communications, inclusive of both low band and 800MHz radios. The 800MHz (VIPER) radio system is now operational in each of the affected counties of the evacuation plan. The Patrol will utilize each county EOC as a command post with the supervisor on duty having access to an 800MHz radio.
- All members assigned to this event should be issued 800MHz radios programmed with Troop B Common 2 Channels. Twenty-five (25) spare 800MHz radios will be available for issue to members for the duration of this assignment. Field Operations will be responsible for contacting TSU in Raleigh to ensure the necessary number of 800MHz radios are available to forward to the staging area for the assignment.
- All communications will be conducted between the local command post and the Troopers on Troop B, Common 1 on 800MHz; with Troop B Common 2 being utilized as a backup. Channel 19 low band, frequency 42.200 MHz will be a secondary backup.
- The channels normally worked by local cars assigned to the districts in the Coastal Region area are as follows:

<b>County Assigned</b>	<b>Communications Center</b>	<b>Low Band Channel</b>	<b>Frequency (MHz)</b>
Brunswick	Elizabethtown	13	42.580
New Hanover	Elizabethtown	13	42.580
Duplin	Elizabethtown	13	42.580
Pender	Elizabethtown	13	42.580
Sampson	Elizabethtown	15	42.580
Onslow	Elizabethtown	5	42.660

**Command and Control**

- An NCSHP Supervisor will serve as the Officer in Charge from the local EOC Center during the entire evacuation process.
- Troop B Executive Officers will be assigned to affected counties and will command this operation from either a local District Office or a local county EOC Center.
- Troop B Executive Officers will be responsible for briefing the Supervisors and all personnel who will be assisting with traffic control in their assigned area of responsibility. A backup briefing location will be the I-40 Rest area in Duplin County.
- Troop B Post Assignments will encompass all Intersecting Roadways which allow access to I-40 and other US and NC Roadways leading from the coastal region toward I-95.
- Troop B Executive Officers will meet with Supervisors of incoming personnel for briefing concerning post assignments, relief of personnel, fuel and lodging.

### District 2 / Sampson County





## Sampson County Contact Information:

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number
Director Ray Honrine	107 Underwood St., Clinton, NC 28328	910-592-8996

### Local Police Departments:

Agency	Contact	Address	Phone Number	Number of Personnel
Clinton Police Department	Chief Mike Brim	222 Lisbon St. Clinton, NC 28328	910-592-3105	32
Garland Police Department	Chief Mike Toler	190 S. Church Ave. Garland, NC 28441	910-529-7711	2
Newton Grove Police Department	Chief Frankie Harrell	304 West Weeksdale St. Newton Grove, NC 28366	910-594-0829	4
Roseboro Police Department	Chief Preston Howell	101 W. Pleasant St. Roseboro, NC 28382	910-525-5344	4
Salemburg Police Department	(Vacant)	100 Methodist Dr. Salemburg, NC 28385	910-525-5650	8

### Sampson County Sheriff's Department:

Contact	Address	Phone Number	Number of Personnel
Sheriff Jimmy Thornton	112 Fontanna St. Clinton, NC 28328	910-592-4141	47

### Local Hospitals for Sampson County:

Contact	Address	Phone Number
Sampson Regional Medical Center	607 Beaman St. Clinton, NC 28328	910-592-8511

### Local Shelters for Sampson County:

Shelter Site	Address	Phone Number
Midway High School	15375 Spivey's Corner Hwy., Dunn, NC 28334	910-567-6664
Union Elementary School	10400 Taylors Bridge St., Clinton, NC 28328	910-532-2104
Hobbton Middle School	12081 Hobbton Hwy., Newton Grove, NC 28366	910-594-1420
Clinton High School	1201 W. Elizabeth St., Clinton, NC 28328	910-592-2067

**Sampson County Information Traffic Post - Location and Description:**

<b>Sampson County</b>		
<b>Road / Intersection</b>	<b>Location</b>	<b>Troopers</b>
US421/NC41 (4)	Harrells	3
US421/NC903 (9)	Delway	2
US421/US701 (3)	Clinton	3
US421/RP1311 (12)	Clinton	Clinton PD
US421/NC242 (10)	Spivey's Corner	3
US421/US13 (2)	Spivey's Corner	3
US421/RP1005 (11)	Plainview	2
US701/US701 Bypass (8)	Clinton	2
I-40/NC403 (5)	Faison/Exit 355	3
I-40/RP1722 (7)	Suttontown/Exit 348	3
I-40/US701 (1)	Newton Grove/Exit 343	3
I-40/NC55 (6)	Newton Grove/Exit 341	3
<b>Total Personnel</b>	<b>Supervisors 3</b>	<b>30</b>

(\*\*\*Number in parenthesis denotes priority order based on Traffic Volume)

1. **US421 & NC41 - Harrells**  
Four way Intersection - Direct traffic north on US421 to I-95. Allow crossover for local traffic. Three (3) Troopers will be needed at this post.
2. **US421 & NC903 - Delway**  
Four way Intersection - Direct traffic north on US421 to I-95. Allow crossover for local traffic. Two (2) Troopers will be needed at this post.
3. **US421 & US701 - Clinton**  
Overpass Connector - Direct traffic north on US421 to I-95. Allow crossover for local traffic. Three (3) Troopers will be needed at this post.
4. **US421 & RP1311 - Clinton**  
Four way Intersection - This intersection will be covered by Clinton PD.
5. **US421 & NC242 - Spivey's Corner**  
T-Intersection - South intersection; Direct traffic north on US421 only to I-95. Allow crossover for local traffic. Three (3) Troopers will be needed at this post.
6. **US421 & US13 - Spivey's Corner**  
Four way Intersection - Direct traffic north on US421 to I-95. Allow crossover for local traffic. Three (3) Troopers will be needed at this post.
7. **US421 & RP1005 - Plainview**  
Four way Intersection - Direct traffic north on US421 to I-95. Allow crossover for local traffic. Two (2) Troopers will be needed at this post.

8. **US701 Bypass & US701 - Clinton**

T-Intersection - Direct traffic north on US701 to I-40. Assist southbound traffic into Clinton. Two (2) Troopers will be needed at this post.

9. **I-40 & NC403- Faison- Exit 355**

Overpass Connector. Three (3) Troopers will be needed at this post.

10. **I-40 & RP1722 - Suttontown- Exit 348**

Overpass Connector. Three (3) Troopers will be needed at this post.

11. **I-40 & US701- Newton Grove - Exit 343**

Overpass Connector. Three (3) Troopers will be needed at this post.

12. **I-40 & NC55 - Newton Grove - Exit 341**

Overpass Connector. Three (3) Troopers will be needed at this post.

- \* Sergeant assigned to US421 & US701 connector is responsible for all personnel south of Clinton on US421.
- \* Sergeant assigned to US421 & US13 is responsible for all personnel north of Clinton on US421 and US701 Bypass & US701.
- \* Sergeant assigned to I-40 & US701 (Exit 343) is responsible for all personnel assigned to I-40.

**DOT Equipment Needs Sampson County:**

- \* No DOT equipment needed at intersection with adequate manpower
- \* Need DOT message board for US421 North and South of Clinton

**NCDOT Facility Information for Sampson County:**

Contact	Address	Phone Number
Alton Thornton Jr.	216 North Blvd., Clinton, NC 28328	910-592-1434

**Sampson County - Concerns - Challenges**

- US421 South is prone to flooding between the cities of Clinton and Harrells.
- NC903 is prone to flooding between the cities of Harrells and Garland.

Population - Non-Seasonal	63,063
Population - Seasonal (April - September)	66,090

**Sampson County  
Demographics:**

**Sampson County Fuel**

**Troop B Coastal Region Evacuation Plan**

Appendix E

**Information:**

State Highway Patrol Fuel Locations	Voyager Card Accepted At these Locations
State Highway Patrol Office * <u>Has Generator</u> 305 North Boulevard, Clinton, NC 910-592-3141	Cecil's Exxon - (Cecil Fields) * <u>24 Hour Service</u> Weeks Circle, Newton Grove, NC 910-594-1286
DOT Pumps * <u>Has Generator</u> 220 North Boulevard, Clinton, NC 910-592-6174 , 910-592-1434	Short Stop - (Wendy Gardner) 437 Fayetteville St., Newton Grove, NC
	Tops Food Mart - (Linda Smith) 1420 Harnett Dunn Hwy., Newton Grove, NC
	BP Gas - (Tammy Britt) 1503 Harnett Dunn Hwy., Newton Grove, NC
	Bestway Amoco - (Geneva Best) 738 Northwest Blvd., Clinton, NC
	Exprezit - (Jerome Hines) 103 Northwest Blvd., Clinton, NC
	Handy Hugo #8 (BP Station) * <u>24 Hour Service</u> 926 Sunset Ave., Clinton, NC 910-592-8857

**Sampson County Lodging Locations:**

Comfort Inn 1412 Sunset Ave. (NC24, Wal-Wart) Clinton, NC 28328 910-592-8820	Inn at Clinton 1406 Sunset Ave. (NC24, Wal-Mart) Clinton, NC 28328 910-592-1990
Salemberg Fire Department 804 North Main St. Salemberg, NC 28385 910-525-4414	Spivey's Corner Fire Department 8200 Newton Grove Hwy. Dunn, NC 28334 910-567-6621
Clinton Fire Department 222 Wall St. Clinton, NC 28328 910-299-4902 (20-25 Male Troopers)	Plain View Fire Department 5041 Plainview Hwy. Dunn, NC 28328 910-892-0231 (5-8 Female Troopers)

The Comfort Inn and The Inn at Clinton have agreed to hold rooms with advanced notice for Troopers assigned to hurricane and disaster duties. These rooms will be at the current state rate, per Assistant Manager Cassandra Capers.

### District 3 / Onslow County



## Onslow County Contact Information:

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number
Mark Goodman	1180 Commons Drive North, Jacksonville, NC 28546	910-347-4270

### Local Police Departments:

Agency	Contact	Address	Phone Number	Number of Personnel
Jacksonville Police Department	Kenneth Bumgardner	206 Marine Blvd. Jacksonville, NC 28540	910-455-1472 910-455-4000	100+
Swansboro Police Department	Ed Parrish	502 Church St. Swansboro, NC 28584	910-326-5151	8
Holly Ridge Police Department	J. Maiorano	212 N. Dyson St. Holly Ridge, NC 28445	910-329-4076	6
Richlands Police Department	Thomas Bennet	302 S. Wilmington St. Richlands, NC 28574	910-324-5777	4
Surf City Police Department	Michael Halstead	211 N. Topsail Dr. Surf City, NC 28445	910-328-7711	13
North Topsail Beach Police Department	Casey Fillinger	2008 Loggerhead Ct. North Topsail Beach, NC 28460	910-328-0042	9
South Topsail Beach Police Department	Chief Ricky Smith	812 S. Anderson Blvd. Topsail Beach NC, 28445	910-328-4851	10
Provost Marshals Office Camp Lejeune	Lt. Colonel Steve Simpson	Building 3 Camp Lejeune, NC 28542	910-451-2455	

### Onslow County Sheriff's Department:

Contact	Address	Phone Number
Ed Brown	701 Mill Avenue, Jacksonville, NC 28540	910-455-3113

### Local Hospitals for Onslow County:

	Contact	Address	Phone Number
Onslow Memorial Hospital	Maurice Humphrey	317 Western Blvd. Jacksonville, NC 28541	910-577-2345

**Local Shelters for Onslow County:**

Shelter Site	Address	Phone Number	Capacity
Dixon Middle School	200 Dixon School Rd. Holly Ridge, NC 28445	910-347-2738	477
Richlands High School	401 Woodson St. Richlands, NC 28574	910-324-4191	250
Southwest High School	500 Burgaw Hwy. Jacksonville, NC 28540	910-455-4888	186
Swansboro Middle School	1240 W. Corbett Ave. Swansboro, NC 28584	910-326-3601	350
White Oak High School	1950 Piney Green Rd. Jacksonville, NC 28546	910-455-1541	300
Jacksonville Commons Middle School	315 Commons Drive South Jacksonville, NC 28546	910-347-1056	1300

**NCDOT Facility Information for Onslow County:**

Contact	Address	Phone Number
Jeff Huffman	299 Wilmington Hwy. Jacksonville, NC 28540	910-455-3777

**Onslow County Information Traffic Post - Location and Description:**

Onslow County		
Roads / Intersections	Location	Troopers
NC210/NC172 (3)	Sneads Ferry/Topsail	3
NC210/US17 (2)	Dixon	4
NC50/US17 (4)	Topsail/Holly Ridge	3
NC24/RP1509 (7)	Swansboro/Queens Creek	3
NC172/US17 (5)	Folkstone	2
NC24/NC53/US258 (1)	Jacksonville Bypass	4
NC172/NC24 (6)	Hubert/Swansboro	2
<b>Personnel Needed</b>	<b>Sergeants 2</b>	<b>21</b>

(\*\*\*Number in parenthesis denotes priority order based on Traffic Volume)

1. **NC210 / NC172 - Sneads Ferry / Topsail Area**

NC210 and NC172 both have three lanes of travel at the intersection. The intersection is controlled by a traffic signal. NC210 is the main route of evacuation for North Topsail Beach and one of only two land routes off of Topsail Island. NC172 could be a route of evacuation for parts of Camp Lejeune. Three (3) Troopers will be needed at this post. No DOT equipment will be needed.

2. **NC210 / US17 - Dixon**

A T-intersection with four lanes of NC210 intersecting with four lanes of US17. This intersection is controlled by a traffic signal. NC210 travels off Topsail Island and through Sneads Ferry to US17. Four (4) Troopers will be needed at this post. No DOT equipment will be needed.

3. **NC50 / US17 - Topsail/Holly Ridge**

Within the city of Holly Ridge, NC50 is a two lane highway intersecting with five lanes of US17 at a four way intersection. NC50 is the other land route off Topsail Island. During an evacuation, it is expected many motorists will travel NC50 off Topsail Island to US17 to travel NC50 to NC53. Motorist should then take NC53 to I-40. This intersection is controlled by a traffic signal. Three (3) Troopers will be needed at this post. No DOT equipment will be needed.

4. **NC24 / RP1509 - Swansboro/Queens Creek**

RP1509 is a two lane secondary road which leads to the northern coastal sections of Onslow County. RP1509 intersects with NC24; a five lane roadway at a T-intersection within Swansboro. The majority of the coastal residents in this area of the county will use this route during an evacuation, as well as residents from Carteret County. This intersection is controlled by a traffic signal. Three (3) Troopers will be needed at this post. No DOT equipment will be needed.

5. **NC172 / US17 - Folkstone**

NC172 is a two lane road intersecting with US17; a four lane roadway at a T- intersection. NC172 is an alternate route to NC210 from Sneads Ferry to travel to US17. This intersection is controlled by a stop sign on NC172. Two (2) Troopers will be needed at this intersection to assist motorist with access to US17. No DOT equipment will be needed.

6. **NC24 / US258 / NC53 - Jacksonville Bypass**

All three roadways have five lanes. The intersection is controlled by a traffic signal. Traffic evacuating from points north of Jacksonville on NC24 will travel the Bypass. It is anticipated other traffic will travel NC53 west to I-40. Four (4) Troopers will be needed at this post. No DOT equipment will be needed.

7. **NC172 / NC24 - Hubert/Swansboro**

NC172 is a two lane road connecting with four lanes of NC24 in Hubert. NC24 will carry traffic from the Swansboro area and Carteret County. NC172 travels through the back gates of Camp Lejeune to Sneads Ferry. The intersection is controlled by a traffic signal. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

**Onslow County - Concerns - Challenges**

- Areas prone to flooding in Onslow County include Gum Branch Road and Halls Run Road. Other areas expected to flood during major weather events include US17 South at the Southwest Creek Bridge, and US258 traveling towards Richlands.

**Onslow County Demographics:**

Population Non-Seasonal	152,440
Population Seasonal (April - September)	154,574



**Onslow County Fuel Information:**

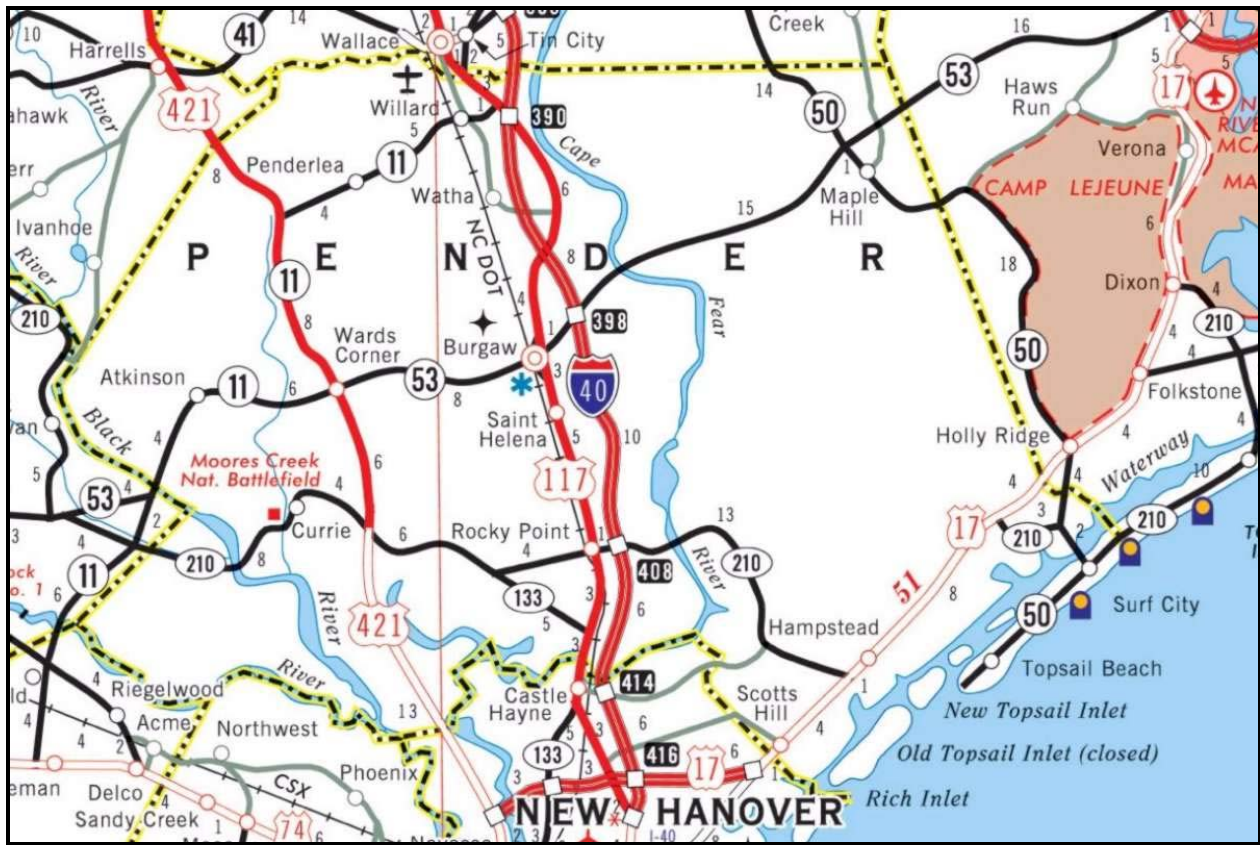
<b>State Patrol Fuel:</b>	<b>Voyager Card Accepted at These Locations:</b>	<b>Voyager Card Accepted at These Locations:</b>
Jacksonville Highway Patrol Office US17 S. Jacksonville, NC NCDOT, Jacksonville, NC	Scotchman #45 2347 Catherine Lake Rd. Richlands, NC	Trade Mart 400 N. US Hwy. 17 Holly Ridge, NC
Trade Mart 830 New Bridges St. Jacksonville, NC	Scotchman #108 8300 Richlands Hwy. Richlands, NC	Trade Mart NC172 Sneads Ferry, NC
Kangaroo 2868 Piney Green Rd. Jacksonville, NC	Scotchman #187 3620 Richlands Hwy. Jacksonville, NC	Scotchman NC210/US17 Dixon/Sneads Ferry, NC
Kangaroo BP Express 2865 Piney Green Rd. Jacksonville, NC	Handy Mart #46 2945 Richlands Hwy. Jacksonville, NC	Scotchman NC53/Pony Farm Rd. Jacksonville, NC
Handy Mart #57 701 W. Corbett Ave. Jacksonville, NC		Trade Mart NC53/Old Maple Hurst Rd. Jacksonville, NC

**Onslow County Lodging Locations:**

Innkeeper Manager: Debbie Godwin 2115 N. Marine Blvd. Jacksonville, NC 28546 910-347-1900	Holiday Inn Express Manager: Tim Spicer 2139 N. Marine Blvd. Jacksonville, NC 28546 910-938-0800
---	--

These facilities offer direct billing to the state. However, if the Highway Patrol does not need the rooms, and fails to cancel reservations within 24 hours of the check in, the state will be billed.

### District 4 / Pender County



## Pender County Contact Information:

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number
Eddie King	605 E. Fremont St., Burgaw, NC 28425	910-259-1210

### Local Police Departments:

Agency	Contact	Address	Phone Number	Number of Personnel
Surf City Police Department	Chief Michael Halstead	211 N. Topsail Dr. Surf City, NC 28445	910-328-7711	13
Topsail Police Department	Chief Ricky Smith	810 S. Anderson Blvd. Topsail Beach, NC 28445	Office 910-328-4851 Personal 910-619-7134	10
Burgaw Police Department	Chief J. S. (Wayne) Briley	109 N. Walker St. Burgaw, NC 28425	Office 910-259-4924 Personal 910-604-0100	15

### Pender County Sheriff's Department:

Contact	Address	Phone Number
Sheriff Carson Smith	605 E. Fremont St. Burgaw, NC 28425	Office 910-259-1212 Personal 910-470-7811

### Local Hospitals for Pender County:

	Address	Phone Number
Pender Memorial Hospital	507 Fremont St., Burgaw, NC 28425	910-259-5451

### Local Shelters for Pender County:

Shelter Site	Address	Phone Number
Malpass Elementary School	4992 Malpass Corner Rd., Burgaw, NC 28425	910-283-5889
Topsail Middle School	17385 US Hwy. 17, Hampstead, NC 28443	910-270-2612
Burgaw Middle School	500 South Wright St., Burgaw, NC 28425	910-259-0149

### NCDOT Facility Information for Pender County:

Contact	Address	Phone Number
H. J. Rivenbark	401 N. Smith St. , Burgaw, NC 28425	Office 910-259-5413 DOT Cell 910-376-1379
F. E. Hansley	401 N. Smith St., Burgaw, NC 28425	910-259-5413

**Pender County Information Traffic Post - Location and Description:**

<b>Pender County</b>		
<b>Road/Intersections</b>	<b>Location</b>	<b>Troopers</b>
I-40/NC210 (6)	Exit 408	3
I-40/NC53 (5)	Exit 398	3
I-40/US117 (7)	Exit 390	3
US117/NC210 (3)	Rocky Point	2
US17/NC210 (2)	Hampstead	3
US17/NC210 (1)	Surf City	3
NC53/NC50 (4)	Maple Hill	2
<b>Personnel Needed</b>	<b>Sergeants 3</b>	<b>19</b>

(\*\*\*Number in parenthesis denotes priority order based on Traffic Volume)

1. **I-40 / NC210 - Exit 408**

This intersection is an interchange of I-40. Exiting either eastbound or westbound intersects with NC210; which is a two lane road. Both intersections are controlled with a stop sign. Each intersection has a one-way entrance ramp for either eastbound or westbound traffic. Heavy traffic is to be expected for evacuation from US17/Topsail Island. Three (3) Troopers will be needed at this post. Barricades for closed eastbound entrance ramps will be needed.

2. **I-40 / NC53 - Exit 398**

This intersection is an interchange off of I-40 with NC53; which is a three lane highway. This is an interchange where both the eastbound exit and entrance ramps are side by side, as well as the westbound exit ramps. These ramps form two separate T-intersections which are controlled by stop signs. Heavy traffic is to be expected for evacuation on NC53 from Topsail Island and Onslow County. Three (3) Troopers will be needed at this post. No DOT equipment will be needed.

3. **I-40 / US117 - Exit 390**

This intersection is an interchange off of I-40. Exiting either eastbound or westbound intersects with NC210; which is a two lane road. Both intersections are controlled with a stop sign. Each intersection has a one-way entrance ramp for either eastbound or westbound traffic. Three (3) Troopers will be needed at this post. Barricades for closed eastbound entrance ramps will be needed.

4. **US117 / NC210**

This intersection is located in Rocky Point. US117 and NC210 are three lane highways at this intersection. The intersection is controlled by a traffic signal. This traffic signal would need to be monitored for its ability to effectively move the traffic. Traffic volumes could increase if traffic begins to exit off of I-40 and travel west on NC210. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

5. **US17 / NC210 - Hampstead**

This intersection is located in Hampstead. This is a four way intersection consisting of US17; which is a five lane highway, NC210; which is a five lane highway, and a three lane entrance into a

shopping center; all controlled by a traffic signal. This intersection would receive heavy traffic attempting to turn onto NC210 from US17. Three (3) Troopers will be needed at this post. No DOT equipment will be needed.

**6. US17 / NC210 - Surf City**

This intersection is located near Surf City. This is a T-intersection with US17 being a four lane divided highway, and NC210 being a three lane highway. This intersection is controlled by a traffic signal. Heavy traffic is to be expected from NC210 attempting to turn onto US17; evacuating from Topsail Island. Three (3) Troopers will be needed at this post. No DOT equipment will be needed.

**7. NC53 / NC50 - Maple Hill**

This is a four way intersection located in Maple Hill. NC53 and NC50 are both two lane highways at this intersection. The intersection is controlled by a flashing traffic signal and stop sign on NC50. This intersection will need to be monitored to assist motorist with the ability to turn left onto NC53 to travel to I-40. Traffic volume will increase as motorist elect to travel to I-40 along NC53 from Jacksonville. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

**Pender County - Concerns - Challenges**

- I-40 from Duplin County Line to New Hanover County Line; many areas flood, especially at Exit 398, NC53 (Burgaw Creek).
- NC53 is very prone to flooding east of the northeast Cape Fear River for approximately 10 miles and possibly as far as the Onslow County Line.
- NC50 in the Maple Hill Community; possible flooding.
- US117 near I-40; possible flooding.
- NC210 west near Currie Community; possible flooding.
- During Hurricane Floyd in 1999, Pender County was totally cut off to other counties due to flooding through all major highways west of the northeast Cape Fear River and NC53 east of the Cape Fear River.

**Pender County Demographics:**

Population Non-Seasonal	46,429
Population Seasonal (April - September)	52,464

**Pender County Fuel Information:**

State Highway Patrol Fuel Locations:	Voyager Card Accepted At These Locations
NCDOT - North Smith St. Burgaw, NC	I-40, Exit 398 NC53/US117 I-40, Exit 408 Scotchman Store, Wilcox/Hess, Exxon, Shell

**Pender County Lodging Locations:**

<p>The Burgaw Motel 605 Hwy. 117 N @ NC53 Burgaw, NC 28425 910-259-4550 General Manager - Vali Odedra</p>	<p>Fire Departments and Rescue Pender County Sheriff's Department 605 East Freemont Street Burgaw, NC 28425 910-259-1212 Emergency Management - Eddie King</p>
---	--



**Duplin County Contact Information:**

**Contact Information for Emergency Management Director and EOC:**

Contact	Address	Phone Number
Craig Forlines	423 N. Main St. Kenansville, NC 28349	910-296-2160

**Local Police Departments:**

	Contact	Address	Phone Number	Number of Personnel
Beulaville Police Department	Chief Hal Williams	111 W. Quinn St. Beulaville, NC 28518	Office 910-298-4647 Personal 910-340-1681	13
Greenevers Police Department		314 E. Charity Rd. Greenevers, NC 28458	Office 910-289-3078	
Kenansville Police Department	Chief Mike Webster	141 Routledge Rd. Kenansville, NC 28349	910-296-0369	2
Magnolia Police Department	Vacant	112 Tank St. Magnolia, NC 28453	910-289-3205	1
Wallace Police Department	Chief Bobby Maready	316 E. Murray St. Wallace, NC 28466	Office 910-285-2126 Personal 910-665-2052	13
Rose Hill Police Department	Chief Mike O'Connel	303 Central Ave. Rose Hill, NC 28572	252-568-4102	4
Warsaw Police Department	Chief R.P. Wood Jr.	112 W. Bay St. Warsaw, NC 28393	910-293-7816	11

**Duplin County Sheriff's Department:**

Contact	Address	Phone Number
Sheriff Blake Wallace	112 West Hill St. Kenansville, NC 28349	910-296-2150

**Local Hospitals for Duplin County:**

	Address	Phone Number
Duplin General Hospital	401 N. Main St. Kenansville, NC 28349	910-296-0941

**Local Shelters for Duplin County:**

Shelter Site	Address	Phone Number
Kenansville Elementary School	328 Limestone Rd. Kenansville, NC 28349	910-296-1647



**Troop B Coastal Region Evacuation Plan**

Appendix E

Beulaville Elementary School	138 Lyman Rd. Beulaville, NC 28518	252-3213640
Wallace Elementary School	4266 NC11 South Wallace, NC 28466	910-257-7183
North Duplin Elementary School	NC Hwy. 403 Calypso, NC 28325	919-658-2931
Chinquapin Elementary School	3894 NC50 South Chinquapin, NC 28521	910-285-3476
B. F. Grady Elementary School	2627 N. NC11-903 Albertson, NC 28508	252-569-3487

**NCDOT Facility Information for Duplin County:**

Contact	Address	Phone Number
Larry Cavanaugh	404 South NC Hwy. 11-903 Kenansville, NC 28349	910-296-0689
Thomas Cruse	404 South NC Hwy. 11-903 Kenansville, NC 28349	910-296-0689

**Duplin County Information Traffic Post - Location and Description:**

Duplin County		
Road / Intersections	Location	Troopers
I-40/NC41 (5)	Exit 385	2
I-40/NC11 (4)	Exit 384	2
I-40/RP1102 (7)	Exit 380	2
I-40/NC903 (6)	Exit 373	2
I-40/US117 (8)	Exit 369	2
I-40 /NC24 (1)	Exit 364	6
NC24/NC903 (2)	Kenansville	3
NC 111/NC41 (3)	Chinquapin	2
<b>Total Personnel</b>	<b>Sergeants 3</b>	<b>21</b>

(\*\*\*Number in parenthesis denotes priority order based on Traffic Volume)

1. **I-40 / NC41 - Exit 385**

This intersection is an interchange off of I-40. Exiting either eastbound or westbound intersects with NC41; which is a two lane road. Both intersections are controlled with a stop sign. Each intersection has a one-way entrance ramp for either eastbound or westbound traffic. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

2. **I-40 / NC11 - Exit 384**

This intersection is an interchange off of I-40. Exiting either eastbound or westbound intersects with NC11; which is a two lane road. Both intersections are controlled with a stop sign. Each intersection has a one-way entrance ramp for either eastbound or westbound traffic. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

3. **I-40 / RP1102 - Exit 380**

This intersection is an interchange off of I-40. Exiting either eastbound or westbound intersects with RP1102; which is a two lane road. Both intersections are controlled with a stop sign. Each intersection has a one-way entrance ramp for either eastbound or westbound traffic. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

4. **I-40 / NC24/903 - Exit 373**

This intersection is an interchange off of I-40. Exiting either eastbound or westbound intersects with NC903; which is a two lane road. Both intersections are controlled with a stop sign. Each intersection has a one-way entrance ramp for either eastbound or westbound traffic. NC24/903 is also a major evacuation route from Onslow County to I-40. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

5. **I-40 / US117 - Exit 369**

This is an interchange intersection of I-40 with US117; which is a three lane highway. This is an interchange where both the eastbound exit and entrance ramps are side by side, as well as the westbound exit ramps. These ramps form two separate T-intersections which are controlled by stop signs. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

6. **I-40 / NC24 - Exit 364**

This intersection is an interchange of I-40 & NC24. Exiting either eastbound or westbound intersects with NC24; which is a three lane road. Both intersections are controlled by a traffic signal. Each intersection has a one-way entrance ramp for either eastbound or westbound traffic. NC24 could be a heavily traveled road for evacuation. The Duplin County Rest Area is located at this intersection. Four (4) Troopers will be needed at this post. Two (2) additional Troopers may be needed to assist motorist with access to and from the rest area. No DOT equipment will be needed.

7. **NC24 / NC903 - Kenansville**

This intersection is located in Kenansville and is a four way intersection. NC24 is a five lane highway becoming divided at NC903; which is a five lane highway. This intersection is controlled by a traffic signal. This traffic signal could not handle the volume of traffic expected during an evacuation from Onslow County. Three (3) Troopers will be needed at this post. No DOT equipment will be needed.

8. **NC41 / NC111**

This intersection is located in Chinquapin. This intersection is a T-intersection with NC41 which is a two lane highway, and NC111 which is a two lane highway. This intersection is controlled with a stop sign. Traffic could increase during an evacuation coming from Topsail Island. Two (2) Troopers will be needed at this post. No DOT equipment will be needed.

**Duplin County Demographics:**

Population Non-Seasonal	51,985
Population Seasonal (April - September)	55,104

**Duplin County Fuel Information:**

**Troop B Coastal Region Evacuation Plan**

Appendix E

---

<b>State Highway Patrol Fuel Locations:</b>	<b>Voyager Card Accepted At these Locations:</b>
NCDOT NC11 Kenansville, NC	C-Check #4; I-40, Exit 364 C-Store; I-40, Exit 364
NC State Highway Patrol Office NC24 Kenansville, NC	The Pantry; I-40, Exits 373, 380, 385 All have major commercial fuel stations

**Duplin County Lodging Locations:**

Holiday Inn Express - Exit 364 2676 West NC24 Hwy. Warsaw, NC 28398 910-293-2800 General Manager - Milton Hamilton	Holiday Inn Express - Exit 385 131 River Village Place Wallace, NC 28466 910-285-9200 General Manager - Lisa Fussell
Fire Departments and Rescue Duplin County Sheriff's Department 112 West Hill Street Kenansville, NC 28349 910-296-2150 Emergency Management - Craig Forlines	

### District 6 / Brunswick County



## Brunswick County Contact Information:

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number
Randy Thompson	Building C 3325 Old Ocean Hwy. Bolivia, NC 28442	Office 910-253-4376 Cellular 910-279-0485

### Local Police Departments:

Agency	Contact	Address	Phone Numbers	Number of Personnel
Village of Bald Head Police Department	Chief Richard Herring	253 Edward Teach Wynd Bald Head Island, NC 28461	Office 910-457-5252 Personal 910-448-1251	10
Caswell Beach Police Department	Chief Judee Roney	1100 Caswell Beach Rd. Caswell Beach, NC 28465	Office 910-278-1555 Personal 910-254-0008	6
Holden Beach Police Department	Chief Wally Layne	110 Rothschild St. Holden Beach, NC 28462	Office 910-842-6707 Personal 910-755-3248	8
Leland Police Department	Chief Osey Sanders	102 Town Hall Dr. Leland, NC 28541	Office 910-371-1100 Personal 910-443-1261	3
Navassa Police Department	Chief Ricky Thorpe	334 Main St. Navassa, NC 28451	Office 910-371-0155 Personal 910-367-3438	3

### Brunswick County Sheriff's Department:

Contact	Address	Phone Number
Sheriff Ronald Hewett	80 Stamp Act Drive Bolivia, NC 28422	910-253-2777, Ext. 2736

### Local Hospitals for Brunswick County:

	Address	Phone Number
Brunswick Community Hospital	1 Medical Center Dr. Supply, NC 28462	310-755-8121
Dosher Memorial Hospital	924 N. Howe St. Southport, NC 28461	910-457-3800

### Local Shelters for Brunswick County:

#### Before the Storm:

Shelter Site	Address	Phone Number
West Brunswick High School	550 Whiteville Rd. Shalotte, NC 28470	910-754-4338

**Troop B Coastal Region Evacuation Plan**

Appendix E

North Brunswick High School	114 Scorpion Dr. Leland, NC 28451	910-371-2261
South Brunswick High School	280 Cougar Dr. Southport, NC 28461	910-845-2204

**After the Storm:**

Shelter Site	Address	Phone Number
Leland Middle School	927 Old Fayetteville Rd. Leland, NC 28541	910-371-3030
South Brunswick Middle School	100 Cougar Dr. Southport, NC 28461	910-845-2771
Shallotte Middle School	225 Village Rd. Shallotte, NC 28459	910-754-6882

**Brunswick County Information Traffic Post - Location and Description:**

Brunswick County		
Roads / Intersections	Location	Troopers
US17/NC904 (6)	Sunset Beach/Ocean Isle Area	4
US17/Mt. Pisgah Rd. (9)	North of NC904 Toward Holden Beach	2
US17/NC211 (1)	Supply Community	4
US17/NC87 (5)	North of Bolivia Toward Leland	3
US17 @ Shallotte (south) (8)	At Shallotte City Limits, South End Bypass	3
US17 @ Shallotte (north) (7)	At Shallotte City Limits, North End Bypass	3
NC211/Long Beach Road (2)	NC211 Toward Doshier Cut-Off	3
NC211/NC133 (3)	Doshier Cut-Off at Oak Island	2
NC211 @ St. James (11)	Private/Gated Community	2
NC87/NC133 (4)	At Intersection Near Sunny Point Military Terminal	2
NC87/NC133 (MOTSU) (12)	The Entrance/Exit Sunny Point Military Terminal	2
US74/NC87 (10)	West of Leland City Limits	2
<b>Personnel Needed</b>	<b>Sergeants 3</b>	<b>32</b>

(\*\*\*Number in parenthesis denotes priority order based on Traffic Volume)

1. **US17 / NC904 - Sunset Beach / Ocean Isle**

This is a four way intersection controlled by traffic signals. US17 is a four lane roadway and NC904 is two lanes. This is a major egress for Ocean Isle and Sunset Beach. Traffic will travel west on NC904, crossing over US17 to continue west on NC904. Four (4) Troopers will be needed at this post.

2. **US17 / Mt. Pisgah Road - North of Holden Beach**

This is a T-intersection. US17 is four lanes and Mt. Pisgah is two lanes. The intersection is controlled by stop signs. This is a major egress from Holden Beach. Two (2) Troopers will be needed at this post.

3. **US17 / NC211 - Supply Community**  
This is a major four way intersection. US17 is a divided highway and NC211 is two lanes. This intersection is controlled by traffic signals. These are the two major arteries that motorist will take to depart the beach area. This intersection MUST be manned as soon as the evacuation begins. Four (4) Troopers will be needed at this post. This intersection may require traffic direction prior to an evacuation.
4. **US17 / NC87 - Bolivia Area**  
This is a T-intersection controlled by a stop sign. US17 is a four lane divided highway and NC87 is two lanes. This is a major egress from Oak Island and Southport along NC87 to US17. Three (3) Troopers will be needed at this post.
5. **US17 / Shallotte (South Bypass)**  
This is a four way intersection with four lanes of traffic controlled by traffic signals. This is a departure point from Shallotte. Three (3) Troopers will be needed at this post.
6. **US17 / Shallotte (North Bypass)**  
This is a four way intersection with four lanes of traffic controlled by traffic signals. This is a departure point from Shallotte. Three (3) Troopers will be needed at this post.
7. **NC211 / Long Beach Road - Doshier Cut-Off Area**  
This is a four way intersection with two lanes of traffic controlled by traffic signals. This is a major departure route from Long Beach. Three (3) Troopers will be needed at this post.
8. **NC211 / NC133 - Doshier Cut-Off**  
This is a T-intersection with two lanes of traffic controlled by traffic signals. This is a major departure route from Oak Island and Southport. Two (2) Troopers will be needed at this post.
9. **NC211/St. James - St. James Community**  
This is a T-intersection with two lanes of traffic controlled by stop signs. This is a gated community with several hundred homes. Residence will require assistance entering NC211. Two (2) Troopers will be needed at this post.
10. **NC87 / NC133 - Sunny Point Military Terminal**  
This is a T-intersection with two lanes of traffic controlled by stop signs. This is a major traffic point for Oak Island and Southport. Two (2) Troopers will be needed at this post.
11. **NC87 / NC133 - (MOTSU) Sunny Point Military Terminal**  
This is a T-intersection with two lanes of traffic controlled by stop signs. This is the entrance to the military terminal. This is a major traffic point for Oak Island and Southport. Two (2) Troopers will be needed at this post.
12. **US74 / NC87 - West of Leland City Limits**  
This is a four way intersection with a four lane divided highway for US74 and two lanes of traffic for NC87. This intersection is controlled by traffic signals. This is a major departure route from Oak Island, Southport and Wilmington. Two (2) Troopers will be needed at this post.

**Brunswick County - Concerns - Challenges**

- Brunswick County is very large land-wise and covers approximately 850 square miles. It has 18 municipalities and a total population of over 80,000 people. Seasonally, the coastal areas draw thousands more on a weekly basis.
- The primary responsibility of the North Carolina State Highway Patrol during a mass evacuation will be to provide traffic control at various intersections along the major arteries leading out of the county. The Patrol will also provide support to the various municipalities on an as needed basis.

**Brunswick County Demographics:**

Population Non-Seasonal	89,162
Population Seasonal (April - September)	108,688

**DOT Equipment - Brunswick County**

VMS should be placed on NC211, NC87 and NC133 giving directions for evacuation routes. Also, overhead VMS on US17 should be activated with an evacuation message. Due to expected heavy flooding, there should be an ample supply of barricades and road closed signs. Supervisors will have access to all traffic control boxes.

**NCDOT Facility Information for Brunswick County:**

Contact	Address	Phone Number
Joey Pruitt	1348 Mulberry St. Shallotte, NC 28459	(910) 754-6527

**Brunswick County Fuel Needs:**

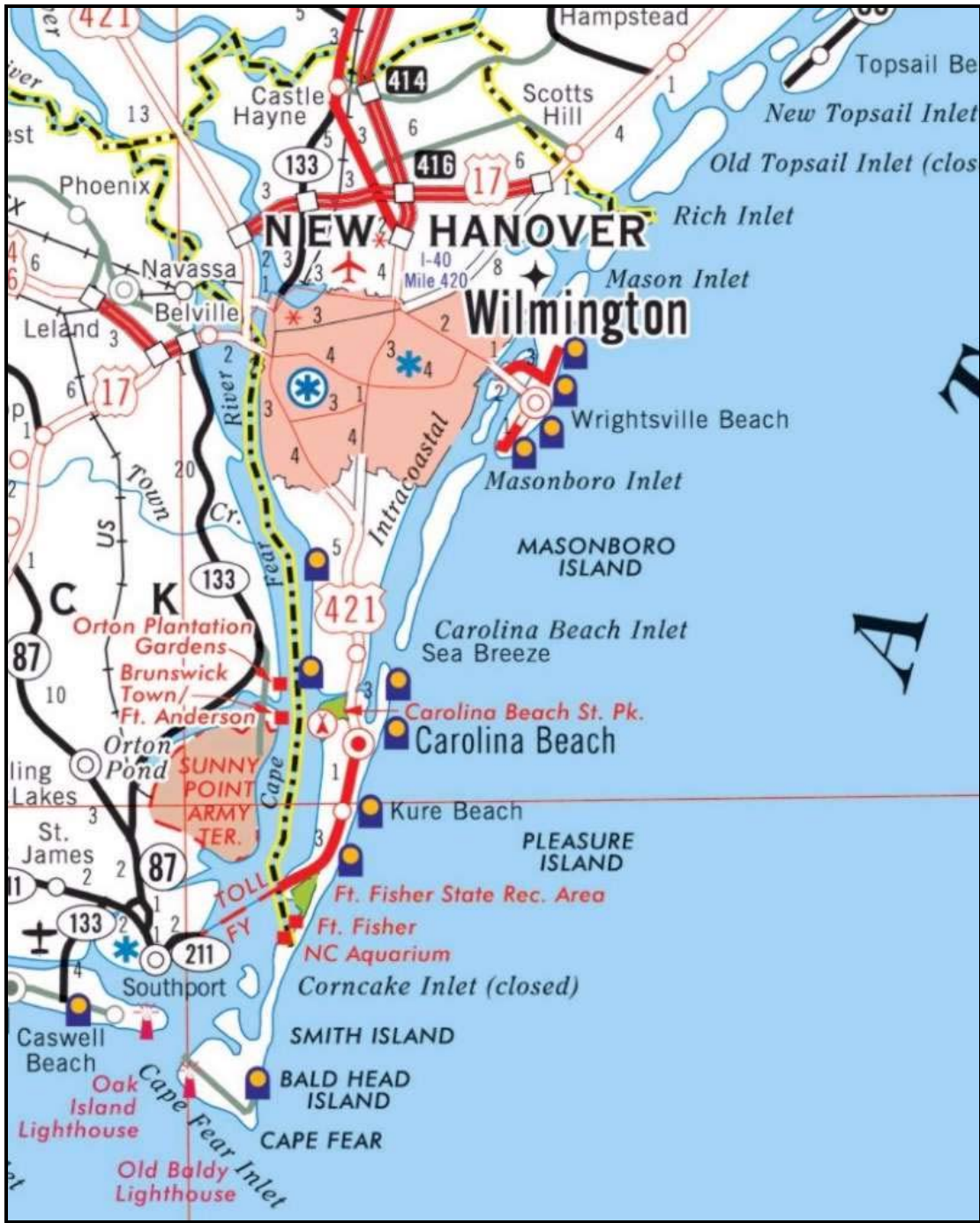
State Patrol Fuel	Voyager Card Accepted At These Locations
DOT Maintenance Facility - off of Smith Ave. in Shallotte.	Five (5) Private gas stations throughout Brunswick County accept the Voyager Card.

**Brunswick County Lodging Locations:**

Comfort Suites : Whitney Moore 7963 Southport-Supply Road (NC211) Southport, NC 910-454-7444
--



### District 6 / New Hanover County



## New Hanover County Contact Information:

### Contact Information for Emergency Management Director and EOC:

Contact	Address	Phone Number
Director Warren Lee	230 Government Center Dr., Ste. 115, Wilmington, NC 28403	910-798-6900

### Local Police Departments:

Agency	Contact	Address	Phone Numbers	Number of Personnel
Wilmington Police Department	Captain Marshall Williamson	115 Red Cross St. Wilmington, NC 28401	910-343-3610	160
Carolina Beach Police Department	Chief William Younginer	207 Canal St. Carolina Beach, NC 28428	910-458-2540	27
Kure Beach Police Department	Chief Dennis Cooper	117 N. Sixth Ave. Kure Beach, NC 28449	910-458-7586	6
Wrightsville Beach Police Department	Chief John Carey	321 Causeway Dr. Wrightsville Beach, NC 28480	910-256-7911	22

### New Hanover County Sheriff's Department:

Contact	Address	Phone Number
Sheriff Sidney A. Causey	3950 Juvenile Center Road, Wilmington, NC 28429	910-341-4200

### Local Hospitals for New Hanover County:

	Address	Phone Number
New Hanover Regional Medical Center	2131 S. 17 <sup>th</sup> St. , Wilmington, NC 28401	910-343-7000
Cape Fear Memorial Hospital	5301 Wrightsville Ave., Wilmington, NC 28403	910-452-8100

### Local Shelters for New Hanover County:

Shelter Site	Address	Phone Number
Trask Middle School	2900 N. College Rd., Wilmington, NC 28405	910-350-2142
Eaton Elementary School	6701 Gordon Rd. , Wilmington, NC 28405	910-397-1544
Dorothy B. Johnson School	1100 McRae St. Wilmington, NC 28401	910-251-6155
Noble Middle School	6520 Market St. , Wilmington, NC 28405	910-350-2109
Codington Elementary School	4321 Carolina Beach Rd., Wilmington, NC 28412	910-790-2236

**New Hanover County Information Traffic Post - Location and Description:**

New Hanover County			
Roads / Intersections	Location	Troopers	NCDOT Equip. Needed
US421 at Saunders Rd. (3)	South of Monkey Junction Toward Carolina Beach	2	No
US421 at River Rd. (9)	North Of Carolina Beach Parallel with Cape Fear River	2	Four (4) Road Closed Barricades
US421 at NC132 (Monkey Junction)	South Of Wilmington Toward Carolina Beach	4	VMS on US421 South of Intersection
US17 at Military Cut-Off (5)	North Of Wilmington, North Of Patrol Office	4	No
US17 at Middle Sound Loop (7)	North of Military Cut-Off, North of Patrol Office	2	No
US17 at Bay Shore Rd. (8)	Third Intersection North of Patrol Office	2	No
US17 at Porters Neck (6)	North of Wilmington near Pender County Line	2	No
I-40 at Gordon Rd. (2)	Beginning Of I-40 at Wilmington City Limits	4	No
US117 at Murrayville (4)	North of Wilmington, Exit 420-B at US117	3	No
US74/76 at Wrightsville Beach Bridge (10)	Wrightsville Beach at Wilmington City Limits	None	Four (4) Road Closed Barricades
<b>Personnel Needed</b>	<b>Sergeants 3</b>	<b>25</b>	

(\*\*\*Number in parenthesis denotes priority order based on Traffic Volume)

- US421 / Saunders Road - Monkey Junction/Carolina Beach**  
This is a T-intersection with a four lane divided highway for US421 and two lanes of traffic for Saunders Road. This intersection is controlled by traffic signals. This is an egress point for residents of River Road. Two (2) Troopers will be needed at this post.
- US421 / River Road - Carolina Beach North**  
This is a T-intersection with a four lane divided highway for US421 and four lanes of traffic for River Road. This intersection is controlled by stop signs. This is a major departure route from Carolina Beach. Troopers here would be used to close Snow's Cut Bridge. Two (2) Troopers will be needed at this post.
- US421 / NC132 South of Wilmington - Carolina Beach North (Monkey Junction)**  
This is a four way intersection with a five lane divided highway for US421 and four lanes of traffic for NC132. This intersection is controlled by a traffic signal. This is a major departure route from Pleasure Island and southern New Hanover County. Four (4) Troopers will be needed at this post.

4. **US17 / Military Cut-Off - North of Wilmington**

This is a T-intersection with a five lane divided highway for US17 and four lanes of traffic for Military Cut-Off. This intersection is controlled by a traffic stop signal. This is a major departure route for residents traveling north from Wilmington. Four (4) Troopers will be needed at this post.

5. **US17 / Middle Sound Loop - North of Wilmington, North of Military Cut-Off**

This is a T-intersection with a five lane divided highway for US17 and two lanes of traffic for Middle Sound Loop Road. This intersection is controlled by a traffic signal. This is a large residential area. Two (2) Troopers will be needed at this post.

6. **US17 / Bay Shore - North of Wilmington**

This is a four way intersection with a five lane divided highway for US17 and two lanes of traffic for Bay Shore Road. This intersection is controlled by a traffic signal. This is a large residential area. Two (2) Troopers will be needed at this post.

7. **US17 / Porters Neck - North of Wilmington near Pender County**

This is a T-intersection with a five lane divided highway for US17 and two lanes of traffic for Porters Neck Road. This intersection is controlled by a traffic signal. This is a large residential area and egress for Figure Eight Island. Two (2) Troopers will be needed at this post.

8. **US17 / Gordon Road - Beginning of I-40 At Wilmington City Limits**

This is an Off Ramp intersection with a four lane divided highway for I-40 and two lanes of traffic for Gordon Road. This intersection is controlled by a traffic signal. The on-ramp has no traffic control device. Traffic will merge onto I-40. This is a major access point for all traffic traveling west from the beach areas. Four (4) Troopers will be needed at this post.

9. **US117 / Murrayville Road - North of Wilmington Exit 420-B at US117**

This is a four way intersection with two lanes of traffic for US117 and two lanes of traffic for Murrayville Road. This intersection is controlled by a traffic signal. This is a large residential area. Three (3) Troopers will be needed at this post.

10. **US74-76 / Wrightsville Beach Bridge - Wrightsville Beach at Wilmington City Limits**

This is a traffic post where the bridge would be closed with barricades. There is not a traffic control device at this location. These members would assist the Wrightsville Beach Police Department to maintain closure of the bridge. This is not an immediate priority and dependant upon the traffic volume and/or hazardous situations that may develop the bridge may be closed.

**New Hanover County - Concerns - Challenges**

- New Hanover County, at 198 square miles is one of the smallest counties in the state land-wise; with a population of about 180,000 people. This is a large amount of people in a very small amount of space. Seasonally, the beaches of New Hanover County draw a tremendous number of tourists on a weekly basis and you are faced with a number of problems when attempting to provide a safe and efficient means of egress during a mass evacuation.
- The primary responsibility of the North Carolina State Highway Patrol during a mass evacuation will be to provide traffic control at various intersections along the major arteries leading north and west out of the county. We will also provide support and assistance to the four local police

**Troop B Coastal Region Evacuation Plan**

Appendix E

departments; Wilmington PD, Wrightsville Beach PD, Carolina Beach PD, Kure Beach PD and the New Hanover County Sheriff's Department on an as needed basis.

**New Hanover County Demographics:**

Population Non-Seasonal	179,553
Population Seasonal (April - September)	201,099

**DOT Equipment - New Hanover County**

Additional signs and barricades may be needed due to flooding. DOT personnel and requested equipment should be placed on stand-by. All B/6 supervisors have keys to the traffic control boxes and will be able to change the signals as needed. We will also have the ability to coordinate all traffic signals in the city of Wilmington through the Wilmington Police Department and the traffic engineers.

**NCDOT Facility Information for New Hanover County:**

Contact	Address	Phone Number
Joe S. Justice	5310 Barbados Blvd. , Unit 101, Castle Hayne, NC 28429	(910) 341-0500

**Wilmington Police Department**

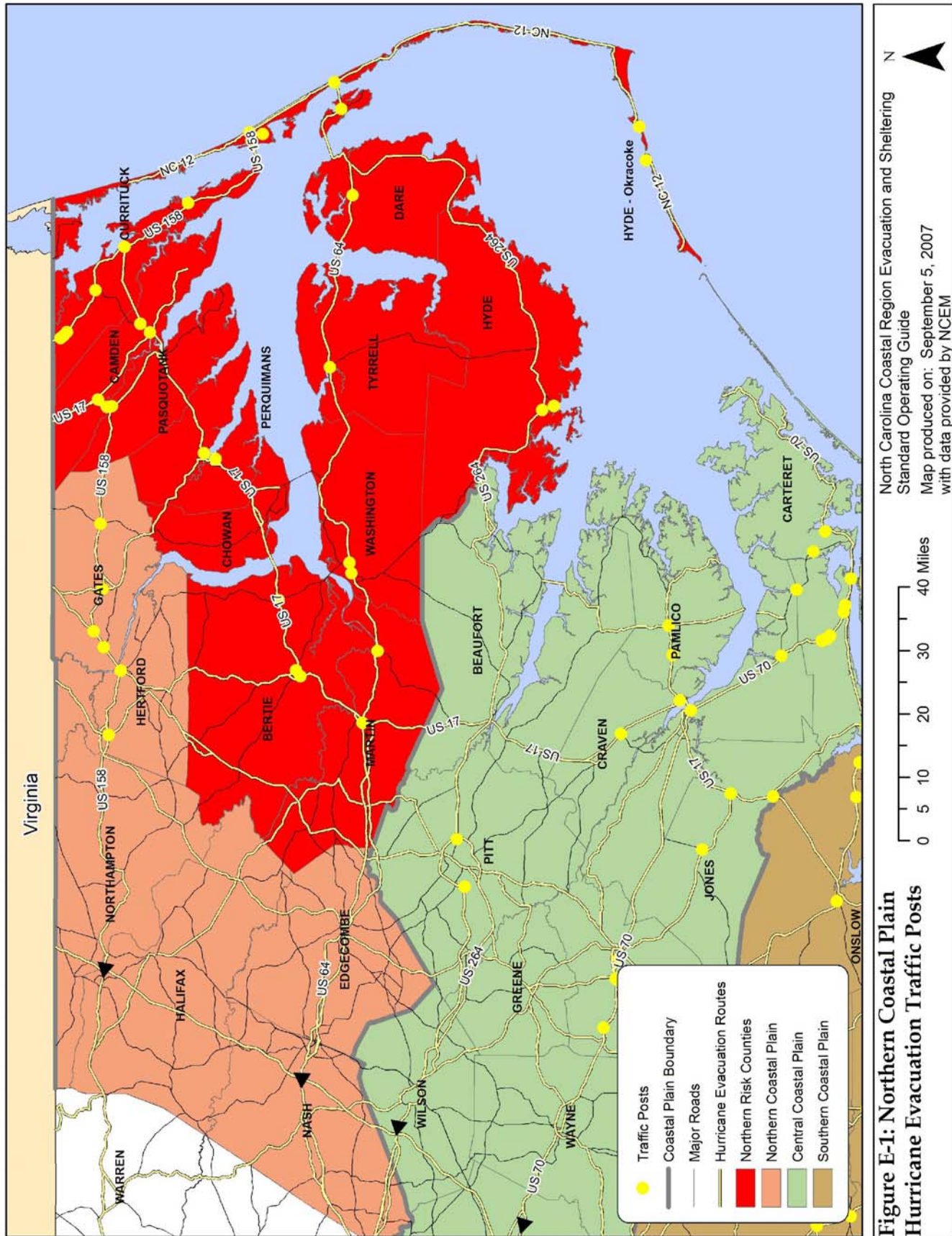
Wilmington Police Department states, that they will handle all traffic control needs in the city limits with the exception of the post at the Wrightsville Beach Bridge. The remaining municipalities are not requesting any traffic control assistance.

**New Hanover County Fuel Information:**

State Patrol Fuel:	Voyager Card Accepted At these Locations:
State Highway Patrol District Office 1 Station Road Wilmington - (US-17 North) (Back-up generator power)	Thirty (30) private gas stations throughout New Hanover County accept the Voyager Card.
DOT Maintenance Facility - Barbados Drive (Off I-40, North of Exit 414)	

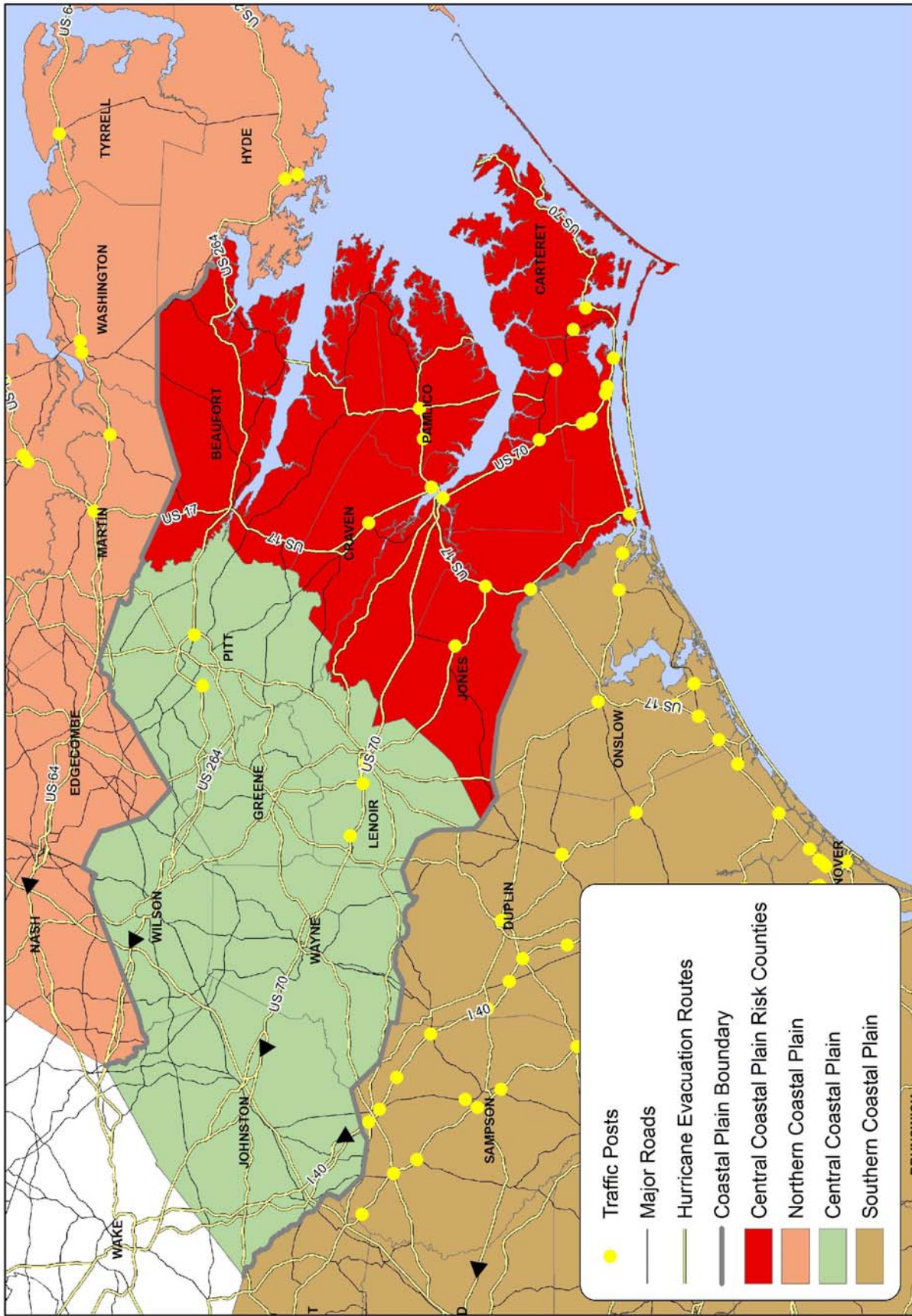
**New Hanover County Lodging Information:**

Sleep-Inn : Judy Bryant 5225 Market St Wilmington (Just south of College Rd) Wilmington, NC 910/313-6665
--



North Carolina Coastal Region Evacuation and Sheltering  
Standard Operating Guide  
Map produced on: September 5, 2007  
with data provided by NCEM

Figure E-1: Northern Coastal Plain  
Hurricane Evacuation Traffic Posts



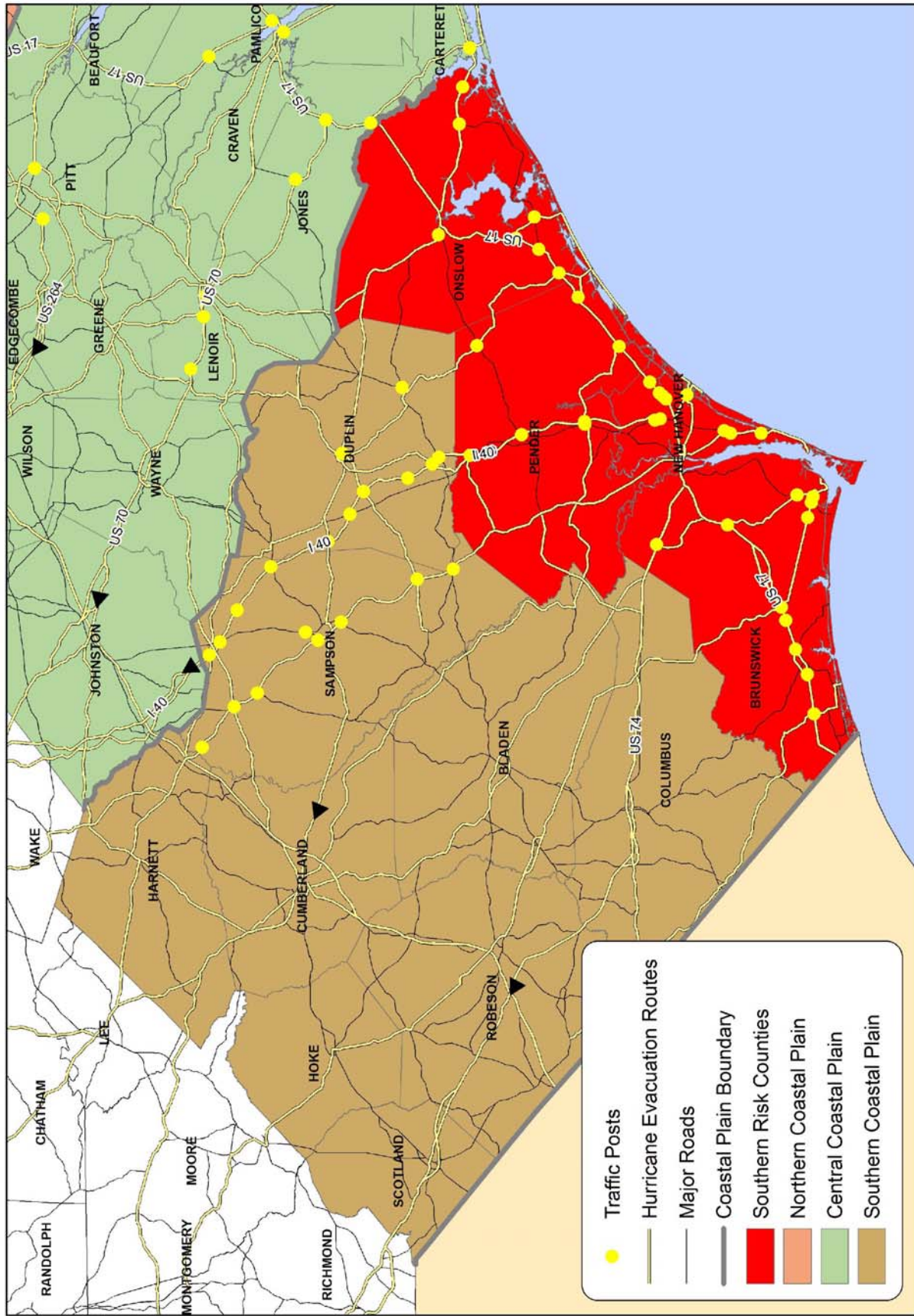
- Traffic Posts
- Major Roads
- Hurricane Evacuation Routes
- Coastal Plain Boundary
- Central Coastal Plain Risk Counties
- Northern Coastal Plain
- Central Coastal Plain
- Southern Coastal Plain

**Figure E-2: Central Coastal Plain Hurricane Evacuation Traffic Posts**

North Carolina Coastal Region Evacuation and Sheltering Standard Operating Guide  
 Map produced on: September 5, 2007  
 with data provided by NCEM

0 4.5 9 18 27 36 Miles

N



**Figure E-3: Southern Coastal Plain  
 Hurricane Evacuation Traffic Posts**

North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide  
 Map produced on: September 5, 2007  
 with data provided by NCEM

0 4 8 16 24 32 Miles

N





This page left blank intentionally.

# North Carolina State Highway Patrol Interstate 40 Reversal Plan



TROOP OPERATIONS – MAJOR G. D. HAYES  
REVISED – May 2007

## **I-40 Reversal Responsibilities**

**General Control Objectives for the Incident (Include Alternatives)-** Provide for safety of responders and public by conducting an orderly evacuation of the coast 50 miles north and 100 miles south of the City of Wilmington.

**North Carolina Department of Transportation (NCDOT)-** NCDOT will be responsible for providing all barricades and signs related to the reversal. This will include placing them in position prior to the beginning of the reversal and removing them at the conclusion of the reversal.

**North Carolina State Highway Patrol (NCSHP)-** NCSHP will be responsible for manning all traffic posts from Gordon Rd. in Wilmington to the end of the reversal at the interchange of I-40 and I-95.

SHP will also be responsible for ensuring that the reversal lanes are clear of all traffic and all abandoned vehicles have been removed from I-40 prior to the beginning of the reversal and will lead the initial reversal from Wilmington to the I-40 and I-95 interchange.

SHP will also be responsible for investigating all collisions and assisting any disabled motorists that occur between Gordon Rd. in Wilmington and the interchange of I-40 and I-95.

SHP will also be responsible for recommending termination of the reversal when traffic flow or other circumstances warrant.

**Wilmington Police Department (WPD)-** The Wilmington Police Department will be responsible for manning any necessary traffic posts within the City of Wilmington west to the interchange of I-40 and Gordon Rd.

May 14, 2007

# **Communications Procedures for the Interstate 40 Lane Reversal Evacuation Project**

## *Purpose*

The I-40 Lane Reversal plan requires the need for all Troopers assigned to the exercise to utilize 800 MHz radios to communicate with each other and with the Command Post.

## *Plan*

To conduct this exercise there was a need to develop a plan using existing communications resources. The 800 MHz radio system is now complete for the entire area affected by the reversal plan. The SHP/NC DOT Command Post for this exercise will be located at the Duplin Commons on NC Highway 11 in Kenansville. Contact for Duplin Commons is Mr. Ed Emory at (910) 296-2143.

All members assigned to this event should be issued 800 MHz radios programmed with Alpha 3, Alpha 4, Alpha 2, and Troop B Mutual Aid Channels. Fifty-eight (58) spare 800 MHz radios will be provided by the Technical Services Unit (TSU) for this incident. Fifty (50) will be available for issue to Patrol personnel with priority given to those members serving on posts. Eight (8) will be issued to DOT personnel. Spare 800 MHz radio batteries (one per radio) and bank chargers will be provided for ICP staff. Field Operations will be responsible for contacting (TSU) in Raleigh, NC to ensure the necessary number of spare 800 MHz radios are forwarded to the appropriate staging area for assignment to Troopers not previously assigned radios. The Incident Commander, Safety Officer, Liaison Officer, Operations Chief, Staging Area Managers, and Branch Directors will be issued a second 800 MHz radio. All 800 MHz radios will be checked to ensure that they are programmed with the designated event talk groups.

All Communications will be conducted between the Command Post and the Troopers on Alpha 3, Supervisors on Alpha 4, with Alpha 2 being utilized as a backup. In the event a member is unable to contact the Command Post on Alpha 3 or Alpha 2 on 800 MHz, Channel 19 low band, frequency 42.220 MHz, will be a secondary backup. Channel 19 will also be utilized for car-to-car communications. Low band channels will be utilized for intra post communications and for post communications to Elizabethtown. Troop B Mutual Aid could be utilized to communicate with County Emergency Management Coordinators. A land line to EOC will be determined and Satellite communication telephones are available for hand receipt from the State EOC. Communications between DOT and IMAP will be conducted on Alpha 4 or low band radio channels through Elizabethtown or low band channels car to car. Note\* All cars will utilize the appropriate low band frequency as indicated below for checking 10-41/10-42 for this assignment. One Troop B Telecommunicator will be assigned to the Command Post for the I-40 Reversal and will handle all 800 mHz traffic related to the I-40 Reversal.

The Channels normally worked by cars assigned to the Districts in the reversal area are listed below:

<b>County Assigned</b>	<b>Communications Center</b>	<b>Low Band Channel</b>	<b>Frequency (MHz)</b>
New Hanover	Elizabethtown	13	42.580
Pender	Elizabethtown	13	42.580
Duplin	Elizabethtown	13	42.580
Sampson	Elizabethtown	15	42.680
Johnston	Raleigh	11	42.860

Revised 05/14/07

## Traffic Posts and Personnel

### Assignment of Personnel (Traffic Posts Only)

Director of Troop Operations .....	1
Liaison Officer.....	1
Public Information Officer .....	1
Lieutenants .....	2
Post Detail Officers .....	54
Relief Officers.....	21
Traffic Squad.....	20
Sergeants.....	11
Aviation Unit.....	4
<b>Total Personnel .....</b>	<b>115</b>

## Personnel Requirements

### Troop B (Area Assignments)

Lieutenant.....	1
Sergeants.....	4
Troopers .....	57
Telecommunicator.....	1

### Troop C (Area Assignments)

Lieutenant.....	1
Sergeants.....	3
Troopers .....	38
Auto Mechanic.....	1
Radio Engineer.....	1

Because of the potential for damage in Troops A and B from a Hurricane, Troopers from these Troops will **not** be utilized for the I-40 Reversal.

Due to the projected manpower needs of ninety-five (95) Troopers needed for the reversal, Troops C, D, E, F, G, and H and Special Operations will be required to provide the following number of members from their respective Troop:

Troop	Number of Personnel
C	12
D	12
E	12
F	9
G	10
H	11
SOS (M-1)	8
SOS (Reconstruction and CIT)	21

**Prior to deployment, all Highway Patrol personnel assigned to this exercise will assemble at the North Carolina State Highway Patrol Training Academy in Raleigh, North Carolina for briefing and assignment.**

Eleven (11) Sergeants will be needed to coordinate and be responsible for the deployment of the designated Troopers. Of these eleven (11) Sergeants, seven (7) will be designated as Post Sergeants as indicated below. Furthermore, one (1) Sergeant will be designated as the command post/relief Sergeant and three (3) Sergeants will be designated as ICS Sergeants.

Interchanges ..... 19  
Traffic Posts ..... 40

**Troop B**

Troop B Sergeant 1            Interchanges 1, 2, 3  
Troop B Sergeant 2            Interchanges 4, 5, 6  
Troop B Sergeant 3            Interchanges 7, 8, 9, 10  
Troop B Sergeant 4            Interchanges 11, 12

**Troop C**

Troop C Sergeant 1            Interchanges 13, 14, 15  
Troop C Sergeant 2            Interchanges 16, 17  
Troop C Sergeant 3            Interchanges 18, 19  
Troop C Sergeant 4            Command Post/Relief Sergeant



## **Command and Control**

The Command Post for the Reversal exercise will be manned by SHP and DOT incident command personnel and will be located at Duplin Commons on NC 11 in Kenansville about 100 yards north of the NCDOT lot. Contact for Duplin Commons is Mr. Ed Emory at (910) 296-2143.

## **Areas of Assignment**

Due to the length of I-40, and the necessity to deploy personnel in a short amount of time, two (2) areas of responsibility will be assigned for Highway Patrol Supervisors. These areas of responsibility will be designated as **Troop B** and **Troop C**. The Highway Patrol Supervisors in charge of these areas will be designated as the **Troop B Lieutenant** and the **Troop C Lieutenant**.

The **Troop B Lieutenant** will be responsible for briefing the Supervisors and all personnel who will be assisting with traffic direction and control in his/her particular area of assignment. The backup briefing location of **Troop B** personnel will take place at the National Guard Armory located at 425 S. Jackson St. (NC 41) in Beulaville, North Carolina. Telephone # (910) 298-4816.

**Troop B posts** will encompass all of I-40 and those intersecting highways from Wilmington, at the intersection of NC-132 (MM 420), to the intersection of NC-24 (MM 364). The interchange at the NC-24 exit, and all traffic posts at that location, will be included in **Troop B**.

The **Troop C Lieutenant** will be responsible for briefing the Supervisors and all personnel who will be assisting with traffic direction and control in his/her particular area of assignment. The backup briefing location of **Troop C** personnel will take place at the National Guard Armory (Telephone # (919) 894-4711) located on West Mann Street in Benson, North Carolina.

**Troop C posts** will encompass all of I-40 and those intersecting highways west of the interchange at NC-24 (MM 364) to the I-95 interchange (MM 328). **Troop C** will include all traffic posts at the I-40/ I-95 Interchange.

## **Aviation Unit**

The North Carolina State Highway Patrol Aviation Unit will provide airborne surveillance of traffic during the Reversal.

In order to provide continuous surveillance during the Reversal, two aircraft will be utilized. They will be manned by two personnel, the pilot and co-pilot, and will be capable of taking one additional observer airborne if required.

## **Calls for Service – 20 Troopers (Traffic Squad Members)**

Personnel will be required to be available for calls for service in all areas of the Interstate highway. Both lanes of traffic in the normal westbound lanes and both lanes of traffic in the lane reversal lanes will require Troopers to be available for accident calls or to assist with stranded motorists, etc.

One Trooper, designated as a **Traffic Squad Member**, will be assigned to each area of the Interstate where there is an interchange. This **Traffic Squad Member** will be available to travel westbound from his assigned area to answer calls for service in either of the westbound lanes of travel that will be west of his/her location of assignment. This assignment will require an additional twenty (20) Troopers. (\*Troopers should be assigned instead of other Traffic Officers, because they would be responsible for investigating accidents). The assigned **Traffic Squad Member** would be under the supervision of the Sergeant who is assigned to the traffic posts at that particular interchange.

## **Relief Personnel – 21 Troopers**

One additional member will be assigned to each interchange to be designated as **Relief Personnel**. Due to the amount of traffic at interchanges # 12 and # 19, two (2) relief personnel will be assigned to these locations.

**Relief Personnel** will be utilized to rotate post personnel and, if necessary, to answer calls for service.

## **Lead Vehicles / Relief Personnel – 2 Members**

Two Troopers will be assigned as the lead vehicle drivers and will be under the supervision of the **Troop C Lieutenant**. These two Troopers will be in Wilmington at the beginning of the lane reversal of the eastbound lanes of I-40.

They will lead the first group of vehicles onto the lane reversal area and will travel the entire length of the lane reversal before exiting. They will **travel into the cones to demonstrate the traffic flow into the median crossover and back into the eastbound lanes to the motoring public**. The two lead vehicles will then be utilized as **Relief Personnel for Interchange 19 (I-40/I-95)**.

### **Public Information Officer**

The North Carolina State Highway Patrol Public Information Officer will serve as the Media Relations Officer for the Reversal exercise. His duties will include coordinating all press releases and media relations throughout the exercise.

The PIO will be stationed at the SHP/NCDOT Command Post.

### **Fire/EMS Service**

Fire and EMS Units will be posted at each interchange where SHP is assigned to respond to calls for service.

### **Logistics**

Rest Rooms / Port-A-Johns – NCDOT will provide "Port-A-Johns" at all rural posts where commercial rest rooms are not convenient.

Lodging for Patrol members assigned to the I-40 Reversal detail will be requested through the Logistics Section and provided for by the Training Academy. Requests for lodging will be made through Trooper Howard Wilkerson at the Training Academy, (919) 662-4430.

### **Equipment**

#### **Uniform and Equipment Common to all Responding Highway Patrol Personnel**

All uniformed members will report for duty in Class A uniform and in a marked Patrol car with all issued equipment to include:

- One (1) Full box of flares
- 800 MHz radio
- Rain coat and leggings
- Patrol ball cap
- Campaign hat and cover
- Flash light with and Extra supply of batteries

Traffic direction vest  
Uniforms and clothing for at least seven (7) days  
Toiletries

Optional equipment includes a small cooler with water and/or soft drinks and snack items.

If a member needs to replace an issued item, the request will be made through the appropriate supervisor to the Logistics Section

### **HP-335C**

Assigned Troop Lieutenants will be responsible for providing all assignment post tracking sheets and HP-335 forms for the I-40 Reversal exercise.

Each Highway Patrol Sergeant will be responsible for completing an HP-335C for each member assigned to the posts he supervises including Post Detail Officers, Relief Officers, and Traffic Squad Members.

The SHP Aviation Unit Pilot-In-Charge will be responsible for completing an HP-335C for each Aviation Unit member assigned to the reversal event.

Each Sergeant and the Aviation Unit Pilot-In-Charge is responsible for forwarding all completed HP-335s to the Lieutenant in charge of his area of responsibility and/or the designated ICS Finance Officer. The assigned ICS Supervisor will be responsible for the completion of all final HP-335 forms.

### **Fuel**

After reporting to Raleigh for mobilization, members will be directed to fill vehicles with fuel at the Training Academy. After departing for assignment, members shall refuel prior to going on post. Members will be responsible for monitoring fuel needs while on post. Supervisors will determine the closest refueling point (both state owned and commercial vendors) for each of their assigned posts and will establish a refueling plan for post personnel to ensure that Patrol vehicles will have an ample fuel supply. Members will be responsible to communicate refueling needs to the appropriate supervisor and obtaining directions to the closest refueling point. Refueling at commercial vendors is authorized. Refueling location priority will be Patrol facilities, commercial vendors, then the DOT. Only state owned vehicles can refuel at Patrol pumps. State pump locations are as follows:

1. New Hanover County- Patrol Pumps (B6) Station Rd. US 17 Wilmington, NC (910) 395-3917  
DOT Facility- Castle Hayne (Exit 414, east of I-40 off RP 1002)

2. Pender County- Voyager Card accepted at Exit 398- Scotchman- NC53@US117 Exit 408- Wilco/Hess @US117/NC210 west of I-40.  
DOT pumps- Burgaw Exit 398 NC53 Smith Street.
3. Duplin County- Patrol Pumps (B4) 133 Routledge, Kenansville, NC  
(910) 296-1311  
DOT facility on NC11 one mile north of NC 903 (404 NC 11 South)
4. Sampson County- Patrol Pumps (B2) 305 N. Blvd, Clinton, NC (Off US421)  
(910) 592-3141  
DOT facility- 220 N. Blvd, Clinton.

Exits with commercial fuel locations: 408, 398, 385, 380, 373, 341. Aircraft will refuel at the Kinston Hangar.

### **Meals**

While members are in Raleigh meals will be provided through the Training Academy. Head count for meals to be served by the Training Academy will be coordinated by the Logistics Section through Trooper Howard Wilkerson at the Training Academy (919) 662-4430. A box meal, to be provided by the Training Academy Cafeteria, shall be requested for each member and issued just prior to departing for detail deployment.

Additionally, the Logistics Section will issue "Meals Ready to Eat" (MRE's) or similar rations and water prior to members departing for post deployment. The number of meals and amount of water to be issued and the point of issue will be announced during the supervisor briefing. Sealed unused meals and water will be returned to the Logistics section upon demobilization.

### **Lodging**

Lodging for Patrol members assigned to the I-40 Reversal detail will be requested through the Logistics Section and provided for by the Training Academy. Requests for lodging will be made through Trooper Howard Wilkerson at the Training Academy, (919) 662-4430.

### **Equipment Maintenance and Repairs**

Equipment maintenance and repairs will be requested through the detail supervisor coordinated with the Logistics Section. Members assigned to Troop C will make arrangements with the Troop C Garage or Radio Repair Shop. All others will make arrangements through Support Services Logistics Section Garage or Radio Repair Shop.

If mechanical difficulties occur during deployment, and determination is made the vehicle cannot be driven back to Raleigh, the vehicle will be stored at the

closest Patrol District Office and its location reported back to the Logistics Section.

Non vehicular equipment malfunctions and failures experienced while on post will be noted and reported to post supervisors. If necessary, equipment shall be redistributed to personnel as required to allow for completion of the mission and returned at the time of demobilization.

### **Medical Services for Responders**

Notify the Patrol Medical Section (Dr. Thomas Griggs @919-610-5057 or 888-801-7890 or Dr. Herb Garrison @919-368-1368) of the deployment. The Medical Section is to be notified of all incidents where medical attention is requested. Notify the IC commander and Logistics Section of the incident. Form 19, Form 18, and CCPS-188 (Supervisor Incident Report) will be completed by a supervisor in the District where the incident occurred.

The Medical Section will brief troopers on availability of care and anticipated medical issues.

General medical protocol:

Emergencies (life threatening)- have communications notify the County 911 center of the emergency. Provide them with the number and type of injuries, location, and best route to the location. The member will be evacuated to the nearest Emergency Department. Notify IC of the injury and evacuation. Notify the District Supervisor to meet the injured at the hospital. The District Supervisor shall contact the on-call Medical Section Physician who will assist with making arrangements for notifying the member's family.

Urgent (but not life threatening)- transportation to the nearest medical facility (i.e. Urgent Care Center or Hospital Emergency Department). Transportation to the medical facility will be provided by post relief personnel. Notify the District Supervisor to meet the injured at the facility. The District Supervisor shall contact the on-call Medical Section Physician who will assist with making arrangements for notifying the member's family.

### **Wrecker Calls**

**All requests** for a wrecker related to the lane reversal shall be directed to the DOT Branch Director who will monitor 800 MHz Alpha 2 channel and will be located at the Incident Command Post. Wreckers will remain under the operational control of the NCDOT. The NCDOT has contracted with Kirby's Wrecker Service in Wilmington, NC, telephone (910)762-3159, to station wreckers in each county of the I-40 Reversal at the eastern most post in each

county. There will be a total of five wreckers, one at each of the following locations: New Hanover County-post #1, mile marker 420; Pender County- post # 4, mile marker 408; Duplin County- post # 7, mile marker 385; Sampson County- post # 12, mile marker 364; Johnston County- post # 16, mile marker 341. Towed vehicles will be taken to the closest ramp and left.

## **Plan of Action**

### **Preparation**

Each Highway Patrol Lieutenant will meet with all Highway Patrol Sergeants who will be working on traffic control posts within his area of responsibility. He will brief them as to their duties and responsibilities during the assignment. He will answer questions pertaining to the assignment and will make sure all Sergeants are completely familiar with their duties. The briefing will be completed well in advance of the anticipated time of deployment.

The Sergeants will travel to the area of their assignment and become very familiar with, and have an understanding of the interchanges and the expected flow of traffic at each traffic post. The Sergeants shall become familiar with personal facilities locations that may be used by Troopers and motorists as necessary.

When personnel are initially deployed, the Highway Patrol Lieutenants will each meet with all assigned Troopers who will be working traffic posts for the hurricane evacuation in his/her area of assignment. He/she will give an overview of the assignment to all personnel and will answer any questions concerning issues that need to be clarified.

The Sergeants will then meet with Troopers assigned in his/her area of responsibility. He/she will brief the Troopers on the assignment and state what is expected of each member. He/she will make sure all Troopers are aware of the importance of making sure no traffic is allowed to enter the eastbound lanes of I-40, which will be in lane reversal. The Sergeant will drive to each traffic post to personally explain the duties of each Trooper to all members assigned to that particular traffic post.

## Implementation

When the decision is made that the eastbound lanes of I-40 are to be closed for the lane reversal, the Sergeants in charge of traffic posts will be notified by each respective Troop Lieutenant to implement the plan. He/she will be responsible for stopping all eastbound traffic on I-40 and clearing the roadway.

The Sergeant will coordinate with the Department of Transportation Supervisor to ensure that all signs are beginning to be put into place. **No traffic** from the secondary road **will be allowed** to travel onto the ramp **to enter the eastbound lanes of I-40 for any reason.**

Troopers will assist with a reconnaissance of the area to make sure all traffic is off the roadway. The Trooper will drive eastbound to the next interchange to make sure there is no vehicular traffic between the two interchanges. This will include stranded motorists who may be anywhere between the two interchanges. All stranded motorists will have to be transported to a safe location. Their vehicles and all abandoned vehicles should be towed to designated locations by the NCDOT contract wrecker.

The Trooper will advise his/her Sergeant when the reconnaissance has been completed and all motorists, stranded motorists and abandoned vehicles have been removed from the east and westbound lanes. On proper notification from his Sergeant, the Trooper will then travel back westbound in the lane reversal lanes as a secondary check for anyone who may have gotten onto the eastbound lanes. The Troopers will utilize their blue lights, flashers and other lighting equipment when making this cautionary check of the roadway.

The Highway Patrol Sergeant will assure him/her self that there is no vehicular traffic in his area of responsibility. He/she will also check with the Department of Transportation Supervisor to ascertain if all signs, barricades and message boards have been deployed and are operational.

Once this check is done, the Sergeant will contact the **Troop Lieutenant** in charge of the area to advise him the roadway has been checked and is clear of all traffic. The **Troop Lieutenant** will then contact the Highway Patrol Officer in Charge to advise him the roadway is ready for lane reversal utilization.



## Lane Reversal

When the **Highway Patrol Officer-In-Charge** is satisfied that all traffic has been cleared from the eastbound lane of I-40, he will begin the lane reversal in Wilmington.

Two marked North Carolina Highway Patrol vehicles will travel onto the eastbound lanes of I-40 and will start traveling west in a lane reversal. These two (2) **Lead Vehicles** will be traveling in front of the first lines of traffic in the lane reversal. The **Lead Vehicles** will have all emergency lighting equipment activated, which will include blue lights, flashers and headlights **and they shall not exceed fifty-five (55) miles per hour**. They will lead the first group of vehicles onto the lane reversal area and will travel the entire length of the lane reversal before exiting. They will travel into the single lanes and onto the median crossover at the 331 MM to demonstrate the traffic flow to the motoring public. The use of the **Lead Vehicles** is necessary as a precaution in case there are vehicles that have been undetected in the eastbound lanes of travel.

No traffic from any of the Interchange areas will be permitted to enter the lane reversal of I-40. At no time during the reversal should any traffic be allowed to access the I-40 reversal lanes from entrance ramps. **All traffic traveling onto I-40 from other roadways should be directed to the regularly designated westbound lanes of I-40.** The only traffic that will be allowed to enter the reversal lanes is the traffic directed into the westbound lane of I-40 at the beginning of the reversal at the intersection on NC 132 and Martin Luther King Boulevard.

## Vehicles and Restrictions

**No large trucks, motor homes, vehicles towing large trailers or campers, or any other large commercial vehicles will be permitted to enter the lane reversal of the eastbound lanes of I-40.** Exiting from the reversal lanes may create hazardous situations in attempts to turn at the end of the exit ramps. The median crossover may not be capable of handling the weight of commercial or heavy vehicles.

## Conclusion of the Lane Reversal

### Plan "A"

When the Troop Operations Major or other designated Officer in Charge decides the reversal is to be concluded, they will immediately instruct the Command Post to notify all supervisors to close ramps **at all designated entrance points.**

At the lane reversal original starting point (I-40 and NC – 132 to Martin Luther King Boulevard), the Highway Patrol Sergeant in cooperation with members of the Wilmington Police Department will ensure that no other vehicles are allowed into the lane reversal. The supervisor of Post 1 will ensure no vehicles are allowed to travel west in the eastbound lanes of I-40. A designated Trooper, in a marked Highway Patrol vehicle, will then enter the lane reversal and follow the last cars that are westbound in the reversal lanes of I-40 with blue lights activated. In order for the designated Trooper to be able to assure him/her self that no traffic is to the rear, the Trooper will not pass any vehicles and will follow the last vehicles in the reversal lanes at a distance of approximately one half (1/2) mile behind. The Trooper will travel the entire length of the lane reversal which concludes at (MM 331, Median Crossover).

**Troop B and C Posts** at each interchange will be cleared and re-opened to traffic in the following manner:

As the assigned Trooper passes each interchange, he/she will make radio contact with the assigned post supervisor (Sergeant) and inform said supervisor which post by number they are passing and that they are the last car in the reversal. As the supervisor (Sergeant) is notified each assigned post has been cleared, the supervisor (Sergeant) will designate a Trooper, in a marked Highway Patrol vehicle with blue lights activated at each post to travel eastbound on I-40 to the next interchange to assure that no traffic is traveling westbound in the eastbound lanes. The designated Trooper shall notify the supervisor (Sergeant) that his/her post is clear of all reversal traffic. After the supervisor (Sergeant) is satisfied that all traffic is clear, he will notify the appropriate Troop Lieutenant In Charge in this assigned area that all reversal lanes are secure.

Once the flow of traffic has been stopped in the lane reversal on I-40, Sergeants will require Troopers to travel between the interchanges to assure that no traffic is still in the lane reversal area. Once the Sergeant is satisfied there is no more traffic in the lane reversal, he/she will immediately notify the Highway Patrol **Lieutenant** in charge of the area that traffic is clear. The appropriate Troop Lieutenant In Charge will notify the Command Post when reversal is clear for their assigned area. **The Troop Operations Major will make the decision to declare I-40 open for normal traffic.** Upon notification by the Troop Operations Major, the Troop Lieutenants In Charge will order the removal of all signs and barricades.

The Sergeants will then open all ramps and interchanges for normal traffic and will advise when same has been accomplished.

The Sergeants will check each traffic post to determine if traffic direction is still necessary. They will then make the decision when the traffic posts will be discontinued and will relieve the Troopers as they deem appropriate.

### **Plan "B"**

The SHP may recommend early termination if circumstances warrant after consultation with the NCDOT. When the Highway Patrol Officer in Charge is notified that the lane reversal is to be concluded, he will immediately order the Sergeants to close all the ramps that have been allowing access to the reversal lanes of I-40 at all **designated** entrance points.

Troopers will enter the lane reversal and travel west to the next available exit ramp and set up a temporary stationary roadblock for all lane reversal traffic. All traffic that is in the lane reversal will be required to exit left at the next available exit. This traffic will then be directed to the entrance ramp for the regular westbound traffic lanes of I-40 and will be allowed to enter the westbound lanes to continue to their destination.

All drivers will be allowed to enter any normal traffic flow patterns they desire.

Once the flow of traffic has been stopped in the lane reversal on I-40, Sergeants will require Troopers to travel between the interchanges to assure that no traffic is still in the lane reversal area. Once the Sergeant is satisfied there is no more traffic in the lane reversal, he will immediately notify the Highway Patrol **Lieutenant** in charge of the post that traffic is clear.

The **Highway Patrol Lieutenants** will then notify the Troop Operations Major that the lane reversal is clear of any traffic. The Troop Operations Major will make the decision to declare the I-40 eastbound lanes open for normal traffic and will inform all Troop Lieutenants of that order. Troop Lieutenants will advise Sergeants to open all ramps and interchanges for normal traffic and to advise when same has been accomplished.

The Sergeants will check each traffic post to determine if traffic direction is still necessary. They will then make the decision when the traffic posts will be discontinued and will relieve Troopers as necessary.

May 14 2007

**Personnel Allocation  
Troop B**

					Total	57
Interchange	Location	Mile Marker	Traffic Post No.	Personnel	Relief Personnel	Traffic Squad
1	I-40 and NC 132	420 MM	1	2	1	1
			1A	2	X	X
2	I-40 and I-140	416 MM	2	1	1	1
			2A	1	X	X
3	I-40 and RP 1002	414MM	3	1	1	1 (M-1)
			3A	1	X	X
4	I-40 and NC 210	408 MM	4	1	1	1
			4A	2	X	X
5	I-40 and NC 53	398 MM	5	2	1	1 (M-1)
			5A	1	X	X
6	I-40 and US 117	390 MM	6	1	1	1
			6A	1	X	X
7	I-40 and NC41	385 MM	7	1	1	1
			7A	1	X	X
8	I-40 and NC 11	384 MM	8	1	1	1 (M-1)
			8A	2	X	X
9	I-40 and RP 1102	380 MM	9	1	1	1
			9A	1	X	X
10	I-40 and NC 903	373 MM	10	1	1	1 (M-1)
			10A	2	X	X
11	I-40 and US 117	369 MM	11	1	1	1
			11A	1	X	X
12	I-40 and NC 24	364 MM	12	2	2	1 (M-1)
			12A	2	X	X
Totals				32	13	12

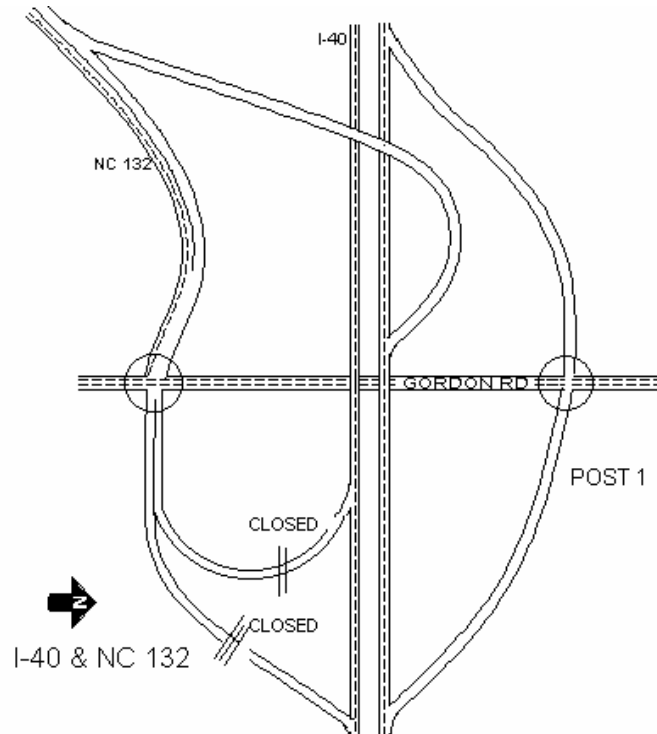
Each assigned Traffic Squad Member and Relief Officer will report to the Sergeant supervising the Interchange to which he is assigned.

Personnel Allocation  
Troop C

					Total	38
Interchange	Location	Mile Marker	Traffic Post No.	Personnel	Relief Personnel	Traffic Squad
13	I-40 and NC 403	355 MM	13	1	1	1
			13A	1	X	X
14	I-40 and RP 1722	348 MM	14	1	1	1
			14A	1	X	X
15	I-40 and US 701	343 MM	15	2	1	1 (M-1)
			15A	2	X	X
16	I-40 and NC55	341 MM	16	1	1	1
			16A	2	X	X
17	I-40 and NC 96	334 MM	17	1	1	1
			17A	1	X	X
18	I-40 and Median Crossover	331 MM	18	1	1	1 (M-1)
			18A	1	X	X
19	I-40 and I-95	330 MM	19	2	2	2 (M-1)
			19A	2	X	X
			19B	1	X	X
			19C	2	X	X
Total				22	8	8

Each assigned Traffic Squad Member and Relief Officer will report to the Sergeant supervising the Interchange to which he is assigned.

## POST #1



### Two (2) Man Post

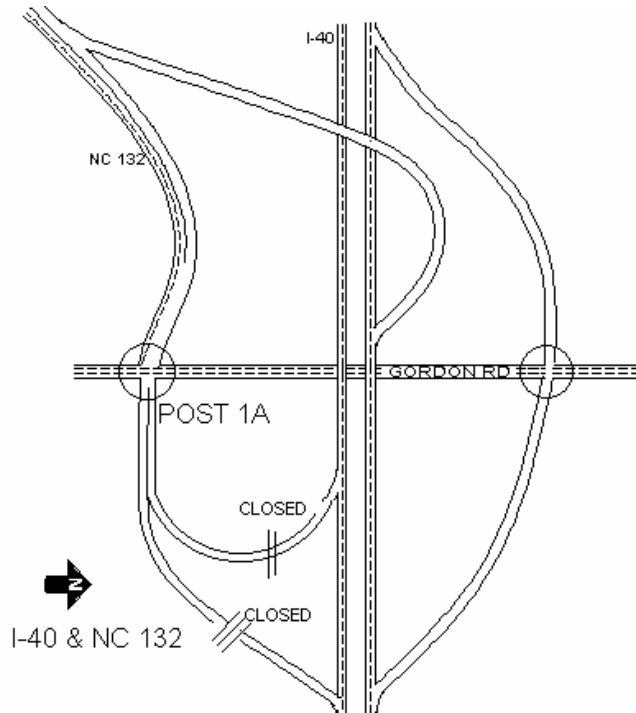
(I-40 & Exit 420)

Post #1 is located on SR-2048 (Gordon Road) at the intersection at the bottom of the westbound exit ramp from I-40.

Two Traffic Officers will be responsible for directing traffic to provide the smooth flow of traffic for drivers who want to follow the regular traffic patterns. Vehicles traveling down the ramp from I-40 will be allowed to turn in either direction onto SR-2048.

Priority should be given to those drivers who indicate a desire to travel west on I-40 from SR-2048.

## POST #1A



### Two (2) Man Post

(I40 & Exit 420)

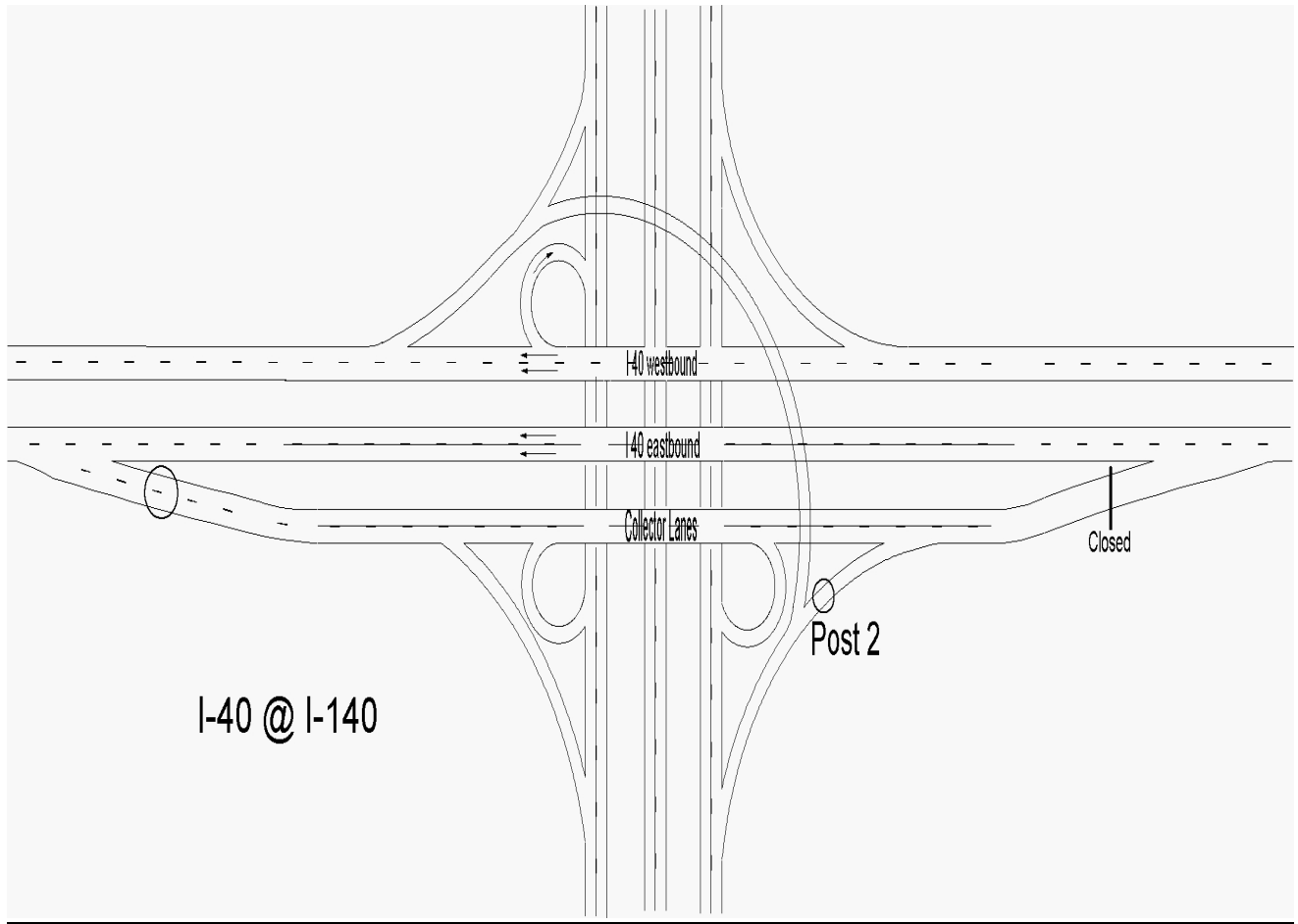
Post #1A is located on SR-2048 (Gordon Road) at the intersection at the bottom of the eastbound exit ramp from I-40 and the intersection of NC-132.

Two Traffic Officers will be responsible for directing traffic traveling south on NC-132. The traffic should be allowed to turn in either direction onto SR-2048.

**Both ramps leading from NC-132 will be closed and no traffic will be allowed to enter either ramp to access I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will not be allowed to exit left onto the ramp for access to SR-2048.

## POST #2



### One (1) Man Post

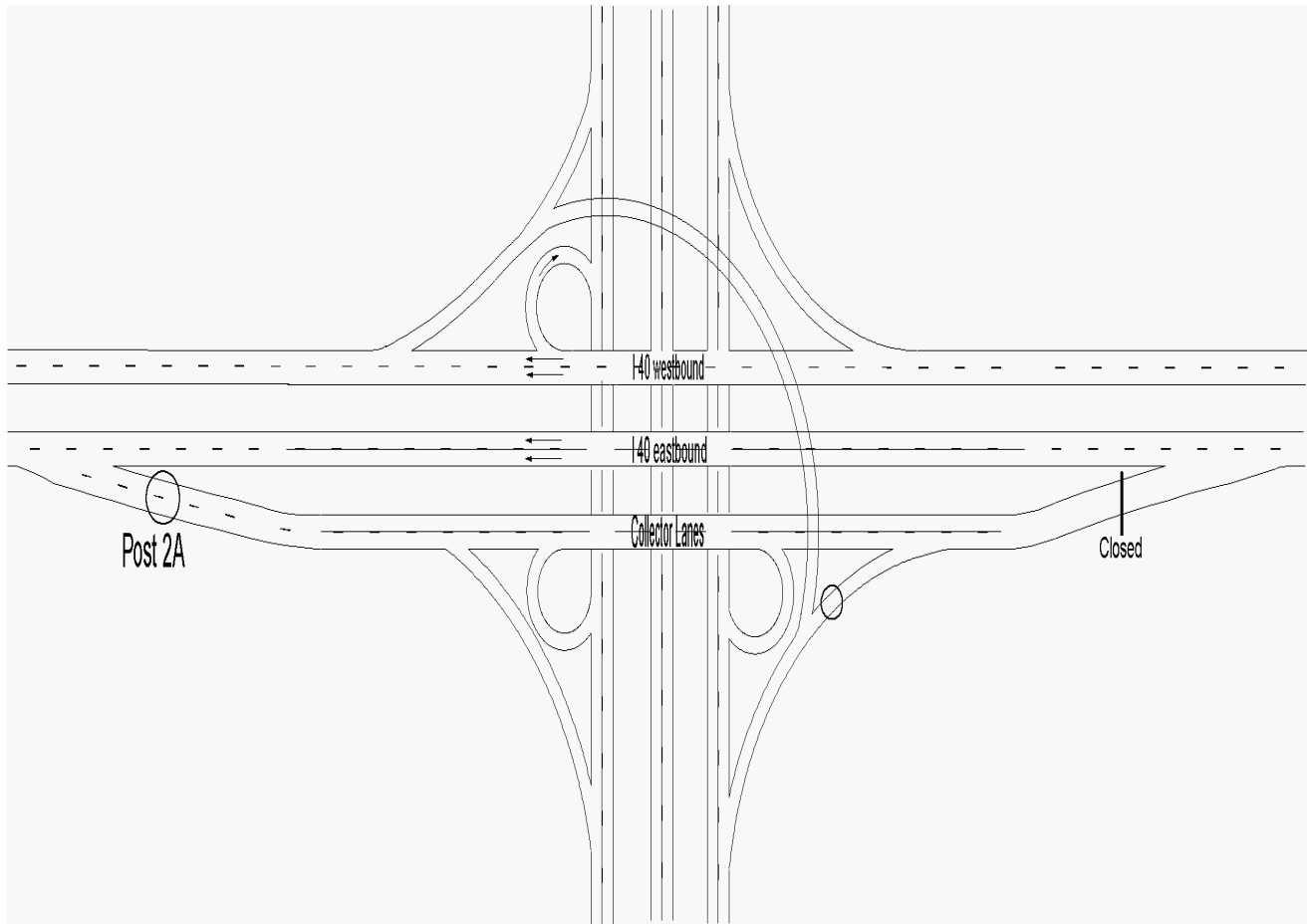
(I-40 & Exit 416)

Post 2 is located on the ramp from I-140 to the collector lane to enter I-40 eastbound.

One traffic officer will be responsible for ensuring that traffic does not travel east to the collector lane to enter eastbound I-40 against the reversal traffic.



## POST #2A



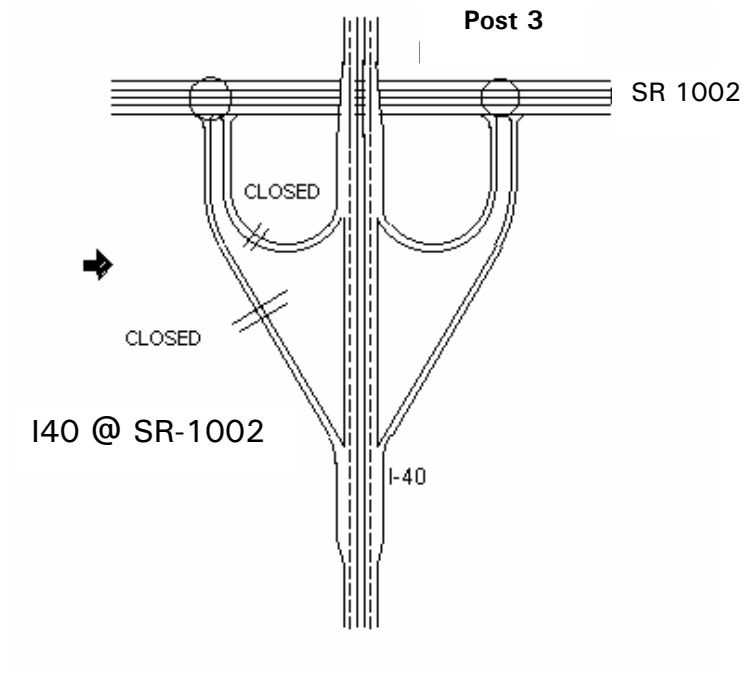
### One (1) Man Post

(I-40 & Exit 416)

Post #2A is located on the collector lane for traffic exiting from I-40 eastbound to I-140.

One Traffic Officer will be responsible for ensuring that traffic does not exit from the reversal lanes, enter the eastbound collector lane, and re-enter I-40 eastbound against the reversal traffic.

## POST #3



### One (1) Man Post

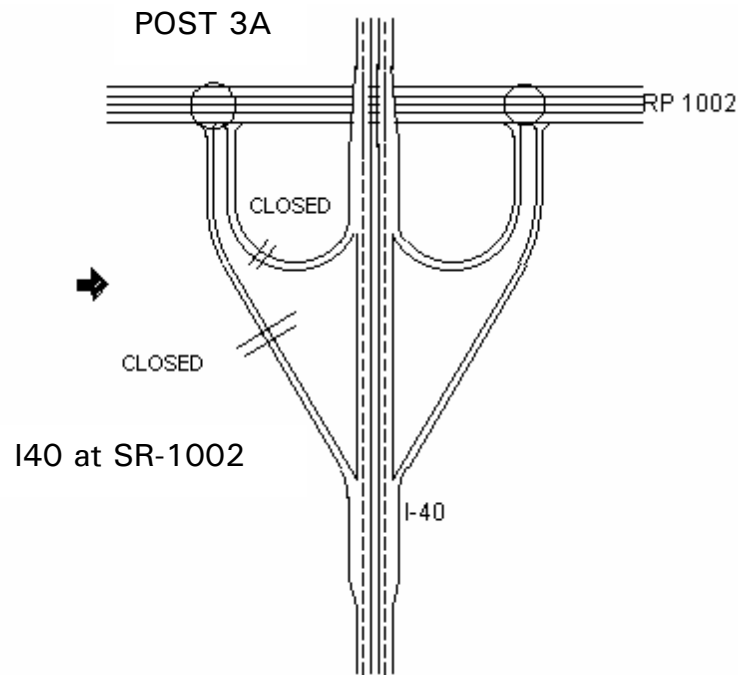
#### (I-40 & Exit 414)

Post #3 is located on SR-1002 at the intersection at the bottom of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide a smooth flow for drivers who want to follow the regular traffic patterns. The ramp traffic from I-40 will be allowed to turn in either direction onto SR-1002.

Priority should be given to those drivers who indicate a desire to travel west onto the regular entrance ramp to I-40.

## POST #3A



---

### One (1) Man Post

(I-40 & Exit 414)

Post #3A is located on SR-1002 at the intersection at the bottom of the eastbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to travel in either direction on SR-1002.

**Both ramps leading from SR-1002 will be closed and no traffic will be allowed to enter either ramp to access I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will not be allowed to exit left onto the ramp for access to SR-1002.

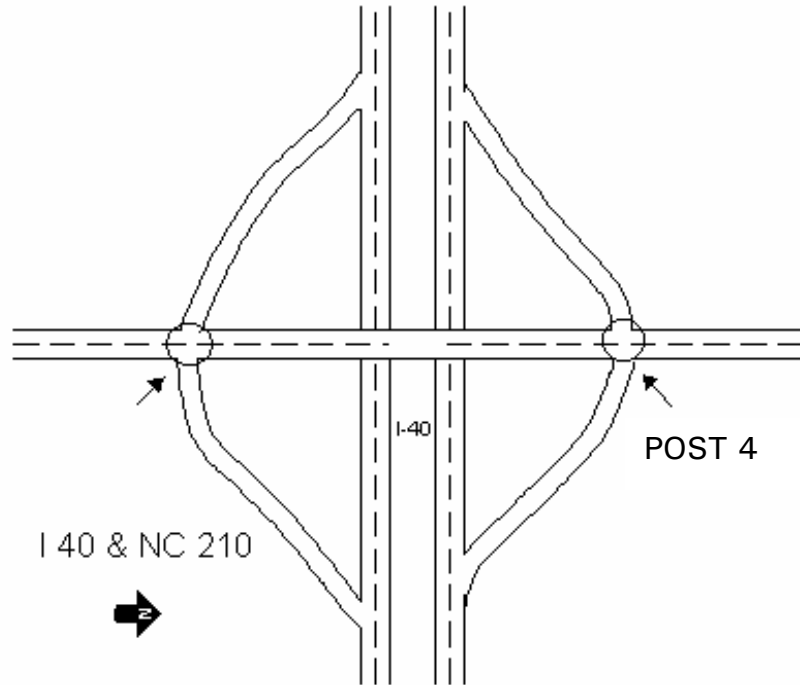
## Posts #1 - #3

<b>SHP SERGEANT</b>	<b>CALL NUMBER</b>

	RANK	MEMBER	CALL NUMBER
Post #1			
Post #1A			
Post #2			
Post #2A			
Post #3			
Post #3A			
#1 Relief			
#1 Traffic Squad			
#2 Relief			
#2 Traffic Squad			
#3 Relief			
#3 Traffic Squad			

TOTALS:      14

## POST #4



### One (1) Man Post

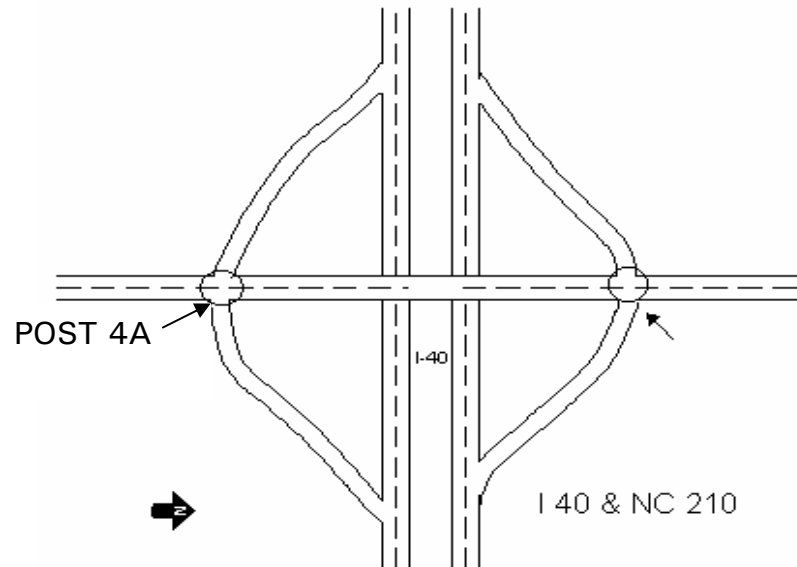
(I-40 & Exit 408)

Post #4 is located on NC-210 at the intersection at the top of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow of traffic for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto NC-210.

Priority should be given to those drivers on NC-210 who indicate a desire to travel west onto the regular entrance ramp to I-40 from NC-210.

## POST #4A



### Two (2) Man Post

(I-40 & Exit408)

Post #4A is located on NC-210 at the intersection at the top of the eastbound exit ramp from I-40.

Two Traffic Officers will be responsible for directing traffic to provide a smooth flow of traffic.

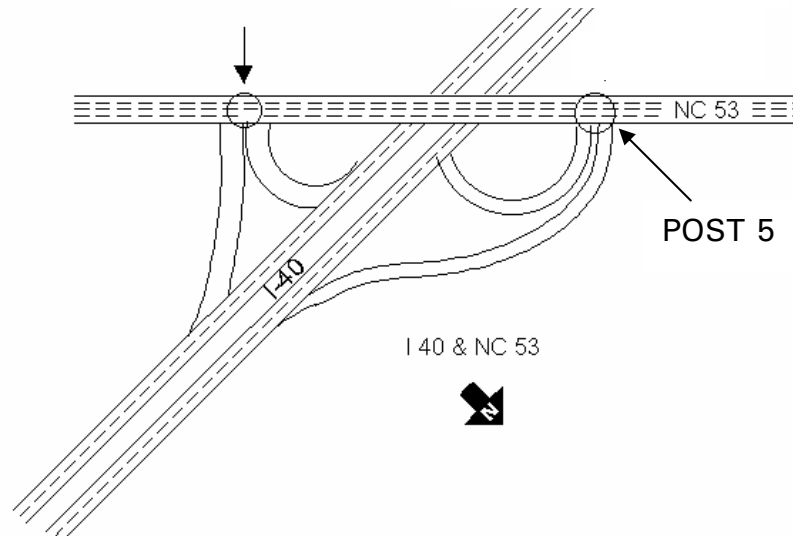
The normal eastbound exit ramp from I-40 onto NC-210 will be reversed into a counter flow so that traffic may travel down the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from NC-210 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of NC-210. The ramp traffic will be allowed to turn in either direction onto NC-210.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

## POST #5



### Two (2) Man Post

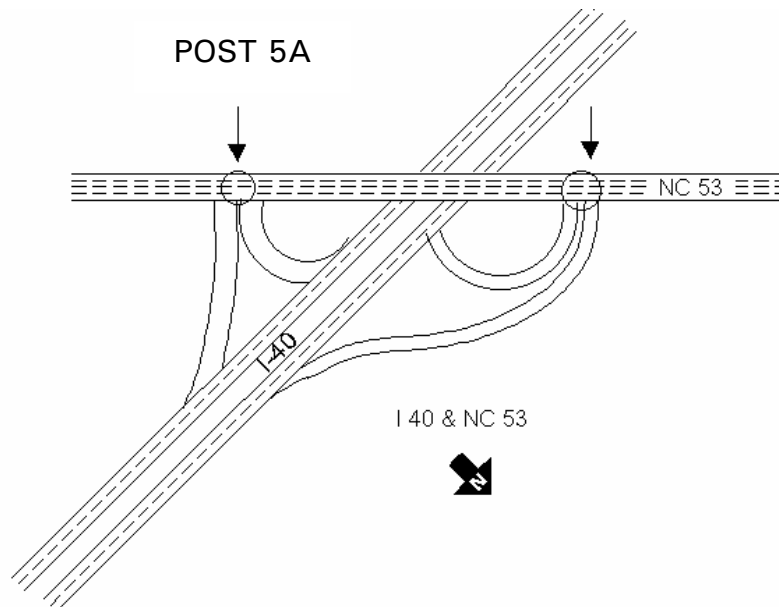
(I-40 & Exit 398)

Post #5 is located on NC-53 at the intersection at the top of the westbound exit ramp from I-40.

Two Traffic Officers will be responsible for directing traffic to provide a smooth flow for drivers who want to follow the regular traffic patterns. Traffic exiting from I-40 will be allowed to turn in either direction onto NC-53.

Priority should be given to those drivers who indicate a desire to travel west onto the regular entrance ramp to I-40 westbound.

## POST #5A



### One (1) Man Post

(I-40 & Exit 398)

Post #5A is located on NC-53 at the intersection at the top of the eastbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide a smooth flow in all directions.

**The normal eastbound exit ramp from I-40 will be in a lane reversal so that traffic may enter the lane reversal of I-40 to travel west.**

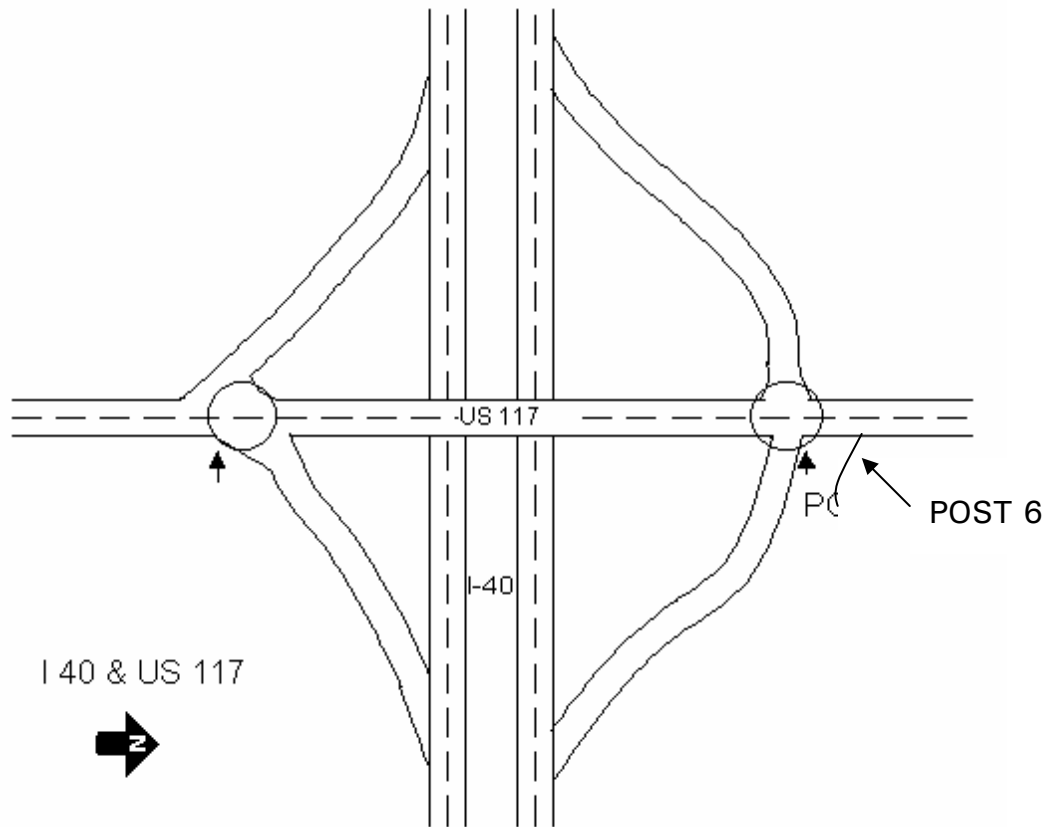
**The entrance ramp from NC-53 leading onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter for any reason.**

Traffic traveling west in the lane reversal lanes of I-40 will be allowed to exit left onto the ramp and travel west to the intersection of NC-53. Traffic exiting from I-40 will be allowed to turn in either direction onto NC-53.

Priority should be given to those drivers who indicate a desire to travel west in the eastbound lane reversal of traffic on I-40.



## POST #6



### One (1) Man Post

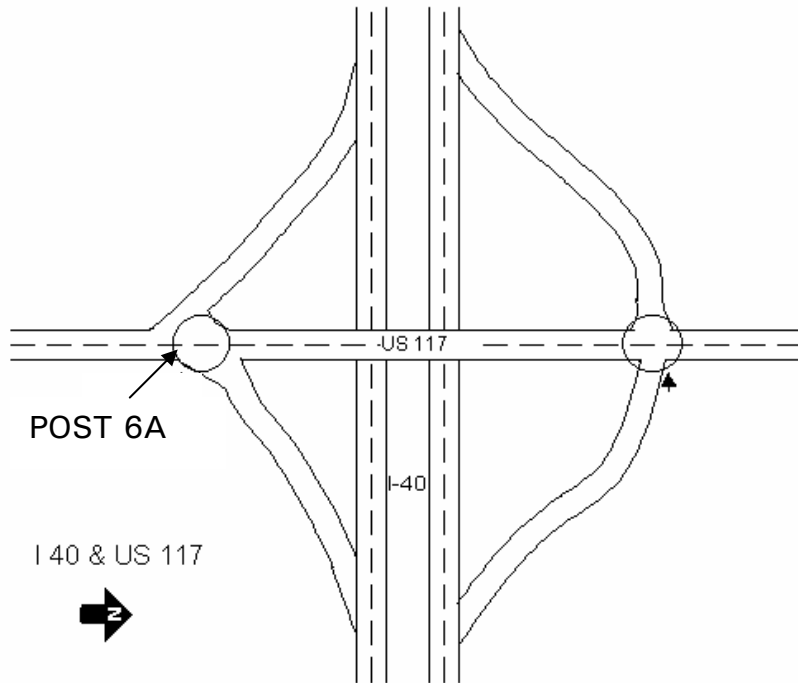
(I-40 @ Exit 390)

Post #6 is located on US-117 at the intersection at the top of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto US-117.

Priority should be given to those drivers on US-117 who indicate a desire to travel west onto the regular entrance ramp to I-40 from US-117.

## POST #6A



### One (1) Man Post

(I-40 @ Exit 390)

Post #6A is located on US-117 at the intersection at the top of the eastbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide a smooth flow of traffic.

The normal eastbound exit ramp from I-40 onto US-117 will be reversed into a counter flow so that traffic may travel down the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from US-117 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of US-117. Traffic exiting from I-40 will be allowed to turn in either direction onto US-117.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

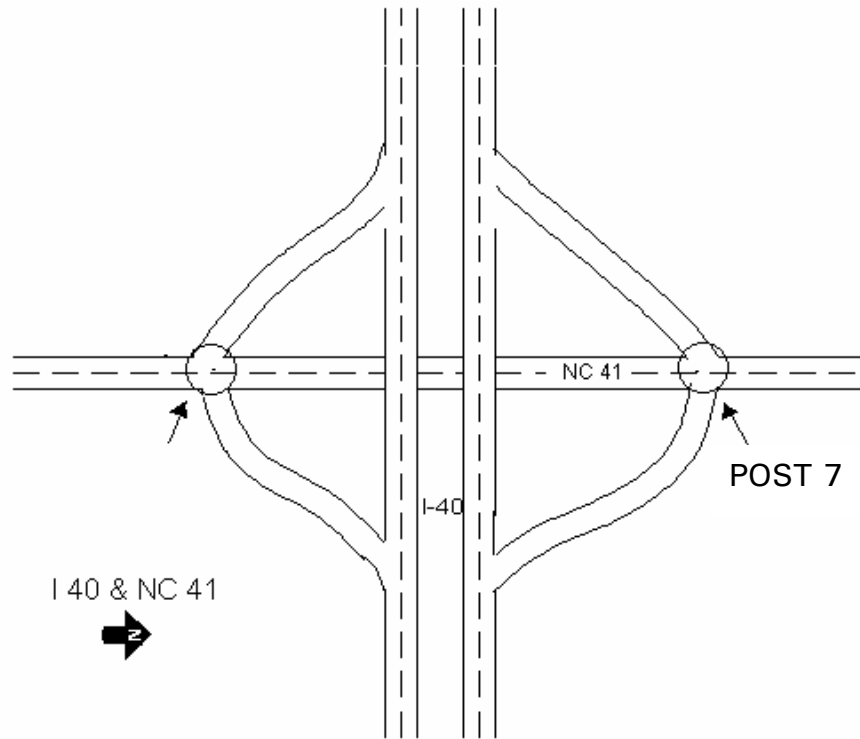
## Posts #4 - #6

<b>SHP SERGEANT</b>	<b>CALL NUMBER</b>

	RANK	MEMBER	CALL NUMBER
Post #4			
Post #4A			
Post #5			
Post #5A			
Post #6			
Post #6A			
#4 Relief			
#4 Traffic Squad			
#5 Relief			
#5 Traffic Squad			
#6 Relief			
#6 Traffic Squad			

TOTALS:      14

## POST #7



### One (1) Man Post

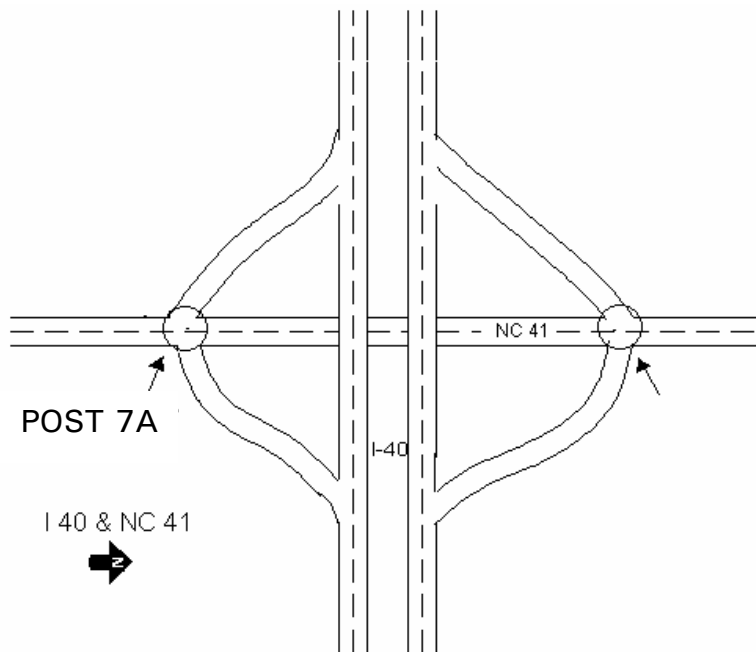
(I-40 @ Exit 385)

Post #7 is located on NC-41 at the intersection at the bottom of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto NC-41.

Priority should be given to those drivers on NC-41 who indicate a desire to travel west onto the regular entrance ramp to I-40 from NC-41.

## POST #7A



### One (1) Man Post

(I-40 @ Exit 385)

Post #7A is located on NC-41 at the intersection at the bottom of the eastbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide a smooth flow of traffic.

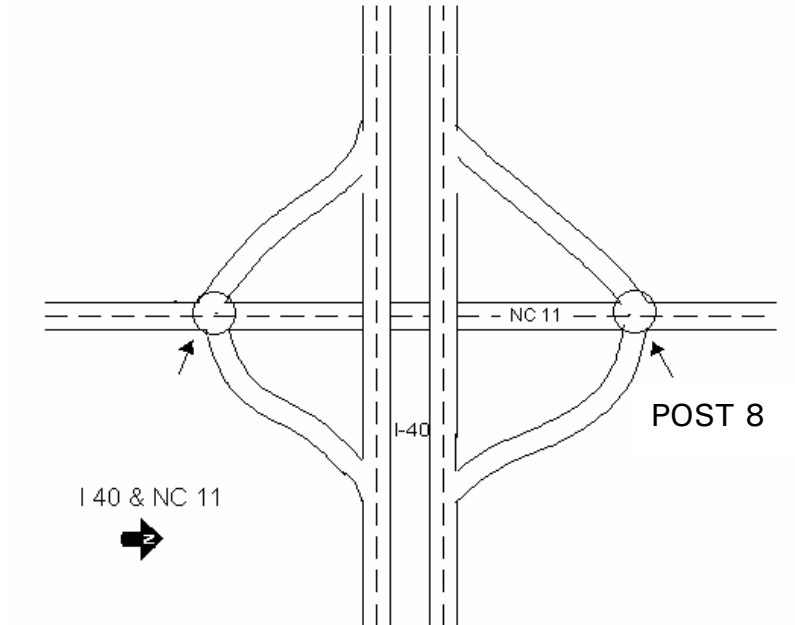
The normal eastbound exit ramp from I-40 onto NC-41 will be reversed into a counter flow so that traffic may travel up the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from NC-41 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of NC-41. Traffic exiting I-40 will be allowed to turn in either direction onto NC-41.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

## POST #8



### One (1) Man Post

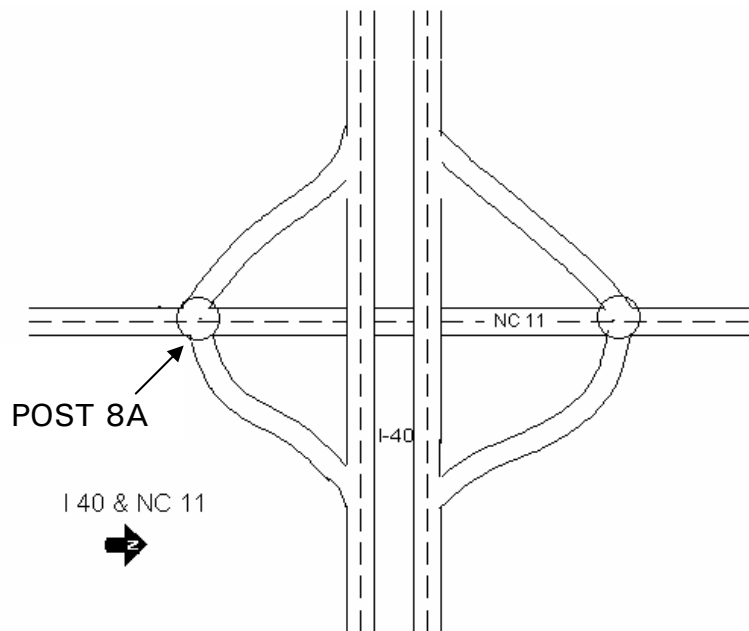
(I-40 @ Exit 384)

Post #8 is located on NC-11 at the intersection at the bottom of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto NC-11.

Priority should be given to those drivers on NC-11 who indicate a desire to travel west onto the regular entrance ramp to I-40 from NC-11.

## POST #8A



### Two (2) Man Post

(I-40 @ Exit 384)

Post #8A is located on NC-11 at the intersection at the bottom of the eastbound exit ramp from I-40.

Two Traffic Officers will be responsible for directing traffic to provide a smooth flow of traffic.

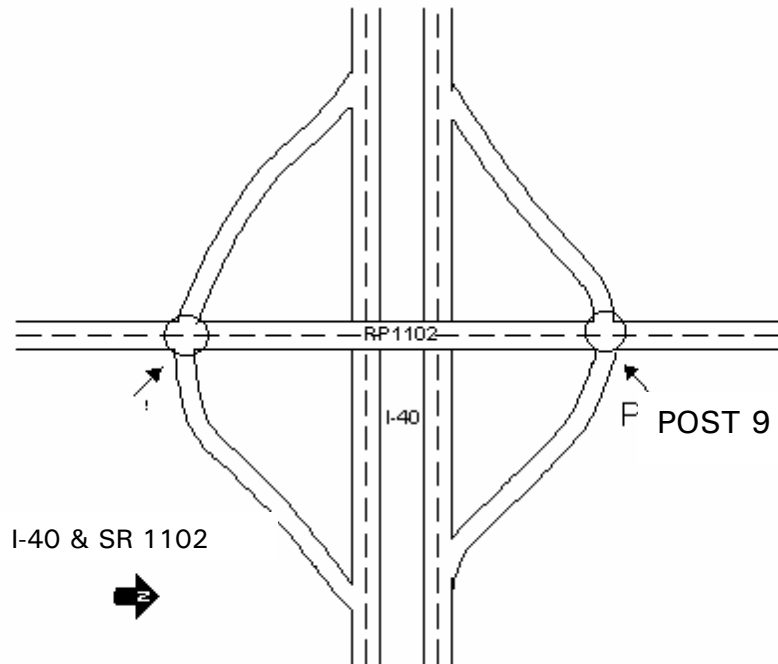
The normal eastbound exit ramp from I-40 onto NC-11 will be reversed into a counter flow so that traffic may travel up the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from NC-11 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of NC-11. The ramp traffic will be allowed to turn in either direction onto NC-11.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

## POST #9



### One (1) Man Post

(I-40 @ Exit 380)

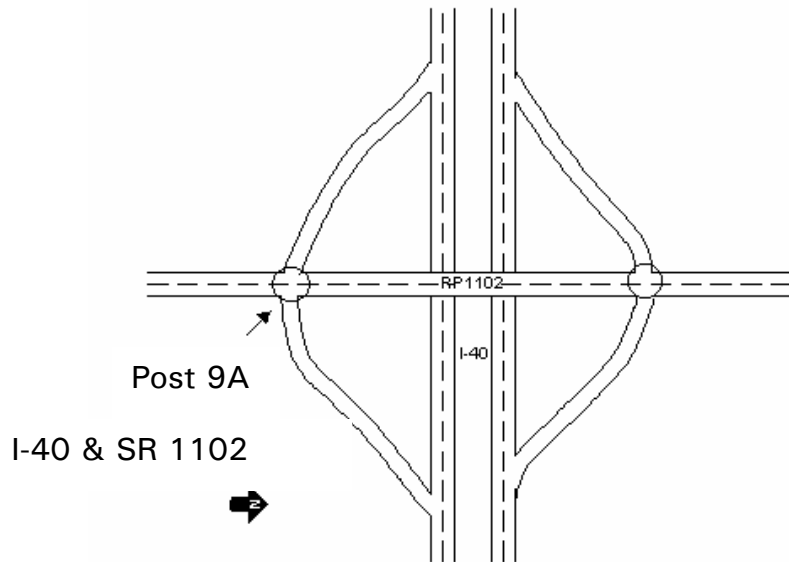
Post #8 is located on SR-1102 at the intersection at the top of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto SR-1102.

Priority should be given to those drivers on SR-1102 who indicate a desire to travel west onto the regular entrance ramp to I-40 from SR-1102.



## POST #9A



### One (1) Man Post

(I-40 @ Exit 380)

Post #9A is located on SR-1102 at the intersection at the top of the eastbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide a smooth flow of traffic.

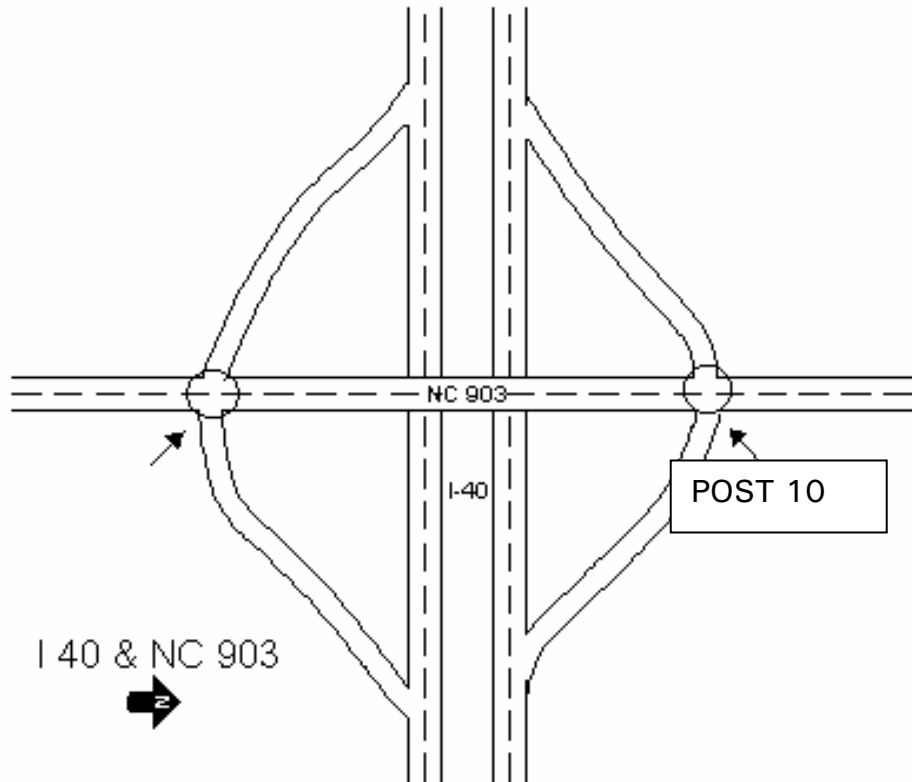
The normal eastbound exit ramp from I-40 onto SR-1102 will be reversed into a counter flow so that traffic may travel down the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from SR-1102 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of SR-1102. Traffic exiting from I-40 will be allowed to turn in either direction onto SR-1102.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

## POST #10



### One (1) Man Post

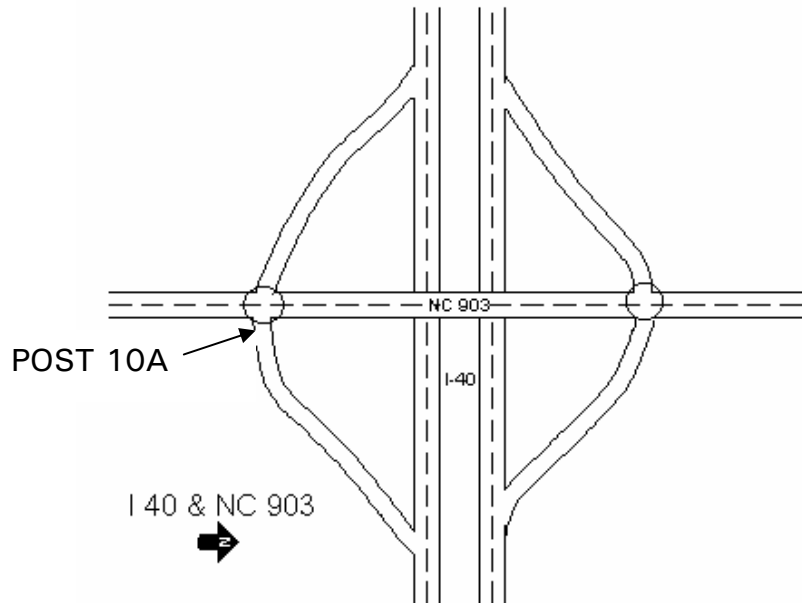
(I-40 @ Exit 373)

Post #10 is located on NC-903 at the intersection at the top of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto NC-903.

Priority should be given to those drivers on NC-903 who indicate a desire to travel west onto the regular entrance ramp to I-40 from NC-903.

## POST #10A



### Two (2) Man Post

(I-40 @ Exit 373)

Post #10A is located on NC-903 at the intersection at the top of the eastbound exit ramp from I-40.

Two Traffic Officers will be responsible for directing traffic to provide a smooth flow of traffic.

The normal eastbound exit ramp from I-40 onto NC-903 will be reversed into a counter flow so that traffic may travel down the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from NC-903 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of NC-903. Traffic exiting I-40 will be allowed to turn in either direction onto NC-903.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

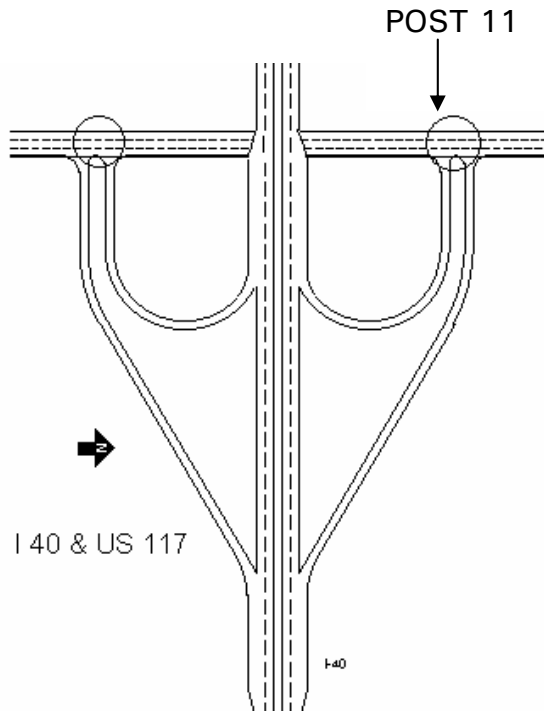
## Posts #7 - #10

<b>SHP SERGEANT</b>	<b>CALL NUMBER</b>

	RANK	MEMBER	CALL NUMBER
Post #7			
Post #7A			
Post #8			
Post #8A			
Post #9			
Post #9A			
Post #10			
Post #10A			
#7 Relief			
#7 Traffic Squad			
#8 Relief			
#8 Traffic Squad			
#9 Relief			
#9 Traffic Squad			
#10 Relief			
#10 Traffic Squad			

TOTALS:      18

## POST #11



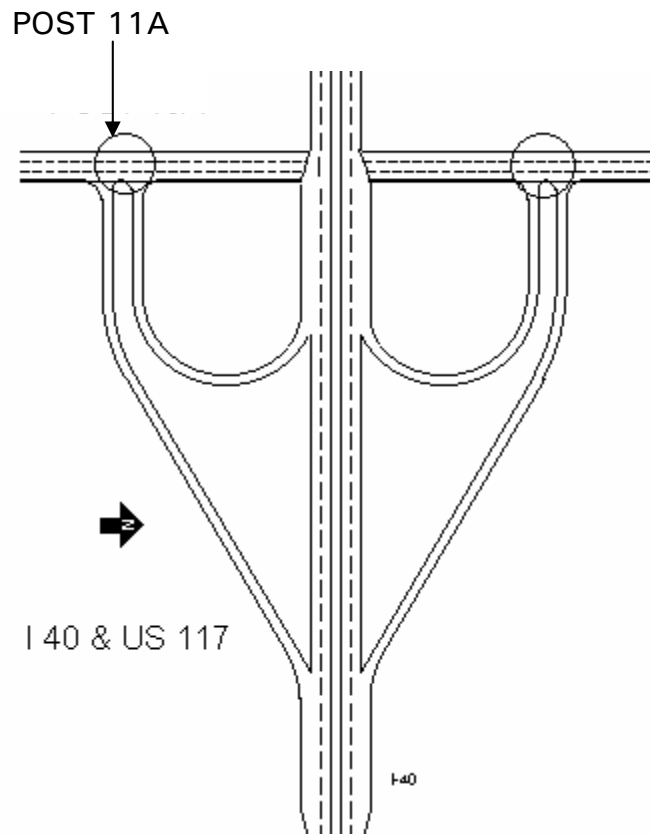
### One (1) Man Post

(I-40 @ Exit 369)

Post #11 is located on US-117 at the intersection at the bottom of the westbound exit ramp from I-40. One Traffic Officer will be responsible for directing traffic to provide a smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto US-117.

Priority should be given to those drivers who indicate a desire to travel west onto the regular entrance ramp to I-40 westbound.

## POST #11A



One (1) Man Post

(I-40 @ Exit 369)

Post #11A is located on US-117 at the intersection at the bottom of the eastbound exit ramp from I-40. Two Traffic Officers will be responsible for directing traffic to provide a smooth flow in all directions.

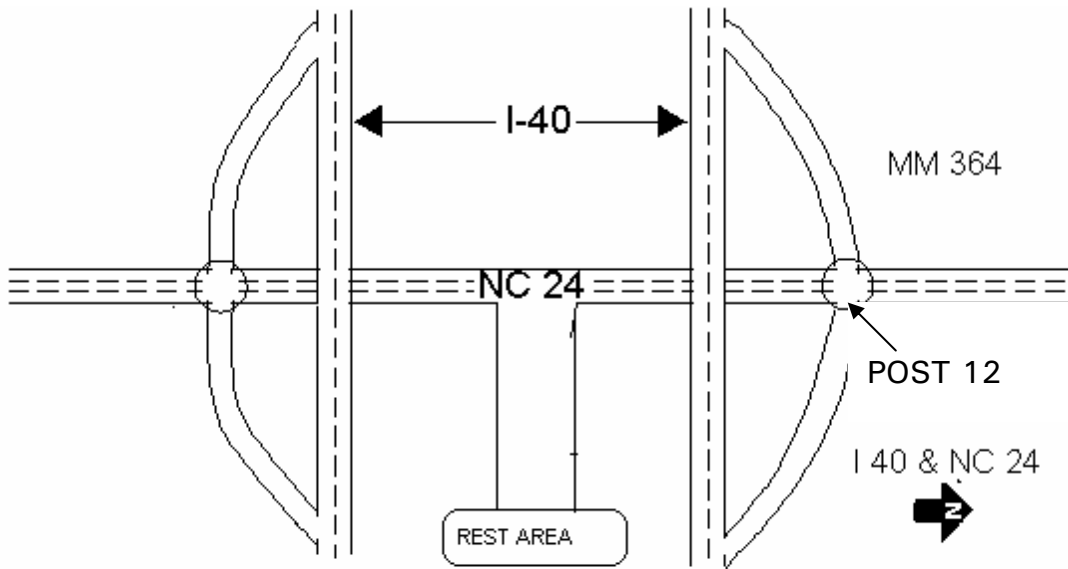
**The normal eastbound exit ramp from I-40 will be in a lane reversal so that traffic may enter the lane reversal of I-40 to travel west.**

**The entrance ramp from US-117 leading onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter for any reason.**

Traffic traveling west in the lane reversal lanes of I-40 will be allowed to exit left onto the ramp and travel west to the intersection of US-117. Traffic exiting from I-40 will be allowed to turn in either direction onto US-117.

Priority should be given to those drivers who indicate a desire to travel west in the eastbound lane reversal of traffic on I-40.

## POST #12



## REST AREA CLOSED

### Two (2) Man Post

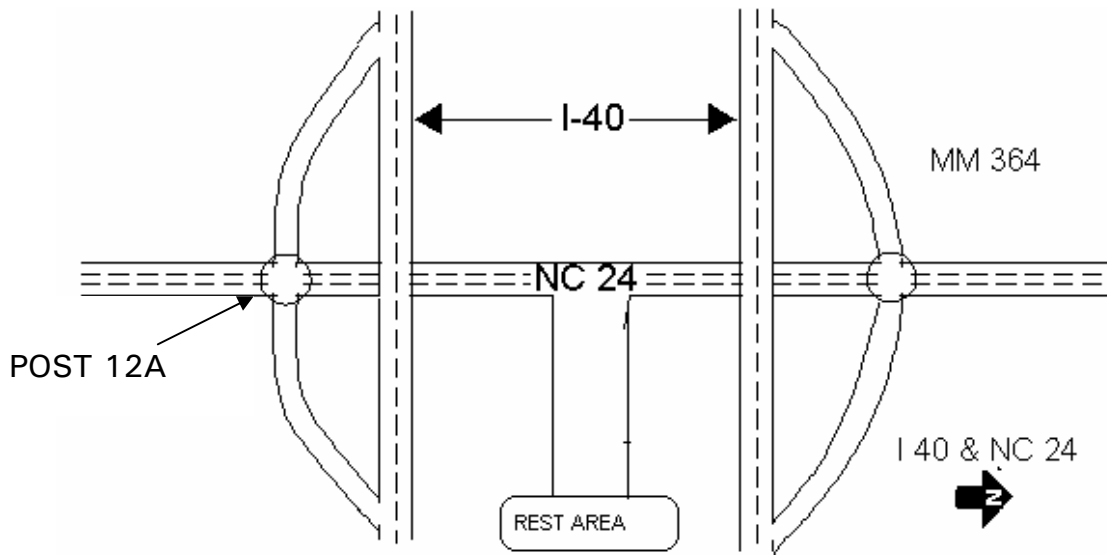
(I-40 @ Exit 364)

Post #12 is located at the bottom of the westbound exit ramp from I-40 at the intersection of NC-24. Two Troopers will be responsible for allowing the smooth flow of traffic for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto NC-24.

Priority should be given to those drivers who indicate a desire to travel west onto the regular entrance ramp to I-40 from NC-24.

**The rest area will not be open to traffic.**

## POST #12A



## Rest Area Closed

Two (2) Man Post

(I-40 @ Exit 364)

Post #12A is located on NC-24 at the intersection at the bottom of the eastbound exit ramp from I-40.

Two Traffic Officers will be responsible for directing traffic at this location.

**The entrance ramp from NC-24 leading onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west to the intersection of NC-24. Traffic will be allowed to turn in either direction onto NC-24.

There should be no traffic exiting down the ramp from the regular eastbound lanes of I-40. The normal eastbound exit ramp from I-40 onto NC-24 will be reversed into a counter flow so that traffic may travel up the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

Priority should be given to any drivers traveling on NC-24 who indicate a desire to travel west in the reversal lanes of I-40.

**The Rest Area will not be open to traffic.**



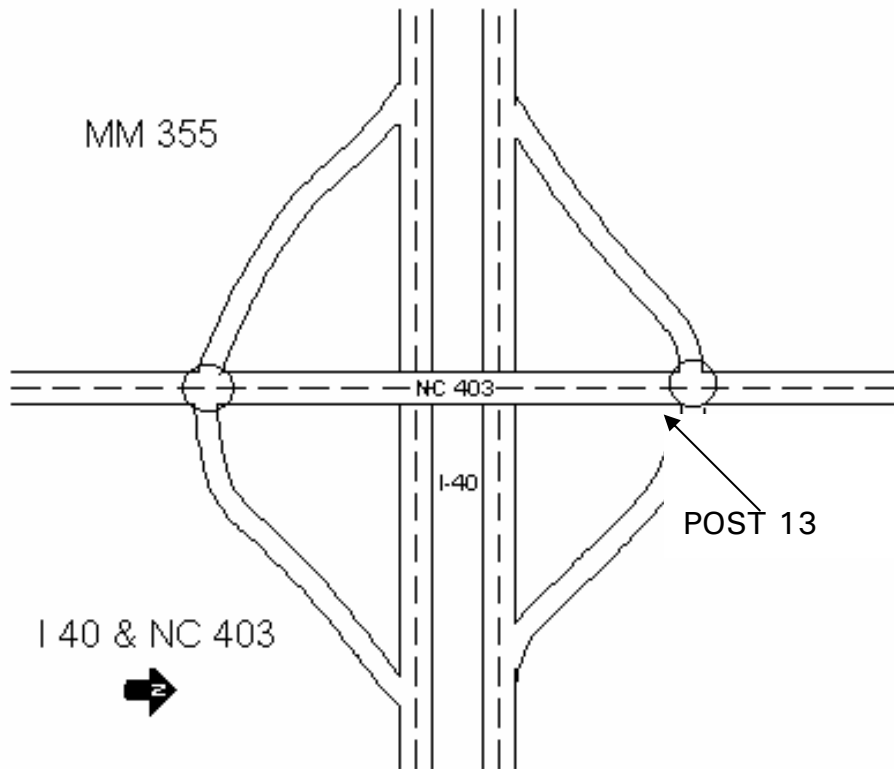
## POST #11 - #12

<b>SHP SERGEANT</b>	<b>CALL NUMBER</b>

	<b>RANK</b>	<b>MEMBER</b>	<b>CALL NUMBER</b>
Post #11			
Post #11A			
Post #12			
Post #12A			
#11 Relief			
#11 Traffic Squad			
#12 Relief			
#12 Traffic Squad			

TOTALS:      11

## POST #13



### One (1) Man Post

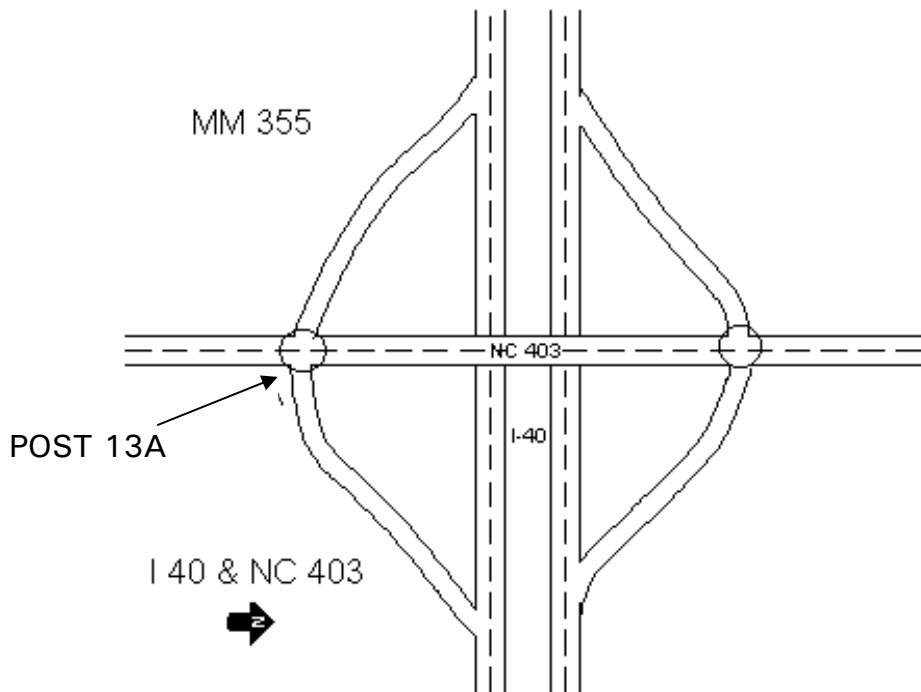
(I-40 @ Exit 355)

Post #12 is located on NC-403 at the intersection at the top of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto NC-403.

**Priority should be given to those drivers on NC-403 who indicate a desire to travel west onto the regular entrance ramp to I-40 from NC-403 to travel westbound.**

## POST #13A



### One (1) Man Post

(I-40 @ Exit 355)

Post #13A is located on NC-403 at the intersection at the top of the eastbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide a smooth flow of traffic.

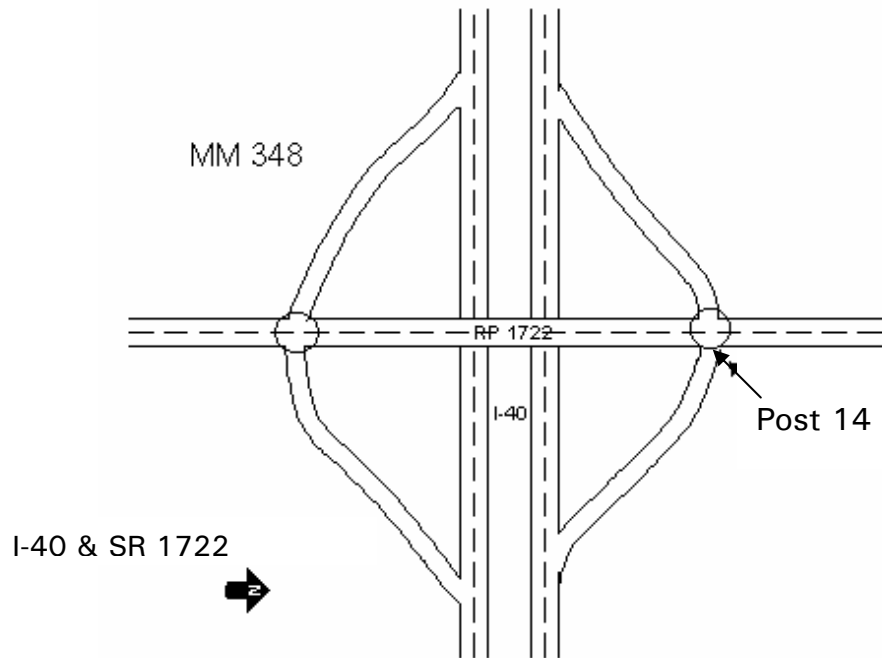
The normal eastbound exit ramp from I-40 onto NC-403 will be reversed into a counter flow so that traffic may travel down the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from NC-403 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of NC-403. Traffic exiting from I-40 will be allowed to turn in either direction onto NC-403.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

## POST #14



One (1) Man Post

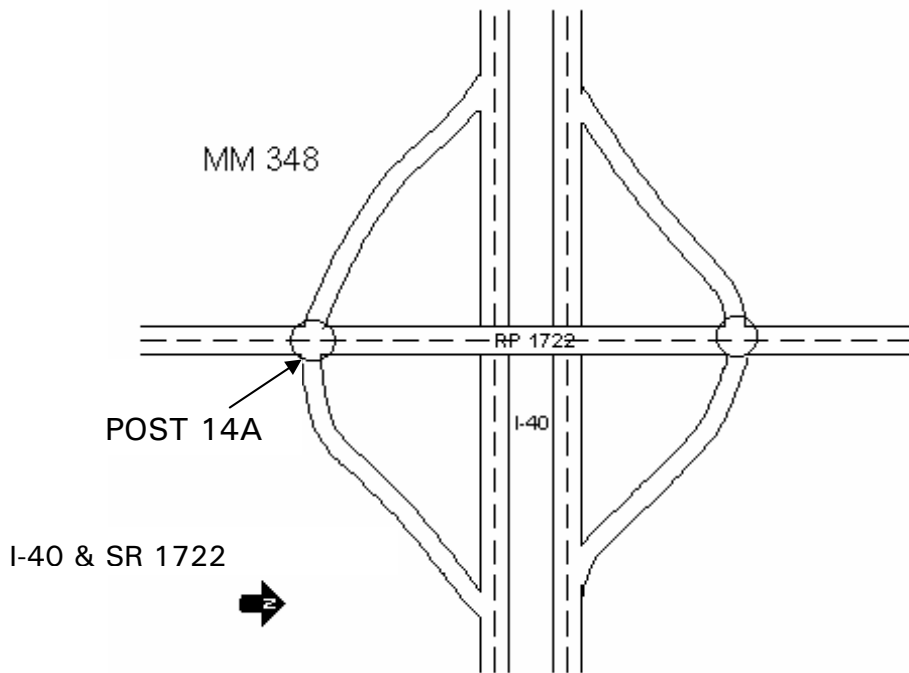
(I-40 @ Exit 348)

Post #14 is located on SR-1722 at the intersection at the top of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto SR-1722.

**Priority should be given to those drivers on SR-1722 who indicate a desire to travel west onto the regular entrance ramp to I-40 from SR-1722 to travel westbound.**

## POST #14A



### One (1) Man Post

(I-40 @ Exit 348)

Post #14A is located on SR-1722 at the intersection at the top of the eastbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide a smooth flow of traffic.

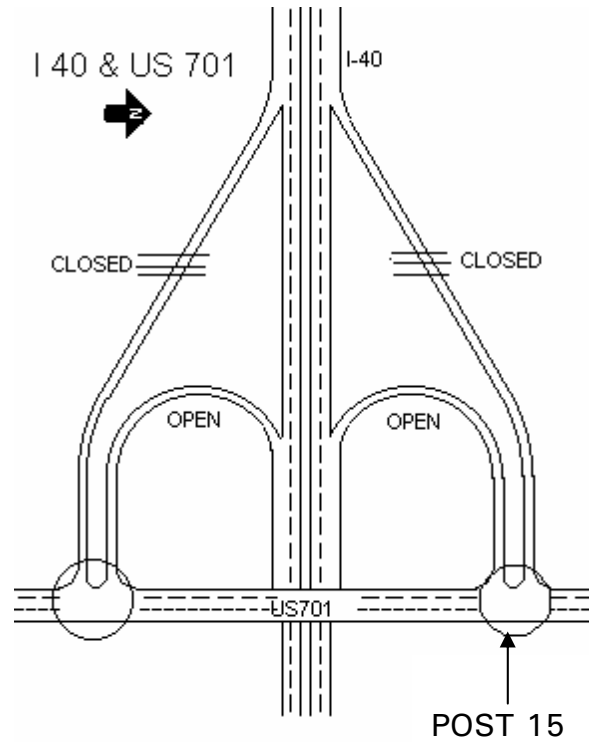
The normal eastbound exit ramp from I-40 onto SR-1722 will be reversed into a counter flow so that traffic may travel down the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from SR-1722 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of SR-1722. Traffic exiting from I-40 will be allowed to turn in either direction onto SR-1722.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

## POST #15



### Two (2) Man Post

(I-40 @ Exit 343)

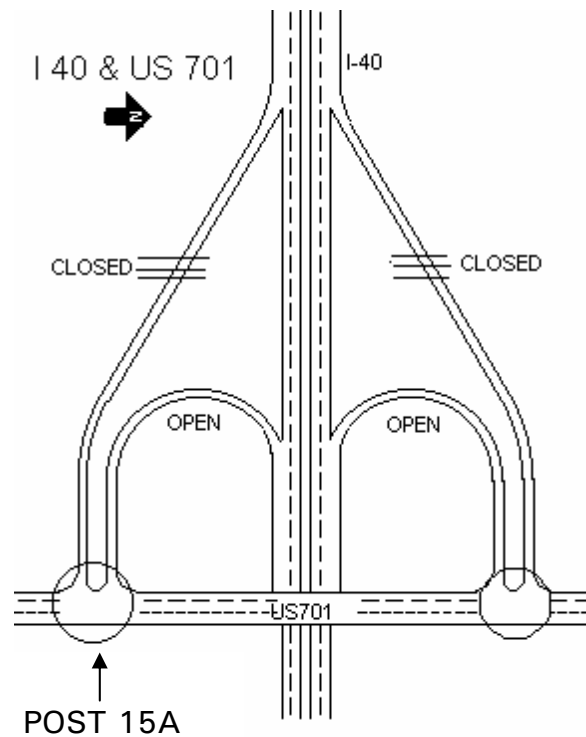
Post #15 is located on US-701 at the top of the westbound exit ramp from I-40.

Two Traffic Officers will be responsible for the direction of traffic at this intersection.

Traffic may exit in a normal pattern from I-40 westbound onto US-701. Traffic exiting from I-40 will be allowed to turn in either direction onto US-701.

**The entrance ramp onto I-40 westbound will be closed to all traffic and no traffic will be allowed to enter for any reason.**

## POST #15A



Two (2) Man Post

(I-40 @ Exit 343)

Post #15A is located on US-701 at the top of the eastbound exit ramp from I-40.

Two Traffic Officers will be responsible for directing traffic onto US-701.

**The entrance ramp from US-701 leading onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter for any reason.**

Traffic traveling west in the lane reversal lanes of I-40 will be allowed to exit left and travel west to the top of the ramp at the intersection of US-701. Traffic will be allowed to turn in either direction onto US-701.

**The ramp from the normal eastbound I-40 traffic will be closed to all traffic. No traffic will be allowed to enter the lane reversal of I-40 from this location.**

## POSTS #13 - #15

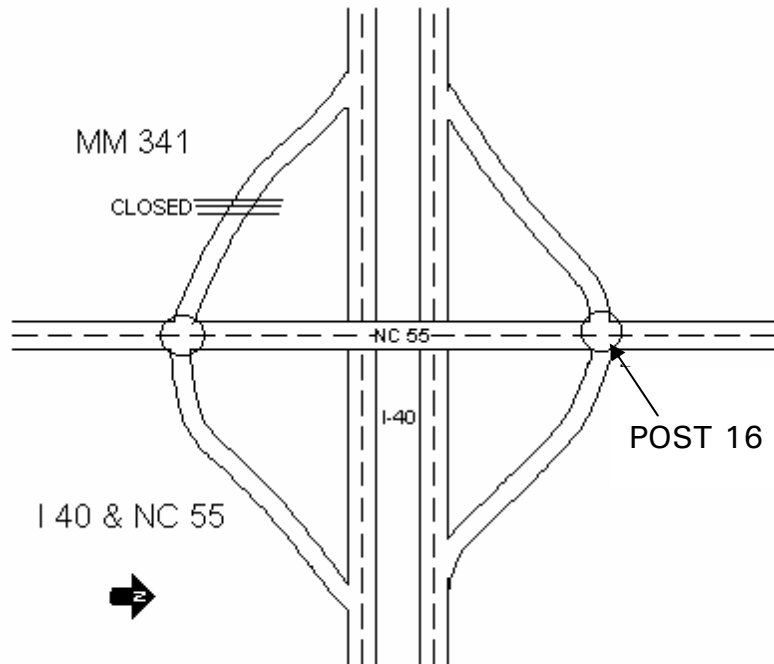
<b>SHP SERGEANT</b>	<b>CALL NUMBER</b>

	RANK	MEMBER	CALL NUMBER
Post #13			
Post #13A			
Post #14			
Post #14A			
Post #15			
Post #15A			
#13 Relief			
#13 Traffic Squad			
#14 Relief			
#14 Traffic Squad			
#15 Relief			
#15 Traffic Squad			

TOTALS:      14



## POST #16



### One (1) Man Post

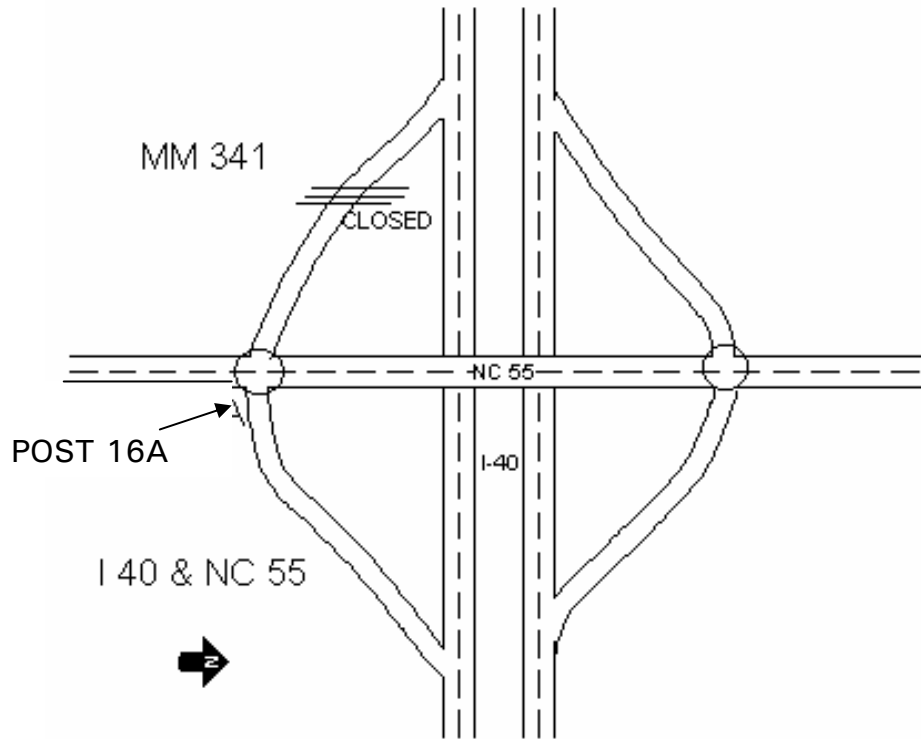
(I-40 @ Exit 341)

Post #16 is located on NC-55 at the intersection at the top of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles traveling up the ramp from I-40 will be allowed to turn in either direction onto NC-55.

Priority should be given to those drivers on NC-55 who indicate a desire to travel west onto the regular entrance ramp to I-40 from NC-55 to travel westbound.

## POST #16A



### Two (2) Man Post

(I-40 @ Exit 341)

Post #16A is located on NC-55 at the intersection at the top of the eastbound exit ramp from I-40.

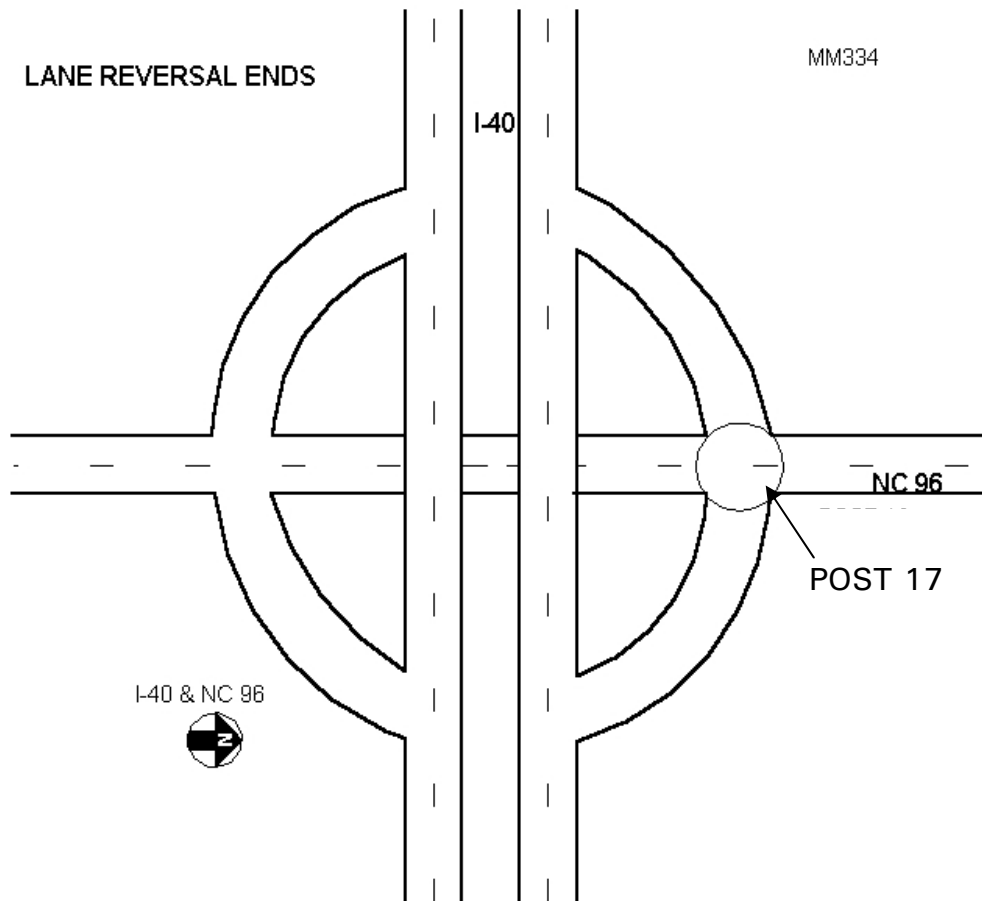
Two Traffic Officers will be responsible for allowing for the smooth flow of traffic at this intersection.

**The normal eastbound exit ramp from I-40 onto NC-55 will be closed to all traffic. This ramp will not be used for any lane reversal traffic to enter I-40.**

**The entrance ramp from NC-55 onto I-40 eastbound will be closed and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the lane reversal lanes of I-40 will be allowed to exit left and travel west to the intersection of NC-55. Traffic will be allowed to turn in either direction onto NC-55.

## POST #17



### One (1) Man Post

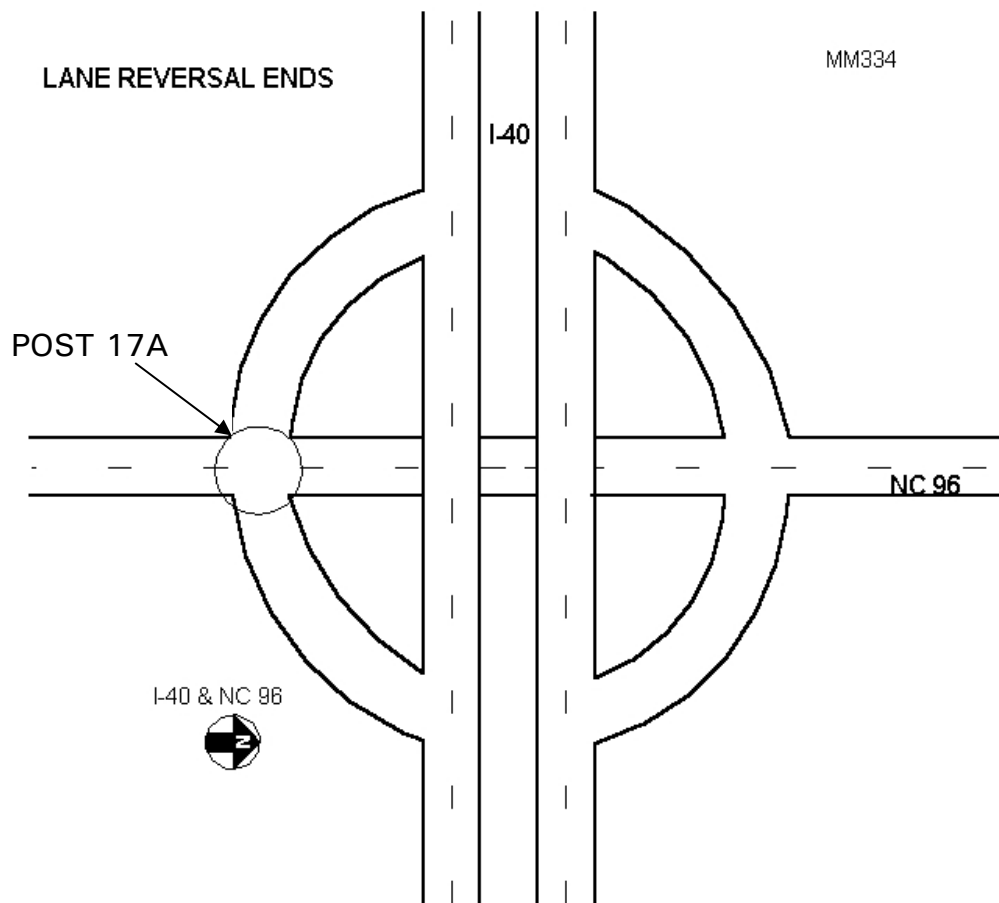
(I-40 @ Exit 334)

Post #17 is located on NC-96 at the intersection at the bottom of the westbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide the smooth flow for drivers who want to follow the regular traffic patterns. Vehicles exiting from I-40 will be allowed to turn in either direction onto NC 96.

Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

## POST #17A End of Lane Reversal



### One (1) Man Post

(I-40 @ Exit 334) Post #17A is located on NC-96 at the intersection at the bottom of the eastbound exit ramp from I-40.

One Traffic Officer will be responsible for directing traffic to provide a smooth flow of traffic.

The normal eastbound exit ramp from I-40 onto NC 96 will be reversed into a counter flow so that traffic may travel up the ramp to enter the I-40 reversal lanes to travel west in the regular eastbound lanes of I-40.

**The entrance ramp from NC 96 onto I-40 eastbound will be closed to eastbound traffic and no traffic will be allowed to enter to travel eastbound on I-40 for any reason.**

Traffic traveling west in the reversal lanes of I-40 will be allowed to exit left and travel west on the ramp to the intersection of NC 96. Traffic will be allowed to turn in either direction onto NC 96. Priority should be given to those drivers who indicate a desire to travel west in the reversal lanes of traffic on I-40.

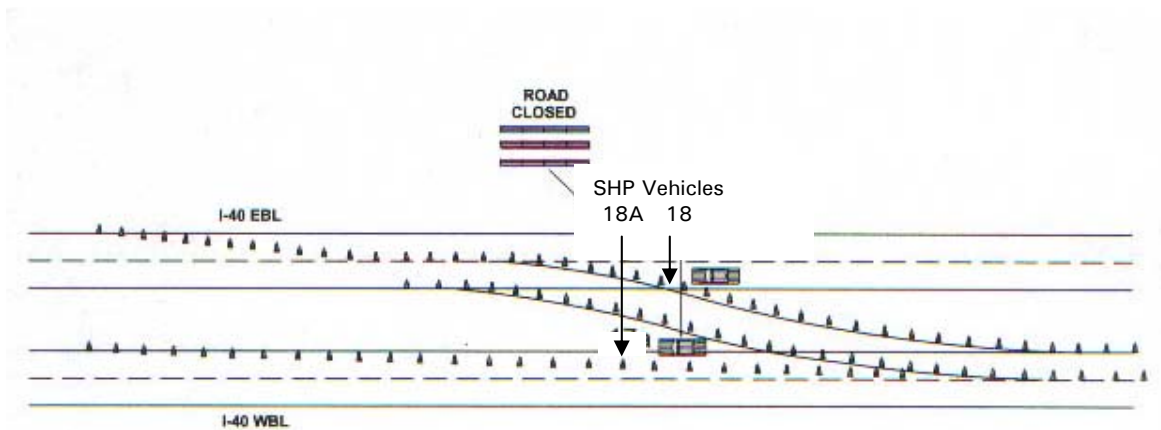
## POST #16 - #17

<b>SHP SERGEANT</b>	<b>CALL NUMBER</b>

	<b>RANK</b>	<b>MEMBER</b>	<b>CALL NUMBER</b>
Post #16			
Post #16A			
Post #17			
Post #17A			
#16 Relief			
#16 Traffic Squad			
#17 Relief			
#17 Traffic Squad			

TOTALS:        7

POST # 18 and #18A  
I-40 Median Crossover (approx. Mile Marker 331)



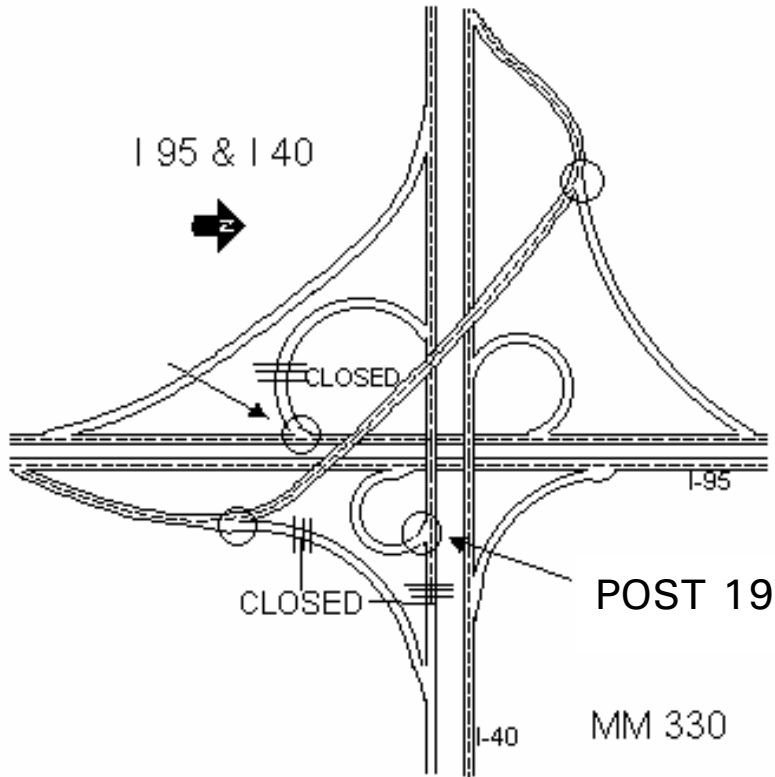
Post #18  
One Man Post

Post #18 is located in the eastbound lane of I-40 at the Median Crossover. Assigned member is responsible to monitor and direct traffic in the counter flow lanes to ensure that all counter flow traffic merges to the right inside lane and travels through the median crossover and properly merges into the westbound lanes.

Post #18A  
One Man Post

Post #18A is located in the westbound lane at the median crossover. Assigned member is responsible to ensure all eastbound traffic merges into the right outside lane thereby allowing counter flow traffic to safely merge into the inside lane of westbound I-40.

## POST #19



### Two (2) Man Post

(I-40 @ I-95)

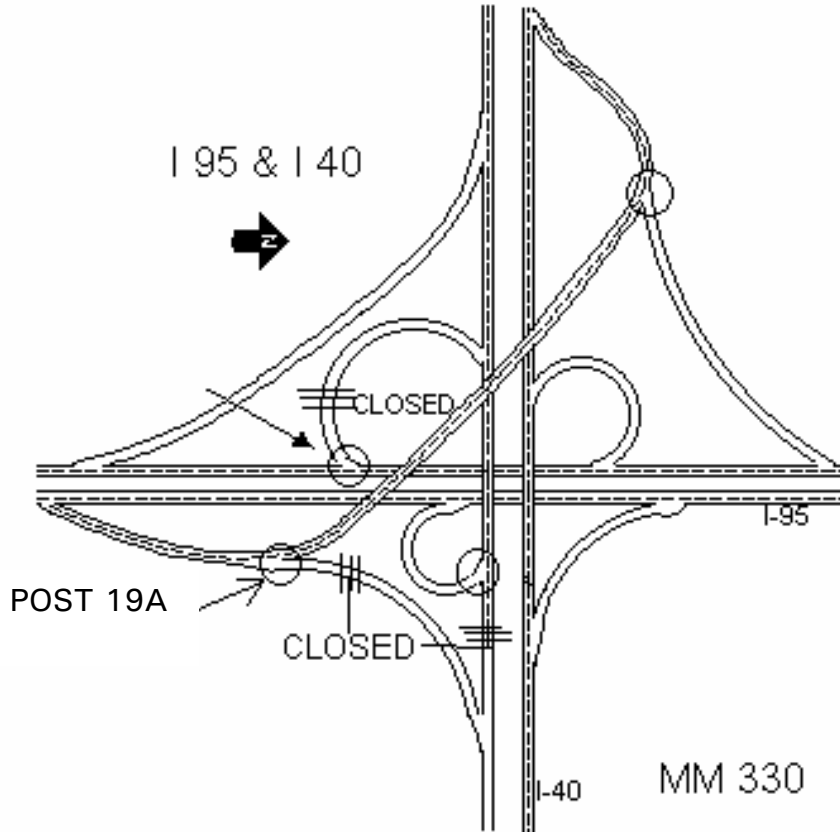
Post #19 is located on I-40 at the intersection of I-40 eastbound and the exit ramp which leads onto I-95 northbound.

Two Traffic Officers will be responsible for directing traffic at this Post.

All traffic from the regular eastbound lanes of I-40 will be required to exit to the right onto the ramp which will lead onto I-95 northbound.

**The eastbound lanes of I-40 will be closed to eastbound traffic and no traffic will be allowed to travel eastbound on I-40 for any reason.**

## POST #19A



### Two (2) Man Post

(I-40 @ I-95)

Post #19A is located on the exit ramp from I-95 northbound just prior to the intersection of I-40. The Traffic Post will be at the junction of the ramp which splits the normal traffic for eastbound or westbound I-40.

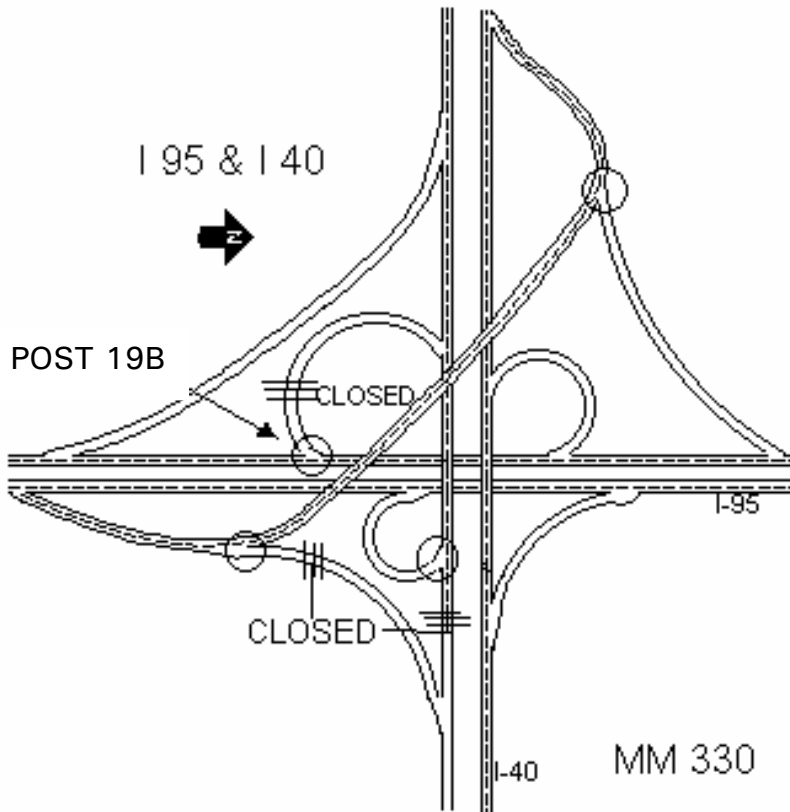
Two Traffic Officers will be responsible for directing traffic at this Post.

All traffic which has exited from the regular northbound lanes of I-95 will be traveling through this Traffic Post. The right lane will be closed to any traffic which is desiring to travel onto I-40 eastbound.

**The eastbound lanes of I-40 will be closed to eastbound traffic and no traffic will be allowed to travel eastbound on I-40 for any reason. All traffic will be directed to the left lanes and sent to I-40 westbound.**



## POST #19B



### One (1) Man Post

(I-40 @ I-95)

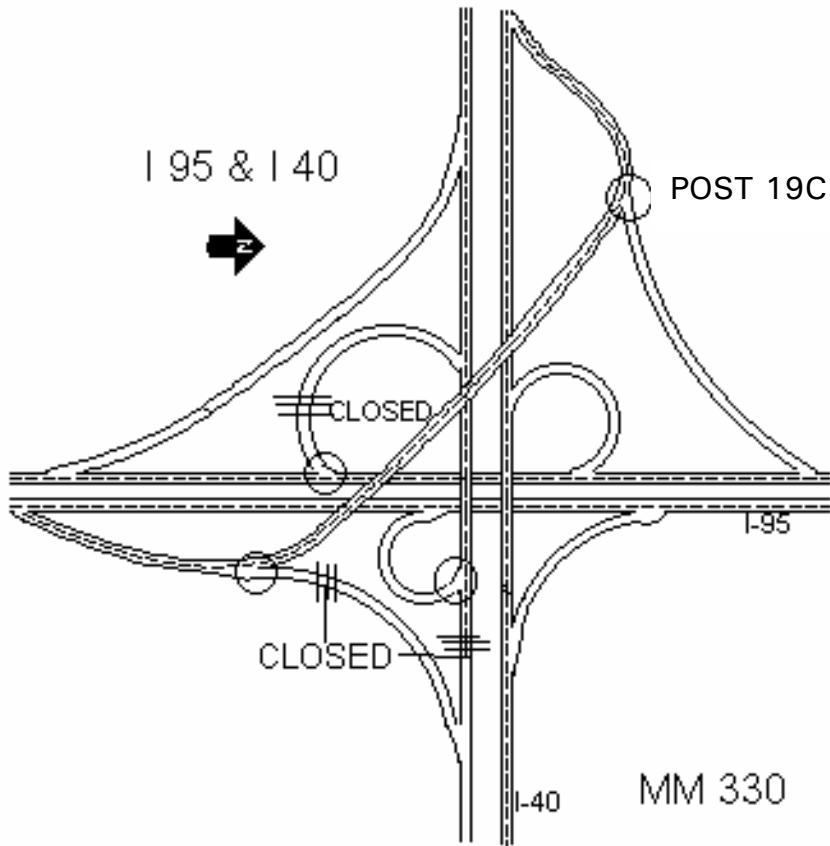
Post #19B is located on I-95 southbound at the intersection of I-95 and the exit ramp which leads onto I-40 eastbound.

One Traffic Officer will be responsible for directing traffic at this Post.

The ramp leading onto I-40 will be closed to all traffic and no traffic will be allowed to exit I-95 onto the ramp for any reason. All traffic will be directed to continue southbound on I-95.

**The eastbound lanes of I-40 will be closed to eastbound traffic and no traffic will be allowed to travel eastbound on I-40 for any reason.**

## POST #19C



### Two (2) Man Post

(I-95 @ I-40)

Post #19C is located on the I-95 southbound exit ramp at the intersection of the I-95 northbound exit ramp where the two merge just prior to entering the I-40 westbound lanes of traffic.

Two Traffic Officers will be responsible for directing traffic at this Post.

The Traffic Officers will be responsible for providing for the smooth transition of traffic merging from three lanes down into two lanes of traffic at this point. The traffic will then continue onto the westbound lanes of traffic for I-40.

## POSTS #18 - #19

<b>SHP SERGEANT</b>	<b>CALL NUMBER</b>

	RANK	MEMBER	CALL NUMBER
Post #18			
Post #18A			
Post #19			
Post #19A			
Post #19B			
Post #19C			
#16 Relief			
#16 Traffic Squad			
#18 Relief			
#19 Relief			
#19 Relief			
#18 Traffic Squad			
#19 Traffic Squad			
#19 Traffic Squad			

TOTALS:      15

## Action Guidelines For I-40 Reversal Plan

Event	Remarks	Action
National Hurricane Center (NHC) forecast tropical storm force winds or higher potentially impacting NC within <b>72 hours</b> .	State Emergency Response Team (SERT) Leader directs activation to Level 3.	NCEM Director notifies I-40 Reversal Control Group. RCG on stand-by, sets time for next conference call.
NHC forecast tropical storm force winds or higher potentially impacting NC within <b>48 hours</b> .	Threat: Strong Category II hurricane (winds of 103 mph+) or greater with a potential landfall within a window 50 miles north to 100 miles south of Wilmington.	NCEM Director initiates activation of I-40 Reversal Control Group, conference calls commence every 6 hours..
<b>24 hours</b> before reversal begins <sup>1</sup> (SHP Signal 11)	Reversal Control Group (RCG) conference call <sup>2</sup> . Following conference call, brief Dept. Secretaries	SHP-DOT-OEMS-OSFM notify personnel for possible mobilization. (SHP Signal 11)
		DOT Operations decision to pre-stage material
<b>18 hours</b> before reversal begins <sup>1</sup>	Reversal Control Group (RCG) conference call <sup>2</sup> . Following conference call, brief Dept. Secretaries.	SHP-DOT-OEMS-OSFM activate mobilization, as appropriate, from locations outside the threat area.
<b>12 hours</b> before reversal begins <sup>1</sup>	Reversal Control Group (RCG) conference call <sup>2</sup> . Following conference call, brief Dept. Secretaries	Based upon forecast conditions RCG recommends reversal of I-40.
	Secretaries CC&PS and DOT jointly brief Gov.	Recommend begin execution of Reversal Plan
	Departments/division are notified to begin process.	Begin reversal process, resources notified - briefings begin.
<b>6 hours</b> before reversal begins <sup>1</sup>	Governor Makes Announcement, joined by Secretaries (GO - NO GO decision point)	PIOs release media advisories, start/stop time of reversal. Throughout reversal, PIOs work with Control Group to monitor progress and determine what <b>additional information</b> needs to be released.
		OEMS/OSFM notify local resources within the threat area for activation.
<b>4 hours</b> before reversal begins <sup>1</sup>	Reversal Control Group (RCG) conference call <sup>2</sup> . Following conference call, brief Dept. Secretaries .	SHP-DOT-OEMS-OSFM personnel begin deployment to interchanges (distance & driving time dependent).
		All agencies monitor roadways enroute to interchanges for disabled/abandoned vehicles - notify DOT.
<b>3 hours</b> before reversal begins <sup>1</sup>	SHP-DOT-OEMS-OSFM personnel on site at interchanges.	Upon arrival of SHP, DOT personnel close ramps.

## Action Guidelines For I-40 Reversal Plan

Event	Remarks	Action
	No traffic allowed to enter eastbound lanes.	Traffic already on eastbound lanes allowed to proceed eastbound.
<b>1 hour</b> before reversal begins <sup>1</sup>	SHP sweep reversed lanes between interchanges during the next hour.	All eastbound lanes are clear of traffic.
		All agencies monitor roadways for disabled/abandoned vehicles - notify DOT.
<b>Reversal begins</b>	Traffic is diverted onto reversed lanes.	All lanes I-40 westbound traffic, SHP to lead traffic on initial opening of reversed lanes.
	RCG conference calls every 2 hours.	Reversal status
<b>Termination of reversal</b>	RCG directs termination of reversal to proceed (phased/rapid).	SHP can recommend reversal be terminated earlier than scheduled due to special circumstances.
<b>2 hours</b> prior to onset of tropical force winds or nightfall, whichever occurs first	DOT closes input points at each interchange of reversed lanes.	No traffic allowed to enter reversed lanes, outbound traffic directed to westbound lanes.
<b>1 hour</b> prior to onset of tropical storm force winds	SHP "sweeps" reversed lanes from input point (Wilmington) westward.	As SHP clears each interchange (east to west), traffic allowed to enter eastbound I-40.
	On/Off ramps opened in phase from east to west.	DOT removes barriers from ramps.
Tropical storm force winds reach Wilmington.	All personnel to safety.	Normal eastbound lanes open to traffic.
<sup>1</sup> The approximate time that certain events should be accomplished is based upon the start of the mandatory evacuation.	<sup>2</sup> Conference calls will be made every 6 hours upon activation of the Reversal Control Group following the time schedule: 6:00 and 12:00 AM/PM. During the actual reversal conference calls will be made every 2 hours	

***Decision Process Guidelines  
For The  
Interstate 40 Emergency Reversal Plan  
May 2007***

**THREAT CRITERION**

- The decision process to reverse the flow of traffic in the eastbound lanes of I-40 begins when a strong Category II hurricane (sustained winds of 103 mph or higher) is forecast to reach Category III strength, and it is forecast to make landfall within 50 miles north or within 100 miles south of Wilmington, NC. This area includes the counties of Brunswick, Pender, New Hanover, and Horry County, SC.

*REVERSAL CONTROL GROUP (RCG)*

- The purpose of the RCG is to evaluate the need to reverse the flow of traffic on I-40 and when reversal is necessary, to recommend approval to the Secretaries, Crime, Control, and Public Safety (CCPS) and Department of Transportation (DOT).
- The RCG members are:

<b>Department/Division</b>	<b>Position</b>	<b>POC</b>
Department of CCPS:		
Emergency Management (EM)	Director	Doug Hoell
Highway Patrol (SHP)	Field Operations	Major G. D. Hayes
DOT:		
Division of Highways	Chief Engineer, Operations	Steve Varnedoe

*RCG ACTIVATION*

- Standby – The Director, EM will notify RCG members to be available for immediate telephone contact when the State Emergency Operations Center (SEOC) is at Level 3 activation for conditions meeting the threat criterion.
- Recall – The Director, EM will recall ECG members to the SEOC when the threat criterion is met and the National Hurricane Center (NHC) forecasts tropical storm force winds (sustained winds of 39 mph or higher) to occur in the threat area within 48 hours.

**ACTIONS -- PRE-REVERSAL**

- The RCG will coordinate activities by conducting conference calls near 6:00 a.m. plus every 6 hours until the reversal is executed or the threat has passed. Conference calls will include RCG members, SERT members at the SEOC, NCDOT Emergency Information Center, county EM Coordinators and Control Groups in the threatened area, and local National Weather Service offices. Topics to be covered will be the NHC advisory, forecast onset of tropical storm and hurricane force winds, the volume of traffic likely to be evacuated, whether the evacuation is mandatory or voluntary, the time an evacuation may begin, and actions required during the next 6-hour period.

- The action guidelines in attachment 1 will guide actions by RCG agencies. It identifies the sequence of actions required to implement lane reversal. However, actions may be modified if conditions warrant such as the storm's unique characteristics, a large number of evacuees, and the timing for daylight hour operations. Reversing I-40 increases evacuation to 5,000 vehicles per hour.
- The RCG will determine whether to reverse I-40 and when to begin reversal preparation. Upon reaching consensus to reverse, the RCG will pass this recommendation to their respective Secretaries.
- The Secretaries of Transportation and Crime Control & Public Safety, in consultation with the Governor, will approve or disapprove the RCG's recommendation.
- If approved, RCG representatives will disseminate the decision and its execution time to their respective organizations.

#### **ACTIONS -- DURING REVERSAL**

- At the start time of the reversal, RCG conference calls will be conducted every 2 hours, and they will cover reversal status, problems, ending time, and other required actions.
- SHP units will lead the vehicles entering the reversed lanes upon initial opening of the reversed lanes.
- Each interchange on the reversed lanes will be opened to reversed traffic flow as the SHP-led traffic passes.

#### **ACTIONS -- TERMINATION**

- To allow personnel to seek shelter, the order to terminate the reversal will be set at a minimum of 2 hours before sunset or the forecast landfall of tropical storm force winds in the Wilmington Area, whichever occurs earliest.
- The SHP will recommend early termination of reversal to the RCG if traffic levels or other circumstances warrant.

#### **ACTIONS -- REVERSAL CLEARANCE**

- One of two clearance procedures may be used depending on how quickly clearance is needed. Traffic volume and the forecast onset time of tropical storm force winds are two critical components in the decision process.
- The normal clearance procedure will be to phase the closure of the reversed lanes from east to west (Wilmington to Benson). This process moves people who are closest to the coast/threat to safety first.
  - ⇒ Close the reversal input point in Wilmington and all on-ramps at each interchange on the reversed lanes, and allow traffic in the reversed lanes to continue westward travel. All new departing traffic will be directed to normal westbound lanes.
  - ⇒ As the remaining traffic on the reversed lanes clears each interchange, east to west, the on-site SHP will sweep that segment to ensure that all traffic is clear.
  - ⇒ After the on-site SHP ensures the lanes are clear, DOT personnel will remove the barricades and that segment of I-40 Eastbound will be reopened, east to west, to eastbound traffic.
- The alternate clearance procedure will remove traffic faster. It can be used for unusual conditions such as a hazardous material spill, storm acceleration, or a major

backup of traffic at an ending point. If rapid traffic removal is necessary, the SHP will recommend implementation of this alternate procedure to the RCG for its approval. The alternate closure procedure consists of:

- ⇒ closing the reversed input location in Wilmington and all on-ramps at all interchanges along I-40.
- ⇒ diverting all traffic off I-40 at each interchange or at any or all interchanges east of NC 24 as traffic dictates.

#### **SUPPLEMENTARY GUIDANCE**

- The decision to evacuate is a county responsibility.
- Effective and near continuous communication between agencies and the RCG is critical for the safe and successful execution of the reversal plan.
- Reversal operations should be conducted in daylight only.
- NCDOT will begin to stage equipment in its Division yards 24 hours prior to implementation of the I-40 Reversal Plan.
- Although law enforcement resources (SHP) will be drawn from areas outside the threatened area, fire, rescue, and ambulance resources will be drawn from agencies within the threat area. OEMS and OSFM have identified those resources, made assignments, and will coordinate their mobilization.
- EM will host a Reversal Control Group meeting at least one month prior to the onset of the hurricane season each year to update contact information and make any necessary modifications to the plan or decision process.

Attachment

Action Guidelines for the I-40 Reversal Plan













<b>I-40 Reversal County EM Contact(s)</b>				
<b>Name</b>	<b>County</b>	<b>Office #</b>	<b>Cell #</b>	<b>Pager#</b>
Ray Honrine	Sampson	(910) 592-8996	(910) 990-0216	N/A
Craig Forlines	Duplin	(910) 296-2161	(910) 289-7605	N/A
Eddie King	Pender	(910) 259-1210	(910) 470-4728	(910) 341-9565
Warren Lee	New Hanover	(910) 798-6910	(910) 279-5615	(910) 412-5710
Dwayne West	Johnston	(919) 989-5050	(919) 369-9896	N/A

## NC Hospitals with Emergency Departments Along the I-40 Corridor, East to West\*

### **New Hanover County**

New Hanover Regional Medical Center,  
Wilmington, 910-343-7000.

### **Pender County**

Pender Memorial Hospital, Burgaw, 910-  
259-5451

### **Duplin County**

Duplin General Hospital, Kenansville, 910-  
296-0941

### **Sampson County**

Sampson Regional Medical Center, Clinton,  
910-592-8511

### **Johnston County**

Betsy Johnson Regional Hospital, Dunn,  
910-892-7161 (in Harnett County)  
Johnston Memorial Hospital, Smithfield,  
919-934-8171

### **Wake County**

Duke Health Raleigh Hospital, Raleigh, 919-  
954-3000  
Rex Healthcare, Raleigh, 919-784-3100  
WakeMed, Raleigh, 919-350-8000  
WakeMed Cary, 919-233--2300

### **Durham County**

Duke University Hospital, Durham, 919-684-  
8111  
Durham Regional Hospital, Durham, 919-  
470-4000, dchc.org

### **Orange County**

UNC Hospitals, Chapel Hill, 919-966-4131

### **Alamance County**

Alamance Regional Medical Center,  
Burlington, 336-538-7000

### **Guilford County**

High Point Regional Health System, High  
Point, 336-878-6000  
Moses Cone Health System, Greensboro,  
336-832-7000  
Wesley Long Community Hospital,  
Greensboro, 336-832-1000

### **Forsyth County**

Forsyth Medical Center, Winston Salem,  
336-718-5000  
Wake Forest University Baptist Medical  
Center, Winston Salem, 336-716-2255

### **Davie County**

Davie County Hospital, Mocksville, 336-751-  
8304

### **Iredell County**

Iredell Memorial Hospital, Statesville, NC  
704-873-5661

### **Catawba County**

Catawba Memorial Hospital, Hickory, 828-  
326-3000  
Frye Regional Medical Center, Hickory,  
828-322-6070

### **Burke County**

Grace Hospital, Morganton, 828-580-5000

### **McDowell County**

The McDowell Hospital, Marion, 828-659-  
5000

### **Buncombe County**

Mission Hospitals, Asheville, 828-213-1111

### **Haywood County**

Haywood Regional Medical Center, Clyde,  
828-456-7311

---

\*Information abstracted from a list of  
member organizations of the North  
Carolina Hospital Association  
([www.ncha.org](http://www.ncha.org))

---

*Version of June 16, 2006*



North Carolina Department of Crime Control & Public Safety  
**Division of State Highway Patrol**

**Field Operations**

**Month Date 2007**

**MEMORANDUM**

**TO: MAJOR J. J. HATCHER  
TROOP COMMANDERS**

**FROM: MAJOR G. D. HAYES (E-MAIL)**

**RE: I-40 LANE REVERSAL / I-95 TO WILMINGTON  
PERSONNEL REQUESTS**

**Michael F. Easley**  
Governor  
**Bryan E. Beatty**  
Secretary  
**W. Fletcher Clay**  
Colonel

**Location:**  
512 N. Salisbury Street  
Raleigh, NC  
(919) 733-7952

**Mailing Address:**  
4702 Mail Service Center  
Raleigh, NC  
27699-4702

In preparation for a possible landfall of "Hurricane **XXXX**" on the North Carolina coast, we are moving forward in anticipation of a complete lane reversal along I-40, between I-95 and Wilmington. We must prepare ourselves by designating certain SHP uniformed personnel from individual troops to complete this mission.

Therefore, in the event of a possible activation of the I-40 Lane Reversal Plan, we are designating the following troops to provide SHP uniformed personnel as indicated below. In the event of an activation, personnel will report to the North Carolina Highway Patrol Training Academy with all necessary equipment. Following an initial evacuation and landfall of the storm, personnel should expect redeployment to other affected areas along the state's coastline, depending on the location of landfall and the severity of impact in specific areas.

- Troop B- (1 Telecommunicator)*
- Troop C- (12 Troopers, 1 Radio Engineer and 1 Garage Mechanic)*
- Troop D - (12 Troopers)*
- Troop E - (12 Troopers)*
- Troop F - (9 Troopers)*
- Troop G - (10 Troopers)*
- Troop H - (11 Troopers)*
- Special Operations - M-1 (8 Troopers)*
- Reconstruction/CIT - (21 Troopers)*

In addition to the above aforementioned SHP uniformed personnel, Troop B will provide one (1) Lieutenant and six (6) Sergeants from the previously selected list of I-40 Reversal Supervisors. Troop C will provide one (1) Lieutenant and six (6) Sergeants from the previously selected list. Please note that the I-40 Lane Reversal will only be activated upon an Executive Order signed by the Governor indicating an emergency declaration. In order to maintain the best possible communications, all Troop Commanders involved should make every effort to schedule SHP uniformed members for this duty who are assigned 800 MHz Radios or supply assigned members with a 800 MHz radio from their respective Troops if feasible.

*The mission of the North Carolina State Highway Patrol is to ensure safe, efficient transportation on our streets and highways, reduce crime, protect against terrorism, and respond to natural and manmade disasters. This mission will be accomplished in partnership with all levels of government and the public, through quality law enforcement services and education based upon high ethical, professional, and legal standards.*



**An internationally accredited agency**



**MAJOR J. J. HATCHER**  
**TROOP COMMANDERS**

**Month Day 2007**

**PAGE 2**

All personnel who are activated should report for duty, prepared to remain on assignment for at least 7-days, **exclusive of travel time to and from the assignment.**

The location in which assigned members working the I-40 Corridor during the initial evacuation will be housed, shall be announced as soon as that information becomes available. We strongly encourage our personnel to bring personal hygiene items such as, soap, wash cloths, towels, and pillow. It is also suggested that members bring a personal cooler with a supply of drinking water, soft drinks, snacks or other acceptable refreshments if activated. Assigned members will be responsible for their own meals and should expect reimbursement through completion of their monthly expense account (CCPS-50).

It should be stressed that we would only strive to activate the lane reversal during daylight hours. However, in the event of unforeseen circumstances, our members should report for duty in individual marked patrol vehicles in a Class A uniform, with all issued patrol equipment, inclusive of the following:

- One (1) full box of flares
- 800 mHz radio
- rain coat and leggings
- foul weather boots
- campaign hat rain cover
- Highway Patrol Issued ball cap
- flash light with an extra supply of batteries
- traffic direction vest
- traffic direction baton
- uniforms and clothing for seven (7) days
- toiletries

Please find attached an excel spreadsheet HP-335J, (Squad Member Emergency Contact Information). Troop Commanders should utilize the attached spreadsheet and ensure the names, and requested information of assigned members is entered and forwarded via email to Lt. Jeff Babb in Field Operations no later than DOW, Date Month 2007 at 12 Noon. Indicate any member reporting without an 800 mHz Radio by placing an asterisk (\*) directly following the Call Number on the HP-335J., (i.e. C-322\*). Please contact Field Operations if you have questions regarding this assignment.

GDH:jlb

Attachment(s)

cc: Commander's Office  
Major W. J. Wilson, Jr.  
Captain S. M. Briggs



North Carolina Department of Crime Control & Public Safety  
**Division of State Highway Patrol**

14 May 2007

**MEMORANDUM**

**TO: CAPTAIN R. L. HAMMONDS  
 CAPTAIN W. R. SCOTT**

**FROM: MAJOR G. D. HAYES (EMAIL)**

**RE: INTERSTATE 40 REVERSAL SUPERVISORY  
 ASSIGNMENTS (REVISED)**

Find listed below the supervisory assignments from Troop B and Troop C for the Interstate 40 Reversal Plan. These supervisors should review the Highway Patrol's I-40 Reversal Plan and be familiar with the operating procedures set forth in this plan. The supervisory assignments are listed below:

Interstate 40 Supervisory Assignments - 2007			
Troop B		Troop C	
Rank	Name/Call #	Rank	Name/Call #
Lieutenant	A. T. Greyard (X-136)	Lieutenant	B.T. Clayton II (X-140)
Sergeant	S. F. Canady (B-124)	Sergeant	H.L. Cox III (C-522)
Sergeant	G. A. Belflowers (B-222)	Sergeant	J.D. Gordon (C-323)
Sergeant	W.L. Thurston (B-424)	Sergeant	L. T. McPhail (C-422)
Sergeant	D. L. Hewitt (B-522)	Sergeant	J. A. Starling (C-623)
Sergeant	T. W. Pope (B-624)	Sergeant	T. L. Gibson (C-722)
Sergeant	F. L. Johnson (B-724)	Sergeant	W.A. Crane (C-823)

If you need further information, please contact Troop Operations.

GDH/cvw

cc: Commander's Office  
 Major J. J. Hatcher

**Michael F. Easley**  
 Governor  
**Bryan E. Beatty**  
 Secretary  
**W. Fletcher Clay**  
 Colonel

**Location:**  
 512 N. Salisbury Street  
 Raleigh, NC  
 (919) 733-7952

**Mailing Address:**  
 4702 Mail Service Center  
 Raleigh, NC  
 27699-4702

*The mission of the North Carolina State Highway Patrol is to ensure safe, efficient transportation on our streets and highways, reduce crime, protect against terrorism, and respond to natural and manmade disasters. This mission will be accomplished in partnership with all levels of government and the public, through quality law enforcement services and education based upon high ethical, professional, and legal standards.*



An internationally accredited agency



This page left blank intentionally.

**Annual NC State Highway Patrol Hurricane Season Preparation Checklist**

Appendix G

---

**1. NCDOT District Engineer**

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Office Location: \_\_\_\_\_

Counties of Responsibility: \_\_\_\_\_

- Make sure that if our internal fuel supplies are contaminated, depleted or rendered inoperable we can access DOT pumps for fuel.
- Are mobile electronic message boards available? \_\_\_\_\_
- Are there any changes to roads (i.e. patterns, construction, traffic lights) in the District?  
\_\_\_\_\_

**2. Local National Guard Armory**

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

**3. Sheriff**

County: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

- Are there any changes to roads (i.e. patterns, construction, traffic lights) in the County?  
\_\_\_\_\_

**4. Police Chief**

Municipality: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

- Are there any changes to roads (i.e. patterns, construction, traffic lights) in the Municipality?  
\_\_\_\_\_

**5. County Emergency Manager**

County: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

EOC Location and Phone Number: \_\_\_\_\_

- Does the Patrol have a representative in the local Emergency Operations Center?  
\_\_\_\_\_

**Annual NC State Highway Patrol Hurricane Season Preparation Checklist**

Appendix G

---

**6. Traffic Control Points along Evacuation Routes**

- Are the TCPs still feasible and do they meet all requirements? \_\_\_\_\_
- Has all of the required TCP support been planned for and exercised? \_\_\_\_\_

**7. NC Division of Emergency Management Branch Manager**

**Branch:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Contact Number:** \_\_\_\_\_

**Location of Branch EOC and Phone Number:** \_\_\_\_\_

- Does the Patrol have representation in the Branch EOC? \_\_\_\_\_

**8. Evacuation Plans for areas surrounding nuclear facilities:**

- Provide copies of evacuation plans for Brunswick, McGuire and Catawba nuclear sites.  
\_\_\_\_\_

**9. Review evacuation plans and procedures, contact names of other public safety officials in the County that we'll need to coordinate with during emergencies.**

**10. Housing locations for deployed Troopers will be reviewed.**

**11. Communications Plans for emergencies.**

- VIPER Tactical (VIPER Strategic 800 MHz not available)** Are all the locals aware of procedures and availability? \_\_\_\_\_
- VIPER Strategic** Predetermined talk groups been identified for emergencies?  
\_\_\_\_\_

*Please Note: This checklist will be completed by Troopers in Troop A and Troop B NLT 1 May of each year and compliance of same reported to the NCSHP Operations Officer and NCEM Operations Chief.*



This page left blank intentionally.



**Lead Agency:** *Division of Emergency Management*  
**Lead Technical Agency:** *Rail Division*  
**Supporting Agencies:** *Division of Highways, State Highway Patrol, American Red Cross, and other agencies as needed.*

## I. PURPOSE

1. Transportation of people and resources out of hazard or risk areas is important to mitigating the effects of natural or man-made disasters.
2. This annex controls and coordinates special train evacuation--including: route selection, scheduling, and passenger needs--of hazard or risk areas.

## II. SCOPE

1. This annex outlines the role of *Division of Emergency Management, Rail Division* and other agencies in managing special train evacuation of hazard or risk areas.
2. Special train evacuation of hazard or risk areas is coordinated from the *State Emergency Operations Center (EOC)* and *DOT Emergency Information Center (EIC)* in Raleigh.
3. Personnel and equipment for special train evacuation of hazard or risk areas stage and deploy from modal stations and crew bases in Charlotte, Raleigh, Rocky Mount, and Selma.

## III. SITUATION

1. Response to catastrophic events requires a large-scale evacuation of people from hazard or risk areas.
2. Catastrophic events disrupt transportation systems and strand people without transportation resources in hazard or risk areas.
3. County and local governments provide transportation resources to the support evacuation of hazard or risk areas in their jurisdiction.
4. Federal and state governments provide transportation resources to support the evacuation of hazard or risk areas when local resources are overwhelm.

## IV. ASSUMPTIONS

1. People will evacuate hazard or risk areas upon advice and authority of local and state officials.
2. People will use personal vehicles to evacuate hazard or risk areas.
3. Additional transportation resources are required to evacuate people without personal vehicles out of hazard or risk areas.
4. Special train evacuation of hazard or risk areas is limited to ambulatory people.

## V. CONCEPT OF OPERATIONS

Efforts to mitigate the impact of catastrophic events require plans to engage diverse transportation modes for evacuation of hazard or risk areas. The *NCRR Piedmont* becomes a special train for evacuation upon annulment of Amtrak passenger service in North Carolina. The logistical responsibility for coordinating special train evacuation of hazard or risk areas rests, primarily, with *Rail Division*, as lead technical agency, and *Division of Emergency Management*, as lead agency for emergency preparedness and response. A special train evacuation is carefully coordinated with other transportation modals, and terminates before the arrival of tropical storm force winds along the rail route.

1. Rail infrastructure east of NC I-95 cannot accommodate Amtrak passenger or heavy freight traffic.
  - No signalized rail systems.

- Require warrant control from *CSX* (Jacksonville, FL) and *Norfolk Southern* (Greenville, SC).
- Non-bidirectional locomotives require turn-around facilities.
- 2. Special train evacuation of hazard or risk areas originate at the multi-modal transportation center in Rocky Mount. Additional runs originate at the *Amtrak* train station in Selma.
  - The *Amtrak Carolinian* is designated a special train for evacuation of hazard or risk areas upon statewide service annulment and resting in Charlotte.
  - *NCRRR* maintains a limited equipment inventory in Raleigh.
- 3. Personnel running special train evacuation of hazard and risk areas are qualified on *CSX* and *Norfolk Southern* territory, rules, and procedures, and qualified on *Amtrak* rules, procedures, and equipment.
  - Special train evacuation of hazard or risks areas is contingent upon the availability of certified personnel.
  - Federal/union regulations limit certified personnel availability to 12 hours work, followed by at least 8 hours rest per 24 hour period.
  - Personnel for special train evacuation of hazard or risk areas is dispatched from the Charlotte or Raleigh crew base.
  - The availability of personnel begins at dispatch and ends upon return to the Charlotte or Raleigh crew base.
- 5. *Amtrak* service annulment is determined no later than 48 hours before the arrival of tropical force winds in hazard or risk areas.
  - *Amtrak* trains are coordinated from the *Central Operations Center* in Wilmington, DE.
  - All rail crossing gates are removed upon wind speeds exceeding 35 miles per hour.
  - Special train evacuation of hazard or risk areas, preferably, ceases not less than 24 hours before arrival of tropical storm force winds.

### 3. TASKS

#### North Carolina Emergency Management

1. Coordinate and direct the state's actions to evacuate hazard or risks areas.
2. Assist and support county and local government efforts to evacuate hazard or risk areas.
3. Maintain situational awareness to inform decision makers and other stakeholders of developments in hazard or risk areas.

#### Rail Division

1. Decide and coordinate, with other transportation stakeholders, *Amtrak* service annulment for North Carolina.
2. Coordinate and run special train evacuation of hazard or risk areas.
3. Maintain and assess personnel and equipment availability for special train evacuation of hazard or risk areas.

#### State Highway Patrol

1. Establish traffic control points for access to and exit from rail stations for special train evacuation of hazard or risk areas
2. Assist with direction and control of local law enforcement issues at rail stations for special train evacuation of hazard or risk areas.

#### Division of Highways

1. Provide barricades and other items for roadblocks and traffic control points for special train evacuation of hazard or risk areas.

2. Use *TIMS*, *511*, *VMS*, and other signs to distribute information to travelers for special train evacuation of hazard or risk areas.

**American Red Cross**

1. Provide a respite at rail stations for special train evacuation of hazard or risk areas.

**Other Supporting State Agencies**

1. Assist special train evacuation of hazard or risk areas as need through the *State Emergency Response Team*.

Maintain accurate documentation of resources used in special train evacuation of hazard or risk areas to secure federal and state reimbursement of eligible costs when available.

**VII. AUTHORITIES AND REFERENCES**

- North Carolina General Statute 166A.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707.



This page left blank intentionally.

# APPENDIX

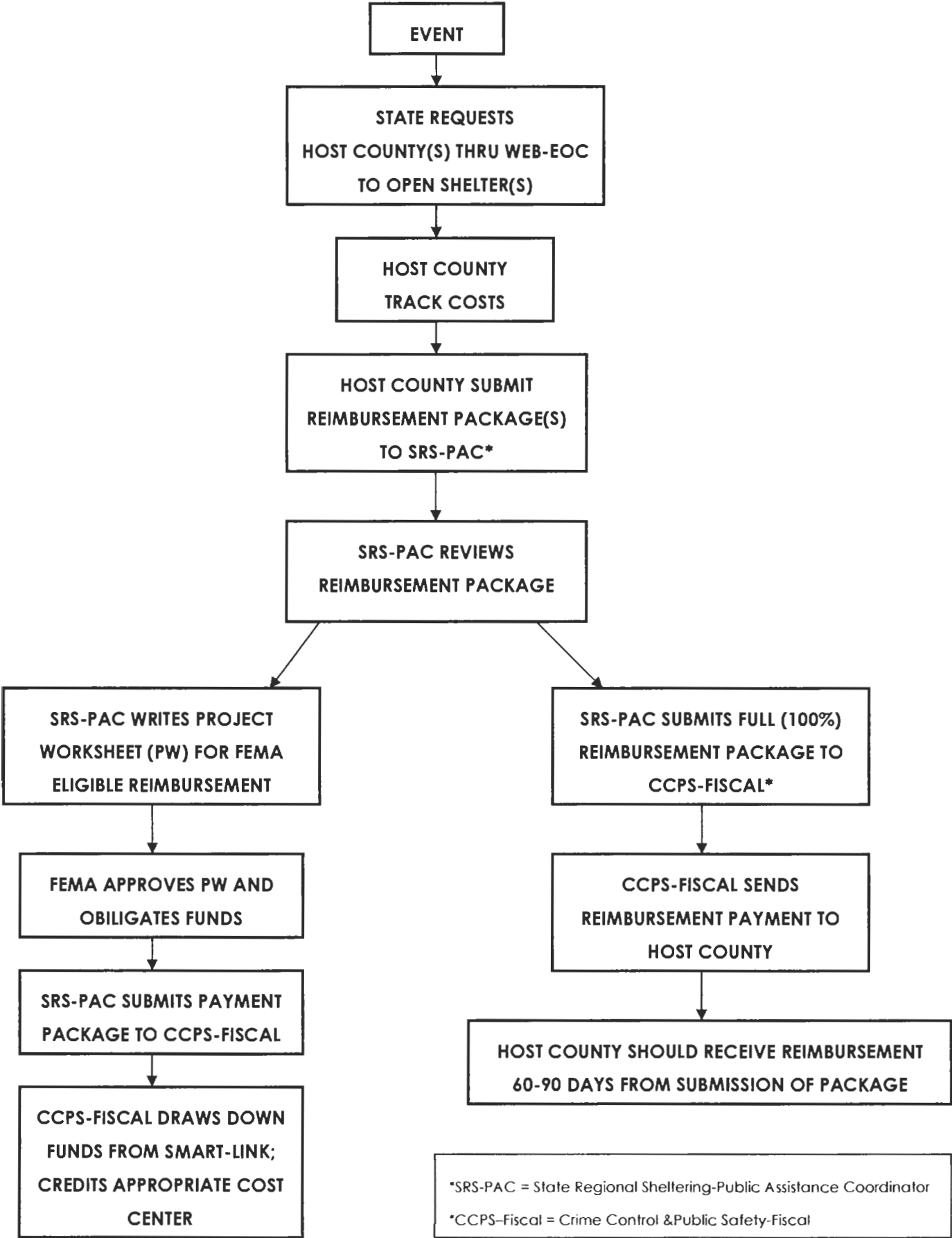
Reimbursement Process Flow Chart

Public Assistance Reimbursement Forms and Instructions

FEMA Eligible Costs Related to Evacuations and Sheltering

FEMA Policy on Mutual Aid Agreements for Public Assistance

**HOST COUNTY REIMBURSEMENT FLOW**



\*SRS-PAC = State Regional Sheltering-Public Assistance Coordinator

\*CCPS-Fiscal = Crime Control & Public Safety-Fiscal

**FEDERAL EMERGENCY MANAGEMENT AGENCY  
FORCE ACCOUNT LABOR SUMMARY RECORD**

Page \_\_\_\_\_ of \_\_\_\_\_

4. DISASTER NUMBER

3. PW#

2. PAID

1. APPLICANT

7. PERIOD COVERING  
to

6. CATEGORY

5. LOCATION/SITE

8. DESCRIPTION OF WORK PERFORMED

NAME	DATES AND HOURS WORKED EACH WEEK							COSTS				
	DATE							TOTAL HOURS	HOURLY RATE	BENEFIT RATE/HR	TOTAL HOURLY	TOTAL COSTS
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
JOB TITLE	REG.								\$	/	\$	\$
NAME	O.T.								\$	/	\$	\$
								<b>Total Cost for Force Account Labor Regular Time</b>			\$	
								<b>Total Cost for Force Account Labor Overtime</b>			\$	

I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.

CERTIFIED

TITLE

DATE



## Force Account Labor Summary Record Instructions

Force account is the term to refer to your own personnel and equipment. Keep the following points in mind when compiling force account labor information:

- Record regular and overtime hours separately.
- Record the benefits separately for regular and overtime hours. Most overtime hours include fewer benefits than regular hours.
- Attach a Applicant's Benefit Calculation Worksheet giving a breakdown of what is included in your benefits, by percentages, e.g., social security—15.2%, worker's compensation—4.3%, insurance—18.5%, etc. You can use an average rate if you have different benefit rates for different employees.

### Complete the Record as Follows

1. **Applicant:** Enter your organization's name.
2. **PA ID:** Enter the computer tracking number that FEMA assigns to your organization. Your Public Assistance Coordinator can tell you what it is if you don't know it.
3. **PW #:** Enter the project number that you have assigned to this project. If you know the project number assigned by FEMA, use that number.
4. **Disaster Number:** Enter the declaration number for this disaster here. The Public Assistance Coordinator can tell you what it is if you don't know it.
5. **Location/site:** Enter physical address or location of project.
6. **Category:** Enter category of work, if known.
7. **Period Covering:** Enter time period referenced for the information contained on this sheet.
8. **Description of work performed:** Briefly describe the type of work that was performed.

- **Name:** Enter the names of each employee who worked on the project.
- **Title:** Enter the title or occupation of each employee who worked on the project.
- **REG:** Enter the regular hours that each employee worked on the project.
- **OT:** Enter overtime hours that each employee worked on the project. **REMINDER: Only overtime is eligible for reimbursement for emergency work. Record both regular and overtime hours, so that personnel hours can be compared with equipment use hours, if necessary.**
- **Total HR:** Total the hours for each employee and enter the result in this block.
- **Hourly Rate:** Enter each employee's hourly rate.
- **Benefit Rate/Hr:** Enter each employees hourly benefit rate. There should be different percentages for benefits pertaining to regular and overtime wages.
- **Total Hourly:** Add the employee's hourly rate in the Rate/Hr block and the hourly benefits rate in the Benefits/Hr block and enter the result here.
- **Total Costs:** Multiply the entries in Total Hours and Total Hourly and enter the result here.
- **Total Cost:** Multiply the entries in the Total Hr and Total Rate/Hr blocks and enter the result here.
- **Total Cost for Force Account Labor Regular Time:** Add the entries in the Total Cost, REG block for each employee and enter the results here.

<b>FEDERAL EMERGENCY MANAGEMENT AGENCY APPLICANT'S BENEFITS CALCULATION WORKSHEET</b>		PAGE _____ OF _____
1. APPLICANT		2. PA ID
3. DISASTER NUMBER	4. PW #	
FRINGE BENEFITS (by %)	REGULAR TIME	OVERTIME
HOLIDAYS		
VACATION LEAVE		
SICK LEAVE		
SOCIAL SECURITY		
MEDICARE		
UNEMPLOYMENT		
WORKER'S COMP.		
RETIREMENT		
HEALTH BENEFITS		
LIFE INS. BENEFITS		
OTHER		
<b>TOTAL in % of annual salary</b>		
COMMENTS		
I CERTIFY THAT THE INFORMATION ABOVE WAS TRANSCRIBED FROM PAYROLL RECORDS OR OTHER DOCUMENTS WHICH ARE AVAILABLE FOR AUDIT.		
CERTIFIED BY	TITLE	DATE

**FEDERAL EMERGENCY MANAGEMENT AGENCY  
FORCE ACCOUNT EQUIPMENT SUMMARY RECORD**

Page \_\_\_\_\_ of \_\_\_\_\_

4. DISASTER NUMBER

3. PW #

2. PAID

1. APPLICANT

7. PERIOD COVERING

6. CATEGORY

5. LOCATION/SITE

8. DESCRIPTION OF WORK PERFORMED

TYPE OF EQUIPMENT <small>INDICATE SIZE, CAPACITY, HORSEPOWER, MAKE AND MODEL AS APPROPRIATE</small>	EQUIPMENT CODE NUMBER	OPERATOR'S NAME	DATES AND HOURS USED EACH DAY							COSTS		
			DATE	HOURS	HOURS	HOURS	HOURS	HOURS	HOURS	HOURS	TOTAL HOURS	EQUIPMENT RATE
											\$	\$
											\$	\$
											\$	\$
											\$	\$
											\$	\$
											\$	\$
											\$	\$
<b>GRAND TOTALS</b>												\$

I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.

CERTIFIED

TITLE

DATE

## Force Account Equipment Summary Record Instructions

Force account is the term to refer to your own personnel and equipment. Keep the following points in mind when compiling force account labor information:

**Complete the record as follows:**

1. **Applicant:** Enter your organization's name.
2. **PA ID:** Enter the computer tracking number that FEMA assigns to your organization. Your Public Assistance Coordinator can tell you what it is if you don't know it.
3. **PW #:** Enter the project number that you have assigned to this project. If you know the project number assigned by FEMA, use that number.
4. **Disaster Number:** Enter the declaration number for this disaster here. The Public Assistance Coordinator can tell you what it is if you don't know it.
5. **Location/site:** Enter physical address or location of project.
6. **Category:** Enter category of work, if known.
7. **Period Covering:** Enter time period referenced for the information contained on this sheet.
8. **Description of work performed:** Briefly describe the type of work that was performed.
  - **Type of Equipment:** Enter a brief description of the equipment, including the rated horsepower or capacity of the equipment. Be sure to include this information if you also use a trade name or common name to describe the equipment, e.g., Ditch Witch.
  - **FEMA Code:** Enter the FEMA cost code for the equipment.
  - **Operator's Name:** Enter the equipment operator's name.
  - **Date/Hours Used:** Enter the dates and hours the equipment was used on the project.
  - **Total Hours:** Enter total hours equipment was in use.
  - **Equipment Rate:** Enter the hourly cost to use the equipment.
  - **Total Cost:** Multiply the number in the Total Hours block by the number in the Equipment Rate block and enter the result here.
  - **Grand Totals:** Add the numbers in the Total Hours blocks and Total Cost blocks enter the results here.



---

## Materials Record Summary Instructions

This form is used to record the costs of supplies and materials purchased in response to the disaster or used to repair damages caused by the disaster.

**Complete the record as follows:**

1. **Applicant:** Enter your organization's name.
2. **PA ID:** Enter the computer tracking number that FEMA assigns to your organization. Your Public Assistance Coordinator can tell you what it is if you don't know it.
3. **PW #:** Enter the project number that you have assigned to this project. If you know the project number assigned by FEMA, use that number.
4. **Disaster Number:** Enter the declaration number for this disaster here. The Public Assistance Coordinator can tell you what it is if you don't know it.
5. **Location/site:** Enter physical address or location of project.
6. **Category:** Enter category of work, if known.
7. **Period Covering:** Enter time period referenced for the information contained on this sheet.
8. **Description of work performed:** Briefly describe the type of work that was performed.
  - **Vendor:** Enter the name of the supplier if the material was bought specifically as a result of the disaster.
  - **Description:** Enter a brief description of the supplies or materials used or purchased.
  - **Quantity:** Enter amount of material used. (e.g., number, tonnage, etc.)
  - **Date Purchased:** Enter the date on the invoice.
  - **Date Used:** Enter date actually used/installed.
  - **Info from:** Check whether information entered on the form was obtained from actual invoice or if material was taken from stock on hand.
  - **Grand Total:** Add the numbers in the Total Price blocks and enter the result here.





## Rented Equipment Summary Record Instructions

This form is used to record the costs of equipment that you had to rent or lease to respond to the disaster or to be used in making repairs to damages caused by the disaster.

**Complete the record as follows:**

1. **Applicant:** Enter your organization's name.
  2. **PA ID:** Enter the computer tracking number that FEMA assigns to your organization. Your Public Assistance Coordinator can tell you what it is if you don't know it.
  3. **PW #:** Enter the project number that you have assigned to this project. If you know the project number assigned by FEMA, use that number.
  4. **Disaster Number:** Enter the declaration number for this disaster here. The Public Assistance Coordinator can tell you what it is if you don't know it.
  5. **Location/site:** Enter physical address or location of project.
  6. **Category:** Enter category of work, if known.
  7. **Period Covering:** Enter time period referenced for the information contained on this sheet.
  8. **Description of work performed:** Briefly describe the type of work that was performed.
- **Type of Equipment:** Enter a brief description of the equipment that you leased or rented, including the rated horsepower or capacity of the equipment. Be sure to include this information if you also use a trade name or common name to describe the equipment, e.g., Ditch Witch.
  - **Dates/Hours Used:** Enter the dates and hours the equipment was used on the project.
  - **Rate Per Hour:** Enter the hourly rental or lease cost of the equipment. Indicate if the equipment was rented on a daily, weekly, or monthly rate, instead of an hourly rate. List in appropriate column if operator costs were included.
  - **Total Cost:** Multiply hours Used by Hourly Rate charged and enter total cost here.

- **Vendor:** Enter the name of the company that rented or leased the equipment to you.
- **Invoice No.:** Enter billing invoice number.
- **Date / Amount Paid:** Enter date of payment and amount of check.
- **Check No.:** List check number that was used to pay for equipment rental.
- **Grand Total:** Add the dollar figure from the Amount Paid blocks and enter total here.

**FEDERAL EMERGENCY MANAGEMENT AGENCY  
CONTRACT WORK SUMMARY RECORD**

Page \_\_\_\_\_ of \_\_\_\_\_

1. APPLICANT	2. PA ID	3. PW #	4. DISASTER NUMBER
5. LOCATION/SITE	6. CATEGORY		7. PERIOD COVERING to

8. DESCRIPTION OF WORK PERFORMED

DATES WORKED	CONTRACTOR	BILLING/INVOICE NUMBER	AMOUNT	COMMENTS—SCOPE
to			\$	
to			\$	
to			\$	
to			\$	
to			\$	
to			\$	
to			\$	
to			\$	
to			\$	
to			\$	
to			\$	
to			\$	
<b>GRAND TOTAL</b>				\$

I CERTIFY THAT THE ABOVE INFORMATION WAS OBTAINED FROM PAYROLL RECORDS, INVOICES, OR OTHER DOCUMENTS THAT ARE AVAILABLE FOR AUDIT.

CERTIFIED	TITLE	DATE
-----------	-------	------

---

## Contract Work Summary Record

### Instructions

This form is used to record the costs of contracts that you awarded to respond to the disaster or to make repairs to damages caused by the disaster.

**Complete the record as follows:**

1. **Applicant:** Enter your organization's name.
  2. **PA ID:** Enter the computer tracking number that FEMA assigns to your organization. Your Public Assistance Coordinator can tell you what it is if you don't know it.
  3. **PW #:** Enter the project number that you have assigned to this project. If you know the project number assigned by FEMA, use that number.
  4. **Disaster Number:** Enter the declaration number for this disaster here. The Public Assistance Coordinator can tell you what it is if you don't know it.
  5. **Location/site:** Enter physical address or location of project.
  6. **Category:** Enter category of work, if known.
  7. **Period Covering:** Enter time period referenced for the information contained on this sheet.
  8. **Description of work performed:** Briefly describe the type of work that was performed.
- **Invoice Number:** Enter the invoice number.
  - **Dates Worked:** Enter the dates that contractor work on the project.
  - **Contractor:** Enter the name of the contractor receiving the contract.
  - **Billing/Invoice Number:** Enter invoice or billing number submitted by contractor.
  - **Amount:** Enter the total dollar figure listed on the invoice for that project.
  - **Comments - Scope:** Enter a brief description of the work the contractor performed and/or other pertinent comments.
  - **Grand Total (includes contract labor):** Add the numbers in the Amount column and enter the result here.

FEDERAL EMERGENCY MANAGEMENT AGENCY APPLICANT'S BENEFITS CALCULATION WORKSHEET		PAGE _____ OF _____
APPLICANT		PA ID NO
DISASTER	PROJECT NO	
FRINGE BENEFITS (by %)	REGULAR TIME	OVERTIME
HOLIDAYS		
VACATION LEAVE		
SICK LEAVE		
SOCIAL SECURITY		
MEDICARE		
UNEMPLOYMENT		
WORKER'S COMP.		
RETIREMENT		
HEALTH BENEFITS		
LIFE INS. BENEFITS		
OTHER		
<b>TOTAL in % of annual salary</b>		
COMMENTS		
<p>I CERTIFY THAT THE INFORMATION ABOVE WAS TRANSCRIBED FROM PAYROLL RECORDS OR OTHER DOCUMENTS WHICH ARE AVAILABLE FOR AUDIT.</p>		
CERTIFIED BY	TITLE	DATE

FEMA Form 80-128, NOV 98

---

## Applicant's Benefits Calculation Worksheet

### Benefits Calculation

Fringe benefits for force account labor is eligible. Except in extremely unusual cases, fringe benefits for overtime will be significantly less than regular time.

The following steps will assist in calculating the percentage of fringe benefits paid on an employee's salary. Note that items and percentages will vary from one entity to another.

1. The normal year consists of 2080 hours (52 weeks x 5 workdays/week x 8 hours/day). This does not include holidays and vacations.
2. Determine the employee's basic hourly pay rate (annual salary/2080 hours).
3. Fringe benefit percentage for vacation time: Divide the number of hours of annual vacation time provided to the employee by 2080 (80 hours (2 weeks)/2080 = 3.85%).
4. Fringe benefit percentage for paid holidays: Divide the number of paid holiday hours by 2080 (64 hours (8 holidays)/2080 = 3.07%).
5. Retirement pay: Because this measure varies widely, use only the percentage of salary matched by the employer.
6. Social Security and Unemployment Insurance: Both are standard percentages of salary.
7. Insurance: this benefit varies by employee. Divide the amount paid by the city or county by the basic pay rate determined in Step 2.
8. Workman's Compensation: this benefit also varies by employee. Divide the amount paid by the city or county by the basic pay rate determined in Step 2. Use the rate per \$100 to determine the correct percentage.

Note: Typically, you should not be charging the same rate for regular time and overtime. Generally, only FICA (Social Security) is eligible for overtime; however, some entities may charge retirement tax on all income.

**Sample Rates**

Although some rates may differ greatly between organizations due to their particular experiences, the table below provides some general guidelines that can be used as a reasonableness test to review submitted claims. These rates are based on experience in developing fringe rates for several State departments, the default rate is that used for the state of Florida, following Hurricane Andrew (August 1992), and the review of several FEMA claims. The rates presented are determined using the gross wage method applicable to the personnel hourly rate (PHR) method. The net available hours method would result in higher rates.

***Paid Fringe Benefits***

HCA Matching	7.65%	(or slightly less)
Retirement – Regular	17.00%	(or less)
Retirement – Special Risk	25.00%	(or slightly more)
Health Insurance	12.00%	(or less)
Life & Disability Insurance	1.00%	(or less)
Worker’s Compensation	3.00%	(or less)
Unemployment Insurance	0.25%	(or less)

***Leave Fringe Benefits***

Accrued Annual Leave	7.00%	(or less)
Sick Leave	4.00%	(or less)
Administrative Leave	0.50%	(or less)
Holiday Leave	4.00%	(or less)
Compensatory Leave	2.00%	(or less)

Rates outside of these ranges are possible, but should be justified during the validation process





---

## Appendix E

### Glossary of Terms

**Applicant**

A State agency, local government, or eligible Private Non-Profit organization who submits a request to the Grantee for disaster assistance under the State's grant.

**Applicant Liaison (Liaison)**

A State customer service representative responsible for providing applicants with State specific information and documentation requirements. The Liaison works closely with the Public Assistance Coordinator to provide any assistance the applicant may require.

**Case Management File**

A centralized data bank of all applicant activities. Data entered into this bank creates a chronological history of everything that has taken place with an applicant from the time they apply for assistance until they have received all monies and their file has been closed.

**Cost Estimating Format (CEF)**

A forward pricing methodology for estimating the total cost of repair for large permanent projects by use of construction industry standards. The format uses a base cost estimate and design and construction contingency factors, applied as a percentage of the base cost.

**Declaration**

The President's decision that a major disaster qualifies for Federal assistance under the Stafford Act.

**Emergency Work**

That work which must be done immediately to save lives and to protect improved property, public health and safety, or to avert or lessen the threat of a major disaster. Emergency work frequently includes clearance and removal of debris and temporary restoration of essential public facilities and services. (Category A-B)



# FEMA

## Eligible Costs Related to Evacuations and Sheltering

### **Disaster Assistance Policy 9523.15**

- I. **TITLE:** Eligible Costs Related to Evacuations and Sheltering
- II. **DATE:** April 6, 2007
- III. **PURPOSE:** This policy identifies the expenses related to State and local emergency evacuation and sheltering activities that are eligible for reimbursement under the *Category B, Emergency Protective Measures* provisions of FEMA's Public Assistance program, following an emergency or major disaster declaration.
- IV. **SCOPE AND AUDIENCE:** This policy applies to all emergencies and major disasters declared on or after the publication date of this document.
- V. **AUTHORITY:** Sections 403 and 502 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5121-5206 (Stafford Act) and implementing regulations at 44 CFR Part 206.
- VI. **BACKGROUND:** States and local governments that receive evacuees from areas declared an emergency or major disaster may seek reimbursement for eligible sheltering and evacuation-support costs in accordance with mutual aid reimbursement protocols, through the affected and supported state(s). See 44 CFR § 206.223 (a)(2).
- VII. **POLICY:**
  - A. State and local governments may conduct sheltering operations directly, or may contract with other sheltering providers for such services, including mutual aid agreements. Eligible costs may be reimbursed for the time the facility is actively used to shelter disaster victims.
  - B. This policy recognizes two distinct forms of sheltering, as follows:
    1. *Congregate Shelter.* Any private or public facility that provides contingency congregate refuge to evacuees, but that day-to-day serves a non-refuge function. Examples include schools, stadiums, and churches.
    2. *Transitional Shelter.* Any private or public facility that, by design, provides a *short-term* lodging function and an increased degree of privacy over a congregate shelter. Examples include hotels, motels, and cruise/berthing ships.
  - C. **Congregate Sheltering.** Eligible Category B *congregate* sheltering costs may include, but are not limited to, the *reasonable* costs for:
    1. *Facilities.*
      - Minor modifications to buildings used for congregate sheltering, if necessary to make the facility habitable.
      - Facility lease or rent (at the market rate; loss of revenue is not eligible).
      - Utilities, such as power, water, and telephone.
      - Generator operation (but not purchase).
      - Shelter safety and security.
      - Shelter management.
      - Phone banks for disaster victims, if essential and necessary.

2. *Supplies and Commodities.* Eligible items are those needed for, and used directly on, the declared disaster, and are reasonable in both cost and need. Examples include:
  - Cots.
  - Food and water.
  - Linens/blankets/pillows.
  - Personal comfort kits (e.g., shampoo, soap, toothpaste, toothbrush, etc.).
  - Towels/washcloths.
  - Televisions or radios (1 per 50 shelterees; basic CATV service is eligible).
  - Washers/dryers (1 each per 50 shelterees).
3. *Pay for Regular Employees.* If the regular employees of an applicant perform duties in direct support of congregate sheltering operations, any overtime pay related to such duties is eligible for reimbursement. However, the straight-time pay of these employees is not eligible.
4. *Applicant-Owned Equipment.* The use of applicant-owned equipment (such as buses or other vehicles) to provide eligible evacuation or sheltering support will generally be reimbursed according to the FEMA Schedule of Equipment Rates (does not include operator labor).
5. *Emergency Medical Services.*
  - a. For the purposes of screening the health of shelter residents, assessing and treating minor illnesses and injuries, and making referrals (e.g., calling 911), congregate shelters may be staffed with emergency medical technicians, paramedics, nurses, or physicians. The number of medical staff will vary according to the size and type of shelter population. Special needs shelters will require higher-skilled medical staff (e.g., registered nurses) than a general population shelter.
  - b. The following costs related to the provision of emergency medical services in a congregate sheltering environment may be eligible for reimbursement:
    - First aid assessment.
    - Provision of first aid, including materials (bandages, etc.).
    - Provision of health information.
    - Special costs of caring for individuals with chronic conditions.
    - Supervision of paid and volunteer medical staff.
    - Prescriptions required for stabilizing the life of an evacuee/shelteree (supply not to exceed 30 days).
    - Medical staff for emergency and immediate life stabilizing care, including mental health and special needs evacuee populations.
    - Public Information Officer.
    - Social Worker.
  - c. The costs of triage, medically necessary tests, and medications required to stabilize an evacuee/shelteree patient for transportation to a hospital or other medical facility may be eligible. The PA applicant should not seek reimbursement for these costs if underwritten by private insurance, Medicare, Medicaid or a pre-existing private payment agreement. Long-term treatments are not eligible, in accordance with FEMA Recovery Policy 9525.4.
  - d. The costs of transporting an evacuee/shelteree patient to a hospital or other medical facility may be eligible.
  - e. If congregate shelter medical staff determine that an evacuee/shelteree requires immediate medical or surgical attention, and requires transportation to a hospital or other medical facility for necessary and emergency life sustaining treatment not available at the shelter, the costs associated with such evacuee/shelteree transportation, diagnosis, testing and initial treatment are eligible. Eligible outpatient costs are limited to:
    1. Local professional ambulance transport services to and from the nearest hospital equipped to adequately treat the medical emergency.
    2. Physician services in a hospital outpatient department, urgent care center, or physician's office, and related outpatient hospital services and supplies, including X-rays, laboratory and pathology services, and machine diagnostic tests for the period

of time that the evacuee/shelteree is housed in congregate sheltering.

- f. Vaccinations administered to protect the health and safety of congregate shelterees and supporting emergency workers are, for transmissible or contagious diseases, an eligible expense.
6. *Transportation.* Transportation of evacuees to congregate shelters is an eligible expense when the means of transportation is the most cost-effective available. Other transportation services may be provided pursuant to Section 419 of the Stafford Act.
  7. *Shelter Safety and Security.* Additional reimbursable safety and security services may be provided at congregate shelters, based upon need. Police overtime costs - associated with providing necessary, additional services at congregate shelters - are eligible for reimbursement.
  8. *Cleaning and Restoration.* The costs (to the Applicant) to clean, maintain, and restore a facility to pre-congregate shelter condition are eligible.
  9. *Animal Shelters.* Generally, congregate sheltering facilities do not allow household pets (except service animals assisting people with disabilities), due to health and safety regulations. Eligible animal shelter costs include costs associated with the provisions of rescue, shelter, care, and essential needs (e.g., inoculations) for evacuee and rescued household pets and service animals, to include veterinary staff for emergency and immediate life-stabilizing care. Exhibition or livestock animals are not eligible for animal sheltering.
- D. **Transitional Sheltering.** Transitional sheltering, if authorized, will be implemented and managed directly by FEMA, through a contract agent. ***FEMA will not reimburse State or local governments for providing transitional sheltering to displaced disaster victims.*** Accordingly, eligible Category B transitional sheltering costs are limited to the following:
1. *Transportation.* The following transportation costs are eligible for reimbursement:
    - a. One-time transportation of evacuees from congregate sheltering to transitional shelters is an eligible expense, when the means of transportation available is the most cost-effective.
    - b. Other transportation services will be provided pursuant to Section 419 of the Stafford Act.
  2. *Pay for Regular Employees.* If the regular employees of an applicant perform duties related to provision 1 above, any overtime pay related to such duties is eligible for reimbursement. However, the straight-time pay of these employees is not eligible.

VIII. **ORIGINATING OFFICE:** Disaster Assistance Directorate (Public Assistance Division).

IX. **SUPERSESSION:** This policy supersedes all previous policy and guidance on this subject.

X. **REVIEW DATE:** Three years from date of publication.

*//signed//*

David Garratt  
Acting Assistant Administrator  
Disaster Assistance Directorate

Disaster Assistance Policy 9523.15 - Eligible Costs Related to Evacuations and Sheltering (PDF 549KB)



# FEMA

## 9523.6 Mutual Aid Agreements for Public Assistance

1. **Date Published:** September 22, 2004
2. **Recovery Division Policy Number:** 9523.6
3. **Title:** Mutual Aid Agreements for Public Assistance and Fire Management Assistance
4. **Purpose:** This policy specifies criteria by which the Federal Emergency Management Agency (FEMA) will recognize the eligibility of costs under the Public Assistance Program and the Fire Management Assistance Program incurred through mutual aid agreements between applicants and other entities.
5. **Scope and Audience:** This policy is applicable to all major disasters, emergencies, and fire management assistance declarations declared on or after August 11, 2004. This policy is intended for personnel involved in the administration of the Public Assistance Program and the Fire Management Assistance Program. This policy applies to emergency work authorized under Sections 403, 407, and 502, and work under Section 420 *Fire Management Assistance* of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. §§ 5121-5206 (the Stafford Act).
6. **Background:** Many State and local governments and private nonprofit organizations enter into mutual aid agreements to provide emergency assistance to each other in the event of disasters or other crises. These agreements often are written, but occasionally are arranged verbally after a disaster or emergency occurs. This policy addresses both written and verbal mutual aid agreements and the eligibility of costs under the Emergency Management Assistance Compact (EMAC).

The National Incident Management System (NIMS) maintains that states should participate in these agreements and should look to establish intrastate agreements that encompass all local jurisdictions. The NIMS Integration Center (NIC) will be responsible for developing a national system of standards and guidelines as described in the NIMS as well as the preparation of guidance to assist agencies in implementing the system. This policy supports the NIMS by establishing standard criteria for determining the eligibility of costs incurred through mutual aid agreements.

7. **Policy: Terms Used in this Policy:**
  - o *Declared Disaster.* An emergency or major disaster as defined at 44 CFR § 206.2 (a)(9) and (17), respectively.
  - o *Declared Fire.* An uncontrolled fire or fire complex, threatening such destruction as would constitute a major disaster for which the Recovery Division Director has approved a declaration in accordance with the criteria listed in 44 CFR § 204.21.
  - o *Incident Commander.* The ranking official responsible for overseeing the management of fire operations, planning, logistics, and finances of the field response.
  - o *Providing Entity.* The entity providing mutual aid assistance to a Requesting Entity pursuant to a local or statewide mutual aid agreement.
  - o *Requesting Entity.* An entity that requests mutual aid assistance from a Providing Entity for emergency

work resulting from a declared fire, emergency or major disaster within its legal jurisdiction. The requesting entity is eligible to receive FEMA assistance.

A. General.

1. To be eligible for reimbursement by FEMA, the mutual aid assistance must have been requested by a Requesting Entity or Incident Commander; be directly related to a Presidentially-declared emergency or major disaster, or a declared fire; used in the performance of eligible work; and the costs must be reasonable.
2. FEMA will not reimburse costs incurred by entities that "self-deploy" (deploy without a request for mutual aid assistance by a Requesting Entity) except to the extent those resources are subsequently used in the performance of eligible work at the request of the Requesting Entity or Incident Commander.
3. This policy is applicable to all forms of mutual aid assistance, including agreements between Requesting and Providing Entities, statewide mutual aid agreements, and the mutual aid services provided under the Emergency Management Assistance Compact (EMAC).

B. Pre-Event Written Mutual Aid Agreements.

FEMA recognizes mutual aid agreements between Requesting and Providing Entities, and statewide mutual aid agreements wherein the State is responsible for administering the claims for reimbursement of Providing Entities. In addition, FEMA recognizes the standard EMAC agreement as a valid form of mutual aid agreement between member states.

1. FEMA encourages parties to have written mutual aid agreements in place prior to a declared fire, emergency, or major disaster.
  - a. When a pre-event written agreement exists between a Requesting Entity and a Providing Entity, the Providing Entity may be reimbursed through the Requesting Entity. In these circumstances, the Requesting Entity must claim the eligible costs of the Providing Entity, pursuant to the terms and conditions of the mutual aid agreement and the requirements of this policy, on its subgrant application, and agree to disburse the Federal share of funds to the Providing Entity.
  - b. When a statewide pre-event mutual aid agreement exists that designates the State responsible for administering the reimbursement of mutual aid costs, a Providing Entity may apply, with the prior consent of the Requesting Entity, for reimbursement directly to the Grantee, in accordance with applicable State law and procedure. In such cases the Providing Entity must obtain from the Requesting Entity the certification required in section G(4) of this policy and provide it to the State as part of its reimbursement request.
2. FEMA encourages parties to address the subject of reimbursement in their mutual aid agreements. FEMA will honor the reimbursement provisions in a pre-event agreement to the extent they meet the requirements of this policy.
3. When a pre-event agreement is silent on reimbursement, FEMA will not provide reimbursement for the first eight (8) hours of assistance performed at the incident site, but will provide reimbursement of eligible costs thereafter pursuant to this policy.

4. When a pre-event agreement provides for reimbursement, but also provides for an initial period of unpaid assistance, FEMA will pay the eligible costs of assistance after such initial unpaid period (the minimum unpaid period must be eight (8) hours) and thereafter pursuant to this policy.

#### C. Post-Event Mutual Aid Agreements.

1. When the parties do not have a pre-event written mutual aid agreement, the Requesting and Providing Entities may verbally agree on the type and extent of mutual aid resources to be provided in the current event, and on the terms, conditions, and costs of such assistance. Post-event verbal agreements must be documented in writing and executed by an official of each entity with authority to request and provide assistance, and provided to FEMA as a condition of receiving reimbursement.
2. When the parties have a post-event mutual aid agreement, FEMA will not provide reimbursement for the first eight (8) hours of assistance performed at the incident site, but will provide reimbursement of eligible costs thereafter pursuant to the provisions of this policy.

#### D. Force Account Labor Costs.

1. The straight- or regular-time wages or salaries of a Requesting Entity's permanently employed personnel performing or supervising emergency work are not eligible costs, pursuant to 44 CFR § 206.228(a)(4), § 204.42(c) and § 204.43(c), even when such personnel are reassigned or relocated from their usual work location to provide assistance during an emergency. Overtime costs for such personnel are eligible and may be submitted as part of a subgrant application.
2. The labor force of a Providing Entity will be treated as contract labor, with regular time and overtime wages and certain benefits eligible, provided labor rates are reasonable. The labor force of the Providing Entity will not be treated as contract labor if the labor force is employed by the same local or State government as the Requesting Entity.
3. In circumstances where a Providing Entity is also an eligible applicant in its own right, the determination of eligible and ineligible costs will depend on the capacity in which the entity is incurring costs. As stated in paragraphs D(1) and (2), an applicant's straight-time wages are not eligible costs when the applicant is using its permanently employed personnel for emergency work in its own jurisdiction.
4. Requesting and Providing Entities may not mutually deploy their labor forces to assist each other in such a way as to circumvent the limitations of paragraph D(1) or (2) of this policy.
5. Backfill costs incurred by either Requesting or Providing Entities are not eligible for reimbursement.

#### E. Eligible Work

There are two types of mutual aid work eligible for FEMA assistance: Emergency Work and Grant Management Work. Both are subject to the eligibility requirements of the respective Public Assistance and Fire Management Assistance Grant (FMAG) programs:

1. Emergency Work. Mutual aid work provided in the performance of emergency work necessary to meet immediate threats to life, public safety, and improved property, including firefighting activities under the FMAG program, is eligible.

- a. Examples of eligible emergency work include-

- i. Search and rescue, sandbagging, emergency medical care, debris removal;
- ii. Reasonable supervision and administration in the receiving State that is directly related to eligible emergency work;
- iii. The cost of transporting equipment and personnel by the Providing Entity to the incident site, subject to the requirements of paragraphs A(1) and (2) of this policy;
- iv. Costs incurred in the operation of the Incident Command System, such as operations, planning, logistics and administration, provided such costs are directly related to the performance of eligible work on the disaster or fire to which such resources are assigned;
- v. Emergency Operations Center or Disaster Field Office assistance in the receiving State to support emergency assistance;
- vi. Assistance at the National Emergency Operations Center and Regional Emergency Operations Center, if requested by FEMA (labor, per diem and transportation);
- vii. Dispatch operations in the receiving State;
- viii. Donations warehousing and management (eligible only on the approval of the Recovery Division Director);
- ix. Firefighting activities under section 420 of the Stafford Act and 44 CFR § 204; and,
- x. Dissemination of public information authorized under Section 403 of the Act.

- b. Examples of mutual aid work that are not eligible, include-

- i. Permanent recovery work;
- ii. Training, exercises, on-the-job training;
- iii. Backfill costs;
- iv. Long-term recovery and mitigation consultation;
- v. Costs outside the receiving State that are associated with the operations of the EMAC system (except for FEMA facilities noted in paragraph E(1)(a)(v) and (vi)



above);

- vi. Costs for staff performing work that is not eligible under the Public Assistance Program or the Fire Management Assistance Grant Program;
  - vii. Costs of preparing to deploy or "standing-by" [except to the extent allowed in the Fire Management Assistance Grant Program pursuant to 44 CFR § 204.42(e)];
  - viii. Dispatch operations outside the receiving State;
  - ix. Tracking of EMAC resources; and
  - x. Situation reporting.
2. Grant Management Work. Work associated with the performance of the Grantee's responsibilities as the grant administrator, as outlined in 44 CFR § 206.202(b). Use of EMAC-provided assistance to perform these tasks is eligible mutual aid work.

#### F. Eligible Applicants.

1. Only Requesting Entities are eligible applicants for FEMA assistance. With the exception of F(2), below, a Providing Entity must submit its claim for reimbursement to a Requesting Entity.
2. States may be eligible applicants when statewide mutual aid agreements or compacts authorize the State to administer the costs of mutual aid assistance on behalf of local jurisdictions.

#### G. Reimbursement of Mutual Aid Costs.

1. To be eligible for FEMA assistance, the reimbursement provisions of a mutual aid agreement must apply uniformly to both Federal awards and other activities of the governmental unit, and not be contingent on a declaration of an emergency, major disaster, or fire by the Federal government.
2. Requesting and Providing Entities must keep detailed records of the services requested and received, and provide those records as part of the supporting documentation for a reimbursement request.
3. A request for reimbursement of mutual aid costs must include a copy of the mutual aid agreement - whether pre- or post-event - between the Requesting and Providing Entities.
4. A request for reimbursement of mutual aid costs must include a written and signed certification by the Requesting Entity certifying
  - a. The types and extent of mutual aid assistance requested and received in the performance of eligible emergency work; and
  - b. The labor and equipment rates used to determine the mutual aid cost reimbursement

request.

5. FEMA will not reimburse the value of volunteer labor or the value of paid labor that is provided at no cost to the applicant. However,
  - a. To the extent the Providing Entity is staffed with volunteer labor, the value of the volunteer labor may be credited to the non-Federal cost share of the Requesting Entity's emergency work in accordance with the provisions of *Recovery Division Policy #9525.2*.
  - b. If a mutual aid agreement provides for an initial period of unpaid assistance or provides for assistance at no cost to the Requesting Entity, the value of the assistance provided at no cost to the Requesting Entity may be credited to the non-Federal cost share of the Requesting Entity's emergency work under the provisions of *Recovery Division Policy #9525.2*.
6. Reimbursement for work beyond emergency assistance, such as permanent repairs, is not eligible for mutual aid assistance.
7. For Public Assistance only, reimbursement for equipment provided to a Requesting Entity will be based on FEMA equipment rates, approved State rates or, in the absence of such standard rates, on rates deemed reasonable by FEMA.
8. For Public Assistance only, reimbursement for damage to equipment used in emergency operations will be based on *Recovery Division Policy #9525.8*.
9. For Public Assistance only, reimbursement for equipment purchased by a subgrantee to support emergency operations will be based on *Recovery Division Policy #9525.12*.
8. **Supersession:** This policy replaces *Recovery Division Policy #9523.6. Mutual Aid for Public Assistance*, dated August 17, 1999.
9. **Authorities:** The Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C §§ 5121-5206, and the implementing regulations of 44 CFR § 204 and § 206.
10. **Originating Office:** Recovery Division, FEMA, Emergency Preparedness and Response Directorate, U. S. Department of Homeland Security.
11. **Review Date:** Three years from date of publication.
12. **Signature:**

*signed*

Daniel A. Craig  
Director  
Recovery Division  
Emergency Preparedness & Response Directorate  
Department of Homeland Security

13. **Distribution:** Regional Directors, Regional and Headquarters Recovery Division Directors, Regional Public Assistance Officers.



This page left blank intentionally.

**Lead Agency:** Division of Emergency Management  
**Lead Technical Agency:** National Disaster Medical System  
NC Office of Emergency Medical Services  
NC National Guard and other Department of Defense Stakeholders  
**Supporting Agencies:** State Highway Patrol, Department of Transportation and other agencies as needed.

## I. INTRODUCTION

### Purpose

Annex coordinates Air Transportation to Support the Evacuation of Functionally and Medically Fragile Population (FMFP) from the 20 storm surge counties of the coastal region of North Carolina during regional evacuation as the result of a Hurricane.

### Scope

Annex addresses North Carolina Division of Emergency Management (NCEM), the North Carolina National Guard (NCNG), Department of Defense (DoD) agencies, National Disaster Medical System (NDMS) and the Department of Veterans Affairs (DVA), the North Carolina Office of Emergency Medical Services (OEMS) and others responsible to coordinate the Air Evacuation of FMFP from the 20 storm surge counties of the coastal region of North Carolina during regional evacuation as the result of a Hurricane.

Annex connects to other plans and procedures that detail specific tasks necessary to coordinate Air Evacuation of FMFP to hospitals and Functional and Medical Support Shelters (FMSS).

### Situation

Moving FMFP to safe areas mitigates the impact of a Hurricane. Regional evacuation is necessary in the face of pending catastrophic disaster as the result of a Hurricane.

### Assumptions

- Hospitals, Long Term Care (LTC) facilities and other locations housing patients will have an executable Ground Evacuation plan to be used as a first option.
- Hospitals, Long Term Care facilities and other locations housing patients will have an executable Air Evacuation plan to be used as a secondary option.
- Hospitals, Long Term Care facilities and other locations housing patients have coordinated and exercised the Air Evacuation Plan with local Emergency Managers and Emergency Medical Service Directors.
- NDMS Hospitals in Charlotte and Raleigh-Durham are prepared to accept patients.
- County Evacuation Orders are executed in enough time to provide for a safe Air Evacuation **prior** to Hurricane Landfall.
- Ground Transportation to Airfields/Airports is available.
- SMATs and Aircraft are available and can be on station in no less than 24 hours.
- Once one County begins an Air Evacuation, other Counties will request an Air Evacuation.
- Air Evacuation will cease once Tropical Storm Force winds (39 mph) make Landfall.
- Air Evacuation must be initiated NLT 36 hours prior to Tropical Storm Force winds making Landfall.

## II. CONCEPT OF OPERATIONS

1. The decision to execute an Air Evacuation as the result of an impending Hurricane must be as early as possible in order to procure the resources necessary for an Air Evacuation.
2. Air Evacuation Request: At the local level, an Air Evacuation request will be coordinated by the local Emergency Manager, the local Regional Advisory Committee (RAC) and other local agencies. Air Evacuation will be requested as a resource from the County EOC to the State EOC via Web-EOC.
3. At the State level, the request will be coordinated by NC OEMS in their role as the State ESF-8 representative, the NCEM Emergency Services Manager, the SERT Air Operations Supervisor (Air Boss), the FEMA Region IV Defense Coordinating Officer, the National Disaster Medical System Federal Coordinating Center (NDMS/FCC) Program Manager, the Federal Coordinating Officer and the NCEM Operations Chief.
4. Once the County has executed a resource request for Air Evacuation, the Mission Assignment Coordinator (MAC) at the State EOC will assign the mission concurrently to the Emergency Services Manager and the Air Operations Supervisor for coordination. The decision-making process will **immediately begin as time will be critical**. ALL personnel in the State EOC Command Room will be notified to include The Secretary of Crime Control and Public Safety, the SERT Leader, and Operations Chief.
5. **Four options are available for Air Evacuation:**
  - a. **NCANG C-130 Aircraft** - These resources may be approved at the State level; can also be federalized by approval at NGB/DoD level.
  - b. **ANG EMAC Aircraft** - These resources may be approved at the State level; can also be federalized by approval at NGB/DoD level.
  - c. **DoD Agency Aircraft (excluding NCNG)** - These resources must be requested by the State to the Federal Coordinating Officer; if approved, the FCO will task the DCO to identify and provide the resources.
  - d. **NDMS** - These resources must be requested by the State to the Federal Coordinating Officer; if approved, the FCO will task the Department of Veteran Affairs to activate the NDMS/FCC and provide the resources. NDMS System plans to deliver patients to other States. Depending on the Hurricane Track, the State EOC may request that the evacuees be taken to the North Carolina Reception Areas (Charlotte and/or Raleigh-Durham International Airports).
6. Upon selection of resource(s) to be used for the requested Air Evacuation, the Emergency Services Program Manager will notify the County via Web-EOC and telephone and begin coordination with the County and the participating agencies.
7. Prior to the request being placed, county agencies (RAC, LTC facilities, local EM, EMS Director, etc.) will begin planning and gather the following information:
  - a. Through coordination of ESF-8 functions across the state, the local RAC, in conjunction with NC OEMS and NDMS, will determine placement of patients in the following locations:
    1. Within local RAC Region
    2. Within North Carolina
    3. Within Region 4 States
    4. Across the Country
    5. Threat Identification.
    6. Time Available prior to Tropical Force Winds.
    7. Numbers of Patients to be moved.
    8. Overall Classification of Patients (Not Triage Status)
      - Number Ambulatory.
      - Number Non-ambulatory:
        - Number Wheel Chair Bound
        - Number Bed Bound
        - Number Vent Dependent

9. Number of Vehicles Required to Move Patients from Hospitals, LTC Facilities, Mental Health Facilities, etc. to Airheads.
8. Evacuation Timeline: Once a County has requested an Air Evacuation, it is imperative to adhere to a strict timeline. Air assets may come from the NCNG and other DoD agencies as well as the NDMS. The following steps should be taken:
  - a. Prior to the Hurricane landfall, the County Evacuation Time Line should be referenced to determine capabilities of moving patients by Ground Transportation to a local Airport/Airfield.
  - b. Initial movement of critical patients should be done through local aero-medical assets to capable in-state facilities outside the threat path of the incoming Hurricane.
  - c. Patient Receiving Sites staffed by State Medical Assistance Teams, Type 2, will be staffed at pre-designated Airports.
  - d. NC OEMS may designate additional receiving sites based on the additional plans that may be enacted, such as the Functional and Medical Support Shelter Plan.
  - e. Hospitals and LTC facilities should attempt to decompress their institutions by a minimum of 50% and discharging all patients that can safely discharged AND who have adequate care and transportation.

**III. TIMELINE FOR AIR EVACUATION**

<b>TF Winds Minus 72 Hours</b>	Facilities w/FMFP assess the need for possible Air Evacuation in coordination with local Emergency Manager, Director of EMS and other agencies. County EOC notifies State EOC of contingency planning for Air Evacuation.
<b>TF Winds Minus 48 Hours</b>	County requests Air Evacuation support for FMFP. State EOC executes the required requests. Patient movement will not occur until confirmation is made that aircraft have departed and are enroute to Receiving Sites.
<b>TF Winds Minus 36-42 Hours</b>	Air Evacuation is in progress to NC NDMS Hospitals (Charlotte and Raleigh-Durham).
<b>TF Winds Minus 12-24 Hours</b>	Air Evacuation concludes as Tropical Force Winds approach.

**IV. ROLES & RESPONSIBILITIES**

**Division of Emergency Management**

1. Activate SERT/EOC as needed.
2. Maintain communications and coordinate activities between all Counties, NCNG, EMAC, NDMS, SERT partners, FEMA and the State Emergency Operations Center during Air Evacuation.

**Office of Emergency Medical Services**

1. Maintain operational plan for inventorying and assigning emergency medical transportation throughout North Carolina.
2. Upon activation of support operations maintain coordination and communications with the State Emergency Management communications staff.
3. Provide casualty reception team for temporary care and triage.
4. Assume responsibility for providing in-state emergency medical transportation to the designated medical facilities.
5. Assure communications for and between all EMS support groups.

**State Highway Patrol**

1. Provide traffic control and security in airport/reception areas and at key traffic points as needed during NDMS activation periods.



## Air Transportation Operations – Transportation Function

### Appendix J

---

#### Department of Transportation

1. Provide fuel as requested during NDMS activation periods.
2. Provide barricades or signing (if notified in advance of NDMS activation).

#### National Guard

1. Provide C-130 Areomed Support as requested.
2. Provide Air Operations Supervisor.

## V. AIRPORT/AIRFIELD (RECEIVING SITES) LOCATIONS IN EASTERN NC

The NC National Guard has certified that the following Airports/Airfields are C-130 and C-17 capable.

Suitable Airfields	Location	Size	Controlled
Kinston	Kinston	11,500x150	yes
Wilmington	Wilmington	8,016x200	yes
Grannis Field	Fayetteville	7,712x150	yes
Albert J. Ellis	Jacksonville	7,100x150	no
Pitt-Greenville	Greenville	6,500x150	no
Craven Co.	New Bern	6,004x150	no
Hyde County	Engelhard	4,700x100	no
Manteo/Dare County	Manteo	4,300x100	no
Oak Grove	New Bern	4,200x150	no
Seymour Johnson	Goldsboro	11,758x300	yes
Cherry Point MCAS	Cherry Point	8,968x200	yes
Pope AFB	Fayetteville	7,501x150	yes
Elizabeth City	Elizabeth City	7,219x150	yes
MCAS New River	Jacksonville	5,115x150	yes
Mackall Army Airfield	Pinebluff	5,001x150	yes
Simmons Army Airfield	Fayetteville	4,650x100	yes
Bogue MCALF	Bogue	4,010x96	yes
Atlantic MCOLF	Atlantic	3,678x150	no

## VI. NC NATIONAL DISASTER MEDICAL SYSTEM CONOPS PLAN

### Purpose

This plan prescribes procedures for activation of the National Disaster Medical Systems (NDMS) within North Carolina. The plan would be implemented upon notification of federal activation of NDMS from appropriate higher authorities. This plan covers the procedures for managing patients generated by a major peacetime disaster, natural or man made, when the number of casualties exceeds the capability of the state or local authorities. It also applies when NDMS is activated for the handling of military casualties from a conventional conflict that exceeds the combined capabilities of the Department of Defense (DoD) and the Department of Veterans Affairs (DVA).

### Mission

The Veterans Affairs Medical Center, Salisbury, NC will function as a NDMS Federal Coordinating Center (NDMS/FCC) for the State of North Carolina and will be responsible for ensuring that the following actions are accomplished:

1. Activation of the NC NDMS system when requested by higher authorities.
2. Reception and sorting of patients arriving in North Carolina.

3. Transport of patients to the appropriate hospitals within the
4. North Carolina NDMS area as determined by the Reception Team.
5. Maintain administrative control of all NDMS patients hospitalized in North Carolina.

All of these actions will be accomplished through joint planning involving participating hospitals, the office of North Carolina Division of Emergency Management and the office of Emergency Medical Services, local authorities (medical, emergency management, EMS and volunteer), and Federal representatives.

## **VII. CONCEPT OF OPERATIONS**

The NDMS Federal Coordinating Center within North Carolina will work closely with state, regional and local emergency planners to insure compatibility between this plan and existing emergency/disaster plans. This plan will not duplicate existing plans but will refer to them for assistance to accomplish necessary activities to implement all aspects of NDMS.

### **Execution**

#### **1. Alerting Procedures**

- a. The alerting system consists of three parts – the notification of the member hospitals and various involved agencies, state and local; the response back from the hospitals to the coordinating center to provide the beds available; and the notification of the Global Patient Movement Requirement Center (GPMRC) of beds that will be available in North Carolina. The specific details of how this will be accomplished are outlined in Annex B – Alert and Reporting Plans.
- b. The National Disaster Medical System (NDMS), Federal Coordinating Center (FCC) reserves the prerogative to alert all or only some of the NC NDMS hospitals, dependent upon the alerting message received from higher authorities.

#### **2. Operations**

##### **a. Area of Responsibility**

1. The NDMS Federal Coordinating Center at the Veterans Affairs Medical Center at Salisbury has responsibility for all NDMS activities within the State of North Carolina. For planning and administrative control, the state will be divided in three (3) zones utilizing the same boundaries as used by the State of North Carolina Division of Emergency Management. This division into three areas is necessary to provide more efficiency in management of resources and to improved command and control during activation. Annex A contains a map reflecting these areas and the counties in each area. Within each area, one or more medical facilities (usually a tertiary referral center and often a designated Trauma Center) may be assigned the responsibility of key (or joint key) hospital(s) for the purpose of providing locally based assistance to the NDMS FCC insures that appropriate local coordination of all NDMS plans has been accomplished.

##### **b. Reception, Triage and Holding**

1. Reception areas will be established at one or both of the following locations:
  - a. Primary Reception Area Charlotte-Douglas International Airport, North Carolina Air National Guard
  - b. Secondary Reception Area (to be used only if primary areas are unavailable, or all beds in the PRA are filled, and after coordination with Military Airlift Command and GPMRC) Raleigh Durham International Airport
2. Reception Teams, triage and holding capability will be provided by the State of North Carolina Office of Emergency Medical Services. (See Annex C entitled “NC Emergency Plan...Annex E...to part three, Unique Threats”)

3. Because of distances from the two reception points to the extremes of the state, it may not be efficient or practical to transport patients to all of the outlying hospitals during initial activation of the system. The NDMS FCC may utilize any number of patients being sent to North Carolina. If the number of patients to be regulated to the North Carolina NDMS Area equals the beds available, the hospitals in the primary zone will be utilized for the most critical; within a 60 mile radius of the reception site; the less critical may be moved to hospitals in the secondary zone. The Charlotte Primary Receiving Area (PRA) will be activated first. If all the pledged beds are filled, and GPMRC indicates a desire to send more patients to NC; the primary PRA will be closed and the secondary PRA will be activated.
  4. Transportation will be arranged through the North Carolina State EMS Office. The local triage/reception team will determine to which NDMS hospital the patient is being sent, with coordination by the NDMS FCC. The coordination for transportation will start with information on numbers of incoming patients intended for each reception point. The NDMS FCC will provide this information to the State EMS Coordinator, which will arrange for appropriate numbers of vehicles to be available by patient arrival time. Final control of transportation will remain with the appropriate state agency as provided for in the state emergency plans. (See Annex 3, entitled “NC Emergency Operation Plan . . . Annex E . . . To Part Three”)
- c. Communications/Coordination**
1. Communications will be accomplished using normal commercial telephone services if they are available. Communications will be provided by the State in accordance with Annex 3, entitled “NC Emergency Operation Plan. . . Annex E”.
  2. In event of loss or overload of commercial telephone capabilities, the radio communication networks available through the state of North Carolina emergency management resources will be used. The control of these remains under the appropriate state agencies and will be coordinated as outlined in state plans.
- d. Coordination of activities that are unique to NDMS will be the responsibility of the NDMS FCC.** The center will be responsible for contracting the State Division of Emergency Management for assistance as necessary. The NC Division of Emergency Management or appropriate state agency retains coordination and control of all state assets or resources that will be used to assist NDMS during activation.
- e. Patient Administration**
1. **General:** The NDMS FCC will maintain a record of all patients placed through NDMS auspices. This record will be initiated at the reception point prior to transport to the treating medical facility. The center will provide instructions to participating hospitals regarding billing procedures. The center will operate a patient locator service to assist relatives in locating patients.
  2. **Military Patients:** The NDMS FCC with the assistance of the MPAT from Seymour-Johnson AFB will provide administrative assistance to participating hospitals for dealing with the unique administrative problems involved with providing care to military patients.
- f. Personnel Management:** The Incident Commander at the reception point has overall control of all personnel at that site. Members of organizations such as EMS, Rescue Squads, Fire Departments, Police and Sheriff’s Department, etc. are under the control of the senior ranking members of their organizations. The senior ranking individual reports to the Incident Commander unless specifically detailed otherwise in this plan or at the time of activation. The designation of “Incident Commander” will be determined in accordance with existing State Emergency Management Plans.

**VII. TASKS**

1. All tasks related to the movement of patients are outlined in the Annex E of the State Plan (Annex 3). All other tasks (responsibilities) are listed below.
2. All participating NDMS Hospitals: Insure that the internal actions necessary for activation of NDMS at their respective facility are included within their local disaster plan. These include, but are not limited to the following:
  - a. Initial bed availability reporting, as outlined in the Alert System Plan, Annex B to this plan.
  - b. Daily update of bed availability between 3:00 am and 9:00 am each day the NDMS system remains active. NDMS requires each hospital with military or civilian patients placed in their facility to submit a daily patient condition update. This can be a 2 or 3 paragraph report on the patients condition, treatment, and anticipated discharge date. In accordance with HIPPA, the daily reports (7 days a week) are to be faxed to the Salisbury VA Medical Center (7:00 am to 4:30 pm) at 704 638 3348. The alternate fax is 704 638 3319. The fax is to be sent to: Chief, Health Benefits. (See Annex F)
  - c. Notification of NDMS FCC when a NDMS placed patient dies or is ready for discharge or transfer.
  - d. Maintenance of all records normally maintained on patients treated in their facility for all NDMS patients treated. A copy of records will be forwarded to the NDMS FCC office when the patient is discharged.
  - e. Timely submissions of patient bills. All patient billing for civilian NDMS patients will be submitted to IBA. Exact billing instructions can be found in Annex D. For military patients, an address will be provided for patient billing. Payment will be at the TRICARE rate.
3. The NDMS office is responsible for the following items in addition to those in B above.
  - a. Providing bed availability reports to the Global Patient Movement Requirement Center (GPMRC).
  - b. Maintaining a patient locator system.
  - c. Insuring all necessary memorandums of understanding, etc. necessary for effective operation of the system are accomplished.
  - d. Providing all participating hospitals, emergency medical services, emergency management offices and other participating organizations with copies of this plan and its annexes.
  - e. Providing billing instructions to the State of North Carolina in accordance with the Provision of the Memorandum of Understanding (MOU) between the State of North Carolina (NC) and the National Disaster Medical System (NDMS). A copy of this is attached as Annex E.

## NDMS CONOPS Annex A

### AREA OF RESPONSIBILITY

The National Disaster Medical System Coordinating Center (NDMS/FCC) at the Department of Veterans Affairs Medical Center in Salisbury, North Carolina has the responsibility for all National Disaster Medical Systems (NDMS) operations throughout the State of North Carolina. For convenience in planning and administration, the state is divided into three (3) areas that coincide with the planning areas used by the North Carolina State Division of Emergency Management.

## NDMS CONOPS Annex B

### ALERT SYSTEM

#### NORTH CAROLINA

#### NATIONAL DISASTER MEDICAL SYSTEM

##### Overview

When the NDMS FCC is notified of activation or test of the system, the NDMS FCC program manager will immediately notify at NDMS hospitals. He will notify them of the activation and/or test of the system and request that bed status reports are provided to the NDMS Control Center within a specified time frame. All hospitals will provide the NDMS FCC at the Salisbury VA Medical Center the current bed status information within the time frame indicated in the notification message. This will be done by fax. This information will be provided in the format of Attachment #2, Annex B. It is the responsibility of the NDMS FCC to notify the State of North Carolina Duty Officer and the Team Leader for all Reception Teams.

##### Procedures

###### 1. Notification

Upon notification from appropriate higher-level authorities that the National Disaster Medical System (NDMS) is being activated the NDMS FCC will implement this plan. He will notify all hospitals in each of the three planning areas in the state. All NDMS hospitals will submit their bed status reports to the NDMS FCC by computer or fax. The NDMS FCC will notify the various other agencies, etc... that must be alerted.

###### 2. Bed Reporting

- a. Each hospital will report the number of beds, by specialty, that they will have available for the next 24 and 72 hours. This report will be provided in the format of Attachment #2, **by each NDMS hospital individually**. The attachment included definitions of each “bed category”. These are the only categories that NDMS can use to report beds. Please adjust your reporting to these 5 categories. It is fully realized that some hospitals do not differentiate beds by these categories. In those cases, please think of these “bed categories” **as how many patients of each type you have or will have the staff and facilities to provide care for at the time indicated.**
- b. Bed reports (or the report of number of patients you could take) can be provided to the NDMS FCC Control Center in the following manners:
  1. Fax number – (704) 638-3312 or (704) 638 3833
- c. Only when the system has been activated or for a special exercise will bed reporting be required on a daily basis. The alerting message will specifically say the time for initial bed report and that daily reports are or are not required. Each hospital will notify the NDMS FCC, by the means in 1 above, of the available beds for that day between the hours of 3:00 am and 9:00 am unless a different reporting time is requested in the notification message. This is necessary to update the NDMS FCC

database and to allow the NDMS FCC to notify the National Control Center at GPMRC by 1:00 pm each day. All hospitals will be notified when to discontinue bed reporting.

- d. The NDMS FCC will notify GPMRC by computer prior to the specified time on initial activation and prior to 1:00 pm each day after that, until the system is deactivated. From this information GPMRC will regulate the number of patients being sent to the North Carolina NDMS area.
  - e. Please remember that even though North Carolina NDMS may report a substantial number of beds available, it may be two or more days after the disaster occurs and we start reporting before patients are sent to this area. Every effort possible will be made to insure you are kept informed of the status of events and when you can expect arrival of patients. However, it is highly possible that your first message of incoming patients could come through a radio message on the Emergency Medical Service network. Patients will be flown from the disaster area to Charlotte-Douglas Airport or the Raleigh Durham International Airport. From there they will be transported by the most appropriate means to your hospitals.
- 3. Operations at NC Air National Guard Base, Charlotte International Airport**
- a. The primary NC NDMS Casualty Reception Site will be Building 4, NC Air National Guard Base, Charlotte International Airport.
  - b. The NC Office of EMS utilizing statewide EMS personnel will coordinate patient triage and treatment. The triage teams will reassess the patients and prepare them for transportation to NDMS hospitals. The patients will be entered into an NDMS patient tracking system as they depart the base.
  - c. The NDMS FCC will submit all bills to USPHS or DoD to reimburse the NC ANG for logistical, material and personnel support.
  - d. If the NC ANG is federalized, to support NC NDMS Operations, they will seek reimbursement through military channels.
- 4. Operations at Raleigh Durham International Airport**
- a. Casualty reception at this secondary reception site will be contracted with a commercial hangar.
  - b. All bills and charges will be submitted to NC NDMS for approval. These charges will be forward to EMSHG HQ for eventual payment.

**Air Transportation Operations – Transportation Function**

Appendix J

---

**NDMS CONOPS Annex B - Attachment 1**

**DEPARTMENT OF VETERAN AFFAIRS MEDICAL CENTER  
SALISBURY, NORTH CAROLINA  
OFFICE OF EMERGENCY MEDICAL PREPAREDNESS  
NATIONAL DISASTER MEDICAL SYSTEM**

**BED STATUS REPORT**

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**NDMS Hospital:** \_\_\_\_\_

**Name of Person Preparing Report:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

Enter number of beds available below:

\_\_\_ Critical Care (CC)    \_\_\_ Med/Surg (MM-SS)    \_\_\_ Psychiatry (MP)    \_\_\_ Pediatrics (MC)    \_\_\_ Burns  
(SBN)

---

Fax this information to Office of Emergency Medical Preparedness; National Disaster Medical System, Federal Coordinating Office at: 704-638-3312 or 704-638-3833 or 704-638-3310 OR please email the data to: michael.reik2@med.va.gov

NDMS CONOPS Annex C

NORTH CAROLINA

EMERGENCY OPERATION PLAN FOR MULTI-HAZARDS

ANNEX E – MASS CASUALTY RECEPTION AND CARE

TO PART THREE (UNIQUE THREATS)

**I. INTRODUCTION**

**Propose**

This annex assigns responsibilities to agencies within North Carolina in an emergency situation involving reception, transportation, and care for mass casualties.

**Scope**

This plan is designed for use in providing for the reception, temporary care, triage, and onward transportation to designated hospitals.

**Situation**

Following a major disaster resulting in mass casualties anywhere in the United States the National Disaster Medical System may be called on to inventory available hospital facilities at participating medical centers and to accept large numbers of patients for assignment to the pre-determined available hospital facilities.

Should the immediate need for medical facilities involve a request for such services in North Carolina, the state would provide support services as specified in this plan.

**Assumptions**

1. The state will receive notice of such National Disaster Medical System request from the NDMS FCC up to twelve (12) hours in advance.
2. Air transport facilities in North Carolina for the reception of patients would be Charlotte Douglas International Airport or Raleigh Durham International Airport.

**II. AUTHORITIES AND REFERENCES (SEE PARAGRAPH IV OF BASIC PLAN)**

**III. DEFINITIONS, ABBREVIATIONS AND ACRONYMS (See Paragraph V of Basic Plan)**

**IV. ORGANIZATION (See Paragraph VI of Basic Plan)**

**V. GENERAL CONCEPT OF OPERATIONS (See Paragraph VII of Basic Plan)**

When this plan is implemented, the State Emergency Management Division communications staff will notify participants. A secure area on the properties of the designated airport facilities will be used for reception, and temporary care, triage, and transport assignment.

Patients who have been processed will be transported to assigned hospitals by emergency medical transportation coordinated under the State Office of Emergency Medical Services.



## **VI. ROLES & RESPONSIBILITIES**

### **1. National Disaster Medical System (NDMS)**

- a. Maintain inventory of participating medical facilities at all times and obtain current inventory of medical services/bed availability upon activation of NDMS emergency.
- b. Establish and maintain NDMS Operations Support Center.
- c. Activate NDMS areas as needed.
- d. Communicate notice of request for any support services in a timely manner to the NC Emergency Management communications staff officer through the State Warning Point (or directly to the Emergency Services Coordinator).
- e. Provide information on number of patients, types of patients, when and where planes will be arriving.
- f. Maintain communications/liaison with the State Emergency Operations Center at all times during activation of NDMS.
- g. Establish and maintain support agreements with reception center airport authorities/management.
- h. Provide administrative support staff for the reception points.
- i. Establish, and provide as needed, NDMS provider payment system.
- j. Prescribe claims processing instructions upon activation of the system.
- k. Provide reimbursement available from U.S. Government funds (see Memorandum of Understanding between National Disaster Medical System and the State of North Carolina) for expenses incurred in providing transportation, fuel, communications, supplies, and other support for NDMS operations.

### **2. State of North Carolina**

Activate emergency medical transportation system upon request from NDMS and provide support as described in this plan. Submit claims for reimbursement of expenses incurred in providing transportation fuel, communications, supplies, and other support for NDMS operations following conclusion of the activation.

#### **a. Division of Emergency Management**

1. Activate SERT/EOC as needed.
  - Maintain communications and coordinate activities between NDMS, State Emergency Management and all support groups/agencies.
  - Obtain telephones for functional support operations as required.

#### **b. Office of Emergency Medical Services**

1. Maintain operational plan for inventorying and assigning emergency medical transportation throughout North Carolina.
2. Upon activation of support operations maintain coordination and communications with the State Emergency Management communications staff.
3. Provide casualty reception team for temporary care and triage.
4. Assume responsibility for providing in-state emergency medical transportation to the designated medical facilities.
5. Assure communications for and between all EMS support groups.

#### **c. Highway Patrol**

1. Provide traffic control and security in airport/reception areas and at key traffic points as needed during NDMS activation periods.

#### **d. Department of Transportation**

1. Provide fuel as requested during NDMS activation periods.
2. Provide barricades or signing (if notified in advance of NDMS activation).

#### **e. National Guard**

1. Provide transportation support as requested.
2. Provide manpower as requested.

#### **f. Radio Amateur Network**

1. Provide support communications.

**VII. PUBLIC INFORMATION** (See Paragraph IX - F, Basic Plan)

**VIII. AUTHORITIES AND REFERENCE**

- North Carolina General Statute 166A.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707.



This page left blank intentionally.

<b>Lead Agency:</b>	Division of Emergency Management
<b>Lead Technical Agency:</b>	State Energy Office
<b>Private Sector Partners:</b>	Industry Stakeholders <sup>1</sup>
<b>Supporting Agencies:</b>	Division of Highways, State Highway Patrol and other agencies as needed.

## I. INTRODUCTION

### Purpose

Annex coordinates fuel distribution--unleaded and diesel products—to retail marketers in hazard areas preparing for regional evacuation, or along select routes during regional evacuation.

### Scope

Annex addresses *Division of Emergency Management, State Energy Office, industry stakeholders*, and others responsibility to coordinate fuel distribution to retail marketers in hazard areas preparing for regional evacuation, or along select routes during regional evacuation.

Annex connects to other plans and procedures that detail specific tasks necessary to coordinate fuel distribution to retail marketers in hazard areas preparing for regional evacuation, or along select routes during regional evacuation.

Annex recognizes petroleum fuel providers, distributors, transporters, retail marketers and others maintain all property rights and interests normally associated with inventories, personnel, equipment and fuel-related resources in hazard areas preparing for regional evacuation, or along select routes during regional evacuation.

### Situation

- A number of emergency situations require evacuation of hazards areas.
- Moving people and resources to safe areas mitigates the impact of natural or man-made disasters on at-risk populations.
- Large-scale or regional evacuation is necessary in the face of pending catastrophic disaster.
- Catastrophic events disrupt transportation systems and strand people without transportation resources, i.e., personal or community vehicles, drivers, and fuel, in hazard areas.

### Assumptions

- People will evacuate hazard areas per authority and advice of local officials.
- People will use personal vehicles to evacuate hazard areas.
- At-the-pump fuel shortages disrupt evacuation of hazard areas.
- Above-normal fuel supply distribution is required in hazard areas preparing for regional evacuation, or along select routes during regional evacuation.
- Local jurisdictions cannot coordinate at-the-pump fuel distribution in hazard areas preparing for regional evacuation, or along select routes during regional evacuation.
- Fuel supply distribution is a private sector operation.

---

<sup>1</sup> *Industry stakeholders refers to finished petroleum products suppliers and distributors, jobbers and transport associations, and wholesale/retail petroleum marketers, convenience stores, and service stations trade associations throughout North Carolina.*

---

## II. CONCEPT OF OPERATIONS

1. Decision process to surge fuel into hazard areas preparing for regional evacuation, or along select routes during regional evacuation begins upon forecast, or probability, of Category 3 hurricane, or higher, making landfall within 50 miles north or within 100 miles south of Wilmington, NC ( i.e., Brunswick County, Pender County, New Hanover County, and Horry County, SC.).
  - a. State Emergency Response Team (SERT) and industry stakeholders evaluate need for distribution surge, determine when distribution surge to retail marketers begins, and recommend approval of distribution surge to public and private-sector stakeholders.
2. SERT and industry stakeholders coordinate fuel distribution to retail marketers in hazard areas preparing for regional evacuation, or along select routes during regional evacuation, from the State Emergency Operations Center (EOC) in Raleigh.
  - a. At least 3 days before National Hurricane Center (NHS) forecast arrival of tropical storm force winds or higher impacting state, fuel providers surge distribution to retail marketers in hazard areas preparing for regional evacuation.
    1. In especially low-lying areas retail marketers will maintain at least 50% of inventory capacity for at-the-pump distribution, throughout the hurricane season.
  - b. At least 36 hours before NHS forecast arrival of tropical storm force winds or higher impacting state, fuel providers surge distribution to retail marketers along select routes during regional evacuation.
    1. SERT and /industry stakeholders pre-select retail marketers for surge distribution along select routes during regional evacuation, based on accessibility, location, inventory capacity, and other considerations.
    2. Fuel supply tankers pre-positioned in secure and undisclosed staging areas along or near selected routes during regional evacuation.
    3. Fuel supply tankers permitted and routed to avoid traffic congestion, and escorted by State Highway Patrol to staging areas and pre-determined retail marketers.
  - c. Surge distribution to pre-selected retail marketers along select routes during regional evacuation ends at least 6 hours before NHS forecast arrival of tropical storm force winds or higher impacting state.
    1. Drivers or other personnel must be clear of hazard areas, and supply tankers secured in hazard areas or along evacuation routes.
    2. Approximate time surge distribution activities occur is based upon storm impact probability and start of surge decision process.

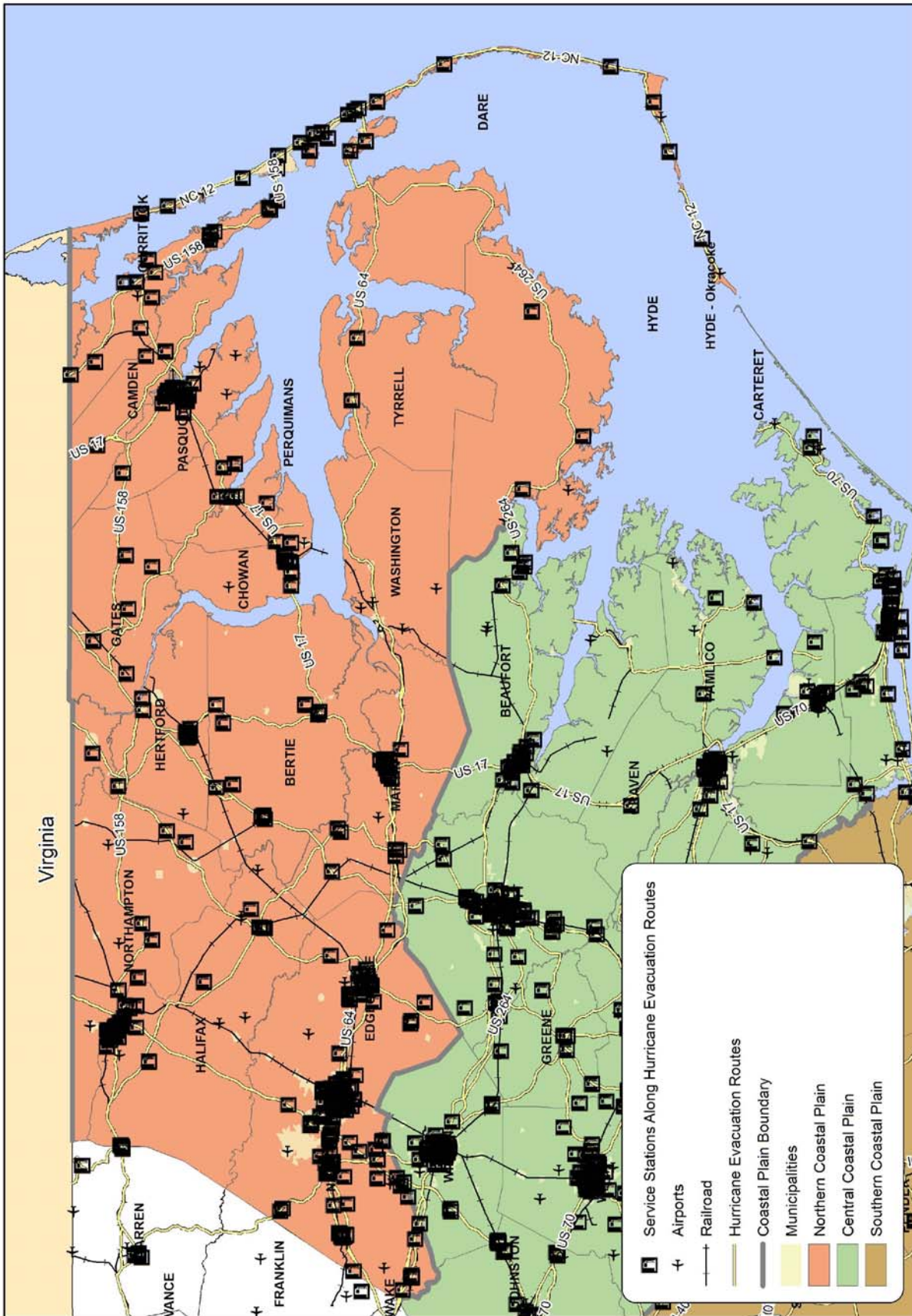
## III. TASKS

1. **North Carolina Emergency Management & State Energy Office**
    - a. Partner with private sector/industry stakeholders to coordinate and manage state’s action to surge fuel to retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation.
    - b. Maintain situational awareness to inform decision makers, other stakeholders, and the public of developments in hazard areas preparing for regional evacuation, and along select routes during regional evacuation.
  2. **State Highway Patrol**
    - a. Establish traffic control and access points for surge distribution at retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation.
    - b. Assist with direction and control of local enforcement issues at retail marketers along select routes during regional evacuation.
    - c. Escort tankers to retail marketers and staging site along select routes during regional evacuation, assist fuel providers to secure tankers and other equipment.
-

3. **Division of Highways**
  - a. Provide barricades and other items for roadblocks and traffic control points for surge distribution at retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation.
  - b. Use TIMS, 511, VMS, and other devices to distribute information to travelers regarding surge distribution at retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation.
  - c. Secure permitting and waiver restrictions for personnel and supply takers for surge distribution to retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation.
  - d. Provide resources as available, and necessary, to motorists along select routes during regional evacuation.
4. **Other supporting state agencies**
  - a. Support state's action to surge fuel to retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation as needed through *SERT*.
5. **Private sector/industry stakeholders**
  - a. Direct and control fuel surge distribution to retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation.
  - b. Assess personnel, equipment, market conditions, and other consideration required to distribute fuel to retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation.
  - c. Maintain and provide situation awareness for surge distribution to retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation to decision-makers, other stakeholders, and general public.
6. **Maintain accurate documentation of resources used in surge distribution to retail marketers in hazard areas preparing for regional evacuation, and along select routes during regional evacuation to secure federal and state reimbursement of eligible costs when available.**

#### IV. AUTHORITIES AND REFERENCES

- North Carolina General Statute 166A.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 100-707.

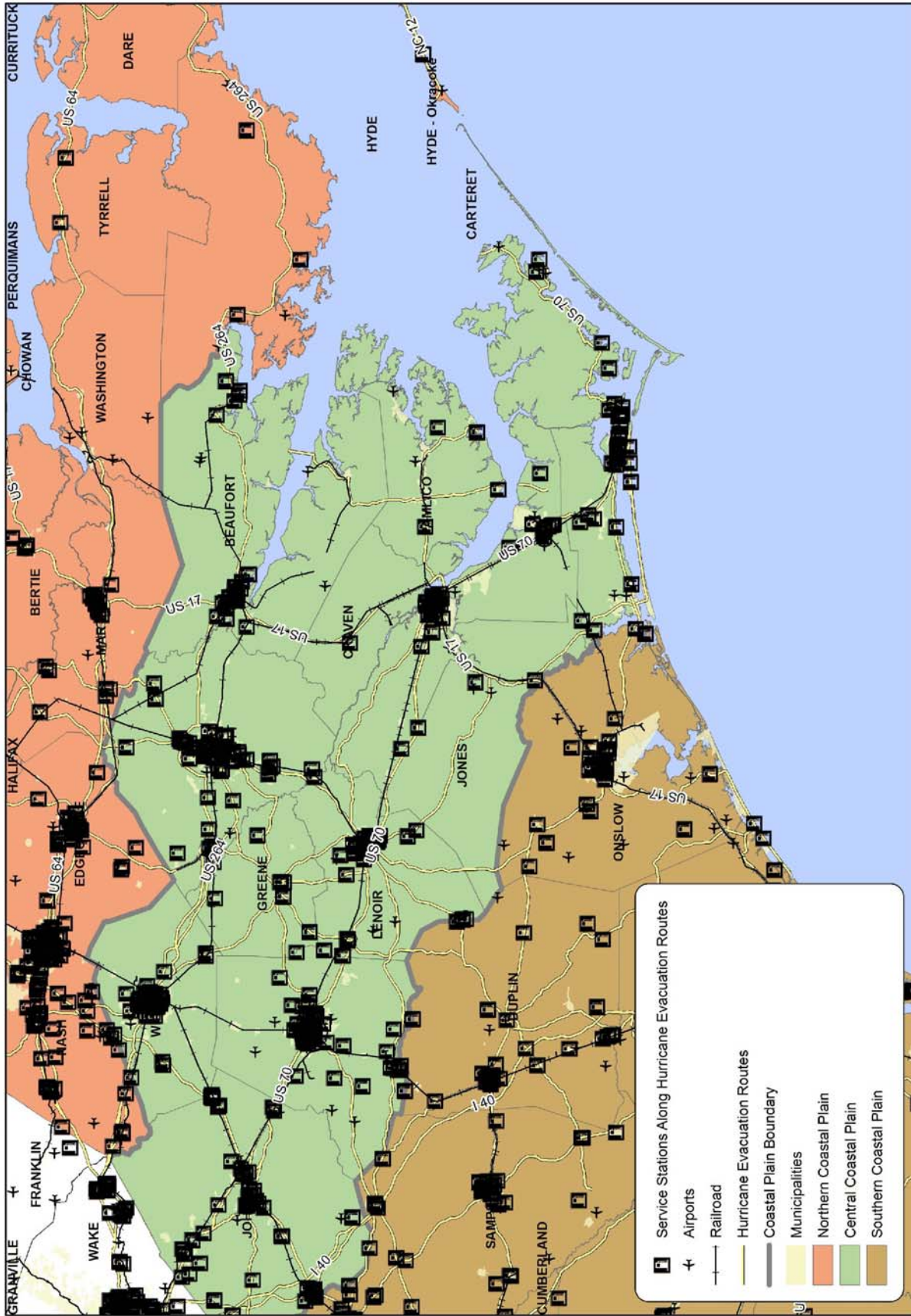


Map produced on: September 5, 2007  
 North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide

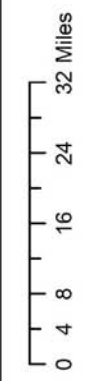


**Figure K-1: Northern Coastal Plain Service Stations**  
 North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide



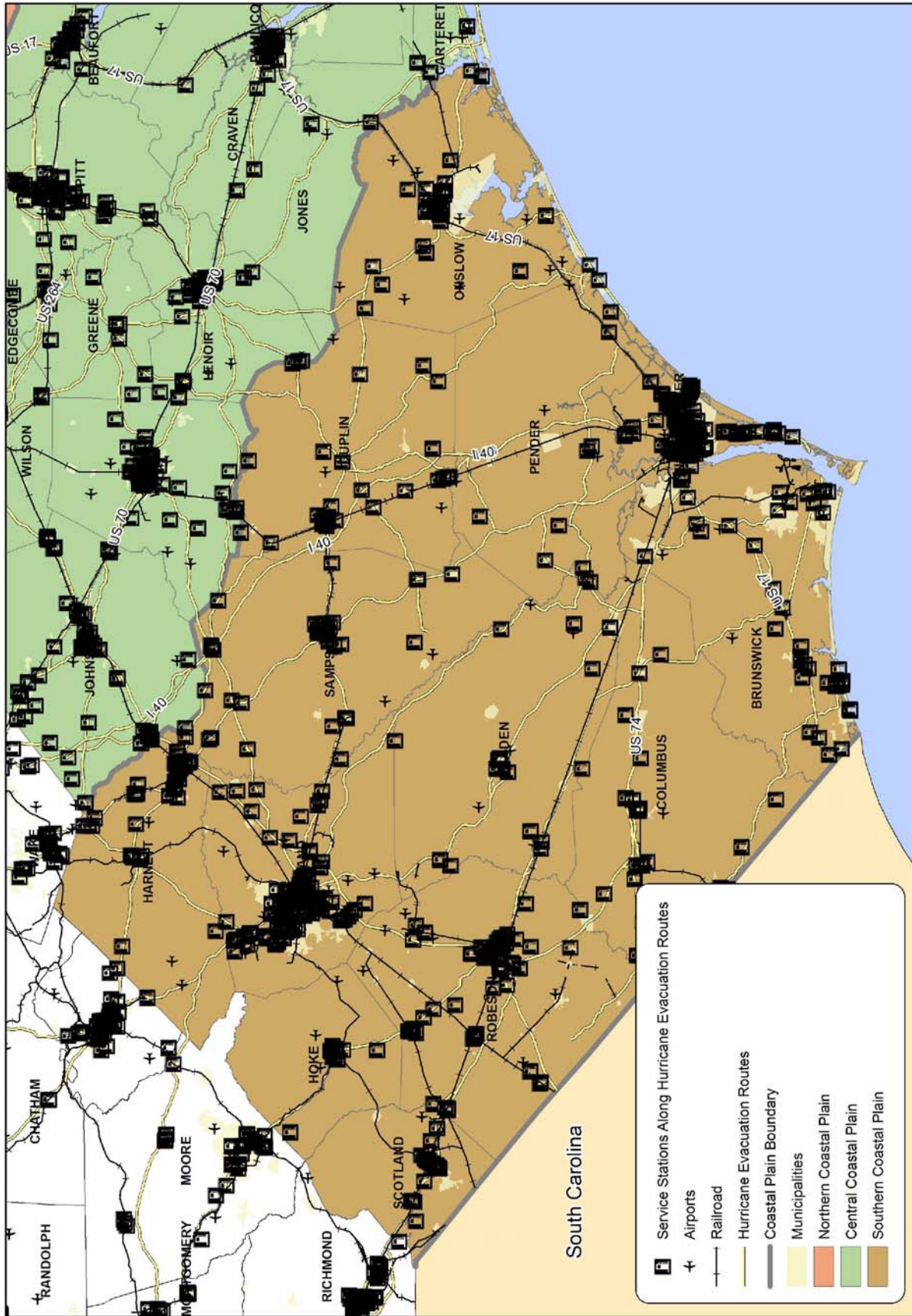


Map produced on: September 5, 2007  
 with data provided by NCEM



**Figure K-2: Central Coastal Plain Service Stations**

North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide



Map produced on: September 5, 2007  
 with data provided by NCEM

0 4 8 16 24 32 Miles

**Figure K-3: Southern Coastal Plain Service Stations**

North Carolina Coastal Region Evacuation and Sheltering  
 Standard Operating Guide



EMERGENCY MANAGEMENT

NORTH CAROLINA

**Contact Information:**

**Michael A. Sprayberry**

Deputy Director, NC Division of Emergency Management

919 733 3825

[msprayberry@ncem.org](mailto:msprayberry@ncem.org)

Chowan River

Albemarle Sound

Pamlico River

Buxton

Pamlico Sound

Wrightsville Inlet

Neuse River

White Oak

New River

Down

Northeast Cape Fear River

Bogue Banks

Bogue Inlet

Topsail Island

Figure Eight Island

Masonboro Island

Snow's Cut

Zeke's Island

Cape Fear

Oak Island

Cape Fear River

This page left blank intentionally.