

North Carolina Emergency Management

2013 Annual Report



About NCEM

North Carolina Emergency Management protects the lives and property of North Carolina residents from emergencies and disasters by preventing, preparing for, responding to and recovering from emergencies and disasters, whether natural or man-made. The division maintains the Emergency Operations Center in Raleigh, which serves as the command center during emergency response events.

The responsibility and authority to respond to emergencies and disasters in North Carolina is granted to NCEM by the Governor via General Statute § 166-A (The North Carolina Emergency Management Act).

The professionalism of NCEM was recognized in 2013 as the division, once again, achieved national accreditation under the Emergency Management Accreditation Program (EMAP).

NCEM is represented in the field by three regional branches and 26 field staff who serve as a bridge to local communities by responding to emergencies, helping to develop response plans at the county level and fielding requests for state assets. The Raleigh-based staff administers state and federal grants, manages multi-agency disaster responses and subsequent recoveries, coordinates regional hazard mitigation plans, facilitates trainings and exercises, and manages assets such as the regional Hazmat response teams and search-and-rescue teams. Other responsibilities of NCEM include developing and maintaining flood maps for each county in North Carolina, and maintaining the official survey database for the state, both of which support mapping, boundary determination, infrastructure development and floodplain mapping that are critical to future safe development. The NCEM director is appointed by the governor and reports to the secretary of Public Safety.



Letter from the Director

Hard work, collaborative efforts and the tradition of excellence remain the cornerstone of this division. I am honored to partner with state and federal partners and to lead a wonderful staff.

As 2013 began, winter storms were prominent weather events. Heavy rains and snowfall caused flooding, mudslides and rockslides, washing out roads and knocking out power to many areas in western North Carolina. Flooding across the state continued to be a major concern throughout the year.

We were busy in 2013, answering nearly 2,400 calls at the State Emergency Operations Center. Each one of these calls was answered quickly and professionally by our staff who also managed to administer more than \$17 million in grants and organize trainings, classes and drills. These activities show our continued commitment to our mission as we Prevent, Prepare, Respond and Recover.

I am proud to report that North Carolina Emergency Management achieved national re-accreditation under the Emergency Management Accreditation Program (EMAP). North Carolina joins 29 states and 15 local jurisdictions which have earned accreditation status. NCEM was granted full re-accreditation with no deficiencies – a rare accomplishment for qualifying agencies.

The state also was approved as the tenth Enhanced Hazard Mitigation Plan state in the country making North Carolina eligible for additional federal disaster recovery funds. The increase in hazard mitigation funds from 15 to 20 percent means North Carolina automatically will be eligible for millions more dollars that can be used to make the state more resilient in future disasters.

With the update of the readync.org website and addition of the state's first comprehensive emergency preparedness mobile app, North Carolinians can be better informed and prepared than ever.

It is a privilege to have been appointed as division director for North Carolina Emergency Management. This is an exciting and wonderful opportunity. Working with our local and state partners to continue building North Carolina's nationally recognized emergency management program is an honor.

Thank you for all you do to keep North Carolina safe.

Mike Sprayberry, Director



Preventing Damage by Planning for the Future

The emergency management cycle begins and ends with identifying threats, then updating plans and developing capabilities to minimize or mitigate those threats and improve disaster response. Working with local and federal government agencies and private industries, NCEM improves the state's disaster readiness posture through deliberate and coordinated planning. In 2013, NCEM:

- **Completed the Statewide Hazardous Materials Commodity Flow Study.** For the past five years, NCEM has conducted detailed analysis of specific chemical threats and used the data to map potential impacts along transportation routes so that hazardous materials can be transported in the safest manner possible with minimal risk. The study examined fixed facilities, road and rail transportation in nine geographic regions. All collected information will be used in a comprehensive Hazmat Risk Assessment that begins in 2014.



- **Began the Hurricane Evacuation Study** to help emergency managers better understand and predict how coastal residents may act when hurricanes threaten. Conducted in cooperation with the U.S. Army Corps of Engineers, the study surveyed hundreds of coastal residents to examine behaviors and attitudes regarding evacuations during major storms. The vulnerability analysis portion of the study will be conducted in 2014 and the results will be combined with the hazard and behavioral analysis information. The data will then be used to update local and state evacuation plans and arm emergency managers with valuable information to better prepare and protect North Carolinians from hurricanes.



- Updated regional **Hazard Mitigation Plans** and began new plans. Since 2010, NCEM has led the regional effort to update **Hazard Mitigation Plans** to support disaster resilience statewide. Four of these projects have been fully completed and the projects are closed; the remaining 16 are actively underway.

- Continued developing the **Integrated Risk Management** system which provides the level of risk and probability for every structure in the state. Homeowners, business owners and city planners can review their property's risk online to determine which structures may be affected by various natural disasters and see what steps are available to mitigate those risks.

- **Supported local emergency management operations** by purchasing and installing a back-up generator for the Alleghany County Emergency Operations Center. Using hazard mitigation funds, NCEM was able to ensure the county's EOC remained operational even during power outages.

- Began working with local officials in Caldwell and Catawba counties to either buy out or elevate 10 repeatedly-flooded properties using hazard mitigation funds made possible by the federal disaster declarations from the July storms.

Preparing Our Partners, Training & Exercises

Providing frequent, effective training opportunities and carefully developed exercises gives emergency management employees, first responders and volunteers the opportunity to develop, sharpen and practice those essential skills needed during disaster response and recovery. In 2013, NCEM sponsored more than 300 classes that trained nearly 6,600 fire, rescue, law enforcement, emergency management, school officials, community leaders and volunteers how to respond to various types of crises. The division also began developing a series of interactive on-line courses. Individual courses included:

- disaster response and recovery
- managing debris after a disaster
- handling mass fatalities
- assessing damages from disasters
- mass shootings response

Through dozens of local and regional training exercises, emergency response partners practiced communicating, coordinating and responding to various incidents. Some of the more notable exercises included:



Preparing for floods – 2013 proved to be a memorable year for flood events. A two-day statewide exercise tested communication, coordination and response capabilities among dozens of state and county agencies in response to a catastrophic flood caused by a major dam failure. Ironically, by the time the exercise was held, numerous local and state agencies had already responded to a half-dozen significant regional flood events.

Improving school safety – Nearly 100 teachers, principals, school administrators and first responders completed a two-day course on how to identify potential hazards, mitigate possible damage and develop effective response plans for various school emergencies. Anson, Chatham, Halifax, Johnston, Lee, Montgomery and Richmond counties provided in-depth training, tabletop discussions and/or hands-on exercises that gave local first responders, law enforcement, emergency managers and school officials the opportunity to practice their response plans to an active shooter on a public school campus.

Preparing for hurricanes – In May, more than 150 local emergency managers, meteorologists and academicians met to review and discuss hurricane predictions, preparedness and response. In June, NCEM hosted the sixth annual meeting with partner agencies of the Department of Defense to discuss operational relationships during disasters. And in September, dozens of emergency managers, public health agency representatives and disaster support partners met to discuss coordination for evacuation and sheltering between coastal and inland counties.



Training search-and-rescue crews – NCEM partnered with local first responders from across the state to provide numerous basic and advanced boat operator classes that gave students invaluable hands-on training needed for swiftwater rescues. During several multi-day classes, teams practiced navigating river hazards, emergency rescue procedures and boat maneuvers. In early October, NCEM and the

Charlotte Fire Department teamed with members of Great Britain's Royal National Lifeboat Institution in a four-day, intense, real-time training exercise.

Strengthening the Helo-Aquatic Rescue Team – through monthly training, the NCHART crews practiced responding to flood events, dangerous mountain-side rescues and searches for missing persons in rugged terrain. In February, all three NCEM branches trained together, giving NCHART members the opportunity to work under one Incident Command. The exercise was the first statewide NCHART training using three different kinds of helicopters – Blackhawks, Lakotas and Bell-407s. In September, NCEM sponsored the first-ever NCHART training for the Eastern Band of Cherokee Indians to help improve local, state, tribal and federal coordination during search-and-rescue missions along the Great Smoky Mountains National Park.

Protecting the public for nuclear events – Emergency management, first responders, law enforcement, school, health and community officials practiced their ability to notify and protect the public during mock incidents at the Shearon Harris Nuclear Plant in New Hill, and the McGuire Nuclear Station in Huntersville. For counties in the central part of the state, the two-day Harris ingestion pathway drill tested the ability of EM, agriculture, health and other agencies to coordinate response to a radiological event that impacts a 50-mile radius. Federally graded exercises are held biennially to ensure that all response agencies are prepared for a nuclear event.



Preparing our communities - Several local exercises helped to prepare communities and counties how to respond to various emergencies such as plane crashes, train derailments, dam failures, hazmat spills, active shooters, and caring for people and animals in shelters during evacuations.



Responding to earthquakes – More than 730 first responders, health officials and emergency managers from multiple agencies and jurisdictions responded to a simulated earthquake in the mountains. The four-day, around-the-clock exercise tested responders' abilities to fight fires, rescue trapped victims, treat the injured, arrange mass care for civilians and domestic animals and handle civil unrest.

Training Community Emergency Response Teams – Because of their training in basic disaster response, CERT members are a tremendous asset during emergencies. North Carolina has 56 active CERT chapters including two all-teen programs. CERT chapters may participate in local exercises and are often called upon to help with real disaster operations. In September, NCEM sponsored a large-scale exercise to provide multiple CERT teams from across the state an opportunity to test their response to a mass casualty incident while working under the authority of a Civil Air Patrol Incident Management Team.

Responding to the Call, Supporting Communities



Twenty-six North Carolina Emergency Management field staff members are strategically positioned across the state to provide on-scene support in response to natural or man-made disasters. These employees interface with local responders and officials daily and can easily tap additional state resources needed to respond to an emergency or call for technical support and advice. During 2013, NCEM was on the scene:

- When heavy rain and snowfall caused flooding, mudslides and rockslides in several western counties in January, washing out roads and knocking out power to many areas, NCEM

personnel worked alongside local responders to help survey the damage.

- As torrential rains doused Avery, Burke, Caldwell, Catawba, Mecklenburg, McDowell, Mitchell, Watauga and Yancey counties in May, flooding roads and communities and spurring landslides, NCEM worked with local officials to respond to the floods, and survey damaged property.

- In early June, various sections of North Carolina experienced significant, and often repetitive, flooding. Summer storms flooded roads, bridges and several residences in Madison County, while heavy rains from Tropical Storm Andrea soaked already-saturated areas in Cumberland, Caldwell, Harnett, Hoke, Lee, Moore and Wake counties. NCEM supported local response efforts with swiftwater teams that rescued numerous stranded motorists, residents and animals, and with survey crews that inspected storm damage.



- At the end of June, Orange County and surrounding areas experienced flooding when a powerful storm cell dumped nearly five inches of rain in a 24-hour period.

- In July, three people were killed in the Piedmont in severe storms that knocked down trees and power lines.



- Burke, Caldwell and Polk counties were particularly hard hit by heavy storms and flooding in mid-July, with downed trees and power lines closing roads and damaging homes in Collettsville, Morganton and Lenoir.

- Severe storms in late July dumped 10-12 inches of rain in just a few hours in Catawba and Lincoln counties. For many areas, the storm was the second or third flood event within a two-month timeframe.

While many of the state's notable disasters are weather-related, NCEM staff stands ready to respond to a myriad of crises no matter the origin. A variety of state assets operate as a partnership between state and local emergency managers, including:

- **Regional Response Teams** – The state's seven hazmat Regional Response Teams responded to 49 requests for on-scene or technical assistance in 2013. One of the most notable incidents was a chemical tanker carrying ethanol which overturned in Selma, prompting evacuations of nearby businesses. Crews applied foam to suppress vapors and mitigate any released chemicals.
- **Search-and-Rescue Teams** – The North Carolina Helo and Rescue Team (NCHART) is one of the most comprehensive and respected search-and-rescue programs in the country. In 2013, the team spent several days in May searching for a missing boater in Chatham County and also rescued a kayaker stranded in the middle of the swollen Haw River.
- **Swiftwater rescue teams** also pulled several people from swollen creeks, rivers and flooded vehicles following severe flooding in Catawba and Lincoln counties in late July.
- **The Companion Animal Mobile Equipment Trailer program** was adopted by the American Kennel Club as a national model for providing mobile animal shelters for pets during emergencies. Using CAMET as a guide, the AKC began publicizing the program in September 2013 to raise money to purchase and equip trailers, then donate them to local emergency management offices across the country. In North Carolina, local Emergency Management offices own more than 45 CAMETs.
- **The State Medical Assistance Teams (SMATs)** with the North Carolina Office of Emergency Medical Services' State Medical Response System supported several pre-planned local events in 2013. A shelter system was provided for the Harnett County Division of Social Services to be used as a temporary office site when flooding displaced them from their offices in July.



24-Hour Emergency Operations Center – The NCEM 24-hour EOC is, in essence, the 911 center for each of the county's emergency call centers. The center serves as the state's repository for all emergency notifications, including severe weather threats, missing person calls, hazmat spills, structure collapse, bomb threats, sewage leaks, fish kills, forest fires, petroleum spills and a variety of other threats. Emergency management officers are available at all hours to respond to resource requests and notify other affected agencies. The 24-hour EOC answered nearly 2,200 calls in 2013.

Calls to the State EOC	
Bomb threat	13
Complaint	95
Fire	32
Hazmat	736
SAR	169
Transportation	108
Wastewater	440
Weather	465
Other	137
Total	2,195

Recovering from Disaster

When disasters strike, NCEM works with communities to help residents and business owners recover and rebuild as quickly as possible. Immediately following an incident, disaster assessment teams from the county, state and sometimes federal governments inventory the damage to determine what financial assistance, if any, may be available to help disaster survivors, local governments and eligible non-profit organizations get back on their feet. After larger events, state and federal emergency management workers temporarily move into the impacted community to provide closer coordination during the often-complicated recovery process.

The following is a snapshot of the assistance that NCEM provided in 2013 to help residents, businesses and local communities recover from flooding.

Eastern Band of Cherokee Indians – January 14-17

Severe storms, flooding and mudslides damaged roads, bridges, culverts and public utilities throughout the territory of the Eastern Band of Cherokee Indians. The event earned the first-ever presidential disaster declaration for a tribal government securing direct federal funding to help repair infrastructure, remove debris and provide emergency protective measures. NCEM worked closely with ECBI and the Federal Emergency Management Agency to help the community recover.



Murphy and Robbinsville flooding – January 15

More than eight inches of rain fell in a 24-hour period, wiping out water and sewer lines to local schools and damaging the local wastewater treatment plant. Rain-swept debris damaged the sewer system. NCEM:

- Secured a state disaster declaration for Public Assistance
- Provided \$77,088 in state grants to help pay for debris removal and infrastructure repairs.

Watauga County flooding – January 30

Severe storms dumped three to six inches of rain in 24 hours damaging homes and businesses. NCEM:

- Inspected more than 40 homes and businesses
- Operated a disaster loan outreach center to process Small Business Administration loans
- Provided \$61,300 in SBA loans to 7 families to help them recover from the flooding.

Stanly County severe weather – June 13-14

Severe storms rolled across the Piedmont, killing three people, knocking down trees, causing power outages, damaging homes and blocking roads. NCEM:

- Inspected more than 63 homes and businesses
- Secured a state disaster declaration for Individual and Public Assistance
- Operated a disaster loan outreach center to process SBA loans



- Provided \$71,749 in state grants and \$250,100 in SBA loans to 20 families to help them recover from the severe thunderstorms and damaging winds.
- Provided \$736,769 in state grants to help the city of Albemarle pay for debris removal and infrastructure repairs caused by the storm.

Orange County flooding – June 30

A powerful storm cell dumped nearly five inches of rain in a 24-hour period causing massive flooding in Chapel Hill and other parts of the county.

- Inspected 137 homes and businesses
- Secured a state disaster declaration
- Operated a disaster loan outreach center to process Small Business Administration loans
- Provided \$301,081 in state grants and \$430,100 in SBA loans to 110 families and businesses.



Western flooding , landslides and mudslides – July 3-13

Heavy rains and flash flooding in early July knocked down trees and power lines, prompted mudslides and damaged homes, businesses and roads in several western counties. Many communities were impacted repeatedly throughout July.

- Received a federal disaster declaration for Public Assistance
- Secured an estimated \$15 million in federal funds to help local governments in 9 counties pay for repairs to damaged infrastructure and emergency protective services. Costs are shared with 75 percent provided via federal funds and 25 percent covered by state funds.
- Operated a Joint Field Office for 11 weeks to provide on-scene state and federal emergency management support to help flood-damaged communities recover.

Catawba and Lincoln counties – July 27

Severe storms dumped 10-12 inches of rain in just a few hours in Catawba and Lincoln counties prompting flash flooding, knocking down trees and power lines, causing mudslides and damaging homes, businesses and roads. Nearby counties also received torrential amounts of rain. For many areas, the storm was the second or third flood event within a two-month timeframe.

- Inspected more than 207 homes and businesses
- Received a federal disaster declaration
- Operated a disaster loan outreach center
- Provided \$875,881.47 in state grants and \$1,563,600.00 in Small Business Administration loans to 72 families and 4 business owners.

NCEM Funding

NCEM has a \$10.8 million annual operating budget. The money, which comes from a combination of federal and state funds and receipts, is primarily used to:

- fund 72 positions in whole or part supported by an Emergency Management Performance Grant (EMPG)
- plan for the use of state and local resources to respond to disasters
- exercise annually to ensure state and local agencies are ready for all types of emergencies (including incidents at fixed nuclear facilities)
- manage the statewide floodplain mapping program, the geodetic survey program and the National Flood Insurance Program
- evaluate and plan for North Carolina's hazards and associated risks to people and infrastructure
- respond to real emergencies and disasters when they occur anywhere in the state
- manage long-term recovery from past disasters, and
- maintain 24/7 capability to receive and process requests for assistance from local governments.

Funds pay for equipment for local, county and state agencies; for training and exercises for first responders, emergency management staff and law enforcement; and to operate the floodplain mapping and regional response hazmat programs.

Forty-one percent, or \$4.4 million, of the division's annual budget is paid for through state appropriations. Those monies are used to leverage federal funds. The remaining \$6.4 million comes from funds generated from the radiological protection and flood plain mapping programs.

Additionally, NCEM serves as the fiduciary agency for \$17.4 million in federal funding from the U.S. Department of Homeland Security and the Federal Emergency Management Agency. The division administers these federal grants to state and local entities or agencies that apply and compete for federal money. The funding amount granted through each program can vary widely from year to year depending on how many other states apply for and receive funding.

Get ReadyNC



In December, NCEM went live with their first mobile app, ReadyNC. Available for both iOS devices and Androids, the user-friendly app guides residents and visitors in North Carolina to assistance and information for any event, from traffic snares to severe storms. Users can quickly and easily access weather information, evacuation mandates and shelter locations. The app is useful before a storm, too, as it includes Emergency Plan/Kit checklists for every member of the family (including pets). Some of the features include:

- real-time traffic and weather information
- critical information on how to be safe during different hazardous events
- real-time information about open shelters for evacuees (including addresses, capacity, directions and if the shelter is pet-friendly)
- real-time updates on flood levels of major nearby creeks and rivers
- phone numbers and links to all North Carolina power companies to report outages
- basic instructions on how to develop emergency plans and what to put in your emergency supplies kit
- real-time information on which counties have issued evacuation orders
- contact numbers and links to websites for those who need help recovering from a disaster
- direct links to the ReadyNC.org and NCDPS.gov websites and social media accounts

In addition to launching this new app, ReadyNC also revamped their website, giving it a fresh, modern look and making it easier to find information before, during and after an emergency or disaster. Further improvements and additions are planned for the website, www.readync.org, in 2014.

ReadyNC
Prevent. Prepare. Respond. Recover.

Home Get Ready Get Involved Hazards Recover & Rebuild Prevent Damage Disasters

Disaster Information: Eastern NC Tornadoes-April 25

Governor McCrory Tours Tornado Damaged Areas, Mourns Death Of Child

Use the free ReadyNC mobile app to find the latest weather, traffic and hazard information to help you prepare for everything from minor traffic emergencies to severe storms.

Download ReadyNC from iTunes (for iOS devices)
Download ReadyNC from Google Play store (for Android devices)

North Carolina Travel Conditions
Find road closures, delays & conditions by region, route or county
See what is happening at NCDOT

Current Weather
Mountain Triad/Northwestern Central
Coastal Wilmington/Southeastern Warrteocorn

Tweets

NC Emergency Managem @NCEmergency
NWS confirmed 9 tornadoes from severe WXAS that hit 4-25-14. CFO -roc lse- had max winds 150 mph. EF2- purple - to FOX3CTA/REK. Brian

NC Emergency Managem @NCEmergency 2h
NCEM and OEMS helping recovery efforts
Tweet to @NCEmergency





www.ncem.org
919-825-2500

www.ReadyNC.org

Secretary Frank L. Perry, Department of Public Safety

