



**After-Action Report  
Charlotte-Mecklenburg Joint Information Center  
July 11, 2013 Flooding Incident**

The CharMeck JIC Hours of operation were 2 p.m. to 8 p.m. Thursday July 11.

City departments represented in the JIC were: Corporate Communications & Marketing, CDOT, Charlotte Fire Department, Charlotte-Mecklenburg Storm Water Services, Solid Waste Services, and Mecklenburg County Public Service and Information. In addition to providing information and media updates, JIC staff responded to media inquiries throughout the afternoon and into the evening, and ensured that residents were updated via media updates, Charmeck.org, social media outlets and GOV Delivery.

**JIC Activity Timeline:**

- **2:00 p.m.** Briefing conducted for JIC staff
- **2:15 p.m.**-JIC Activated
- **3:00 p.m.**-Notification of JIC activation provided to City and County elected officials and department directors.
- **3:00 p.m.**-Media advisory announcing JIC activation and scheduled media briefing at 3:45 p.m.
- Messages regarding media briefing and information distributed through social media channels.
- **3:50 p.m.**-Briefing conducted for media in chambers at CMGC. Briefing provided by Charlotte Fire Deputy Chief Jeff Dulin, Tim Trautman Program

Manager for Charlotte-Mecklenburg Storm Water Services, and Angela Broome of the American Red Cross. All speakers provided a flood response update in addition to safety information for area residents. The media briefing was broadcast live on the GOV Channel and streamed-live via the website, Charmeck.org.

- **6:00 p.m.**-News release distributed to recap the media briefing and provide updates and safety information to residents on flooding conditions and associated issues such as area greenways that were closed due to high water conditions. Additionally, the information was distributed to subscribers through GOV Delivery
- **8:00 p.m.**-News release distributed to announce that the JIC has closed for the evening. Media and public were encouraged to monitor media coverage, along with the City and County website for any updates.

Below are highlights from departments working in conjunction with the JIC to provide updates on services provided throughout the flooding event.

### **The Charlotte Fire Department**

- Officials have gone door to door advising residents in affected areas to evacuate. This is a voluntary evacuation.
- There have been 148 calls for service since 10 a.m.; 27 were flood response-related
- At the peak of the flooding, more than 100 firefighters were engaged in response, rescue and assisting with evacuations
- One HAZMAT incident involved an above-ground diesel storage tank that became detached and floated away during the flood.

### **Charmeck 311**

*Calls received by 311 before 7:30pm include:*

- 80 calls for Flooding, Blockages and Erosion directed to Storm Water Services
- 16 calls for Catch Basin Cleanouts and Street Flooding directed to CDOT-Street Maintenance

### **CMPD/Animal Care and Control**

- Animal Care & Control have rescued several dogs stranded in yards with rising floodwater

### **Charlotte-Mecklenburg Storm Water Services**

- About a half-dozen houses on Prince Street in the Stewart Creek watershed had floodwater in their living spaces
- Dozens of homes had floodwater in crawlspaces and basements
- Most of the flood damage was to sheds, fences and cars
  - More than 20 additional homes would have flooded were it not for buyouts by Charlotte-Mecklenburg Storm Water Services
  - The rainfall station receiving the most measured rainfall in the last 24 hours was the Vest Water Treatment plant location near the intersection of Brookshire Blvd and Beatties Ford Rd measuring 4.51 inches.

### **Mecklenburg County Park & Recreation**

- Clanton Pavilion is closed
- Little Sugar Creek Greenway - Metropolitan section near uptown is closed
- Irwin Creek Greenway at Frasier Park is closed
- Revolution Park on Remount Road is closed

### **Social media stats**

The JIC released 8 tweets during activation, promoting the #CLTflood hashtag and safety messages to more than 9,500 followers. Two photos were included (see below) which received approximately 25 retweets throughout the day.





### **Solid Waste Services**

- Residents whose garbage or recycling containers have floated away can call 311 to request a replacement.

### **The American Red Cross**

- Northwest School of the Arts on Beatties Ford Road was opened Thursday afternoon and staffed with volunteers to accept those displaced by flooding conditions. This shelter will remain open through the evening.

### **Flood safety tips provided to area residents and news media:**

- **TURN AROUND, DON'T DROWN!** Never try to wade or drive through floodwater or around flood barricades
- Just 18 inches of water can carry away an SUV or bus. The current in just six inches of water can sweep you off your feet.
- Don't allow children or pets to play near creeks or streams when the water is rising or moving fast. Flood conditions can continue hours or even a day after the rain stops.
- Flooded streets, creeks and streams are very unpredictable. Water may be deeper than it appears and may contain dangerous debris you can't see.

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