



2018 NC Hurricane Florence

Activation: Public Monitoring - North Carolina Hurricane Florence

Situation Report 1 - period covered: September 11-15 2018

Prepared by: Humanity Road / Animals in Disaster

Situation Overview Highlights:

Humanity Road activated its disaster desk for Hurricane Florence on Monday, September 10, 2018. This Situation Report 1 is for North Carolina coastal counties as of September 15, 2018 at 5:00pm eastern. The report includes helpful disaster resource links for the public and aid agencies responding. The status information about power, communications, and health is based on initial reports from social media and public domain sources.

Twitter handles

[@Humanityroad](https://twitter.com/Humanityroad)

[@Disasteranimals](https://twitter.com/Disasteranimals)

[@jAidDog](https://twitter.com/jAidDog)

[@DAFNReady](https://twitter.com/DAFNReady)

Facebook pages

[Humanity Road](https://www.facebook.com/HumanityRoad)

[Animals in Disaster](https://www.facebook.com/AnimalsinDisaster)

About Humanity Road: Founded in 2010 as a 501(c)3 non-profit corporation, [Humanity Road](https://www.humanityroad.org) is a leader in the field of online disaster response. Through skilled and self-directed work teams, Humanity Road and its network of global volunteers aim to provide the public and disaster responders worldwide with timely and accurate aid information. Providing such information helps individuals survive, sustain, and reunite with loved ones. For more information, please visit www.humanityroad.org.

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Situation Overview

Sep 15 Rainfall amounts have totaled 15 to 30 inches in many locations in eastern North Carolina through midday Saturday. Local roadways are impassable and are closed in numerous locations, which has isolated residents and led to numerous water rescues. Florence is located about 50 miles west of Myrtle Beach, North Carolina or 40 miles south of Florence, North Carolina, as of early Saturday afternoon. It will continue to move slowly westward Saturday and a turn toward the west and northwest is anticipated on Sunday. [Source](#)

Significant Updates (most recent first)

Sep 15

- Mandatory evacuation for residents near Lower Little River in Harnett County and Cape Fear River <https://twitter.com/HarnettCounty/status/1040996159823769600> and <https://twitter.com/Cumberland911/status/1041036195549995008>
- Local information on Florence: [Charleston](#), [Wilmington](#), [Newport/Morehead City](#), [Raleigh](#), and [Columbia](#)
- Power: Statewide power outage total at 11:30 am is 772,405 with the highest concentration in New Hanover, Brunswick, Columbus, Pender, Duplin, Onslow, Carteret, Cumberland, Moore, Robeson, Sampson, Wake counties. [source](#)
- Health: HealthCare Ready continues to provide daily situation reports and has an extensive list of Florence health and RX resource list here <https://www.healthcareready.org/florence>
- Health: Call 1-800-524-7139 to find dialysis services during [#FlorenceNC](#) [source](#)
- Water will be shut off at 4 p.m. Saturday in the Maxton community of Robeson County [Source](#)

Sep 14

- Comms: FCC Reports all 911 PSAPs in impacted areas are operational. Cell tower outages by county are included in the report. Percent of cell towers out in highly impacted counties include:
 - Carteret County 33%
 - New Hanover 21.6%
 - Craven County 19.9%
 - Greene County 11.1%
 - Pender 16.9%
 - Martin 10.7%

- Lenoir 10.3%
- Comms: ITDRC is staging in GA and will move into Carolinas when conditions improve [source](#)
- Comms: Facebook activated safety check along the Carolina Coast [source](#)
- Maps: Esri launched a photo story map with GISCorps and @napsfoundation [source](#)

Sep 13

- Health: AmeriCares providing support to up to 90+ health partners in NC and VA [source](#)

Sep 12

- Maps: Humanity Road is analyzing and providing disaster response agencies in NC and SC with Facebook population and cell network coverage Visualization Disaster Maps [source](#)

Sep 11

- Maps: NAPSG Foundation published maps and apps resources portal [source](#)

National Links

FEMA

- Website <https://www.fema.gov/>
- Twitter <https://twitter.com/fema>
- Facebook <https://www.facebook.com/FEMA/>

FEMA Region 4

- Website <https://www.fema.gov/region-iv-al-fl-ga-ky-ms-nc-sc-tn>
- Twitter <https://twitter.com/femaregion4>

National Weather Service (NWS)

- Website <https://www.weather.gov/>
- Twitter <https://twitter.com/nws>
- Facebook <https://www.facebook.com/nws>

Department of Health and Human Services (HHS)

- Website <https://www.hhs.gov/>
- Twitter <https://twitter.com/hhsgov>
- Facebook <https://www.facebook.com/HHS>

Department of Transportation

- Website: <https://www.ncdot.gov>
- Facebook: <https://www.facebook.com/NCDOT>
- Twitter: <https://twitter.com/ncdot>

American Red Cross

- Website <http://www.redcross.org/>
- Twitter <http://www.twitter.com/redcross>
- Facebook <https://www.facebook.com/redcross>

Distress Line

- Website <https://www.samhsa.gov/find-help/disaster-distress-helpline>
- Twitter <https://twitter.com/distressline>
- Facebook <https://www.facebook.com/samhsa>

Humanity Road

- Website: <https://humanityroad.org>
- Twitter: <https://twitter.com/humanityroad>
- Facebook <https://www.facebook.com/humanityroad>

ITDRC

- Website <https://itdrc.org>
- Twitter: <https://twitter.com/itdrc>
- Facebook <https://www.facebook.com/itdrc>

USA Childcare Aware

- Website usa.childcareaware.org
- Twitter <https://twitter.com/childcareaware>
- Facebook <https://www.facebook.com/ChildCareAware/>

State and County Links

NC Florence Information Website <https://www.ncdps.gov/florence>

The NC Florence Information portal contains helpful information on shelters, road conditions, evacuation routes, ferry schedules, power outage information, number of rescues, maps of counties impacted and those with evacuation orders and more.

NC Department of Emergency Management

Website: <http://readync.org/>

Facebook: <http://on.fb.me/TSwRaT>

Twitter: <https://twitter.com/NCEmergency>

Facebook [Florence Disaster Maps](#)

Humanity Road [NC Twitter List](#)

NC Department of Transportation

Website: <https://www.ncdot.gov>

Facebook: <https://www.facebook.com/NCDOT>

Twitter: <https://twitter.com/ncdot>

NC Public Safety

Website: <https://www.ncdps.gov/florence>

Facebook: <https://www.facebook.com/NCPublicSafety>

Twitter: <https://twitter.com/NCPublicSafety>

NC State Alerts

NC Flood Inundation Mapping and Alert Network <https://fiman.nc.gov/fiman/>

NC Coastal Counties

For current mandatory and voluntary evacuations visit <https://www.ncdps.gov/florence>

- Beaufort:
 - Website: <http://www.bcgov.net/> **Mandatory Evacuation** at 11 Sept 2018 at 12:45 est
 - Disaster/Recovery <http://beaufortcountydisasterrecovery.net/>
- Bertie
 - *website*: <http://www.co.bertie.nc.us/> #Florence Info:
<http://www.co.bertie.nc.us/stormcenter/2018/florence/sc.html> Curfew 12 Sept 2018 at 8pm, Voluntary Evacuation
 - *Facebook*: <https://www.facebook.com/BertieCounty>
- Brunswick
 - *website*: <http://www.brunswickes.com/> **State of Emergency:Mandatory Evacuations**
 - Facebook: <https://www.facebook.com/BrunswickCounty>
 - Twitter: <https://twitter.com/BrunswickGovt>
- Camden
 - *website*: <http://www.pasquotankcamdenem.com/EMWebsite/> [Code Red](#) Enrollment:
<https://public.coderedweb.com/CNE/en-US/48B60ADE5B9F>
 - Facebook: <https://www.facebook.com/CamPasqEM>
 - Twitter: <https://twitter.com/PasqCamdenEM>
- Carteret
 - *website*: <http://www.carteretcountync.gov/> **Voluntary Evacuation** 10 Sept 2018 6:00pm

- Facebook: <https://www.facebook.com/CarteretCounty>
- FB ES: <https://www.facebook.com/CCES7>
- Twitter: <https://twitter.com/CarteretCoGov>
- Chowan
 - website: <http://www.chowancounty-nc.gov/>
 - Facebook: <https://www.facebook.com/Chowan-County-North-Carolina-519995551370654/>
- Currituck
 - website: <http://www.co.currituck.nc.us/> State of Emergency **Mandatory Evacuations**
 - Facebook: <https://www.facebook.com/CurrituckGovernment/>
 - Twitter: <https://twitter.com/CurrituckGov>
- Dare
 - website: <https://www.darenc.com/departments/emergency-management> **Mandatory Evacuation** 11 Sept 2018 12:13pm
 - FB Sheriff: <https://www.facebook.com/darecountysheriff>
 - Twitter: <https://twitter.com/darecountygovt>
- Edgecombe County
 - website: <http://www.edgecombcountync.gov/>
 - Facebook: <https://www.facebook.com/edgecombcountync/>
 - Twitter: <https://twitter.com/EdgecombeCounty>
- Harkers Island
 - website:
 - FB Fire Rescue: <https://www.facebook.com/Harkers-Island-Fire-Rescue-201765996530560/>
- Hyde
 - website: <http://www.hydecountync.gov/> **Mandatory Evacuation** 11 Sept 2018 12pm est
 - Facebook: <https://www.facebook.com/HydeCountyNC/>
 - Twitter: <https://twitter.com/HydeNC>
 - ES http://www.hydecountync.gov/departments/emergency_services.php
- New Hanover
 - Website: <http://em911.nhcgov.com/> **State of Emergency** <https://emergency.nhcgov.com/>
 - Facebook: <https://www.facebook.com/newhanoverco>
 - Twitter: <https://twitter.com/newhanoverco>
- Onslow
 - website: <https://www.onslowcountync.gov/> **Mandatory Evacuation** 11 Sept 2018 12pm est
 - Facebook: <https://www.facebook.com/government1>
 - Twitter: <https://twitter.com/OnslowPIO>
 - ES <http://www.onslowcountync.gov/emergencyservices/>
- Pamlico
 - Website: <http://www.co.pamlico.nc.us/> **Mandatory Evacuation** 11 Sept 2018 3pm est
- Pasquotank
 - website: <http://www.pasquotankcamdenem.com/EMWebsite/>
 - Facebook <https://www.facebook.com/CamPasqEM>
 - Twitter <https://twitter.com/PasqCamdenEM>

- ES <http://www.pasquotankcamdenem.com/>
- Twitter ES <https://twitter.com/PasqCamdenEM>
- FB ES <https://www.facebook.com/CamPasqEM>
- Pender
 - website: <http://www.pendercountync.gov/>
 - Florence Info <http://www.pendercountync.gov/hurricane-florence-information/>
 - Twitter https://twitter.com/PenderCounty_NC
 - Facebook <https://www.facebook.com/PenderCounty/>
 - FB EM: <https://www.facebook.com/penderem>
- Perquimans: <http://www.co.perquimans.nc.us/>
 - Facebook <https://www.facebook.com/perquimans>
- Pitt
 - website: <https://www.pittcountync.gov/> **State of Emergency**
 - EM: <https://www.pittcountync.gov/672/Emergency-Information>
 - Facebook: <https://www.facebook.com/PittCountyNC/>
- Tyrrel
 - website: <http://tyrrellcounty.org/en/> **Mandatory Evacuation** 12 Sept 2018 8am est
- Washington
 - website: <http://www.washconc.org/>
 - Facebook <https://www.facebook.com/Washconc/>

Emergency Numbers

For emergencies call 911

For Info on texting 911 See below.

- If you are in a situation where it is not safe to place a voice call to 911.
- If you are experiencing a medical emergency that renders you incapable of speaking or hearing.
- If you are unable to call 911 due to being in a location with sporadic cellular voice service.
- If you are unable to speak or hear due to injury or physical restraint.

Information Helplines

Need assistance for Hurricane Florence? Dial 2-1-1, 888-892-1162 or text Florence to 898211 to reach a 2-1-1 call specialist 24/7. <https://www.nc211.org/>

Reunification Hotlines and Websites

- American Red Cross Register safe and well or search for loved ones <https://safeandwell.communityos.org/cms/index.php> You can also call the national helpline at 844-782-9441
- Facebook Safety Check Link
- Mark yourself safe on your social media accounts.

Maps and Situational Awareness Links

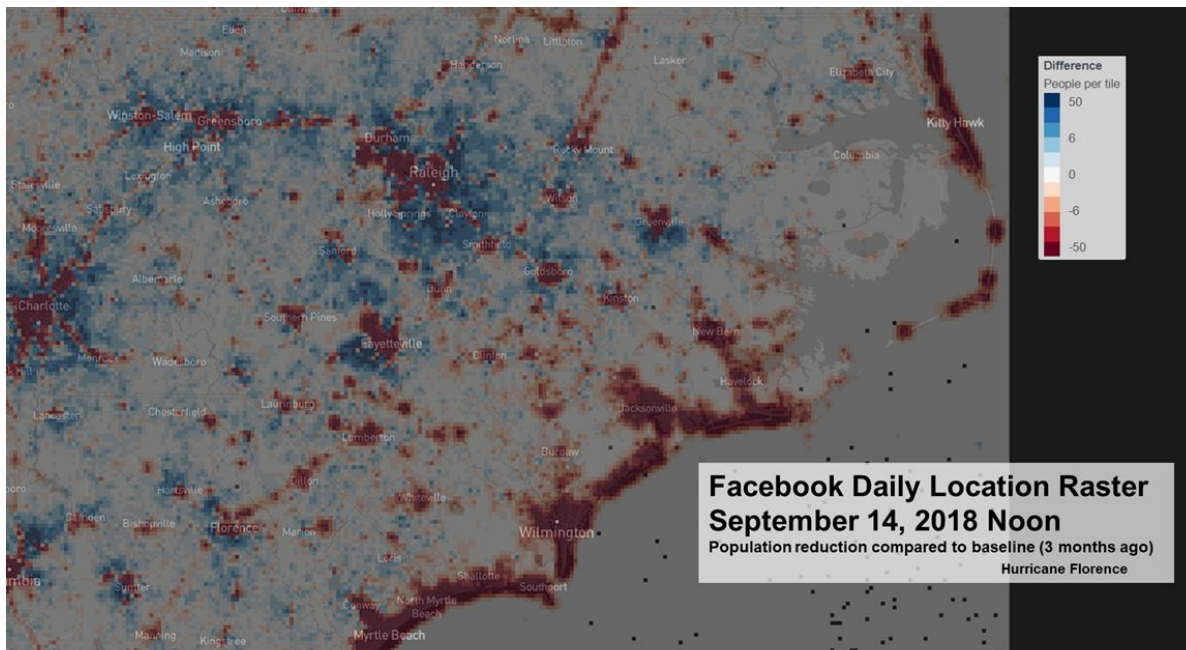
- North Carolina Evacuations, Road Conditions and more <https://www.ncdps.gov/florence>
- Humanity Road Florence Heat [Map](#)
- [New Bern Flood Map](#)

- Facebook [Florence Disaster Maps](#)
- NC Flood Inundation Mapping and Alert Network <https://fiman.nc.gov/fiman/>
- NAPSG Foundation published maps and apps resources portal [Resources](#)
- Esri launched a photo story map with GISCorps and @napsfoundation [Map](#)
- Live Stream Web Cams for Rivers [List](#)
- [USGS Flood Map](#)

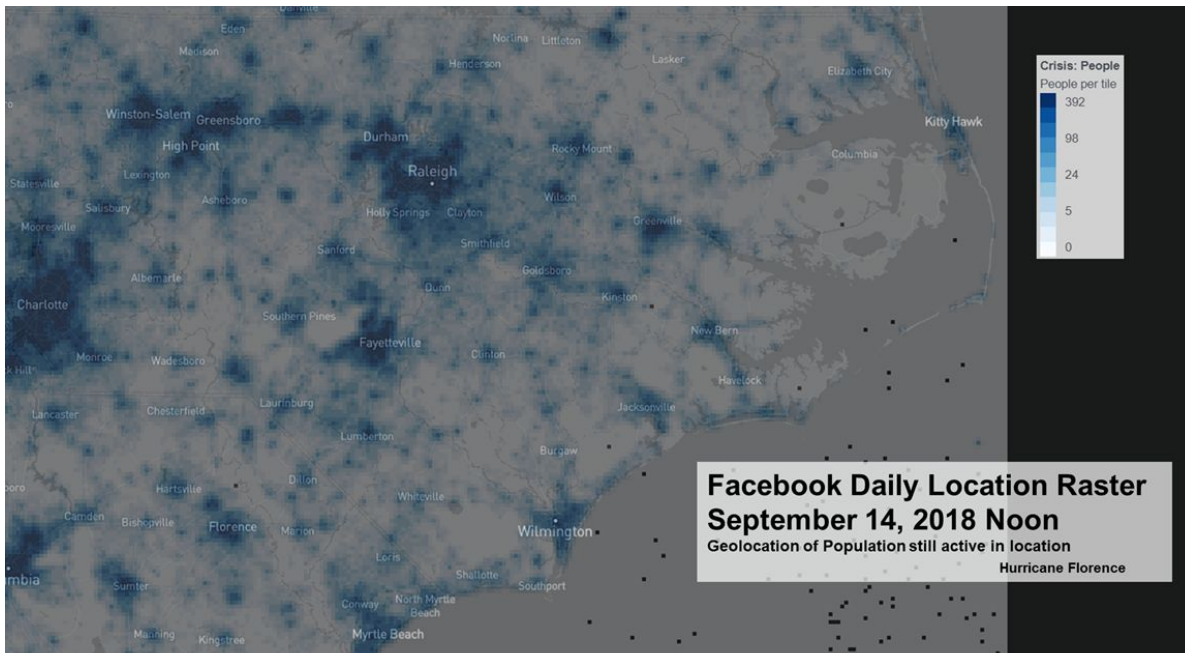
Facebook Disaster Maps

These visualization maps are provided as a service by Humanity Road and the data is derived from Facebook's Disaster Maps product, which provides the aggregated, privacy-preserving insights from people using Facebook on their mobile phones with location services turned on. Disaster Maps datasets are shared with trusted partners during times of crisis to ensure they have information needed to provide life-saving services.

The following images provide a visualization on reduction of users by location. The data is a comparison over the baseline from 3 months prior to the event. This is reflected in red tiles. The second raster image in blue shows observed number of Facebook users actively online in that location.



This map is provided as a service by www.humanityroad.org and is derived from Facebook's Disaster Maps product, which provides aggregated, privacy-preserving insights from people using Facebook on their mobile phones with location services turned on. Disaster Maps datasets are shared with trusted partners during times of crisis to ensure they have information needed to provide life-saving services. For more information, contact support@humanityroad.org



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Shelters and Evacuation Centers

- For open shelter locations in North Carolina visit their website <https://www.ncdps.gov/florence>
- For the latest shelter capacity info, dial 2-1-1 or [download the ReadyNC app](#)
- Download the [ReadyNC app](#) for latest traffic, shelters, flood gauge info, evacuations and more.

Health and Hospitals

Hospital Lists

North Carolina Hospitals [Map link](#)

Special Needs Populations

Useful Links

NC DHHS Disability Services <https://www.ncdhhs.gov/assistance/disability-services>

NC Childcare Aware Resources <http://www.childcareaware.org/state/north-carolina/>

NC HealthCare Ready RX open <https://www.healthcareready.org/rxopen>

Kidney Community Emergency Response <https://www.kcercoalition.com/>

Senior Care Givers Home Careolina <http://www.homecareolina.com/>

Sep 15

- Health: HealthCare Ready continues to provide daily situation reports and has an extensive list of Florence health and RX resource list here <https://www.healthcareready.org/florence>
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Sep 13

- Health: Americares providing support to up to 90+ health partners in NC and VA [source](#)

Airports

Lists of Airports / Links

Airport	City	Code	Scheduled Reopen
Charleston International Airport	North Charleston, SC	CHS	09/15 @ 1230 (EDT)
Albert J. Ellis Airport	Jacksonville, NC	OAJ	09/15 @ 2100
Rocky Mount-Wilson Regional Airport	Rocky Mount, NC	RWI	09/16 @ 0400
Coastal Regional Airport	New Bern, NC	EWN	09/16 @ 1000
Florence Regional Airport	Florence, SC	FLO	09/16 @ 1000
Wilmington International Airport	Wilmington, NC	ILM	09/16 @ 1600
Berkeley County Airport	Moncks Corner, SC	MKS	09/17 @ 1200
Seymour Johnson Air Force Base	Goldsboro, NC	GSB	09/17 @ 0200
Pitt-Greenville Airport	Greenville, NC	PGV	09/16 @ 1200

Roads / Bridges

NC Road Closure Information <https://tims.ncdot.gov/tims/>

Communications

- Comms: ITDRC is staging in GA and will move into Carolinas when conditions improve [source](#)
- Comms: FCC Reports all 911 PSAPs in impacted areas are operational. Cell tower outages by county are included in the report. Percent of cell towers out in highly impacted counties include:
 - Carteret County 33%
 - New Hanover 21.6%
 - Craven County 19.9%
 - Greene County 11.1%
 - Pender 16.9%

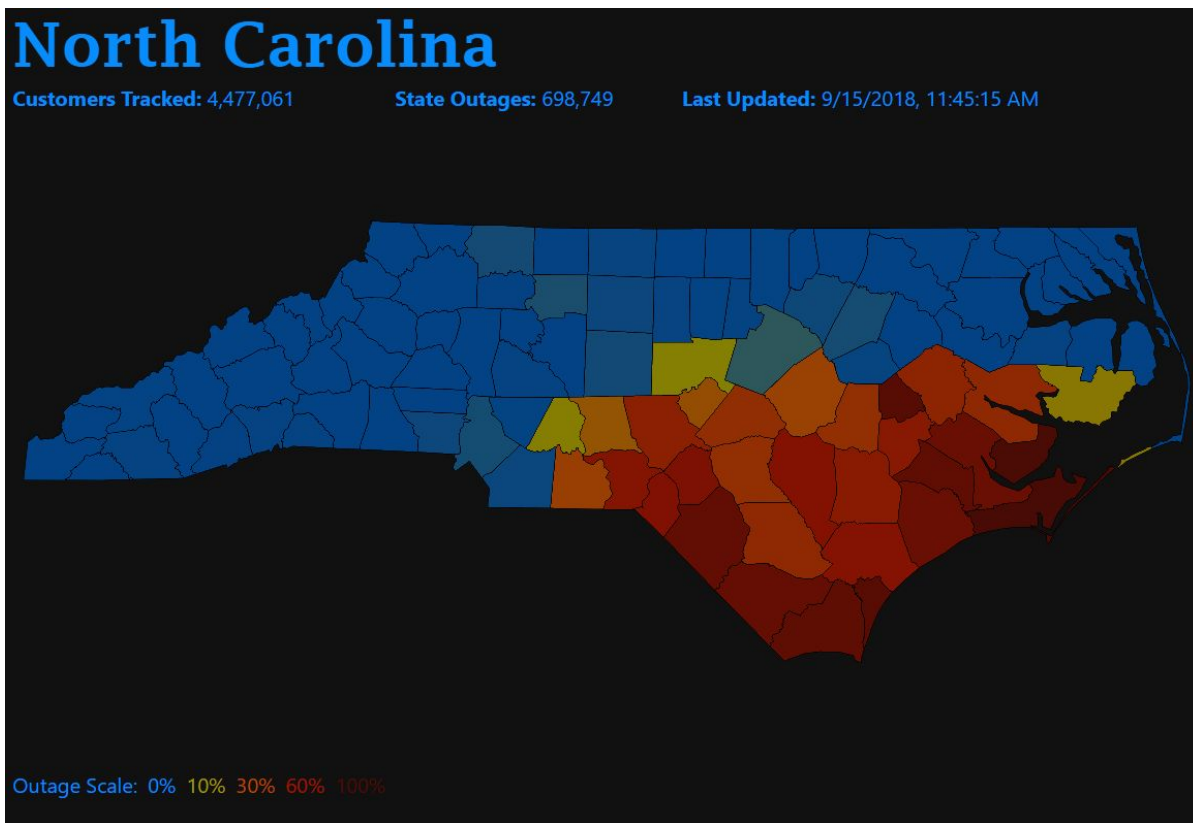
- Martin 10.7%
- Lenoir 10.3%
- Comms: ITDRC is staging in GA and will move into Carolinas when conditions improve [source](#)
- Comms: Facebook activated safety check along the Carolina Coast [source](#)

Power and Fuel

Power Outage map

Sep 15

- Statewide power outage total at 4:30 pm is 741,013 with the highest concentration in New Hanover, Brunswick, Carteret, Cumberland, Onslow, Pender and Robeson counties. Get updates: <http://ncdps.gov/florence>
- 11:45am Map of power outage status as reported by the utilities and consolidated.



Source: <https://poweroutage.us/area/state/north%20carolina>

Useful Links

- Consolidated outage report: <https://poweroutage.us/area/state/north%20carolina>
- Listing of public power utilities in North Carolina: <https://www.publicpower.org/public-power-north-carolina>

- Gasbuddy: Florence Live Updates: Fuel Availability & Station Outages list:
https://business.gasbuddy.com/florence-live-updates-fuel-availability-station-outages/?_ga=2.262820108.1297433169.1537039681-153552145.1537039681

Pictures and Videos

- Belhaven, NC Flooding <https://twitter.com/usatodayvideo/status/1040594103908614145>
- New Hanover County NC House fire/Severe Wind
<https://twitter.com/nhcpffa/status/1040638338783477760>
- NC Coast Highways washed out pictures
<https://twitter.com/WeatherErik/status/1040641559442718722>

Social Media

#HurricaneFlorence, #newbernstrong, #WilmingtonNC, #evacuation, #WilmingtonStrong, #Florence, #hurricane, #TropicalStormFlorence, #FlashFlood, #swansboro, #petshelters, #NewBernNC, #NewBernRescue. #NorthCarolinaStrong, #CajunNavy, #CravenStrong, #NCWX, #jacksonville, #lumberton, #poweroutage, #florencerescue, #flooding

Animals in Disaster

Shelter locations:

<https://www.bringfido.com/hurricane/#carolinas>

Pet Friendly Shelters

Pine Forest High School
525 Andrews Rd
Fayetteville

South View High School
4181 Elk Rd
Hope Mills

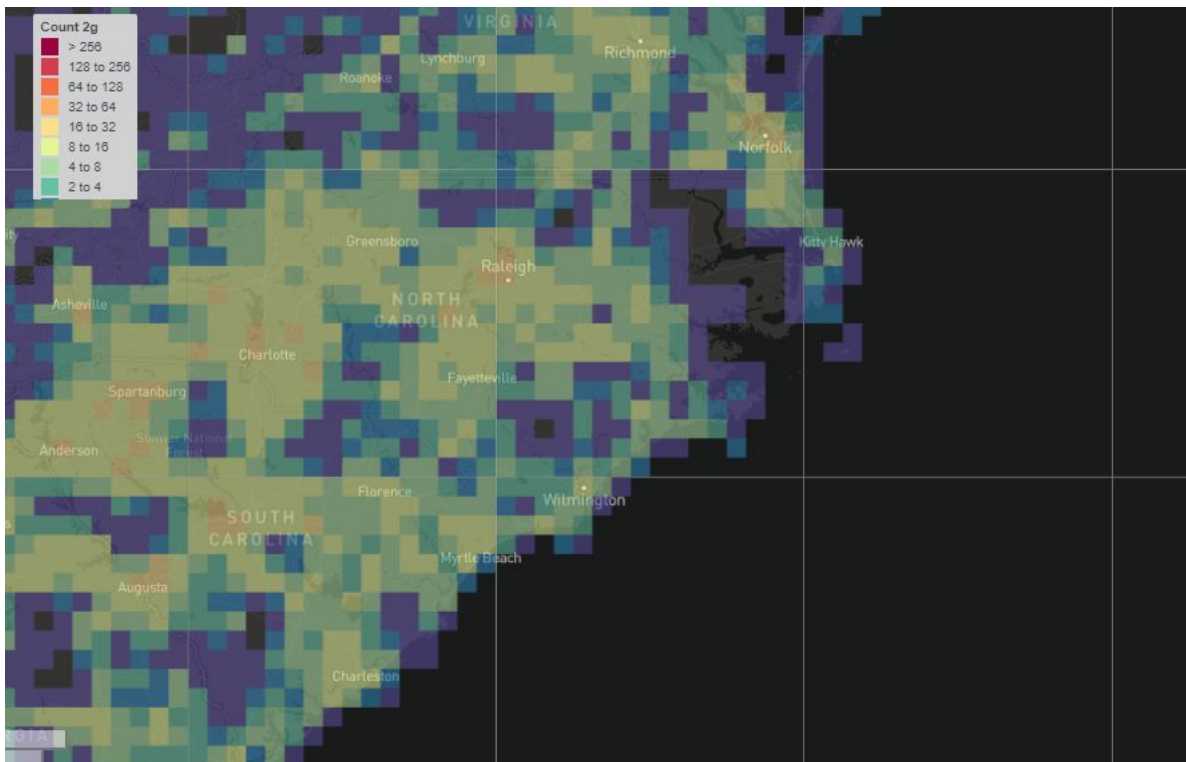
Appendix Maps & Visualizations

Network Coverage Maps from Facebook

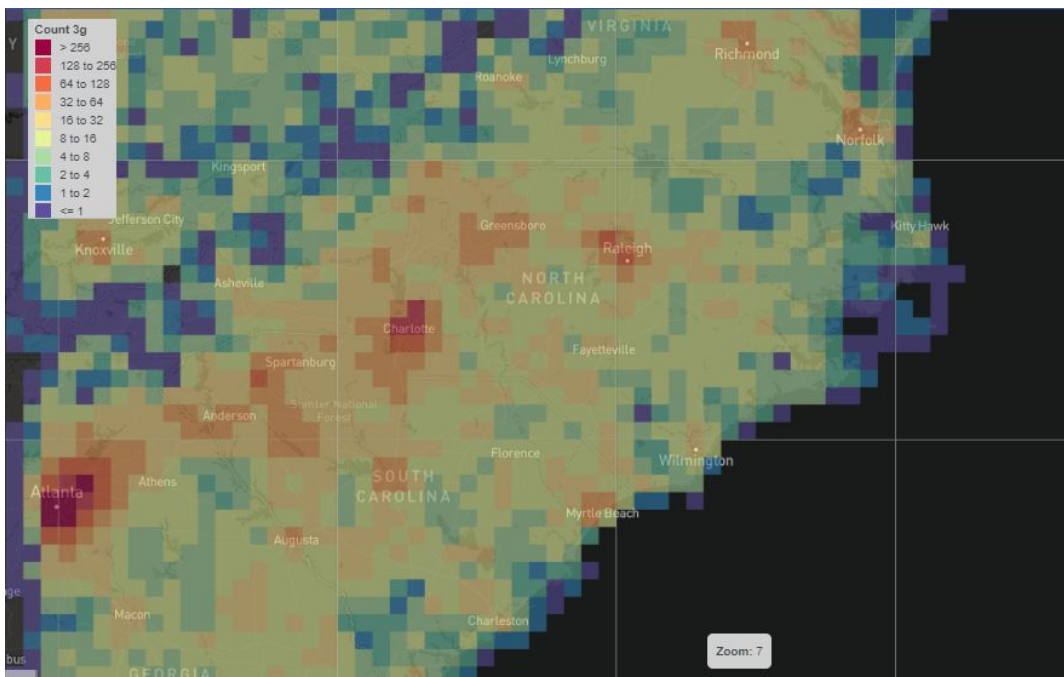
Facebook Data & Methodology: When people use the Facebook mobile application with Location Services turned on, Facebook collects data on which towers are providing the connection and where the device is located. This location data does not connect the device to a person's name or any other identifying information. For each cell tower in the disaster-affected region, we estimate the size of the coverage area based on the

locations of devices that have connected with it. We then compare this estimate with an aggregation of three months of historical data to identify changes in the coverage area caused by the disaster [Read more about this service](#)

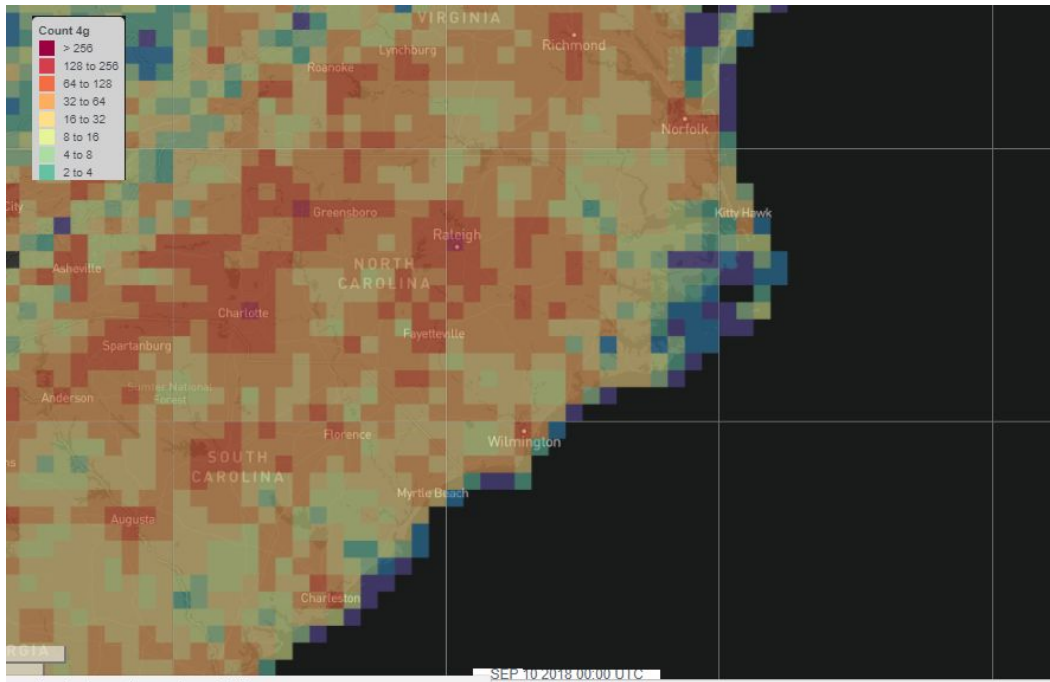
Facebook 2G Network Map September 10, 2018



Facebook 3G Network Map September 10, 2018



Facebook 4G Network Map September 10, 2018



Volunteers Reporting

Cindy, Nafisa, Michael, Crystal, Evan, Reid, Allyson, Alice, Ann Marie, John, Elizabeth, Robert, George, Brindisi, Christoph, Chimdi, Emma, Cat, Chris, Lloyd, Steve, Katelyn, Adam, Clara, Michael, Barb, Caleb, Emma, Kirk, Phil, Neha, Robert, Stacey
