



# 2018 NC Hurricane Florence

*Activation: Public Monitoring - North Carolina Hurricane Florence*

*Situation Report 2 - period covered: September 11-19 2018*

*Prepared by: Humanity Road / Animals in Disaster*

---

## *Situation Overview Highlights:*

This Situation Report 2 is a special report for 25 North Carolina counties impacted by Florence. The report contains county level status on communications, health and vulnerable population information. The following is a summary of Humanity Road activities to date:

**Humanity Road [Situation Report 1](#)** was published on September 15, 2018 and provided links to National, NC state and county official websites and social media accounts.

**Media Monitoring:** Since September 10, we have been performing live data mining and monitoring of social media of approximately 700 locations across 26 NC counties to find and help solve unmet needs. Humanity Road provided the US Coast Guard with a [Strategic Heat Map](#) showing requests for rescue located in social media, it also includes rescue requests being processed and fielded by the Cajun Navy. This work was supported with surge partners from GISCorps and Montgomery County, MD CERT.

**US Coast Guard Heat People:** For the rescue requests and heat map, crowdsourcing rescue and response teams reported that as of September 19, 2018 there are no open unresolved rescue requests pending.

**Facebook Disaster Maps:** In partnership with Facebook, Humanity Road is providing daily updates showing population densities, network usage and network coverage for Facebook users. Connectivity maps can be found in [Humanity Road Situation Report](#) and a quick link directly to the Facebook only report can be found here [Facebook Disaster Maps](#)

**Coordination and Collaboration:** As a member of National VOAD, FEMA Tech Sector, Virginia VOAD and South-Central Virginia VOAD, we collaborate with many organizations including NC VOAD and Private Sector partners to collect these information products. We thank them for their engagement and response. Humanity Road activated its disaster desk for Hurricane Florence on Monday, September 10, 2018 and remains actively engaged in the response.

### **Twitter handles**

[@Humanityroad](#)

[@Disasteranimals](#)

[@jAidDog](#)

[@DAFNReady](#)

### **Facebook pages**

[Humanity Road](#)

[Animals in Disaster](#)

---

*About Humanity Road:* Founded in 2010 as a 501(c)3 non-profit corporation, [Humanity Road](#) 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](http://www.humanityroad.org).

## Table of Contents

<b>Situation Overview</b>	<b>4</b>
<b>Significant Updates (most recent first)</b>	<b>4</b>
<b>NC Counties Updates</b>	<b>7</b>
<b>Alamance</b> <a href="https://www.alamance-nc.com">https://www.alamance-nc.com</a>	<b>7</b>
<b>Ashe</b> <a href="http://www.ashecountygov.com/">http://www.ashecountygov.com/</a>	<b>7</b>
<b>Beaufort</b> <a href="http://www.bcgov.net/">http://www.bcgov.net/</a>	<b>8</b>
<b>Bladen</b> <a href="https://bladennc.govoffice3.com/">https://bladennc.govoffice3.com/</a>	<b>8</b>
<b>Brunswick</b> <a href="http://www.brunswickes.com/">http://www.brunswickes.com/</a>	<b>8</b>
<b>Carteret</b> <a href="http://www.carteretcountync.gov/">http://www.carteretcountync.gov/</a>	<b>9</b>
<b>Columbus</b> <a href="https://www.columbusnc.com/">https://www.columbusnc.com/</a>	<b>9</b>
<b>Craven</b> <a href="https://www.cravencountync.gov/">https://www.cravencountync.gov/</a>	<b>9</b>
<b>Cumberland</b> <a href="http://www.co.cumberland.nc.us/">http://www.co.cumberland.nc.us/</a>	<b>10</b>
<b>Currituck:</b> <a href="http://www.co.currituck.nc.us/">http://www.co.currituck.nc.us/</a>	<b>10</b>
<b>Dare</b> <a href="https://www.darenc.com/departments/emergency-management">https://www.darenc.com/departments/emergency-management</a>	<b>10</b>
<b>Duplin</b> <a href="https://www.duplincountync.com/">https://www.duplincountync.com/</a>	<b>11</b>
<b>Edgecombe</b> <a href="http://www.edgecombecountync.gov/">http://www.edgecombecountync.gov/</a>	<b>11</b>
<b>Harnett</b> <a href="http://harnett.org/">http://harnett.org/</a>	<b>11</b>
<b>Hyde</b> <a href="http://www.hydecountync.gov/">http://www.hydecountync.gov/</a>	<b>11</b>
<b>Jones</b> <a href="https://www.jonescountync.gov/">https://www.jonescountync.gov/</a>	<b>12</b>
<b>Lenoir</b> <a href="https://www.cityoflenoir.com/">https://www.cityoflenoir.com/</a>	<b>12</b>
<b>Nash</b> <a href="https://co.nash.nc.us/">https://co.nash.nc.us/</a>	<b>13</b>
<b>New Hanover</b> <a href="http://em911.nhcgov.com/">http://em911.nhcgov.com/</a>	<b>13</b>
<b>Onslow</b> <a href="https://www.onslowcountync.gov/">https://www.onslowcountync.gov/</a>	<b>14</b>
<b>Orange</b> <a href="http://www.co.orange.nc.us/">http://www.co.orange.nc.us/</a>	<b>14</b>
<b>Pamlico</b> <a href="http://www.co.pamlico.nc.us/">http://www.co.pamlico.nc.us/</a>	<b>14</b>
<b>Pender</b> <a href="http://www.pendercountync.gov/">http://www.pendercountync.gov/</a>	<b>14</b>
<b>Robeson</b> <a href="https://www.co.robeson.nc.us/copy-of-computer-operations">https://www.co.robeson.nc.us/copy-of-computer-operations</a>	<b>15</b>
<b>Scotland</b> <a href="https://www.scotlandcounty.org/">https://www.scotlandcounty.org/</a>	<b>16</b>
<b>Emergency Numbers</b>	<b>16</b>
<b>Maps and Situational Awareness Links</b>	<b>17</b>
<b>Shelters and Evacuation Centers</b>	<b>17</b>
<b>Health and Hospitals</b>	<b>17</b>
<b>Special Needs Populations</b>	<b>17</b>
<b>Roads / Bridges</b>	<b>18</b>

<b>Communications</b>	<b>19</b>
<b>Power and Fuel</b>	<b>19</b>
<b>Pictures and Videos</b>	<b>20</b>
<b>Social Media</b>	<b>21</b>
<b>Animals in Disaster</b>	<b>21</b>
<b>Volunteers Reporting</b>	<b>21</b>

## Situation Overview

### 18 Sep

Hurricane Florence has left record breaking rainfalls in the following areas: Emerald Isle, Jacksonville, Surf City, Wrightsville Beach totaling 118.07 inches in just those 4 areas. There have been at least 33 fatalities, more than 2,600 people and nearly 600 animals have been rescued. 342,884 people remain without power. Fayetteville and Lumberton are both at risk for flooding. The Cape Fear River is expected to crest at 61.5 feet by Wednesday. There are 1,050 road closures numerous highways & primary routes. Interstate 95 remains closed from Johnston County to the South Carolina line, and Interstate 40 remains closed from I-95 to Wilmington. DOT has cleared a route to get emergency supplies into Wilmington, which has been effectively cut off from the rest of the state by flooding. The state port at Wilmington will open Wednesday to help get supplies to the area. [Source 1](#) [Source 2](#)

### 15 Sep

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)

### 19 Sep

- Disaster Declarations: As of 2pm North Carolina Department of Public Safety reported on their interactive website that 19 counties have been approved for private and public assistance with additional counties pending. For live interactive map see <https://www.ncdps.gov/florence>
- Power: Sep 19 2pm 182,830 without power across the state <https://www.ncdps.gov/florence>
- Comms: The FCC Disaster Information Reporting System (DIRS) report for September 18 as of 11:00 am provides outage information report indicates Columbus County Central Communications has its 911 calls rerouted to another PSAP without location information. Also, Washington Police Communications, a secondary PSAP, has its 911 calls rerouted to another PSAP without location information. Details for outage statistics for selected counties appears in county sections below. The full report can be accessed online at <https://www.fcc.gov/florence>
- Health: Healthcare Ready is supporting supply chain partners in coordinating deliveries in high water and starting to getting additional information on accessible routes.
- Health: AP reported that in Trenton NC: 3.4 million chickens and turkeys and 5,500 hogs have been killed in flooding from Hurricane Florence as rising NC rivers swamped dozens of farm buildings where the animals were being raised for market. Sewage plants and coal ash dumps also flooded. [Source](#)

- Roads: NCDOT reported that as of 9:00 am there are currently 850 road closures, including major routes such as I-95 and I-40. Travel is still not advised to these regions due to rivers that haven't crested, debris, downed power lines and more. For info. on routes, visit <http://drivenc.gov> [source](#)
- Health: Brunswick County Public Utilities and the Division of Water Resources advises that consumers boil all water used for human consumption (including drinking, making ice, brushing teeth, washing dishes and food preparation) or use bottled water. <http://www.brunswickcountync.gov/system-pressure-advisory-jericho-road-bethel-road/>
- Health: NC Public Health needs volunteer nurses, physicians, behavioral health professionals, and anyone else willing to contribute their time more about volunteer opportunities here: <https://www.ncdhhs.gov/hurricane-florence-recovery-volunteers>
- Several rivers across NC are at various flood stage, but some are receding. Across the southern Piedmont & Coastal regions, 13 rivers are at major flood stage, with 1 additional river expected to reach major flood stage later this week. Go to <http://fiman.nc.gov> for more info [Source](#)
- Ports: The USCG Captain of the Port of North Carolina opened the ports of Wilmington and Morehead City with restrictions on Tuesday evening. [Source](#)

## 18 Sep

- Roads: Via NC Emergency Management: Please do not return to New Hanover, Brunswick or Pender counties. Travel conditions are not safe. Leave roads open for emergency response vehicles. <https://twitter.com/NCEmergency/status/1042084171097751552>
- Comms: ITDRC is deploying phone lines, satellite internet and satellite television and is supporting locations in Wilmington, Surf City, New Bern and has received additional requests to provide support in other locations. <https://itdrc.org>

## 17 Sep

- Comms: Humanity Road continues collaborating with Patriot Emergency Response Team and Cajun Navy regarding heat map and crowdsourced rescues.
- Comms: Cisco's [Tactical Operations \(TacOps\) Team](#) is actively engaged with emergency management and other disaster response agencies to assist with communications as needs arise.
- Power: Duke Energy Power Outages at more than 300,000 Map: <https://www.duke-energy.com/outages/current-outages>
- Safety: Residents evacuated by USCG from Rocky Point, NC <https://twitter.com/USCG/status/1041686325949280256>
- Health: Holts Lake & Neuse River "More than 109,000 gallons of untreated wastewater spills in Johnston County" <http://amp.newsobserver.com/news/local/article218512000.html>
- Comms: FCC Disaster Information Reports <https://www.fcc.gov/florence>

- Schools: North Carolina: Charlotte-Mecklenburg Schools will be closed for students and staff on Monday, Sept. 17  
<http://www.cms.k12.nc.us/News/Pages/CMS-statement-for-9-17-2018,-morning-update.aspx>
- Shelter: Red Cross officials advise that shelters now open on CMS campuses will remain open as needed to meet needs of evacuees.  
<http://www.cms.k12.nc.us/News/Pages/CMS-statement-for-9-17-2018,-morning-update.aspx>
- Dams Sector: Ashe County Emergency Management officials posted on Facebook that the Headwaters Dam "is fine today." Shortly before 8 p.m Sunday, the emergency manager had reported the imminent failure of the Headwaters Dam in the Headwaters subdivision of Creston  
[https://www.facebook.com/permalink.php?story\\_fbid=1827587063957608&id=185361404846857](https://www.facebook.com/permalink.php?story_fbid=1827587063957608&id=185361404846857)
- Health: A CSX train derailment in Lilesville may have been caused after flooding washed out the tracks. [https://twitter.com/Drew\\_WCCB/status/1041752884323463169](https://twitter.com/Drew_WCCB/status/1041752884323463169)
- Wilmington, the state's eighth-largest city, is cut off from the rest of North Carolina by still-rising floodwaters from Florence. Officials plan to airlift food and water to the city of nearly 120,000 people as rescuers elsewhere pull inland residents from homes threatened by swollen rivers.
- Safety: Gov. Roy Cooper said in a Monday afternoon news conference that more than 2,600 people and 300 animals have been rescued from the flooding statewide.
- Food: NC State Emergency Response Team provided 23 truckloads of MREs and bottled water to Wilmington overnight.  
<https://twitter.com/NCEmergency/status/1041697735966117888>

## 16 Sep

- Transportation: Via Meteorologist Reed Timmer "Here is some helicopter footage of flooding in Wilmington, Wrightsville and Carolina Beach. As you can see, these areas are not safe for travel. [source](#)

## 15 Sep

- FEMA reported that Federal Disaster Assistance has been made available in the counties of Beaufort, Brunswick, Carteret, Craven, New Hanover, Onslow, Pamlico, and Pender counties [source](#)
- 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.

- 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](#)

## NC Counties Updates

Alamance <https://www.alamance-nc.com>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: No reported cell towers down
  - 17 Sep: No reported cell towers down
  - 16 Sep: No reported cell towers down
  - 14 Sep: No reported cell towers down

### 18 Sep

- Security: The Burlington Police Department responded to a request from State Emergency Management to assist Boiling Springs Lake Police Department with Law Enforcement resources. Officers will deploy at 9:30am. [source](#)
- 

Ashe <http://www.ashecountygov.com/>

### 19 Sep

- Comms: No reports of cell tower outage <https://www.fcc.gov/florence>

### 17 Sep

- Dams Sector: Ashe County Emergency Management officials posted on Facebook that the Headwaters Dam "is fine today." Shortly before 8 p.m Sunday, the emergency manager had reported the imminent failure of the Headwaters Dam in the Headwaters subdivision of Creston. [source](#)
- 

Beaufort <http://www.bcgov.net/>

### 19 Sep

- Comms
    - 18 Sep: Beaufort 0.0% down
  - Transportation
    - [Currently being assessed](#)
- 

Bladen <https://bladennc.govoffice3.com/>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 17.3% cell towers down
  - 17 Sep: 21.3%
  - 16 Sep: 21.3% cell towers down
  - 14 Sep: 4.0% cell towers down

---

Brunswick <http://www.brunswickes.com/>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 23.9% cell towers down
  - 17 Sep: 32.8% cell towers down
  - 16 Sep: 21.3% cell towers down
  - 14 Sep: 4.0% cell towers down
- Health: Brunswick County Public Utilities and the Division of Water Resources advises that consumers boil all water used for human consumption (including drinking, making ice, brushing teeth, washing dishes and food preparation) or use bottled water.  
<http://www.brunswickcountync.gov/system-pressure-advisory-jericho-road-bethel-road/>
- Food/Water: Brunswick County Government shared “food and water are on site at Spring Lake Park (210 Pine Road in Boiling Spring Lakes) for distribution NOW until 5 p.m. We do not have tarps; they have been ordered but have not arrived. We will update when they do” [source](#)

### 18 Sep

- Via NC Emergency Management: Please do not return to New Hanover, Brunswick or Pender counties. Travel conditions are not safe. Leave roads open for emergency response vehicles.  
[source](#)

### 15 Sep

- FEMA reported that Federal Disaster Assistance has been made available in the counties of Beaufort, Brunswick, Carteret, Craven, New Hanover, Onslow, Pamlico, and Pender counties [source](#)
- 

**Carteret** <http://www.carteretcountync.gov/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
    - 18 Sep: 21.4% reported down
    - 17 Sep 45.6% cell towers down
    - 16 Sep:45.6% reported down
    - 14 Sep: 33% cell towers down
- 

**Columbus** <https://www.columbusnc.com/>

**18 Sep**

- Comms: NC: Columbus County Central Communications has its 911 calls rerouted to another PSAP without location information. Also, Washington Police Communications, a secondary PSAP, has its 911 calls rerouted to another PSAP without location information.
  - Comms: <https://www.fcc.gov/florence>
    - 18 Sep: 34.8% cell towers down
    - 17 Sep 18.5% cell towers down
    - 16 Sep: 18.5% cell towers down
    - 14 Sep 5.4% cell towers down
- 

**Craven** <https://www.cravencountync.gov/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 19.9% cell towers down
  - 17 Sep: 19.9% cell towers down
  - 16 Sep: 19.9% cell towers down
  - 14 Sep: 19.9% cell towers down

- Comms: ITDRC is deploying phone lines, satellite internet and satellite television and is supporting locations in Wilmington, Surf City, New Bern and has received additional requests to provide support in other locations. <https://itdrc.org>

### 18 Sep

- Transportation: Coastal Carolina Regional Airport (EWN) - ILS localizer temporarily down due to local power interruption, FAA monitoring and will restore when able [Source](#)
- 

## Cumberland <http://www.co.cumberland.nc.us/>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 0.5% cell towers down
  - 17 Sep: 15.1% cell towers down
  - 16 Sep: 15.1% cell towers down
  - 14 Sep: No reported cell towers down

### 18 Sep

- Via news reporter, Person Bridge now blocked in Fayetteville. Cape Fear River exceeding 60 ft. Forecast to crest at 61.5 @ 2a [source](#)

## Currituck: <http://www.co.currituck.nc.us/>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
    - 18 Sep: No reported cell towers down
    - 17 Sep: No reported cell towers down
    - 16 Sep: No reported cell towers down
    - 14 Sep: No reported cell towers down
- 

## Dare <https://www.darenc.com/departments/emergency-management>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: No reported cell towers down
  - 17 Sep: No reported cell towers down
  - 16 Sep: No reported cell towers down
  - 14 Sep: No reported cell towers down

---

Duplin <https://www.duplincountync.com/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 23.6% reported down
  - 17 Sep 36.0% cell towers down
  - 16 Sep:36.0% cell towers reported down
  - 14 Sep: 7.9% cell towers down

**18 Sep**

- Duplin County Airport (DPL) - Airfield lighting is working, but only part of the taxiway lighting is working. Airport is being used as a staging area for water rescues [Source](#)

---

Edgecombe <http://www.edgecombecountync.gov/>

**18 Sep**

- Tarboro Edgecombe Airport (ETC) - Fuel is on site but pump has not been set up for use yet [Source](#)

---

Harnett <http://harnett.org/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 4.3% reported down
  - 17 Sep 14.4% cell towers down
  - 16 Sep:14.4% cell towers reported down
  - 14 Sep: 2.2% cell towers down

---

Hyde <http://www.hydecountync.gov/>

**18 Sep**

- Ocracoke Island Airport (W95) - Due to current re-entry restrictions, runway is closed unless prior permission is granted by NPS park ranger (252-475-8307). Approx. 10' of the runway is covered in standing water. [Source](#)

---

Johnston <http://www.johnstonnc.com/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 1.6% reported down
  - 17 Sep: 6.6% cell towers down
  - 16 Sep: 6.6% cell towers reported down
  - 14 Sep: 1.1% cell towers down

---

Jones <https://www.jonescountync.gov/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 14.9% cell towers reported down
  - 17 Sep: 23.4% cell towers down
  - 16 Sep: 23.4% cell towers reported down
  - 14 Sep: 4.3% cell towers down
- Health: Trenton NC: 3.4 million chickens and turkeys and 5,500 hogs have been killed in flooding from Hurricane Florence as rising NC rivers swamped dozens of farm buildings where the animals were being raised for market. Sewage plants and coal ash dumps also flooded.  
[Source](#)

---

Lenoir <https://www.cityoflenoir.com/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 14.9% cell towers reported down
  - 17 Sep: 26.4% cell towers down
  - 16 Sep: 23.4% cell towers reported down
  - 14 Sep: 10.3% cell towers down

---

Nash <https://co.nash.nc.us/>

**19 Sep**

- 6:00am New Hanover: Wilmington International Airport (ILM)- Runway 17-35 is operational with limited nav aids. runway 6-24 is closed but will open toady with limited nav aids. Terminal and FBO is on line power, airfield is on generator power. Fuel is starting to arrive. [Source](#)
- Comms: <https://www.fcc.gov/florence>
  - 18 Sep:14.9% reported down
  - 17 Sep 1.2% cell towers down
  - 16 Sep: 0.6% cell towers reported down
  - 14 Sep: 1.2% cell towers down

New Hanover <http://em911.nhcgov.com/>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 27.2% cell towers down
  - 17 Sep: 39.0% cell towers down
  - 16 Sep: 39.0% cell towers down
  - 14 Sep: 21.6% cell towers down
- Wilmington
  - Security: Wilmington Police shared curfew has been amended 10pm-6am [source](#)
  - Fuel headed to Wilmington by Ferry. [source](#)
  - Health: Doctors providing free urgent care, non-emergency care Port City Community Church Wilmington campus Please pass along! [source](#)
  - Comms: Three Television Stations Running Out of Gas to Power Generators in Wilmington [Source](#)
  - Ports: The [@USCG](#) Captain of the Port of North Carolina opened the ports of Wilmington and Morehead City with restrictions on Tuesday evening [source](#)

### 18 Sep

- Via NC Emergency Management: Please do not return to New Hanover, Brunswick or Pender counties. Travel conditions are not safe. Leave roads open for emergency response vehicles. [source](#)
- Comms: ITDRC is deploying phone lines, satellite internet and satellite television and is supporting locations in Wilmington, Surf City, New Bern and has received additional requests to provide support in other locations. <https://itdrc.org>

### 16 Sep

- Transportation: Via Meteorologist Reed Timmer “Here is some helicopter footage of flooding in Wilmington, Wrightsville and Carolina Beach. As you can see, these areas are not safe for travel. [source](#)

---

Onslow <https://www.onslowcountync.gov/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 18.9% cell towers reported down.

---

Orange <http://www.co.orange.nc.us/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: No cell towers reported down
  - 17 Sep: No cell towers reported down
  - 16 Sep: No cell towers reported down
  - 14 Sep: No cell towers reported down

**17 Sep**

- Transportation - Orange County [posted a list of roads to avoid.](#)

---

Pamlico <http://www.co.pamlico.nc.us/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: No cell towers reported down
  - 17 Sep: 10.5 cell towers reported down
  - 16 Sep: 10.5% towers reported down
  - 14 Sep: No cell towers reported down

---

Pender <http://www.pendercountync.gov/>

**19 Sep**

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 30.3% cell towers reported down
  - 17 Sep: 32.9% cell towers reported down
  - 16 Sep: 32.6% cell towers reported down
  - 14 Sep: 16.9% cell towers reported down
- Comms: ITDRC is deploying phone lines, satellite internet and satellite television and is supporting locations in Wilmington, Surf City, New Bern and has received additional requests to provide support in other locations. <https://itdrc.org>

- Transportation: Henderson Field Airport (ACZ) near Wallace, NC is closed still under water [source](#)

### 18 Sep

- Transportation Via NC Emergency Management: Please do not return to New Hanover, Brunswick or Pender counties. Travel conditions are not safe. Leave roads open for emergency response vehicles. [source](#)

### 17 Sep

- Coast Guard reports Residents evacuated by USCG from Rocky Point, NC [source](#)
- Interstate 40 @NCAviation captured this drone footage today as part of damage assessment near mile marker 387 in Pender County. [Source](#)

---

Robeson <https://www.co.roberson.nc.us/copy-of-computer-operations>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 6.0% cell towers reported down
  - 17 Sep 25.5% cell towers reported down
  - 16 Sep: 25.5% cell towers reported down
  - 14 Sep: 5.4% cell towers reported down
- Transportation - Effective 19 Sep 1:00 pm there were Three clear routes in to Lumberton, NC:  
Source internal communications
  - From Raleigh - US 1 South to US 74 East to Lumberton
  - From Charlotte - 74 East all the way to Lumberton
  - From Greensboro - 73 South to US 74 East all the way to Lumberton

### 18 Sep

- Lumberton Municipal Airport (LBT) - All runways are open for use, open for relief efforts ONLY until Thurs 9/20 [Source](#)

### 17 Sep

- Lumberton: AP news reports 30 farms near Lumberton have been isolated by flood waters, hampering the delivery of feed to animals. The lack of food could cause additional birds to die if access isn't restored quickly, the company said. [source](#)

---

Scotland <https://www.scotlandcounty.org/>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: 7.3% cell towers reported down
  - 17 Sep: 21.5% cell towers reported down
  - 16 Sep: 21.8% cell towers reported down
  - 14 Sep: 1.8% cell towers reported down
- Transportation: NC DOT shared “Drone pictures of the Richmond Mill Pond Dam spilling onto NC-144, in Scotland County near Laurel Hill on 9.18.18. [source](#)

### 18 Sep

- Transportation: Laurinburg-Maxton Airport (MEB) - More fuel to be delivered Thurs 9/20 [source](#)

---

Stanly <https://www.stanlycountync.gov/>

### 19 Sep

- Comms: <https://www.fcc.gov/florence>
  - 18 Sep: No cell towers reported down
  - 17 Sep: No cell towers reported down
  - 16 Sep: No cell towers reported down
  - 14 Sep: No cell towers reported down

### 18 Sep

- Transportation: Stanly County Airport (VUJ) - glideslope is inoperable, has been reported and maintenance notified [Source](#)

## 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/>

211 - Information on services, aid relief, muckout teams  
511 - information on which roads are open  
911 - Emergency services, police, fire and rescue

## 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](#)
- Humanity Road - Facebook [Florence Disaster Maps](#) (Population density and Network coverage)
- [New Bern Flood Map](#)
- [USGS Flood Map](#)
- 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](#)

## 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

### Health Status Updates

#### 19 Sep

- Healthcare Ready is supporting supply chain partners in coordinating deliveries in high water. We are starting to getting additional information on accessible routes. As conditions are changing regularly, please [contact us](#) for assistance or information.
- Health: AP reported that in Trenton NC: 3.4 million chickens and turkeys and 5,500 hogs have been killed in flooding from Hurricane Florence as rising NC rivers swamped dozens of farm

buildings where the animals were being raised for market. Sewage plants and coal ash dumps also flooded. [Source](#)

- Health: Brunswick County Public Utilities and the Division of Water Resources advises that consumers boil all water used for human consumption (including drinking, making ice, brushing teeth, washing dishes and food preparation) or use bottled water.  
<http://www.brunswickcountync.gov/system-pressure-advisory-jericho-road-bethel-road/>
- Health: NC Public Health needs volunteer nurses, physicians, behavioral health professionals, and anyone else willing to contribute their time more about volunteer opportunities here:  
<https://www.ncdhhs.gov/hurricane-florence-recovery-volunteers>

### 17 Sep

- Health: Holts Lake & Neuse River “More than 109,000 gallons of untreated wastewater spills in Johnston County” <http://amp.newsobserver.com/news/local/article218512000.html>

### 15 Sep

- 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](#)

### 13 Sep

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

### 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/>

NLM Special Populations: Disaster Preparedness and Response:

<https://tox.nlm.nih.gov/outreach/specialpopulationsanddisasters.html>

NLM Children in Disasters and Emergencies: Health Information Guide:

<https://disasterinfo.nlm.nih.gov/children>

NLM Pregnant Women in Disasters and Emergencies: Health Information Guide:

<https://disasterinfo.nlm.nih.gov/pregnant-women>

## Roads / Bridges

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

Or call 511

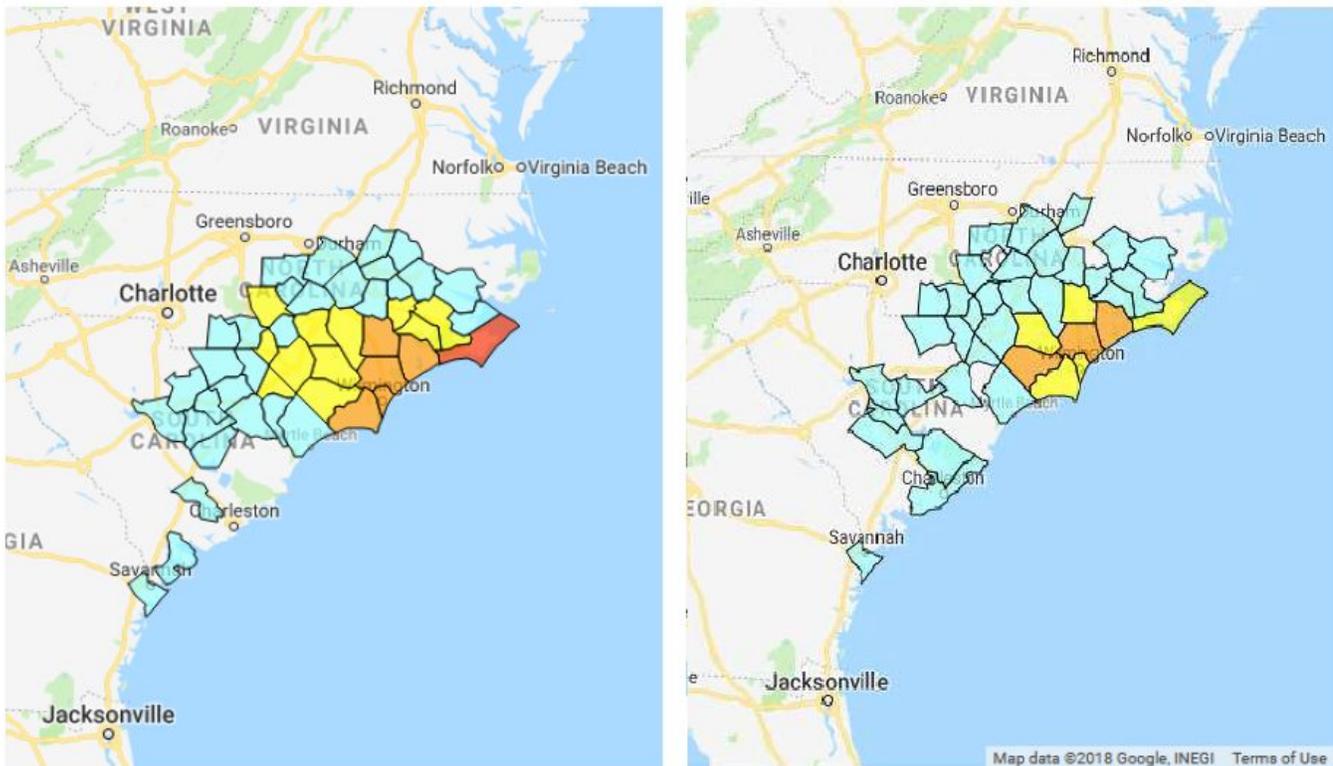
## Communications

Wireless Services (Reported by FCC Sept 18, 2018): The following map of the disaster area illustrates which counties are most affected: Pender, Onslow and Columbus have 30% or greater impacts to cell towers. Out of 5,808 cell towers in North Carolina, 466 are impacted.

### Percent Cell Sites Out-of-Service By County

9/16/2018 11:18:42 AM

9/18/2018 11:09:03 AM



1 - 15 16 - 30 31 - 45 46 - 60 61 - 100

## Power and Fuel

### Power Outage map

Sep 19

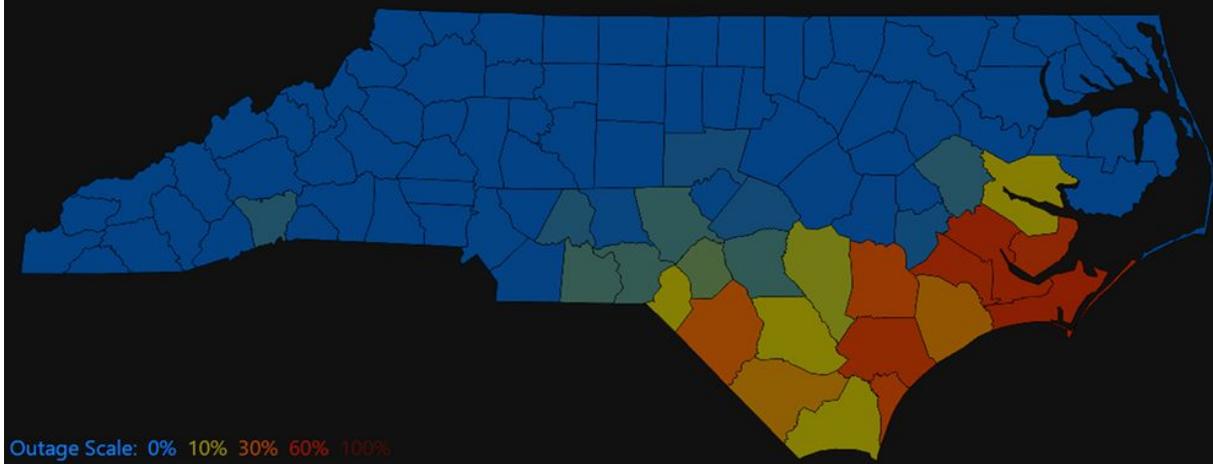
- Statewide power outage total at 11:45 am is 196,911 with the highest concentration in New Hanover, Carteret, Onslow, Pender and Robeson counties. Get updates: <http://ncdps.gov/florence>
- 10:03am PT/1:03pm ET map of power outage status as reported by the utilities and consolidated (note scale is based on % of customers served in that county that are without power). Source: <https://poweroutage.us/area/state/north%20carolina>

# North Carolina

Customers Tracked: 4,482,815

State Outages: 188,955

Last Updated: 9/19/2018, 10:03:08 AM



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>
- Eight nuclear power plants, including 13 reactors are in or near the projected path of Hurricane Florence. (Three sites in North Carolina, three sites in South Carolina, and two in Virginia.)
- The Brunswick Nuclear Power Plant in Southport, NC and Global Nuclear Fuels plant in Wilmington, N.C. remain closed. <https://bit.ly/2CY7cJW>

## 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](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, #FlorenceHurricane2018, #HurricaneFlorence2018, #newbernstrong, #WilmingtonNC, #evacuation, #WilmingtonStrong, #Florence, #hurricane, #TropicalStormFlorence, #FlashFlood, #swansboro, #petshelters, #NewBernNC, #NewBernRescue. #NorthCarolinaStrong, #CajunNavy, #CravenStrong, #NCWX, #jacksonville, #lumberton, #poweroutate, #florencerescue, #flooding, #stormsurge, #Disaster

## 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

### NLM Animals in Disasters: Health Information Guide:

<https://disasterinfo.nlm.nih.gov/animals>

## 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