

**METROPOLITAN GOVERNMENT  
OF NASHVILLE  
DAVIDSON COUNTY  
TENNESSEE**

# SEVERE FLOODING MAY 2010

***Disaster Declaration #FEMA-1909-DR  
After Action Report/Improvement Plan***



**July 6, 2011**



*Cover photos courtesy of:*

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## **OVERVIEW & ORGANIZATION OF REPORT**

## Homeland Security Exercise and Evaluation Program (HSEEP)

### After Action Report/Improvement Plan (AAR/IP)

### Severe Flooding May 2010

Nashville/Davidson County Tennessee experienced an unprecedented rain event in May of 2010. The National Weather Service (NWS) issued a Flood Potential Outlook and a Hydrologic Outlook on the evening of Thursday April 29<sup>th</sup>, stating there was a combination of deep Gulf moisture, upper level disturbances, and a stalling cold front which could lead to several potentialities for heavy rain the following weekend through early the following week. With this outlook issued, the NWS forecasted rainfall totals to be around one to two inches on Saturday and another one to two inches possible Sunday.

Beginning Friday evening, April 30<sup>th</sup>, the NWS issued a Flash Flood Watch from Saturday morning May 1<sup>st</sup> through Monday morning May 3<sup>rd</sup>. Friday afternoon forecasts showed a 30% chance of rain Friday night, 80% chance of rain Saturday, 70% Saturday night, 90% Sunday and 80% Sunday night.

Two-day rainfall total amounts in the county varied by several inches; the NWS measured an official reading of 13.57 inches at Nashville International Airport. The greatest rainfall amount measured in Davidson County was 17.67 inches in the Bellevue area, falling within a 38 hour period. Creeks and streams throughout the county began flash flooding by mid-day on Saturday, May 1<sup>st</sup>. These tributaries rapidly rose above their banks and rushed water and debris into neighboring roads, highways, interstates and properties jeopardizing hundreds of lives. Over a three day period the Cumberland River at Nashville rose from about 18 feet to a crest at 51.86 feet on Monday, May 3<sup>rd</sup>, along with Mill Creek near Antioch crested at 26.10. Both the Cumberland River and Mill Creek swelled to more than eleven feet above their respective flood stages. May 2<sup>nd</sup> had the most rainfall recorded in Nashville within a 24 hour period, while May 1<sup>st</sup> now has the third highest rainfall total within a 24-hour period. The two days combined set a record rainfall for Nashville.

<b><i>River/Creek</i></b>	<b><i>Flood Stage (ft)</i></b>	<b><i>Crest (ft)</i></b>	<b><i>Date</i></b>
Cumberland	40	51.86	May 3
Mill Creek Antioch	14	26.10	May 1
Whites Creek Bordeaux	18	25.82	May 2
Mill Creek Woodbine	14	21.37	May 1
Richland Creek Charlotte Ave	15	19.99	May 2
Dry Creek Edenwold	---	13.87	May 2
Harpeth River	24	33.23	May 3

*(Browns Creek flooded throughout the two day period while the State Fairgrounds creek gauge was lost to flood waters before an accurate measurement could be made on May 2<sup>nd</sup>.)*

*Table 1: River Flood Levels*

With the onset of the heavy rain Saturday, OEM wasted no time activating the Metropolitan Nashville Davidson County Emergency Operations Center (EOC) to monitor the situation, coordinate information among officials and to the public as well as make key decisions on lifesaving efforts. Initially the EOC was partially activated with selected agencies present; however, with a rapidly changing and deteriorating weather emergency, the EOC was heightened up to a full level activation with dozens of departments pressed in to action.



This activation created a united coordination front and a unified message to the public. As expected, emergencies also suddenly create cascading events that require using the tools and lessons learned from previous activations, training and exercises. This historic flood disaster is no different in that it offers the opportunity to highlight what went right, not-so-right and what should be done to improve the next response to a major emergency that brings with it significant community impact.

The Metro Nashville severe flood of May 1-3, 2010, was the costliest disaster to hit Nashville. In terms of public infrastructure damage, private property losses, economic and revenue disruption and cleanup, costs are in the billions of dollars and mounting.

It will take many years for Nashville to 'recover' although never like its pre-disaster state. Hundreds of properties were destroyed, thousands of people displaced, whole neighborhoods flooded and becoming uninhabitable – never to be rebuilt. Landscape throughout the county has changed forever. Rampant soil erosion, hundreds of sinkholes and landslides remain to be dealt with, as well as the banks of the Cumberland River and all tributaries within the county's 526 square miles. Nashville is a determined, self reliant community. Although forever altered, its citizens will rebuild and be stronger than ever.



**Photo 1: Saxon Drive Landslide**

Many private businesses closed permanently due to extreme damage. Jobs were lost. There were 10,900 structures throughout the county incurring damage -- from minor to destroyed. Only 3,908 owners were insured for flood losses. Through it all Nashville pulled together and continues in the long term recovery process, making the best of a rare and catastrophic event. Some statistical information is as follows:

- Lives lost: 10
- Building permits issued: 3,584 residential and 443 commercial flood repair permits, = 4,027
- Tons of debris removed: 111,000
- Homes in Phase 1 of mitigation program buyout: 305
- Number of SBA loans approved: 1,851 for loans totaling \$93 million

## Homeland Security Exercise and Evaluation Program (HSEEP)

### After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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- As of April 19<sup>th</sup>, 2011, the Community Foundation via Metro's Disaster Response Fund, has distributed grants in the amount of \$2.47 million
- Davidson County federal housing assistance: \$70 million

The essential purpose of this document is to report how Metro Nashville and other related organizations responded to the historic flood event of May 2010 and what actions are necessary to better prepare for a similar event in the future. This report is also structured to fulfill reporting and evaluation processes with the federal Department of Homeland Security (DHS) under Metro OEM's Homeland Security Exercise and Evaluation Program (HSEEP).

As a result of the flood event, opportunities were identified for improvement in Nashville's ability to respond to similar incidents. This disaster has opened doors to future planning, training and exercise objectives to enhance the city's response to future emergency situations. The information within this report including the areas for improvement, noted strengths, lessons learned and best practices will be acted upon accordingly and tracked for improvement progress. Actions resulting from this event will include revisions to Nashville's Comprehensive Emergency Management Plan (CEMP) and departmental policies and procedures as appropriate.

Immediately following this part of the report, Participating Metro Departments and Other Organizations are identified. This section lists those Metro Departments and other organizations who have contributed to the completion of this report. Each reporting department/organization is committed to participate and fulfill the Improvement Plan to the best of their abilities, continue improvement on an agency level, and work closely with and in support of the Office of Emergency Management.

The Participating Metro Departments and Other Organizations section, is followed by the next section of the report that will assist the reader by clearly defining the four phases of Emergency Management and the standardized Emergency Support Functions (ESF) that support the four phases.

The next section of the report is entitled, Timeline of Major Events, as recorded in Metro's Web EOC information tracking system. This information is self defined and provides the reader with the big picture of what the Greater Nashville area was experiencing during the flood event.

After the Timeline of Major Events, Metro departments and other external organizations primarily involved in the flood response and the initial recovery efforts are identified in the Agency Response Synopsis section of this report. Each department/organization involved has provided a synopsis of their involvement; one identified major strength, and one primary area for improvement. This synopsis is an executive summary only and is followed by the next section of the report entitled, Detailed Agency Reports. The agency detailed reports represent the heart of this AAR/IP document. Each agency has been given the opportunity to tell its story along with, in many instances, additional noted strengths, needed improvements, lesson learned/reinforced good stories and other information.

## Homeland Security Exercise and Evaluation Program (HSEEP)

**After Action Report/Improvement Plan (AAR/IP)**

**Severe Flooding May 2010**

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Following the Detailed Agency Report, a Recommendation for Improvement section is also included to assist Metro and other organizations in improving our abilities to better handle this type of emergency event in the future. Many of the recommendations are already in progress. Metro Government and other appropriate agencies will be working on these improvements in the days, months and years ahead.

The report concludes with several appendices that will provide information that enhances the reader's understanding of the report and the events that transpired.

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## **PARTICIPATING METRO DEPARTMENTS AND OTHER ORGANIZATIONS**

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)


Severe Flooding May 2010

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In order to have a productive and meaningful follow up to the major flood event that impacted Nashville in May 2010, all Metro departments and organizations who participated in EOC operations and/or contributed to the information and recommendations in this report have committed to continuous improvement. Each appropriate agency is committed to the implementation of recommendations they have made for improvements to their agencies and to assist Metro Government in fulfilling its overall mission in disaster mitigation, preparedness, response and recovery. Those agencies are:

Nashville Mayor's Office of Emergency Management  
Nashville Fire Department  
Metro Nashville Police Department  
Davidson County Sheriff's Office  
Metro Water Services  
Metro Department of Public Works  
Metro Health Department  
Metro Emergency Communications Center  
Metro Department of Law  
Metro Department of General Services  
Metro Information Technology Services  
Metro Planning Department  
Metro Recreations and Parks Department  
Metro Department of Human Resources  
Metro Department of Finance  
Metro Nashville Public Schools  
Metro Transit Authority  
Nashville Electric Service  
Regional Hospital Coordinator  
Hands on Nashville  
American Red Cross, Nashville Chapter  
Nashville Humane Association

I have reviewed this report and hereby promulgate it as the official After Action Report and Improvement Plan of the Metropolitan Nashville Davidson County Government. I hereby assign each metro department and other noted agencies herein to fulfill to the best of their ability, the improvement plans associated with this report to better prepare the Metropolitan Nashville Davidson County Government, Tennessee for disaster mitigation, preparedness, response and recovery.

  
Karl F. Dean, Mayor  
Metropolitan Nashville Davidson County

7/7/11  
Date

## **EMERGENCY MANAGEMENT PHASES & EMERGENCY SUPPORT FUNCTIONS**

Metropolitan Nashville Government continues to meet its responsibility for protecting life and property from the effects of natural and manmade disasters by performing within each of four phases of emergency management.

### **1. Mitigation**

Actions accomplished before an event to prevent it from causing a disaster, or to reduce its effects if it does, save the most lives, prevent the most damage and is the most cost effective. For example, metro departments enforce public safety mandates of Metro Government Code(s) to include land use management and building codes; and recommend to the Mayor, legislation required to improve the emergency readiness of the community.

### **2. Preparedness**

Metro departments will remain vigilant to crises within their areas of responsibility. Metro emergency service and public safety departments prepare for emergencies by maintaining existing or developing detailed standard operating procedures (SOPs) to enable first responders to accomplish the tasks normally expected of them. All Metro departments prepare for disasters by developing processes and procedures to accomplish the extraordinary tasks necessary to integrate the department's total capabilities into a county disaster response. Many of these processes and procedures are in use on a daily basis for emergencies that are routinely expected, but can be expanded upon for larger scale emergencies and disasters. Metro departments ensure their employees are trained to implement emergency and disaster procedures and instructions. Departments validate their level of emergency readiness through internal drills and participation in exercises. Other non-government agencies and organizations are also encouraged to participate in these exercises. Exercise results are used in a continuous planning effort to improve Metro Government's emergency readiness posture. This joint, continuous planning endeavor can culminate in revisions to the city's Comprehensive Emergency Management Plan (CEMP) in the constant attempt to achieve a higher state of readiness for an emergency or disaster response. Preparedness consists of almost any pre-disaster action which is assured to improve the safety or effectiveness of disaster response. Preparedness consists of those activities that have the potential to save lives, lessen property damage, and increase individual and community control over the subsequent disaster response. Metro Nashville has instituted a five year planning, training and exercising cycle that continuously tests and strengthens responder knowledge and skills on a variety of natural; and man-made hazards.



### 3. Response

The active use of resources to address the immediate and short-term effects of an emergency or disaster constitutes the response phase and is the focus of department emergency and disaster standing operating procedures and instructions, mutual-aid agreements, and the CEMP. Emergency and disaster incident responses are ‘hands on’ and designed to minimize suffering, loss of life, property damage, and to speed recovery. Elements include incident action planning, situational management, initial damage assessments, emergency and short-term rescue as well as medical care, and the return of vital life-support and critical infrastructure to minimum operating standards. When any Metro department receives information about a potential emergency or disaster, it will conduct an initial assessment, determine the need to alert others, and set in motion appropriate actions to reduce risk and potential impacts. Emergency response activities are described in department SOPs and may involve activating the Emergency Operations Center (EOC). Metro’s first responders provide essential warnings and emergency public information, help save lives and property, supply basic human needs, maintain or restore essential services, and protect vital resources and the environment. Responses to declared emergencies and disasters are guided by the CEMP.

### 4. Recovery

Emergency and disaster recovery efforts aim at returning to pre-disaster community condition level. Elements involve detailed damage assessments, complete restoration of vital life-support systems, financial assistance and long-term medical care. The May flood event response phase lasted approximately 72 hours and then threaded in to a short term and long term recovery stage. The recovery stage was managed by a multi-member task force specially appointed by the Mayor’s office.

## Emergency Support Functions (ESF’s) Defined

### ESF 01: Transportation

During emergencies, the need for transportation services could be varied and vast. Transportation resources (road, bridge, air, rail, water) may be obtained from municipal departments, agencies, the private sector and voluntary organizations. In critical life/property saving situations, Metro, state, and federal resources may be available on a temporary basis.

To ensure effective transportation systems are available during emergencies and disasters, the inspection and repair of same as appropriate, and to prioritize the removal of debris from roadways and thoroughfares is included.

This ESF also provides a source of material, transportation capabilities, personnel, technical expertise, and a wide variety of other services during emergencies that are not available from local sources or a state government agency.

*Primary Agencies:*

Metro General Services, Metro OEM, Metro Public Works

*Support Agencies:*

Nashville Airport Authority, Metro Police, Metro Sheriff's Office, Metro Finance

### **ESF 02: Communication**

A coordinated, effective response to emergency incidents or disasters requires communications. Effective communications between emergency responders, between incident sites and the Emergency Operations Center (EOC) and linkages to the general public and other levels of government is critical to operational success.

Metro Government's day-to-day communication systems are seldom sufficient to meet the increased communications demands caused by emergency/disaster conditions. This function aims to provide a structure whereby all public, private, volunteer communications capabilities are linked to and coordinated by the EOC.

*Primary Agencies:*

Metro General Services, Information Technology Services, Metro OEM, National Weather Service, AT&T

*Support Agencies:*

Amateur Radio Operators, ECC, Metro Fire, Metro Police

### **ESF 03: Infrastructure**

The first priority will be to assist the public safety personnel in saving lives. The purpose of this function is to outline basic procedures and responsibilities for the assessment, repair and restoration of building and transportation structures, roadway clearance, debris removal and potable water capability in the event of an emergency or major disaster.

This may include assisting with the heavy rescue of people in collapsed buildings; clearing of roads and traffic control; construction of emergency access roads; communication support; the use of vehicles for transportation, sheltering, and rescue personnel support; the inspection of critical facilities such as hospitals, designated shelters and emergency operations centers. Road maintenance responsibilities in Nashville are with Metro Public Works.

*Primary Agencies:*

Metro Public Works, Metro Water Services

*Support Agencies:*

Board of Education, Metro Codes, Metro Fire Marshall, Metro Sheriff's Office, Metro Police

**ESF 04: Firefighting**

Fire Service is an integral part of the network providing emergency operations within Metro-Nashville. They are normally the "first responders" and provide fire, rescue and Emergency Medical Services (EMS) to the public in any emergency or disaster situation.

*Primary Agencies:*

Metro Fire

*Support Agencies:*

Goodlettsville Fire, Metro Police, Metro OEM, Nashville Airport Authority, Metro Public Works, American Red Cross

**ESF 05: Information and Planning**

The response and recovery from major incidents and disasters may last several days, weeks or even months. During such events, it is important to have a written action plan which identifies what actions are to be taken and when for the next day or even over the next several days.

Plans are developed to provide a guidance document for activities during such extended operations and provide a resource management tool for scheduling tasks, personnel and resources to accomplish the incident objectives.

The function disaster intelligence is the collecting and analyzing of the situation to determine the actual or potential impact on human needs and consists of examining the actual or potential impact on critical facilities and services, infrastructure and utility damages, as well as damages to homes, businesses and government services and facilities.

The Public Information sub function coordinates the collection and dissemination of emergency public information to the news media and Metro officials.

*Primary Agencies:*

Assessor of Property, Mayor's Office, Metro Codes, Metro OEM

*Support Agencies:*

Metro Fire, Metro General Services, Metro Public Health, Metro Library, Metro Planning, Metro Police, Metro Public Works, Metro Water, Metro Human Resources

### **ESF 06: Human Services**

To organize and maintain the capability to provide the basic human needs during and after emergencies or disasters. These needs can include shelter, food, clothing, and other assistance to victims in meeting basic needs such as clothing, heat / cooling and potable water.

Procedures for dealing with special populations (i.e. concentrations of people in one area, such as hearing impaired, disabled, elderly, hospitals, schools, non- English speaking, etc.) and individuals with special needs (i.e. individuals requiring critical care, elderly/frail, people dependent upon life support or medications) are also detailed in this support function as well.

#### *Primary Agencies:*

Metro OEM

#### *Support Agencies:*

Metro Public Health, American Red Cross, Amateur Radio Operators, Metro Board of Education, Metro Development & Housing Authority, Local VOAD

### **ESF 07: Resource Support**

During and after an emergency/disaster, normal fiscal and administrative functions and regulations may need to be temporarily modified or suspended in order to support emergency operations in a timely manner. When disaster threatens or strikes, a community must marshal its resources since prompt and effective response and recovery efforts may require more personnel, equipment, and supplies than the Metro government possesses. Metro officials may find it necessary to use their government's personnel and equipment in extraordinary ways, to call upon private sources for assistance, and even to request help from neighboring jurisdictions and state and federal agencies to aid in the community's emergency operations. Therefore, planning for coordinating such resources, including the development of procedures to inventory available community resources, must be an integral part of a community's comprehensive emergency management plan development process.

#### *Primary Agencies:*

Metro Finance, Metro OEM, Metro Human Resources

#### *Support Agencies:*

American Red Cross, Metro Board of Education, Metro Fire, Metro Police, Nashville Airport Authority, Metro Transit Authority, Metro Public Works, Metro Water, Metro Department of Law

**ESF 08: Health and Medical**

The purpose of this ESF is to provide not only guidance and prioritization, but coordination and support of health and medical services that address single-site and multiple victim/casualty sites in emergency situations or disaster incidents.

Dictated by the scope of the emergency situation or disaster incident, resources addressing Emergency Medical Services (EMS), Public Health, Crisis Intervention Support, Chemical and/or Bio Terrorism and Influenza/Pandemic will be allocated in accordance with all necessary Metro and private offices/departments/agencies contained in this ESF in conjunction with state/Federal agencies when/if necessary.

*Primary Agencies:*

Metro Medical Examiner’s Office, Metro Fire/EMS, Metro Public Health, Hospitals

*Support Agencies:*

Metro Human Services, Metro OEM, Metro Transit Authority, American Red Cross, Metro Police, TN Funeral Directors Association, Private Ambulance Services

**ESF 09: Search and Rescue**

Metro government is responsible for providing a Search and Rescue (SAR) capability. This support function is detailed to provide a capability utilizing existing Metro resources in performing heavy rescue with response to persons in conditions or situations concerning urban areas, Urban Search and rescue (USAR), water rescue and lost person search. To establish policy and procedures pertaining to the search and recovery of victims whose last known whereabouts are suspected to be in or near a pond, lake, stream, or river. Each day in Nashville, persons are reported missing. The Police department responds to these unfortunate occurrences as a part of their daily routine. Several times each year, these incidents require an extensive search effort. This ESF is intended to address the major incidents and provide a framework for the management of search operations.

*Primary Agencies:*

Metro OEM, Metro Fire, Metro Police

*Support Agencies:*

Metro Public Works, Sheriff’s Office, UAW Ford Rescue Squad, Metro Water

**ESF 10: Environmental Response**

Incidents involving the release of a hazardous or radiological chemical can have immediate, far-reaching and long-term effects on the health and safety of the community. This plan addresses

Hazardous Materials (HAZMAT) and Radiological Materials response, recovery, reporting and billing of the responsible party for releases and spills. These incidents often occur with little or no warning and must be suppressed and contained as soon as possible. This ESF deals with: (1) developing policies and procedures to coordinate multi-departmental response and recovery, (2) compliance with federal regulations stated in the Emergency Planning and Community Right to know, OSHA 1910.120 section Q and other laws, and (3) consistency with the Federal Response Framework, Emergency Support Function 10.

*Primary Agencies:*

Metro Fire, Metro OEM

*Support Agencies:*

Metro Codes, Metro Public Health, Metro Police, Metro Public Works, Metro Water

### **ESF 11: Food**

The purpose of this ESF is the assignment and coordination responsibilities of the inspection process of the assigned food supplies. The food supplies are inspected for contamination, disease, general condition, etc., pre and post delivery to affected areas following a major disaster/incident.

*Primary Agencies:*

Second Harvest Food Bank

*Support Agencies:*

American Red Cross, Metro OEM, Metro Public Health

### **ESF 12: Energy**

Many disasters have the potential to destroy or damage major energy lifelines to the community thereby curtailing or eliminating the supply of electricity and or natural gas to victims of the event. These interruptions of essential services are particularly problematic to public safety during the extreme weather seasons of winter and summer.

*Primary Agencies:*

Nashville Electric Service, Nashville Gas

*Support Agencies:*

Metro OEM

#### **ESF 13: Law Enforcement**

In addition to maintaining general law and order, law enforcement response to a major emergency or disaster situation is to organize and assist with a variety of other duties.

These duties may include aiding victims to locate shelter and medical attention, provide security and access for essential facilities to include shelters, deny access to buildings/structures that are obviously unsafe/have been declared unsafe.

There are several emergency situations that might require an evacuation of part or all of Nashville. Small-scale, localized evacuations might be needed as a result of a flood, hazardous-materials accident, major fire, or transportation accident. It is assumed that the public will both receive and understand official information related to evacuation. The public will act in its own interests and evacuate dangerous areas when advised to do so by the authorities.

#### *Primary Agencies:*

Metro Police, Metro Fire, Metro OEM

#### *Support Agencies:*

Metro Fire Marshal's Office, Nashville Airport Authority, Metro Parks, Metro Public Works, Sheriff's Office, American Red Cross, Metro Board of Education, Metro Transit Authority, Metro Development Housing Authority

#### **ESF 14: Donations and Volunteers**

Following major emergencies and disasters, people want to provide help for the victims. This help comes in three forms; donations of goods, services and/or cash.

If properly managed, these donations offer great relief for victims. If not managed properly, however, well-intended assistance can become a burden on the receiving community and can actually delay assistance.

Managing donated goods requires significant logistical support. A system for receiving, sorting, warehousing, transporting, and distributing donated goods must be established. Following disasters this can mean unloading dozens of trucks by hand, since the goods are often not packed, or sorted before being shipped. This can often distract personnel from other duties. Cash donations do not require logistical support and are much easier to distribute.

Volunteers are an intricate part of providing support during disasters. In most disasters, volunteers stand ready to assist their community in times of need. Community volunteers can be utilized to provide a variety of assistance in emergencies such as debris removal, sandbagging, etc. It is essential that a plan exist to organize volunteer support which is coordinated with all other emergency tasks during a disaster.

*Primary Agencies:*

Community Foundation of Middle TN, Hands On Nashville

*Support Agencies:*

Metro OEM, American Red Cross, Nashville Airport Authority, Metro Public Works, Metro Transit Authority, Metro Department of Law, United Way/2-1-1

**ESF 15: Recovery**

This defines the roles and responsibilities of local, state and federal government in regards to damage assessments, federal assistance, and recovery facilities.

*Primary Agencies:*

Metro OEM

*Support Agencies:*

Department of Finance, Metro General Services, Infrastructure Group, Utility Group, Metro Codes, local VOAD

**ESF 16: Animal Services**

Under normal conditions, private, Metro and state agencies provide a variety of services to animals. During emergencies or disasters the normal capabilities and programs may be disrupted, requiring emergency measures to meet the needs of the lost, sick, stray, stranded, injured or dead animals.

*Primary Agencies:*

Metro Public Health

*Support Agencies:*

Nashville Humane Association, Metro Police, Metro Public Works, Veterinarians



## **TIMELINE OF MAJOR EVENTS**

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

Date	Time	Event
<b>Friday, April 30</b>	3:26pm	Flash Flood Watch issued through Monday morning May 3
<b>Saturday, May 1</b>	3:15am	Tornado Watch #122 until 11am
	9:50am	Tornado Watch #124 until 4pm
	9:50am	Flood Advisory until 3:45pm
	11:02am	River Flood Watch for Harpeth River at Bellevue until 7pm May 2
	12:39pm	River Flood Warning for the Mill Creek at Antioch, through Sunday
	12:41pm	Severe Thunderstorm Warning for Northwestern Davidson County until 1:15pm #0053
	1:08pm	Severe Thunderstorm Warning for Northern Davidson County until 1:45pm #0054
	2:30pm	Nashville EOC partially activated
	3:10pm	River Flood Warning for the Harpeth River at Bellevue through Tuesday morning
	3:17pm	Flood Warning for all of Davidson County until 3:15pm Sunday May 2
	3:18pm	Tornado Warning issued for Southeastern Davidson County until 3:45pm #0022
	3:43pm	River Flood Warning for Mill Creek near Woodbine
	5:00pm	I-24 partially shut down due to flooding
	5:30pm	Nashville EOC increased to full activation
	6:53pm	River Flood Warning for Harpeth River at Bellevue extended until Tuesday May 4
	7:30pm	1 <sup>st</sup> Shelter opened at David Lipscomb University
	8:10pm	River Flood Warning for Mill Creek Antioch extended until 7:49pm Sunday May 2
	8:30pm	Community Hotline staffed and activated
	8:41pm	River Flood Warning for Mill Creek Antioch extended until 9pm Sunday May 2
	10:20pm	Tornado Watch #130 until 5:00am May 2
<b>Sunday, May 2</b>	1:00am	Cumberland River reaches action level flood stage
	3:40am	Tornado Watch #131 (PDS Watch- Particularly Dangerous Situation) until noon
	5:15am	BEL river gauge was lost. Last known level was 26.99 ft
	5:31am	Tornado Warning issued for West Central Davidson County until 6am, #0038
	5:53am	Severe Thunderstorm Warning for Davidson County issued until 6:30am, #0068
	5:57am	Severe Thunderstorm Warning for Northeastern Davidson County until 7am #0069
	6:12am	Severe Thunderstorm Warning for Eastern Davidson County until 7:00am, #0070
	6:36am	Flood Advisory for Cumberland River
	6:59am	Severe Thunderstorm Warning for Davidson County until 7:30am, #0072

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

Date	Time	Event
	7:36am	Severe Thunderstorm Warning for Eastern Davidson County until 8:00am, #0073
	7:49am	Severe Thunderstorm Warning for Davidson County until 8:15am, #0074
	8:45am	NSR river crested at 13.87 ft
	8:58am	Severe Thunderstorm Warning for Southeastern Davidson County until 9:45am. #0077
	9:50am	River Flood Warning for the Cumberland River through Monday
	10:00am	NBC river gauge was lost. Last known level was 11.62 ft
	11:00am	NRC river crested at 19.99 ft
	11:00am	Al Menah Shrine shelter opened
	11:04am	Severe Thunderstorm Warning for Southeastern Davidson County until 11:30am, #0081
	11:25am	River Flood Warning for: Whites Creek/Bordeaux, Browns Creek, Richland Creek, Dry Creek
	11:30am	BOR river crested at 25.82 ft
	11:34am	Severe Thunderstorm Warning for Southeastern Davidson County until noon, #0082
	12:30pm	Severe Thunderstorm Watch until 5pm
	1:00pm	Severe Thunderstorm Warning for Northern Davidson County until 1:20pm, #0084
	2:00pm	Jewish Community Center shelter opened
	4:19pm	River Flood Warning for Cumberland River until 10pm Tuesday May 4
	4:19pm	River Flood Warning for Mill Creek Antioch extended until 9:30pm
	5:27pm	Flood Warning extended until 5:30pm Monday May 3
	6:18pm	River Flood Warning cancelled for Browns Creek/Richland Creek/Dry Creek
	6:28pm	River Flood Warning for Mill Creek Antioch extended until 7:54am Monday May 3
	7:30pm	Evacuation ordered for Metro Center area
	7:30pm	Bellevue Middle School shelter opened
	7:35pm	KR Harrington water plant shut down
	8:00pm	Opryland Hotel evacuating
	8:30pm	ANT river crested at 26.10 ft
	9:00pm	Mandatory Water Conservation Ordered
	10:00pm	River Flood Warning for Cumberland River extended until 1:16pm Wednesday May 5
	10:00pm	River Flood Warning for Mill Creek Antioch extended until 10:43 Monday May 3
	11:30pm	WBN river crested at 21.37 ft
<b>Monday, May 3</b>	4:02am	River Flood Warning for Cumberland River changed to expire at 9am Wednesday May 5

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

Date	Time	Event
	7:25am	River Flood Warning cxld for Mill Creek Antioch, Woodbine & Whites Creek
	6:00pm	Cumberland River crested at 51.86 ft
	6:00pm	Flood Warning extended until 6pm Tuesday May 4
<b>Tuesday, May 4</b>	12:00pm	Disaster Information Centers opened
	12:00pm	Emergency Food Box sites opened
	12:12pm	River Flood Warning cancelled for Harpeth River Bellevue
	3:00pm	Federal Disaster Declaration issued
	5:13pm	Flood Warning cancelled
	9:43pm	River Flood Warning for Cumberland River extended until noon Thursday May 6
<b>Wednesday, May 5</b>	7:49am	River Flood Warning for Cumberland River changed to expire at 7pm Thursday May 6
	4:30pm	River Flood Warning for Cumberland River changed to expire at 10am Thursday May 6
<b>Thursday, May 6</b>	3:13am	River Flood Warning for Cumberland River extended until 2pm Thursday May 6
		Administrator of FEMA and VP of Red Cross in town
	7:17pm	River Flood Warning for Cumberland River extended until 4:22pm
	2:19pm	River Flood Warning for Cumberland River extended until 7:30pm
	3:00pm	Metro Center opened
	6:49pm	River Flood Warning cancelled for Cumberland River
<b>Tuesday, May 11</b>		Limited residential and business water use allowed
<b>Wednesday, May 12</b>		AmeriCorps teams arrived in county
<b>Friday, May 14</b>	11:45am	Severe Thunderstorm Watch until 7pm
	12:35pm	Thunderstorm Warning until 1:15pm
	1:05pm	Flood Warning until 4pm
	1:25pm	Thunderstorm Warning until 2pm
	2:00pm	Flash Flood Watch until 7pm
	2:00pm	Thunderstorm Warning extended until 2:45pm
	3:15pm	Severe Thunderstorm Warning until 4:15pm
	10:00pm	EOC deactivated

*Table 2: Timeline of Major Events*

## **AGENCY RESPONSE SYNOPSIS**

## **Codes Departmental Synopsis**

Our efforts during the flood and recovery included providing technical expertise during the actual flood event, manpower and equipment for structural damage assessments, technical information to be distributed to citizens about repair and reoccupation of their dwellings, permitting and inspection of work done on flood damaged structures, and support of general government during crisis.

### **Major Strengths**

A major strength would be our long time employees and their "local knowledge" of the city. Our inspection team has been in place with limited turn over for a long time. Our inspectors for the most part are older persons who have lived in Nashville for a long time and given that they are out in the field daily know Nashville inside and out. Additionally they have been in several other disaster recovery situations such as the tornado that went thru Nashville, and the tornado that went thru Lafayette, TN. They pretty much know what they will be doing in the aftermath and recovery of such events.

### **Primary Areas for Improvement**

The primary area for improvement would be the need for a larger cadre of personnel trained to actually be in the war room. The 2 ESC's are also the primary supervisors of the inspection group. So, when they are in the EOC there is a void in the organization of the inspection group. When the EOC is occupied for a long time, the 2 ESC's cannot respond to both needs. We need additional personnel trained to organize the inspection forces and maintain our ESC's in the EOC.

## **Department of Law Departmental Synopsis**

The Metropolitan Department of Law responded to the Emergency Operations Center ("EOC") on Saturday, May 1, 2010. Metropolitan Director of Law, Sue Cain, assigned and coordinated EOC staffing for the department. Ms. Cain assigned two senior attorneys, Doug Sloan and Kathryn Evans, to rotate shifts in order to maintain a near constant presence at the EOC. Eventually, in order to reduce stress on the two assigned attorneys, two additional attorneys, Jon Michael and Margaret Darby were added. This also allowed the Department of Law to maintain a full 24 hour presence at the EOC during the critical days after the flooding.

Upon arrival at the EOC on Saturday, May 1st, Doug Sloan immediately began drafting the Mayor's Executive Order to declare a state of emergency. The Executive Order was a crucial step in requesting state and federal aid, and also delineated the emergency powers of the mayor during the state of emergency. After the Executive Order was drafted and executed, the Department of Law's chief responsibility was to provide answers to legal questions that arose throughout the emergency.

### **Major Strengths**

The Department of Law was prepared to immediately draft the Mayor's Executive Order to declare a state of emergency. Such document was necessary in order to describe the Mayor's powers throughout the emergency.

### **Primary Areas for Improvement**

An Emergency Legal Issues binder, prepared by the Department of Law prior to the flood, needs to be expanded and updated in order to have the essential statutory authorities and case law accessible in hard copy and electronic format. The electronic version needs to be stored on a laptop computer so that a network connection will not be necessary.

## **Emergency Communications Center Departmental Synopsis**

The Emergency Communications Center (ECC) experienced an extreme increase in call volume on Saturday May 1st and Sunday May 2nd. During this two day period the majority of the calls were water rescues and citizens' assist calls. Once the rain subsided and efforts shifted from rescue to recovery the call volumes from the public returned to some-what normal levels, however the additional resources in the field required the dispatchers to handle a heavier than normal workload.

Additional personnel were called in to handle the workload for 9-1-1 operations. Members of the Field Incident Response Support Team (FIRST) were deployed to support police command operations at Metro SouthEast as well as support for the EOC. Two managers from the command staff reported to the EOC as Emergency Service Coordinators (ESC) representing the ECC. The ECC had representation in the EOC during the entire activation.

### **Major Strengths**

The critical radio, telephone and computer systems remained operational during the entire incident which were operated and staffed by a highly adaptable and well trained professional group of emergency telecommunicators meeting the needs of the first responders as well as the general public.

### **Primary Areas for Improvement**

Better define roles and responsibilities of supervisory and management level staff for major events. Ensuring all personnel throughout the organization are aware of those responsibilities so that we can prevent duplication of efforts, streamline dissemination of information, and improve accountability. This includes making everyone aware of the functions and benefits of having the ECC Emergency Service Coordinators (ESC) in the Emergency Operation Center (EOC).

## **Finance Departmental Synopsis**

The Department of Finance was notified by the Office of Emergency Management (OEM) to report to the Emergency Operations Center on Sunday, May 2, 2010. Some staff were activated and reported to work on this date to determine action items required of the Finance Department. Key response activities were identified and a response plan activated for the week. While all Finance Department staff was not able to report to their normal worksite during the week, finance operations returned to status quo on Wednesday, May 5th. By Friday, May 7<sup>th</sup>, all Finance department staff had returned to their offices.

### **Major Strengths**

The Finance Department responded in a timely manner in the initial days of the flood and work was able to proceed without delay.

### **Primary Areas for Improvement**

The Finance Department could have done better in notifying employees of reporting locations and dates if contact information had been updated for all employees. While there were no issues in contacting the majority of departmental employees, it would have been better if this were at 100%.

## **Fire Departmental Synopsis**

During the first three days of the May Flood the personnel, equipment, and response capabilities of the Nashville Fire Department were pushed to their limits by answering 2,284 calls for help that encompassed all 14 Major Communities of Nashville and Davidson County.

As a means to provide the best possible chance for a positive outcome against the rising water, we extended the work shifts and operational periods for all Special Operations personnel, staffed three extra fire companies, and placed Mutual Aid calls for Swift Water Rescue Teams from various Tennessee counties.

A continuous command presence of Fire and EMS Chiefs and support personnel was maintained at the Emergency Operations Center. Nashville Fire and EMS manned their positions on a 24 hour basis and worked in conjunction with numerous other Metropolitan Government agencies and representatives to help mitigate as many situations as possible.

An almost endless string of requests for assistance was handled in as timely a fashion as possible and included many lengthy, physically demanding, and emotional draining events. Along with rescuing thousands of trapped and stranded residents, our fire companies and support personnel conducted house to house searches by boat and on foot and directed extended recovery operations at Mill Creek and the Harpeth River.



During the overall operational period of May 1 through May 11, the Nashville Fire Department answered a total of 5,365 calls for various degrees of assistance. Our personnel incurred the loss of numerous personal and department property such as uniforms, electronic equipment, and protective equipment. In addition, we totally lost the function of two frontline engine companies as a direct result of trying to save lives.

### **Major Strengths**

The sheer determination of our on scene and support personnel to get the job done proved to be the Nashville Fire Department's greatest strength.

### **Primary Areas for Improvement**

Resources make the difference. Supplying our on scene personnel with what they needed when they needed it was a logistical challenge.

## **General Services Departmental Synopsis**

General Services' representatives were present in the EOC throughout the event to coordinate response and support for Metro vehicles and equipment, the 800 MHz public safety radio system, building operations, communication to Metro employees, and other administrative support as described in this document.

The Office of Fleet Management provided the following support and services: on-call technicians responding to 70 roadside assistance calls to vehicles in distress; wrecker service to recover and return units to the OFM shops; repair activities to return units to service; fuel operations in support of emergency operations, including 292 fuel deliveries; and, working with eBid to return 15 units, scheduled for disposal, to service in support of agencies whose vehicles were lost during the flood.

The following summarizes the impact to Metro's fleet: 38 units with replacement costs in excess of \$1.5M were characterized as total losses; repair expenses in excess of \$47,400 were attributable to the flood; and, \$71,000 in fuel was attributable to the flood.

*Building Operations and Support Services provided the following support and services:* securing Metro facilities; managing environmental clean-up and stabilization for over 40 Metro facilities; minimizing facility damage; providing temporary power; providing contracted services for emergency repairs to facilities housing critical operations; completing damage assessments for 37 general government and 36 Water Department facilities; and, managing relocations of 11 programs, totaling over 100,000 square feet and over 200 staff. The initial repair estimates for Metro facilities exceeded \$64 million. BOSS continues to work on recovery efforts in support of facilities not managed by General Services.

### *Radio Communications*

Metro's 800MHz Radio System performed almost flawlessly during the emergency, providing nearly 400 hours of emergency communications in the first 4 days of the event. The systems handled a record amount of radio traffic, with almost 400,000 individual radio transmissions during that time. Numerous tower sites were without electric power, but back-up generators and auxiliary systems took over as designed and when needed. There were no interruptions of service to hinder operations in the field, and our police, fire, EMS, and out of county responders were able to communicate together as needed.

### *Communications to Metro Employees*

NotiFind, Metro's internal communication tool, was used a total of 74 times between May 1 – May 7. In these 74 times, NotiFind attempted to contact a total of 57,664 devices (including cell phones, home phones, and email addresses) for 22,396 Metro employees. NotiFind was used by 16 agencies including Police, Fire, Water, MTA, and the Emergency Communications Center.

### *Security and Building Access*

General Services' security staff adjusted security coverage and access to Metro facilities to accommodate the Metro employees who needed to be relocated and the Metro offices that needed to change hours of operations due to the flood.

### *Print/Copy Services*

General Services' print/copy manager worked with Metro's print/copy contractor to meet extremely tight printing deadlines (such as information sheets provided to flood victims and volunteers) and to provide temporary copiers to recovery centers, Metro offices experiencing higher volumes of copying (such as the Emergency Operations Center); and, to relocate copiers as needed.

## **Major Strengths**

The Department of General Services quickly and successfully mobilized critical resources in the areas of radio communications, fleet, building operations, and general government operations.

## **Primary Areas for Improvement**

Accessible and consolidated information on all Metro facilities would have facilitated damage assessment and recovery.

## Hands On Nashville Departmental Synopsis

Hands On Nashville responded to the EOC Sunday evening to prepare for response activities. Changes to the website were made in order to prepare for the volume of traffic from volunteers. Requests for volunteers were made from various Metro and other service agencies including OEM, Second Harvest, The Red Cross, United Way / 211, Metro Water, the Sheriff's Dept, and others. Placement of volunteers was able to be completed within minutes of a request through Hands On Nashville's extensive volunteer base and electronic communication capabilities.



**Photo 2: Volunteers assisting with sandbagging**

After the initial response, Hands On Nashville continued to place volunteers, equipment, and supplies at homes requiring cleanup, muck out, and debris removal, until mid-August. Hands On Nashville established a partnership with Rebuilding Together Nashville to handle rebuild projects for homeowners identified through the city's We Are Home program as needing rebuilding assistance. This program will continue as long as an appropriate amount of need is identified. In response to the flood, Hands On Nashville has placed over 19,000 volunteers in over 1,000 projects, contributing over 77,000 hours of service representing \$1,606,972 of assistance.

### **Major Strengths**

The major strength is our ability to coordinate large scale numbers of volunteers in multiple locations

### **Primary Areas for Improvement**

Primary area of improvement is identification of need; having teams on the street solely responsible for that effort.

## Hospitals Synopsis

The Regional Hospital Coordinator (RHC) is a member of the Metro Public Health Dept's Public Health Emergency Preparedness Team. The role of the RHC during a disaster is to act as the liaison between the government/first responder agencies and the ten Davidson

County hospitals. These hospitals include: Baptist Hospital, Centennial Medical Center, Nashville General Hospital, St. Thomas Hospital, Summit Medical Center, Southern Hills Medical Center, Skyline Medical Center, VA (Nashville), Vanderbilt Children's Hospital and Vanderbilt Medical Center. Each hospital has a designated "disaster/emergency preparedness coordinator" who works with the RHC before, during and after disasters to ensure operational success. During the May 2010 Flood, six of the ten Davidson County hospitals experienced significant structural damage, operational issues and logistical concerns. (These are detailed in the narrative provided for this AAR/IP.) There were a couple of "close-calls" that would have involved certain hospitals going on full diversion; in fact, one hospital was hours away from a full evacuation. However, due to the resiliency, professionalism and preparation of the hospital administration, staff and volunteer workers within all 10 of the county's facilities -- the city was never faced with any medical surge or medical evacuation issue. This feat has been recognized on a national level by hospital preparedness professionals, and it should be a noted strength among the city's overall response.

### **Major Strengths**

The hospitals' immediate implementation of emergency and conservation plans was imperative. The administration and staff's thorough knowledge of the plans' contents produced quick responses and educated decisions.

### **Primary Areas for Improvement**

Establish a more streamlined way of communicating with all of the hospitals during the first few hours of a major event. Because the flooding took place over the weekend, making contact with key disaster professionals was difficult. Secondary and tertiary points of contact must be established.

## **Human Resources Departmental Synopsis**

### *Impact to Human Resources offices*

On Monday, May 3, 2010, the 222 3rd Avenue North building was closed due to low water pressure, a result of the flooding in downtown Nashville. This building houses nearly the entire Human Resources staff.

Communications flowed well from the Director down through the chain of command to inform employees of the buildings closure. What minor issues we encountered will be addressed through the Notifind procedures and documentation. Managers returned to work on Wednesday, May 5, 2010 to coordinate and address pertinent HR issues. The remaining HR staff returned to work on Thursday, May 6, 2010.

*Response to Emergency Operations Center (EOC)*

On Tuesday, May 4, 2010, the Human Resources Emergency Services Coordinator (ESC), Stephen Cain, reported to the EOC at the request of Chief Stephen Halford.

Mr. Cain was asked to ascertain which Metro agencies were open, partially staffed, or completely closed due to the flood. As there is no current requirement, mechanism, or procedure for departments to contact HR when closed, for any reason, Mr. Cain made phone calls to as many Metro agencies as possible to ascertain this information.

It is recommended by our office that the procedure(s) for obtaining this particular information be reviewed for the most efficient process. Many Metro agencies were represented in the EOC, who may have known the status of their represented department. In addition, the Metro Notifind system, or communications to the Mayor's office from the many Metro agencies may be alternatives for obtaining this valuable information as opposed to individual phone calls.

*Response to Metro-wide personnel issues*

Within the same week of the initial flood, Human Resources staff began receiving inquiries into such issues as comp and overtime pay and administrative leave. Through on-going communication with the Mayor's Office, decisions were reached regarding the declaration of a disaster and the impact this would have with regard to compensation policies.

Human Resources staff also played a key role in assessing the personal status of Metro employees who were impacted by the flood. More specifically, HR staff contacted those employees that reported via the Notifind system that they had been displaced from their homes due to flooding. HR compiled this information for presentation to the Mayor's Recovery Team.

Ongoing communication through the Metro HR Announcement email account was utilized to relay information to Metro employee flood victims. Such information included steps to access the Employee Flood Relief Fund, the Metro Employee Assistance Program, The Heart of CAbi Foundation, and the various distribution centers for donations, transportation, and emergency food box sites. Additional information was presented to Metro employees on how they could assist those impacted by the flood.

**Major Strengths**

The new Human Resources organizational model, which uses a team of assigned departmental liaisons, offered a clear and efficient line of communication with each Metro department regarding a wide range of personnel inquiries. Such inquiries included compensation and overtime pay and administrative leave. This model also played a key role in assessing the personal status of Metro employees who were impacted by the flood.

### **Primary Areas for Improvement**

There are currently no requirements, mechanisms, or procedures in place for Metro departments to notify HR when closed for any reason.

## **Information Technology Services Departmental Synopsis**

ITS had two primary roles during the flood, one was assisting with the dissemination of information to the public, the second was supporting other Metro government agencies with their IT requests.

In an effort to get information to the public, ITS broadcasted information on Comcast's government access channel 3, updated the Nashville.gov website on an hour by hour basis, created a dedicated flood website that could be easily found on the Nashville.gov homepage, and helped outfit six disaster relief centers with computers, internet access, and printing capabilities.

From an agency support perspective, ITS performed numerous tasks including, IT support for other ESC's in the war room, created multiple telephone conference bridges to be used at the city's discretion, worked to help mitigate flooding in Metro's primary data center, worked on the telephone system at the Omohundro water treatment plant, provided desktop support for the Joint Information Center at Belmont University, recorded live footage at the EOC to provide a video record of the event, recovered backup tapes for other Metro departments, and relocated over 20 production PC's from a building that had lost power.

### **Major Strengths**

The ITS department implemented a comprehensive communications plan that kept ITS employees in a high state of readiness to respond to issues relating to flood response and well as business continuity for groups not directly impacted by flooding.

### **Primary Areas for Improvement**

A majority of ITS employees were dependent upon remote access to their desktop PCs in order to support customers, and that access was threatened through the closing of ITS' main location.

## **Metropolitan Transit Authority Departmental Synopsis**

Operations of the Nashville Metropolitan Transit Authority (MTA) were affected dramatically by the Nashville flood of May 2010. MTA's facility sustained significant damage, and more than 30 percent of the fleet (32 buses and 41 vans) was severely damaged. All Nashville area bus service was suspended for four consecutive days. When

service resumed and because of the lack of equipment, the MTA was only able to offer a Sunday level of service to customers, then a Saturday level and finally full weekday service three weeks after the disaster.

In order to provide public transit services, the management team requested loaner buses from nearby transit systems. Cincinnati's transit system provided 25 buses, which will be in operation until early 2011 when new MTA buses arrive. Memphis' transit system provided five buses and a number of other systems provided vans and other operations staff cars.

Another major setback for the Nashville MTA was that the flood knocked out and/or severely damaged maintenance equipment, tools, supplies, IT equipment and software, and our telecommunications system. All had to be thoroughly examined after the floodwaters receded and not all were salvageable.

Today, our staff is working out of two locations. At one of the facilities, only the garage and part of the second floor is operational and is being powered by generators until all electrical repairs are completed. A temporary double-wide office trailer was brought onto the property to use as a temporary dispatch office. Other administrative staff is working out temporary office space at Metro Southeast Complex.

MTA is pursuing a new maintenance and administrative facility at a new location.

### **Major Strengths**

The major strength at MTA would be our employees, who persevered through extremely difficult and challenging circumstances following the flood. The exceptional performance of MTA employees resulted in the resumption of full weekday service three weeks after the flood.

### **Primary Areas for Improvement**

The one primary area of improvement would be the location of our facilities on the riverfront. MTA was highly vulnerable to a flood there, which was proven to be the case on May 1-2. As a result, MTA is moving its permanent facilities elsewhere in order to prevent the possibility of extensive damage from a flood in the future.

## **Nashville Electric Service Departmental Synopsis**

The flood of 2010 caused devastating, widespread damage across the NES service area. At the height of the storm, approximately 43,000 customers were without power. NES transmission & distribution, underground, network and substation crews along with various contract crews worked 12 – 16 hour shifts around the clock to restore service. By Monday morning approximately 13,000 customers were without power. The hardest hit areas were Antioch, Bellevue and West Nashville. Assessment teams surveyed the hardest hit areas to

determine what replacement equipment were needed and posted door hangers on houses where the meters needed to be removed and replaced due to flood waters. By Monday, May 10th, about 300 customers remained without power. Flooding in downtown area caused significant damage to the underground network along between 1<sup>st</sup> Ave and 5<sup>th</sup> Ave. and from Commerce St to Demonbreun St.

NES suffered significant damage to 3 of its major substation where flood waters rose into the substations. Also, NES' West Service Center received major damage. As flood waters rose, 37 trucks were lost, including 19 bucket trucks. One third of the material stored and this service center was lost, along with many of the linemen's tools and equipment used in power restoration. 15-20 employees had to be rescued from the roof of the building as water rose into the facility.

### **Major Strengths**

NES had a very organized and methodical response to power restoration. We were able to constantly match our resources to the specific need. Work progressed without any lapses or down time. This was challenging since almost every portion of our power transmission and distribution system was impacted; overhead and underground distribution, substation and transmission systems and the downtown network. We were able to utilize our Emergency Response Plan (ERP) along with planning that was performed for a potential Wolf Creek Dam breach in our efforts. Our ERP is very well organized and flexible. The plan, along with our experience in other disaster events has served us well. By having a good plan and our experience in other emergency events, it allowed us to effectively execute our plan for this disaster.

### **Primary Areas for Improvement**

We lost one of our three major service centers during the flood. While we were able to cope with the loss and quickly adapt, it did hinder our initial response not only from a loss of resources that existed at the West Service Center but the effort spent getting a temporary center up and running. This specific event highlighted the need to have future plans in place to orderly evacuate our centers and set them up elsewhere to make for a smoother and quicker transition.

## **Office of Emergency Management Departmental Synopsis**

In the days leading up to the flooding disaster, Metro OEM was proactive in its approach as management and operations staff monitored the developing storm system. Actions included participation in National Weather Service (NWS) conference calls and direct briefings and updates from the NWS meteorologist in-charge. As flash flooding was imminent and rescues were being conducted, OEM management made the decision at 1pm Saturday to activate the city's Emergency Operations Center. City leaders and decision makers who



were initially called in, included: the Mayor, Deputy Mayor, OEM management and emergency services coordinators from Fire/EMS, Police, ECC / 911, Metro Information Technology Services (ITS), Water Services, Public Works, the Public Information Section, and Planning Commission. By 7pm that evening OEM management ramped up to a full activation of the EOC, which also included representatives from: Metro General Services, American Red Cross, Nashville Electric Service, Community Foundation, Hands on Nashville, Metro Transit Authority, Metro Schools, Nashville Gas, Metro Airport Authority, Metro Department of Law, Metro Public Health, TEMA, Harpeth Valley Utility, and others.

It was clear from the outset of the storm event that lifesaving was the number one priority. Water rescues were coordinated and performed by Metro first responders in creeks, streams, roadways and various other areas flooded throughout Nashville-Davidson County. These operations continued throughout the day May 1<sup>st</sup> and into the night. By Monday evening, May 3<sup>rd</sup>, more than 1,500 such operations were officially dispatched while countless others were conducted by local citizens and volunteers.

Preserving critical infrastructure was also a priority. As an example, the weekend Cumberland River flood had taken out of service -- indefinitely -- one of two main water treatment facilities for the city of Nashville. With continuously rising water levels on the Cumberland River, Monday, May 3<sup>rd</sup> Metro officials took the unprecedented steps to enlist the efforts of Davidson County Sheriff's Office personnel and inmates to fill thousands of sandbags and fortify the remaining plant from flood waters. Within a few hours of inception, the mission proved a success. Losing one of the facilities would have been catastrophic to Nashville's water supply, causing a cascade of formidable challenges on top of an already epic flooding event.

The Metro EOC continued in operations around the clock until midnight, Friday, May 14<sup>th</sup>.

### **Major Strengths**

Metro OEM learned that the many planning meetings that took place in recent years to develop the city's Comprehensive Emergency Management Plan (CEMP) was bearing fruit in what would be the city's costliest and largest scale disaster in recorded time. Highlights include an agreement with Metro Water Services to staff a Community Hotline to serve as a 'live-person connection' for citizens to call in to provide and receive much needed information. The local Volunteer Organizations Active in Disaster (VOAD) group shined, proving government can very effectively involve community members and private citizens to volunteer their skilled and unskilled labor (Hands on Nashville); coordinate the raising and distribution of non-designated cash donations for disaster victims (Community Foundation); utilize an existing community agency referral service to match disaster victims needs to resources (United Way-211); effectively feed the "new hungry" folks who lost their homes -- even though they, themselves were victims of the flood (Second Harvest Food Bank). As Cumberland River Flood waters threatened the Metro Center business development, a call was made to hands on Nashville to provide citizen labor to sandbag a vulnerable point near the I-65 overpass. HON answered the call as approximately 350 volunteers were recruited and responded to the location within 1.5 hours. With the

coordinated efforts of Metro OEM and the Davidson County Sheriff's Office, the massive sandbagging operation continued until dark and accomplished its objective of protecting the weakest point at Metro Center and the Cumberland.

The Joint Information Center was largely a success. Through a key written agreement forged with Belmont University several years ago, Metro Government public information officers and department officials can drive a move one block away from the Metro EOC and use the Belmont Curb Event Center for scheduled news media briefings. This reserved space, when activated for disasters, more than adequately seats all media members and reporters', parking is not an issue and the facility itself is state of the art.

The Metro OEM management, operations personnel and emergency support unit began responding to the developing weather emergency early on the day of May 1<sup>st</sup>. Their collective experience and flexibility was a major positive not only to the overall flood rescue response mission and EOC operation, but also specialized missions such as the bottled water distribution and lost victim searches. The bottled water campaign lasted nearly five weeks and successfully acquired and provided approximately 14 million bottles of drinking water to citizens. This reduced tap water use while the city was operating on one of its two water treatment plants for more than three weeks. Also, search operations were conducted and coordinated well by OEM and ESU, in cooperation with the MNP, NFD personnel, a multitude of volunteers and other specialized resources.

In spring 2009, Metro Government completed a capital improvement project to renovate the city's Emergency Operations Center – literally from the ceiling to floor. The installation included: new ceiling lighting fixtures, ceiling tiles, acoustical tiles, fresh paint throughout, modular tables and chairs, updated wiring for electrical and technology functionality, new subfloor and carpet, and state of the art telephones. These improvements contributed to the overall success to the EOC's functionality.

Metro OEM's Emergency Support Unit (ESU) performed very well under extreme circumstances, particularly the flash flooding of May 1<sup>st</sup> and 2<sup>nd</sup>. Multiple citizen rescues were credited to many from this hard working group of well trained and experienced citizen volunteers. The city owes a debt of gratitude to these and other volunteer personnel throughout Nashville who gave so selflessly and risked their own well-being for the betterment of others.

### **Primary Areas for Improvement**

Communications with the local office of the National Weather Service (NWS) was exceptional until the flood situation became a 72-hour, regional disaster. This situation soon caused limited availability of their key expertise to Metro Government decision makers. The same can be said of the US Army Corps of Engineers. Phone calls and voice mails were an inadequate form of communication most of the time. Critical information was often not shared and confirmed amongst the NWS, USACE and local government officials, as it should have been. Major flooding events in the future necessitate OEM to change its activation procedures and require attendance in the Metro EOC of high level personnel from

both of these agencies to be able to communicate, in person with key local decision makers. The USACE and NWS are in agreement with Metro OEM as a formal Memorandum of Understanding amongst these agencies is scheduled for completion by the end of 2010.

Personnel and vehicle congestion at the EOC will be more effectively checked and managed in future large scale activations. Without a clear role, some persons appeared regularly and unannounced at the ECC / EOC Compton complex and had free access most of the time, but did not have a discernable and official function. This caused multiple minor issues with the limited space and increased noise and will be strictly controlled with sign-in procedures and special access entry required to gain access past Metro property guards.

On Saturday evening, May 1<sup>st</sup>, Metro Government requested the National Weather Service to disseminate a civil authority message on its behalf. The National Weather Service regularly issues priority messages, e.g. "Tornado Warning", to the public for weather related events using the Emergency Alert System to all area television and radio broadcasters. With a disaster of this scale it became clear Metro Government needed the capability to alert the general public in Davidson County directly through the EAS and by its own independent means. By November, 2010, Metro Government will have achieved this capability. In cooperation with the Tennessee Association of Broadcasters, Clear Channel Broadcasting and WSIX-FM radio, Metro Government will for the first time be able to reach the general public with alert messages as a true civil authority.

Involve representatives from each satellite city of Nashville at the EOC.

The Metro EOC audio system proved to be inadequate. At minimal expense, new and much improved equipment has been installed at the EOC.

### **Parks Departmental Synopsis**

The department experienced three indoor facilities that are significantly damaged by the flood: Antioch Community Center, Hartman Park Regional Center, and the Ted Rhodes Golf Clubhouse. General Services and all other team members involved are doing a great job of keeping the repairs on track.

Metro Parks hosted five (5) Disaster Relief Sites at community centers: Hadley, Coleman, East, Bellevue and Hermitage. Coordination of these sites by all Metro agencies was fast and efficient. Initially there were a few glitches with distribution of supplies but other than that, the sites ran well and were a valuable asset to the communities throughout the county.

In addition to the three indoor facilities that were damaged, Metro Parks experienced significant damage to many parks, trails, greenways, and playing fields. Site visits to determine damages were carried out immediately using all available personnel. Assessments for Public Safety hazards were addressed by barricades and signage until permanent remedies could be put into place.

Initial assessments were incomplete due to: slow recession of water; inadequate pre-flood photographs and memories of sites (confusion of pre-flood status and flood damages); initial assessments were found to be incorrect after visits by personnel with more familiarity; haste in reporting created omission of details; and diversity of damage created complex reporting. Diversity of sites varied from fencing, paving, structural, loss of equipment, loss of playground and infield materials, athletic equipment, barge moorings and landings, flagpoles, light poles and on a larger scale landslides requiring geotechnical expertise.

### **Major Strengths**

A major strength identified was the willingness of our employees to respond to help their neighbors and to do anything needed to assist without worrying about job descriptions, et al....

### **Primary Areas for Improvement**

The weakness was communication due to the lack of cell phone coverage

## **Planning Departmental Synopsis**

Planning's role for the EOC activation can be broken down into two distinctive parts. During the response phase, we focus on providing situational awareness. Whereas the recovery phase centered on the assessment, analysis and reporting of damage.

### **Major Strengths**

We already had a wealth of GIS data pre-assembled from which to respond to question

### **Primary Areas for Improvement**

There is a need for better documentation of actions taken, tasks remaining, materials used, and other important data that would improve the effectiveness of how Planning functions in its GIS role. This information is useful to orient staff beginning a new shift and is also valuable for tracking and reporting purposes. GIS staff would benefit from a clear understanding of what needs to be recorded in WebEOC, and where to document additional facts and instructions (contact information lists, technical instructions, etc.).

## **Police Departmental Synopsis**

The law enforcement activities during the flood were two-fold. The MNPD initially had to respond to the emergency of the crisis and the life threatening calls for service. Once through the immediate concerns, the recovery phase began. Flood security teams were developed and continue to this day to provide extra patrol to the affected areas.

The compassion and dedication to duty of the men and women of the MNPd has been exceptional. During May, Supervisors continued to evaluate all posts and assignments.

When possible, fixed posts were eliminated. In some cases, these officers were transitioned to roving patrols in the various affected neighborhoods with other Precinct safety patrols to provide a visible measure of security for those whose houses, business or vehicles were damaged and not secured. These officers also made contact with victims to provide disaster assistance information.

“I could not have been more impressed by the ingenuity, patience and compassion of each officer and supervisor as they continued to work, under very stressful conditions, to find ways to provide assistance to the citizens who were and still are trying to put their lives back together,” Chief Steve Anderson said.

During the recovery period, Chief Anderson noted that he heard an officer expressing some "impatience" with a non compliant motorist. As the chief looked over, he saw that the officer was standing in a hot, dusty intersection, was drenched in sweat, and probably had not had an opportunity to take a break in some time. He very quickly caught himself, overcame this "impatience," and assisted the motorist. This has served as an inspiration to many. This officer's ability, under such trying conditions, to regain composure in such a timely manner, will serve as a constant reminder to follow his lead.

The community response to the work done in addressing all of the issues associated with the flooding has been overwhelming. As an example, Commander Richter reported that during a community meeting in Bellevue to address the flooding issues, and attended by more than 1,000 citizens, the West Precinct representation received a standing ovation.

### **Major Strengths**

The partnerships and coordination between the various elements represented within the EOC was incredible. Whenever any agency requested resources/needs, they were provided as best as possible in a timely manner.

### **Primary Areas for Improvement**

The police department uses an incident management system known as ICS, and has a comprehensive policy governing its use. Multiple commands were established throughout the city as the situation developed. Typically, such multiple commands could be combined into a single command to avoid duplication of efforts and to improve resource allocation. The majority of command events initiated by the police department are smaller scale and well-defined in scope and geography. The management of a countywide incident where such activities are necessarily interrelated is unusual and can serve as a planning tool for future incidents and guide future policy considerations.

## **Public Health Departmental Synopsis**

Primary areas of focus for MPHD's flood response were: shelter support; community response including provision of tetanus vaccine; and environmental response.

*Shelter Support:* MPHD collaborated with the American Red Cross and other community partners in the support of the community shelters opened for the victims of the flooding. MPHD staff provided medical triage at every shelter during the first two days of shelter operation; monitored shelters daily during the entire period of operation and provided medications, oxygen, baby supplies, medical supplies, clothing, and other necessities as needed; continually evaluated need to open a Medical Assistance Shelter (MAS) and proactively deployed supplies and equipment to the identified MAS site; provided social workers to assist with evaluating and assisting shelter residents in collaboration with MSS.

*Community Response/Tetanus Vaccine:* MPHD provided staffing to all Disaster Information Centers, including staff from Behavioral Health Services. Staff distributed information on how to cope with disasters and other informational literature and spoke individually with persons needing assistance. BHS Program Director met with other Metro Department heads to address long-term mental health needs and promoting resiliency for flood victims. MPHD deployed nurses to all Disaster Information Centers to provide tetanus vaccine for flood victims, opened a fast track clinic at Lentz to provide the vaccine, and throughout the course of the event provided tetanus vaccine at all MPHD clinics.

*Environmental Response:* This was the largest response of the MPHD and is ongoing. This response included immediate response to flooded restaurants by the Food Division to inspect and embargo food as appropriate; housing of pets at Metro Animal Control for displaced home owners; inspection of day care centers, hotels, motels, pools, and trailer parks impacted by the flood; establishment of a 24/7 hotline to answer questions from the public; inspection of properties with flooded septic tanks; inspection of Metro owned vehicles impacted by the flood; response to calls regarding rat and mosquito infestations following the flood; identification and assistance to remedy health and code violations related to the flood; and serving as subject matter experts to respond to issues such as mold from the community and other Metro departments.

### **Major Strengths**

Metro Public Health's major strength was an improved capacity to implement and sustain an Incident Command structure during an emergency and adapt to the changing nature of the event.

### **Primary Areas for Improvement**

Primary focus for improvement at Metro Public Health is to modify the MAS plan in collaboration with community partners.

## **Public Works Departmental Synopsis**

MPW staffed personnel at the EOC for PIO activities, Public Works ESF-1, ESF-3, and Policy Group for the duration of the EOC activation. Public Works provided logistical support to Fire, PD, Metro Water and OEM.

During the response phase PW personnel maintained traffic control devices, cleared roadways to facilitate emergency response activities, assisted Fire and PD in water rescue operations, and performed basic departmental responsibilities per the CEMP.

During the Recovery Phase MPW Right-of-Way Inspectors drove and inspected all Nashville & Davidson County Roadways, a total of 5,747 lane miles. MPW Call Center Representatives received 1,388 Service Requests related to the flood damage. MPW Crews and equipment picked-up and disposed of approximately 28,083 cubic yards of flood related debris.

MPW also managed Contracted Crews who picked-up and disposed of approximately 249,826 cubic yards of flood related debris. Metro Beautification and Environmental Commission staff also supervised the work of 967 Community Service Workers and performed 71 Flood Debris Clean-up Projects. MPW Waste Management personnel continued to perform trash and recycling collection for 124,557 homes and businesses in the Urban Service District of Nashville.

### **Major Strengths**

Have highly skilled and dedicated workforce that have responded to natural disasters in and around Nashville in the past. MPW employees rose to the occasion, worked with each other, assisted other agencies as needed, aided in the rescue and recovery effort and debris removal.

### **Primary Areas for Improvement**

Increase personnel and equipment to allow for MPW response to natural disasters without the reliance on contractors and their equipment.

## **Red Cross Departmental Synopsis**

ARC Partner Services/Government Liaison volunteers staffed Metro EOC during EOC operable hours of the flood, until Chief Halford no longer requested ARC presence.

One task of the Red Cross Partner Services Liaison is to communicate and fulfill requests for information to/from internal and external agencies. Some examples of this during the May 2010 flood: Mayor's Office request for volunteers to staff Disaster Information Centers; Health Dept. request for shelter management contacts to check on client's health

needs; ARC request for Metro port-a-potties at shelter; Metro Police request for mass care services to specific areas of Nashville; ARC requests for road closure status and ARC request to distribute bulk clean up items at Disaster Information Centers. A second task for the ARC Liaison is to brief EOC staff on ARC activities and status updates when requested. The following information is provided during a briefing: Name, address, capacity and beds filled at Davidson County shelters; number of mass care mobile feeding routes deployed; locations for bulk distribution points; damage assessment updates; and client casework activities and available services.

ARC provides immediate assistance to individuals and families affected by disaster. In Davidson County we provided the following during the Flood relief effort of May 2010: we opened the following four shelters- 1) Gordon Jewish Community Center, 2) Al Menah Shrine, 3) Lipscomb University, and 4) Bellevue Middle School. We sheltered 928 Davidson County residents, totaling 3,273 overnight stays. We distributed 65,987 meals and 97,850 snacks.

### **Major Strengths**

During the May 2010, the Red Cross major strength was mass care services, specifically in our ability to shelter and feed those in need. The Red Cross worked with OEM to determine which areas of Metro Nashville had highest need for shelter/feeding and established shelter facilities as well as fixed and mobile feeding routes to serve those affected.

### **Primary Areas for Improvement**

The Red Cross can work to improve training and communications between Red Cross workers, Red Cross headquarters, and Metro Nashville agencies in the EOC. We can also improve by increasing the sense of urgency in responding to partner requests.

## **Schools Departmental Synopsis**

Metropolitan Nashville Public Schools sustained an estimated \$1.6 million in flood and wind-related damage resulting from storms and flooding during first weekend of May, 2010. District staff provided rescue assistance, shelter assistance, supported other Metro departments such as MTA and Metro Water Services, and provided staff to the Emergency Operations Center and Joint Information Center. The Transportation Department evacuated more than 500 people across the county, assisted with dispatching of school buses to staging locations in concert with the Metro Fire and Police Departments and provided fuel, office space and parking space to assist the Metro Transit Authority. Buses also assisted with transporting visitors at Opryland Hotel to McGavock High School shelter.

Maintenance employees assisted with water distribution, emergency shelter set-up and operation and worked with Metro Water Services to retain and restore water services at the



water treatment plants. Schools were closed for one week, May 3-7, while buildings and streets were prepared for students and buses. District staff also provided assistance to families through volunteer efforts and to address needs such as school placement, bus route assignments, loss of materials and clothing, so that they could complete the final weeks of school. Metro Nashville Public Schools also coordinated distribution of the entire inventory of the Nike Store located in Opry Mills which was donated to families (after everything was professionally cleaned).

### Major Strengths

Schools primary function in a disaster is to provide shelter and be a secondary transportation/evacuation source. Our strength is that we have the manpower resources and technical capabilities to respond to quickly. We not only opened shelters, we also had to manage the shelters with MNPS personnel until others responsible for management arrived. We also served as primary transportation/evacuation responder because we had buses and drivers available (MTA had to evacuate their fleet to higher ground). MNPS also provided personnel and sites for water distribution throughout Metro for an extended time period.

### Primary Areas for Improvement

Nothing to report

## Sheriff Departmental Synopsis

The Davidson County Sheriff's Office involvement in the flooding of May 2010 focuses on two areas: maintaining operations at all jail facilities, and assisting others in the county in their response. When Mill Creek's overflow approached the Offender Re-Entry Center on May 1, the offenders were moved to other DCSO facilities in under three hours. Inmates in other DCSO facilities were unaffected by flood waters.



**Photo 3: Volunteers helping with sandbagging**

The DCSO assisted the larger community during the flood response in two ways: 1.) Assisting first-responders in both rescue operations and service at fixed posts; and, 2.) Assisting Metro Water in maintaining operations at a water treatment plant.

Special Operations Response Team (SORT) team members assisted MNPd and NFD in water rescue across the county. Officers assisted at the Harding Road soccer fields and in the Antioch area with vehicle and home evacuations. At OEM's request, the DCSO

provided security at school shelters, and fixed posts across the city. These posts secured a variety of locations, such as bridges, blocking interstate exits, and access to subdivisions.

To the community at large, though, the DCSO's greatest service was in building levees. The levees helped protect Metro Center from additional damage, but also served to protect a water treatment. This levee offered protection and helped keep the plant on-line.

### **Major Strengths**

The DCSO's size and duties gave it flexibility in response. Because the flooding closed courts, the vehicles normally used for those duties could be diverted to transport residents. Officers who would normally serve civil process were diverted to secure fixed posts. As the agency's Correctional Services division routinely provides offenders for neighborhood clean-ups, diverting these officers to post-storm clean-up was a change in volume, not duty.

Officers activated through SORT command were replaced by other DCSO deputies, who worked long hours out of the public eye.

### **Primary Areas for Improvement**

The SORT team's ability to assist first-responders was hampered by a lack of appropriate rescue equipment. Rescue gear appropriate for jail hostage retrieval is not well designed to help in water rescue. The DCSO has requested suitable gear to assist in any similar event.

## **Water Services Departmental Synopsis**

On May 1, 2010, a full activation of the Emergency Operations Center and Community Hotline had been ordered due to the city being severely impacted by the flood event. During the early stages of the rain event on May 1st, Metro Water Services' (MWS) response was limited to sewer overflows and storm system restrictions. However, as the scope of the event grew, so did our activities. MWS began obtaining materials for sandbagging and placing at key areas, such as: two water plants, Central Wastewater Complex, Metro Center levee and Storm Water Pumping station, a wastewater treatment plant, damage recon, etc.

MWS also was involved in various flooding-related matters to include considering possible flood inundation areas based on National Weather Service (NWS)/Corps of Engineering (Corps) projections of flood crests downtown. This event's flooding issues related to both flash flooding of tributaries feeding major rivers (Harpeth and Cumberland) and later to the Cumberland River itself as flood crests were predicted (NWS/Corps) based on rainfall amounts and Corps dam releases. MWS worked with the Mayor's Office of Emergency Management (OEM) and Public Works to facilitate road closures as floodwaters dictated

during the disaster. Also, as the flood event progressed, specific attention was devoted to the Opry Mills and Metro Center areas, which locales are generally impacted by only major Cumberland River flooding events. Related, staff regularly monitored the Metro Center levee during the flood and efforts were (successfully) undertaken to sandbag an identified low area to prevent floodwaters from routing "around" the levee. Finally, chemical storage facilities at MWS plants were continually monitored to assure that flood-related damages/releases did not occur.



**Photo 4: Central Wastewater Treatment Plant**

Response by the city of Nashville (Departments), the State, the Federal government, VOADs, private businesses, and most of all the citizens were amazing. The City worked as one unit for the betterment of the entire city, not just their area. Complaints were at a minimum, cooperation was the norm. There was a transparency of the City's response and a clear demonstration of the needs. The public responded accordingly to those requests for assistance. The strength that was most evident was the resilience of the City and the people.

#### *Community Hotline Function*

The Emergency Community Hotline was activated by the OEM on Saturday, May 1, 2010, due to widespread flooding caused by an unusually large amount of rainfall within a short timeframe. In this flood event, the Community Hotline provided Emergency Public Information which included handling the following types of calls; evacuations/sheltering, flooding information, food/water, volunteering/donations, finding family members, etc. We also provided rumor control and alerted OEM staff of trends in calls. The Community Hotline received approximately 22,037 calls from Saturday, May 1 through Friday, May 14, 2010. Metro Water Services staffed the Community Hotline 24 hours/day for 14 days with 46 volunteers that logged in 1,137 hours of work.

#### *Public Information Function*

The MWS PIO worked with the other PIOs to gather information from each agency within the EOC and push it through appropriate channels to the public. This included writing press releases, scheduling and facilitating press conferences, preparing informative handouts, design and maintenance of a flood website and responding to media calls. During the event, the MWS PIO also handled MWS specific issues such as the loss of KRH and water shortage concerns and worked to spread the word regarding water conservation through many outlets.

### **Major Strengths**

The cooperative effort of all Departments and the transparency for the public of what was going on within the city was a major strength.

### **Primary Areas for Improvement**

Area for improvement is resource typing. We had people calling for a truck, a pump, a generator, but left off vital details of exactly what they needed and contact information.

## **DETAILED AGENCY REPORTS**

### **Introduction to Detailed Reports**

The detailed agency reports section represents the heart of the AAR/IP document. In addition to assisting in developing recommendations for improvement, this section of the report records for posterity the specific actions Metropolitan Government and other key organizations which supported Metro in providing for the public safety and welfare of the Nashville and Davidson County community during a period of major disaster and tragedy. In this section, each participating Metro department or appropriate external organization has been given the opportunity to tell its story along with noted strengths, needed improvements, lessons learned/reinforced, recommendations, best practices, good stories and other information.

The information contained in each department's or organization's submission was written by an individual in that particular department or organization with the approval of its departmental or organization's head. Before each department or organization wrote its report for submission, the basic structure, formatting and contents to be included in the submissions were suggested by the Office of Emergency Management report development team, however, each department/organization was afforded the courtesy to write their report in a fashion that best expressed their story and observations. Consequently the reader will note a variety of writing styles and formats as well as varying report lengths. Additionally, please note that below the title of each department or organization report is the Emergency Support Function(s) previously identified in the Comprehensive Emergency Management Plan for which that department or organization is primarily or secondarily responsible.

It is important for the reader to know that on occasion some observations, noted strengths, need for improvements, chronologies, etc. may differ from one department or organization to another for the same subject area. What one writer in one department/agency views as a well done job or exceptional performance, another writer in a different department/agency might view as an area that needs improvement. The occasional differences noted are common in large scale disaster, post reporting activities. Each stake holder is focused on their specific part or expertise of the disaster response and each may have varying perspectives on similar subject areas. In some cases the stake holder may have incomplete or inaccurate information based upon their rotation in the EOC. Every effort is made to reconcile any such difference in the recommendations phase of the report writing.

**Metropolitan Nashville Public Schools***ESF #1, #3, #6, #7, #13*

Sunday, May 2, 2010, staff from Metropolitan Nashville Public Schools reported to the Emergency Operations Center in response to widespread flooding in Davidson County. Those reporting initially included Director of Schools Dr. Jesse Register, Transportation Director Keith Phillips, Executive Director of Facilities Joe Edgens, Assistant to the Director Meredith Libbey and Communications Director Olivia Brown. Other district staff, including bus drivers and maintenance personnel, was called upon that first evening to provide assistance with citizen rescue operations and to assess and report damage to property.

During the ensuing days, the EOC and the Joint Information Center (JIC) were staffed with representatives from MNPS. Information related to schools and school closing was shared in joint media briefings attended by all affected Metro departments and agencies. In addition, Metro Schools' staff worked in concert with other departments to ensure public safety. Examples include:

- As one of Nashville's emergency evacuation providers, Metro Nashville Public School's Transportation Department evacuated more than 500 people across the county. Several of our bus drivers transported stranded Nashvillians, from newborns to ninety-year-olds, to safety.
- Metro Schools' Transportation Dispatch staff served the community admirably, working closely with the Metro Fire and Police Departments to route buses to staging locations and to identify safe evacuation routes.
- The Transportation Department shared fuel and offered a safe place to park MTA buses. Transportation staff also shared office space with MTA to allow public transit operations to resume the week following the flood.
- Bellevue Middle and McGavock High Schools were opened as emergency shelters; principals of other schools offered to open their facilities.
- Metro Schools' employees assisted the operation of the shelters at Bellevue and McGavock.
- Dozens of Metro Schools' employees worked throughout the day and night in the days following the flood to support emergency relief efforts, including distribution of bottled water to citizens.
- MNPS maintenance staff assisted Metro Water Services at the water treatment plants as they worked to maintain water service and to restore full service to the city.

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- Communications Office staff worked with other Metro Public Information Officers to staff the JIC, providing updates and coordination to information provided to media and public.

Metro Schools' maintenance teams and school staffs completed their damage assessments quickly. They worked late into the evening on Sunday, May 2, and were back at work cleaning before sunrise on Monday morning. School clean-up took a few days; however schools remained closed the week of May 3-7, largely due to road conditions within the county that affected bus routes. During their days off work, other district staff volunteered in clean-up and response needs across the county. Schools reopened Monday, May 10, with counselors from Vanderbilt and Centerstone working with Metro Schools' counselors to assist students and employees impacted by the flood. Modifications to 137 portions of bus routes were made to adjust for road conditions. The district rescheduled end-of-course exams for high school students, and several high schools were forced to make alternative arrangements for graduation ceremonies due to flood damage at the original venues.

Initial damage estimates showed that Metro Schools' facilities and equipment sustained more than \$1.6 million in damage, including 11 buses that were rendered inoperable. The Academy at Opry Mills was a total loss, with all equipment and materials destroyed. Because of the continued repair to Opry Mills Mall, the site of this school, the district has made an alternative arrangement for the Academy to move to Hickory Hollow Mall for the 2010-2011 school year. An additional 22 schools had some flood or wind damage caused by the weekend storms.

Approximately 500 Metro Nashville Public Schools staff and 1,218 students were personally impacted by the flood. In response to family needs, the district relaxed dress code requirements, opened its customer service center Sunday, May 9, and earlier Monday, May 10, to assist families who needed new school or bus route assignments, provided assistance from the Homeless Education (HERO) office and provided collection and distribution centers for supplies and clothing donated from citizens and companies. The district also used its automated phone message system to communicate with employees and families. Employees were paid for the days schools did not operate and were asked to provide assistance in getting schools ready for classes to resume or to volunteer in the community relief efforts.

When schools resumed, the city was still working to restore full water services and resulting low water pressure required watch monitors on upper floors of multi-story schools. MNPS reassigned some employees to handle this need. Metro Schools has 84 schools that are more than one story, including 28 elementary schools. Also because of low water pressure, some restrooms on upper floors were not usable and were closed to students and staff. These temporary issues did not impact the final days of school and schools dismissed for the summer on schedule.



**Metropolitan Transit Authority**

*ESF #1, #7, #8, #13, #14*

Nestled along the banks of the Cumberland River, just off of Hermitage Avenue on Nestor Street, sits the Nashville MTA facility. What was home to the city's public transportation network is now a flood-ravaged structure, gutted down to the studs that were once office walls after five feet of water made its way into the building.

A place that was "home" to MTA buses and staff for the past 19 years is now literally a shell of its former self.

What began as an unassuming rain event on May 1 quickly turned into a major natural disaster less than 24 hours later. Service was suspended at 8:15 a.m. on May 2 for what turned out to be an unprecedented four consecutive days. By 8:45am on May 2, MTA implemented its disaster evacuation plan to relocate all buses and vans to designated sites. MTA had personnel present Saturday afternoon with all other Metro departments who were working at OEM's Emergency Operations Center relaying information back to MTA's Nestor Street facility and assisting other Metro departments. MTA supplied buses where necessary to assist in evacuations of Davidson County residents in several areas of the county.

In spite of MTA's best efforts of posting employees on the banks of the river to monitor the encroachment of water onto the property and being in constant communication with the Emergency Operations Center, floodwaters actually entered the property from the front of the facility on the Nestor Street side as opposed to coming over the banks of the river by the building. The evacuation plan continued as long as possible, but was suspended at approximately 1 p.m. when no more vehicles could move through the floodwaters on Nestor Street.

With the building sitting on slightly higher ground, the decision was then made to move all remaining vehicles, including employees' personal vehicles inside the building in hopes that the floodwaters would not rise much higher. However, because the floodwaters rose much higher than what was being reported and significantly faster than anticipated, approximately 53 employees were trapped on the second floor of the facility and eventually were rescued by boat by Nashville Fire and Rescue at approximately 10pm on May 2.

The facility ended up being inundated with approximately five to six feet of water, causing extensive damage at the Nestor Street facility. The entire first floor and all the vehicles inside and outside the building were flooded, which knocked out the dispatch and reservations departments, human resources and all Access Ride and bus maintenance operations. Ultimately, MTA had approximately 32 buses, 41 vans and several staff vehicles and equipment vans, as well as 79 personal vehicles that were damaged.

The floodwaters finally receded four days later on Thursday, May 6 and work began immediately to assess the damage and start the cleanup process. During the four days the facility was under water, MTA staff worked with other Metro agencies and received great cooperation from General Services

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and Metro Public Schools. We were able to utilize the Fair Grounds and Metro Schools bus garage, as well as two bays donated by Mid TN Ford, to store and maintain the salvaged fleet of buses and vans which enabled MTA to resume our Sunday/Holiday scheduled service on Thursday, May 6.

While not only maintaining the fleet for restored operations, the MTA maintenance staff worked tirelessly along with Epic Response, a cleanup remediation company based in Atlanta and hired by Metro General Services, to clean and get part of the maintenance facility at Nestor Street operational to resume fueling and maintenance service there.

Other departments within MTA did their part as well.

- The information and technology department worked to ensure essential information systems were operating and support personnel had the tools necessary to perform their jobs in the various temporary office locations across the city.
- Communications worked to distribute information to customers and to the media to keep everyone informed of MTA operations.
- Planning acquired loaner vehicles and searched for available grants.
- Finance restored our accounts payable system in order to get bills paid and worked closely with FEMA.
- Human Resources contacted all staff to keep them up to date with information regarding their shifts as it became available.

The MTA received loaned vehicles from several transit systems that were essential to the resumption of a full weekday schedule:

- 25 buses from the Southwest Ohio Regional Transit Authority in Cincinnati
- 12 high-top vans and two staff cars from Mid-Cumberland Human Resources Agency
- 10 vans from the Knoxville CAC
- Five buses from the Memphis Area Transit Authority (MATA)
- Three paratransit vans from Clarksville Transit System (CTS)
- Two staff cars and one pickup truck from the Chattanooga Area Regional Transportation Authority (CARTA)
- One sedan from the Southeast Tennessee Human Resource Agency (SETHRA)

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Through this coordinated effort and significant assistance from Metro General Services, temporary administrative offices were located and the remediation company was able to release part of the maintenance facility at Nestor Street to allow MTA to resume full bus service on Monday, May 24.

Since May 24, staff has worked out of a portable double-wide office trailer on the Nestor Street bus lot without its normal dispatch office and equipment. Operations staff is back to scheduling runs and monitoring bus arrivals and departures.

At present, most of the administrative staff is working temporarily at the Metro Nashville Southeast office complex, while most operations and maintenance staff remain at the Nestor Street facility. Operations and maintenance capabilities have now been restored at the Nestor facility, sufficient to operate weekday service.

While the MTA continues to function, management continues to pursue a new permanent location for the administrative offices and restoration of most of the Nestor Street facility.

Day by day, the MTA continues to recover from the flood.

### *Other Comments and Observations*

The MTA facility at Nestor Street is vulnerable to flooding beyond estimated flood plain projections. Consequently, the MTA has made the decision to move administrative staff and heavy maintenance to a new location that is not in the flood plain. A process needs to be developed to give earlier warnings to agencies and businesses operating in the flood plain. Remote access to the Emergency Operations Center through a VPN software program would be helpful. Long-term staffing of the EOC became a burden.

## **Metro Information Technology Services**

### *ESF #2*

**SATURDAY, MAY 1:** For Metro's Information Technology Services (ITS) Department, the response to the May 2010 flooding began with Danny Duke, ITS's Desktop Support Technician, being called into the Mayor's Office of Emergency Management Emergency Operations Center (EOC) on Saturday, 5/1 around 15:00. At 17:00, ITS's Emergency Services Coordinator (ESC), Houston Runion, received a call to report to the EOC as well. Houston began communicating with ITS employees about the impending weather.

Upon arrival at the EOC, a status of the situation was given to the room and a potential issue became apparent immediately. Due to the long planned, ongoing migration of services between Metro's primary data centers, a decision was made by Directors Keith Durbin of ITS and Chief Steven Halford of OEM to postpone the Internet outage indefinitely.

ITS began a log of all requests to and actions performed by ITS during the event. Houston received a number of requests from other ESC's to address unique issues that the ESC's in the room were

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experiencing, and was able to dispatch technician Danny Duke or other appropriate resources to resolve issues as they arose. ITS continued in this role of managing individuals' PC and connectivity issues throughout the EOC activation.

ITS was dismissed from the EOC on Sunday morning, 5/2 at 01:22 and was scheduled to return at 07:00.

*SUNDAY, MAY 2:* ITS's alternate ESC, Margaret Keck and Danny Duke arrived at the EOC on Sunday morning at 07:00. One of Margaret's first activities was to facilitate the creation of multiple conference bridges by AT&T to be used at the city's discretion. These were used by various departments and agencies throughout the EOC activation.

That morning, Margaret received a phone call from ITS operations staff stating that the basement of the new data center building was beginning to flood. At the time, though the data center itself was complete, the rest of the building and its systems were not, including the rain shedding and water movement systems. Mechanicals supporting the new data center are in the building basement. Already, the three feet of rising water was beginning to submerge the water pumps that supply chilled water to the data center. ITS staff began making plans to turn off low priority systems to reduce the heat load. It was determined that if the water continued to rise, the majority of systems within the data center would be brought down to avoid failure.

General Services immediately called in the building project general contractor to access the situation and another vendor was brought in to begin pumping water out of the basement. By the time the pumps stopped the water level from rising, the data center was approximately 30 minutes away from complete systems shut down. General Services and ITS also put into place measures to ensure that, should the rains continue unabated for a long period, the basement would continue to be pumped.

On Sunday afternoon, the Metro communications mechanisms that are managed by ITS began to swing into full gear. Metro 3 staff began running informational messages on Channel 3 providing public service messages from various departments' public information officers. These spots would run through the week, except when press conferences were broadcast. The ITS webteam staff worked with PIOs to post vital information to both nashville.gov and Metro's Facebook page as they became available, and created a dedicated flood information site.

ITS was dismissed from the EOC on Monday morning, 5/3 around 01:00 and was scheduled to return at 07:00.

*MONDAY, MAY 3:* ITS leadership also put into place a communications plan on Sunday that would facilitate communication within the department, as well as coordination of not only response activities, but also the ongoing activities of the Metro government. On Sunday evening, all ITS senior leadership attended the first of twice daily required conference calls on which updates were given as to the status of various activities. These meetings continued through Thursday, May 6. It was determined at this first meeting that Monday would be a work from home day for ITS employees, unless they were personally impacted by the flood. This was easily doable for most ITS

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workers as many had not only laptops, but also the ability to remotely access their work desktops at their work locations and continue to work even if they were unable to drive. This ability would soon be very soon put to the test.

Following these meetings and during the daytime as necessary, ITS used the mass notification tool, Notifind, to communicate information to the ITS department as a whole, via home phones, cell phones and email. This process worked very well, as reports could be run to ensure everyone received the message. Through this process, it was learned that though everyone had stories of family or friends with great losses, only two ITS staff members had homes that were devastated by the flood waters.

Many ITS staff worked through the week offsite as the Metro Center ITS offices were closed. Some were required however, based on the nature of their roles, to provide direct on-site support. This included staff such as network technicians, phone technicians and desktop technicians who supported all of the departments who were displaced by providing PCs, rerouting phones, and installing network and telephony infrastructure at relocation sites to allow the departments to resume business. Additionally, although displaced, the ITS Help Desk continued to take phone calls and dispatch technicians from remote locations.

Houston Runion, Keith Durbin, Danny Duke and Jim Mallard, another ITS Desktop Technician, reported to the EOC Monday morning. Houston received a call from Water Services reporting Omohundro Water Treatment Plant's phones were down and he contacted an ITS technician to investigate. As all normal points of access to the Omohundro site were submerged, the ITS tech, Randy Armour, rode a tractor through the woods to reach Omohundro's telephone room. As the entire room that housed this equipment was under water, Randy immediately assessed the equipment as not salvageable and that service would not be repaired until the flood waters subsided. Randy and his team began working on plans to restore temporary service to Omohundro as soon as would be feasible, which turned out to be later in the week.

The Joint Information Center was established at Belmont University on Monday. ITS's desktop technicians supported the public information officers from the assembled Metro departments by working with Belmont University's IT department to ensure network access was working properly and there was sufficient bandwidth available. They also assisted with file transfers, data access issues, printing solutions, and many other small issues as they arose, to ensure the JIC's success in this remote location.

Later that morning during the press briefing at the Joint Information Center (JIC), the director of NES announced that power would be cut off to the Metro Center area due to a potential breach in the floodwall protecting the low-lying flood plain area. At 11:26, Chief Honey Pike of the MNPD announced to the EOC that Metro Center was about to lose power and that the area would be closed to all except emergency personnel due to the flooding danger. At the time, Metro Center was the location of ITS' main offices.

Knowing that the ability for many department staff members to continue to operate remotely depended upon having their work computers on and able to be accessed, Director of ITS Keith

Durbin petitioned the MNPD and was given permission to enter the Metro Center ITS facility and remove vital equipment. He, Danny Duke and Kyle Wyley made it into the building and transported a truckload of desktop PCs and other equipment to an emergency staging site in the new uncompleted data center, where the desktops were brought back online. Doing this allowed for almost the entire range of ITS' services to continue to be available to ITS' customers.

Also on Monday, Metro 3 staff arrived at EOC to take archival video of the activities within the EOC. They also took their place among the assembled media and from that day forward taped all press conferences that took place at the JIC and broadcast them on Metro 3 via tape delay.

By this point in the ongoing event, Metro's plans for setting up relief and informational centers for those affected by the flood were taking shape. ITS received a request from the Mayor's office to outfit multiple recovery sites with PC's, phones, phone service and Internet connectivity. These facilities would enable those without power, Internet, or even a home to return to have contact with others and receive information from FEMA so they could begin their own personal recovery efforts. Working with AT&T, Comcast and Dell, ITS began the process of providing these services where requested. From the initial two sites, the number eventually grew to five relief centers for which ITS provided coordinated services with our partners. In addition ITS was also asked to coordinate the establishment of a 20-station call-center at the Community Foundation headquarters, and was able to provide the hardware and services to do so on Tuesday within 18 hours of request, with the assistance of AT&T.

ITS was dismissed from the EOC Monday night at 22:15.

*TUESDAY, MAY 4:* Houston Runion, Keith Durbin, Danny Duke and Jim Mallard reported to the EOC Tuesday morning starting at 07:10. That morning, MTA reported their data processing facility was without power and their equipment was in danger of being damaged by water. ITS made arrangements to give MTA space in the Metro primary data center for any equipment they needed to bring in and also began working with them to recover data that had been lost. In the end, MTA ended up not needing the data center, but there was space and power available had they needed it.

ITS staff continued working through the week offsite as the Metro Center offices were closed. ITS also supported on-site at their locations all of the departments who were displaced by providing PCs, rerouting phones, and installing network and telephony infrastructure at relocation sites to allow the departments to resume business. Additionally, although displaced, the ITS Help Desk continued to take phone calls and dispatch technicians from remote locations.

ITS was dismissed from the EOC Tuesday night at 22:22.

*WEDNESDAY, MAY 5:* Danny Duke, Jim Mallard, Houston Runion, Laine Hiera and Keith Durbin reported to the EOC Wednesday morning starting at 07:00. ITS staff continued efforts to bring all the victim relief centers online. Metro Center came back online and ITS began shifting to the Resumption Phase.

ITS staff continued working through the week offsite as the Metro Center offices were closed. ITS also supported on-site at their locations all of the departments who were displaced by providing PCs, rerouting phones, and installing network and telephony infrastructure at relocation sites to allow the departments to resume business. Additionally, although displaced, the ITS Help Desk continued to take phone calls and dispatch technicians from remote locations.

ITS continued to support the EOC's local IT needs as requested and was dismissed from the EOC Wednesday night at 21:38.

*THURSDAY, MAY 6:* Danny Duke, Houston Runion, Becki Knellinger and Keith Durbin reported to the EOC Thursday morning starting at 07:00. The ITS Webteam finished creating the second version of the flood site on nashville.gov and the Metro Facebook page had flood pictures and info posted to it.

The Metro Center area was reopened around noon on Thursday and ITS's Senior Leadership Team relocated from home or alternate work locations back to the Riverview building for the first time that week, with staff members following shortly after. ITS also supported on-site at their locations all of the departments who were displaced by providing PCs, rerouting phones, and installing network and telephony infrastructure at relocation sites to allow the departments to resume business.

ITS was dismissed from the EOC at 18:29 on Thursday evening, and ITS was asked to stand down from the EOC the following day.

*FRIDAY, MAY 7 and ON:* After the immediate remediation efforts noted above, ITS continued to support the activities around the relief centers until they were closed, as well as the longer term efforts to rebuild and reconnect departmental facilities lost to this historic event.

### **Metro Emergency Communications Center**

*ESF #2*

On Saturday May 1<sup>st</sup> and Sunday May 2<sup>nd</sup>, 2010 Davidson County received torrential rains resulting in extensive flooding, several deaths and millions of dollars worth of damage. As a result, the Emergency Communications Center (ECC) received an extreme increase in call volume.

Emergency Communications is critical during an event of this magnitude, assisting the citizens who call for help, facilitating rescues and evacuations, damage assessment and repair in the recovery stage and numerous local, state, and federal agencies and disciplines working together.

*Impact on the Emergency Communications Center (ECC)*

- Increased call volume on emergency and non-emergency lines
- Increased staffing levels

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- Increase in overtime.
- Administrative offices and conference rooms occupied by media and outside agencies.
- Communications Vans and personnel used for transportation needs.
- Flood Damage to a pumping station caused loss of drinking water and lavatory use

### *Response*

- Calling in additional personnel to handle the work load
- Command Staff on site for extended periods
- Two ESCs assigned to the EOC for 14 days
- FIRST members were activated and used in EOC & Metro SouthEast for 14 days
- Communications Plans with Channel assignments created and issued

### *Assisting other Agencies*

- Statistical Reports compiled for several other agencies
- FIRST members working the SouthEast command for the Police Department
- Tracking of looting calls for the police department
- Tracking of flood related deaths
- Tracking of rescue calls for the fire department
- Tracking of water wasting calls for the water department
- Assisted in validating the road closures for GIS

### *Quality of Interface in the Emergency Operations Center (EOC)*

Relationships established and the training received during the Integrated Emergency Management Course and regular Emergency Service Coordinator meetings provided a good foundation and framework to effectively communicate with each other. Proper documentation was lacking due to not utilizing the WebEOC fully.



The major strengths identified during this incident are as follows:

- The majority of critical radio infrastructure stayed operational during the entire incident.
- ECC Staff adapted well to the rapidly changing conditions during the entire event effectively controlling calls as best as possible.
- Once additional telecommunicators arrived in the Emergency Communications Center (ECC) planning for the next two operational periods (24 hours) began in regards to staffing.
- Timely activation of the Emergency Operations Center (EOC) was extremely beneficial, specifically the phone bank, and PIO resources allowed the ECC to maintain focus on 9-1-1.
- The Metro Police Department and the Metro Fire Department established commands which focused on rescues and life preservation efforts allowing a more efficient and streamlined handling of the calls by the dispatchers.
- Communication infrastructures created for dispatch centers to be able to communicate to each other between jurisdictions worked as planned. This infrastructure was heavily used because the phone systems at some of the dispatch centers were over capacity.
- Relationships established during Communications Leader training and through UASI Communications meetings allowed for one on one contact between counties to coordinate incident related activities.
- Communications with outside agencies was handled using radio caches, mutual aid talk groups and fixed gateways.
- The operations branch of the EOC (police, fire, EMS, ECC, public works, water, NES, GIS) kept an open flow of communications throughout each operational period.
- The facility and provisions for the EOC were well thought out, continually monitored and sufficiently replenished.
- The regular briefings and updates provided excellent situational awareness for all agencies involved.

- Relationships established and the training received during the Integrated Emergency Management Course and regular Emergency Service Coordinator meetings provided a good foundation and framework to effectively manage the event.
- ECC's Field Incident Response Support Team (FIRST) activated and used for the duration of the event in the EOC and the Metro SouthEast command.
- Use of the Notifind system was instrumental in keeping our employees up to date on schedules and assignments.

Throughout the incident, several opportunities for improvement in the operations and overall incident management did exist. The primary areas for improvement, including recommendations, are as follows:

- *Difficulty in keeping up with all the road closures:* Information funneling in through various sources, often contradicting, inaccurate or incomplete. Information regarding updates on road closures or openings was not received.

*Recommendation-* Identify and establish who will receive, compile and coordinate the dissemination of the road closure information. They will also need to follow up with regular updates. All information should be put in NRIS and other databases. A common nomenclature for markers and colors should be developed for all agencies.

- *Emergency Notification System:* Had the ECC been requested to notify a densely populated, large geographic area of the county regarding evacuations and shelter information, the current notification system, Neighborhood Notifier, would not have been capable of handling such a request.

*Recommendation-* Access to a high speed, web based mass notification system designed for events like this should be available for OEM.

- *NRIS not fully utilized:* The Nashville Regional Information System (NRIS) is a valuable asset that can provide situational awareness for those who are on the system; however it was not fully functioning properly at the time of the event. The ECC ESC was unable to view pertinent data. The GIS ESC did not have access to the system and therefore not able to update it. The system was not projected on the big screen for all ESCs to benefit from the information.

*Recommendation* – The system should be checked and updated to ensure it is functioning properly. ESCs should have adequate training on the system and access. It should be used on the big screen for other agencies to view.

- *WebEOC not fully utilized:* Good relationships created the opportunity for face-to-face dialogue and requests; however they were not followed up by entering the information in WebEOC. WebEOC was not consistently monitored during the overnight hours therefore any updates entered were not visible to other agencies.

*Recommendations-* Using WebEOC properly for requests and dissemination of information should be required.

- *Incident Action Plan:* Recommend that a formal IAP process be used.

*Recommendations-* Recommend that EOC Operations enhance periodic briefings with follow up IAP.

- *Controlled access to the ECC:* Police and Fire personnel and supervisors in the ECC operations area, planning, and operating commands from dispatch consoles. At one point the supervisors and managers offices were utilized by police and fire.

*Recommendation-* The ECC, under normal day to day circumstances, operates in very close quarters and does not have the available space to facilitate other agencies operations. Incident commands and planning sessions should not be conducted on the ECC operations floor.

- *ESCs not properly used* – Personnel from the EOC would sometimes communicate directly with ECC staff rather than going through the ESC. ECC staff in turn went straight to EOC personnel without going through the ESC.

*Recommendation* – ECC personnel should receive training on the role of the EOC and their assigned ESCs. OEM should facilitate continued EOC/ESC training for the other agencies as well.

- *Emergency Communications Center facility needs:* Inadequate parking for all the ECC and EOC personnel.

*Recommendation-* Larger facility needed.

- *Police/Sheriff channel usage:* Police command channel P111 was assigned to a command. The sheriff's department was using this channel to check warrants for police officers. Police department does not have access to the Sheriff's warrants channel.

*Recommendation-* Police and Sheriff's department officials need to discuss this with the Radio Communications division.

- *Under utilization of COML:* Outside agencies were brought in to help in field operations. They worked off of cell phones instead of using their issued radios. No one notified the communications ESC (COML) that these agencies were working and needed to be able to communicate.

*Recommendation:* Public Safety Agencies (responders) in and around Davidson County need to be trained on the benefit of using a COML. Gateways, networks or patches can be used to ensure multi-agency communications.

One other thing to be noted, due to the size of the parking area, only those necessary for the mission should be coming to the EOC when fully activated.

### **Metro Water Services**

*ESF #3, #5, #7, #9, #10,*

On May 1<sup>st</sup>, a full activation of the Emergency Operations Center and Community Hotline had been ordered due to the city being severely impacted by the flood event. During the early stages of the rain event on May 1<sup>st</sup>, Metro Water Service's (MWS) response was limited to sewer overflows and storm system restrictions. However, as the scope of the event grew, so did our activities. MWS began obtaining materials for sandbagging and placing at key areas, such as two water plants, Central Wastewater Complex, Metro Center levee / and Storm Water Pumping station, investigating the removal of tank cars, damage recon, etc.

MWS also was involved in various flooding-related matters to include considering possible flood inundation areas based on National Weather Service (NWS)/Corps of Engineers (Corps) projections of flood crests downtown. This event's flooding issues related to both flash flooding of tributaries feeding major rivers (Harpeth and Cumberland) and later to the Cumberland River itself as flood crests were predicted (NWS/Corps) based on rainfall amounts and Corps dam releases. MWS worked with the Mayor's Office of Emergency Management (OEM) and Public Works to facilitate road closures as floodwaters dictated during the disaster. Also, as the flood event progressed, specific attention was devoted to the Opry Mills and Metro Center areas, which are locales generally impacted by only major Cumberland River flooding events.

Staff regularly monitored the Metro Center levee during the flood and efforts were (successfully) undertaken to sandbag an identified low area to prevent floodwaters from routing "around" the levee. Mandatory evacuation of the Metro Center area was conducted by OEM until the flood risk abated mid-week once the Cumberland River floodwaters sufficiently subsided. Finally, chemical storage facilities at MWS plants were continually monitored to assure that flood-related damages/releases did not occur.

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The normal scope of MWS responsibilities began to grow as the flooding expanded and the days progressed. These activities involved:

1. Requests for removal of vehicles, drums, tanks, etc. from waterways
2. Requests for road closures due to flooding and roadway infrastructure damage
3. Inspection of Metro Center levee
4. Inspections of landslides (particularly those impacting MWS facilities, Stormwater flow, and/or stream flow) and some non-Metro sites (Metro Center levee, private home, and private driveway) to include supporting Codes efforts in evaluating certain structures
5. Advising of GIS elevations within Davidson County for evacuation purposes & road closures
6. Assisting in innovative ideas to utilize non-potable water during the recovery phase of the Flood incident, including restrictions by MWS and TDEC on water usage.
7. Inspection/documentation of the Municipal Separate Storm Sewer System and stream damage, debris, and flow restrictions – to include routing any drum and/or chemical cylinder locations to designated EPA representatives for retrieval/disposal.
8. Working closely with Metro Codes to insure that “permitted” flooding repair/restoration work met FEMA requirements.
9. Working closely with various local, state and federal entities to consider buy-out (by Metro) options for certain flooded properties per FEMA/TEMA guidance
10. Initiating plan to identify and prioritize flooded parcels eligible for buyout consideration.
11. K.R. Harrington Water Plant, Dry Creek Wastewater Treatment Plant, Central Wastewater Treatment Plant, Central Bio-solids Handling facility, Whites Creek Wastewater Treatment Plant – clarifier floated, and 42 sewer pumping stations all damaged due to flooding. Additionally, the only remaining water plant for the Metro Customers in Nashville, Omohundro Water Plant struggled to provide an adequate



Photo 5: KR Harrington Water Plant

volume of clean safe drinking water while defensively protecting the complex from the Cumberland River flooding.

Response by the city of Nashville (departments), the State, the Federal government, VOADs, private businesses, and most of all the citizens were amazing. The City worked as one unit for the betterment of the entire city, not just their area. Complaints were at a minimum, cooperation was the norm. There was a transparency of the City's responses and a clear demonstration of the needs. The public responded accordingly to those requests for assistance. The strength that was most evident was the resilience of the City and the people.

### *Other Comments and Observations*

The lessons learned from this event were put into practice during this event. They included:

1. Be responsive
2. No turf – this was an all city disaster and the City responded accordingly
3. Stay focused on priorities
4. Work your way through the Disaster Cycle
  - Preparation – Exercises, training, meetings, and discussions
  - Response – responded to the incident as it grew
  - Recovery – from the start of the event, thought was on the recovery. Constant reminder on documentation and recovery of expenses and getting the City back in business as quick as it could be safely done and with transparency to the public.
  - Mitigation – With the documentation and communication from the start of the event, the City moved into the Mitigation phase prepared.

Areas for improvement were relatively minor and simple to resolve. These areas for MWS include:

- ESC team during moderate to major events (ESC and personnel from MWS Accounting knowledgeable in Dept. contracts)

*Recommendation* – move or place lesser involved parties into nearby rooms or bring in portables so ESC teams can function with less confusion

- Practice resource typing daily

*Recommendation* – MWS received required training on resource typing for all MWS employees. Regular reminders to utilize resource typing during daily operations.

- Focus responses on priorities events

*Recommendation* – Practice Incident Action Plans (IAPs). Develop a plan for the shift and explain the plan to the parties. If there is a major event where the water infrastructure is damaged for the city or some other critical infrastructure, focus on the critical infrastructure not just some nonessential task.

- Communications – As the ESC, you are overwhelmed by calls. The ESC can not get back to the caller when the phone or direct connect is busy.

*Recommendation* – E-mail when possible so the ESC can paste info in Position log and better understanding of request. Use the 800 MHz radios, people tend to not tie the radio up and others are aware of what is happening in the system.

- Training for obtaining resources, documentation, and returning resources

*Recommendation* – Involve Departments’ training section to develop Resource Typing training for all MWS staff.

- Uncertain regarding role in barricading/closing roadways (in relation to duties of Public Works, Police, etc.).

*Recommendation* – Devote some attention to this consideration in future training exercises to include how best to accurately track closed roadways electronically (GIS, etc.) so citizens can evaluate available routes via the Internet. This could also include a process to document when a roadway is reopened with that information being quickly depicted on the aforementioned mapping resource.

- As projected Cumberland River flood crests/levels were reported to OEM from NWS/Corps, it was difficult to quickly ascertain specific locales within Metro that were exposed to a potential risk of flooding.

*Recommendation* – Reassess Metro GIS/modeling capabilities to determine if a program/application could be created that would quickly generate flood inundation area maps based on projected (and/or current) Cumberland River flood levels. Such an application might also include “outbound calling” to citizenry within those areas with instructions on actions to take given flooding risk. NOTE: It is possible this already exists as part of the Wolf Creek Dam study.

- Both during and in the weeks after the disaster, there were various inquiries relating to which entity within Metro facilitates removing vehicles from streams.

*Recommendation* – Create a “quick-response” process (known to emergency dispatchers) whereby such items can be removed from streams. This process should ensure that items retrieved are legally processed (notification of police, owner, etc.) and disposed of as is appropriate.

### *Community Hotline*

The Emergency Community Hotline was activated by the OEM on Saturday, May 1, 2010, due to widespread flooding caused by an unusually large amount of rainfall in a short timeframe. The Emergency Community Hotline’s major purpose is Emergency Public Information. In this flood event, the Community Hotline provided Emergency Public Information which included handling the following types of calls: requests for shelter and/or evacuation, citizens needing timely and accurate information on flooded areas/roads or directions around flooded areas, requests for food and water, people

volunteering to assist, donations of money or goods, distraught family members trying to contact family members, news media inquiries, requests for information on business closures and



**Photo 6: Community Hotline in EOC**

court closures in flooded area, inquiries about MTA routes, inquiries about school closures, car tows – location information, electrical outage reports, requests for financial assistance, requests for assistance to remove debris from homes/yards, reports of streets and bridges flooding, trees down across roads, live electrical power lines down, and roads buckling.

We also provided rumor control and alerted OEM staff of trends in calls.

The Community Hotline received approximately 22,037 calls from Saturday, May 1 through Friday, May 14, 2010. Metro Water Services staffed the Community Hotline 24 hours/day for 14 days with 46 volunteers that logged in 1,137 hours of work.

In terms of recommendations from the Community Hotline Group: Have a MTA Bus designated to taxi people to and from shelters within a 15-mile radius. Some people evacuate homes without medicines or clothes and need to make a quick trip to pick up some items. Also, the Community Hotline had a box of supplies and Community Hotline Reference Materials in the War Room in a cabinet. When we arrived, the box of supplies was gone. We had a difficult time getting supplies and Community Hotline reference materials. A recommendation is that a box with supplies and information for the Community Hotline be regenerated, if the original box is not found, and kept in a convenient location for the Community Hotline workers.



#### *Public Information*

The MWS PIO worked with other PIOs to gather information from each agency within the EOC and push it through appropriate channels to the public. This included writing press releases, scheduling and facilitating press conferences, preparing informative hand-outs, design and maintenance of a flood website and responding to media calls.

The PIOs also responded to media calls and requests and monitored media throughout the event. (TV, newspaper and web) During the event, the MWS PIO also handled MWS specific issues such as the loss of KRH and water shortage concerns and worked to spread the word regarding water conservation through many outlets.

The EOC PIO desk was busy the entire time of the activation and although Metro has many PIOs, it seemed the same PIOs worked the majority of the time (Gwen –PW, Holly-MCC, Janel- Mayor, Sonia- MWS, Rachel-PD, and Kim-FD)

#### Suggestions:

- Schedule PIOs for certain hours with overlap to give time for transition
- Have a dedicated printer for PIO near the PIO desk
- Roll main PIO phone line over to other phones at PIO desk when not answered by a certain number of rings
- Have voice mail set up on PIO line

#### *Metro Water Incident Commanders*

Metro Water Incident Commanders who directed the response and recovery efforts within Metro Water Services were asked to submit comments on the interface between EOC and their areas of command. Their comments were mostly positive with only a few areas for improvement. These areas included:

- All Press Releases affecting the Department be forwarded to the Department Incident Command for their advisement prior to public announcement thus avoiding any miscommunications and/or inconsistency in execution.
- Formal process for the return of requested and received resources such as personnel and equipment (generators, excavation, pumps, etc)
- When resources are requested through standing MOUs (i. e. fire and police personnel), the MOU is transmitted to the requesting party with that resource. The requesting party is also responsible for any coordination of the resource throughout the event
- Formal declaration of deactivations (i.e. State EOC, Departments, etc.) to ensure that everyone is aware of the status of the response.

- Exercises (tabletops and others) to familiarize participants with the emergency structure, hierarchy and process, to gain experience and to find and correct weaknesses.

*Other Comments and Observations*

The lessons learned from this event were put into practice during this event. They included:

1. Be responsive
2. No turf – this was an all city disaster and the city responded accordingly
3. Stay focused on priorities
4. Work your way through the Disaster Cycle
  - Preparation – Exercises, training, meetings, and discussions
  - Response – responded to the incident as it grew
  - Recovery – from the start of the event, thought was on the recovery. Constant reminder on documentation and recovery of expenses and getting the City back in business as quick as it could be safely done and with transparency to the public.
  - Mitigation – With the documentation and communication from the start of the event, the City moved into the Mitigation phase prepared.

*Water Services Emergency Services Coordinator*

When requests from Legislative or Executive offices are received, these should be assigned to an OEM individual who will insure all actions, activities, results, etc. are reported back to the requesting Agency. In some cases, these offices may be related to future funding, etc. which would be in our best interests to “keep in the loop”.

**Metro Public Works**

*ESF #1, #3, #4, #5, #7, #9, #13, #14, #16*

MPW’s activities during the initial response phase of this incident were varied and fast paced. During the first day our activities were mainly dedicated to placing barricades and instituting road closures on roadways in areas that normally flood. These being roadways in the Mill Creek, Browns Creek, Edmonson Pike area, Whites Creek, and other low lying areas within the basins listed. These activities continued during the event moving from the tributaries to the Cumberland River as the flood event moved from a tributary event to a major flooding of the Cumberland River.

MPW also provided three employees to work in the EOC. This assignment lasted throughout the event.

Also during the initial response and continuing during the response phase MPW dedicated specially trained departmental personnel and equipment from our USAR component to the water rescue operations of the Fire Department. These resources worked over 24 hours without a break alongside Fire personnel effecting water rescue operations countywide.

As the event escalated, MPW also began an emergency roadway debris removal operation as debris washed over roadways making them impassable. This included several landslide incidents that required large numbers of resources (equipment, manpower) to clear and remove debris.

As the event continued to escalate and the Cumberland River began to flood, MPW operations escalated to meet the demand. We dedicated personnel, materials and equipment along with the Sheriff's department to began a sandbagging operation to protect the Omahundro water treatment plant and to shore up the levee along Metro Center. MPW also, at the request of OEM, dedicated personnel and equipment to assist in the transportation and distribution of bottled water. This operation continued into the recovery phase.

Also, during this time frame, MPW had to evacuate personnel and equipment from portions of its South Fifth facility as floodwaters entered and flooded portions of this facility. MPW also assisted in the evacuation of personnel and materials from the first harvest facility in Metro Center.

During the peak of the flooding event, MPW had all of its personnel on 12 hour shifts providing response operations and also beginning damage assessment activities of the roadway infrastructure, including roads, bridges, and traffic control facilities. We also instituted accounting procedures to collect and record all expenses related to the event.

As the water began receding, MPW began in depth damage assessment activities. This involved assigning inspectors to physically inspect every roadway, and structure within the county that MPW is responsible for maintaining. Each area of damage was identified, inspection reports completed, photographed, and recorded for the issuance of work orders. Project files were opened on each individual location (over 200) to insure proper repair and for FEMA reimbursement.

Temporary repairs were began and completed on the most critical locations and contracts were instituted to begin the permanent repair process on all locations.

Also, during the first few days of the event MPW obtained contracts for the collection and removal of flood debris. Per the Departmental Debris Removal Plan, pre identified temporary disposal sites were opened and the collection contractors were mobilized to began collection activities as soon as the water receded. These activities began on day 4 of the event and continued for 30 days.

As of this date, all Departmental floods related operations have been completed with the exception of the permanent roadway repairs. These activities will continue throughout the summer months and should be completed by November.

All of the operations related to this incident undertaken by the department were performed by the dedicated and brave employees of this department. These employees worked very long hours, at

times putting themselves in dangerous situations, without rest, and a number of them worked the event even though their own homes were flooded. All performed valiantly, and within the parameters of the Departmental Emergency plan and the Metro Emergency Plan.

### **Metro Parks**

#### *ESF #13*

The department experienced three indoor facilities that are significantly damaged by the flood: Antioch Community Center, Hartman Park Regional Center, and the Ted Rhodes Golf Clubhouse. General Services and all other team members involved are doing a great job of keeping the repairs on track.

Metro Parks hosted five (5) Disaster Relief Sites at community centers: Hadley, Coleman, East, Bellevue and Hermitage. Coordination of these sites by all Metro agencies was fast and efficient. Initially there were a few glitches with distribution of supplies but other than that, the sites ran well and were a valuable asset to the communities throughout the county.

In addition to the three indoor facilities that were damaged, Metro Parks experienced significant damage to many parks, trails, greenways, and playing fields. Site visits to determine damages were carried out immediately using all available personnel. Assessments for Public Safety hazards were addressed by barricades and signage until permanent remedies could be put into place. Initial assessments were incomplete due to: slow recession of water; inadequate pre-flood photographs and memories of sites (confusion of pre-flood status and flood damages); initial assessments were found to be incorrect after visits by personnel with more familiarity; haste in reporting created omission of details; and diversity of damage created complex reporting. Diversity of sites varied from fencing, paving, structural, loss of equipment, loss of playground and infield materials, athletic equipment, barge moorings and landings, flagpoles, light poles and on a larger scale landslides requiring geotechnical expertise.

It is recommended that some type of documentation be made of our facilities (indoor and outdoor) in a “normal” operating state. This documentation will assist future assessments if facilities are damaged or destroyed.

### **Nashville Fire & EMS**

#### *ESF #2, #3, #4, #5, #7, #8, #9, #10, #13*

During the flood of Nashville and Davidson County that began on May 1, 2010, the Nashville Fire Department (NFD) was impacted on numerous fronts through a variety of ways. Operational periods and regular work shifts were extended beyond normal hours for the sake of continuity and expertise of the personnel on the scene. In addition, 3 extra Fire Companies were mobilized to add to our 55 companies that operate on a daily basis. Even though we have Special Operations Companies, the majority of our personnel were operating well outside their comfort zones in water

of various depths, conditions, and speeds. Much like the Theaters of Operations in Europe and the Pacific during World War II, the NFD had Theaters of Operations in all 14 of our Major Communities.

Initially and during the first three days of the flood, all 6 Fire Districts (see map below) that include 39 Engine Companies, 12 Truck Companies, 4 Rescue Companies, and all 3 EMS Districts that include 18-20 ambulances were operating and responding simultaneously to flood related incidents and regular routine calls for assistance.

During the operational period of May 1 through May 11, the NFD answered a staggering volume of calls for assistance that included water rescues and evacuations from flooded homes, apartments, businesses, and automobiles. The first 3 days of the flood were the busiest with 2,284 calls for fire companies and 540 calls for ambulances for a total of 2,824 calls. Combined, Fire and EMS companies answered 941 calls every 24 hours for the first 3 days. Overall from May 1 through May 11, the NFD answered a total of 5,365 calls for help. Of that total, Fire answered 3,582 for an average of 326 calls per 24 hours and EMS answered 1,783 for an average of 162 calls per 24 hours. The physical demands and mental strain that these numbers produced were handled courageously and commendably by all of our personnel.

- Fire Districts**
- ◆ District 6
  - ◆ District 8
  - ◆ District 9
  - ◆ District 23
  - ◆ District 28
  - ◆ District 29

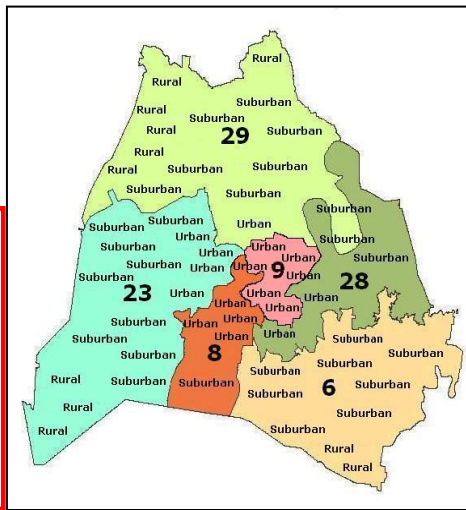


Illustration 1: Fire Districts Map

*NFD Response*

The initial flooding began on the afternoon of Saturday, May 1<sup>st</sup> in the (11) South Nashville, (12) Southeast, and (13) Antioch/Priest Lake communities. Numerous stranded motorists on I-24 and Bell Road were removed from chest-high water by Boat 22. Other local fire companies responding to the area rescued or removed people from homes and roof-tops along Bell Road, Antioch Pike, and Murfreesboro Road. Later in the evening, hundreds of residents were rescued by inflatable boats from the Millwood Apartments on Mill Creek Road and several warehouse workers were saved from rising waters in Space Park South.

In the (10) Green Hills / Midtown Community, West End Avenue and Belle Meade Boulevard were the scenes of fast moving water, two civilian deaths, and the rescue of one Belle Meade police officer.

The (7) West Nashville Community was hit hard on Winn Drive, Delray Dr., Rome Avenue, and Morrow Rd. Numerous people were physically carried and removed by boat from this area including several wheelchair bound citizens.

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In the (6) Bellevue Community, the River Plantation Condos and Apartments on General George Patton Road and Sawyer Brown Road were completely flooded with more than six feet of water. Nashville firefighters and community volunteers evacuated and rescued hundreds of condo and apartment residents. Coley Davis Road was also the scene of a large scale evacuation. Within a day of the initial flood, about 200 people were rescued from an island in the middle of I-40 West by a combined force of National Guard Humvees, Metro Police Department boats, and Nashville Fire Department personnel.

Sections and areas of the (3) Bordeaux / Whites Creek Community were literally washed away by the sudden rise and force of the flood waters. Nashville firefighters and mutual aid Swift Water Teams worked quickly in this area to save hundreds of struggling residents. During operations on West Hamilton Road, the crew of Engine 11 had to be rescued by boat just as their engine was submerged by rushing water. Other rescues were accomplished on Tucker Road and Hummingbird Drive.

Large areas of the (4) Madison and (14) Donelson / Hermitage / and Old Hickory communities were hit extremely hard by flood waters. Numerous rescues by boat took place in the Pennington Bend area that included Steamboat Drive and Penn Meade Avenue. Hundreds of residents in an entire subdivision off Merritt Street and Waterford Drive in Old Hickory were rescued by several boats during the night of May 1<sup>st</sup>.

In the (8) North Nashville Community, the NFD assisted numerous businesses located in Metro Center by attempting to pump flood water from their buildings and by helping to relocate perishable items.

In the (5) East Nashville Community, many citizens were helped from their homes on Moss Rose Drive, Cooper Lane, and McGinnis Drive.

About 80 MTA workers were rescued from their building on Nestor Street and Hermitage Avenue in the (9) Downtown Community.

Parts of the (2) Parkwood/Union Hill Community along Brick Church Pike and Knight Road received substantial water damage while other properties along Union Hill Road and Greer Road were spared. The NFD operated in this area regardless of the amount of damage that had occurred.

Even though the (1) Joelton Community may have suffered the least amount of flood related damage, the NFD responded to numerous calls in that area where residents, though safe in their homes, were completely surrounded by water.

EMS call volume was slightly increase during the first several days of the flood, but not overwhelmed. Many medic units responded to rescue operations and stood standby in the event that rescuers or citizens were injured. Additional resources were added in the field as necessary and EMS officers maintained a command position in the EOC along side of their fire counterparts.

#### *Assistance to Others*

In addition to responding to a broad range of calls from citizens, the NFD rendered assistance to many Metro Government Departments, agencies, families, and individuals:

- *Water Services* – The NFD participated heavily in the Water Services’ attempt to keep the Omohundro Water Treatment Plant operational. We also helped with the shuttle, movement, and transfer of potable water to selected sites, and the ferrying (by boat) of engineers to check the progress and status of other valuable and necessary safe water pumps.
- *OEM* – We answered requests from OEM to supply individual NFD personnel who had licenses to complete a specific mission. (Example: OEM needed a firefighter who had a CDL operator’s license to drive a water tanker truck). Through OEM, the NFD completed several water removal requests from area businesses and hospitals.
- *TEMA* – The NFD honored a request from TEMA to help staff the Ashland City Fire Department with 2 firefighters for 48 hours. About 2 hours after all the arrangements had been made, TEMA called and canceled the original request.
- *FEMA* – We assisted FEMA with directions in locating their temporary HQ and other areas of operation
- *City of Forest Hills* – A private driveway off Saxon Drive in Forest Hills was damaged by heavy rains and a resulting landslide. The driveway is the only entrance and exit for 8 homes located on a steep ridge overlooking Saxon Drive and is inaccessible by any vehicle larger and/or heavier than an ATV or golf cart. As soon as the NFD was made aware of this situation, a team of chiefs and fire company personnel visited the site to meet with some of the residents and to formulate a response plan. We have since implemented a Fire Protection Response Plan and crews have strategically placed all necessary firefighting equipment including 2 portable fire pumps for tactical use in the event of fire. An EMS Response Plan has also been put in place by adding an ATV to any call for medical help from any of the 8 homes. The ATV is to be used for transporting the residents (patients) from their homes to a waiting ambulance parked on Saxon Drive.
- *Piedmont Gas* – We arranged for a dive crew to be available and on standby to dive in about 10 feet of water to turn off a high pressure gas valve that was feeding a large area around the TSU campus if necessary.
- *Mill Creek & Harpeth River Recovery Operations* – The NFD in conjunction with numerous other departments and agencies conducted extensive and extended searches for Daniel Brown (Mill Creek) and Danny Tomlinson (Harpeth River). During the course of these two recovery operations the following resources and more were used:

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- USAR Teams from NFD, MNP, OEM
- NFD Swift Water Rescue Team
- NFD Water Rescue Teams (boats)
- NFD Divers
- Other NFD Special Operations Members
- NFD Command Officers (Assistant & District Chiefs)
- NFD Fire Companies
- NFD ATV's
- OEM Water Rescue Teams (boats)
- OEM Divers
- MNP Special Operations Team
- MNP Helicopter
- 32 MNP Trainees
- 6-10 Recovery Dogs
- Sonar Equipment
- Metro Water Services (maps)
- Metro Planning Department (maps)
- Box 55 (food & water)
- Red Cross (food & water)
- Numerous Civilian Volunteers

### *EOC Experience and Agency Interface*

We felt very good about the cooperative atmosphere among all Metro Departments represented at the EOC. I think everyone realized the seriousness of the situation very early and concentrated on the successful completion of any and all inter-departmental requests for assistance. Every



department had a designated work area and most all representatives were easily accessed to discuss problems and requests for assistance. It was good to be able to speak to the person who could fulfill, deny, or direct me to another specific agency.

While sometimes redundant, daily briefings from each department representative were necessary and informative and led by OEM Interim Director Stephen Halford. Operational periods with times, dates, and expected participants were posted daily and proved to be a valuable way of keeping track of who was expected to be in the EOC.

#### *NFD Perspective*

Considering the infrequency of an event that touches all the communities within Nashville and Davidson County, I believe that the men and women assigned to all bureaus of the Nashville Fire Department performed courageously and admirably by joining forces to alleviate as much pain, suffering, and anxiety from our citizens as humanly possible. There are many documented accounts of bravery under extreme conditions with just as many or more that we will never know about.

#### *Other Comments and Observations*

Know all the resources (capabilities and limitations) within your own department that are in-service and available for use.

Know the extent, capabilities, and limitations of your personnel's training and/or expertise.

Know all the resources available to your department through other agencies such as:

- ◆ Other Fire Departments
- ◆ Local and State Police
- ◆ Other Local Governments
- ◆ Specialized Organizations (Swift Water Rescue Teams)
- ◆ Develop a Point of Contact List

Recognize changing conditions (weather, etc) and act early.

Appoint someone in your department to organize off-duty personnel who arrive on the scene(s) and want to help.

Appoint a Citizen Volunteer Coordinator to organize and utilize all citizen volunteers. Do not turn people and/or their resources away that offer to help.

Extend your on-duty shift hours to sustain continuity of action. NFD announced a mandatory 12 hour work extension for all Special Operations and off-duty personnel called in to staff 3 extra companies.

Your Emergency Communications Center dispatchers must recognize the seriousness of the event and change gears from the routine to the extraordinary. Simple Example: Limit/scale back your normal response to all fire alarms.

911 calls must be prioritized (triaged) in a catastrophic event such as a flood.

Develop a signal or code word that lets all your personnel know a life threatening event is under way. Example: In the movie 'Saving Private Ryan', the code word for overwhelming odds was Alamo.

If you are the Incident Commander fill your staff positions with the most qualified, trusted, and capable people you have regardless of rank.

If you are searching for lost or drowned victims, appoint someone to hold daily updates with the family members. Do not leave them guessing as to what you are going to do next.

Appoint someone to research the names of your own personnel who have been affected by the event and organize a relief effort for them.

If you are the Chief of your department, arrange for an extension of time off for personnel who have been devastated by the event.

Expect damage to all areas of your equipment including apparatus, portable radios, turn-out gear, and personnel's uniforms.

Even though you may feel confident that your department can handle any emergency that occurs; realize, accept, and work within the limitations of your organization to accomplish the task.

Example: Early in the flood, NFD needed a boat for every call we made even though we didn't have the inventory.

### **Metro Department of Codes and Building Safety**

*ESF #3, #5, #10, #15*

On Saturday May 1, 2010 our ESC's were called to man the OEM, this was the start of the "Flood Event". Our ESC's manned our desk in the OEM for the next 14 days.

During the event the Department of Codes and Building Safety continued to provide uninterrupted and even enhanced services to the public in our offices located at 800 2<sup>nd</sup> Ave. South. The first week after the flood we were open 7 days and we were open 6 days a week for the next 4 weeks and

on extended hours to provide services for citizens who were starting to repair their damaged dwellings and move on with their lives. July 15, 2010 we returned to operating on normal hours while monitoring the need for our services. Our staff reported for work regularly with minimal effects from the flood. Our facilities were affected only by the damage to the water infrastructure resulting in our building not having a water supply. This need was filled by General Services supplying our building with portable toilets and hand wash stations, a first time experience for some of our employees. In the event that we were caused to be displaced from our offices our inspectors have the wireless computer capabilities to act independently by receiving inspection requests and reporting results without the need to physically be in our office.

During the flood recovery our department teamed with the Planning Department, the Assessor's Office, and the Metro Fire Department to do damage assessments. Codes, Fire, and the Assessor's Office sent out a total of 40 – two person teams to do the windshield assessment of every parcel in Metro Nashville. This task was completed in 3.5 days. This information was turned over to the Planning Department for evaluation and conversion to maps. Our windshield assessment reported

somewhere in the range of 9,000 damaged properties, the number eventually rose to approximately 12,000 damaged properties. Once this damage level was determined we were asked to do another assessment of structures within the floodway. This assessment was more detailed than the county wide assessment. Using the floodway assessment along with the FEMA guide sheet you could get an approximate percentage of damage. We evaluated 460 properties in the floodway. The



**Photo 7: Damage by landslide**

floodway assessment and review took 3.5 days. All of the information

gathered was delivered to the Planning Department for analysis and summation into maps. To get detailed costs AMEC, a sub to Water, was asked to review all structures which were observed to be damaged to determine the official percent of damage for each structure. Working with the Planning staff went very smoothly with a great deal of cooperation and great team work. We kept records of all time, equipment, and mileage during these assessments. After the assessments were complete our staff returned to regular operation.

In parallel to the inspectors doing assessments our permitting staff was facing a surge in the requests and issuance of building permits. Initially we thought that locating outpost permitting stations was a good idea to provide assistance to citizens in their neighborhoods. After consideration of the personal nature of damaged residences and the possibility of telling residents that they might not be able to rebuild it was decided that a more private and professional environment was a better situation. Permits were to be issued from the MOB, where consultation with Codes and Water was right at hand.

We were facing the possibility of being asked to issue 12,000 flood related building permits and associated mechanical, electrical, and plumbing permits in a short time. In a regular year we will issue 10,000 building permits and associated trade permits so even though we were operating 7 days a week on extended hours it was going to take months to issue the normal and flood permits. We decided to go to the “most powerful asset” in Metro for help. We asked ITS to create an on-line homeowner building permit. This would allow homeowners who’s dwelling was evaluated as being not in the 100 year floodplain or in the 100 year floodplain with less than 40% damage to apply for and self issue a building permit from anywhere with internet access. ITS came thru and within 4 days the system was operational. Immediately more than 5,000 flood damaged homeowners could apply on-line and self issue a flood repair building permit. In minutes a homeowner could enter their address, a scope of work, the level the water reached in their residence, the cost of construction, and be issued a building permit along with detailed instructions on the process of returning their flood damaged dwelling to use. With this automatic permitting service in place we were confident we could keep pace with requested permits without spending an enormous amount of overtime and wear and tear on our staff, while providing great convenience to our citizens. As of July 9, 2010 we had issued 3000 flood related permits, 15% issued on-line. At the other end of the repair process, our inspectors were also facing the surge of inspections relating to the flood damage permits. By monitoring the demand for inspections and shifting our inspection resources to the high demand areas and work extended schedules we were able to complete the inspections and maintain an average response time of 1 day or less.

During the recovery Codes also produced a number of documents to be distributed to residents describing the process of repairing their flood damaged homes. These explained the problems and code requirements of restarting and using equipment which was flood damaged. These documents were produced in cooperation with local utilities and national manufacturers associations. These documents will be kept current and ready to use in the next flood event.

We placed these documents on-line and initially printed 10,000 copies which our Property Standards inspectors distributed door-to-door in the flood damaged areas. Our Property Standards inspectors were dispatched to the most seriously damaged areas first to deliver informational packets in person. These packets were also distributed in the “buy out” community meetings. Overall we distributed around 15, 000 copies of these documents.

Immediately following the rain we were called to investigate numerous landslide events. These events are not the direct result of localized flooding but a result of the large amount of rain which fell. We advise the owners of damaged properties to contact a Civil Engineer to advise them of the corrective measures to be taken. If we have reason to believe the residents are in imminent danger the Director of Codes and Building Safety can, through, emergency powers, cause the structure to be vacated. We had no such event occur.

Although we did not trigger Emergency Powers, we did notify the occupants of two residences in the West Meade community that we “recommended” they vacate their houses and contact a Civil Engineer (geotec) to evaluate and remediate the slope failures before they reoccupy their homes.

Overall it is my opinion that the Department of Codes and Building Safety, as well as the Metro government as a whole did an outstanding job in the response to an unprecedented disaster. We can improve and by looking at what we have done we can improve what we can do in the future.

### **Metro Planning**

#### *ESF #5*

The planning department's primary responsibilities during EOC activation and throughout ensuing recovery efforts, is to provide GIS maps and analysis.

The planning Department ESCs were called for activation at 2 pm on Saturday, May 1. Our primary function during the response phase was to provide situational awareness followed by information gathering and analysis during the recovery phase. There was 3 key GIS staff who took shifts at the EOC. In the first two weeks of the operation, these employees worked over 400 hours. During those 2 weeks, all of the GIS and Mapping staff, including the Planning Director, were utilized to support the effort, with many working overtime. Several other planning employees, including the PIO, participated in damage assessment teams and in the recovery planning. The specific functions performed during response and recovery were numerous and varied.

During the response phase, the three employees who were stationed the EOC controlled a section of the large screen at the front of the EOC. We utilized that screen to display our ESTAT mapping application, which shows the computer aided dispatch calls and other pertinent GIS information.

This mapping application provided ECC, Police and Fire Department staff, etc with a visual context to the response efforts occurring in the field.

When possible, we contacted the Corps of Engineers in order to receive the flood elevations and inundation boundaries and were able to acquire flood inundation imagery from our current vendor. (Imagery was flown on the afternoon on May 3<sup>rd</sup>.) A geo-database was used to record incidents that occurred during the event, we were able to plot numerous flood plains, road closure, street and various other maps. The layers were updated for road closures, evacuations, tornados, drowning, large water rescues, etc.

Maps and or data were created for various organizations including OEM, Red Cross, VOAD organizations, Mayor's Office, Water Services, Stormwater, Public Works, Police, Fire, NES, General Services, TEMA, FEMA, Corps of Engineers, etc. In fact, during just the first two weeks approximately 300 larges maps were plotted. For instance, we created maps showing flood imagery and the inundation boundary to aid search and rescue operations for the fire and police departments. We were able to assist OEM and Red Cross staff in location shelters and staging areas. Road closure maps were made available to Community Hotline staff assisting the public in navigating to their destinations. Maps were also created for Public Works related to trash removal.

In order to effectively disseminate the spatial information to emergency responders and the public, we developed several interactive mapping applications. Our GIS software vendor worked with us

to create an application for use by ESC's within the EOC. Other public websites to view road closures, etc. were created in-house.

**American Red Cross**

*ESF #4, #6, #7, #8, #11, #13, #14*

ARC Partner Services/Government Liaison volunteers staffed Metro EOC during EOC operable hours of the flood, until Chief Halford no longer requested ARC presence.

Tasks of ARC PS/GL:

- Communicate and fulfill requests for information to/from internal and external agencies

Examples:

- Recovery team request for volunteers to staff Disaster Information Centers.
  - Health Dept. request for shelter management contacts to check on client's health needs.
  - ARC request for Metro port-a-potties at shelter
  - Metro Police request for mass care services to specific areas of Nashville
  - ARC requests for road closure status
  - ARC request to distribute bulk clean up items at Disaster Information Centers
- Brief EOC staff on ARC activities and status updates when requested
    - Name, address, capacity and beds filled at Davidson County shelters
    - Number of mass care mobile feeding routes deployed
    - Locations for bulk distribution points
    - Damage assessment updates
    - Client casework activities and available services

ARC provides immediate assistance to individuals and families affected by disaster. In Davidson County we provided the following during the Flood relief effort of May 2010:

*Sheltering:*

Opened 4 shelters:

1. Gordon Jewish Community Center
2. Al Menah Shrine
3. Lipscomb University
4. Bellevue Middle School

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Sheltered 928 Davidson County residents, totaling 3,273 overnight stays

### *Feeding:*

- Distributed 65,987 meals
- Distributed 97,850 snacks

### *Bulk items:*

- Distributed 8,400 clean-up kits (clean-up kits contain: Bleach, buckets, storage containers, coolers, work gloves, hand sanitizer, hoses with nozzle, insect repellent, dust masks, rakes, rope, shovel, sun screen, duct tape, and trash bags.)
- Distributed 4,313 comfort kits (comfort kits contain toothbrush and paste, comb, razor, soap, shampoo, washcloth, etc.)
- Distributed 18,579 total bulk items

### *Client Services:*

- Opened 1499 cases for financial assistance, serving 3723 clients
- Distributed \$889,774 in direct financial assistance for clients to replace food, clothing and shoes, emergency medication and health supplies, bedding, and storage containers.
- Made 3,263 health services contacts
- Made 3,972 mental health services contacts

### *Other Comments and Observations*

Red Cross workers had already established partnerships at OEM and were able to build those in further depth during the disaster.

Once National HQ operation was established, line of communication was much better than four days prior. Able to get many messages passed that had successful results on the disaster clients we served (i.e. port-a- potties at Lipscomb, free concert with Grand Old Opry, medical needs communicated with Metro Health, etc.)

Red Cross needs to communicate potential Red Cross services to OEM and Davidson County partners before the disaster.

Red Cross can improve the efficiency of shelter openings and operation.

Red Cross can enhance their sense of urgency when requests are made by Metro Nashville partners.

### **Mayor's Office of Emergency Management**

*ESF #1, #2, #4, #5, #6, #7, #8, #9, #10, #11, #12, #13, #14, #15*

In the days leading up to the flooding disaster, Metro OEM was proactive in its approach as management and operations staff monitored the developing storm system. Actions included participation in National Weather Service (NWS) conference calls and direct briefings and updates from the NWS meteorologist in-charge. As flash flooding was imminent and rescues were being conducted, OEM management made the decision at 1pm Saturday May 1<sup>st</sup> to partially activate the city's Emergency Operations Center. City leaders and decision makers who were initially called in, included: the Mayor, Deputy Mayor, OEM management and emergency services coordinators from Fire/EMS, Police, ECC / 911, Metro Information Technology Services (ITS), Water Services, Public Works, the Public Information Section, and Planning Commission. By 7pm that evening OEM management ramped up to a full activation of the EOC, which also included representatives from: Metro General Services, American Red Cross, Nashville Electric Service, Community Foundation, Hands on Nashville, Metro Transit Authority, Metro Schools, Nashville Gas, Metro Airport Authority, Metro Department of Law, Metro Public Health, TEMA, Harpeth Valley Utility, and others.

It was clear from the outset of the storm event that lifesaving was the number one priority. Water rescues were coordinated and performed by Metro first responders in creeks, streams, roadways and various other areas flooded throughout Nashville-Davidson County. These operations continued throughout the day May 1<sup>st</sup> and into the night. By Monday evening May 3<sup>rd</sup>, more than 1,500 such operations were officially dispatched while countless others were conducted by local citizens and volunteers.

Preserving critical infrastructure was also a priority. As an example, the weekend Cumberland River



**Photo 8: Nashville Emergency Operations Center**

flood had taken out of service – indefinitely – one of two main water treatment facilities for the city of Nashville. With continuously rising water levels on the Cumberland River, Monday, May 3<sup>rd</sup> Metro officials took the unprecedented steps to enlist the efforts of Davidson County Sheriff's Office personnel and inmates to fill thousands of sandbags and fortify the remaining plant from flood waters. Within a few hours of inception, the mission proved a success. Losing one of the facilities would have been catastrophic to Nashville's water supply, causing a cascade of formidable challenges on top of an already epic flooding event.

The Metro EOC continued in operations around the clock until midnight, Friday, May 14<sup>th</sup>.



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Metro OEM learned that the many planning meetings that took place in recent years to develop the city's Comprehensive Emergency Management Plan (CEMP) was bearing fruit in what would be the city's costliest and largest scale disaster in recorded time. Highlights include an agreement with metro Water Service to staff a community hotline to serve as a 'live-person connection' for citizens to call in to provide and receive much needed information. The local Volunteer Organizations Active in Disaster (VOAD) group shined, proving government can very effectively involve community members and private citizens to volunteer their skilled and unskilled labor (Hands on Nashville); coordinate the raising and distribution of non-designated cash donations for disaster victims (Community Foundation); utilize an existing community agency referral service to match disaster victims needs to resources (United Way-211); effectively feed the "new hungry" folks who lost their homes – even though they, themselves were victims of the flood (Second Harvest Food Bank). As Cumberland River Flood waters threatened the Metro Center business development, a call was made to hands on Nashville to provide citizen labor to sandbag a vulnerable point near the I-65 overpass. HON answered the call as approximately 350 volunteers were recruited and responded to the location within 1.5 hours. With the coordinated efforts of Metro OEM and the Davidson County Sheriff's Office, the massive sandbagging operation continued until dark and accomplished its objective of protecting the weakest point at Metro Center and the Cumberland.

The Joint Information Center was largely a success. Through a key written agreement forged with Belmont University several years ago, Metro Government public information officers and department officials can move from the Metro EOC and use Belmont for scheduled news media briefings. This reserved space, when activated for disasters, more than adequately seats all media members and reporters, and parking is not an issue and the facility itself is state of the art.

The Metro OEM management, operations personnel and emergency support unit began responding to the developing weather emergency well before the flooding even began. Their collective experience and flexibility was a major positive not only to the overall flood rescue response mission and EOC operation, but also specialized missions such as the bottled water distribution and lost victim searches. The bottled water campaign lasted nearly five weeks and successfully acquired and provided approximately 14 million bottles of drinking water to citizens. This reduced tap water use while the city was operating on one of its two water treatment plants for more than three weeks. Also, search operations were conducted and coordinated well by OEM and ESU, in cooperation with the MNPd, NFD personnel, a multitude of volunteers and other specialized resources.

In spring 2009, Metro Government completed a capital improvement project to renovate the city's Emergency Operations Center – literally from the ceiling to floor. The installation included: new ceiling lighting fixtures, ceiling tiles, acoustical tiles, fresh paint throughout, modular tables and chairs, updated wiring for electrical and technology functionality, new subfloor and carpet, and state of the art telephones. These improvements contributed to the overall success to the EOC's functionality.

Metro OEM's Emergency Support Unit (ESU) performed very well under extreme circumstances, particularly the flash flooding of May 1<sup>st</sup> and 2<sup>nd</sup>. Multiple citizen rescues were credited to many from this hard working group of well trained and experienced citizen volunteers. The city owes a

debt of gratitude to these and other volunteer personnel throughout Nashville who gave so selflessly and risked their own well-being for the betterment of others.

Communications with the local office of the National Weather Service (NWS) was exceptional until the flood situation became a 72-hour, regional disaster. This situation soon caused limited availability of their key expertise to Metro Government decision makers. The same can be said of the US Army Corps of Engineers. Phone calls and voice mails were an inadequate form of communication most of the time. Critical information was often not shared and confirmed amongst the NWS, USACE and local government officials, as it should have been. Major flooding events in the future necessitate OEM to change its activation procedures and require attendance in the Metro EOC of high level personnel from both of these agencies to be able to communicate, in person with key local decision makers. The USACE and NWS are in agreement with Metro OEM as a formal Memorandum of Understanding amongst these agencies is scheduled for completion by the end of 2010.

Personnel and vehicle congestion at the EOC will be more effectively checked and managed in future large scale activations. Some persons appeared regularly and unannounced at the ECC / EOC Compton complex, but did not have a discernable and official function. This caused multiple minor issues with the limited space and increased noise and will be controlled more with stricter sign-in procedures and special access badge entry required to gain access past Metro property guards.

On Saturday evening, May 1<sup>st</sup>, Metro Government requested the National Weather Service to disseminate a civil authority message on its behalf. The National Weather Service regularly issues priority messages, e.g. "Tornado Warning", to the public for weather related events using the Emergency Alert System to all area television and radio broadcasters. With a disaster of this scale it became clear Metro Government needed the capability to alert the general public in Davidson County directly through the EAS and by its own independent means. By November, 2010, Metro Government will have achieved this capability. In cooperation with the Tennessee Association of Broadcasters, Clear Channel Broadcasting and WSIX-FM radio, Metro Government will for the first time be able to reach the general public with alert messages as a true civil authority. Involve representatives from each satellite city of Nashville at the EOC. The Metro EOC audio system proved to be inadequate. At minimal expense, new and much improved equipment has been installed at the EOC.

### **Metro Finance**

*ESF #7, #15*

The Department of Finance was notified by the Office of Emergency Management (OEM) to report to the Emergency Operations Center on Sunday, May 2, 2010. Some staff were activated and reported to work on this date to determine action items required of the Finance Department. Key response activities were identified and a response plan activated for the week. While all Finance Department staff was not able to report to their normal worksite during the week, finance operations returned to status quo on Wednesday, May 5<sup>th</sup>. By Friday, May 7<sup>th</sup>, all Finance department staff had returned to their offices.

## **Metro Department of Law**

*ESF #7, #14*

The Metropolitan Department of Law responded to the Emergency Operations Center (“EOC”) on Saturday, May 1<sup>st</sup>, 2010. Metropolitan Director of Law assigned and coordinated EOC staffing for the department, assigning two senior attorneys to rotate shifts in order to maintain a near constant presence at the EOC. Eventually, in order to reduce stress on the two assigned attorneys, an additional attorney was added. This also allowed the Department of Law to maintain a full 24 hour presence at the EOC during the critical days after the flooding.

Upon arrival at the EOC on Saturday, May 1<sup>st</sup>, the attorney immediately began drafting the Mayor’s Executive Order to declare a state of emergency. The Executive Order was a crucial step in requesting state and federal aid, and also delineated the emergency powers of the mayor during the state of emergency. After the Executive Order was drafted and executed, the Department of Law’s chief responsibility was to provide answers to legal questions that arose throughout the emergency.

### *Department of Law’s Role*

The Department of Law’s role during the emergency was to provide legal advice to Metropolitan Government officials and departments, be prepared to initiate litigation if court action was required, and to draft and review documents for legality. Two attorneys were assigned to rotating shifts at the EOC. These attorneys communicated directly with the Director of Law through telephone and email. The Director assigned other Department of Law attorneys to assist with legal research, contact other people, and evaluate legal issues that arose. These other attorneys worked from their offices or homes, depending on the state of the emergency. Attorneys on duty at EOC participated in meetings in order to evaluate courses of action considered and advise ways to reduce potential liability.

### *Examples of legal issues*

Emergency powers of the Mayor and Departments; Mandatory evacuation and evacuation procedures; Mandatory water conservation; Advising on competing, private legal issues and the government’s legal options when individual’s and/or businesses’ actions were in conflict; Sheltering of individuals and use of government facilities; Animal control; Emergency contracts, procurement of essential services, and ways to legally speed the process; Personnel and human resources; Public and confidential government records and open meetings.

### *Needs Identified*

Changes necessary to update and clarify the Metropolitan Code on the Civil Emergency powers, Chapter 2.08, Article 11, will be proposed. The Emergency Legal Issues binder will be expanded and updated in order to have the essential statutory authorities and case law accessible in hard copy and electronic format. The electronic version will be stored on a laptop computer so that a network connection will not be necessary. Four attorneys will be identified to rotate shifts at the EOC. This will reduce the fatigue and stress, increase productivity, and help the attorney maintain analytical

ability. All legal advice will be provided to Department Heads or their designee at the EOC. This will reduce the chance that misinformation will reach the Department Head. The role of the attorneys stationed in the EOC needs to be focused on providing legal advice. The Department of Law should not be the point of contact for administrative, non-legal issues with other Metropolitan Government departments without a representative at EOC. The other Departments assigned to EOC should have the information necessary to communicate directly with the Departments not represented at EOC.

### *Facilities*

#### *Department of Law:*

**Work Station:** The Department of Law's work station at the EOC was located at the front and center of the room. The Department of Law requests that its station be moved to a less turbulent area of the EOC so attorneys can communicate in confidence with officials and conduct the necessary legal research and writing.

#### *Computer Access:*

The Department of Law requests that the computer assigned to the Department of Law be ready for immediate access to Metropolitan Government email, Westlaw, and Desktop access each time a new person arrives at the station. This will allow the attorneys to provide advice quickly.

#### *"War Room":*

The atmosphere should be analyzed and recommendations obtained for a long-term plan to redesign the War Room to reduce the unnecessarily oppressive, distracting, and stressful environment.

The War Room should provide sufficient personal space for officials to work efficiently and with less noise and conversation. Officials need space in their work area for the computer, telephone, documents, and resource material.

#### *Conference Room:*

There needs to be a larger conference room and greater attention needs to be placed on cleanliness and order. Additional break out rooms are necessary for small meetings so they are not conducted in hall ways.

#### *Council Access:*

There should be a designated area outside the EOC for meetings between the Metropolitan Council and the Mayor. Council members should be briefed and provided tours through EOC in small groups. Recommend a designated telephone line and point of contact for all Council members to call for information and assistance.

*Parking:*

Parking at the EOC was insufficient and potentially dangerous. Cars and trucks were required to park in a line down the center of the parking lot between the two side rows. This made it difficult to drive in and out of the lot safely.

*Media Reports:*

The media information available in the EOC, including WebEOC, with rolling updates and situation reports, was excellent. An audio solution for the televisions that would allow individuals to hear important news reports is needed. One television should be designated to have its audio turned up for the Metropolitan Government news conferences.

*Access to Facility:*

Some individuals did not know for several days that signing in and out of EOC was required. The guard or other designated person should be required to see this is done.

*Interaction with other departments:*

Interaction with other departments was generally good.

*Courts and Clerks of Court:*

The Department of Law recommends that there be at least one representative designated by consensus of the State Trial Courts, General Sessions Court, Criminal Court Clerk's Office, Circuit Court Clerk's Office, and Juvenile Court who shall be at EOC for meetings and updates. This person should be responsible for communication between the Courts, the Clerk's Offices, and EOC.

Courts and Clerks should develop a standard procedure for communicating with the District Attorney's Office, Public Defender's Office, and the Nashville Bar Association regarding the status of the courts.

There should be representatives at the EOC meetings from all Metropolitan Government departments that are responsible for maintaining their own property, such as the State Fairgrounds.

*Emergency Information and Data*

Metropolitan Government officials should be assigned to communicate directly with all agencies responsible for collecting data and information about the emergency. For example, there should be a Metropolitan Government official who is responsible for communicating directly with the National Weather Service and the Corps of Engineers.

Where feasible, the Metropolitan Government should collect its own data about the emergency conditions.

## **Metro Human Resources**

*ESF #5, #7*

The following summary of events regarding the May 2010 Nashville flood is separated into three (3) sections, each three summarizing different aspects on how the flood impacted the Human Resources Department.

### *Impact to Human Resources offices*

On Monday, May 3, 2010, the 222 3<sup>rd</sup> Avenue North building was closed due to low water pressure, a result of the flooding in downtown Nashville. This building houses the majority of the Human Resources staff.

Communication from the Director of Human Resources down through the management to inform employees of the buildings closure worked well. The minor issues that were encountered during this disaster with relationship to the HR “call tree” will be addressed through the Notifind procedures and documentation.

Managers returned to work on Wednesday, May 5, 2010 to coordinate and address any pertinent HR issues and the remaining HR staff returned on Thursday, May 6, 2010.

### *Response to Emergency Operations Center (EOC)*

On Tuesday, May 4, 2010, the Human Resources Emergency Services Coordinator (ESC), Stephen Cain, reported to the EOC at the request of Interim OEM Director.

Mr. Cain was asked to ascertain which Metro agencies were open, partially staffed, or completely closed due to the flood. There are currently no requirements, mechanisms, or procedures in place for Metro departments to notify HR when closed for any reason. Mr. Cain made phone calls to many Metro agencies to gather this information.

It is recommended by our office that the procedure(s) for obtaining this particular information be reviewed for the most efficient process. Many Metro agencies were represented in the EOC, who may have immediately known the status of their represented department. In addition, the Metro Notifind system, or communications to the Mayor’s office from the many Metro agencies may be alternatives for obtaining this valuable information as opposed to calling each individual agency.

### *Response to Metro-wide personnel issues*

Human Resources payroll staff assisted Central Payroll to ensure there were no interruptions with the bi-weekly and semi-monthly payroll processes by accessing the necessary systems from home.

Within the same week of the flood, Human Resources staff began receiving inquires into such issues as comp and overtime pay and administrative leave. Through on-going communication with

the Mayor's Office, decisions were reached regarding the declaration of a disaster and the impact this would have with regard to compensation policies.

Human Resources staff also played a key role in assessing the personal status of Metro employees who were impacted by the flood. More specifically, HR staff contacted those employees who reported via the Notifind system that they had been displaced from their homes due to flooding. HR compiled this information for presentation to the Mayor's Recovery Team.

Ongoing communication through the Metro HR Announcement email account was utilized to relay important information to all Metro employees. Such information included steps to access the Employee Flood Relief Fund, the Metro Employee Assistance Program, The Heart of Cabi Foundation, and the various distribution centers for donations, transportation, and emergency food box sites. Additional information was presented to Metro employees on how they could assist those impacted by the flood.

### **Metro General Services**

*ESF #1, #2, #5, #15*

The Department of General Services' support of and services to Metro agencies was critical to enabling these agencies to respond to and recover from the flood of May 2010. General Services' representatives were present in the Emergency Operations Center (EOC) throughout the event to coordinate response and support for Metro vehicles and equipment, the 800 MHz public safety radio system, building operations, communication to Metro employees, and other administrative support as described in this document.

#### *Office of Fleet Management*

As the primary source for fleet and equipment services, the Office of Fleet Management (OFM) was impacted by the flood through assistance rendered to multiple agencies in support of their fleet operations. Assistance included on-call technicians responding to roadside assistance calls to vehicles in distress, returning them to service; wrecker service to recover and return equipment to the shops; assessment; and repair activities to return units to service, and fuel operations in support of emergency operations. Staff worked around the clock for several days in support of these efforts.

The flood waters affected 16 agencies in that 38 vehicles and pieces of equipment whose replacement costs are in excess of \$1.5M were characterized as total losses. With this, it has affected the ability of these agencies to provide core services to the community. In addition to the loss of vehicles and equipment, repair expenses in excess of \$47,400 and \$71,000 in fuel were incurred during and after the response which were attributable to the flood.

The following is a timeline of OFM's response and assistance to other Metro agencies. In general, OFM was not directly involved with assistance to the public, rather supported any and all departments who provide assistance to them.

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- *May 1:* When the rain started coming down hard, calls were coming to the dispatcher at a very high rate, initiating a call to the Emergency Support Coordinator (Fleet Manager) requesting assistance. That afternoon, additional staff was deployed to keep up with the demand of calls from Metro employees calling to report their Metro vehicles being under water. The volume of calls increased as the rain continued to fall. Calls to the dispatcher slowed around 10:00pm that night.
- *May 2:* Calls started coming into the dispatcher again around 6:30am. Calls ranged from a boat being run aground to fuel deliveries needed for the field command centers. That afternoon, Metro Water Services requested assistance in delivering fuel to a variety of pumping stations around town, beginning with the Metro Center site. Their fuel tanker was out of service due to mechanical problems, which OFM expedited the repair needed. The recovery teams continued to provide wrecker services to pull vehicles and equipment to safety most of the night. The recovery team worked until midnight Sunday and returned Monday morning at 6:30am.
- *May 3:* The response team was deactivated except the fuel delivery trucks. During this time, maintenance and repairs were being made to OFM recovery equipment. The water level was still above flood level; so, some vehicles and equipment would not be recovered until the flood level subsided. Fuel trucks were sent to all the radio towers to top off emergency generator fuel tanks as a precaution in case of additional power outages. Fire station emergency generators were also added to the fueling schedule.
- *May 4:* The response team was activated to begin recovery of vehicles and equipment as the water had started dropping in some areas. Teams continued to recover vehicles and equipment until midnight Tuesday.
- *May 5:* Metro Water Services requested assistance to provide additional fuel deliveries, adding their K R Harrington and Dry Creek sites to the schedule. They required fueling every six hours over the next few days.
- *May 6:* Recovery Teams were sent to MTA facilities to assist in the salvage effort and evacuation of buses from the garage.
- *May 7:* Fuel deliveries were made to Metro Golf Courses due to contract vendor's inability to provide product.
- *May 8 – May 11:* Fuel deliveries continued for the Water Services pumping stations.
- *May 12:* Juvenile Justice Center emergency generators were added to the fuel schedule. They required fuel every twelve hours.
- *May 12 – May 20:* Fuel deliveries continued every six hours or more.
- *May 19:* Water Services fuel deliveries were no longer needed



- *May 20:* Juvenile Justice Center fuel deliveries increased to every other day
- *June 18:* Juvenile Justice Center added more generators to the schedule requiring fuel every twenty-four hours.
- *August 27:* Juvenile Justice Center no longer needed fuel.

In total, OFM staff responded to 70 roadside assistance calls and made 292 fuel deliveries in support of emergency operations and the recovery effort. In addition to flood responses for roadside assistance, OFM worked in concert with eBid staff to remove vehicles scheduled for disposal for evaluation as to whether they could be returned to service in support of agencies whose vehicles were lost during the flood. A total of 15 units were returned to service.

#### *Building Operations Support Services*

Building Operations and Support Services' (BOSS) business is to manage 96 Metro-owned facilities, of which two sustained extensive flood damage. While BOSS is not responsible for the operation of all Metro-owned facilities, BOSS was called upon to assist several agencies in support of their building operations. Assistance included BOSS staff and contract technicians responding to requests from OEM and Metro agencies for assistance to stabilize and secure their facilities, minimize damage, provide temporary power, provide contracted services for emergency repairs to facilities housing critical operations, provide emergency response for environmental situations, and multiple relocations of programs.

The flood waters affected 16 agencies in that 73 facilities experienced damage with initial repair estimates to exceed \$64 million. With this, it affected the ability of several agencies to provide core services to the community. Several months after the flood, BOSS continues to work on recovery efforts in support of facilities not managed by General Services.

Following is a timeline of BOSS response and assistance to other Metro agencies. In general, BOSS was not directly involved with assistance to the public, rather supported any and all agencies that provide assistance to them.

- *April 30:* BOSS staff began monitoring facilities prone to rising water. This included the building that provides conditioned air to Metro's data center.
- *May 1:* As a result of volume of rainwater intruding into the building that provides conditioned air to Metro's data center, BOSS staff began implementation of the emergency response plan, initiating a call to the BOSS ESC requesting assistance. Additional resources, such as personnel, pumps, and fuel, were deployed to continue efforts to save the mechanical room. At one point, water was within two inches of affecting critical equipment cooling the data center. ITS began a shut-down of non-critical services in order to reduce the heat load in the data center. As a result of everyone's efforts, the most critical systems supporting the data center were saved and loss of equipment was minimal. In addition, staff was requested to respond to roof leaks and water intrusion at Metro Southeast.

- *May 2:* Began developing plan to complete damage assessments of all Metro-owned facilities.
- *May 3:* Worked with agencies to collect and coordinate facility damage information; provide support to building occupants; and facilitate relocation of critical operations into temporary space. Facility recovery team was activated through existing Metro contract and a communication system set up on Outlook to share information with agencies.
- *May 3: August:* Completed damage assessments for 37 general government and 36 Water Department Facilities; managed environmental cleanup and stabilization of over 40 facilities; relocated 11 programs, totaling over 100,000 square feet and over 200 staff; and developed 93 statements of work for 89 facilities.

#### *Radio Communications*

Reliable radio communications is critical for all emergency responders. A police officer could argue today that the two-way radio is as important as the weapon in his holster. A firefighter or paramedic would likely agree that his radio has probably helped to save as many lives as his fire hose or defibrillator. When radio communication fails, in many cases so does a successful response, and the ramifications can be far reaching. The ability of responders from different agencies to communicate when needed is essential to a positive outcome in many instances.

During the May floods, Metro's 800MHz Radio System performed almost flawlessly, providing nearly 400 hours of emergency communications in just the first 4 days of the event. The systems handled a record amount of radio traffic, with almost 400,000 individual radio transmissions during that time. Numerous tower sites were without electric power, but back-up generators and auxiliary systems took over as designed and when needed. There were no interruptions of service to hinder operations in the field, and our police, fire, EMS, and out of county responders were able to communicate together as needed.

A common theme when it comes to failures in responding to emergencies is poor communications. Systems and equipment fail because of poor maintenance practices, and/or the failure to regularly monitor, test, and verify backup systems and equipment. During the May floods, Nashville did not suffer from any of these issues, and for good reason. General Services' Radio Communications staff adheres to a strict maintenance schedule for all radio equipment to ensure optimum reliability of the system and clear communications for all users. Backup systems are tested regularly to ensure their readiness, and the Metro system was designed with a specific spot in every radio for interoperable communications between all agencies.

General Services' Radio Communications is proud to report that radio communications worked for everyone that needed it, when they needed it, and where they needed it throughout the flood.

#### *Communications to Metro Employees*

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Metro's Business Continuity Manager was available in the EOC throughout the activation to provide assistance with business continuity plans and NotiFind activation.

NotiFind, Metro's internal communication tool, was used a total of 74 times between May 1 – May 7. In these 74 times, NotiFind attempted to contact a total of 57,664 devices (including cell phones, home phones, and email addresses) for 22,396 Metro employees. NotiFind was used by 16 agencies including Police, Fire, Water, MTA, and the Emergency Communications Center.

The use of NotiFind saved an incredible amount of time and ensured that Metro employees received timely and accurate information about whether to report to work, shift changes, relocations, and reassignments. In addition to contacting employees to let them know about work locations or assignments, NotiFind was used to identify Metro employees: displaced from their homes due to the flood; willing to staff disaster information centers; who speak Arabic; and with commercial driver's license (needed by the Water Department).

The data used by NotiFind is from a self-reporting system called AboutME. Metro employees are asked to log on to update their records about every 60 days

### *Security and Building Access*

General Services' security staff adjusted security coverage and access to Metro facilities to accommodate the Metro employees who needed to be relocated and the Metro offices that needed to change hours of operations due to the flood.

### *Print/Copy Services*

General Services' print/copy manager worked with Metro's print/copy contractor to meet extremely tight printing deadlines (such as information sheets provided to flood victims and volunteers) and to provide temporary copiers to recovery centers, Metro offices experiencing higher volumes of copying (such as the Emergency Operations Center); and, to relocate copiers as needed.

### *Other Comments and Observations:*

#### *Staff availability*

Not all personnel/staff will be able to respond immediately, depending on location and conditions. Employees may also be affected by the incident and could be unable/unwilling to respond. Be prepared to work with limited personnel that may have only limited experience, and/or limited resources.

Always have additional staff on call for expected weather problems.

#### *Vendors/Procurement*

A vendor can be a valuable resource for equipment and experienced personnel. Determine those attributes in advance and don't be afraid to request their assistance when needed. Make vendors a part of your recovery plan so you have contact information at your fingertips.

Leverage contractors to fill immediate needs that may go beyond the contracted scope of services. Work with Purchasing to determine if amendments are necessary.

A public assistance subject matter expert or team (depending on need) should be retained to provide related FEMA guidance during the first 0-72 hours post storm.

The restricted availability of Metro credit cards hampered supply response to assisting customers.

#### *Communication/Documentation*

Clear and concise communication containing accurate information is invaluable.

Field Leaders need mobile access to email request.

It is much better to keep up with the documentation as you go - rather than wait until later and try to fit the pieces together. You need detailed documentation, not just one word statements.

#### *Emergency Preparedness/Training*

Train support staff on emergency preparedness (especially in terms of the paperwork and reporting that is required afterwards).

Don't under estimate disaster warnings.

Be aware of the conditions around you.

Evaluate the situations before acting.

Training does pay off in emergency.

A technology platform that standardizes data collection, reporting, contact lists, status tracking and financials, and is accessible should be available at all times.

Have all equipment typically used in response to emergencies ready for service at all times.

Damage assessment teams included employees and vendors from building operations, janitorial services, and security services. This combination helped in both assessment and safety. The plan is to formalize these teams to the extent possible for the future.

#### *Best Practice*

Constant monitoring and reporting of radio system conditions via multiple methods to system technicians and maintenance contractors provides immediate situational awareness of radio system operation and helps identify potential problems before radio users are negatively impacted.

Weekly testing of all primary and back-up power generation systems and equipment under load ensures operational readiness for extended power outages.

Performing regularly scheduled maintenance as recommended on all system equipment ensures optimum reliability and clear communications for all users.

#### *Practice Note*

Think outside of the box. A vendor to Radio Communications made arrangements to fly diesel via helicopter out to an inaccessible tower site that was getting low on fuel.

We identified some neighbors who are not always “important” to us under normal circumstances – but who were valuable after the flood (for us, specifically, the Genesco managers allowing us to use their parking area to stage water was a huge help). Identifying those neighbors/friends in advance might be a good idea.

#### *Good Stories*

Have a good working relationship with your vendors. The Water Services fuel truck required an engine replacement. The shop worked with the local dealership that did not have an engine but ordered, received, removed and replaced it in about four (4) days. This was the truck used to fuel emergency generators and pumps at the water pumping stations.

Staff of ITS and General Services, along with vendors, worked behind the scenes to ensure that the mechanical room which supports Metro's information technology network was not compromised during the flood. The team began monitoring the room on Saturday, May 1, and brought in additional personnel, pumps, and fuel. At one point, water was within two inches of affecting critical equipment cooling the data center. ITS began a shut-down of non-critical services in order to reduce the heat load in the data center. As a result of everyone's efforts, the most critical systems supporting the data center were saved and loss of equipment was minimal. The loss of the information technology network would have seriously impacted the emergency operations throughout Metro.

Reliable radio communications is critical for all emergency responders. A police officer could argue today that the two-way radio on their hip is as important a tool to them as the weapon in his holster. A firefighter or paramedic would likely agree that his radio has probably helped to save as many lives as his fire hose or defibrillator. When a crisis hits, generally the first common device in use is the radio. Whether it is to notify the responder of an incident, report on conditions from the scene,

coordinate a plan of attack, or inform the emergency room of a patient's condition, reliable radio communication is crucial to the success of every mission. When radio communication fails, in many cases so does a successful response, and the ramifications can be far reaching. Also, the ability of responders from different agencies to communicate when needed is essential to a positive outcome in many instances.

During the May floods, Metro Nashville's 800MHz Radio System performed almost flawlessly, providing nearly 400 hours of emergency communications in just the first 4 days of the event. The systems handled a record amount of radio traffic, with almost 400,000 individual radio transmissions during that time. Numerous tower sites were without electric power, but back-up generators and auxiliary systems took over as designed and when needed. There were no interruptions of service to hinder operations in the field, and our police, fire, EMS, and out of county responders were able to communicate together as needed.

It seems that the one common theme we hear about when it comes to failures in responding to emergencies large and small is communications, or a lack of it. Systems and equipment fail because of poor maintenance practices, and/or the failure to regularly monitor, test, and verify backup systems and equipment. During the May floods, Nashville did not suffer from any of these issues, and for good reason. Our staff adheres to a strict maintenance schedule for all radio equipment to ensure optimum reliability of the system and clear communications for all users. Our backup systems are tested regularly to ensure their readiness, and the Metro system was designed with a specific spot in every radio for interoperable communications between all agencies.

So the one story in Nashville that wasn't a story is that radio communications worked for everyone that needed it, when they needed it, and where they needed it. We couldn't be happier that you didn't hear that.

### **Metro Public Health**

*ESF #5, #6, #8, #10, #11, #16*

On May 1<sup>st</sup>, The Metro Public Health Department (MPHD) went into a modified Incident Command Structure, identifying an Incident Commander and two Operations Section Chiefs. The Director of Health (DOH) represented Metro Public Health Department at the EOC beginning on May 1<sup>st</sup> and continuing periodically throughout the two-week EOC activation. The DOH also participated in meetings with the Mayor and other department heads and in Mayoral news conferences held to update the public. Beginning on May 1<sup>st</sup> and continuing throughout the course of the flood event, the Public Health Emergency Preparedness (PHEP) Team staffed the EOC daily, representing Metro Public Health Department. MPHD's PIO also was present at the EOC and later at the JIC, and participated in the development of continuing messages to keep the public updated as to flood related information.

MPHD's PHEP Team began preparing to assist with the opening of emergency shelters on May 1<sup>st</sup>. PHEP also discussed the possibility of need for a Medical Assistance Shelter (MAS) and made

arrangements for a MAS should one be needed. The MAS shelter site was notified; a site inspection was done by the Food Division; and supplies/equipment necessary to open a MAS were identified, transported to the MAS site, and stored should they be needed. It was determined that a MAS was not needed during this event, however. MPHD provided physicians and nurses to the American Red Cross Shelters on May 2<sup>nd</sup> and May 3<sup>rd</sup> when the shelters opened. Triage and needs assessments were done at each ARC site. Flood victims were assisted to obtain prescriptions, diabetic supplies, oxygen, and other medical necessities. MPHD physicians wrote prescriptions when it was not possible to obtain needed drugs from normal sources. MPHD staff picked up and delivered prescriptions and supplies to shelter sites. Every ARC shelter site was contacted daily during the two weeks of operation by PHEP staff to identify needs. Clothes, shoes, medical supplies, baby formula, and other necessities were purchased by MPHD staff and delivered to the shelters on an as needed basis. MPHD social workers were involved and worked with flood victims to assist with placement planning beyond the shelters. MPHD also worked with Metro Social Services to provide counseling/evaluation/assistance to flood victims in the ARC shelter sites. MPHD's PHEP Team assisted in staffing the water dispensing stations, beginning on the first day of operation and continuing for one week.

MPHD's Food Inspection Services provided immediate response to restaurants impacted by the flooding. Restaurants were closed and food embargoed to protect the public. Food protection staff continues to provide guidance to restaurants recovering and reconstructing following the floods.

MPHD's clinics began seeing increasing demand for tetanus vaccine on May 4<sup>th</sup>. Emergency orders were placed with Tennessee Department of Health and additional supply obtained from surrounding counties. MPHD deployed nurses to the Disaster Information Centers and also opened a fast-track immunization clinic at MPHD to administer tetanus vaccine. Demand for the tetanus vaccine dropped after May 11<sup>th</sup>, and extra clinic sites were closed. However, MPHD continued to offer the tetanus vaccine at the Lentz fast-track, Woodbine, and East Nashville Health Centers throughout the flood event.

MPHD's Behavioral Health Staff were deployed to each of the Disaster Information Centers. These staff created and distributed flyers on "Coping with Disasters for Adults and Children." Staff distributed these flyers as well as information regarding how to re-enter a flooded home, mold, and handling flood materials. Behavioral Health Services (BHS) staff also spoke one-on-one with persons to provide assistance in coping with the circumstances of the flood. The BHS program director met with other Metro departments to address long-term mental health needs and promoting resiliency for flood victims. A list of free and low-cost mental health services was developed and posted on Metro's flood website. The BHS program director is a member of the Mayor's Long Term Recovery Committee.

At the request of the Director of Health, the PHEP Team epidemiologist conducted an examination of two weeks of emergency room data to look for increased incidence of asthma and other respiratory conditions. Trends were examined to determine if an association could be made with increased incidence of disease as a result of the flooding. Reports were prepared and provided to the Director.

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Metro Animal Care and Control housed 150+ pets during the flood, most of which were returned to their owners. MACC was the point of contact for donations from the public aimed at the maintenance/care of pets, including money, cleaning supplies, bedding, and food. MACC also coordinated donation of pet food and supplies through Catholic Charities and St. Luke's Community Center. Twenty-six thousand pounds of food and litter were delivered during the flood event. Donated bedding, determined to be too large for animal bedding, was provided to the Nashville Union Mission.

MPHD's Public Facilities Division played a critical role in inspection of day care centers, hotels, motels, pools and trailer parks impacted by the flood. PF inspected over 800 pools affected by the flood, some of which were also affected by the delay in pool openings caused by the water shortage associated with the flooding of the K. R. Harrington Water Treatment Plant.

MPHD set up a 24/7 hotline to answer calls from the community. The Environmental Services Support Staff handled over 1,200 calls, primarily associated with mold, during the first two weeks of the flood event. They continue to manage daily calls and occasional visits from the public related to flood damage. MPHD's website was updated with flood information in English and Spanish.

MPHD's General Sanitation Division partnered with the Mayor's Office, Public Works, Sheriff's Department, Codes Department, and neighborhood groups to identify and remedy health and code violations related to the flood throughout the county. General Sanitation assisted in distributing flood related information to residents and flood victims. The Division has compiled a list of 260 properties with significant flood damage. Of those, 241 appear vacant with 111 already demonstrating high grass and weeds.

MPHD's Engineering Service inspected properties with septic tanks that were flooded and issued appropriate recommendations.

Air Pollution Control assisted with the inspection of Metro owned vehicles that were impacted by the flood. This Division has and continues to respond to the more complicated flood related questions received by the department and inspects homes and commercial establishments as requested.

Pest Management Services responded and continues to respond to calls regarding rat and mosquito infestations associated with the flooding. They have and continue to bait premises for rat infestation and mosquito pools. This Division provided home inspections as requested. Pest Management represented MPHD at health fairs and neighborhood community meetings, passing out information and responding to questions related to the flooding and aftermath. A Backyard Inspection Day aimed at identifying areas where mosquitoes could breed and counseling residents regarding how to eliminate these possible breeding pools was conducted in the Cornelia Fort Airport area, an area hard hit by the flooding in May.

The Director of the Environmental Health Bureau and members of his Team partnered with other Metro agencies in attending 18 community meetings to respond to questions from the public. The



Director participated in a TV call-in program dealing with flood related issues responding to questions.

### *Strengths*

1. Improved capacity to implement and sustain ICS during emergency events
2. Depth of professional competence/knowledge/talent available within MPHD in multiple subject matter areas
3. Adaptability of staff to change according to developing emergency
4. MAS plan developed and MAS site identified with MOU signed prior to the flood event
5. Ability to collaborate with other Metro departments and community partners; relationships established that allow for productive collaboration in future emergency situations
6. Demonstrated value and importance of Behavioral Health Services to city's overall flood response

### *Lessons Learned/Areas for Improvement*

1. Make modifications to MAS plan to improve clarity of process for opening and triaging clients
2. Collaborate closely with OEM, American Red Cross, Metro Social Services, Hands On Nashville, and other key community partners to assure that individual roles are clarified and identified in the MAS plan
3. Provide opportunities for all Metro departments to exercise and have good understanding of MAS and MPHD's role; assure that all appropriate parties understand roles/responsibilities of MAS vs. congregate care shelters
4. Continue to expand and strengthen community partnerships
5. Should similar circumstance occur clearly identify priority groups for tetanus shots and assure that media messages are clear in presenting this information
6. In similar circumstance be prepared in advance with information regarding those communicable diseases that are and are not a risk for flood event (particularly hepatitis B) and assure that information is made available early and continually throughout the event

### **Regional Hospital Coordinator**

While the RHC is an employee of the Metro Public Health Department (MPHD) and a member of the Public Health Emergency Preparedness (PHEP) Team, the main responsibility of the RHC is to work as a liaison between MPHD and other government agencies and the ten Davidson County hospitals. The account that follows will outline the events as they unfolded for the RHC, the protocols and procedures that were implemented and lessons learned from this event. This narrative will also detail some major issues the hospitals underwent during the Nashville Flood of May 2010. Because these hospitals are private entities and have expressed their need for confidentiality, the narrative will not contain specific hospital names when detailing the different challenges faced.

The RHC received the first call concerning the current flooding at approximately 10:00 pm on Saturday, May 1, 2010. It was a hospital in South Nashville that had begun seeing victims arrive in the Emergency Department due to flooding of their homes. At this particular time Metro Public Health was not in the local Emergency Operations Center (EOC), and Red Cross shelters were being established. The RHC immediately contacted her PHEP team supervisor and learned that the city's first responders were already taking action. The hospital in South Nashville was informed to keep the victims for a few hours until shelters were available. The RHC began contacting the other nine hospitals within the county for a status update, but at this time no other hospital had seen a victim/patient due to flooding displacement.

By Monday afternoon, May 3, 2010, six of the ten hospitals in Davidson County had reported structural damage, and all ten of the facilities were experiencing staff shortage.

The RHC reported to the EOC on Tuesday morning, May 4, 2010. Information and status reports were obtained within the EOC, and the RHC began sending updates via email to the hospital preparedness coordinators. This information included power outages, evacuated neighborhoods, shelter details, road closures, etc. The hospitals were emailed daily updates through Thursday, May 6, 2010, at which time daily conference calls were implemented between the RHC and the local hospitals. The daily conference calls were suspended on Monday, May 17, 2010.

On days when the RHC was not stationed in the EOC, the member of the PHEP team representing at the EOC would email updates as available. These updates would then be forwarded to the hospitals via email and discussed on the daily conference call.

#### *Other Comments and Observations*

The RHC should be in the EOC during the entire activation; this enables the RHC to communicate the most up-to-date, reliable information to hospitals.

During a disaster, the "rumor mill" is going to be in full swing, esp. among hospitals; The RHC should be aware of fact vs. fiction (or constantly around people - department heads, agency leaders - who can find out).

*Best Practice:*

Conference calls for situational reports (among hospitals) instead of email; Emails within a hospital setting during a disaster tend to go unread and unanswered.

*Good Story:*

St. Thomas Hospital had six nuns that were trapped in an off-site facility right behind the hospital. Twelve feet of water had rushed through the doors and windows. Our NFD first responders recovered them safely and brought them to dry land via a motor boat. St. Thomas Hospital, who was struggling to figure out a way to help the sisters, was able to focus on other issues thanks to our guys.

## **Second Harvest Food Bank**

*ESF #6, #11, #15*

### CHRONOLOGY

*Saturday, May 1, 2010:* President and CEO Jaynee Day and Chief Operating Officer Matthew Bourlakas were called to attend a first responder disaster meeting at OEM's offices at Belmont with the Mayor's office, the police, fire department, and other first-responder organizations (Jaynee and Matthew attended subsequent, daily meetings, as well). From day one, Second Harvest began distributing disaster relief food boxes through Metro's community disaster centers, and through the Food Bank's Emergency Food Box sites.

*Sunday, May 2, 2010:* The Food Bank lost all power. Second Harvest was also advised by the OEM and Corps of Engineers that there was a potential for flooding in Metro Center and to move the Food Bank's trucks to a safer location (far side of LP Field).

*Monday, May 3, 2010:* Jaynee and Matthew were informed that the levy might be breached enough to cause complete flooding of Metro Center, which would have meant total loss of the food bank. With special permission from the Mayor's office and the police, a core group of staff went to the distribution center to move as much food as possible. Without power, though flood waters had already risen to the bottom of the dock bay doors, and the fact that two tractor trucks were damaged during the move, staff loaded and moved 136 pallets of non-perishable product to a safe, off-site storage facility, loaned to us by OEM, on Hanger Lane near the airport. The same off-site storage facility was subsequently used as a staging area from which to send out disaster relief boxes and to accept major donations from Feeding America, Kroger, CSX, Dollar General, and other generous supporters. The Food Bank's computer servers were removed at this time, as well, so they could be stored safely. With the aid of the OEM and access to the off-site distribution center, Second Harvest remained up and running and was able to immediately provide disaster relief boxes, water, and cleaning supplies to OEM sites, Red Cross shelters, and some of Second Harvest's partner agencies.

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*Wednesday, May 5, 2010:* A skeleton crew of staff was given permission to access the building for damage assessment and clean-up. At that time, all agencies were also contacted to see what additional needs they might have. It was also discovered that, due to lack of electrical power for 2.5 days, all perishable product stored in the open shopping coolers, on the cold dock, and in the cooler had been compromised. A total of \$197,000 worth of perishable product was lost. Fortunately, all product stored in the freezer maintained its integrity. No frozen product was compromised.

*Thursday, May 6, 2010:* Permission was granted by Mayor Dean and the police to allow staff to return to the food bank.

*Friday, May 7, 2010:* Second Harvest was back up and running full strength. After the flood waters receded from the truck parking area, staff began returning food back to Metro Center, but retained the off-site storage area through July 2010.

### NOTES/COMMENTS

- After staff was allowed back in the distribution center, Second Harvest worked closely with Hands on Nashville to schedule volunteers to come in and pack disaster relief food boxes and sort food. Three shifts of up to 90 volunteers per shift packed more than 1,000 boxes per day. The Food Bank also opened its doors the following two Saturdays and Sundays so volunteers could continue to build disaster relief food boxes and sort food. Hands On Nashville was a great organization with whom to partner.
- Second Harvest worked very closely with OEM throughout the entire event, providing food and cleaning supplies to the five established Disaster Information Centers in our own community.
- Thirty-two counties in Second Harvest's 46-county service area were identified as federal disaster zones, and the Food Bank responded as quickly as possible to get food to all people in those counties.
- Second Harvest's Emergency Food Box sites saw a 50% increase in the month of May.

### REVIEW AND NEXT STEPS

- Second Harvest Food Bank of Middle Tennessee already had a disaster plan in place, so the Food Bank was very prepared to meet the challenges of this disaster. OEM was well organized, as well. The Mayor's Office, the police, fire, the storm water people all did an incredible job. Many thanks also go to NES for doing their best to restore power as quickly as possible.
- Before another disaster occurs, Second Harvest plans to:

- Line up trucking companies that would be able to help in case the Food Bank's trucks are incapacitated
- Secure access to off-site dry and refrigerated warehouse space in case the Distribution Center cannot be accessed during future disasters
- Co-locate computer servers so as not to compromise continuity of business.
- Power outages are a huge issue for Second Harvest; it is imperative that the Food Bank obtains a generator. The local substation is above ground, so if the substation becomes compromised, Second Harvest's electricity goes out. Second Harvest is aggressively pursuing a donation of a generator immediately (at a cost of approximately \$500,000) before another disaster strikes. While the Food Bank lost \$197,000 in perishable product, Second Harvest was only hours away from losing the entire \$2 million in frozen food inventory.

### **Nashville Electric Service**

*ESF #12, #15*

On Saturday morning May 1, 2010, Nashville Electric Service (NES) began to experience numerous weather related outages. As the day went on, storms and rising flood waters caused significant damage to the electric system infrastructure. As additional rain fell on the morning of May 2, 2010, the resulting flash floods and subsequent rising of the Cumberland River caused extensive damage to NES' infrastructure including damage to our West Service Center, three major substations, portions of the downtown underground network, as well as, wide spread damage to the general overhead and underground distribution system.

During the time period from 7:30 AM, Saturday, May 1<sup>st</sup> to 7:00 AM, Monday, May 10<sup>th</sup>, almost 90,000 of NES' 355,000 customers experienced an outage. NES worked a total of 3,717 outages during this time period. The maximum number of customers without power at any one point in time occurred at 1:58 PM, Sunday, May 2<sup>nd</sup> when 43,677 customers were without power.

The flash flooding that occurred on May 1<sup>st</sup> impacted the southwest part of the system in the Mill Creek area near Antioch. Much of the area around Blue Hole Rd, Bell Rd, Moss Rd and UNA – Antioch Pk. was inaccessible due to flooding. Because of the destruction NES Command Center personnel had witnessed on television that afternoon, they didn't feel it was safe to re-energize lines to these areas without visually inspecting them first. OEM was contacted by NES to inform them that approximately 1,100 customers in this area were going to remain without power through the night. A list of those customers was provided to OEM around 10 PM that night. It was 2:00 AM, May 3<sup>rd</sup> before any attempt to restore power to this area was made. NES crews continued working through the night restoring power to areas that were accessible.

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Heavy rains began again on Sunday morning, May 2<sup>nd</sup>. While there was widespread flash flooding, the heaviest impacted area was West Nashville. The NES Command Center began receiving reports from personnel at the West Service Center (WSC) located at 911 63<sup>rd</sup> Ave N that water was rapidly rising on the property and that water was already up to the building. Storeroom personnel were told to abandon the property while transmission & distribution employees began moving bucket trucks from the building and storage sheds to higher ground. They continued this task until the water rose to the loading docks and it was no longer safe to operate the vehicles.

Approximately 15 to 20 linemen became trapped in the building. They evacuated to the roof of the second floor of the WSC building where they were later rescued by the Nashville Fire Department (NFD) by boat. Water would eventually rise completely submerging the first floor of the building. NES lost 37 trucks, including 19 bucket trucks due to the flooding. Also, one third of all material stored at the WSC was unrecoverable. By mid-afternoon the flood waters from the flash flooding had receded and an attempt was made to recover some of the material and vehicles, however, by early evening as the Cumberland River began flooding, water backed up into Richland Creek and flooded the WSC again making it inaccessible for several days.

NES' West substation is located adjacent to the WSC. Flood waters rose into the 13.8 kV section of the substation, as well as, the 69 kV capacitor yard. At 10:35 AM, May 2<sup>nd</sup> the 13.8 kV distribution tripped off line leaving 5,700 customers served by the substation without power. NES employees standing on the roof of the WSC called the NES Command Center to report a fire in the 69 kV capacitor yard. An NES System Operator immediately contacted a Tennessee Valley Authority (TVA) System Operator at their Control Center in Chattanooga to have him shut off all power to the West substation. This occurred at 11:30 AM. With all of the 161 kV breakers open and the power transformers de-energized, NES opened all of the 69 kV breakers in the substation until a damage assessment could be made. The only additional customer whose power was disrupted by this action was Visteon (Ford Glass). After reviewing aerial news coverage of the substation fire and a visual assessment was made of the station, NES decided they would re-energize the 69 kV section of the station after the linemen were rescued from the roof of WSC. Upon receiving confirmation of the rescue by NFD via OEM, the 69 kV breakers were closed back at 1 PM, May 2<sup>nd</sup> restoring power to Visteon and restoring various 69 kV transmission loops. NES began switching operations on the 13.8 kV distribution systems to restore customers utilizing adjacent substations since all 13.8 kV feeder breakers inside the substation were damaged beyond repair. All facilities that weren't damaged were restored by noon on Monday, May 3<sup>rd</sup>. In an interim step to address loading issues before final repairs were made, three breakers from other substations that weren't being used were removed and installed at West. These three breakers were energized and distribution load picked up from West on May 13<sup>th</sup> and 14<sup>th</sup>. New replacement breakers were ordered for final repairs and are expected to be in service sometime later this summer or early fall.

As the Cumberland River continued to rise, there was widespread flooding in Bellevue. Water began rising into the TVA Davidson and NES McCrory substations located on Coley Davis Rd. Circuits feeding the Bellevue area began tripping as early as 10:00 AM on May 2<sup>nd</sup>. At noon, TVA had a 161 kV breaker feeding the NES McCrory substation trip. At this time all 7,800 customers served by the McCrory substation in the Bellevue area were without power. Since McCrory is at the edge of the NES system, there are few switching options to restore load utilizing adjacent

substations. There is only one substation adjacent to McCrory. Due to road closures in the Bellevue area, most NES distribution switches were inaccessible, as well as, many of the operating mechanisms were under water also rendering them inoperable, so, distribution switching had to be delayed. Some roads were opened Monday night, May 3<sup>rd</sup>, so, NES personnel were able to begin switching operations. TVA also assisted with a boat and an all terrain vehicle to help NES access some locations. Load was restored by 11:00 PM, May 3<sup>rd</sup> to those areas that could receive power. Temporary repairs were made to some of the 23.9 kV breakers and they were returned to service in early June. As with West, new replacement breakers were ordered for final repairs and are expected to be in service sometime later this summer or early fall.

Outages continued to climb peaking at 43,677 customers without power by 2 PM, May 2<sup>nd</sup>. NES continued restoring power to areas that were accessible. Areas that were inaccessible due to flood waters were left without power and in some cases areas were disconnected from the NES system for safety reasons. By 3:00 PM, May 2<sup>nd</sup>, the number of customers without power had dropped to 35,756. By 7:00 PM, the number had dropped to below 20,000 and by midnight below 15,000. Throughout most of the day Monday, May 3<sup>rd</sup>, the customers without power would remain around 13,000. Several repairs were made and the customers without power dropped below 5,000 by 11:00 PM, May 3<sup>rd</sup>. The number would remain between 3,000 and 4,000 until Saturday, May 8<sup>th</sup>. By 8:00 PM, May 8<sup>th</sup>, the customer count went below 2,000. By 7:00 PM, May 9<sup>th</sup>, only a few hundred customers remained without power.

On Sunday night, May 2<sup>nd</sup>, flooding in the Pennington Bend area resulted in a request from Metro Water Services (MWS) through our ESC located at OEM to drop power to the K. R. Harrington water treatment facility due to rising water. Also, shortly after midnight the same night a request came from Gaylord to drop power to the Opryland Hotel and Opry Mills shopping mall because of flooding in the hotel and the mall along with their associated electrical distribution systems. While NES owns some equipment and infrastructure at these facilities, the vast majority of it is customer owned.

On Monday morning, May 3<sup>rd</sup>, water had risen about 2 to 3 feet into the Stadium substation near LP Field. NES chose to de-energize this station before any damage occurred to any of the equipment. This would make for faster repairs when the water receded. All 1,300 customers served by the Stadium substation were switched to an adjacent substation, so, there were no customer outages other than LP Field itself. While temporary repairs were made to West and McCrory substations, because of the extent of the damage, final repairs will not be made until August or later when replacement equipment arrives. However, because Stadium substation was de-energized before water caused any major equipment damage and the water level wasn't as high as West or McCrory, complete repairs were made at Stadium by noon Sunday, May 9<sup>th</sup> restoring all normal load including the Coliseum.

Also, on Monday water began rising in the Metro Center commercial complex. Metro Center is an all underground distribution system with pad mounted switches and transformers. Some of the switches began floating off their pads and water was rising on the distribution transformers which were not made to operate submerged in water, unlike, underground network transformers. It became necessary to de-energize this complex with the exception of six businesses located along

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Rosa Parks Blvd. The facilities serving these six customers were not under water and NES was able to disconnect the damaged facilities leaving these customers with electric service. Water had receded by Tuesday afternoon enough for NES to assess the damage and make repairs in the Metro Center complex and power was restored by 8:00 PM, Tuesday, May 4<sup>th</sup>, although OEM did not deem it safe to allow tenants to return until sometime later.

At 3:00 AM, Tuesday, May 4<sup>th</sup>, Demonbreun substation which feeds one third of downtown Nashville tripped off line. Within a couple of hours the substation was brought back on line, however, the east network had to be left out due to several component failures. All of the network infrastructure, cable, transformers, switches and breakers are below street level and were under water. The east network covers an area from 1<sup>st</sup> Ave to 5<sup>th</sup> Ave and from Demonbreun St to Commerce St. Major buildings involved in the outage were AT&T, One Nashville Place, Encore, Hilton, Schermerhorn, Pinnacle Financial, Wildhorse Saloon and Nashville Chamber of Commerce.

By mid-day Thursday, May 6<sup>th</sup>, NES network crews had been able to pump enough water out of manholes and vaults to make some repairs to the network and begin restoring power to some of the downtown customers. By Thursday afternoon, most customers who could receive power were back on. Some, such as, the Wildhorse Saloon, Hilton, Schermerhorn and Pinnacle Financial requested to remain disconnected from the system due to internal damage to their switchgear. Also, there were intermittent outages on the network during the day Thursday as repair work continued. By 8:00 PM, Friday, May 7<sup>th</sup>, all downtown customers who could receive power were restored. However, the network crews had a significant amount of work yet to perform to completely repair the system, but, this work could be completed without customer interruption.

NES and numerous Metro agencies worked well together during the flood. However, at times OEM had specific issues that needed addressing. All of these requests were channeled back to the NES Command Center either by the NES ESC located at OEM or through the Public Official Liaison. NES had specific needs of Metro as well. There were two main areas NES needed assistance from Metro. One was with traffic and crowd control in the downtown area for the network crews. Sightseers were making it difficult for the network crews to move around downtown. The second was with traffic congestion and debris removal in the River Plantation subdivision in Bellevue. Volunteers working in River Plantation were causing extreme traffic congestion making it difficult for NES crews to make repairs. Also, as homeowners began making repairs, they were piling their debris at the street covering up NES pad mounted transformers. In many cases, NES crews could not access equipment. In both instances, Metro Police was contacted through the NES ESC at OEM. Downtown and in River Plantation, Metro Police responded within 30 minutes. Officers gave NES crews police escort to speed up restoration activities. Also, Metro Public Works (MPW) met on scene in River Plantation after being called by the NES ESC at OEM. MPW worked with NES underground crews to formulate a plan for debris removal that would facilitate quick electric service restoration to customers in River Plantation.

### *Other Comments and Observations*

Previous cross training of overhead linemen and underground electricians paid dividends, since there are more overhead linemen and in this storm, there was much more damage to the



underground system as opposed to the overhead. Trained overhead linemen were utilized to expand our underground ranks to aid in faster restoration.

Pre-planning is very important. We utilized the NES Emergency Response Plan which is used to some degree in every emergency event; however, we also used portions of the NES Wolf Creek / Center Hill Dam Emergency Operations Plan.

When it becomes apparent that an emergency event is going to last for several days and possibly weeks, it is important to establish employees on fixed 12 hour shifts as soon as possible and place the majority of the employees on the day shift to maximize work efficiency utilizing daylight hours. This shift schedule reduces fatigue instead of working employees their maximum 16 hour allowable time.

Communications is important. It is important to proactively communicate with the public and other Metro agencies, so, that everyone is up to date on restoration status. Communications with Metro works best utilizing the ESCs at OEM. NES had no communication issues dealing with Metro.

In future flood events, there needs to be a faster response from codes about how to handle electrical inspections and cutting off service to customers whose homes and businesses have sustained flood damage. Slow initial response on how to handle this accompanied with several changes in direction created a great deal of confusion and conflict between NES and its customers.

### **Metro Police**

*ESF #1, #2, #3, #4, #5, #7, #8, #9, #10, #13, #16*

During the first few hours of the unprecedented flooding crisis in Nashville, the Metro Nashville Police Department responded to calls for service from citizens, and even from first responders who found themselves in life-threatening situations.

The Emergency Operations Center provided an immediate and vital staging area for police command staff and public information officers. From the EOC, an incident command center was established at Metro Southeast where Patrol and Special Operations Division officers were dispatched to affected areas. The Emergency Communication Center provided seamless communications between the police department and citizen calls for help. The ECC also provided two dedicated dispatch operators to the police department's incident command center which proved to be an invaluable resource. The Office of Emergency Management was readily available to police requests for rescue operations.

As the city pioneered through the initial response, staffing issues were quickly addressed. Within hours of the first flood reports, the Metro About Me program was utilized to notify all police personnel that 12 hour shifts would be enacted for all patrol functions. The issue of how to maintain this strong level of service, while addressing staffing issues, became a serious concern, especially since many police personnel were affected by the flooding. The Davidson County Sheriff's Office and The Tennessee Highway Patrol provided much relief in this area by providing

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deputies and troopers for law enforcement activities. Public Works also greatly assisted in these efforts by providing barricades to block flood damaged areas. This allowed police personnel to leave these fixed posts. In some cases, these officers were transitioned to proactive patrols in effected neighborhoods and supplemented precinct-based safety patrols to provide a visible measure of security for flood victims.

During the ongoing recovery phase, flood security teams were developed and continue to this day to provide extra patrol in effected areas. These officers continue to interact with victims and provide disaster assistance information.

### *Other Comments and Observations*

The police department is extremely proud of the tremendous service of its employees in addressing the issues associated with the flooding. The community response to their work from all geographical areas of Davidson County was overwhelming. For example, Commander Richter reported that the West Precinct's representation at a community meeting attended by more than 1,000 citizens received a standing ovation.

Lieutenant John Drake in Hermitage reported that residents in the Waterford subdivision were amazed at the police response to their concerns and efforts to keep them safe.

Lieutenant Stephen Duncan in South reported that Officer Raymond Jones door to door checks of Wimpole Drive are deeply appreciated by the residents. Lieutenant Duncan wrote, "Officer Jones met an elderly man who lives alone since his wife passed away in November. Officer Jones was invited back to have a cup of coffee when he was back in the area. Jones decided to take the man up on his offer and came back the next day. The elderly man was pleased at Jones' willingness to spend time with him during this day. I think this act of kindness exemplifies what little acts on our part mean to the citizens we serve. I'm proud to have Officer Raymond Jones on my detail."

Lt. Matt Pylkas at the West Precinct was not scheduled to work on Sunday, May 2nd, but after hearing news reports that the rising Harpeth River was going to greatly endanger citizens in the area, he attempted at 7 a.m. to drive from his home in Bellevue to the West Precinct at 6730 Charlotte Pike. Lt. Pylkas became stranded on I-40 with nearly 200 other travelers. Throughout the next 18 hours, Lt. Pylkas provided security and a calming presence for the motorists, many of whom were from out of state. He also assisted in rescuing two women who drove their jeep into the water in an attempt to get off the interstate "island". Lt. Pylkas waded into the water and helped pull the women to safety. Lt. Pylkas remained another 12 hours while soaking wet. He personally assisted more than 70 persons onto rescue boats. He did not leave until 4 a.m. Monday, May 3rd, after everyone had been transported to shelters.

There are other acts of heroism. Sgt. Jeff Goodwin wrote the following about Officers Corey Mullins and Caleb Foster, who set out to rescue residents of a mobile home park on Antioch Pike at Goodwin Drive on Saturday afternoon, May 1: Officers Foster and Mullins were coordinating the evacuation of families with the assistance of concerned residents. At one point, they were forced to obtain refuge on higher ground as they became separated from their police cars due to the fast rising

waters. The waters started rising in the creeks both in front and behind the officers as they continued to coordinate evacuation efforts. The Officers requested assistance from OEM for a boat and a water rescue team. Once OEM personnel were on the scene, Officers Mullins and Foster assisted OEM with the location of the residents who had been evacuated and those that needed to be rescued. They became trapped as the water levels quickly rose, but that did not stop them from verbally assisting OEM personnel during 2 separate trips with the boat to rescue citizens. Officers were informed by OEM personnel that they would be the picked up on the next trip. Sometime before OEM personnel made the rescue trip for the officers, the boat motor failed. Multiple calls for assistance were made for another boat to be delivered to the site in order to pick up the stranded officers. While waiting for OEM, Officers Mullins and Foster observed the water quickly continue to rise and they observed the trailers floating off their foundations. The officers patiently waited and remained calm while standing in water on top of an automobile for OEM personnel to return. As time passed, the officers became more engulfed in the rising water with no avenue of escape without the assistance of a boat. Officers continued to give water level details and the status of other residents as they stood on the car. At one point, Officers Mullins and Foster observed the porch of a trailer become detached from the trailer as a result of the rising water and strong current. The floating porch was being washed towards the officers as they stood on top of the car with water at least chest level while still waiting to be rescued. As the porch was swept with the water current in their direction, the two officers, still wearing their full duty gear and vests, were forced to jump off the top of the car into the water to avoid a collision with the porch. Once completely engulfed in the water, Officers Mullins and Foster swam to objects for refuge, all the while, waiting to be rescued by OEM personnel. Due to the swift currents, floating debris and other water hazards, the Officers were separated from each other and they were swept downstream. Officers were eventually rescued from the waters and both were transported to Vanderbilt Hospital for treatment of hypothermia.

The 12-hour shifts and cancelled days off were exhausting. But the men and women of the MNPD rose to the challenge, some leaving behind their own flooded homes and property, because they realized the citizens of Nashville needed them in ways that could never have been imagined. The leadership of the city, and the leadership of the police department, is justifiably proud of the professionalism and caring of the employees of the MNPD.

### **Davidson County Sheriff's Office**

*ESF #1, # 3, #9, #13*

The first DCSO contact regarding May's historic flooding was on Saturday, May 1. Water from Mill Creek approaches the front door of the Offender Re-entry Center. At the time, ORC housed 256 inmates. These inmates were moved to the Correctional Development Center in three hours. Within the other DCSO facilities, operations continued as normally as possible. For the larger community, the DCSO provided assistance in two ways: assisting first-responders, and assisting Metro Water.

Across the county, SORT team members assisted MNPD and NFD in water rescue. In particular, officers assisted at the Harding Road soccer fields and in Antioch. Officers also assisted with vehicle and home evacuations. To remove the burden from first-responders, DCSO officers served as security staff in a variety of locations. DCSO provided security at shelters quartered in four schools and thirty-two fixed posts at the height of the emergency. These posts provided security at bridges, and restricted access to affected interstate exits and subdivisions.



Photo 9: DCSO Inmates sandbagging

Access to fresh water is a priority for any community. The flooding created a risk to Nashville's fresh water supply by endangering a water treatment plant. Deputies supervised offenders filling approximately 34,500 sandbags at the Sheriff's Correctional Complex. These bags were delivered to the plant by DCSO staff. DCSO offenders used approximately 34,500 sandbags to reinforce the outer walls of the plant to prevent water intrusion or collapse. These offenders also created a levee around other assets that was critical in assisting Metro Water in keeping the plant on-line.

Major strength: The DCSO's size and duties gave it flexibility in response. Because the flooding closed courts, the vehicles normally used for those duties could be diverted to transport residents. Officers who would normally serve civil process were diverted to secure fixed posts. As the agency's Correctional Services division routinely provides offenders for neighborhood clean-ups, diverting these officers to post-storm clean-up was a change in volume, not duty. Officers activated through SORT command were replaced by other DCSO deputies, who worked long hours out of the public eye.

Primary area for improvement: The SORT team's ability to assist first-responders was hampered by a lack of appropriate rescue equipment. Rescue gear appropriate for jail hostage retrieval is not well designed to help in water rescue. The DCSO has requested suitable gear to assist in any similar event.

### **Community Foundation of Middle Tennessee**

*ESF #5, #14*

The role of The Community Foundation of Middle Tennessee (CFMT) in a disaster is to establish methods and procedures for the receipt of non-designated cash contributions. It is CFMT's responsibility to help solicit and facilitate donations, large- and small-scale, from individuals, corporations and foundations and to manage and account for those contributions, including acknowledging donors' charitable gifts as tax-deductible; managing the distribution process as funds are available, to those nonprofits serving disaster victims.

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Beginning on Saturday, May 1, 2010, The Community Foundation of Middle Tennessee (CFMT) was notified of OEM's full activation, and staff member Belinda Dinwiddie responded to the EOC. At that time, CFMT began communicating with OEM about activation of the Metro Nashville Disaster Response Fund. The Fund was activated at approximately 8:00 p.m., with an online contribution tool made available. CFMT's website was updated that evening with information about flood relief and a link to make a donation online. Press contacts and Metro Public Information Officers were contacted about the activation of the Fund.

On Sunday, May 2, 2010, CFMT staff member Liza Lentz reported to the EOC. CFMT distributed a press release about the activation of the Metro Nashville Disaster Response Fund, as well as its Tennessee Emergency Response Fund to meet needs throughout Middle Tennessee, with information about how people could make donations online or by mail. The CFMT continued reporting to the EOC and remained in communication with the OEM and other metro government entities regarding contribution intake.

Through online giving tools, CFMT was able to begin facilitating donations as soon as disaster struck, and CFMT was called on to activate its Metro Nashville Disaster Response Fund to address need of flood victims in Davidson County. The first large-scale fundraising effort took place Tuesday, May 4, 2010, with planning beginning on May 3, with CFMT working in partnership with ClearChannel Radio as it hosted a 19-hour radiothon with uninterrupted coverage of the flood on five Nashville area stations. These broadcasts included constant calls to action to give to help, which CFMT facilitated by staffing phone lines throughout the event to accept donations from callers. After this event, CFMT worked with the Mayor's Office to add additional phone lines at its office to support ongoing contribution intake.

Fundraising efforts continued, while donations from individuals and businesses streamed in via check, phone call and online donation through telethons, large scale concerts, and more than 150 events held around the country to benefit flood relief.

On June 1, CFMT expanded its online contribution processing through the launch of a donation widget which could be easily included on fundraising partners' websites to help solicit and generate more donations. CFMT continued to use all of its donation tools to facilitate contributions of all sizes, as well as coordinating more large-scale events, including the June 22 Nashville Rising concert at Bridgestone Arena. These efforts will continue as needs exist. CFMT will focus on continued fundraising, responsible stewardship of donated funds and the wise investment of those funds through grants to quality local nonprofits meeting the needs of flood victims.

CFMT facilitated a meeting of the Metro Nashville Disaster Response Fund Advisory Committee on May 17, at its offices. Nonprofit grant applications began to be submitted to CFMT, and CFMT continued to call meetings of the Fund's Advisory Committee to review applications and make funding decisions. The Advisory Committee meeting met regularly through 2010 and 2011. As of May 3, 2011, total contributions to The Metro Nashville Disaster Response Fund were \$3,497,522, of which \$2,471,456 has been granted to nonprofits serving flood victims. The Community Foundation continues to track its flood response at [cfmt.org](http://cfmt.org).

### Review and Next Steps:

- CFMT had a disaster response plan in place and clearly outlined action steps according to its responsibilities as an official partner with OEM during time of disaster. CFMT acted immediately to solicit and facilitate donations for flood relief, both large- and small-scale.
- CFMT was able to offer a variety of tools to accept donations from people throughout the world, which included donations via online gift, mail, phone, and through text messaging.
- The Metro Nashville Disaster Response Fund Advisory Committee responded efficiently to CFMT's call to review grant making opportunities and make funding decisions as resources were available.

### **Hands On Nashville**

*ESF #6, #14, #15*

Hands On Nashville responded to the EOC Sunday evening to prepare for response activities. Changes to the website were made in order to prepare for the volume of traffic from volunteers. Requests for volunteers were made from various Metro and other service agencies including OEM, Second Harvest, The Red Cross, United Way / 211, Metro Water, the Sheriff's Dept, and others. Placement of volunteers was able to be completed within minutes of a request through Hands On Nashville's extensive volunteer base and electronic communication capabilities. After the initial response, Hands On Nashville continued to place volunteers, equipment, and supplies at homes requiring cleanup, muck out, and debris removal, until mid-August. Hands On Nashville established a partnership with Rebuilding Together Nashville to handle rebuild projects for homeowners identified through the city's We Are Home program as needing rebuilding assistance. This program will continue as long as an appropriate amount of need is identified.

In response to the flood, Hands On Nashville has placed over 19,000 volunteers in over 1,000 projects, contributing over 77,000 hours of service representing \$1,606,972 of assistance.

Identification of need was a bottleneck in the early stages of response. Without representatives out in the field we had difficulty in identifying place where volunteers could be utilized. This was initially dealt with by creating an online submission form for volunteer requests that would be self-led by the reporter. While this is not an ideal manner of volunteer placement, it was effective way to connect volunteers with immediate needs. Establishing a more thorough and timely communication system with OEM about identifying those needs would be beneficial in future responses. Volunteer placement currently relies heavily on electronic communication: website, email, Facebook, Twitter. In the event that these are inaccessible, a contingency communication plan is being established.

### *Best Practices*

Managing volunteers through an online portal that automatically restricts projects to size, sending only registered volunteers details such as project address.

*Good Stories*

Within minutes of announcing a need for sandbagging volunteers, over 300 people showed up to help fortify the Metro Center levee. Over 15,000 people signed up to receive flood volunteer updates within 3 days of announcement.

**Short Term Recovery**

*DONATIONS MANAGEMENT*

Metro CEMP currently lacks a clear framework for the intake, warehousing and distribution of material (non cash) donations. This function is loosely allocated to the VOAD with no clear organizational lead.

During the flood event of 1-3 May, 2010 the city had to create an internal framework for managing large scale goods donations. On May 2, Jennifer Cole was activated to assist coordination of social service, VOAD functions within the EOC. As the day unfolded and over the next week, the following concept of operations unfolded.

- Refer all small material donations to 211 or area churches
- Identify a central POC at the EOC for large monetary or material donations (e.g. truck loads of water or heavy equipment). Toks Ominkashin of the Mayor's office served this function for first several days and it was transitioned to Andy Palk as the Mayor established a formal recovery committee.
- Identify 1-2 staging locations for the intake of major goods (e.g. Metro Southeast)
- Create a referral protocol so that Community Foundation, 211, Mayor's reception and others interfacing with key major donors centralized messages to POC.
- Work with POC to design basic database of materials, quantities, contact information
- Worked with Logistics Officer to conduct intake of supplies available for distribution (usually once per shift or more often if necessary).
- Use materials donations to resupply DICs, Water Distribution Stations, etc.
- Utilize Sheriff's office vehicles, people power to transport goods between Metro Southeast (staging) and any facility or DIC in need of immediate supplies.

Once the "emergency" phase/EOC stood down; Metro worked with over 18 faith and community institutions to take over the donations management function. Donations warehoused at parks,

recreation centers, schools and DIC's were transported to this network by Sheriff's department. Distribution Centers were in constant communication with Mayor's office and quickly transitioned from clothing items/food to cleaning supplies to home materials and furniture. At this critical phase, the Community Resource Center was brought in as the main warehousing and staging point for community donations. CRC works with the Distribution Centers and others to "send out" ongoing large scale in-kind resources and now works with the CAN case managers to ensure that donated goods go to certified open cases.

#### Improvements to CEMP:

- Identify and pre-screen locations for donations staging and warehousing. Because of the amount of supplies this may involve both government interagency agreement and nonprofit capacity it will likely require multiple locations.
- Secure shared software platform to intake and track donations. We simply didn't have capacity or software that allowed all parties to see available donations and their location or routing. Mass market logistics software that allows multiple users to conduct intake and updating should be explored. The lack of simultaneous information was difficult throughout the process.
- Warehousing is a critical skill and one lacking in a current member of the Davidson VOAD. The CRC team is quite good but small. OEM must identify a lead agency and codify in the CEMP.
- Tax acknowledge for donors. As a city entity Metro was unable to verify tax exemption for donors and this may have cost us critical donations in the first few days. Metro legal must certify requirements of any disaster donation and a nonprofit lead should be established to manage the tax reporting of these elements.
- Metro must identify a "wish list" of needed and NOT needed donations during disaster. This must be pushed out through the PIO's and social media as necessary. Internal protocols on items we can/cannot accept should be developed. For example, we were offered numerous vaccines and medication, but lacked clarity on our ability to transport, store and legally accept these donations. A task force of Public Health, OEM, VOAD and Metro Legal could likely develop clear donations standards.

#### *DISASTER INFORMATION CENTERS*

Disaster Information Centers (DIC) were established to respond to a critical need revealed by the flooding of 1-3, May, 2010—the need to provide critical services to neighborhoods isolated from roads, communications mechanisms and power during the event.

On Tuesday, May 4, the city established key hubs using Metro Parks/Community Center facilities (Coleman, Bellevue, and Hadley); Donelson, East opened on Thursday, May 6. Each hub was equipped with Wi-Fi enabled computer terminals and telephones and offered a range of services including:



- Access to up-to-date shelter and social services info
- Access to social service case workers, public health workers, medical referrals
- Mobile feeding for breakfast/lunch and emergency food boxes pick up
- Access to safe drinking water and water shortage information updates
- Walk in donations centers for non-cash donations
- Legal aid/legal services support
- FEMA referrals and registration information

Centers also served as a staging point for volunteer clean up operations happening in surrounding neighborhoods and as a staging point for goods/donation drop offs.

The major strength of DIC's was immediate community based center point for information and services and a clear "transitioning" point between response phase to recovery phase of the operation.

The DIC system was manned by a project leader/site coordinator who worked 6-8 hour shifts. This project lead in the first several days of operations was a city employee and shifted to volunteer led post as the disaster period protracted. Each site had an average of 6-10 additional volunteers who supported key internal "stations" including—feeding, questions/support/FEMA registration, public health (including vaccines), and donations management. In total, DIC's served over 7000 flood victims and provided critical information and supplies to affected Nashvillians.

#### *Future Concept of Operations:*

A DIC or Community Disaster Center is a replicable model. This concept would be critical in any response scenario in which key geographic areas are disproportionately affected or are cut off from infrastructure/communications and basic human needs for a period exceeding 48 hours—this is not dissimilar from the POD concept framework in biohazard events—a geographic center that is activated as needed and staffed by a mix of professional and volunteer support.

#### *Facility Requirements:*

DIC/CDC facility must be able to accommodate large groups of 100-200 comfortably in waves. Preferably with a larger community triage area and sub-rooms that could be used for key information and services stations. The facility should be easily accessible to major roads and pose no major issues with security and/or access. Access to public transit and ability to activate showering and/or basic hygiene (not overnight stays) would be amenities.

#### *Staffing:*

Staffing plan should include a lead staff member trained in basic VRC (Volunteer Reception Center), Case Management and ESF 15 Functions. The site coordinator should be comfortable

working with a team of 10-15 volunteers, communicating with designated ESC/VOAD desk and making independent on the ground decisions. Volunteers should be pre-identified to serve in a future DIC activation. Consider an alignment or MOU with National Alliance of Social Workers, Metro Social Services and/or United Way to coordinate this activation within the CEMP. Additional consideration should be paid to volunteers and/or staffers who have competency in key foreign languages including: Spanish, Arabic, and Farsi.

DIC followed similar activation protocols as the VRC's run by Hands On Nashville and every effort was made to coordinate both personnel, supplies and general information between DIC's/VRC's on the ground.

#### *Supplies:*

Supply requirements are minimal—basic communications device linked to key ESC, signage, white boards, and markers to change information on the ground. Any relevant handouts or critical information from OEM or other ESC's for distribution to general public.

#### *Areas for Future Improvement:*

- Construct written training requirements for DIC volunteers and site managers. This could be a way for CEMP trained individuals to advance or could be a VOAD key project.
- Pre-certify facilities and organize go kits of DIC supplies
- Clarify core competencies such as donations management, case work and translation and recruit volunteers to meet competency maps.
- Ensure that daily information gathered from victims is summarized and shared both with incident commander, Human Services ESC, PIO's and the Metro Hotline staff lead.
- Ensure that donations management function of DIC's is integrated with larger donations management protocols in overall CEMP.

#### *Other Comments and Observations:*

Disaster Information Centers or some sort of neighborhood based service/support center mechanism should be formalized in the CEMP. A clear liaison between mayoral staff and EOC command should be established and made clear each shift. The MOU relationships in ESF 14 are excellent and should be replicated and reviewed in other ESF areas. Overall, the experience with EOC was high quality and collaborative. Within the Disaster Information Centers, rotate staff for debriefing and to relay new information.

**Nashville Humane Association**

*ESF #16*

In 2006 following Hurricane Katrina, the Pet Evacuation and Transportation Standards Act amended the Stafford Act to ensure state and local emergency preparedness plans addressed “provision of rescue, care, shelter and essential needs” to individuals with household pets and service animals” and to such pets and animals.”

The Nashville Humane Association staff was requested on Friday April 30<sup>th</sup> to stay at a nearby hotel, close to the facility, to ensure care for animals currently housed at the shelter, and the ability to respond to community needs as necessary. The Animal Care and Reception staff would begin a 24 hour “on call” rotation for four days.

The Nashville Humane Association Executive Director received a call at approximately 6:00pm on Saturday May 1<sup>st</sup> from the disaster shelter manager at the Nashville Chapter of the American Red Cross advising that the MOU to activate a “Pet Friendly Evacuee” shelter would be requested through channels. At approximately 6:30pm the NHA Executive Director received a call from Heidi Jordan, Planning Sections Chief with the Office of Emergency Management, authorizing activation of the pet friendly evacuee shelter at David Lipscomb University. The disaster animal response team from Nashville Humane Association arrived at approximately 8:00pm with one of the mobile animal shelter units. After the admission of a large number of animals the request for deployment of a second mobile shelter unit was authorized. With both mobile units filled to capacity with many large dogs the decision was made on Sunday to open the Nashville Humane Association at 213 Oceola Ave. to begin admitting more flood related evacuees pets. Greymont Kennels, Dickson Tennessee was contacted to transfer 20 NHA dogs for temporary kenneling to accommodate more pets at the NHA facility. The Farm at Natchez Trace, Franklin Tennessee was also contacted to be on standby for emergency transfer of evacuee pets. Pets arriving with evidence of exposure to flood waters were bathed and groomed.

The Lipscomb University disaster animal response teams stayed overnight to care for the animals during the time they were deployed. Information indicating when the Red Cross shelter would be closing was shared with the teams and the transfer of animals from one of the mobile units to the Nashville Humane Association Shelter was completed. The other unit and team stayed at David Lipscomb University through the ninth day and the demobilization of the Red Cross evacuee shelter. All animals still on that unit were also transferred to the NHA facility.

Over the several days of the flood Nashville Humane Association provided Emergency Animal Sheltering to 99 evacuee owned animals, and provided food and supplies to 543 additional evacuee owned animals not sheltered, through the NHA pet food bank. There were twenty four flood affected stray pets sheltered.

NHA volunteers and staff were instrumental in caring out the disaster related responsibilities.

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There were ongoing phone conference calls and e-mails with Dr. Brent Hager, Director, Bureau of Environmental Health, and Judy Ladebauche, Director Metro Animal Care and Control, during the crucial days of the flood and during the recovery stage.

Information from Metro Animal Care and Control indicated that 218 strays during the flood were brought in by the public and MACC officers picked up an additional 77 stray animals. Thirty five animals owned by flood evacuees were also sheltered at MACC.

The predominate rescue of flood companion animal victims was carried out in much the same manner as human rescues, through volunteers with information on particular situations and the boats or other equipment needed. The Nashville Humane Association received approximately 10 requests for animal rescues and those requests were transferred to Metro Animal Care and Control.

As the immediate issue of flooding became less of a concern and the recovery stage began, the focus of both the Nashville Humane Association and the Metro Animal Care and Control was reunification of stray pets. Those who had found or lost a pet were directed through media to list with NHA, MACC and the free on line NashvillePetFinders.com. The Tennessean also provided free ads to MACC, NHA and the public to list lost or found flood pets.

### Lessons Learned

- NHA will continue to plan and prepare for disasters as this helped NHA staff to respond in a unified manner
- Ensure sufficient NHA staff and volunteers have state and national credentials to respond to disaster animal response and prevent staff fatigue
- Exaggerated and false rumors regarding the euthanizing of flood pets by Davidson and other animal control facilities went viral on internet, resulting in negative e-mails and calls from around the country, to legislators, Metro council and others. This required NHA and MACC to prepare and circulate situational reports through governmental, animal rescue and other channels. These reports helped to eliminate the ongoing negative internet information. Be prepared for this type of potentially damaging misinformation.
- Nashville Humane Association began a flood affected county by county assessment of animal control and humane organizations to determine those facilities damaged, in need of food, crates and other supplies. There needs to be a statewide trained county by county assessment team with a consistent report document that assesses not only issues related to companion animals but livestock as well. There were deaths of companion animals and livestock that took a traumatic emotional and financial toll on pet owners and farmers.
- Security at the David Lipscomb University was scarce at times. With the number of people at the Red Cross shelter, security would have been advisable given some of the issues experienced with some of the evacuees.

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- Improve contact communication between MACC field staff on call during a disaster and NHA animal emergency sheltering staff. NHA communication internally between the NHA facility and emergency sheltering staff was good. NHA will work to improve reports to NHA staff to keep them better informed on a daily basis.
- Nashville Humane Associations inclusion with the Emergency Coordinators Quarterly meetings helps in understanding the Emergency Support Function of the other members and how we will work together in a time of disaster.
- Nashville Humane Association inclusion in VOAD (Volunteer Organizations Aiding in Disasters) has been very good at identifying the roles and responsibilities of the non profit sector during a disaster.
- Although DART (Disaster Animal Response Team) was not officially organized as a result of the May flood, various DART members played a critical role in the event. Activating DART will provide additional resources.
- There was no defined holding time for companion animals during a declared federal disaster. The general holding time in county animal shelters for stray animals is three business days. Animals are considered private property. With no state approved holding time for pets MACC & NHA made the decision to hold flood animals for 30 days prior to release for adoption. County shelters across the state made their own determination or only used three business days. There needs to be a legally defined holding period for federally declared state disasters. Pet owners could be hospitalized, in other counties and out of state with families yet trying to find their pets.
- The Nashville Humane Association received thousands of dollars in unsolicited disaster funds. Pet Supply gift cards were purchased and handed out to pet owning flood victims. Currently NHA has given over \$6,300 directly to pet owners to provide for food and other supplies for pet owning flood victims.
- The NHA has partnered with the TN Recovery Project FEMA DR 1909 to provide over \$1,300 additional funds to Davidson and other counties. This recovery response team has been able to access remote rural areas as well as Davidson county residents that are still very much in need of any financial assistance. NHA will continue to provide financial assistance to any pet owning flood victim as the funds are available.

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## **RECOMMENDATIONS FOR IMPROVEMENT**

**Introduction to Recommendations for Improvement section of the AAR/IP**

The historic May 2010 flood is graded as a greater than 1,000 year flood; an event so rare there is only a one-tenth of one-percent chance of one occurring in a given year (*source: National Weather Service*). In addition to the commonly used '1000 year flood' reference, this event has also been referred to frequently as a '500 year' flood. The latter reference is statistically incorrect. The consistent reference to these general terms when describing the May 2010 flood correctly underscores the extreme low probability of future occurrences, however, such references must not lull our community or its leaders into the belief that such an occurrence will not happen again in their lifetime. Indeed this event can occur at any time when a series of natural weather events replicate those of May 1 and 2 of 2010. It is imperative, therefore, that Metropolitan Government act on lessons learned from its experiences within the mitigation, preparedness, response and recovery phases of this historic flood event.

The recommendations included in this section of the AAR/IP represents many months of effort in understanding what exactly occurred immediately before, during and after the flood event and how all major agencies of Metropolitan Government and its external partners integrated their efforts to provide for the health, safety and welfare of its community. One of the guiding principles for the development of the report was not to 'get it done', but to 'get it right', particularly in the subject area of recommendations for improvements.

The Recommended Areas for Improvement section is focused on primary issues or central themes needing to be addressed by Metro Government and supporting external agencies to improve our ability to mitigate, prepare, respond and recover from the next major flooding disaster. This particular section of the report, therefore, does not include every single suggestion or recommendation made in the Detailed Narrative Section of the report, however, many recurring suggestions and recommendations in that section of the report have been consolidated into single recommendations for improvement appearing in this section of the AAR/IP. Recommendations beyond the central themes that appear in this section of the report will, nonetheless, be acted upon at the departmental or agency level as appropriate.

The Recommended Areas of Improvement section of the AAR/IP is broken down into three subsections as follows:

1. **Strategic Recommendations**: These recommendations are considered as having the most positive impact for our community in the event of another major flooding event. Although several general recommendations are made under this subsection of the report, more specific recommendations will follow as a result of the Mayor's Unified Flood Preparedness Program announced in February 2011.
2. **Specific Recommendations for Improving Metro Office of Emergency Management's, Emergency Operation Center**: These recommendations consolidate key input from all department and agencies that worked in the EOC during its flood activation along with key assessments from staff.



3. Key Recommendations for Improvement within all other specific Metro Departments:  
These recommendations are department level specific and focus on the most important recommendations for improvement to that specific department.

The reader will note that the recommendations for improvements made in each sub-section of this chapter are formatted in horizontal columns entitled: Emergency Management Phase (mitigation, preparedness, response and recovery); Issue Description; and the Recommended Improvement.

In addition to several months of collecting input from applicable Metro Departments and agencies that staffed the EOC during the flood event, a strategic planning work session was convened in late 2010 at Metro's Emergency Operations Center. Applicable key Department Heads and senior management representatives from multiple departments provided feedback to the After Action Report team on issues they considered to be major areas recommended for improvement.

The Recommendations for Improvement section of this report is the linchpin to the AAR/IP, and will be managed and prioritized by the appropriate Metro department or agency. Funding, where needed to implement recommendations, will be pursued. It should be noted that many recommendations for improvements are already well underway and some were actually implemented during an August 2010 EOC activation when it was projected that a flood stage level of 40 feet might be reached on the Cumberland River (*it was not*). Other recommendations for improvements will take some time to complete. Metro OEM continues to work closely with each department and agency to insure progress and that all available resources and expertise are brought to bear to insure the desired outcome of the recommendations for improvements.

It should also be noted that long term recovery efforts may take several years to reach maximum fruition. The Mayors' Long Term Recovery Team has been very inclusive of community needs and concerns and will continue to provide information, activity reports and other updates as appropriate.

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### **Sub-Section 1: Strategic Recommendations**

*Planning efforts and long range strategic development for flood mitigation are under the purview of the Mayor's United Flood Preparedness Program announced February 2011.*

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## Strategic Recommendations

Emergency Management Phase	Issue Description	Improvement
<b><u>Mitigation:</u></b>		
Hazard Vulnerability	Although an event on the scale of the May 2010 flood is extremely rare, it is important to consider that if flooding of this magnitude occurs in the future, the mid-state’s emergency food supply is at risk. The facilities of Second Harvest Food Bank are adjacent to a levee on the Cumberland River in Metro Center. While the Second Harvest team made and executed excellent contingency plans during the flood event that kept its operations highly effective, the fact remains that its viability was threatened by the May 2010 flood.	It is recommended that Second Harvest Food Bank give consideration in its long range planning for relocating its facility away from a levee protected area to an area of less vulnerability.
<b><u>Preparedness:</u></b>		
Flood Reduction and Diversion Strategy	In order to keep our Cumberland River dams safe, the U.S. Army Corps of Engineers needed to release billions of gallons of water within a very short time frame during the flood event. This greatly impacted flooding on the Cumberland River and its major tributaries within Davidson County.	A team has been assembled to develop a unified flood preparedness program to lessen the damages that could be caused by future flood events in Nashville and Davidson County. To speed up a process that would otherwise take 3-5 years, Metro is initiating this program in cooperation with the USACOE. The process will be a collaboration amongst many public and private stakeholders.
Flood Evacuation plan	Water rescues and evacuations reached into the thousands for the first several days of the flood event. With the lessons learned and empirical data available from the flood, it is clearly possible to devise a more comprehensive and detailed major flooding and evacuation plan.	

## Strategic Recommendations

Emergency Management Phase	Issue Description	Improvement
<b><i>Response:</i></b>		
<p>Warning to the Public</p>	<p>Although the EOC oversaw and coordinated the issuance of many warnings to the public through the local news media and various other means, more can be done to improve this service.</p> <p>Metro OEM is the key local department responsible for warning the public of community-wide emergencies and disasters. While Metro’s ECC has a “Neighborhood Notifier” phone system, its capacity to deliver high quantity recorded messages is not useful in large scale disasters.</p>	<p>Metro has accomplished a major step in improving our public warning notification system. In November, 2010, it acquired the capability to issue immediate warnings (as a civil authority) directly to the public through the local television and radio broadcast media during imminent and dangerous situations requiring quick action (first jurisdiction in TN to acquire).</p> <p>Additionally, as to further enhance and duplicate that system, Metro should consider enhancing OEMs ability, to issue massive telephone notifications beyond the Neighborhood Notifier system.</p> <p>Also, see comments for Improvement in the Preparedness Section.</p>
<p>Communications with Federal Agencies During Disaster</p>	<p>In attempts to transmit, receive and share important information mostly via telephone and email, Metro Government representatives and those from the National Weather Service and Corps of Engineers were challenged with spotty, incomplete and unscheduled communications.</p>	<p>A clear improvement to this problem area is to expect a key representative from both the NWS and the USACE to be present at the EOC at all times during such extreme weather events. Face-to-face interaction with key decision makers is an invaluable management tool and was agreed to among these three entities in the days after the May flood. Subsequently, this arrangement was actually applied at the EOC during a potential major flooding event in August, 2010. A more formal agreement will be forged as well.</p> <p>Also, see comments for Improvement in the Preparedness section.</p>

## Strategic Recommendations

Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
Real Time Flood Warnings	Although the NWS broadcast regular flash flood and riverine flood warnings for Davidson County, the sheer magnitude of this event identified the need to create real time flood forecasting and warning systems for Metro Government.	<p>Metro MWS, in conjunction with several local and federal agencies convened a planning task force whose job is to create a comprehensive program to share critical information and address major flooding response for Metro Government. MWS is contracting with an engineering consultant to create forecasting and warning protocols and action steps for flash flooding and other major flooding events in the future. This program covers the Cumberland River and its five major tributaries.</p> <p>Also, see comments for Improvement in the Preparedness Section.</p>
Evacuation Decisions	The May flood disaster showed the need for a more comprehensive program to improve with evacuations, saving property and assisting management in making the most effective and timely policy decisions.	See comments for Improvement in the Preparedness Section.

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**Sub-Section 2: Office of Emergency Management/Emergency Operations Center**

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**Office of Emergency Management/EOC**

<i>Emergency Management Phase</i>	<i>Issue Description</i>	<i>Improvement</i>
<b><u>Mitigation:</u></b>		
Hazard Mitigation Plan	The May 2010 flood identified a number of areas to expand upon and update in the city’s Hazard Mitigation Plan.	Metro OEM began meeting with the community planning team a month after the flood occurred to begin revising the latest edition of the plan. An example of a recent update is an opt-in program through respective legislative resolutions for satellite cities within Davidson County, which has now been completed. This procedure prevented five satellite cities from having to develop their own mitigation plans in order to be eligible for federal funding for mitigation projects. The improvement process as to the Hazard Mitigation Plan continues.
<b><u>Preparedness:</u></b>		
Donations Plan	Although monetary donations were processed effectively with the Community Foundation of Middle Tennessee taking the lead, a donations plan for supplies, materials and services could have been more effective.	Improve Metro’s current donations management plan to include a large scale donations distribution and management operation.
Shared Asset/Resources	Resources needed were not always easily identifiable for availability status within the Metro government for emergency use.	Centralize a shared resource/asset database for Metro Government resources. Suggest utilizing the resource asset within the WebEOC program.
CEMP Updates	Based on the May 2010 flood event, it is advised to update Metro’s CEMP accordingly based on lessons learned and gaps identified.	Many recommendations listed in this After Action Report/Improvement Plan will lead to scores of updates to Metro’s current CEMP.

**Office of Emergency Management/EOC**

<i>Emergency Management Phase</i>	<i>Issue Description</i>	<i>Improvement</i>
<b>Preparedness:</b>		
Memorandums of Understanding	The pre-established MOU's with several VOAD's and other agencies proved to be vitally effective (i.e. Hands on Nashville).	Given Metro's actual experience with the flood event and the use of many of its MOU's, review all MOU's for possible modification to make them even more effective.
Community Hotline Improvements	A great deal of information and feedback was provided by our Metro employees who staffed the OEM Community Hotlines during the 14 day operational period. The information and feedback must be incorporated into Metro's EOC processes, procedures and improvement plan.	Improvements to take place: <ol style="list-style-type: none"> <li>1. Update hotline system technology.</li> <li>2. In addition to regular briefings, formalize the specific process of providing updates to the hotline supervisor to include standardized electronic updating, and to also include all authorized media releases.</li> <li>3. Provide language interpreter services.</li> <li>4. Expand Community Hotline staffing beyond one single Metro Department.</li> <li>5. Provide additional resource information and supplies to personnel that staff the Community Hotline and insure the information is always secured and available for use when the EOC is activated.</li> </ol>
Improved Disaster Communications with Business and Economic Community	A severe event such as the May 2010 flood significantly impacts the operations, property and other assets of our business and economic community. When such exigent circumstances occur, closer and more collaborative efforts will assist in yielding quality results and outcomes.	A representative from the Mayor's Office of Economic and Community Development should be added to the Situation Management Team in the EOC during times of significant disasters.

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

## Office of Emergency Management/EOC

<i>Emergency Management Phase</i>	<i>Issue Description</i>	<i>Improvement</i>
<b>Preparedness:</b>		
WebEOC Management Program	<p>During the May 2010 flood, many EOC personnel assumed a face-to-face communication method within the EOC, which was effective, but not complete. In some instances, information such as departmental/agency level events or identified significant events or requested resources were not entered in the WebEOC database for processing and sharing with all EOC team members. Information entries into the WebEOC program can also be used to document times/dates and overviews of Situation Management Team sessions. Although most principle Metro Departments and external agencies' Emergency Service Coordinators (ESC's) have been trained on WebEOC's usage, many are not as proficient as they could be on it.</p>	<p>OEM management and staff realize providing additional training of WebEOC in simulations and required use even during partial activations of the EOC is the most effective way to acclimate ESCs to using this event management tool automatically. It's increased use for documentation of department or agency activities during an EOC activation must receive greater emphasis.</p>
EOC Procedures	<p>Although our ESC's performed very effectively under trying circumstances as to their departmental duties as outlined in the CEMP and related to the disaster itself, more familiarity with standard EOC functions would improve response and coordination, especially as new departmental or agency ESC's are added or replace existing ESC's.</p>	<p>Define and implement formal SOP's for the EOC and train ESC's accordingly.</p> <p>Enhance job aids for use by personnel within the EOC.</p>
ESC Program & EOC Access Control	<p>At various times personnel from some agencies were within the EOC that were either duplicative or non-essential to the disaster operation. In a few instances, personnel would appear within the EOC that were not requested or needed. This added to an already crowded situation.</p>	<p>Review and revise ESC program and quantity of personnel that should be allowed access to the EOC.</p> <p>Review and upgrade authorized personnel procedures and ID procedures along with upgrading security procedures at the EOC and Compton.</p>

## Office of Emergency Management/EOC

<i>Emergency Management Phase</i>	<i>Issue Description</i>	<i>Improvement</i>
<b><u>Preparedness:</u></b>		
EOC Technology	<p>Some agency ESC's had some technical difficulty gaining access into their departmental folders, emails and other electronic information at their offices.</p> <p>Computers within the EOC are not at the high level of performance as they should be for such an important activity.</p>	<p>ITS had a representative at the EOC during the EOC activation to assist with technology issues. However, the problems faced during the initial phases of the activation could be minimized by pre-identifying computers with ESC's and properly mapping the computer station for their department, and personalizing each station.</p> <p>Metro should evaluate the best possible way to obtain and maintain the computers to be used within the EOC for emergency activations. This should include purchase allocations of newer computers and equipment, along with identifying the responsible parties for setting up and maintaining each computer and piece of equipment within the EOC to ensure compatibility, protection, and proper standardization.</p>
OEM Offices and Emergency Operations Center Facility	OEM and its Emergency Operations Center are adequately equipped to handle most disaster events. However, for large scale disasters like the May 2010 flood, much more EOC space and meeting rooms are needed to provide direction and control of the event.	Recommend Metro give serious consideration in long term capital planning endeavors to constructing a much larger 'War Room' facility that includes more meeting spaces for stakeholders and decision makers with appropriate parking.
OEM Staff Size	The size of the OEM staff is adequate to handle nearly every emergency that it typically encounters. A rare, disastrous event like the May 2010 flood demonstrates the need for additional OEM trained staff to provide operational support in field operations. With the full activation of the EOC for the May flood event, most staff had to work in the EOC to keep it working properly.	Metro should study how to effectively expand its staffing of OEM personnel during major events such as the May 2010 flood; and when fiscal conditions permit, consider increasing the staff cadre at OEM.

<b>Office of Emergency Management/EOC</b>		
<i>Emergency Management Phase</i>	<i>Issue Description</i>	<i>Improvement</i>
<b><u>Preparedness:</u></b>		
Sandbagging Operations	Sandbagging operations could be improved in regards to time to deploy.	OEM will coordinate seasonal pre-deployment of sandbags to pre-identified locations with DCSO, MW and PW.
<b><u>Response:</u></b>		
OEM Communication Capabilities	With the overwhelming response and coordination efforts required of OEM, senior management and department heads during the event having video conferencing capability would have improved coordination and accessibility issues.	Develop a program that appropriately meets Metro's video conferencing needs within OEM and other essential offices of Metro Government. When such program is developed, identify costs and submit for funding when budget permits.
ESC Notifications	It was time consuming and overwhelming to ensure that proper notification to all required ESC's occurred effectively, upon initial action of the EOC. Dispatcher and call taker personnel conducting notifications had multiple priority issues to handle at the same time as the notification process was taking place.	Evaluate the ESC notification process and identify improvement, including best technology notification practices.
EOC Structure	The EOC operation was effective for the duration of the activation, but became somewhat overwhelming for personnel at times. Perhaps a more formalized structure/layout would improve coordination and communication while keeping in line with NIMS requirements and recommendations.	Qualify if the EOC needs to be managed according to a more formalized structure.

<b>Office of Emergency Management/EOC</b>		
<i>Emergency Management Phase</i>	<i>Issue Description</i>	<i>Improvement</i>
<b><u>Response:</u></b>		
Mobile EOC	It would have been desirable to have OEM mobile command in the field for the numerous events taking place.	Metro OEM has identified funding and introduced a request for proposal to build a new state of the art mobile emergency operation center, to be fully operation by the end of 2011.
<b><u>Recovery:</u></b>		
Disaster Information Centers	Disaster Information Centers were established for the first time to address short term recovery supply needs, counseling, and other services near the hardest impacted areas. The Disaster Information Centers were proven very effective for short term assistance during the flood event and the immediate days and weeks following.	Replicate the Disaster Information Center concept, define the structure and staff the function when needed within OEM's disaster improvement plan and add to the CEMP.



### **Sub-Section 3: Other Metro Departments & Agencies**

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<b>Metro Police Department</b>		
Emergency Management Phase	Issue Description	Improvement
<b><i>Preparedness:</i></b>		
Resources	Within the MNPDP, all pertinent resources were not identified and utilized early on.	This is being addressed by internal training. Tabletop exercises involving multiple Metro Departments could be helpful in preparing for any future contingencies.
<b><i>Response:</i></b>		
Multiple commands	Within the MNPDP, multiple commands were being established in various affected areas simultaneously.	This is being addressed by internal training. Tabletop exercises involving multiple Metro Departments could be helpful in preparing for any future contingencies.
ESC role	Within the MNPDP, the role of the MNPDP Emergency Service Coordinator was not clearly defined and adhered to. Also, WebEOC training would be helpful for ESCs and MNPDP management.	This is being addressed by internal training. Tabletop exercises involving multiple Metro Departments could be helpful in preparing for any future contingencies.
Personnel relief	Within the MNPDP, there was not timely relief of personnel at the end of the first shift.	This is being addressed by internal training. Tabletop exercises involving multiple Metro Departments could be helpful in preparing for any future contingencies.
Incident Command	Within the MNPDP, the IC post received excessive calls/requests from sources representing the MNPDP.	This is being addressed by internal training. Tabletop exercises involving multiple Metro Departments could be helpful in preparing for any future contingencies.

## Nashville Fire Department

Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
Incident Command System	The Fire Department utilized the Incident Command System effectively for massive rescues; however, we should consider expansion of our ICS from managing multiple single resources to managing team resources.	Expand the ICS system to include the use of Strike Teams or Task Force concepts on incidents such as these.
Use of Citizen Volunteers	During the event at multiple incident scenes, there were scores of citizens who wanted to help in the emergency rescue work, many of which had boats. Such citizens were utilized in many instances and proved invaluable.	Contingent to review by the Department of Law, determine the most effective way to quickly organize and use the citizen volunteer with what restrictions might apply.
Need for More Rescue Boats	The Fire Department should consider adding more boats to its existing fleets.	The Fire Department is working with OEM to secure federal grant funding to buy more boats.

<b>Emergency Communications Center</b>		
Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
Situational Awareness	The Nashville Regional Information System (NRIS) is a valuable asset that can provide situational awareness for those who are on the system; however it was not fully functioning properly at the time of the event. The ECC ESC was unable to view pertinent data. The GIS ESC did not have access to the system and therefore not able to update it. The system was not projected on the big screen for all ESCs to benefit from the information.	The system should be checked and updated to ensure it is functioning properly. ESCs should have adequate training on the system and access. It should be used on the big screen for other agencies to view.  Follow up – We intend to conduct In-Service Training in February with the Supervisors covering this software.
ECC Access	Police and Fire personnel and supervisors in the ECC operations area, planned, and operated commands from dispatch consoles. At one point the supervisors and managers offices were utilized by police and fire.  The ECC, under normal day to day circumstances, operates in very close quarters and does not have the available space to facilitate other agencies operations. Incident commands and planning sessions should not be conducted on the ECC operations floor.	ECC will work with Security and try to enforce better screening protocols.

<b>Davidson County Sherriff's Office</b>		
Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
Field Operations	During response operations, DCSO did not have enough boats and tactical life jackets to efficiently assist in response.	Purchase boats and tactical life jackets for the Special Operations Response Team (SORT) to assist during response operations.

<b>Metro Public Health</b>		
Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
<p>Unified Environmental Health Response</p>	<p>Accurate information about what to do first in regard to safety and protecting the damaged property from further destruction was lacking. There were out-of-area contractors coming into the community that were taking advantage of already stressed occupants about what to do and how to make repairs at premium costs.</p>	<p>Metro Public Health, The State of Tennessee, CDC and EPA need a unified public health message, in multiple languages, readily available to the community to cover such events. Also, on a local level, who to call and emergency public health related lists to report unsafe conditions and ask questions were developed soon after the flood. These lists need to be kept updated and developed to cover other events besides flooding.</p>
<p>Shelter Operations</p>	<p>Shelter response during the flood was not centralized or coordinated. Although evacuees were given access to a physical shelter when displaced from their homes, the services and support provided within the shelter site were not coordinated.</p>	<p>Discussion has begun and continues with Tennessee Department of Health and TEMA to obtain specific understanding of the FEMA guidance. In addition, discussion has begun between those agencies who were/are most directly involved in shelter planning and management. Metro Public Health Department, Metro Social Services, the American Red Cross, and the Mayor's Office of Emergency Management have had discussions aimed at promoting better cooperation among these partners, maximizing resources, eliminating duplication of services, and determining how to most efficiently meet the needs of evacuees while they reside in shelters and to safely transition them back into the community as quickly as possible. Plans will be developed to assure that there is a written, available, exercised plan in place to assure that evacuees reporting to a shelter will be triaged to determine their needs, including medical and functional; will be placed in a shelter designed and capable of meeting their needs; and will receive appropriate guidance and counseling from the time of their intake to assure their assimilation back into the community as safely and quickly as the event and circumstances will allow.</p>

## Metro Water Services

Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
Internal Incident Command	Internal Incident Command coordination needs to be improved.	Improve through more training and exercises regarding incident command coordination.

## General Services

Emergency Management Phase	Issue Description	Improvement
<b><u>Preparedness:</u></b>		
Metro Physical Facility Listing	When providing information regarding Metro facilities during the flood, there was a lack of consolidated listings of facilities with key information regarding each lead to duplication of effort and delays in acquiring needed information.	Establish one consolidated listing (database) of all Metro facilities that can be quickly accessed. Information should include key information such as physical address and critical building information such as: building value, mechanical systems, electrical systems, plumbing, fire protection features etc.
Contracts for Goods and Services	Although many agencies of government have contracts in place to meet their normal service demands, disaster situations such as the flood event of May 2010 required consideration of additional contracts that addressed specific emergency related needs.	Establish contracts for services/goods that may be needed in the event of a major emergency (e.g. boats, generators, etc). Having such contracts in place before the emergency will insure a higher reliability that the services or goods can be delivered during times of peak demand over other private and government agencies that may need identical services and goods. The listing should also include contracts at the department level that already exist and provide for goods or services under exigent circumstances.

<b>General Services</b>		
Emergency Management Phase	Issue Description	Improvement
<b><u>Preparedness:</u></b>		
Equipment Assets	While each Metro agency has specific equipment and supply assets that are used to complete the missions of their respective departments at the time during the flood, other agencies of government may have been able to use such assets or supplies from another assuming they were not in use or needed. This would cut down on duplication of asset allocation when possible and improve decision making regarding when to access additional resources from vendors.	Create centralized listing of assets that could be used in an emergency, including the location of the asset. Examples of such items are: generators, waders, pumps, plywood, protective respiratory masks, gloves, fans, etc.

<b>Metro Public Works</b>		
Emergency Management Phase	Issue Description	Improvement
<b><u>Recovery:</u></b>		
Emergency Debris Removal	The city and county was overwhelmed by the amount of debris generated by this event.	It has been suggested that multiple emergency contracts be set in place in advance to assist Metro Government in emergency debris removal and disposal, emergency hazardous waste removal and disposal and in the establishment and management of emergency temporary debris disposal sites as defined in the Metro Public Works Debris Management Plan.
Debris Removal on Private Property	There was an overwhelming amount of debris removal that was being requested on private property that Public Works would normally not respond to.	It is suggested that a generalized policy be set forth regarding private property debris removal. It is realized that the FEMA policies and guidelines regarding this help are to limit liability and cost in some cases, and if possible should be followed. If this is not possible, a compromised set of guidelines are recommended to be drafted.



## Metro Department of Law

Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
EOC Technology	Law Dept Personnel working from the EOC were not able to obtain needed information from the Law offices electronically.	Metro ITS will be requested to work with metro Legal to address this need for improvement as it will help staff to more effectively manage legal information operations in the EOC.

## Information Technology Systems

Emergency Management Phase	Issue Description	Improvement
<b><u>Mitigation:</u></b>		
Redundant Internet feed	Metro Nashville currently uses a single provider feed for internet connectivity to the Metro network. Should this feed be disrupted it would interfere with the ability of Metro agencies to conduct business.	Fund an additional redundant Internet feed from a different carrier and origination point. Will require a small capital outlay and funding for ongoing operating expense. In progress.
Data center redundancy	A number of enhancements have been identified to the existing data center business continuity disaster plans, based on the flood experience.	Complete the funded and anticipated analysis regarding improvements in backup data center redundancy. In progress.
Mapping key IT infrastructure	All key Metro ITS facilities were not included in public safety and utility GIS mapping, which could have led to issues should electricity or access to critical facilities been cut off.	Work with Metro utilities and public safety GIS coordinators to set up and maintain a process by which all critical ITS facilities are mapped and considered in an emergency situation. Completed.

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

## Metro Codes

Emergency Management Phase	Issue Description	Improvement
<b><i>Response:</i></b>		
Data Gathering	The data management was mixed of all types of input. In the flood we had damage assessments done by visual observation on site, self reported damage over the website, modeled flood information using GIS, aerial mapping, etc.	It is not to be inferred that any methodology is inferior or should not be used. A suggestion would be to note the method the data was obtained. Then when we move to the recovery phase we can more readily judge if follow up data gathering is warranted.
Data Gathering	Immediately after the flood the need for information on the damage levels became a very important part of the response and recovery. The recovery component was the ability to use the data gained right after the flood to assist the victims in getting their lives back in order during the recovery phase.	Create an improved matrix for initial assessment. A strategic approach to the data gathering would be to ensure that the data is in line with the requirements for its future use. An example might be using the specific FEMA worksheet that MWS uses to evaluate damage levels of flooded properties. This might take a longer time in the initial damage assessment but would save time during the response phase of the disaster.
Information Requests	Information requested by the federal government within a quick timeline with limited resources/personnel.	Ensure high EOC coordination for information being requested by the federal government to ensure that information is obtained and released as required by the federal government. Also, obtain a clear and realistic understanding from FEMA on deadlines to submit comprehensive damage assessment information.

## Metro Planning Department

Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
EOC Technology	Need LIDAR mapping technology within the EOC. Also the map plotter (printer) is out of date and needs to be replaced.	MWS has purchased a state of the art map plotter for the planning commission's use in the EOC.
Field Information	Mapping and assessment information to the field needs improvement. Paper maps are not effective. Consider switch and upgrade to electronic transmission of maps from the EOC directly to laptops and other mobile devices used by assessment personnel in the field.	Work with Metro ITS and others to Identify equipment needed and funding source as this upgrade would provide for the effective and timely sharing of reported damage assessment data.

## Long Term Recovery Team

Emergency Management Phase	Issue Description	Improvement
<b><u>Recovery:</u></b>		
Neighborhood and Economic Revitalization	The May flood demonstrated the need for a comprehensive and long term plan to get Nashville back on its feet after such a wide scale and damaging disaster.	Metro Government established a long term recovery team to address community needs and match them with available resources. Metro has also contracted with a consultant for a comprehensive long term recovery plan.

## Nashville Electric Service

Emergency Management Phase	Issue Description	Improvement
<b><u>Response:</u></b>		
Information Coordination	Better estimates from the Army Corps of Engineers and the National Weather Service would have resulted in better response.	OEM/EOC will ensure the Army Corps of Engineers and the National Weather Service are present during major weather events within the EOC for immediate information sharing.

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## **APPENDIX A: ACRONYMS**

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

Acronym	Meaning
AAR/IP	After Action Report/Improvement Plan
AHPS	Advanced Hydrologic Prediction Service
AMEC	AMEC Earth and Environmental company
ANT	Mill Creek near Antioch (flood gauge river identifier)
ARC	American Red Cross
ATV	All Terrain Vehicle
BC/DR	Business Continuity/Disaster Recovery
BEL	Harpeth River at Bellevue (flood gauge river identifier)
BHS	Behavioral Health Services
BOR	Whites Creek at Bordeaux (flood gauge river identifier)
BOSS	Building Operations Support Services
CAC	Community Action Committee
CARTA	Chattanooga Area Regional Transportation Authority
CEMP	Comprehensive Emergency Management Plan
CERT	Community Emergency Response Team
CoCoRaHS	Community Collaborative Rain, Hail and Snow Network
COML	Communications Leader
COOP	Continuity of Operations
CTS	Clarksville Transit System
CWWTP	Central Wastewater Treatment Plant
DCSO	Davidson County Sheriff's Office
DIC	Disaster Information Center
DOH	Director of Health
EAS	Emergency Alert System
ECC	Emergency Communications Center
EMS	Emergency Medical Service
EOC	Emergency Operations Center
ERP	Emergency Response Plan
ESC	Emergency Service Coordinator
ESF	Emergency Support Function
ESTAT	Exploratory Spatio-Temporal Analysis Tool
ESU	Emergency Support Unit
FEMA	Federal Emergency Management Agency
FIRST	Field Incident Response Support
FOUO	For Official Use Only
FSS	Field Support Services
GIS	Geographic Information Systems
HazMat	Hazardous Materials
HERO	Homeless Education Resource Office

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

Acronym	Meaning
HON	Hands On Nashville
HR	Human Resources
IAP	Incident Action Plan
IC	Incident Command
ICS	Incident Command System
IHP	Individuals & Households Program
ITS	Information Technology Services
JIC	Joint Information Center
KRH	KR Harrington Water Plant
LD	Legislative Director
LDRPS	Living Disaster Recovery Planning System
LEP	Limited English Proficiency
MACC	Metro Animal Care and Control
MAS	Medical Assistance Shelter
MATA	Memphis Area Transit Authority
MNPD	Metro Nashville Police Department
MNPS	Metro Nashville Public Schools
MOU	Memorandum of Understanding
MPH	Metro Public Health
MPW	Metro Public Works
MSS	Metro Social Services
MTA	Metro Transit Authority
MWS	Metro Water Services
NBC	Browns Creek at State Fairgrounds (flood gauge river identifier)
NES	Nashville Electric Service
NFD	Nashville Fire Department
NIMS	National Incident Management System
NRC	Richland Creek at Charlotte Ave West Nashville (flood gauge river identifier)
NRIS	Nashville Regional Information System
NSR	Dry Creek near Edenwold (flood gauge river identifier)
NWS	National Weather Service
OEM	Office of Emergency Management
OFM	Office of Fleet Management
OMB	Office of Management and Budget
ORC	Offender Re-Entry Center
OSHA	Occupational Safety & Health Administration
PC	Portable Computers
PHEP	Public Health Emergency Preparedness
PIO	Public Information Officer
POC	Point of contact

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

Acronym	Meaning
PS/GL	Partner Services/Government Liaison
RFP	Request for Proposal
RHC	Regional Hospital Coordinator
SAR	Search and Rescue
SBA	Small Business Administration
SETHRA	Southeast Tennessee Human Resources Agency
SOP	Standard Operating Procedure
SORT	Special Operations Response Team
SPC	Storm Prediction Center
TCA	Tennessee Code Annotated
TEMA	TN Emergency Management Agency
TDEC	TN Department of Environment and Conservation
TSU	Tennessee State University
UASI	Urban Area Security Initiative
UAW	United Auto Workers
USACE	United States Army Corps of Engineers
USAR	Urban Search and Rescue
USGS	US Geological Survey
VOAD	Volunteer Organizations Active in Disasters
VOIP	Voice over Internet Protocol
VP	Vice President
VPN	Virtual Private Network
VRC	Volunteer Reception Center
War Room	Commonly referred to as the Emergency Operations Center/EOC
WBN	Mill Creek near Woodbine (flood gauge river identifier)
WebEOC	WebEOC incident management system
WSC	West Service Center

*Table A.1: Acronyms*



## **APPENDIX B: DISASTER DECLARATIONS**

THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON  
COUNTY

KARL F. DEAN, MAYOR

EXECUTIVE ORDER NO. 39

SUBJECT: DECLARATION OF A STATE OF EMERGENCY

WHEREAS, on May 2, 2010 an extensive rain event caused widespread flooding throughout the area of the Metropolitan Government of Nashville and Davidson County; and

WHEREAS, safeguarding the life of our citizens is our fundamental responsibility; and

WHEREAS, T.C.A. § 58-8-104 allows the Mayor of the Metropolitan Government to declare a state of emergency for the area within the territory embraced by the Metropolitan Government; and

WHEREAS, "emergency" means an occurrence or threat of an occurrence, whether natural or man-made, that may result in substantial harm to the population; and

WHEREAS, the widespread flooding, including its fast moving and deep water, within the area of the Metropolitan Government is an emergency;

*NOW THEREFORE, I, Karl Dean, Mayor of the Metropolitan Government of Nashville and Davidson County, by virtue of the power and authority vested in me, do hereby direct and order the following:*

1. A State of Emergency is declared for the area within the Metropolitan Government.
2. The duration of this state of emergency will continue until rescinded but shall be limited to seven (7) days from this date unless it is necessary to extend it by Executive Order.
3. As authorized by T.C.A. § 58-2-110(3)(A), the Metropolitan Government will:
  - (a) As necessary, appropriate and expend funds; make contracts; obtain and distribute equipment, materials, and supplies for emergency management purposes; provide for the health and safety of persons and property, including emergency assistance to the victims of any emergency; and

Illustration B.1: Executive Order #39

- direct and coordinate the development of emergency management plans and programs in accordance with the policies and plans set by the federal and state emergency management agencies;
- (b) As necessary, appoint, employ, remove, or provide, with or without compensation, coordinators, rescue teams, fire and police personnel, and other emergency management workers;
  - (c) In addition to the primary emergency operating center, establish, as necessary, one or more secondary emergency operating centers to provide continuity of government and direction and control of emergency operations;
  - (d) As necessary, assign and make available for duty the offices and agencies of the Metropolitan Government, including the employees, property, or equipment relating to health, medical and related services, police, transportation, and similar items or services for emergency operation purposes, as the primary emergency management forces of the Metropolitan Government for employment within or outside the area of the Metropolitan Government;
  - (e) Request state assistance or, as needed, invoke emergency-related mutual-aid assistance in the event of an emergency affecting another political subdivision. It may be extended, as necessary, in seven-day increments.
4. The Metropolitan Government, to the extent necessary to protect the health of citizens related to this emergency; is invoking its authority under state law to waive the procedures and formalities otherwise required of the political subdivision by law pertaining to:
- (a) Performance of public services and taking whatever prudent action is necessary to ensure the health, safety, and welfare of the community;
  - (b) Entering into contracts;
  - (c) Incurring of obligations;
  - (d) Employment of temporary workers;
  - (e) Utilization of volunteer workers;
  - (f) Rental of equipment;
  - (g) Acquisition and distribution, with or without compensation, of supplies, materials, and facilities;
  - (h) Appropriation and expenditure of public funds; and
  - (i) Consider certain commercial vehicles engaged in the distribution of electric power, the supply of fuel, or telecommunications services to residences and businesses to be participating in an emergency relief effort

*Illustration B.1: Executive Order # 39 cont*

for the purpose of the federal hours-of-service regulations promulgated by the federal motor carrier safety administration.

5. Pursuant to T.C.A. § 58-8-105, the director or the director's designee of the following departments, agencies, and instrumentalities of the Metropolitan Government is authorized to request assistance as the "requesting party" as defined in T.C.A. § 58-8-102(12):
- (a) Metropolitan Department of Health;
  - (b) Mayor's Office of Emergency Management;
  - (c) Metropolitan Hospital Authority;
  - (d) Metropolitan Fire Department and its Emergency Medical Services Bureau;
  - (e) Emergency Communications District Board;
  - (f) Metropolitan Board of Public Education;
  - (g) Metropolitan Police Department;
  - (h) Department of Water and Sewerage Services;
  - (i) Department of Public Works;
  - (j) Nashville Electric Service;
  - (k) Metropolitan Nashville Airport Authority;
  - (l) Metropolitan Transit Authority;

**ORDERED, EFFECTIVE AND ISSUED:**



Karl F. Dean  
Mayor

Date: May 2, 2010  
9:30 AM

*Illustration B.1: Executive Order # 39 cont*

THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON  
COUNTY

KARL F. DEAN, MAYOR

**MAY 9, 2010 EXTENSION OF EXECUTIVE ORDER NO. 39**

SUBJECT: EXTENSION OF THE STATE OF EMERGENCY

WHEREAS, on May 2, 2010 an extensive rain event caused widespread flooding throughout the area of the Metropolitan Government of Nashville and Davidson County; and

WHEREAS, it was vital for the Mayor of the Metropolitan Government to declare a State of Emergency in order to safeguard, to the full extent possible, the population from substantial harm from this natural disaster; and


WHEREAS, T.C.A. § 58-2-110(3)(A)(v) limits the State of Emergency to seven (7) days and authorized the Mayor to extend the State of Emergency in seven (7) day increments; and

WHEREAS, the unprecedented rain event and widespread flooding of historic proportions within the area of the Metropolitan Government continues to require emergency actions by the Metropolitan Government in order to safeguard the population from substantial harm from this natural disaster.

*NOW THEREFORE, I, Karl Dean, Mayor of the Metropolitan Government of Nashville and Davidson County, by virtue of the power and authority vested in me, do hereby direct and order the following:*

The State of Emergency declared for the area within the Metropolitan Government on May 2, 2010 is continued until rescinded but shall be limited to seven (7) days from this date.

**ORDERED, EFFECTIVE AND ISSUED:**



Karl F. Dean  
Mayor

Date: May 8, 2010  
7:20 PM

*Illustration B.2: Executive Order # 39 Extension*



# NEWS RELEASE

GOVERNOR'S COMMUNICATIONS OFFICE

FOR IMMEDIATE RELEASE  
MAY 3, 2010

CONTACT: LYDIA LENKER  
615.741.3763 (OFFICE)  
615.289.9375 (CELL)

## BREDESEN REQUESTS PRESIDENTIAL DISASTER DECLARATION DECLARATION REQUEST MADE FOR 52 TENNESSEE COUNTIES

**NASHVILLE** - Governor Phil Bredesen has asked President Obama to declare 52 Tennessee Counties as federal disaster areas following the severe storms, tornadoes and flooding that struck the state beginning Friday, April 30.

Should this initial request for assistance be granted, the following Tennessee counties would have access to varying levels of federal assistance programs: Anderson, Bedford, Benton, Cannon, Carroll, Cheatham, Chester, Clay, Crockett, Davidson, Decatur, DeKalb, Dickson, Dyer, Fayette, Gibson, Giles, Hardeman, Hardin, Haywood, Henderson, Henry, Hickman, Houston, Humphreys, Jackson, Lake, Lauderdale, Lawrence, Lewis, Macon, Madison, Maury, McNairy, Montgomery, Morgan, Obion, Perry, Robertson, Rutherford, Shelby, Smith, Stewart, Sumner, Tipton, Trousdale, Van Buren, Wayne, Weakley, White, Williamson and Wilson.

"The swift reaction from emergency first responders was exemplary during this emergency situation," said Bredesen. "I want to thank local and state agencies that responded so quickly to evacuate, perform water rescues and assess any immediate damage and danger to the roadways."

As a result of the extreme weather conditions, Tennessee suffered 14 confirmed fatalities. Numerous nursing homes, apartment complexes and residences were evacuated due to rapidly rising waters and flash flooding. In addition, several water rescues and helicopter extractions were performed as flood waters continue to rush over hundreds of roads through cities, towns and neighborhoods. Many residents lost all of their possessions as their homes were destroyed or sustained major damages. Currently, there are 24 shelters open statewide housing 1,282 people.

"As we turn toward recovery, my thoughts and prayers continue to be with all of those who lost loved ones or have been affected by this disaster," said Bredesen. "I commend Tennesseans on the resiliency of their communities and their unshakable compassion to lend a helping hand. We face many obstacles and challenges in the days to come, but I am reassured to see that we are united in our efforts to help those in need."

The state of Tennessee is requesting joint FEMA-State Preliminary Damage Assessments be conducted as soon as waters have receded enough to make reasonable determinations. The start date is projected for Monday, May 10, 2010.

Public Assistance will also be requested in all categories, including Individual Assistance - Individuals and Households Program (IHP); Disaster Unemployment Assistance; Crisis Counseling; Disaster Food Stamp Program; American Bar Association Young Lawyers Legal Aid; and Small Business Administration disaster loans.

"The state's current budget circumstance is severe and unprecedented," said Bredesen. "I am requesting 100 percent Federal assistance for the first 72 hours. Any aid received will assist with work and services to save lives and protect property."

(MORE)

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*Illustration B.3: Governor Declaration Request Press Release*

The Department of Military/Tennessee Emergency Management Agency, Department of Environment & Conservation, Department of Health, Department of Human Services, Department of Transportation, Department of Safety, Tennessee Wildlife Resources Agency and Civil Air Patrol responded and provided emergency protective services to supplement local efforts.

Additional information about state and federal assistance for affected counties will be released as details become available.

For more updates regarding the state's response, visit the TEMA website at [www.tnema.org](http://www.tnema.org).

###

*Illustration B.3: Governor Declaration Request Press Release cont*



PHIL BREDESEN  
THE GOVERNOR OF TENNESSEE

3 May 2010

The President  
The White House  
Washington, D. C.

Through: Mr. Major P. May  
Regional Administrator  
FEMA Region IV  
3003 Chamblee-Tucker Road  
Atlanta, Georgia 30341

Dear Mr. President:

Under the provisions of Section 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. §§ 5121-5207 (Stafford Act), and implemented by 44 CFR § 206.36, I request that you declare an expedited major disaster for the State of Tennessee as a result of severe storms, tornadoes, heavy rains, high winds, flooding, and flash flooding beginning April 30, 2010, and continuing. The affected counties requested are Anderson, Bedford, Benton, Cannon, Carroll, Cheatham, Chester, Clay, Crockett, Davidson, Decatur, DeKalb, Dickson, Dyer, Fayette, Gibson, Giles, Hardeman, Hardin, Haywood, Henderson, Henry, Hickman, Houston, Humphreys, Jackson, Lake, Lauderdale, Lawrence, Lewis, Macon, Madison, Maury, McNairy, Montgomery, Morgan, Obion, Perry, Robertson, Rutherford, Shelby, Smith, Stewart, Sumner, Tipton, Trousdale, Van Buren, Wayne, Weakley, White, Williamson, and Wilson. Other areas may be requested at a later date.

As a result of this weather event, Tennessee has 14 confirmed fatalities. There have been numerous evacuations from nursing homes, apartment complexes, and residences due to the rapidly rising waters and flash flooding. Several water rescues and helicopter extractions have been performed as flood waters continue to rush over hundreds of roads through cities, towns and neighborhoods. Numerous counties listed previously have reported road washouts and bridges out. Countless homes have been destroyed or sustained major damage as many residents lost all their belongings and narrowly escaped with their lives. Currently, there are 24 shelters open statewide with a combined population of 1,282 due to the damages sustained to their homes. At various times the interstate system running through the state has had multiple closures due to flooding. Water and wastewater facilities with large service areas have flooded resulting in the loss of these critical services in some areas. Publicly owned properties including schools and school buses have been damaged. Additional details of damages will be provided at a later date due to strong concentration at this time on response to critical needs and life safety.

In response to the situation, I have taken appropriate action under State law and directed the execution of the Tennessee Emergency Management Plan on May 1, 2010, in accordance with Section 401 of the Stafford Act. This action concurrently declares a state of emergency in accordance with TCA 58-2-107. The areas receiving the heaviest impact at this time are West and Middle Tennessee counties. The State has an approved current standard State Mitigation Plan.

*Illustration B.4: Governor Declaration Request*



The President  
3 May 2010  
Page Two

I am requesting joint FEMA-State Preliminary Damage Assessments be conducted as soon as waters have receded enough to make reasonable determinations. I project the start date to be Monday, May 10, 2010.

I have determined that this incident is of such severity and magnitude that effective response is beyond the capabilities of the State and the affected local governments and that supplementary Federal assistance is necessary. I am specifically requesting Public Assistance, all categories; Individual Assistance, including the Individuals and Households Program (IHP), Disaster Unemployment Assistance, Crisis Counseling, Disaster Food Stamp Program, American Bar Association Young Lawyers Legal Aid, and Small Business Administration disaster loans. I am also requesting the Statewide Hazard Mitigation Grant Program.

The following information is furnished on the nature and amount of State and local resources that have been or will be used to alleviate the conditions of this disaster. The Department of Military/Tennessee Emergency Management Agency, Department of Environment & Conservation, Department of Health (EMS), Department of Human Services, Department of Transportation, and the Department of Safety, Tennessee Wildlife Resources Agency, Tennessee Department of Environment & Conservation, and Civil Air Patrol, responded and provided emergency protective services to supplement local efforts. Additionally, the American Red Cross (ARC) and Volunteer Organizations Active in Disasters (VOAD) responded. The ARC opened numerous shelters in the affected areas and provided food, water, and other essential needs.

I certify that for this major disaster, the State and local governments will assume all applicable non-Federal shares of costs required by the Stafford Act. I am requesting 100% Federal assistance for Public Assistance Categories A & B including Direct Federal Assistance for the first 72 hours. The State's current budget circumstance is severe and unprecedented. The affected local areas are currently experiencing unusually high unemployment rates and significant general budget shortfalls as well.

I request direct Federal assistance for work and services to save lives and protect property. The State has exceeded our contracting capabilities for requests for water due to the damages to water and wastewater treatment facilities. To demonstrate the need for direct Federal Assistance for water; Metro Davidson County's water treatment facility is completely under water with no estimated time-frame for restoration of services at this time.

In accordance with 44 CFR § 206.208, the State of Tennessee agrees that it will, with respect to direct Federal assistance:

1. Provide without cost to the United States all lands, easements and rights-of-ways necessary to accomplish the approved work;
2. Hold and save the United States free from damages due to the requested work, and shall indemnify the Federal Government against any claims arising from such work;
3. Provide reimbursement to FEMA for the non-Federal share of the cost of such work in accordance with the provisions of the FEMA-State Agreement; and
4. Assist the performing Federal agency in all support and local jurisdictional matters.

In addition, I anticipate the need for debris removal, which poses an immediate threat to lives, public health, and safety.

*Illustration B.4: Governor Declaration Request cont*

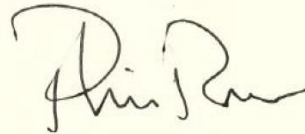
The President  
3 May 2010  
Page Three

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Pursuant to Sections 403 and 407 of the Stafford Act, 42 U.S.C. §§ 5170b & 5173, the State agrees to indemnify and hold harmless the United States of America for any claims arising from the removal of debris or wreckage for this disaster. The State agrees that debris removal from public and private property will not occur until the landowner signs an unconditional authorization for the removal of debris.

I have designated Mr. James H. Bassham as the State Coordinating Officer for this request. He will work with the Federal Emergency Management Agency in damage assessments and may provide further information or justification on my behalf.

Sincerely,



Phil Bredezen

*Illustration B.4: Governor Declaration Request cont*

## **APPENDIX C: WEATHER ILLUSTRATIONS**

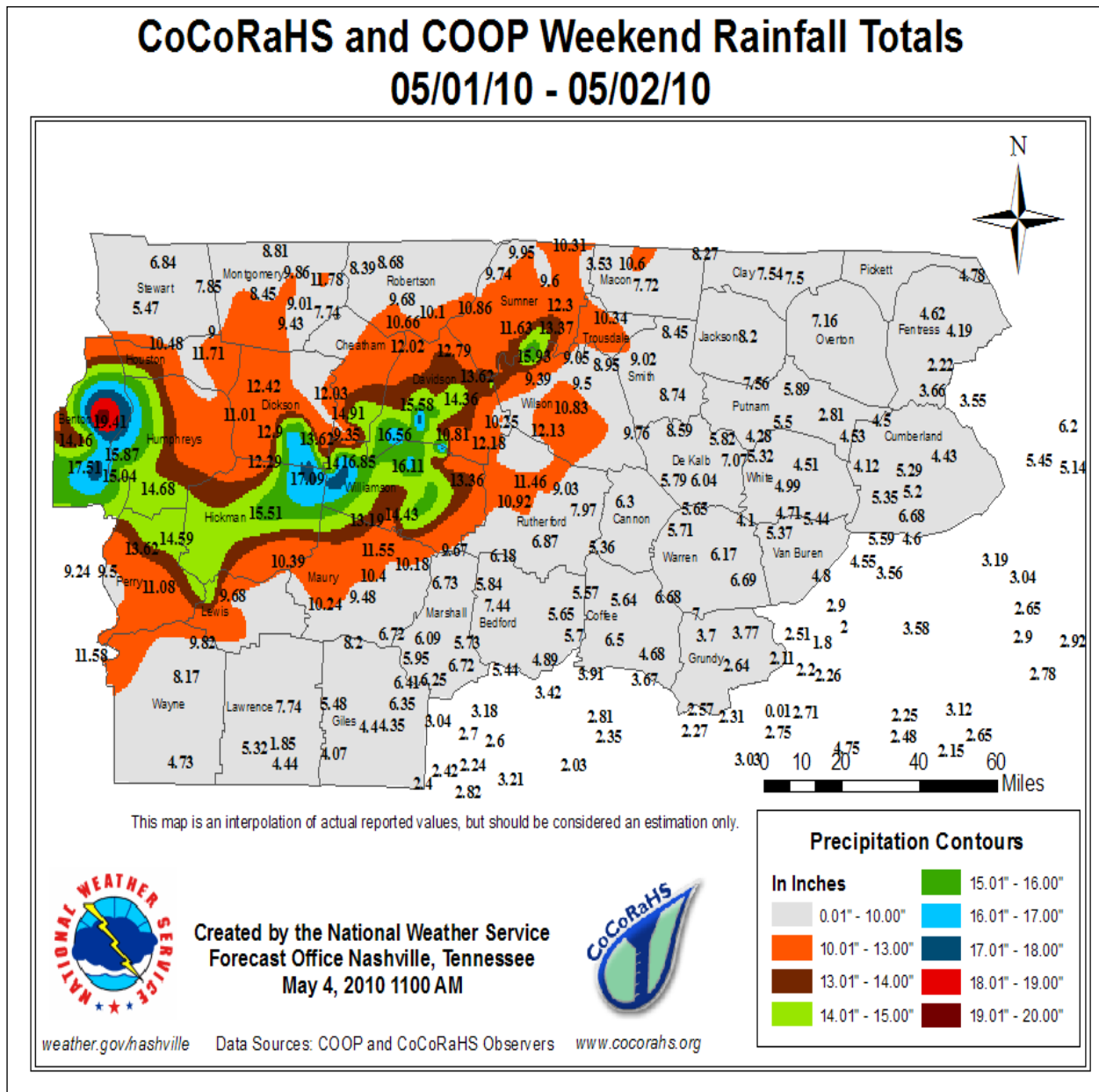


Illustration C.1: Weekend Rainfall Totals



**Weather Impacts Briefing  
May 1 & 2, 2010  
NWS Nashville**

**Topics**

- Events from Last Night and This Morning
- Current Status & Forecasts
- Q&A

**Events from Last Night &  
This Morning**

- Band of storms moved from West TN into Middle TN early this morning
- Rains have continually redeveloped, especially in western sections
- Flooding rains along I-40 counties from Nashville westward all the way to Memphis

**Rainfall Estimate**

(830pm last night to 2pm today)

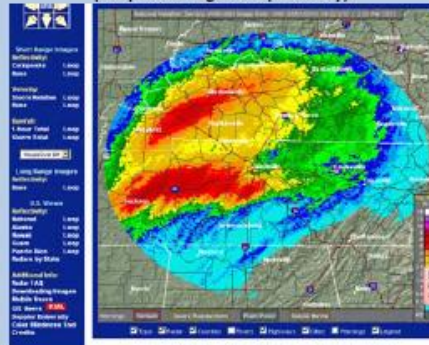


Illustration C.2: NWS May 1 & 2 Briefing

### Current Situation & Forecasts

- Moderate to Heavy rains continue mainly from I-65 westward
- Tornado Watch until 4pm
- Flash Flood Watch (issued last night thru Monday morning)
- Rivers rising rapidly

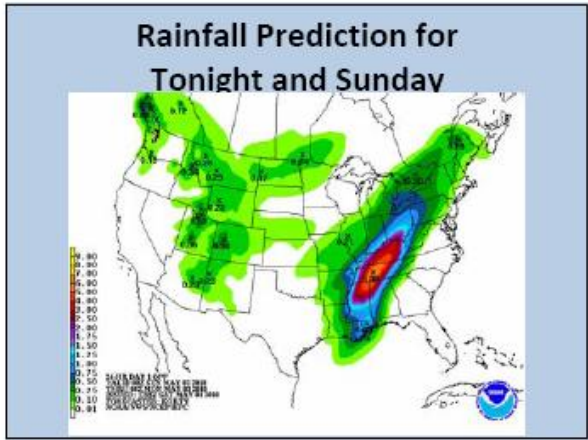
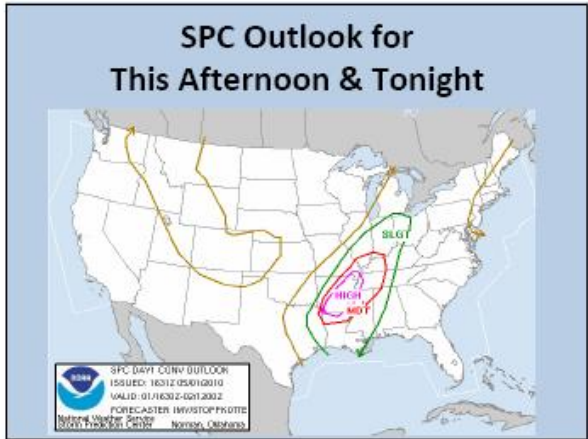


Illustration C.2: NWS May 1 & 2 Briefing cont

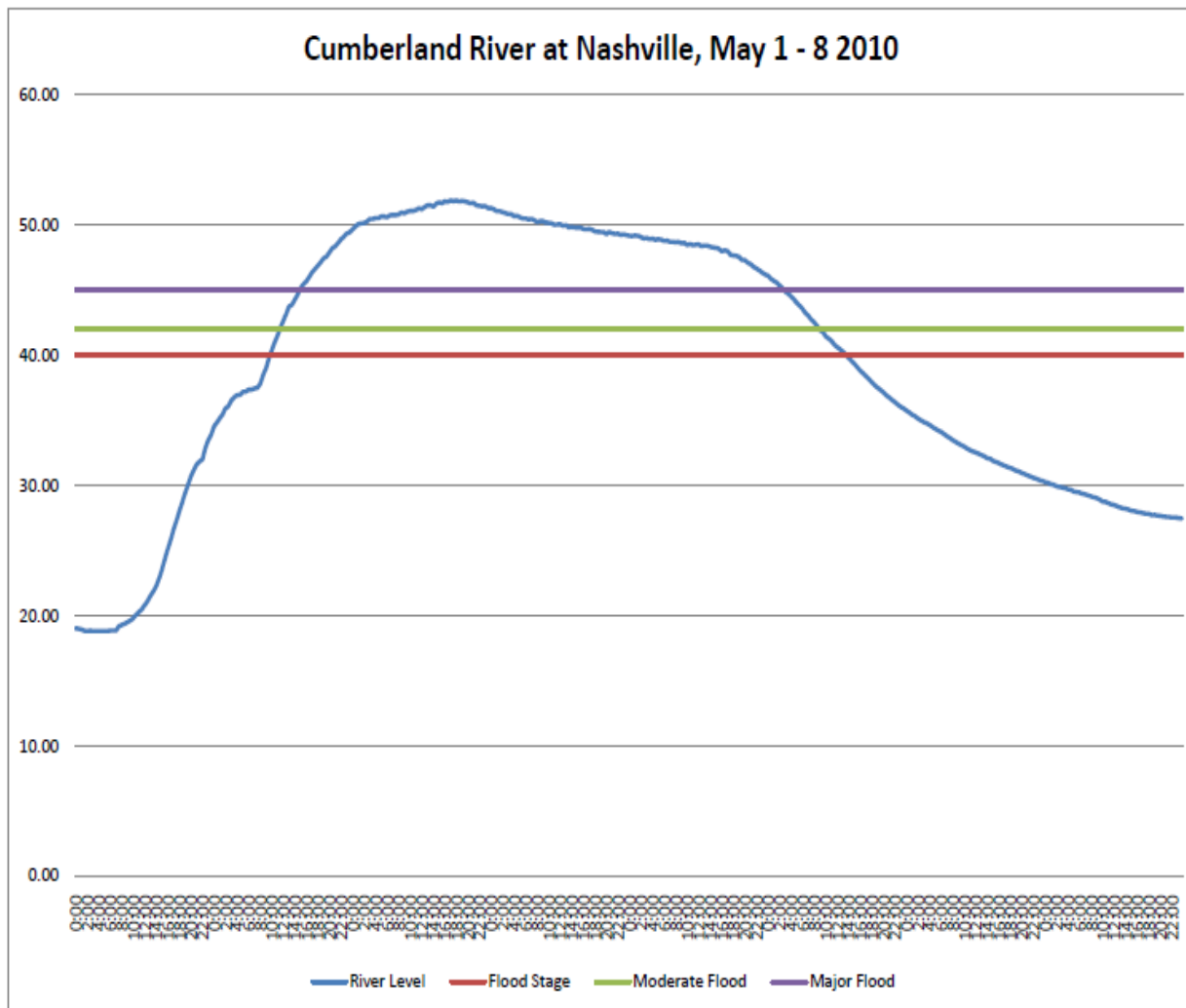
	<h3 style="text-align: center;">Summary</h3> <ul style="list-style-type: none"> <li>• Severe weather threat continues thru tonight</li> <li>• 3-6 more inches of rain expected overnight and Sunday (isolated greater totals)</li> <li>• Flash flooding is on-going and will worsen</li> <li>• Rivers rising rapidly; some will flood (Hydrologist expects some moderate to major flooding)</li> <li>• River flooding will last for at least few days; refer to “Rivers &amp; Lakes AHPS” link on our web page</li> </ul>
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Illustration C.2: NWS May 1 & 2 Briefing cont

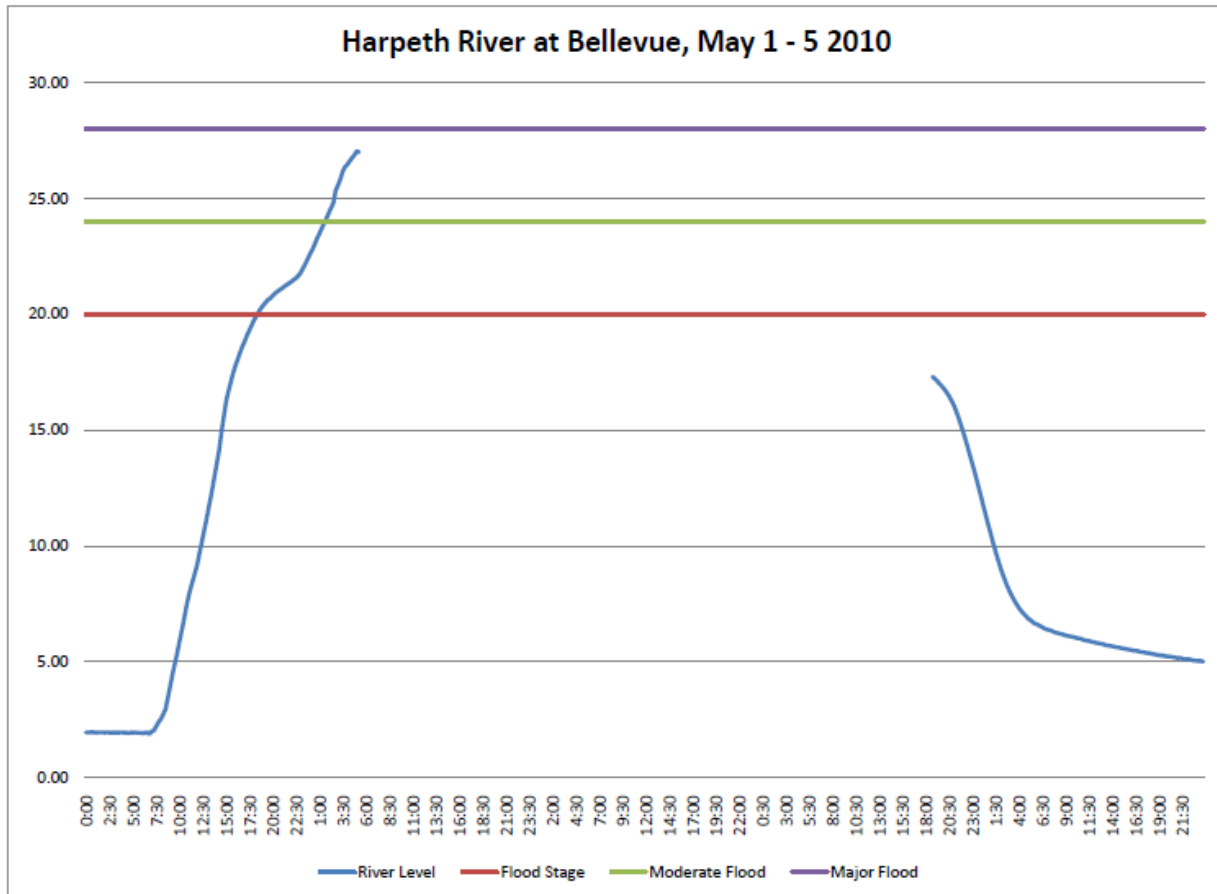
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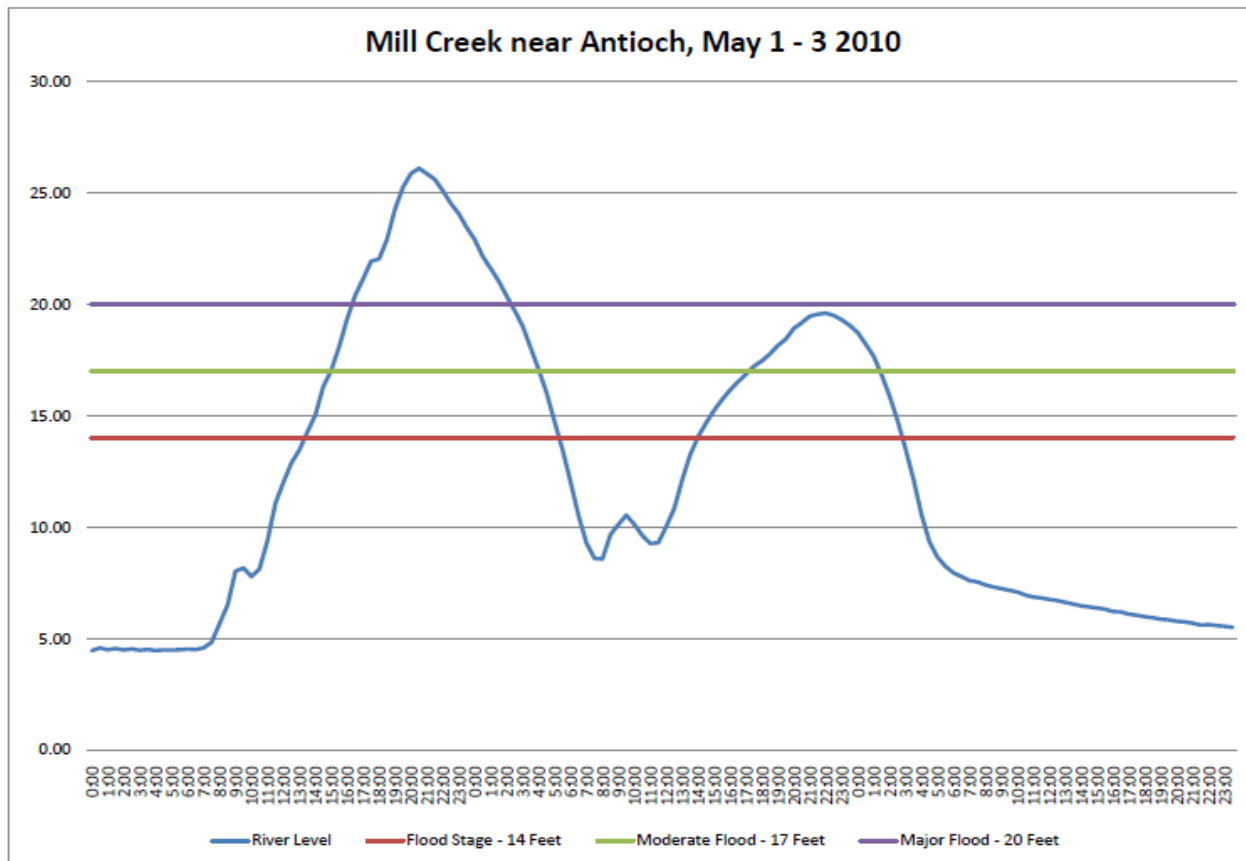
## **APPENDIX D: RIVER LEVEL GRAPHS**



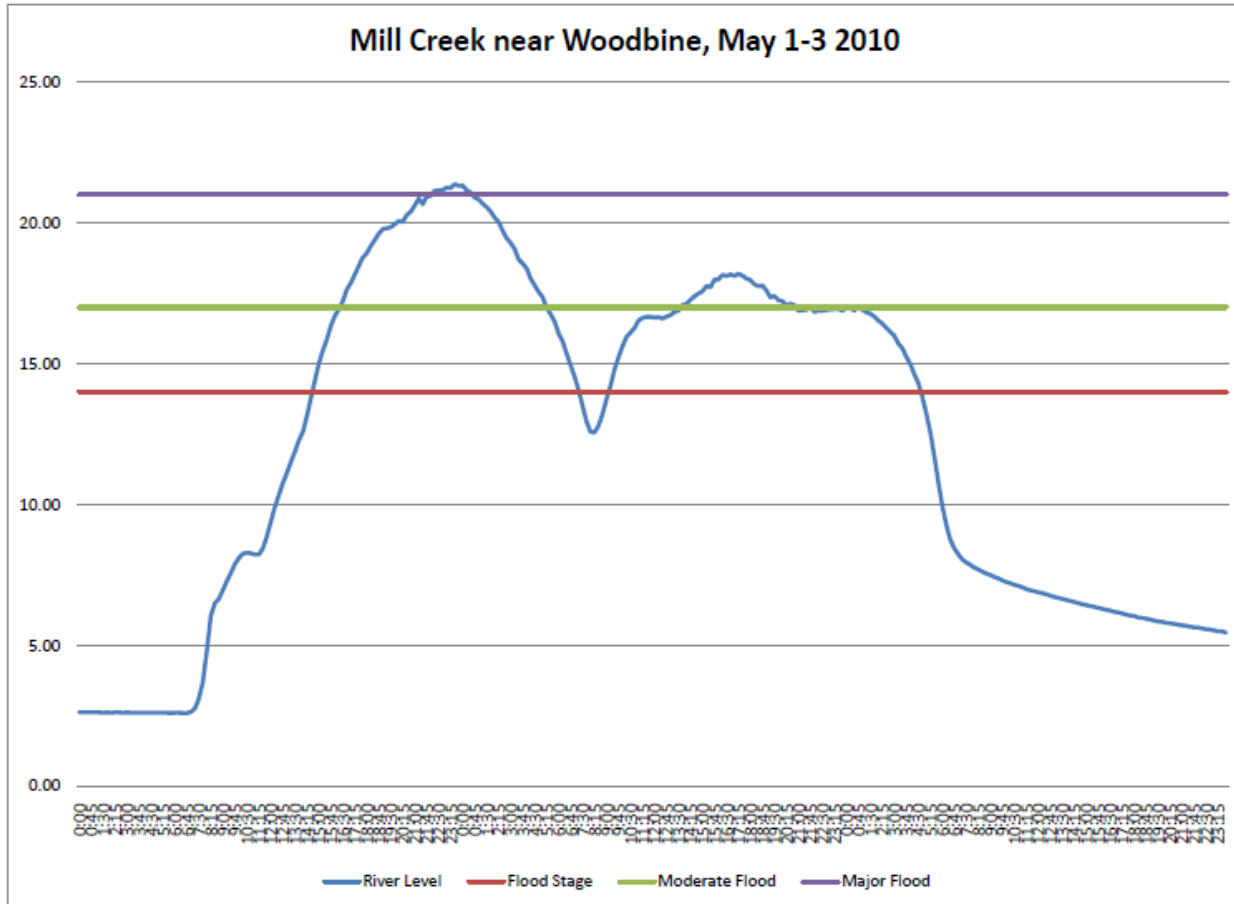
Graph D.1: Cumberland River



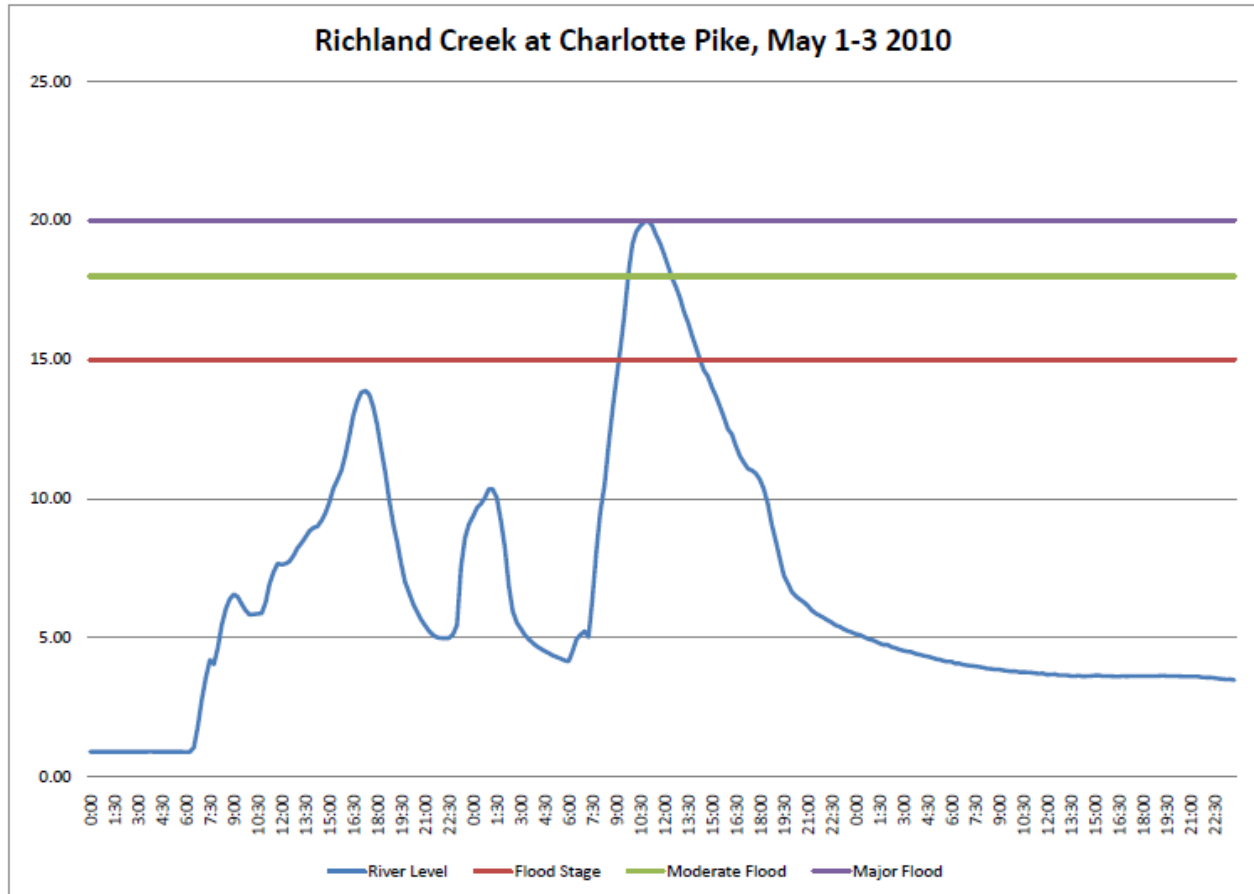
Graph D.2: Harpeth River (\*river gauge lost, causing gap in data collection)



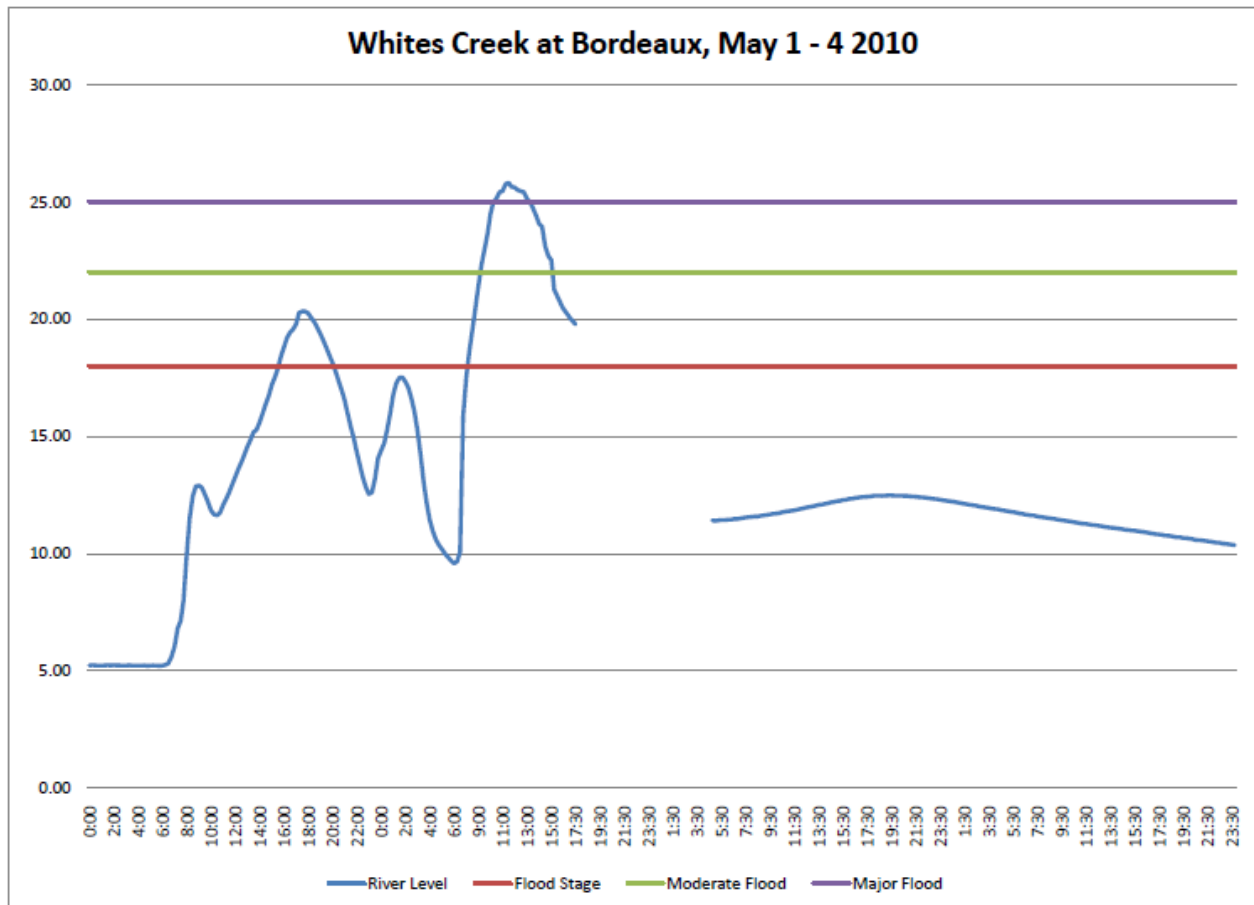
Graph D.3: Mill Creek Antioch



Graph D.4: Mill Creek Woodbine



Graph D.5: Richland Creek



Graph D.6: Whites Creek

(\*river gauge lost, causing gap in data collection)

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## **APPENDIX E: LIST OF TABLES, GRAPHS & ILLUSTRATIONS**

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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*Table E.1: List of Tables, Figures & Illustrations*

## **APPENDIX F: MEDIA RELEASES**

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

Release Date	Release Title
May 1	EOC Partial Activation
	EOC Full Activated
May 2	Sunday Morning Update
	MTA Suspends Service
	State of Emergency
	EOC 4 pm Media Avail
	EOC Evening Update
	Sunday Evening Update
May 3	Sunday Evening Update 2
	OEM Monday Morning Update
	JIC at Belmont
	NWS Revises Cumberland River crest level
	Monday 2pm Update
May 4	Monday 7pm Update
	Tuesday 11am Update
	11am Press Conference
	1130am Update
May 5	Cumberland River Begins to Recede
	Final PM Update
	Media Advisory on May 5 events
	Wednesday 11am Update
	5:30pm Press Conference
May 6	5:30pm Update
	11am Press Conference
	11am Update
	1pm Press Conference
	4:45 Press Conference
	4:45pm Update
May 7	Business Response Team
	11am Press Conference
	11am Update
May 8	Saturday AM Update
May 9	Sunday 11:45am Update
	Sunday 1pm Update
May 10	Media Advisory on SBA Administrator visit
	2:30pm Press Conference
	Monday PM Update
May 11	Tuesday PM Update
May 12	Recovery Operation Update
	Wednesday PM Update
May 13	Thursday PM Update
May 14	Friday PM Update
	Press Release Flood Recovery

*Table F.1: Media Releases*

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

**OFFICE OF EMERGENCY MANAGEMENT**  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**  
May 1, 2010

Contact: Janel Lacy  
(615) 438-3416 cell  
Janel.Lacy@nashville.gov

### PARTIAL ACTIVATION OF METRO'S EMERGENCY OPERATIONS CENTER UNDERWAY

NASHVILLE, Tenn. – Metro Office of Emergency Management (OEM) has called for a partial activation of the Emergency Operations Center (EOC) effective 2:00 p.m. CDT in preparation of a potential severe weather event.

The National Weather Service issued a tornado watch for Davidson County that remains in effect until 4 p.m. CDT. Metro OEM staff is monitoring the developing weather situation and possible flood reports across Davidson County.

Davidson County residents/motorists are urged to stay off the roadways due to potential flooding, especially secondary roadways. Heavy rains can cause flash flooding in streams and tributaries with little warning, and create potentially dangerous situations for residents, motorists and pedestrians. For people who are caught on the roads and encounter rising water, they should turn around and find an alternate route.

Metro agencies activated are: Police, Fire, EMS, Public Works, Metro Water Services, Emergency Communications Center, OEM, and Information Technology Services.

Updated information will be released from the Emergency Operations Center as it becomes available.

###

**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

**OFFICE OF EMERGENCY MANAGEMENT**  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**  
May 1, 2010

Contact: Janel Lacy  
(615) 438-3416 cell  
Janel.Lacy@nashville.gov

EOC Media Desk  
(615) 862-8540

**COMMUNITY HOTLINE ACTIVATED**  
**Mayor Urges Residents to Stay Home and Off Roadways**

NASHVILLE, Tenn. – Faced with a forecast calling for one to five additional inches of rain, Metro’s Office of Emergency Management (OEM) has fully activated the Emergency Operations Center (EOC).

An emergency shelter has been opened at Lipscomb University, and other locations are being prepared as officials expect more severe flooding overnight and tomorrow.

A special hotline number has been activated for Davidson County residents who have questions or need non-emergency assistance related to the flooding, including transportation to a shelter. The Community Hotline number is (615) 862-8574. In case of an emergency, residents should call 9-1-1.

At an evening media briefing, Mayor Karl Dean urged Davidson County residents to stay home and off the roadways. Assistant Chief Charles Shannon of the Nashville Fire Department confirmed one fatality and numerous rescue operations.

“This is one of the most severe rain events Nashville has ever experienced,” Mayor Dean said. “We have a large number of roads with standing or rising water on them. Our emergency responders have already conducted over 50 water rescues today, and there are more underway. I urge all Nashville residents to stay home and stay off the roads. If you feel that your home is in danger of flooding, contact the Community Hotline for assistance. For individuals that absolutely have to travel, we urge them to avoid roads that are covered in water and to respect all barricades and road closures.”

OEM and the American Red Cross have opened Lipscomb University’s Student Activity Center (adjacent to Allen Arena) at 1100 Granny White Pike to shelter individuals whose homes have flooded or who have been unable to return to their homes due to the flooding. The Davidson County Humane Society will be onsite to help care for pets brought to the shelter. The Metropolitan Transit Authority is running a special shuttle to the shelter. The pick-up location is the parking lot of U-Store-It at 1058 Murfreesboro Road.

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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Portions of Briley Parkway and Interstate 24 in southeast Davidson County remain closed due to flooding. One person drowned in the rain-swollen Mill Creek area of I-24 and Bell Road.

The National Weather Service reports record flooding and near crest stage levels of all creeks in the Metro area. With more rain expected overnight and throughout the day Sunday, Davidson County will be under a flood warning until Monday.

Residents are urged to stay off the roadways due to heavy flooding, especially secondary roadways. Heavy rains can cause flash flooding in streams and tributaries with little warning, and create potentially dangerous situations for residents, motorists and pedestrians. For people who are caught on the roads and encounter rising water, they should turn around and find an alternate route.

Updated information will be released from the Emergency Operations Center as it becomes available.

###

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

**OFFICE OF EMERGENCY MANAGEMENT**  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 2, 2010

Contact: Janel Lacy  
(615) 438-3416 cell  
Janel.Lacy@nashville.gov

EOC Media Desk  
(615) 862-8540

**ROAD CLOSINGS PROVE NEED FOR RESIDENTS TO STAY HOME, OFF ROADS**  
**Additional Health and Safety Information for Individuals that Encounter Flood Water**

NASHVILLE, Tenn. – Over 30 local streets, US highway 70 and Interstate 24 have all been closed at various locations as floodwaters continue to move across Davidson County – and Metro’s Office of Emergency Management continues to urge everyone to stay off the roads and streets.

High water closed I-24 overnight between Briley Parkway and Hickory Hollow Parkway. That flooding has started to go down, and vehicles caught in the water are being towed off.

A rock slide has closed Highway 70 at Hooten Hows Road in Bellevue.

Metro’s Office of Emergency Management says it is extremely important that residents stay off the roads – particularly secondary roads – unless travel is absolutely necessary. The heavy rains overnight continue to cause flash flooding with little warning, and what appears to be a safe route can turn dangerous in seconds.

Do not try to drive through standing or rising water – turn around and go back.

“Our emergency responders have conducted over 150 water rescues since the rain first started yesterday,” Nashville Mayor Karl Dean said. “We expect to see additional flooding this morning as the rain continues. We urge all residents to take this situation very seriously and heed our warnings to stay off the roads.”

The heaviest flooding continues in Antioch and Bellevue. Floodwater has risen into some Bellevue neighborhoods. Old Harding Road, Morton Mill Road, and Highway 70 are all closed near the Harpeth River.

The emergency shelter at Lipscomb University remains open and still has room for individuals whose homes have flooded or are unable to return to their homes due to the flood water. For questions or non-emergency assistance related to the flooding, including transportation to the shelter, Davidson County residents can call the Community Hotline at (615) 862-8574.

**Flood Waters May Be Hazardous**



Metro Public Health officials want to remind residents that flood waters may contain sewage and other hazardous substances. Although skin contact with flood water does not, by itself, pose a serious health risk, there is some risk of disease from eating or drinking anything contaminated with flood water. If one has any open cuts or sores that will be exposed to flood water, keep them as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention.

In addition, parents need to help children avoid illness. Do not allow children to play in flood water areas, wash children's hands frequently (always before meals), and do not allow children to play with flood-water contaminated toys that have not been disinfected. You can disinfect toys using a solution of one cup of bleach in 5 gallons of water.

More health-related information about flooding is available online at [www.nashville.gov](http://www.nashville.gov).

### **Complete List of Road Closures**

Antioch Pike at Harding Road  
Antioch Pike at McCall Street  
Barnes Road  
Beech Bend at Footpath  
Blue Hole Road  
Bluff Road  
Brownlee / One Lane  
Buena Vista Pike  
Bull Run Road at Ashland City Highway  
Clay Lick Road  
Culbertson Road  
Curry Road at Briley Parkway  
Daycove at Morton Mill  
Dodson Chapel Road  
Donelson Pike at Harding Place  
Drummond Drive at Wildview Drive  
Edmonson Pike at Nolensville Road  
Elm Hill Pike at Massman Drive  
Ezell Road at Harding Place  
First Avenue at Riverfront Park  
Glengarry at Curry Road  
Harrison at Rosa Parks Boulevard  
Hicks Road  
Highway 100 between Ensworth and Temple Road  
Highway 70 at Hooten Hows Road  
Highway 70S at I-40  
I-24 between Hickory Hollow Parkway and Briley Parkway  
I-24E at Shelby Avenue

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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Lebanon Pike at Central Pike  
Lickton Pike at Old Hickory Boulevard  
McCrary Lane / One Lane  
McCrary Lane between Poplar Creek and I-40  
Mill Creek Road  
Mt. View Road at Hickory Hollow Pkwy  
New Hope Overpass  
Old Glenrose Avenue at East Thompson Lane  
Old Harding at Morton Mill  
Old Harding at Sawyer Brown and Poplar Creek  
Old Hickory Boulevard between I-24 and Dickerson Road  
Pettus Road  
Philfree Court  
River Road at Indian Creek  
River Trace at Libble Road  
River Trace Drive  
Sawyer Brown Road at Todd Priest  
South Harpeth Road at Harpeth River  
Tent Circle North at Rosa Parks Boulevard  
Tulip Grove Road

###

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

---

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
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**Stephen Halford**  
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**OFFICE OF EMERGENCY MANAGEMENT**  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**  
May 2, 2010

Contact: Janel Lacy  
(615) 438-3416 cell  
Janel.Lacy@nashville.gov

EOC Media Desk  
(615) 862-8540

### **MTA TEMPORARILY SUSPENDS BUS SERVICE DUE TO FLOODING**

NASHVILLE, Tenn. – The Metropolitan Transit Authority has temporarily suspended all bus service due to severe flooding on a large number of roads in Davidson County.

Buses have been stopped in route and no buses are being allowed to depart from Music City Center downtown.

MTA is monitoring weather conditions closely, and will make a determination soon whether to continue service or to hold all buses indefinitely.

Updated information will be released from the Emergency Operations Center as it becomes available.

###

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

---

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

**OFFICE OF EMERGENCY MANAGEMENT**  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**  
May 2, 2010

Contact: Janel Lacy  
(615) 438-3416 cell  
Janel.Lacy@nashville.gov

EOC Media Desk  
(615) 862-8540

### **MAYOR DEAN DECLARES COUNTYWIDE STATE OF EMERGENCY Additional Shelter Opens at the Shrine Center in North Nashville**

NASHVILLE, Tenn. – Nashville Mayor Karl Dean has declared a State of Emergency in Davidson County due to the extensive rain and flooding over the past two days.

This declaration will enable Metro Government to request state assistance, and to move much more quickly in acquiring and distributing necessary services, supplies, materials, and facilities.

“A large portion of Davidson County has been impacted by flood waters, and we expect it to get worse as the day continues,” Mayor Dean said. “All of our major creeks and the Cumberland River are near flood level, if not at flood level. The ground is entirely saturated, and the rain continues to fall. There’s nowhere for the water to go. Our emergency responders have been able to handle all requests for services so far. But we need to be prepared to bring in any additional resources that are necessary to keep our citizens safe as we ride out the rest of this weather event.”

More than 150 water rescues have taken place so far, and more are in progress. A large number of Nashville Electric Service customers are without power. And the Metropolitan Transit Authority has suspended service indefinitely.

The Mayor’s Office of Emergency Management and the Red Cross have opened an additional emergency shelter for storm and flood victims at the Shrine Center, 1354 Brick Church Pike; this is in addition to the original shelter at Lipscomb University. The Shrine Center will not accept pets; the Lipscomb shelter is currently the county’s only pet-friendly shelter.

For questions or non-emergency assistance related to the flooding, including transportation to one of the shelters, Davidson County residents can call the Community Hotline at (615) 862-8574.

###

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

**OFFICE OF EMERGENCY MANAGEMENT**  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**  
May 2, 2010

Contact: Janel Lacy  
(615) 438-3416 cell  
Janel.Lacy@nashville.gov

EOC Media Desk  
(615) 862-8540

### METRO MEDIA AVAILABILITY AT 4 P.M. TODAY

*Mayor Dean, Metro Department heads to provide status of city's response to record flooding*

NASHVILLE, Tenn. – Mayor Dean, Office of Emergency Management (OEM) officials and representatives of all major Metro departments will hold a press briefing at 4 p.m.

The press conference will be held in the lobby of OEM's Emergency Operations Center, 2060 15<sup>th</sup> Avenue South.

In addition to giving an update on flood and emergency response activities, the Mayor and Metro representatives will discuss how city agencies will be responding on the first day of the work week, and outline initial plans for countywide cleanup once floodwaters begin to recede.

For questions or non-emergency assistance related to the flooding, including transportation to one of two emergency shelters now in operation, Davidson County residents can call the Community Hotline at (615) 862-8574.

OEM officials continue advising residents to stay off all roadways due to heavy flooding, as heavy rains can cause flash flooding in streams and tributaries with little warning, and create potentially dangerous situations for residents, motorists and pedestrians. For people who are caught on the roads and encounter rising water, they should turn around and find an alternate route.

###

# Homeland Security Exercise and Evaluation Program (HSEEP)

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



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### **FULL RESOURCES OF METRO GOVERNMENT WORKING ON RESCUE EFFORT, PLANNING FOR RECOVERY Metro Schools, Libraries and Parks Closed Monday**

NASHVILLE, Tenn. – Over 30 local streets have been closed at various locations as floodwaters continue to rise across Davidson County – and Metro’s Office of Emergency Management continues to urge everyone to stay off the roads and streets.

Metro’s Office of Emergency Management says it is extremely important that residents stay off the roads – particularly secondary roads – unless travel is absolutely necessary. Do not try to drive through standing or rising water – turn around and go back

Over 43,000 NES customers are currently without power mainly in South Nashville, Bellevue, Goodlettsville and the Opryland area.

Employers are urged to base work schedule decisions on safety concerns.

All essential Metro employees including Fire, Police and other emergency personnel are to report to duty. Individual Metro departments will be contacting employees regarding their work schedules.

The heaviest flooding continues in Antioch and Bellevue. Floodwater has risen into some Bellevue neighborhoods. Old Harding Road, Morton Mill Road, and Highway 70 are all closed near the Harpeth River.

The emergency shelter at Lipscomb University has reached capacity with approximately 200 people. The Jewish Community Center at 801 Percy Warner Boulevard in the Bellevue area has opened a second shelter for individuals whose homes have flooded or are unable to return to their homes due to the flood water. For questions or non-emergency assistance related to the flooding, including transportation to the shelter, Davidson County residents can call the Community Hotline at (615) 862-8574.

#### **Flood Waters May Be Hazardous**

Metro Public Health officials want to remind residents that flood waters may contain sewage and other hazardous substances. Although skin contact with flood water does not, by itself, pose a

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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serious health risk, there is some risk of disease from eating or drinking anything contaminated with flood water. If you have any open cuts or sores that will be exposed to flood water, keep them as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention.

In addition, parents need to help children avoid illness. Do not allow children to play in flood water areas, wash children's hands frequently (always before meals), and do not allow children to play with flood-water contaminated toys that have not been disinfected. You can disinfect toys using a solution of one cup of bleach in 5 gallons of water.

The public water supply provided by Metro Water Services continues to be safe. If customers lose water pressure or encounter discolored water, they are asked to contact Metro Water Services at (615) 860-4600.

More health-related information about flooding is available online at [www.nashville.gov](http://www.nashville.gov).

Another safety concern is to avoid using electrical equipment in clean up activities as it may lead to electrical shock.

Public Works will begin removing debris from hard hit areas once flood waters have receded.

Volunteers can sign up to help with the recovery efforts through Hands On Nashville at [www.hon.org](http://www.hon.org). We anticipate volunteer activities being available starting midway through the week after approval from OEM. This is separate from people wanting to make financial donations, which can still be done through the Community Foundation at [www.cfnt.org](http://www.cfnt.org)

MTA Access Ride service will NOT run Monday. Buses will run on a modified schedule depending on road closures.

### Complete List of Road Closures

Antioch Pike at Harding Road  
Antioch Pike at McCall Street  
Barnes Road  
Beech Bend at Footpath  
Blue Hole Road  
Bluff Road  
Bridgeway at Old Hickory Blvd  
Briley at McGavock Pike & Brick Church Pike  
Brick Church Pike at Ewing Lane  
Brownlee / One Lane  
Buena Vista Pike  
Bull Run Road at Ashland City Highway  
Charlotte Pike at Morrow Road  
Charlotte Pike at 53<sup>rd</sup> Avenue North  
Clay Lick Road  
Coley Davis @ I40  
Culbertson Road  
Curry Road at Briley Parkway

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Daycove at Morton Mill  
Dodson Chapel Road  
Donelson Pike at Harding Place  
Drummond Drive at Wildview Drive  
Edmonson Pike at Nolensville Road  
Elm Hill Pike at Massman Drive & McGavock Pike  
Ezell Road at Harding Place  
First Avenue at Riverfront Park  
Glengarry at Curry Road  
Harding Road at Old Harding Road  
Harrison at Rosa Parks Boulevard  
Hicks Road  
Highway 100 between Ensworth and Temple Road  
Highway 70 at Hooten Hows Road  
Highway 70S at I-40  
I-24E at Shelby Avenue  
Lebanon Pike at Central Pike  
Lebanon Pike between Omohundro Drive and Spence Lane  
Lickton Pike at Old Hickory Boulevard  
McCrary Creek Road at I-40  
McCrary Lane / One Lane  
McCrary Lane between Poplar Creek and I-40  
Murfreesboro Pike at Arlington  
Murfreesboro Pike at Millwood  
A majority of Ellington Parkway  
Mill Creek Road  
Mt. View Road at Hickory Hollow Pkwy  
New Hope Overpass  
Old Glenrose Avenue at East Thompson Lane  
Old Harding at Morton Mill  
Old Harding at Sawyer Brown and Poplar Creek  
Old Hickory Boulevard between I-24 and Dickerson Road  
Pettus Road  
Philfree Court  
River Road at Indian Creek  
River Trace at Libble Road  
River Trace Drive  
Sawyer Brown Road at Todd Priest  
Shelby Avenue at I-24  
South Harpeth Road at Harpeth River  
Tent Circle North at Rosa Parks Boulevard  
Tulip Grove Road  
Wedgewood Avenue at I65

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



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**FOR IMMEDIATE RELEASE**  
May 2, 2010

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**FULL RESOURCES OF METRO GOVERNMENT  
WORKING ON RESCUE EFFORT, PLANNING RECOVERY EFFORTS  
Metro Schools, Libraries and Parks Closed Monday**

NASHVILLE, Tenn. – Over 50 local streets have been closed at various locations as floodwaters continue to rise across Davidson County – and Metro’s Office of Emergency Management continues to urge everyone to stay off the roads and streets.

“We continue to urge everyone to stay off the roads,” Nashville Mayor Karl Dean said. “Especially going into the evening hours, just like last night, it will become increasingly difficult to judge road conditions. We’re going to continue to see flooding problems through the night and into tomorrow. For those who can stay home tomorrow, we strongly encourage them to do so. We will need the roads clear for Public Works crews and others as we begin the recovery process.”

Metro’s Office of Emergency Management says it is extremely important that residents stay off the roads tonight and tomorrow if possible – particularly secondary roads – unless travel is absolutely necessary. Do not try to drive through standing or rising water – turn around and go back.

Emergency Personnel are actively responding to a variety of issues and ask the public to stay off roadways, not only for their own safety, but to enable Police and Fire to perform rescue efforts.

“We have nearly 300 officers actively responding to calls for service,” Nashville Police Chief Ronal Serpas said. “We will continue to provide police resources as needed.”

Employers are urged to base work schedule decisions on safety concerns.

All essential Metro employees including Fire, Police and other emergency personnel are to report to duty. Individual Metro department heads will be contacting employees regarding their work schedules.

The heaviest flooding continues in Antioch and Bellevue. Floodwater has risen into some Bellevue neighborhoods. Old Harding Road, Morton Mill Road, and Highway 70 are all closed near the Harpeth River.

Public Works will begin removing debris from hard hit areas once flood waters have receded. Again, it is vitally important that citizens stay off roadways during the clean up effort.

Volunteers can sign up to help with the recovery efforts through Hands On Nashville at [www.hon.org](http://www.hon.org). We anticipate volunteer activities being available starting midway through the week after approval from OEM. This is separate from people wanting to make financial donations, which can still be done through the Community Foundation at [www.cfnt.org](http://www.cfnt.org). All proceeds benefit Middle Tennessee flood victims.

The Metropolitan Transit Authority temporarily suspended all bus service this morning due to severe flooding on a large number of roads in Davidson County. The service is suspended for the rest of today and possibly tomorrow.

MTA has been monitoring weather conditions closely and has determined that many of the streets MTA buses and vans travel on are not safe at this time due to severe flooding. In addition, staff is contacting AccessRide customers who have booked reservations for Monday to tell them the trips will need to be rescheduled until the buses and vans can resume their regular schedules.

Music City Star train customers are asked to monitor media reports regarding train service from Wilson County.

Over 36,000 NES customers are currently without power mainly in South Nashville, Bellevue, Goodlettsville and the Opryland area. NES customers should call 911 to report a dangerous situation and call 234-0000 to report downed power lines.

The emergency shelter at Lipscomb University has reached capacity with approximately 200 people. The Jewish Community Center at 801 Percy Warner Boulevard in the Bellevue area has opened a second shelter for individuals whose homes have flooded or are unable to return to their homes due to the flood water. For questions or non-emergency assistance related to the flooding, including transportation to the shelter, Davidson County residents can call the Community Hotline at (615) 862-8574.

### **Flood Waters May Be Hazardous**

Metro Public Health officials want to remind residents that flood waters may contain sewage and other hazardous substances. Although skin contact with flood water does not, by itself, pose a serious health risk, there is some risk of disease from eating or drinking anything contaminated with flood water. If you have any open cuts or sores that will be exposed to flood water, keep them as clean as possible by washing well with soap to control infection. If a wound develops redness, swelling, or drainage, seek immediate medical attention.

In addition, parents need to help children avoid illness. Do not allow children to play in flood water areas, wash children's hands frequently (always before meals), and do not allow children to play with flood-water contaminated toys that have not been disinfected. You can disinfect toys using a solution of one cup of bleach in 5 gallons of water.

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The public water supply provided by Metro Water Services continues to be safe. If customers lose water pressure or encounter discolored water, they are asked to contact Metro Water Services at (615) 860-4600.

More health-related information about flooding is available online at [www.nashville.gov](http://www.nashville.gov).

Another safety concern is to avoid using electrical equipment in clean up activities as it may lead to electrical shock.

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# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



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NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 2, 2010

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **OEM CONFIRMS TOTAL OF FIVE FATALITIES THOUGHT TO BE FLOOD RELATED McCrary Bridge Conditions, Additional Shelter at Bellevue Middle, Piedmont Gas Safety Tips**

NASHVILLE, Tenn. – The Mayor’s Office of Emergency Management has confirmed a total of five fatalities in Davidson County that are thought to be flood related.

In addition to the body recovered in water near Bell Road and Blue Hole, two bodies have been recovered from a flooded house on Del Ray Drive, and two bodies have been recovered from a vehicle found upside down in standing water on Sawyer Brown Road. Metro Police are working to confirm the cause of the deaths.

Also, at 6:30 p.m. Sunday, three men tied inner tubes together to “raft” on Mill Creek. A short time later, the inner tubes broke apart near the Mill Creek Bridge. A 19-year-old man managed to swim to shore. The other two other young men are missing.

#### **Evacuation of MetroCenter in North Nashville, Pedestrian Evacuation of First Avenue**

A levy near Mainstream Drive in MetroCenter is experiencing some leaking. As a precautionary measure, OEM is currently coordinating the evacuation of MetroCenter from Dominican Drive to the Cumberland River. Metro Police is dispatching an evacuation team with one supervisor and 12 officers. Additional Police resources may be dispatched as needed. Over 500 residents and 150 businesses occupy the area in MetroCenter being evacuated.

In addition, Metro Police is sending an evacuation team to remove pedestrians from First Avenue near Riverfront Park downtown as a precautionary measure due to a possible increase of the predicted flood level of the Cumberland River.

#### **Request to Conserve Water**

Due to flooding, Metro Water Services is shutting down the K.R. Harrington Water Treatment Plant. Davidson County residents are urged to only use water for essential purposes until further notice. The public water supply provided by Metro Water Services continues to be safe.

#### **MTA Service Suspended Through Monday**

The Metropolitan Transit Authority has suspended all bus service through Monday due to flooding at its headquarters facility on Nestor Street.

#### **McCrorry Bridge Conditions**

A section of McCrorry Lane between Interstate 40 and Highway 70 South in Bellevue is experiencing severe flooding at this time, and the McCrorry Lane Bridge over the Harpeth River has likely suffered structural damage. Metro Police have the bridge barricaded off on both sides. Interstate 40 between McCrorry Lane and Old Hickory Boulevard in Bellevue is closed at this time.

Nashville Mayor Karl Dean toured Davidson County by air earlier this evening. He said the flood damage is widespread across the county, but is especially overwhelming in Bellevue, North Nashville near West Hamilton and Clarksville Highway, Lebanon Road heading east out of downtown, and Antioch.

“This situation is going to require a very large a recovery process,” Mayor Dean said. “After getting an aerial of the county, the magnitude of the damage to our community was much more than what I expected from watching the media coverage. The safety of some of our infrastructure is questionable. Again, I would urge residents to stay home tonight and tomorrow. Even after the rain stops, we will need the roads clear to assess the damage and get Public Works crews dispatched to begin repairs.”

#### **Additional Shelter at Bellevue Middle Opens**

Metro has set up three shelters for those forced out of their homes or cannot return to their homes because of floodwater. Two of the three shelters have reached capacity.

A shelter has been set up at Lipscomb University, in the Student Activities Building at 1100 Granny White Pike next to Allen Arena. That shelter has reached capacity with approximately 200 people. A second shelter was set up this afternoon at the Jewish Community Center, 801 Percy Warner Boulevard near Bellevue. The JCC shelter is also at capacity with approximately 200 people. A third shelter has been set up at Bellevue Middle School, 655 Colice-Jeanne Road. This shelter is prepared to house approximately 200 people.

#### **Piedmont Natural Gas Safety Tips**

Natural gas is an odorless, colorless gas but is injected with an odorant so that it can be readily detected by smell. The odorant makes natural gas smell like “rotten eggs” or sulfur. If you happen to smell natural gas, please take the following steps:

Do not try to turn the gas off on your own.

Do not use your home phone, do not turn on or off appliances or lights, leave the premises immediately and call Piedmont Natural Gas at 1-800-752-7504 from a neighbor's home or your cell phone.

If you should require your natural gas service to be discontinued due to flooding or other emergencies, also call 1-800-752-7504.

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“Our top priority is safety,” said Timothy Greenhouse, Regional Executive - Tennessee, Piedmont Natural Gas. “We are working closely with the Office of Emergency Management and other officials to ensure the public’s safety. Our natural gas facilities are in good condition and we do not have any major outages at this time. We will conduct a complete assessment of our facilities once the flood waters subside. We have additional resources to handle all natural gas emergencies on stand-by, if needed.”

Updated information will be released from the Emergency Operations Center as it becomes available.

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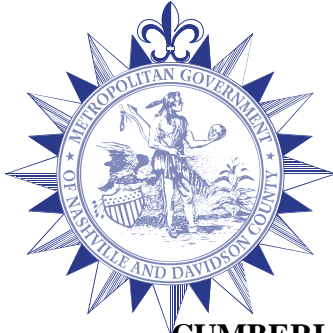
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### METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



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**FOR IMMEDIATE RELEASE**  
May 3, 2010

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **CUMBERLAND RIVER AT FLOOD LEVEL EXPECTED TO CREST AT 51.5 FEET Metro response teams begin damage assessment; residents ordered to limit water use**

NASHVILLE, Tenn. – The Cumberland River, already above flood level, is expected to crest at 51.5 feet today, according to officials with the Mayor's Office of Emergency Management.

The National Weather Service advises major flooding is expected to continue along the river on Monday, followed by a gradual decrease in water levels with the river falling below flood stage late Tuesday night.

No additional fatalities have been confirmed in Davidson County.

#### **Riverfront and First Avenue, MetroCenter in North Nashville, and Opryland Area Evacuated**

The Riverfront and First Avenue, Metro Center in North Nashville, and Opryland areas have been evacuated. First Avenue and Metro Center will remain closed until Cumberland River levels stabilize and begin to recede.

#### **Metro Water Issues Order to Conserve Water**

The K.R. Harrington Water Treatment Plant will be closed for several days, prompting Metro Water Services to order Davidson County residents to use water for drinking and food preparation only. The public water supply provided by Metro Water Services continues to be safe.

#### **Standing, Rising Water Keeps Metro Roadways Closed**

Flooding continues on numerous local streets and roadways, and officials advise residents to stay home and off the roads. If travel is necessary, drivers should avoid roads covered in water and respect all barricades and road closures. A full list and map of road closures in Davidson County are available at [www.nashville.gov](http://www.nashville.gov).

#### **Damage Assessment Teams Being Assembled**

Inspectors from the Metro Codes and Building Safety, the Fire Marshal's Office as well as the Assessor of Property's Office will begin damage assessments of buildings and structures today utilizing maps of the impacted areas prepared by the Metropolitan Planning Department staff. In addition, inspectors from Public Works will be assessing infrastructure systems such as roadways and bridges while Water Services will be surveying drainage and other waterway system.

#### **Four Emergency Shelters Now in Operation**

A fourth emergency shelter opened at 10 p.m. Sunday at the Shrine Temple, located at 1354 Brick Church Pike. This shelter is prepared to house up to 300 people. Other shelters are at Bellevue Middle School, 655 Colice-Jeanne Road, prepared to house approximately 200 people; and the Jewish Community Center, 801 Percy Warner Boulevard near Bellevue, which is prepared to house up to 200 people. The shelter at Lipscomb University's Student Activities Building has reached capacity with approximately 200 people.

#### **MTA Service Suspended Through Monday**

The Metropolitan Transit Authority has suspended all bus service through Monday due to flooding at its headquarters facility on Nestor Street.

#### **Metro Public Health Department Clinics, Court Offices will be Closed Monday**

The Metro Public Health Department's Lentz Health Center, Woodbine Health Center, and East Health Center will be closed on Monday due to flooding issues. Health Department staff who are part of Metro Government's emergency response will report to work at the Emergency Operations Center. The Health Department expects to reopen clinics on Tuesday.

The Trial Courts and General Sessions Courts of Davidson County will be closed for court on Monday, as well as all Court Clerk Offices. Juvenile Court will be open for preliminary hearings and detention docket only.

Updated information will be released from the Emergency Operations Center as it becomes available.

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# Homeland Security Exercise and Evaluation Program (HSEEP)

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Severe Flooding May 2010

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



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FOR IMMEDIATE RELEASE  
May 3, 2010



Contact: EOC Media Desk  
(615) 862-8540

### OEM ESTABLISHES JOINT INFORMATION CENTER AT BELMONT UNIVERSITY FOR COMMUNICATION TO THE PUBLIC THROUGH MEDIA

**First Media Briefing at the JIC to Take Place at 11 a.m. This Morning**

NASHVILLE, Tenn. – Per a memorandum of understanding established between Mayor Karl Dean and Belmont University President Bob Fisher last year in preparation for a major disaster in Davidson County, the Mayor’s Office of Emergency Management is establishing a Joint Information Center (JIC) in the Curb Event Center on Belmont’s campus.

**The JIC will open to media at 10 a.m. CST today** and will be the primary location for Metro Government officials to disseminate emergency information to the public through the news media. **The first media briefing at the JIC will take place at 11 a.m. CST.** Mayor Dean and other government officials will give an update on the disaster response and recovery efforts.

Media covering the flooding disaster in Davidson County are encouraged to setup a work station at the JIC, which will be in the Beaman Student Life Center adjacent to the Curb Event Center. The media briefing and workstation room will be setup in rooms Beaman A and B. Satellite truck parking is available at the Curb Event Center loading dock.

Belmont University has agreed to provide Metro an on-campus location to establish a JIC at no cost to the city, as well as the necessary equipment and work space to support the operations. For media inquires related to Belmont University, contact: Belmont Communications Director Greg Pilon at (615) 512-9014.

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



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**FOR IMMEDIATE RELEASE**  
May 3, 2010  
2:00 P.M.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **RESIDENTS URGED TO EVACUATE PENNINGTON BEND AREA NEAR OPRYLAND HOTEL**

NASHVILLE, Tenn. –The National Weather Service advises major flooding is expected to continue along the Cumberland River on Monday, followed by a gradual decrease in water levels with the river falling below flood stage late Tuesday night.

#### **Opryland Area, Riverfront, and MetroCenter in North Nashville Evacuated**

Emergency personnel are urging Pennington Bend residents to evacuate. The Riverfront and First Avenue, Metro Center in North Nashville, and Opryland areas have been evacuated. First Avenue and Metro Center will remain closed until Cumberland River levels stabilize and begin to recede.

#### **Metro Schools closed tomorrow**

Metro Nashville Public Schools has announced that schools will be closed tomorrow, Tuesday, May 4. When schools re-open, students and staff at The Academy at Opry Mills will have temporary operations at the Media Center at McGavock High School.

High school athletic practices are allowed when school is closed; competitions will be held at the discretion of the principal. When school resumes, middle school athletic practices and competitions will also resume.

#### **Metro Public Health Department Clinics, Court Offices plan to reopen Tuesday**

The Metro Public Health Department's Lentz Health Center, Woodbine Health Center, and East Health Center are closed today due to flooding issues. The Health Department expects to reopen clinics on Tuesday.

Trial Courts and General Sessions Courts of Davidson County are closed for court today, as well as all Court Clerk Offices. Juvenile Court will be open for preliminary hearings and detention docket only. All General Sessions Court and State Trial Court dockets will be open Tuesday. All General Sessions Court cases scheduled for today have been rescheduled to tomorrow.

#### **Public Works Announces guidelines for debris collection**

As thousands of Davidson County residents and businesses begin cleaning up from the weekend's historic flooding, Metro Public Works has issued the following preliminary guidelines for placing debris curbside for collection:

All items and materials **MUST** be separated into three different piles, and placed at the curb or street side for collection. If the debris is not separated, it will not be collected.

1. White goods and metals (appliances, etc.)
2. Construction and demolition debris (carpet, lumber, windows, etc.)
3. Vegetation (brush, limbs and all other yard waste)

Items should **NOT** be placed in public alleys. Alleys need to remain clear for emergency crews and trash collection services.

While Public Works is still finalizing a comprehensive plan and schedule for debris collection, residents and businesses should go ahead and place items out for collection.

### **Water Conservation**

The public water supply provided by Metro Water Services continues to be safe, but there is some concern that Nashville could experience a water shortage if conservation measures are not taken. Customers are directed to use water for drinking and food preparation only. Customers in higher elevations may experience reduced water pressure. If a customer loses pressure completely or has discolored water, they should contact Metro Water Services at (615) 862-4600. Harpeth Valley Utilities District treatment plant has also been affected by the flood and their customers are asked to conserve water for essential uses as well.

### **Road Closure Update**

Flooding continues on numerous local streets and roadways, and officials advise residents to stay home and off the roads. If travel is necessary, drivers should avoid roads covered in water and respect all barricades and road closures. A full list and map of road closures in Davidson County are available at [www.nashville.gov](http://www.nashville.gov).

### **Emergency Information for Piedmont Gas Customers**

The safety of our customers is our top priority. If your home or business has been flooded and you have concerns about your natural gas service or natural gas appliances in use:

- Contact us at 1-800-752-7504.
- Piedmont Natural Gas will log your call and, as floodwaters recede and we are able to safely enter your home or business, we will do so and assess the situation.
- It may be necessary to shut off natural gas service to your home or business initially in order to assess any damage to your appliances or natural gas service.
- Do not try to turn your natural gas service off on your own.

- As a reminder to our customers, if you smell the odor of natural gas (similar to rotten eggs) do not turn on or off appliances or lights, do not use your home phone. Leave the premises immediately and call Piedmont Natural Gas at 1-800-752-7504 from a neighbor's home or your cell phone.
- We appreciate the patience of our customers during this unprecedented event and we will continue to provide updated information as necessary.
- For the latest information about Piedmont Natural Gas' efforts in response to this event, customers may go to Piedmont's website at [www.piedmontng.com](http://www.piedmontng.com) and click on the *Tennessee Customer Update* icon on the homepage.

### **MTA Service Suspended Indefinitely**

The Metropolitan Transit Authority has suspended all bus service indefinitely due to flooding at its headquarters facility on Nestor Street.

### **Statement from the Nashville Convention & Visitors Bureau**

The Nashville Convention & Visitors Bureau is currently in the process of assessing the overall impact of the flooding on the city's hospitality industry. We know that the Gaylord Opryland Resort and Convention Center and the surrounding Music Valley area has sustained flooding damage and those hotels will be closed from several weeks to several months. However, the majority of the city's hospitality industry is intact and will be operating as usual in a few days.

We have posted up-to-date hotel availability and attraction information on our website at [www.visitmusiccity.com/visitors](http://www.visitmusiccity.com/visitors) or you may contact our Visitor Information Centers at 1-800-657-6910 or (615)259-4747 with questions. We are also updating our Facebook [www.facebook.com/nashvillemusiccity](http://www.facebook.com/nashvillemusiccity) and Twitter [www.twitter.com/visitmusiccity](http://www.twitter.com/visitmusiccity) accounts frequently.

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

**OFFICE OF EMERGENCY MANAGEMENT**  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

---

**FOR IMMEDIATE RELEASE**

May 3, 2010  
3:45 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

**NATIONAL WEATHER SERVICE REVISES PROJECTED CUMBERLAND RIVER  
CREST LEVEL TO 52.5 FEET**

NASHVILLE, Tenn. – The Cumberland River, already above flood level, is projected to crest at 52.5 feet at approximately 8 p.m. today, according to revised predictions from the National Weather Service. This is updated from a projection made earlier today that the river would crest at 51.5 feet today at noon, and begin to recede into the evening and Tuesday.

As a precautionary measure, the Mayor’s Office of Emergency Management has deployed resources to begin sandbagging and other flood mitigation measures at the Omohundro Water Treatment Plant. In addition, the State of Tennessee is assisting with sandbagging efforts at the MetroCenter levee.

OEM is working closely with Corps of Engineers and National Weather Service officials to monitor the rise in water level and to mitigate potential impacts from additional flooding in Davidson County.

MetroCenter and First Avenue downtown remain evacuated at this time. However, as a precautionary measure, OEM and Metro Police are working with Second Harvest Food Bank to relocate their food supply from their location in MetroCenter.

Officials with Metro Water Services will be available to talk with the media at the Joint Information Center at Belmont University at 4 p.m.

###

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



Karl F. Dean  
Mayor

Stephen Halford  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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FOR IMMEDIATE RELEASE  
May 3, 2010  
7:00 P.M.

Contact: EOC Media Desk  
(615) 862-8540

### NATIONAL WEATHER SERVICE REVISES PROJECTED CUMBERLAND RIVER CREST LEVEL TO 52.5 FEET

NASHVILLE, Tenn. – The Cumberland River, already above flood level, is projected to crest at 52.5 feet at approximately 8 p.m. Monday, according to revised predictions from the National Weather Service. This is updated from a projection made earlier today that the river would crest at 51.5 feet at noon

Projections have been complicated because the flood event was so widespread, affecting areas both up and downstream of the Cumberland River in Nashville. As tributaries, including the Harpeth River, of the Cumberland continue to drain their floodwaters, it has impacted the ability of the Cumberland's water level to decrease within Davidson County.

As a precautionary measure, the Mayor's Office of Emergency Management has deployed resources to begin sandbagging and other flood mitigation measures at the Omohundro Water Treatment Plant. In addition, the State of Tennessee is assisting with sandbagging efforts at the MetroCenter levee.

OEM is working closely with the Army Corps of Engineers and National Weather Service officials to monitor the rise in water level and to mitigate potential impacts from additional flooding in Davidson County.

MetroCenter and First Avenue downtown remain evacuated at this time. However, as a precautionary measure, OEM and Metro Police are working with Second Harvest Food Bank to relocate their food supply from their location in MetroCenter. **It is vitally important that citizens stay out of these evacuated areas.**

**The Mayor's Office of Emergency Management has confirmed a total of ten fatalities in Davidson County that are thought to be flood related.**

The body of an elderly man was recovered late this afternoon in a wooded area behind Kroger on Harding Road. His 65-year-old wife was recovered several hundred yards away. The couple was reportedly driving to church Sunday morning when their car was swept away by flood waters on Harding Road.

West Precinct detectives are on the scenes of two additional suspected flood-related deaths. An unidentified man's body was recovered from standing water in the Indian Hills area of Bellevue. An elderly woman's body was recovered from her River Plantation home.

The body of Robert Woods, 74, was recovered Monday morning near his W. Hamilton Avenue home. He was reportedly in his yard yesterday when he was swept away by flood waters.

The body of Joshua Lanotroop, 21, of Valley Way, was recovered Sunday near Bell Road and Blue Hole Road. He was swept away by flood waters in the area Saturday.

Andrew J. England, 78, and Martha England, 80, were found deceased Sunday evening inside their 908 Delray Drive home. They are believed to be the victims of a flash flood.

Two bodies were recovered Sunday from a vehicle found upside down in standing water on Sawyer Brown Road. Joseph Formosa, 88, and Bessie Formosa, 78, of Sawyer Brown Road attempted to drive across the flooded roadway when their vehicle was swept away.

### **Disaster Information Centers and Assistance**

Community based response for social and human services has begun in coordination with the Metro EOC and Nashville Volunteer Organizations Active in Disaster (VOAD).

Metro will open two Disaster Information Centers to provide general information on utilities, social service assistance, and legal and insurance information. Centers will be staffed by volunteers, Parks Department and other Metro employees. Citizens can drop by for information from 12-8pm.

Citizen Information Centers will operate at:

Bellevue Community Center  
656 Colice Jeanne Rd. 37221

Coleman Community Center  
384 Thompson Lane 37211

We will have Salvation Army mobile feeding stations available nearby at St. Edwards Church and Bellevue Baptist Church to provide lunch and dinner for individuals and families who need information support. These centers will not be equipped for medical assistance. Citizens who need emergency assistance are urged to call 911.

Metro continues to coordinate volunteers through Hands On Nashville [www.hon.org](http://www.hon.org). We anticipate activating volunteers to support clean up and neighborhood recovery within the week.

Our most urgent need continues to be cash donations. Please contribute to the Metro Disaster Fund at [www.cfmt.org](http://www.cfmt.org)

## Homeland Security Exercise and Evaluation Program (HSEEP)

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### **Metro Schools closed tomorrow and damage report**

Metro Nashville Public Schools has announced that schools will be closed tomorrow, Tuesday, May 4. When schools re-open, students and staff at The Academy at Opry Mills will have temporary operations at the Media Center at McGavock High School.

High school athletic practices are allowed when school is closed; competitions will be held at the discretion of the principal. When school resumes, middle school athletic practices and competitions will also resume.

Almost all Metro Schools have made initial damage reports. The information is positive, with no major damage reported. There are several schools that had minor roof leaks, which are common during significant rainfall. Approximately 50 schools have reported some water or wind damage, mostly minor. Approximately six of those schools have more significant damage; however most damage has been repaired or will be repaired soon. There are two schools known to be without power, Antioch Middle and The Academy@Opry Mills. Several schools are still inaccessible due to flooding or other road conditions.

### **General Sessions, Criminal Court, Traffic Court Cancelled**



All court proceedings in the A.A. Birch Building for Tuesday, May 4th have now been cancelled. This includes all jail dockets, General Sessions, Criminal Court, Traffic Court and any other proceedings scheduled to take place in the A.A. Birch Building. This message supersedes all previous notices issued regarding court on 5/4/10.

There has been no make-up schedule for cases cancelled at this time.

### **Metro Public Health Department Clinics to reopen Tuesday**

The Health Department expects to reopen clinics on Tuesday. Free tetanus shots will be available tomorrow at Lentz, East and Woodbine locations.

### **Public Works Announces guidelines for debris collection**

As thousands of Davidson County residents and businesses begin cleaning up from the weekend's historic flooding, Metro Public Works has issued the following preliminary guidelines for placing debris curbside for collection:

- All items and materials **MUST** be separated into three different piles, and placed at the curb or street side for collection. If the debris is not separated, it will not be collected.
  1. White goods and metals (appliances, etc.)
  2. Construction and demolition debris (carpet, lumber, windows, etc.)
  3. Vegetation (brush, limbs and all other yard waste)
- Items should **NOT** be placed in public alleys. Alleys need to remain clear for emergency crews and trash collection services.

While Public Works is still finalizing a comprehensive plan and schedule for debris collection, residents and businesses should go ahead and place items out for collection.

### **Metro trash and curbside collection update**

Public Works is advising that Metro crews will be running trash and recycling pickup routes in areas where streets are clear of flooding.

Residents whose carts were washed away by flood waters should bag and tie their trash and place at the curb or alley for pickup. Recycling should also be bagged and tied and **CLEARLY** labeled as "RECYCLING."

To request a replacement cart, or if you have other questions about your Metro trash and recycling services, please contact Public Works at 880-1000.

### **Water Conservation**

The public water supply provided by Metro Water Services continues to be safe, but there is some concern that Nashville could experience a water shortage if conservation measures are not taken. Customers are directed to use water for drinking and food preparation only. Customers in higher elevations may experience reduced water pressure. If a customer loses pressure completely or has discolored water, they should contact Metro Water Services at (615) 862-4600. Harpeth Valley Utilities District treatment plant has also been affected by the flood and their customers are asked to conserve water for essential uses as well.

### Road Closure Update

Flooding continues on numerous local streets and roadways, and officials advise residents to stay home and off the roads. If travel is necessary, drivers should avoid roads covered in water and respect all barricades and road closures. A full list and map of road closures in Davidson County are available at [www.nashville.gov](http://www.nashville.gov).

### Emergency Information for Piedmont Gas Customers

The safety of our customers is our top priority. If your home or business has been flooded and you have concerns about your natural gas service or natural gas appliances in use:

- Contact us at 1-800-752-7504.
- Piedmont Natural Gas will log your call and, as floodwaters recede and we are able to safely enter your home or business, we will do so and assess the situation.
- It may be necessary to shut off natural gas service to your home or business initially in order to assess any damage to your appliances or natural gas service.
- Do not try to turn your natural gas service off on your own.
- As a reminder to our customers, if you smell the odor of natural gas (similar to rotten eggs) do not turn on or off appliances or lights, do not use your home phone. Leave the premises immediately and call Piedmont Natural Gas at 1-800-752-7504 from a neighbor's home or your cell phone.
- We appreciate the patience of our customers during this unprecedented event and we will continue to provide updated information as necessary.
- For the latest information about Piedmont Natural Gas' efforts in response to this event, customers may go to Piedmont's website at [www.piedmontng.com](http://www.piedmontng.com) and click on the *Tennessee Customer Update* icon on the homepage.

### MTA Service Suspended Indefinitely

Customers may call the following numbers for bus and train information updates:

MTA Customer Care	862-5950
AccessRide	862-3970
RTA/Music City Star	862-8833

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Severe Flooding May 2010

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AccessRide customers who have booked reservations for Tuesday will need to have their trips rescheduled until buses and vans can resume their regular schedules.

Customers also are asked to check the [nashvillemta.org](http://nashvillemta.org) Web site for updates.

All MTA and RTA bus and train services remain suspended indefinitely due to severe flooding.

The Nashville MTA facilities on Nestor Street also have been flooded. The facilities are located on the banks of the Cumberland River.

As a precautionary measure, MTA personnel relocated their fleet of buses Sunday from the Nestor Street garage to the Nashville Public Schools bus lot near the fairgrounds.

Because of damage to a bridge in downtown Lebanon Sunday and flooding at Riverfront Station, the Music City Star did not operate today. The bridge is located at the intersection of Highway 231 near Short Street. Construction personnel have repaired the bridge, but the continued flooding at Riverfront Station has made the resumption of train service Tuesday uncertain at this point.

The Metropolitan Transit Authority has suspended all bus service indefinitely due to flooding at its headquarters facility on Nestor Street.

### **Statement from the Nashville Convention & Visitors Bureau**

The Nashville Convention & Visitors Bureau is currently in the process of assessing the overall impact of the flooding on the city's hospitality industry. We know that the Gaylord Opryland Resort and Convention Center and the surrounding Music Valley area has sustained flooding damage and those hotels will be closed from several weeks to several months. However, the majority of the city's hospitality industry is intact and will be operating as usual in a few days.

We have posted up-to-date hotel availability and attraction information on our website at [www.visitmusiccity.com/visitors](http://www.visitmusiccity.com/visitors) or you may contact our Visitor Information Centers at 1-800-657-6910 or (615)259-4747 with questions. We are also updating our Facebook [www.facebook.com/nashvillemusiccity](http://www.facebook.com/nashvillemusiccity) and Twitter [www.twitter.com/visitmusiccity](http://www.twitter.com/visitmusiccity) accounts frequently.

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

---

**FOR IMMEDIATE RELEASE**  
May 4, 2010  
9:00 A.M.

**Contact: EOC Media Desk**  
**(615) 862-8540**

**POWER OUT IN A LARGE PORTION OF DOWNTOWN**  
**Disaster Information Centers and Assistance Open Today at Noon**

NASHVILLE, Tenn. – Nashville Electric Service’s East Network substation of the Demonbreun substation are out of service. All businesses in the area from Fifth Avenue to First Avenue and from Demonbreun Street to Commerce Street are without power. Power will be out for the next few days downtown due to water in underground vaults. NES has 54 crews working the current outages, and 3,500 total customers without power.

**Disaster Information Centers and Assistance Open Today at Noon**

Community-based response for social and human services has begun in coordination with the Metro EOC and Nashville Volunteer Organizations Active in Disaster (VOAD). Today at noon Metro will open two Disaster Information Centers to provide general information on utilities, social service assistance, and legal and insurance information. Centers will be staffed by volunteers, Parks Department and other Metro employees. Citizens can drop by for information from 12-8pm.

Bellevue Community Center  
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Coleman Community Center  
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We will have Salvation Army mobile feeding stations available nearby at St. Edwards Church and Bellevue Baptist Church to provide lunch and dinner for individuals and families who need information support. These centers will not be equipped for medical assistance. Citizens who need emergency assistance are urged to call 911. Metro continues to coordinate volunteers through Hands On Nashville [www.hon.org](http://www.hon.org). The most urgent need continues to be cash donations, which can be made to the Metro Disaster Fund at [www.cfmt.org](http://www.cfmt.org)

###

Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



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2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

---

**FOR IMMEDIATE RELEASE**  
May 4, 2010

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR TO HOLD BRIEFING TODAY AT 11 A.M.**  
**Mayor and Department Heads to Provide Rescue and Recovery Updates**

NASHVILLE, Tenn. – Mayor Karl Dean will hold a media briefing today at 11 a.m. CST at the Joint Information Center established at Belmont University. Mayor Dean and other government officials will give an update on the disaster response and recovery efforts.

**WHO:** Mayor Dean and Other Government Officials

**WHAT:** Media Briefing

**WHEN:** 11 a.m. CST  
May 4, 2010

**WHERE:** Joint Information Center in Beaman Student Life Center (Adjacent to the Curb Event Center)  
Belmont University

###

# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



Karl F. Dean  
Mayor

Stephen Halford  
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OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

---

FOR IMMEDIATE RELEASE  
May 4, 2010  
9:00 A.M.

Contact: EOC Media Desk  
(615) 862-8540

### CUMBERLAND RIVER BEGINS TO RECEDE, EXPECTED TO GO BACK BELOW FLOOD LEVEL BEFORE THE END OF THE WEEK

NASHVILLE, Tenn. – The Cumberland River crested between 5 p.m. and 6 p.m. Monday at 51.8 feet, and has receded to 50.48 feet this morning. The water is expected to continue to recede slowly and return back below flood level (40 feet) before the end of the week.

Even as the Corps of Engineers continue to release water from the dam as part of its normal course of operation, the Cumberland River is expected continue to recede and not go back up.

MetroCenter is improving and pumping of water away from levee continues today.

MetroCenter and First Avenue downtown remain evacuated at this time. Second Harvest Food Bank is relocating its food supply from its MetroCenter location to Nashville International Airport, which is being used for storage, staging and distribution efforts.

Coordination meetings related to the evacuated areas continue and updates will be forthcoming. **In the meantime, it is vitally important that citizens stay out of these evacuated areas.**

#### Status of Omohundro Water Plant and Continued Need for Water Conservation

All Metro Water customers continue to receive services, and there are no outages reported at this time. The public water supply provided by Metro Water continues to be safe, but there is some concern that Nashville could experience a water shortage if conservation measures are not taken. Customers are directed to use water for drinking and food preparation only.

The Omohundro Water Treatment Plant continues to operate at normal capacity. The sandbagging operation is maintaining flood protection. However, with the K.R. Harrington Water Treatment Plant out of operation, it is imperative that citizens conserve water. Lack of conservation efforts has resulted in a 15 percent loss of reserves.

Customers in higher elevations may experience reduced water pressure. If a customer loses pressure completely or has discolored water, they should contact Metro Water Services at (615) 862-4600. Harpeth Valley Utilities District treatment plant has also been affected by the flood and their customers are asked to conserve water for essential uses as well.

### **Nashville Electric Service**

All circuits coming out of the East Network substation of the Demonbreun substation are out of service. All businesses in the area from Fifth Avenue to First Avenue and from Demonbreun Street to Commerce Street are without power. Power will be out for the next few days downtown due to water in underground vaults. NES has 54 crews working the current outages, and 3,500 total customers without power.

### **Bottled Water Distribution**

Metro Southeast is being used as a staging area for distribution of donated bottled water to area mobile feeding stations at St. Edwards Church and Bellevue Baptist Church. Wal-Mart, Sam's Club, Purity Dairies, and Kroger have donated bottled water.

### **No additional fatalities reported at this time**

The Mayor's Office of Emergency Management has confirmed a total of ten fatalities in Davidson County that are thought to be flood related.

### **Red Cross Shelters Remain Open**

All Red Cross shelters remain open as the operation moves from response to recovery. Damage assessments are being conducted by interdepartmental teams that will provide information to enable long term planning.

### **Juvenile Court Cancelled**

All proceedings at Juvenile Court are cancelled for Wednesday, May 5.

### **Road Closure Update**

No new updates. Public Works is working mudslides and debris and gravel removal.

### **Disaster Information Centers and Assistance Open Today at Noon**

Community-based response for social and human services has begun in coordination with the Metro EOC and Nashville Volunteer Organizations Active in Disaster (VOAD). Today at noon Metro will open two Disaster Information Centers to provide general information on utilities, social service assistance, and legal and insurance information. Centers will be staffed by volunteers, Parks Department and other Metro employees. Citizens can drop by for information from 12-8pm.

Bellevue Community Center  
656 Colice Jeanne Rd. 37221

Coleman Community Center

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Severe Flooding May 2010

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384 Thompson Lane 37211

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2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

---

**FOR IMMEDIATE RELEASE**  
May 4, 2010  
11:30 am

**Contact: EOC Media Desk**  
**(615) 862-8540**

## **RECOVERY EFFORTS EXPAND AS CUMBERLAND RIVER BEGINS TO RECEDE**

NASHVILLE, Tenn. – Mayor Dean outlined the expansion of recovery efforts as the Cumberland River begins to recede. The Cumberland River crested between 5 p.m. and 6 p.m. Monday, May 3. The water is expected to continue to recede slowly and return back below flood level (40 feet) before the end of the week. The Army Corps of Engineers continues to release water from the dam as part of its normal course of operation.

MetroCenter is improving and pumping of water away from levee continues today. MetroCenter and First Avenue downtown remain evacuated at this time. Second Harvest Food Bank is relocating its food supply from its MetroCenter location to Nashville International Airport, which is being used for storage, staging and distribution efforts.

Coordination meetings related to the evacuated areas continue and updates will be forthcoming. In the meantime, it is vitally important that citizens stay out of these evacuated areas.

### **Hands On Nashville Volunteer Efforts**

Nashvillians have and will continue to make remarkable contributions as flood volunteers. In the last 48 hours, more than 7,000 volunteers have registered with Hands On Nashville. Today they will begin staffing Disaster Information Centers and distributing Second Harvest's Emergency Food Boxes in critical areas, like Antioch, East Nashville, and Opryland/Donelson. As clean-up and recovery continues, the use of volunteers will increase dramatically. If you are interested in serving as a flood volunteer, please register at [www.hon.org](http://www.hon.org)<<http://www.hon.org>>.

### **Donations**

Very specific donation requests include large quantities of the following: diapers, formula, cleaning supplies and rubber gloves, wet vacs, brooms, mops, and generators. If citizens have large quantities, they should contact the Community Foundation.

### **FEMA Update**

As citizens start cleanup efforts, it is important to document everything and keep receipts. As soon as FEMA assistance is available, the public will be provided with information about how they can apply for assistance. FEMA will have 800 numbers and Web sites.

#### **Shelter Update**

The shelter in Bellevue located at 655 Colice-Jeanne Road is full and has closed. All other shelters remain open. Bellevue citizens are encouraged to seek shelter at Gordon Jewish Community Center located at 801 Percy Warner Blvd.

#### **Citizens Encouraged to Check on Neighbors**

Dr. Paul encourages congregations and neighbors to check on elderly residents in their homes and report those to Metro Health. Elderly neighbors who have been sheltering may need medical assistance or other services. If citizens find a senior with medical emergency they should call 911 and other assistance needs should be directed to 211.

#### **Nashville Electric Service**

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#### **Consumer Advisory**

Citizens should be aware of contractors and others who may claim to be associated with local, state or federal agencies. One reported case involves people claiming to be Metro Codes inspectors. Note that all Metro Codes inspectors travel in Metro vehicles. If they are on foot, Metro Codes inspectors will have Metro IDs as proof of their association with Metro. Citizens are cautioned to only work with licensed contractors and to seek multiple bids before having repairs done. To report suspected consumer fraud, file a report with the Tennessee Consumer Affairs Division at <http://tn.gov/consumer/index.shtml>.

#### **Status of Omohundro Water Plant and Continued Need for Water Conservation**

All Metro Water customers continue to receive services, and there are no outages reported at this time. The public water supply provided by Metro Water continues to be safe, but there is some concern that Nashville could experience a water shortage if conservation measures are not taken. Customers are directed to use water for drinking and food preparation only.

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Bellevue Community Center

656 Colice Jeanne Rd. 37221

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Severe Flooding May 2010

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Coleman Community Center

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# Homeland Security Exercise and Evaluation Program (HSEEP)

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Severe Flooding May 2010

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



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2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

FOR IMMEDIATE RELEASE  
May 3, 2010  
7:00 P.M.

Contact: EOC Media Desk  
(615) 862-8540

### NATIONAL WEATHER SERVICE REVISES PROJECTED CUMBERLAND RIVER CREST LEVEL TO 52.5 FEET

NASHVILLE, Tenn. – The Cumberland River, already above flood level, is projected to crest at 52.5 feet at approximately 8 p.m. Monday, according to revised predictions from the National Weather Service. This is updated from a projection made earlier today that the river would crest at 51.5 feet at noon

Projections have been complicated because the flood event was so widespread, affecting areas both up and downstream of the Cumberland River in Nashville. As tributaries, including the Harpeth River, of the Cumberland continue to drain their floodwaters, it has impacted the ability of the Cumberland's water level to decrease within Davidson County.

As a precautionary measure, the Mayor's Office of Emergency Management has deployed resources to begin sandbagging and other flood mitigation measures at the Omohundro Water Treatment Plant. In addition, the State of Tennessee is assisting with sandbagging efforts at the MetroCenter levee.

OEM is working closely with the Army Corps of Engineers and National Weather Service officials to monitor the rise in water level and to mitigate potential impacts from additional flooding in Davidson County.

MetroCenter and First Avenue downtown remain evacuated at this time. However, as a precautionary measure, OEM and Metro Police are working with Second Harvest Food Bank to relocate their food supply from their location in MetroCenter. **It is vitally important that citizens stay out of these evacuated areas.**

**The Mayor's Office of Emergency Management has confirmed a total of ten fatalities in Davidson County that are thought to be flood related.**

The body of an elderly man was recovered late this afternoon in a wooded area behind Kroger on Harding Road. His 65-year-old wife was recovered several hundred yards away. The couple was reportedly driving to church Sunday morning when their car was swept away by flood waters on Harding Road.

West Precinct detectives are on the scenes of two additional suspected flood-related deaths. An unidentified man's body was recovered from standing water in the Indian Hills area of Bellevue. An elderly woman's body was recovered from her River Plantation home.

The body of Robert Woods, 74, was recovered Monday morning near his W. Hamilton Avenue home. He was reportedly in his yard yesterday when he was swept away by flood waters.

The body of Joshua Lanotroop, 21, of Valley Way, was recovered Sunday near Bell Road and Blue Hole Road. He was swept away by flood waters in the area Saturday.

Andrew J. England, 78, and Martha England, 80, were found deceased Sunday evening inside their 908 Delray Drive home. They are believed to be the victims of a flash flood.

Two bodies were recovered Sunday from a vehicle found upside down in standing water on Sawyer Brown Road. Joseph Formosa, 88, and Bessie Formosa, 78, of Sawyer Brown Road attempted to drive across the flooded roadway when their vehicle was swept away.

### **Disaster Information Centers and Assistance**

Community based response for social and human services has begun in coordination with the Metro EOC and Nashville Volunteer Organizations Active in Disaster (VOAD).

Metro will open two Disaster Information Centers to provide general information on utilities, social service assistance, and legal and insurance information. Centers will be staffed by volunteers, Parks Department and other Metro employees. Citizens can drop by for information from 12-8pm.

Citizen Information Centers will operate at:

Bellevue Community Center  
656 Colice Jeanne Rd. 37221

Coleman Community Center  
384 Thompson Lane 37211

We will have Salvation Army mobile feeding stations available nearby at St. Edwards Church and Bellevue Baptist Church to provide lunch and dinner for individuals and families who need information support. These centers will not be equipped for medical assistance. Citizens who need emergency assistance are urged to call 911.

Metro continues to coordinate volunteers through Hands On Nashville [www.hon.org](http://www.hon.org). We anticipate activating volunteers to support clean up and neighborhood recovery within the week.

Our most urgent need continues to be cash donations. Please contribute to the Metro Disaster Fund at [www.cfmt.org](http://www.cfmt.org)

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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Our most urgent need continues to be cash donations. Please contribute to the Metro Disaster Fund at [www.cfmt.org](http://www.cfmt.org)<<http://www.cfmt.org>>

### **Metro Schools closed tomorrow and damage report**

Metro Nashville Public Schools has announced that schools will be closed tomorrow, Tuesday, May 4. When schools re-open, students and staff at The Academy at Opry Mills will have temporary operations at the Media Center at McGavock High School.

High school athletic practices are allowed when school is closed; competitions will be held at the discretion of the principal. When school resumes, middle school athletic practices and competitions will also resume.

Almost all Metro Schools have made initial damage reports. The information is positive, with no major damage reported. There are several schools that had minor roof leaks, which are common during significant rainfall. Approximately 50 schools have reported some water or wind damage, mostly minor. Approximately six of those schools have more significant damage; however most damage has been repaired or will be repaired soon. There are two schools known to be without power, Antioch Middle and The Academy@Opry Mills. Several schools are still inaccessible due to flooding or other road conditions.

### **General Sessions, Criminal Court, Traffic Court Cancelled**

All court proceedings in the A.A. Birch Building for Tuesday, May 4th have now been cancelled. This includes all jail dockets, General Sessions, Criminal Court, Traffic Court and any other proceedings scheduled to take place in the A.A. Birch Building. This message supersedes all previous notices issued regarding court on 5/4/10.

There has been no make-up schedule for cases cancelled at this time.

### **Metro Public Health Department Clinics to reopen Tuesday**

The Health Department expects to reopen clinics on Tuesday. Free tetanus shots will be available tomorrow at Lentz, East and Woodbine locations.

### **Public Works Announces guidelines for debris collection**

As thousands of Davidson County residents and businesses begin cleaning up from the weekend's historic flooding, Metro Public Works has issued the following preliminary guidelines for placing debris curbside for collection:

- All items and materials **MUST** be separated into three different piles, and placed at the curb or streetside for collection. If the debris is not separated, it will not be collected.
  1. White goods and metals (appliances, etc.)
  2. Construction and demolition debris (carpet, lumber, windows, etc.)
  3. Vegetation (brush, limbs and all other yard waste)
- Items should **NOT** be placed in public alleys. Alleys need to remain clear for emergency crews and trash collection services.

While Public Works is still finalizing a comprehensive plan and schedule for debris collection, residents and businesses should go ahead and place items out for collection.

### **Metro trash and curbside collection update**

Public Works is advising that Metro crews will be running trash and recycling pickup routes in areas where streets are clear of flooding.

Residents whose carts were washed away by flood waters should bag and tie their trash and place at the curb or alley for pickup. Recycling should also be bagged and tied and **CLEARLY** labeled as "RECYCLING."

To request a replacement cart, or if you have other questions about your Metro trash and recycling services, please contact Public Works at 880-1000.

### **Water Conservation**



The public water supply provided by Metro Water Services continues to be safe, but there is some concern that Nashville could experience a water shortage if conservation measures are not taken. Customers are directed to use water for drinking and food preparation only. Customers in higher elevations may experience reduced water pressure. If a customer loses pressure completely or has discolored water, they should contact Metro Water Services at (615) 862-4600. Harpeth Valley Utilities District treatment plant has also been affected by the flood and their customers are asked to conserve water for essential uses as well.

### Road Closure Update

Flooding continues on numerous local streets and roadways, and officials advise residents to stay home and off the roads. If travel is necessary, drivers should avoid roads covered in water and respect all barricades and road closures. A full list and map of road closures in Davidson County are available at [www.nashville.gov](http://www.nashville.gov).

### Emergency Information for Piedmont Gas Customers

The safety of our customers is our top priority. If your home or business has been flooded and you have concerns about your natural gas service or natural gas appliances in use:

- Contact us at 1-800-752-7504.
- Piedmont Natural Gas will log your call and, as floodwaters recede and we are able to safely enter your home or business, we will do so and assess the situation.
- It may be necessary to shut off natural gas service to your home or business initially in order to assess any damage to your appliances or natural gas service.
- Do not try to turn your natural gas service off on your own.
- As a reminder to our customers, if you smell the odor of natural gas (similar to rotten eggs) do not turn on or off appliances or lights, do not use your home phone. Leave the premises immediately and call Piedmont Natural Gas at 1-800-752-7504 from a neighbor's home or your cell phone.
- We appreciate the patience of our customers during this unprecedented event and we will continue to provide updated information as necessary.
- For the latest information about Piedmont Natural Gas' efforts in response to this event, customers may go to Piedmont's website at [www.piedmontng.com](http://www.piedmontng.com) and click on the *Tennessee Customer Update* icon on the homepage.

### MTA Service Suspended Indefinitely

Customers may call the following numbers for bus and train information updates:

MTA Customer Care	862-5950
AccessRide	862-3970
RTA/Music City Star	862-8833

AccessRide customers who have booked reservations for Tuesday will need to have their trips rescheduled until buses and vans can resume their regular schedules.

Customers also are asked to check the [nashvillemta.org](http://nashvillemta.org) Web site for updates.

All MTA and RTA bus and train services remain suspended indefinitely due to severe flooding.

The Nashville MTA facilities on Nestor Street also have been flooded. The facilities are located on the banks of the Cumberland River.

As a precautionary measure, MTA personnel relocated their fleet of buses Sunday from the Nestor Street garage to the Nashville Public Schools bus lot near the fairgrounds.

Because of damage to a bridge in downtown Lebanon Sunday and flooding at Riverfront Station, the Music City Star did not operate today. The bridge is located at the intersection of Highway 231 near Short Street. Construction personnel have repaired the bridge, but the continued flooding at Riverfront Station has made the resumption of train service Tuesday uncertain at this point.

The Metropolitan Transit Authority has suspended all bus service indefinitely due to flooding at its headquarters facility on Nestor Street.

#### **Statement from the Nashville Convention & Visitors Bureau**

The Nashville Convention & Visitors Bureau is currently in the process of assessing the overall impact of the flooding on the city's hospitality industry. We know that the Gaylord Opryland Resort and Convention Center and the surrounding Music Valley area has sustained flooding damage and those hotels will be closed from several weeks to several months. However, the majority of the city's hospitality industry is intact and will be operating as usual in a few days.

We have posted up-to-date hotel availability and attraction information on our website at [www.visitmusiccity.com/visitors](http://www.visitmusiccity.com/visitors) or you may contact our Visitor Information Centers at 1-800-657-6910 or (615)259-4747 with questions. We are also updating our Facebook [www.facebook.com/nashvillemusiccity](http://www.facebook.com/nashvillemusiccity) and Twitter [www.twitter.com/visitmusiccity](http://www.twitter.com/visitmusiccity) accounts frequently.

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 4, 2010  
6:00 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

**PRESIDENT OBAMA APPROVES FEDERAL DISASTER RELIEF FUNDS**

*State issues water conservation order as flood levels continue to recede*

NASHVILLE, Tenn. – Davidson County is one of four counties in Tennessee that will be receiving federal disaster relief funds to aid in rebuilding efforts from the areas worst-ever flood, Mayor Karl Dean announced today.

Tennessee Senators Lamar Alexander and Bob Corker joined Mayor Dean in Nashville for the announcement.

Governor Phil Bredesen asked President Obama Monday to declare 52 counties federal disaster areas following the severe storms, tornadoes and flooding that struck the state beginning Friday, April 30. Today's action makes federal funding available to individuals in Cheatham, Davidson, Hickman and Williamson Counties while declarations for additional Tennessee counties are expected in coming days.

Residents and business owners who sustained losses in the four designated counties can begin applying for assistance immediately by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362).

**Cumberland River Water Level Slowly Dropping**

According to the National Weather Service, at 10:30 a.m. the Cumberland River was 50.1 feet, and levels in Nashville are dropping slowly. Flows will remain high as the U.S. Army Corps of Engineers continues to release water from Old Hickory and Percy Priest Dam to protect the integrity of the dams. However, these releases are not expected to lead to additional rises on the river. The goal is to get the river below flood stage of 40 feet (or 100,000 cubic feet per second) over the next couple of days.

The NWS and the Corps have been coordinating closely to provide the best possible forecasts and will continue to do so. The current forecast is for dry conditions until late Friday when some light rainfall amounts are possible.

**Critical Update on Metro Water Services and Water Conservation Measures**

The sandbagging operation yesterday was successful and the Omohundro Water Treatment Plant is in full operation. As the K.R. Harrington Water Treatment Plant is out of operation, it is imperative that citizens conserve water. Lack of conservation efforts has resulted in a 63 percent loss of reserves.

As of this morning, Metro Water officials have not seen the reduction in usage needed to ensure the public water supply remains sufficient. All lawn irrigation and non-essential usage such as car washing needs to cease. Metro Water Services customers are asked to do their part to conserve water by reducing their water use by half. Some simple ways to conserve are to:

- put off washing clothes and dishes,
- turn off the tap while brushing teeth and washing hands,
- put off watering plants,
- turn off automatic sprinklers and water that leads to dripping faucets, etc.

There are rumors that Metro Water Services has already or plans to cut off water service to its customers. **THIS IS NOT TRUE.** Citizens should not be filling bathtubs, buckets and other containers. This reaction is placing a significant strain on our water supply. We ask all citizens and businesses to stop using water for uses other than drinking, cooking, hand washing, and other critical uses.

**LAWN WATERING, WATERING OF PLANTS, CAR WASHING, CLEANING SIDEWALKS AND PARKING LOTS, AND SIMILAR USES ARE NOT ESSENTIAL AND NEED TO STOP UNTIL THE WATER SHORTAGES ARE RESOLVED.**

MWS is continuing to survey the distribution system 24 hours a day for potential leaks or breaks. We ask residents to report suspected main breaks to (615) 862-4600.

### **State of Tennessee Issues Mandatory Water Conservation Order**

To support water conservation efforts that Metro Water Services has announced to the public, the Tennessee Department of Environment and Conservation earlier today issued a mandatory water conservation order. TDEC Commissioner James Fyke advised that water consumers “should follow the direction of the water utilities as they work to preserve water supplies.” It is the first time TDEC has used emergency authority to this scale for water conservation measures.

### **Limited Bus Service Resumes on Thursday with Free Fares on Most Routes**

Metropolitan Transit Authority and Regional Transportation Authority plan to resume bus services on Thursday with a Sunday/Holiday schedule. Routes and frequencies will be increased in subsequent days as maintenance and support facilities are established and equipped. During this transition period fares will be free on all Nashville MTA buses.

Also, customers eligible for MTA's AccessRide van services may begin rescheduling or booking new reservations for medical trips such as dialysis for emergency trips only. The fare also will be free.

Most of the regional bus services from outlying areas will resume on Thursday as well. The routes operated by Gray Line that include service from Franklin, Brentwood, Thompson's Station, Spring Hill, Gallatin and Hendersonville will be operating. However, this service will not be free. Fares will be collected as usual.

The RTA's Music City Star train will not resume service on Thursday. Officials are waiting on floodwaters to recede at the Riverfront Station and want to make a full assessment of the track and station.

MTA Customer Call Center employees are available to handle inquiries at (615) 862-5950. AccessRide customers may call 880-3970, while RTA customers should call 862-8833.

### **Metro Schools Update**

Metro Nashville Public Schools will again be closed Wednesday, May 5. School buildings are in good condition; however road closures and flooding are a concern for providing school bus transportation. Also of concern is the number of families and employees who have been personally impacted by flooded homes. School officials will continue to monitor conditions daily.

Families of MNPS students who have extensive home damage due to the flood, and who are temporarily or permanently residing elsewhere, should contact the HERO Office at 259-8729 for information and/or assistance with school needs. Children of these families are allowed to remain in their current school regardless of where they now reside. The HERO Office can assist families now. Schools can assist families once school re-opens.

### **Nashville Electric Service Update**

Crews continue working on outages, and total number of customers without power has risen slightly to 4,000 as people begin returning to their homes. All circuits coming out of the East Network substation of the Demonbreun substation are out of service. All businesses in the area from Fifth Avenue to First Avenue and from Demonbreun Street to Commerce Street are without power. Power will be out for the next few days downtown due to water in underground vaults.

### **Flood-related fatalities reduced to nine, additional victims identified**

The man found Tuesday evening on Dunaway Drive is now thought to have died from natural causes, reducing the number of fatalities in Davidson County believed to be flood related to nine.

The elderly couple whose bodies were recovered Tuesday in wooded areas on Harding Road are identified as Billy F. Rutledge, 70, and his wife, Mary Rutledge, 65, of Graybar Lane. They were reportedly driving to church Sunday morning when their car was swept away by flood waters.

The elderly woman discovered deceased Monday evening inside her River Plantation home is identified as Mary Jane McCormack, 86. Her Sawyer Brown Road residence appeared to have been greatly impacted by flood waters.

The other flood-related fatalities were previously identified as: Robert Woods, 74, W. Hamilton Avenue; Joshua Lanotroop, 21, of Valley Way; Andrew J. England, 78, and Martha England, 80, 908 Delray Drive; and Joseph Formosa, 88, and Bessie Formosa, 78, of Sawyer Brown Road.

### **Pet Care Tips from Metro Animal Care and Control**

The impact of historic flooding is very stressful for all of us, including our pets. Metro Animal Care and Control wants pet owners impacted by flooding to keep the following tips in mind:

- Don't allow your pets to roam loose. Familiar landmarks and smells might be gone, and your pet will probably be disoriented. Pets can easily get lost in such situations.
- For a few days, keep dogs on leashes and keep cats in carriers.
- Be patient with your pets after a disaster. Try to get them back into their normal routines as soon as possible, and be ready for behavioral problems that may result from the stress of the situation. If behavioral problems persist, or if your pet seems to be having any health problems, talk to your veterinarian.
- If you have lost your pet during the recent storms contact Metro Animal Care and Control at 862-7928. Be ready to provide your pet's rabies tag number or other identification, along with an accurate description of the animal. You will need to visit the facility at 5125 Harding Place. You should also contact Nashville Humane Association at 352-1010.
- If you take in a lost pet and cannot find its owner then contact Metro Animal Care and Control or the Nashville Humane Association.

Although the Metro Animal Care and Control facility is at full capacity they have been able to provide temporary shelter for 42 companion animals impacted by flooding.

### **Donations Update**

Cash and monetary gifts are still preferred; however, specific item donation requests include large quantities of the following: diapers, formula, cleaning supplies and rubber gloves, wet vacs, brooms, mops, and generators. If citizens have large quantities, they should contact the Community Foundation by calling 1-888-540-5200, or via their [www.cfmt.org](http://www.cfmt.org). Citizens with small quantities or single items to donate should call 2-1-1.

### **Additional Disaster Information Centers Now Open**

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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Community-based response for social and human services has begun in coordination with the Metro EOC and Nashville Volunteer Organizations Active in Disaster (VOAD). The Centers will provide general information on utilities, social service assistance, and legal and insurance information. Centers will be staffed by volunteers, Parks Department and other Metro employees. Hours are 10 a.m. to 6 p.m.

Bellevue Community Center  
656 Colice Jeanne Rd. 37221

East Community Center  
700 Woodland Street, 37206

Hermitage Community Center  
3720 James Kay Lane, 37076

Hadley Community Center  
1037 28th Avenue North, 37208

Coleman Community Center  
384 Thompson Lane 37211

We will have Salvation Army mobile feeding stations available nearby at St. Edwards Church and Bellevue Baptist Church to provide lunch and dinner for individuals and families who need information support. These centers will not be equipped for medical assistance. Citizens who need emergency assistance are urged to call 911. Metro continues to coordinate volunteers through Hands On Nashville [www.hon.org](http://www.hon.org). The most urgent need continues to be cash donations, which can be made to the Metro Disaster Fund at [www.cfmt.org](http://www.cfmt.org).

### Consumer Advisory

Citizens should be aware of contractors and others who may claim to be associated with local, state or federal agencies. One reported case involves people claiming to be Metro Codes inspectors. Note that all Metro Codes inspectors travel in Metro vehicles. If they are on foot, Metro Codes inspectors will have Metro IDs as proof of their association with Metro. Citizens are cautioned to only work with licensed contractors and to seek multiple bids before having repairs done. To report suspected consumer fraud, file a report with the Tennessee Consumer Affairs Division at <http://tn.gov/consumer/index.shtml>.

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# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**

May 5, 2010  
8:30 am

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **MEDIA EVENTS FOR MAY 5, 2010**

*Emergency Management Briefing at 11 a.m. and Mayor Dean Media Availability at 1 p.m.*

NASHVILLE, Tenn. – The Mayor’s Office of Emergency Management (OEM) will hold a briefing this morning at 11 a.m. at Belmont University, and Mayor Karl Dean will do a media availability at 1 p.m. at Hadley Park Community Center.

#### **OEM BRIEFING AT 11 A.M. AT BELMONT**

The Mayor’s Office of Emergency Management will hold a media briefing today at 11 a.m. CST at the Joint Information Center established at Belmont University. Representatives from FEMA, NES, Fire, Metro Water, and Metro Public Works will provide updates on the ongoing recovery efforts.

**WHO:** Representatives from FEMA, NES, Fire, Metro Water and Metro Public Works

**WHAT:** Media Briefing

**WHEN:** 11 a.m. CST  
May 5, 2010

**WHERE:** Joint Information Center in Curb Event Center  
Belmont University

#### **MAYOR DEAN MEDIA AVAILABILITY AT 1 P.M. AT HADLEY PARK COMMUNITY CENTER**

Mayor Dean will be available to media at 1 p.m. at Hadley Park Community Center to do a tour of North Nashville. A disaster assistance center has been established at Hadley Park Center.

**WHO:** Mayor Dean, Chief Charles Shannon, Chief Ronal Serpas, Councilman Jerry Maynard, Councilman Lonnell Matthews, and Councilman Walter Hunt

**WHAT:** Media Availability

**WHEN:** 1 p.m. CST  
May 5, 2010

**WHERE:** Hadley Park Community Center  
2901 John A. Merritt Blvd.

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# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 5, 2010  
11:00 a.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **URBAN SEARCH AND RESCUE TEAMS TO SEARCH IMPACTED NEIGHBORHOODS TODAY**

*Limited access to Metro Center for property and business owners from noon to 4 p.m. today*

NASHVILLE, Tenn. – More than 100 Metro firefighters and police officers will be on foot going door to door in flood ravaged neighborhoods today to check on the welfare of residents and provide offers of assistance. The Urban Search and Rescue (USAR) teams will visit neighborhoods in Bordeaux, Bellevue, the Neelys Bend area, Pennington Bend area, and Antioch. This effort will be led by emergency services personnel specially trained in Urban Search and Rescue procedures. They will be joined by additional firefighters, police officers and 33 police officer trainees. Once homes have been visited, yellow fire tape will be affixed to the front porches. The teams will not be making forced entry unless circumstances demonstrate a necessity to do so.

#### **METRO CENTER UPDATE: Limited access between noon & 4 P.M. today**

Properly credentialed owners and managers of businesses in Metro Center will be permitted to pass beyond police roadblocks, at their own risk, to make brief visits to their buildings between the hours of noon and 4 p.m. today. Due to standing water in several parts of Metro Center, passage will be granted only to persons in SUVs or trucks. No cars will be permitted to pass the roadblocks. Entry will be granted at the following intersections: 1) Rosa L. Parks Boulevard at Athens Way; 2) Freeland Station Road at Mainstream Drive; and 3) Rosa L. Parks Boulevard at Vantage Way. Metro Water Services continues to monitor the levees separating Metro Center from the Cumberland River.

#### **FEMA**

President Obama announced Tuesday afternoon that four counties in Tennessee, including Davidson County, will be receiving federal disaster relief funds to aid in rebuilding efforts from the areas worst-ever flood.

Tennessee Senators Lamar Alexander and Bob Corker joined Mayor Dean in Nashville for the announcement.

Governor Phil Bredesen asked President Obama Monday to declare 52 counties federal disaster areas following the severe storms, tornadoes and flooding that struck the state beginning Friday,

April 30. Tuesday's action by the President will make federal funding available to individuals in Cheatham, Davidson, Hickman and Williamson Counties while declarations for additional Tennessee counties are expected in coming days.

Residents and business owners who sustained losses in the four designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362).

### **Bottled Water Distribution Centers**

Bottled water will be distributed at the following locations from 3 p.m. to 9 p.m. today:

Nashville Fairgrounds at 500 Wedgewood Avenue  
Antioch Middle School at 5050 Blue Hole Road  
Bellevue Middle School at 655 Colice Jeanne Road  
Pearl Cohn High School at 904 26<sup>th</sup> Avenue North  
Bailey Middle School 2000 Greenwood Avenue

\*THERE WILL BE A LIMIT OF 1 CASE PER VEHICLE

### **Volunteer Reception Centers**

Nashville volunteers working in teams of 100 will work four-hour shifts throughout the Nashville area. Their efforts include making door-to-door wellness checks, distributing public health and other relief and recovery information, and helping to clean up impacted areas. Persons interested in volunteering should register with Hands on Nashville via [www.HON.org](http://www.HON.org). Once registered, volunteers will be contacted with information regarding which of the 6 reception centers they should report to.

### **SAFETY PRECAUTIONS FOR RESIDENTS RETURNING TO FLOODED HOMES Health Department Inspectors Visit Impacted Areas Provide Guidance to Homeowners**

Flood waters are receding and thousands of Davidson County residents are returning home. Homeowners should be aware of the possibility their home may be contaminated with mold and their food is likely contaminated. Health Department general sanitation inspectors are visiting impacted areas to offer guidance to reduce the dangers associated with flooded homes. These include the following:

#### **Re-entering your home after flood waters recede:**

If a flooded house has been closed for several days, enter briefly to open doors and windows to air out for at least 30 minutes before you stay for any length of time.

- Wear a mask, gloves and boots if available as an added layer of protection.

**Mold:**

- Wet items such as furniture and rugs should be taken outside to dry out.
- A home that's been flooded is likely contaminated with mold. Use fans and dehumidifiers to remove excess moisture. Fans should be placed at a window or door to blow the air outwards rather than inwards, so not to spread the mold.

**Food Safety:**

- Do not eat food that may have come into contact with flood water. Throw away perishable foods (including meat, poultry, fish, eggs and leftovers) that have been above 40°F for 2 hours or more.
- Wash all food contact surfaces, including countertops and refrigerators, with soap water and then sanitize using one tablespoon of bleach per one gallon of water.
- Wash metal pans, ceramic dishes, and utensils (including can openers) with soap detergent and hot water.

The impact of historic flooding has been very stressful for all of us, including our pets. Metro Animal Care and Control wants pet owners in flooded areas to consider the following guidance.

- Don't allow your pets to roam loose. Familiar landmarks and smells might be gone, and your pet will probably be disoriented. Pets can easily get lost in such situations.
- For a few days, keep dogs on leashes and keep cats in carriers.
- If you have lost your pet during the recent storms contact Metro Animal Care and Control at 862-7928. Be ready to provide your pet's rabies tag number or other identification, along with an accurate description of the animal. You will need to visit the facility at 5125 Harding Place. You should also contact Nashville Humane Association at 352-1010.
- If you take in a lost pet and cannot find its owner then contact Metro Animal Care and Control or the Nashville Humane Association.

There is a sad possibility of finding dead animals as flood waters recede. If you find a dead animal on your property contact Metro Animal Care and Control for removal.

Metro Animal Care and Control officials have provided temporary shelter for 42 companion animals impacted by flooding even though the facility is operating at full capacity.

More information about re-entering flooded homes safely, addressing mold, food safety, and animal care guidance can be found at the Metro Public Health Department's website

[www.health.nashville.gov](http://www.health.nashville.gov) .

**Police Officers Remaining Vigilant in Flood Impacted Neighborhoods**

Metro police officers continue to provide enhanced security to flood damaged neighborhoods.

Persons observed removing belongings may be approached by officers to ensure that the property

being removed belongs to them. Residents who see an influx of strangers in their neighborhoods or who have safety/security concerns are urged to contact police at 862-8600.

### **State of Tennessee Issues Mandatory Water Conservation Order**

To support water conservation efforts that Metro Water Services has announced to the public, the Tennessee Department of Environment and Conservation issued a mandatory water conservation order. TDEC Commissioner James Fyke advised that water consumers “should follow the direction of the water utilities as they work to preserve water supplies.” It is the first time TDEC has used emergency authority to this scale for water conservation measures.

### **Irrigation at Two Rivers Golf Course**

The Two Rivers golf course is continuing irrigation in certain areas of their 3 courses, where special types of grass may be affected by the current 80+ degree weather. The water used in these efforts is only water from private ponds located on site at the courses, not Metro water. Parks personnel maintain that they will only irrigate from private ponds. Officials at Water Services have been notified in anticipation of public response.

### **Cumberland River Water Level Slowly Dropping**

As of 7 a.m. this morning, the Cumberland River was at 48.2 feet. Flows will remain high as the U.S. Army Corps of Engineers continues to release water from Old Hickory and Percy Priest Dam to protect the integrity of the dams. However, these releases are not expected to lead to additional rises on the river. The goal is to get the river below flood stage of 40 feet (or 100,000 cubic feet per second) over the next couple of days.

The NWS and the Corps have been coordinating closely to provide the best possible forecasts and will continue to do so. The current forecast is for dry conditions until late Friday when some light rainfall amounts are possible.

### **Critical Update on Metro Water Services and Water Conservation Measures**

The sandbagging operation was successful and the Omohundro Water Treatment Plant is in full operation. The K.R. Harrington Water Treatment Plant remains out of operation, but Metro Water personnel are currently working to de-water and assess the plant for damage. It is still imperative that citizens conserve water. While capacity recovery in the past 12 hrs has been greater than in the past 2 days our water reserves are currently at 51%.

Metro Water Services customers are asked to do their part to conserve by reducing their water use by half. Some simple ways to conserve are:

- put off washing clothes and dishes,
- turn off the tap while brushing teeth and washing hands,
- put off watering plants,

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- turn off automatic sprinklers and water that leads to dripping faucets and limit toilet flushing

There are rumors that Metro Water Services has already or plans to cut off water service to its customers. **THIS IS NOT TRUE.** Citizens should not be filling bathtubs, buckets and other containers. This reaction is placing a significant strain on our water supply. We ask all citizens and businesses to stop using water for uses other than drinking, cooking, hand washing, and other critical uses.

**LAWN WATERING, WATERING OF PLANTS, CAR WASHING, CLEANING SIDEWALKS AND PARKING LOTS, AND SIMILAR USES ARE NOT ESSENTIAL AND NEED TO STOP UNTIL THE WATER SHORTAGES ARE RESOLVED.**

MWS is continuing to survey the distribution system 24 hours a day for potential leaks or breaks. We ask residents to report suspected main breaks to (615) 862-4600.

### **Nashville Electric Service Update**

Crews continue working on outages, and total number of customers without power has dropped to 3,500. No main circuits (distribution and transmission lines) have been affected. Metro Center has re-gained power; access to this area will continue to be controlled by police. Crews are currently working on James Robertson Pkwy with plans to begin work on Demonbreun as the Cumberland River continues to recede. NES is beginning to transition to the assessment stage, by assigning assessment teams to begin work in the field. As this occurs, citizens should keep remain aware that NES personnel will always have Metro Identification, and will typically travel in marked vehicles.

### **Disaster Information Centers**

Community-based response for social and human services has begun in coordination with the Metro EOC and Nashville Volunteer Organizations Active in Disaster (VOAD). The Centers will provide general information on utilities, social service assistance, and legal and insurance information. Centers will be staffed by volunteers, Parks Department and other Metro employees. Hours are 10 a.m. to 6 p.m.

Bellevue Community Center  
656 Colice Jeanne Rd. 37221

East Community Center  
700 Woodland Street, 37206

Hermitage Community Center  
3720 James Kay Lane, 37076

Hadley Community Center  
1037 28th Avenue North, 37208

Coleman Community Center

384 Thompson Lane 37211

We will have Salvation Army mobile feeding stations available nearby at St. Edwards Church and Bellevue Baptist Church to provide lunch and dinner for individuals and families who need information support. These centers will not be equipped for medical assistance. Citizens who need emergency assistance are urged to call 911. Metro continues to coordinate volunteers through Hands On Nashville [www.hon.org](http://www.hon.org). The most urgent need continues to be cash donations, which can be made to the Metro Disaster Fund at [www.cfmt.org](http://www.cfmt.org).

### **Limited Bus Service Resumes on Thursday with Free Fares on Most Routes**

Metropolitan Transit Authority and Regional Transportation Authority plan to resume bus services on Thursday with a Sunday/Holiday schedule. Routes and frequencies will be increased in subsequent days as maintenance and support facilities are established and equipped. During this transition period fares will be free on all Nashville MTA buses.

Also, customers eligible for MTA's AccessRide van services may begin rescheduling or booking new reservations for medical trips such as dialysis for emergency trips only. The fare also will be free.

Most of the regional bus services from outlying areas will resume on Thursday as well. The routes operated by Gray Line that include service from Franklin, Brentwood, Thompson's Station, Spring Hill, Gallatin and Hendersonville will be operating. However, this service will not be free. Fares will be collected as usual.

The RTA's Music City Star train will not resume service on Thursday. Officials are waiting on floodwaters to recede at the Riverfront Station and want to make a full assessment of the track and station.

MTA Customer Call Center employees are available to handle inquiries at (615) 862-5950. AccessRide customers may call 880-3970, while RTA customers should call 862-8833.

### **Flood related fatalities**

The count of flood related fatalities in Davidson County remains at 9 persons as of Wednesday morning.

### **Donations**

Cash and monetary gifts are still preferred; however, specific item donation requests include large quantities of the following: diapers, formula, cleaning supplies and rubber gloves, wet vacs, brooms, mops, and generators. If citizens have large quantities, they should contact the Community Foundation by calling 1-888-540-5200, or via their [www.cfmt.org](http://www.cfmt.org). Citizens with small quantities or single items to donate should call 2-1-1.

### **Metro Schools**

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Classes are cancelled for Metro schools tomorrow, Thursday, May 6. All school employees are expected to report to work as scheduled.

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 5, 2010  
4:30 pm

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR TO HOLD BRIEFING TODAY AT 5:30 P.M.**  
**Mayor to Provide Recovery Updates**

NASHVILLE, Tenn. – Mayor Karl Dean will hold a media briefing today at 5:30 p.m. CST at the Joint Information Center established at Belmont University. Mayor Dean will provide updates on the ongoing disaster response and recovery efforts.

**WHO:** Mayor Dean

**WHAT:** Media Briefing

**WHEN:** 5:30 p.m. CST  
May 5, 2010

**WHERE:** Joint Information Center in Curb Event Center  
Belmont University

###



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Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**

May 5, 2010  
5:30 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **METRO GOVERNMENT OFFICES AND COURT PROCEEDINGS TO RESUME THURSDAY**

*Mayor proposes Metro Codes Fee Waiver to help families, business rebuild*

NASHVILLE, Tenn. – Metro Government Offices and Courts will be open for business on Thursday May 6<sup>th</sup> with a few exceptions. The Juvenile Court and Juvenile Court Clerk offices experienced extensive water damage and flooding. These services will relocate and the relocation plan will be released to the public when available. The County Clerk's and Metro Social Services' offices located in Metro Center are closed until the access restriction is lifted. All other County Clerk's Offices are open for business. Farmer's Market continues to be closed due to flooding. Municipal Auditorium will not be opened until next week.

#### **Mayor proposes Metro Codes Fee Waiver to help families, business rebuild**

We are working with the Metro Codes Department to relieve home owners and small business owners from the costs of construction related to damage to homes and businesses caused by the flood. We will ask the Council to pass an ordinance waiving the fees associated with building, mechanical, plumbing and electrical permits.

#### **Urban Search & Rescue Teams Visit More than 700 Homes in Devastated Neighborhoods**

More than 100 Metro firefighters, police officers and police officer trainees spent the day in flood devastated areas going door to door checking on homeowners and offering them guidance on how to seek assistance. The effort was coordinated by the city's Urban Search & Rescue team and covered neighborhoods in Bordeaux, Antioch, Pennington Bend and Bellevue. More than 700 homes were covered today. Additional neighborhoods will be covered tomorrow.

#### **FEMA**

President Obama announced Tuesday afternoon that four counties in Tennessee, including Davidson County, will be receiving federal disaster relief funds to aid in rebuilding efforts from the areas worst-ever flood. Two more counties were added Wednesday. Cheatham, Davidson, Hickman, Williamson, Dyer and Montgomery Counties have been named to receive assistance.

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585.

#### **Metro Water**

The public water supply provided by Metro Water Services continues to be safe, but is at risk if conservation measures are not continued. Our water reserves as of 4 p.m. today are at 48% which is a marked improvement from 4 p.m. yesterday when reserves were at 37%. Customers in higher elevations may still experience reduced water pressure. If a customer loses pressure completely or has discolored water, they should contact Metro Water Services at (615) 862-4600.

MWS is continuing to survey the distribution system 24 hours a day for potential leaks or breaks. We ask residents to report suspected main breaks to (615) 862-4600.

Metro Water personnel continue to de-water isolated flooded areas within the K.R. Harrington Water Treatment Plant. Pumps and motors are being removed and transported to contractors for drying. Crews have begun repairs on the electrical distribution system within the facility and this work will continue around the clock until complete. The new instrumentation for water quality measurement is expected to arrive on Friday.

While our customers are recovering from the recent flooding, Metro Water Services will waive late fees for bills that have due dates beginning Monday, May 3 and all bills with due dates throughout the month of May.

Flood water being pumped out of homes and/or businesses should be done in a manner that will not negatively impact neighbors. Before pumping, assess the area and attempt to pump water into the stormwater system such as a ditch or stormdrain. If water can not be pumped into the storm system, direct it toward a grassy area away from downhill structures.

#### **Nashville Electric Service Update**

Crews continue working on outages, and total number of customers without power has dropped to 3,500. No main circuits (distribution and transmission lines) have been affected. Metro Center has re-gained power; access to this area will continue to be controlled by police. Crews are currently working on James Robertson Pkwy with plans to begin work on Demonbreun as the Cumberland River continues to recede. Earlier today, NES began the transition to the assessment stage, by assigning assessment teams to begin work in the field. Citizens should continue to maintain awareness that NES personnel will always have Metro Identification, and will typically travel in marked vehicles.

NES will be waiving the following fees to FLOOD VICTIMS as follows:

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the \$45 turn-on fee, same day service  
the \$30 turn on fee for future day service  
the \$225 temporary service fee  
\$15 transfer fee (for customers who have to move to a new residence due flooding)

### **Piedmont Natural Gas**

Piedmont Natural Gas announced several measures today to provide its Tennessee customers affected by this weekend's flooding with some immediate financial assistance. These temporary measures will remain in effect for the next two months.

Piedmont Natural Gas customers who may need assistance or who have questions about how to take advantage of this information should call 1-800-752-7504 to speak with a customer service representative.

The measures Piedmont announced today to assist customers affected by this week's flooding include the following:

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#### **No Disconnects for Non Payment**

- Piedmont will not disconnect any customer for non payment of their natural gas bill

#### **No Late Payment Charges**

- Piedmont will not apply late payment penalties to customers for delayed payments

#### **No Charges for Insufficient Funds**

- Piedmont will waive the handling fees for customers whose payment by Automatic Bank Draft is returned for "insufficient funds"

#### **Equal Payment Plan (EPP)**

- Piedmont will not remove any customer participating in the Equal Payment Plan for "insufficient funds"

(EPP allows customers to spread their payments over a full 12 months, reducing the amount due each month)

#### **Expanded Payment Arrangements**

- In addition to existing payment arrangements, customers with no more than three late payments during the last year will be accepted for the Equal Payment Plan (EPP)
- To request this service, customers will need to call Piedmont Natural Gas at (1-800-752-7504)
- Customer having difficulty paying their bill should call Piedmont Natural Gas to discuss available options

#### **Reconnection Charges**

-

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- For customers displaced by the flood and moving to temporary housing where natural gas service exists, Piedmont will connect the meter at no charge to the customer
  - Customer will be responsible for the monthly natural gas bill at the temporary location
  - When customers displaced by the flooding return to their homes or businesses, Piedmont will reconnect the meter at no charge to the customer
- For customers who have not been displaced, but whose natural gas service was disrupted due to flooding, Piedmont will reconnect the meter at no charge

### **Limited Bus Service Resumes on Thursday with Free Fares on Most Routes**

Metropolitan Transit Authority and Regional Transportation Authority plan to resume bus services on Thursday with a Sunday/Holiday schedule. Twenty-two bus routes usually operate on the Sunday/Holiday schedule. The 30 McFerrin route will not run due to flooding. All schedules are printed on the individual route guides or pocket schedules that may be picked up at displays at the downtown Nashville Public Library, James K. Polk building, Music City Central (starting Thursday), and other display locations around town. The route schedules are available online at the [nashvillemta.org](http://nashvillemta.org) Web site under the schedules tab.

Routes and frequencies will be increased in subsequent days as maintenance and support facilities are established and equipped. During this transition period fares will be free on all Nashville MTA buses.

Also, customers eligible for MTA's AccessRide van services may begin rescheduling or booking new reservations for medical trips such as dialysis for emergency trips only. The fare also will be free.

Most of the regional bus services from outlying areas will resume on Thursday as well. The routes operated by Gray Line that include service from Franklin, Brentwood, Thompson's Station, Spring Hill, Gallatin and Hendersonville will be operating. However, this service will not be free. Fares will be collected as usual.

The RTA's Music City Star train will not resume service on Thursday. Officials are waiting on floodwaters to recede at the Riverfront Station and want to make a full assessment of the track and station.

MTA Customer Call Center employees are available to handle inquiries at (615) 862-5950. AccessRide customers may call 880-3970, while RTA customers should call 862-8833.

### **Flood-Related Death Toll Remains at Nine; Two Persons Still Missing**

The flood-related death toll remains at nine. Two persons are missing. Daniel Alexander Brown, 18, of Neese Drive, was last seen Sunday evening while tubing in Mill Creek. His friends reported that the swift current slammed Brown into a bridge pillar and then down stream. Danny Tomlinson, 39, of Pegram, was last seen in his car early Sunday morning. The car ran into high water on

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Newsom Station Road near Buffalo Road. A friend in the car with Tomlinson got out safely. The car was found in a flooded section of Newsom Station Road Tuesday afternoon. Efforts to locate Brown and Tomlinson by land and air have been unsuccessful thus far.

### **Bottled Water Distribution Centers**

Bottled water distribution is occurring at the following locations from 3 p.m. to 9 p.m. today and will continue tomorrow:

Nashville Fairgrounds at 500 Wedgewood Avenue  
Antioch Middle School at 5050 Blue Hole Road  
Bellevue Middle School at 655 Colice Jeanne Road  
Pearl Cohn High School at 904 26<sup>th</sup> Avenue North  
Bailey Middle School 2000 Greenwood Avenue

\*THERE WILL BE A LIMIT OF 1 CASE PER VEHICLE

### **Volunteer Opportunities**

Hands On Nashville is coordinating volunteer efforts. Citizens can register to volunteer via [www.HON.org](http://www.HON.org). Once registered, volunteers will be contacted with information regarding which of the 6 reception centers they should report to.

### **Health Department**

The Health Department's supply of Tetanus vaccines is likely to be exhausted by this afternoon based on present demand at clinics and the five Community Center locations. More doses will be obtained for Thursday. Woodbine and Lentz will be open from 8- 4:30 on Thursday, until doses are gone. An additional 2,000 doses are anticipated on Friday.

Health information including re-entering flooded homes safely, addressing mold, food safety, and animal care guidance can be found at the Metro Public Health Department's website [www.health.nashville.gov](http://www.health.nashville.gov).

### **Police Officers Remaining Vigilant in Flood Impacted Neighborhoods**

Metro police officers continue to provide enhanced security to flood damaged neighborhoods. Persons observed removing belongings may be approached by officers to ensure that the property being removed belongs to them. Residents who see an influx of strangers in their neighborhoods or who have safety/security concerns are urged to contact police at 862-8600.

### **Cumberland River Water Level Slowly Dropping**

As of 4 p.m. today, the Cumberland River was at 48.15 feet. Flows will remain high as the U.S. Army Corps of Engineers continues to release water from Old Hickory and Percy Priest Dam to protect the integrity of the dams. However, these releases are not expected to lead to additional rises

## Homeland Security Exercise and Evaluation Program (HSEEP)

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on the river. The goal is to get the river below flood stage of 40 feet (or 100,000 cubic feet per second) over the next couple of days.

The NWS and the Corps have been coordinating closely to provide the best possible forecasts and will continue to do so. The current forecast is for dry conditions until late Friday when some light rainfall amounts are possible.

### Disaster Information Centers

Community-based response for social and human services has begun in coordination with the Metro EOC and Nashville Volunteer Organizations Active in Disaster (VOAD). The Centers will provide general information on utilities, social service assistance, and legal and insurance information. Centers will be staffed by volunteers, Parks Department and other Metro employees. Hours are 10 a.m. to 6 p.m.

Bellevue Community Center  
656 Colice Jeanne Rd. 37221

East Community Center  
700 Woodland Street, 37206

Hermitage Community Center  
3720 James Kay Lane, 37076

Hadley Community Center  
1037 28th Avenue North, 37208

Coleman Community Center  
384 Thompson Lane 37211

We will have Salvation Army mobile feeding stations available nearby at St. Edwards Church and Bellevue Baptist Church to provide lunch and dinner for individuals and families who need information support. These centers will not be equipped for medical assistance. Citizens who need emergency assistance are urged to call 911.

### Donations

Cash and monetary gifts are still preferred; however, specific item donation requests include large quantities of the following: diapers, formula, cleaning supplies and rubber gloves, wet vacs, brooms, mops, and generators. If citizens have large quantities, they should contact the Community Foundation by calling 1-888-540-5200, or via their [www.cfmt.org](http://www.cfmt.org). Citizens with small quantities or single items to donate should call 2-1-1.

### Metro Schools

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Classes are cancelled for Metro schools tomorrow, Thursday, May 6. The majority of school district employees should report as scheduled to prepare for the return of students to class as soon as flooding conditions improve enough to allow for transportation to resume. School bus drivers and monitors do not report May 6.

### **Public Works**

Metro Public Works will be starting debris collection Thursday morning throughout effected neighborhoods. For guidelines on how to sort your disaster debris visit [www.nashville.gov/pw](http://www.nashville.gov/pw). A schedule of collection should be available early next week.

### **Social Services**

Meals on wheels will be back on the streets tomorrow providing assistance to elderly and homebound residents in the high rise and congregate group settings.

###

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 6, 2010  
8:30 am

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR TO HOLD BRIEFING TODAY AT 11 A.M.**  
**Mayor to Provide Recovery Updates**

NASHVILLE, Tenn. – Mayor Karl Dean will hold a media briefing today at 11 a.m. CST at the Joint Information Center established at Belmont University. Mayor Dean and local government officials from Fire, Police, Water and NES will provide updates on the ongoing disaster recovery efforts.

**WHO:** Mayor Dean and Other Local Government Officials

**WHAT:** Media Briefing

**WHEN:** 11 a.m. CST  
May 6, 2010

**WHERE:** Joint Information Center in Curb Event Center  
Belmont University

###



# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 6, 2010  
11 a.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **METRO CENTER TO REOPEN AT NOON; SOME STREETS REMAIN FLOODED**

NASHVILLE, Tenn. – Metro Center will reopen to business owners, their employees and deliveries at noon, although some streets remain blocked due to flooding. The general public, however, will not be permitted in the area today. The County Clerk's Metro Center office remains closed; satellite offices are open. Metro Water Services is continuing to monitor the integrity of the levee separating Metro Center from the Cumberland River. The levee is continuing to function as expected. Entry to Metro Center should occur at the following intersections: 1) Rosa L. Parks Boulevard at Athens Way; 2) Freeland Station Road at Mainstream Drive; and 3) Rosa L. Parks Boulevard at Vantage Way. Persons entering Metro Center should be mindful that displaced wildlife have been seen in the area.

#### **Downtown Access**

Pedestrian and vehicular traffic on Broadway from 3rd Avenue to the Cumberland River remains restricted due to the absence of electricity and the pumping of water. Access is being granted to business owners and residents. First Avenue one block north and south of Broadway, Second Avenue from Broadway to Demonbreun, and Rosa Parks from James Robertson Parkway to Jefferson Street remain closed due to flooding issues.

#### **Metro Water**

The public water supply provided by Metro Water Services continues to be safe, but is at risk if conservation measures are not continued. While capacity in the reservoirs seems to be improving, our water reserves are still only at 52%.

It is still imperative that citizens conserve water. Some simple ways to conserve water are to:

- put off washing clothes and dishes,
- turn off the tap while brushing teeth and washing hands,
- put off watering plants,
- turn off automatic sprinklers and water that leads to dripping faucets and limit toilet flushing,
- suspend car washing and lawn watering/irrigation,

- use paper plates and plastic utensils,
- do not waste water waiting for it to get hot. Capture it for other uses or heat it on the stove.

Metro Water Services has locked off 400 irrigation meters in our service area. These are meters that ONLY serve irrigation systems. Meters that are sources for domestic uses - drinking, food preparation, etc. are not being locked off.

Metro Water Services is also contacting other non-essential water users such as car washes, laundry mats and garden centers personally with the hope that they will electively curtail their use. If citizens see water misuse such as irrigation, car washing, pressure washing, etc, they are asked to approach the user and request that they cease. Reports of water misuse should be sent to [Kim.Minton@nashville.gov](mailto:Kim.Minton@nashville.gov). Please include date and time, location name and address and type of misuse in the report.

If a customer loses pressure completely or has discolored water, they should contact Metro Water Services at (615) 862-4600. MWS is continuing to survey the distribution system 24 hours a day for potential leaks or breaks. We ask residents to report suspected main breaks to (615) 862-4600.

While our customers are recovering from the recent flooding, Metro Water Services will waive late fees for bills that have due dates beginning Monday, May 3, and all bills with due dates throughout the month of May.

### **Water Treatment Plant Repairs**

Repairs are proceeding well at the K.R. Harrington Water Treatment Plant. There is still a significant amount of inspection, repair, and testing to accomplish before the plant can be placed back in service and operations evaluated. Metro Water Services is coordinating closely with the Tennessee Department of Environment and Conservation (TDEC) during this process.

### **Cumberland River Water Level Slowly Dropping**

As of 9 a.m. today, the Cumberland River was at 42.24 feet. Flows will remain high as the U.S. Army Corps of Engineers continues to release water from Old Hickory and Percy Priest Dam to protect the integrity of the dams. However, these releases are not expected to lead to additional rises on the river. The goal is to get the river below flood stage of 40 feet (or 100,000 cubic feet per second) over the next couple of days.

### **Nashville Electric Service**

Approximately 3,000 customers are still without power. All buildings along James Robertson Parkway (except the 710 Bldg.) will have power today. Crews are working on the East Side network of the Demonbreun substesting circuits in order to begin bringing the spot network back later today.

NES employees will begin going door-to-door today contacting commercial customers served by Demonbreun to tell them to begin making preparation to receive power on Friday.

If water got into the outlets, plugs, switches, panel box or meter base of any home or business, the owner **MUST** hire a licensed electrician to make the repairs, and have Codes inspect and issue a release before NES can restore power.

NES will be waiving the following fees to FLOOD VICTIMS as follows:

\$45 turn-on fee, same day service

\$30 turn on fee for future day service

\$225 temporary service fee

\$15 transfer fee (for customers who have to move to a new residence due flooding)

NES may expand its relief efforts for FLOOD VICTIMS ONLY and will have more information later.

### **Urban Search & Rescue Teams Continue to Visit Homes in Devastated Neighborhoods**

Metro firefighters, police officers and police officer trainees continue to go door to door checking on homeowners and offering them guidance on how to seek assistance. The effort was coordinated by the city's Urban Search & Rescue team and covered neighborhoods in Bordeaux, Antioch, Pennington Bend and Bellevue yesterday.

### **Police Officers Remaining Vigilant in Flood Impacted Neighborhoods**

Metro police officers continue to provide enhanced security to flood damaged neighborhoods. Persons observed removing belongings may be approached by officers to ensure that the property being removed belongs to them. Residents who see an influx of strangers in their neighborhoods or who have safety/security concerns are urged to contact police at 862-8600.

### **Flood-Related Death Toll Remains at Nine; Two Persons Still Missing**

The flood-related death toll remains at nine. Two persons are still missing.

### **Metro Schools**

Metro Nashville Public Schools students will NOT report to school Friday, May 7.

School district administrators have polled principals, consulted with the Mayor's office and the police department, and taken into account conditions across the county. While the loss of instructional time is a concern, the consensus is that it will be the best for our community if school is not in session on Friday. Metro Schools staff will take weekend to assess the possibility of resuming school on Monday.

ALL school district employees should report to work on Friday. Today, all bus drivers should call their driver supervisors with an update on the condition of their buses and their ability to report to

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work, if they have not already called in. Bus drivers and bus monitors will run their regular scheduled routes beginning at 7 a.m. on Friday and should report any hazards or obstacles to the transportation department's dispatch office.

### **Metro Government Offices and Courts**

Metro Government Offices and Courts opened for business today with a few exceptions. The Juvenile Court and Juvenile Court Clerk offices experienced extensive water damage and flooding. These services will relocate and the relocation plan will be released to the public when available. The County Clerk's and Metro Social Services' offices located in Metro Center are closed until the access restriction is lifted. All other County Clerk's Offices are open for business. Farmer's Market continues to be closed due to flooding. Municipal Auditorium will not be opened until next week.

### **Mayor Proposes Metro Codes Fee Waiver**

The Mayor's Office is working with the Metro Codes Department to relieve home owners and small business owners from the costs of construction related to damage to homes and businesses caused by the flood. We will ask the Council to pass an ordinance waiving the fees associated with building, mechanical, plumbing and electrical permits.

### **FEMA**

On May 4, President Obama announced that four counties in Tennessee, including Davidson County, will be receiving federal disaster relief funds to aid in rebuilding efforts from the areas worst-ever flood. Two more counties were added Wednesday. Cheatham, Davidson, Hickman, Williamson, Dyer and Montgomery Counties have been named to receive assistance.

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585.

### **Bottled Water Distribution Centers**

Bottled water distribution will continue today at the following locations from 9 a.m. to 7 p.m.:

Nashville Fairgrounds at 500 Wedgewood Avenue  
Antioch Middle School at 5050 Blue Hole Road  
Bellevue Middle School at 655 Colice Jeanne Road  
Pearl Cohn High School at 904 26<sup>th</sup> Avenue North  
Bailey Middle School 2000 Greenwood Avenue

\*THERE WILL BE A LIMIT OF 1 CASE PER VEHICLE

### **Limited Bus Service Resumed Today with Free Fares on Most Routes**

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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Metropolitan Transit Authority and Regional Transportation Authority resumed bus services today with a Sunday/Holiday schedule. Questions should be directed to the Customer Care Call Center at 862-5950. Information on the Sunday/Holiday schedule that is running today is available at [nashvillemta.org](http://nashvillemta.org).

### Health Department

The Health Department's supply of Tetanus vaccines was getting low yesterday at clinics and the five Community Center locations. More doses are being obtained. Woodbine and Lentz are open from 8 a.m. - 4:30 p.m. today or until doses are gone. An additional 2,000 doses are anticipated on Friday.

Health information including re-entering flooded homes safely, addressing mold, food safety, and animal care guidance can be found at [www.health.nashville.gov](http://www.health.nashville.gov).

### Disaster Information Centers

Community-based response for social and human services has begun in coordination with the Metro EOC and Nashville Volunteer Organizations Active in Disaster (VOAD). The Centers will provide general information on utilities, social service assistance, and legal and insurance information. Centers will be staffed by volunteers, Parks Department and other Metro employees. Hours are 10 a.m. to 6 p.m.

Bellevue Community Center  
656 Colice Jeanne Rd. 37221

East Community Center  
700 Woodland Street, 37206

Hermitage Community Center  
3720 James Kay Lane, 37076

Hadley Community Center  
1037 28th Avenue North, 37208

Coleman Community Center  
384 Thompson Lane 37211

Salvation Army mobile feeding stations are available nearby at St. Edwards Church and Bellevue Baptist Church to provide lunch and dinner for individuals and families who need information support. These centers will not be equipped for medical assistance. Citizens who need emergency assistance are urged to call 911.

### Volunteer Opportunities

## Homeland Security Exercise and Evaluation Program (HSEEP)

**After Action Report/Improvement Plan (AAR/IP)**

**Severe Flooding May 2010**

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Hands On Nashville is coordinating volunteer efforts. Citizens can register to volunteer at [www.HON.org](http://www.HON.org). Once registered, volunteers will be contacted with information regarding which of the 6 reception centers they should report to.

### **Donations**

Cash and monetary gifts are still preferred; however, specific item donation requests include large quantities of the following: diapers, formula, cleaning supplies and rubber gloves, wet vacs, brooms, mops, and generators. If citizens have large quantities, they should contact the Community Foundation by calling 1-888-540-5200, or via their [www.cfmt.org](http://www.cfmt.org). Citizens with small quantities or single items to donate should call 2-1-1.

###

Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 6, 2010  
11:45 am

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR TO HOLD MEDIA AVAILABILITY TODAY AT 1 P.M.**  
**Mayor to Visit Bellevue Community Center**

NASHVILLE, Tenn. – Mayor Karl Dean will hold a media availability today at 1 p.m. CST at the Disaster Information Center at Bellevue Community Center. Mayor Dean will provide updates on the ongoing disaster recovery efforts.

**WHO:** Mayor Dean

**WHAT:** Media Availability

**WHEN:** 1 p.m. CST  
May 6, 2010

**WHERE:** Disaster Information Center  
Bellevue Community Center  
656 Colice Jeanne Rd.

###

Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 6, 2010  
1:45 pm

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR TO HOLD BRIEFING TODAY AT 4:45 P.M.**  
**Mayor to Make Business-Related Recovery Announcements**

NASHVILLE, Tenn. – Mayor Karl Dean will hold a media briefing today at 4:45 p.m. CST at the Joint Information Center established at Belmont University. Mayor Dean will make business-related recovery announcements.

WHO: Mayor Dean

WHAT: Media Briefing

WHEN: 4:45 p.m. CST  
May 6, 2010

WHERE: Joint Information Center in Curb Event Center  
Belmont University

###



# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**

May 6, 2010  
4:45 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **CUMBERLAND RIVER NOW BELOW FLOOD STAGE**

NASHVILLE, Tenn. – As of 3 p.m. today, the Cumberland River is below flood stage at 39.54 feet.

#### **Metro Center**

Metro Center is now open to the public. It is requested that people not drive through to sight see.

At 4 p.m., we reopened Rosa Parks Boulevard between James Robertson Parkway and Jefferson Street. We will look closely at reopening streets downtown tomorrow if the power grid is restored enabling the traffic lights.

We are at this moment staffing 55 fixed posts along with our partners from the Davidson County Sheriff's Office and Tennessee Highway Patrol. As officers evaluate streets that had been under water and deem them safe, we are reopening them.

#### **Mayor Proposes Metro Codes Fee Waiver**

Legislation will be filed tomorrow with the Metro Council which will allow the Metro Codes Department to relieve home owners and small business owners from the costs of construction related to damage to homes and businesses caused by the flood. The legislation would provide credits for the rehabilitation and repair of buildings damaged by the flood. The following credits will be available.

\$75 Plumbing Permit  
\$100 Electric Permit  
\$100 Gas/ Mechanical Permit  
\$375 Building Permit Construction

The legislation will not be voted on for 2 weeks, but once passed will be effective starting May 2, the same date which Mayor Dean declared Nashville a disaster area. Citizens will be able to apply for assistance through July 31.

#### **Fraud Advisory**

The Metro Police Department's Fraud Unit urges citizens to be extremely cautious when dealing with telephone and email solicitations for money in the name of disaster relief. One Nashville woman who used her debit card to donate over the Internet to what she thought was a legitimate charity has reported a number of unauthorized withdrawals from her checking account arising out of the United Kingdom. The Police Department urges citizens to deal with charities at their offices or over secure Internet sites. Citizens are also encouraged to donate with credit not debit cards.

### **Metro Water**

Water asks that residents please continue to protect our water reserves by cutting your daily water use in half. Reservoir levels are currently holding steady at only 51% even though Metro Water Services produced only 3 million gallons less yesterday than on May 5, 2009.

As a courtesy to those who need water for cleaning and watering plants while drinking water is in short supply, Metro Water Services has arranged several sources of large quantity **non-potable** water available on May 7 for activities including nursery plant watering, sidewalk and street cleaning, and neighborhood cleanup. This water is being pumped from flooded basements at two large downtown facilities. The intention is to fill large trucks or vehicles with tanks intended for transporting non-potable water.

People needing water must provide their own trucks with tanks or vehicles intended for transporting water. This operation cannot support filling milk jugs, pitchers, or other small containers. Tanks can only be filled from the top. Pumps will be running continuously, and contractors will provide assistance in filling the tanks/trucks. **Metro Water Services, the property owners, and the contractors operating the pumps assume no liability.**

- Noon to 5 p.m.  
The Pinnacle at Symphony Place  
Filling Location: 1<sup>st</sup> and Demonbreun  
Directions: Gateway Bridge to 1<sup>st</sup> Ave, right two blocks to Demonbreun
- 9 a.m. to 2 p.m.  
Nashville Symphony  
Filling Location: 4<sup>th</sup> and Demonbreun  
Directions: Gateway Bridge to Almond St, left on Demonbreun

Flood water being pumped out of homes and/or businesses should be done in a manner that will not negatively impact neighbors. Before pumping, assess the area and attempt to pump water into the stormwater system such as a ditch or stormdrain. If water can not be pumped into the storm system, direct it toward a grassy area away from downhill structures.

Repairs are proceeding well at the K.R. Harrington Water Treatment Plant. There is still a significant amount of inspection, repair, and testing to accomplish before the plant can be placed back in service and operations evaluated. Metro Water Services is coordinating closely with the Tennessee Department of Environment and Conservation (TDEC) during this process.

## Donations

Flood relief donations are still in need throughout the Metro Nashville area. Items in bulk, pallets, or packed large quantities are preferred and are a priority. Various bulk items needed include:

Bulk Non-perishable foods – canned meats, canned vegetables/fruits, box cereal/pasta, baby food/formula, peanut butter, and boxed meals.

Bulk Supplies, Accessories and Tools – Shop Vacs (wet/dry vacuums), baby diapers, wipes, cleaning supplies, rubber gloves/boots, brooms, mops, fans/dehumidifiers and generators.

Cash and Monetary gifts – can be done on the web with the Community Foundation of Middle Tennessee at [www.cfmt.org](http://www.cfmt.org) or via phone at 888-540-5200.

All bulk and large quantity donations including money can be processed through the Community Foundation of Middle Tennessee. Companies and corporations are encouraged to lead the way with bulk donations, but citizens that can also donate these items may also do so.

Citizens donating non-bulk or small quantities of the needed items should contact the Community Resource Center (CRC) at 911 Division St. Nashville, TN 37203. The email contact for this location is [betsycrc@comcast.net](mailto:betsycrc@comcast.net).

## Nashville Electric Service

System wide, approximately 3,000 customers are without power. 1,500 of those customers are in the Bellevue area. Power should now be restored to all who can accept power. If you are not restored, call 615-234-0000.

If water got into the outlets, plugs, switches, panel box or meter base of any home or business, the owner MUST hire a licensed electrician to make the repairs, and have Codes inspect and issue a release before NES can restore power. This particular safety issue CANNOT be waived.

NES will be waiving the following fees to FLOOD VICTIMS as follows:

\$45 turn-on fee, same day service

\$30 turn on fee for future day service

\$225 temporary service fee

\$15 transfer fee (for customers who have to move to a new residence due flooding)

NES may expand its relief efforts for FLOOD VICTIMS ONLY and will have more information later.

## Piedmont Natural Gas Safety Bulletin

What Tennessee Customers Affected by the Flood Need to Know:

If water has entered your home or come in contact with natural gas appliances:

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Call Piedmont Natural Gas at 800-752-7504 so we can inspect your meter and your natural gas appliances for possible flood damage.

Do not attempt to disconnect your gas service or work on or around your gas meter.

Do not attempt to relight any of your gas appliances.

Do not attempt to clear flood debris from your gas meter or from any other gas appliance, including your water heater.

If your gas appliances have been damaged or submerged by flood waters:

Do not attempt to make repairs yourself or use unauthorized, unlicensed individuals to work on your natural gas appliances.

It is imperative that residents choose a licensed contractor who follows all safety and manufacturer guidelines.

Unauthorized repairs can be unsafe and may void your warranty. Call your appliance manufacturer if you are unsure about work being performed.

Some gas appliances damaged by water may need to be replaced.

You can choose to work with Piedmont Natural Gas or other local approved [Gas Advantage Dealers](#) to repair or replace damaged appliances.

Customers can view technical information on water heaters on Piedmont's website at [www.piedmontng.com](http://www.piedmontng.com).

If your home was not damaged by flooding, but your natural gas service was interrupted, call Piedmont Natural Gas to schedule an appointment.

### Disaster Information Centers

These Centers will remain open through the weekend. Hours Friday/Saturday will be Hours 10-6; Sunday 12-6.

Centers will provide: food, water, personal hygiene supplies and information about city services and FEMA registration. Metro Public Health and Social Service case workers will be on site to assist with health and human needs. Legal Aid/TN Bar legal assistance clinics will operate at each site.

Saturday and Sunday members of the public can come to the Centers to pick up limited quantities of cleaning supplies to assist with home efforts. This weekend, Centers will serve as staging areas for volunteer neighborhood clean up sweeps.

Centers are not equipped for emergency medical needs. Security and health emergencies should be managed through 911.

Bellevue Community Center  
656 Colice Jeanne Rd. 37221

East Community Center  
700 Woodland Street, 37206

- Hermitage Community Center
- 3720 James Kay Lane, 37076

- Hadley Community Center  
1037 28th Avenue North, 37208
- Coleman Community Center  
384 Thompson Lane 37211

Questions about Disaster Info Centers should be directed to Laurel Creech, Chief Service Officer [laurel.creech@nashville.gov](mailto:laurel.creech@nashville.gov)

### **Metropolitan Action Commission to Provide Meals for Children**

At 3 p.m. today, the Metropolitan Action Commission, working through the Flood Resource Center in St. Paul AME Church at 3340 West Hamilton Road, began to distribute box meals for children normally are served by the federal Free and Reduced Lunch Program. Volunteers will go door to door in the North Nashville area providing these meals to the children. Distribution will continue through tomorrow, again beginning at 3 p.m. Because school is closed there is a concern that children that normally receive meals through this program at their local school may have difficulty receiving regular meals during this time in the North Nashville area.

### **Emergency Waiver of HOV Lane Restrictions**

HOV lane restrictions on Davidson County Interstates are now temporarily waived until further notice. This action will enable emergency personnel, work crews and the public, to utilize all available lanes to move traffic more smoothly and safely, as the recovery phase of the catastrophic flooding gets underway

### **Urban Search & Rescue Teams Continue to Visit Homes in Devastated Neighborhoods**

Teams today searched 400 additional homes for a total of 1,200 in the past 2 days. In addition to homes, teams in swift water boats searched the Cumberland River from Newsom Mills to the Cheatham County line using search dogs. That search is now complete. Continuing now in the Mill Creek area are foot searches, also using search dogs, moving from Murfreesboro Road to the Cumberland River.

### **Police Officers Remaining Vigilant in Flood Impacted Neighborhoods**

Metro police officers continue to provide enhanced security to flood damaged neighborhoods. Persons observed removing belongings may be approached by officers to ensure that the property being removed belongs to them. Residents who see an influx of strangers in their neighborhoods or who have safety/security concerns are urged to contact police at 862-8600.

### **Flood-Related Death Toll Remains at Nine; Two Persons Still Missing**

The flood-related death toll remains at nine. Two persons are still missing.

### **Metro Schools**

Metro Nashville Public Schools students will NOT report to school Friday, May 7.

School district administrators have polled principals, consulted with the Mayor's office and the police department, and taken into account conditions across the county. While the loss of instructional time is a concern, the consensus is that it will be the best for our community if school is not in session on Friday. Metro School staff will take the weekend to assess the possibility of resuming school on Monday.

ALL school district employees should report to work on Friday. Today, all bus drivers should call their driver supervisors with an update on the condition of their buses and their ability to report to work, if they have not already called in. Bus drivers and bus monitors will run their regular scheduled routes beginning at 7 a.m. on Friday and should report any hazards or obstacles to the transportation department's dispatch office.

### **Metro Parks Initiative**

Metro Parks in support of the water conservation directive has disabled all irrigation systems connected to Metro Water Department water sources since the flood. The irrigation systems at the Two Rivers and Ted Rhodes Golf courses each pump from ponds on site, the McCabe Golf course pumps out of Richland Creek and the Shelby Golf course pumps out of Lake Sevier. For status of park closures, please visit [www.nashville.gov/parks](http://www.nashville.gov/parks).

### **Metro Government Offices and Courts**

Metro Government Offices and Courts opened for business today with a few exceptions. The Juvenile Court and Juvenile Court Clerk offices experienced extensive water damage and flooding. These services will relocate and the relocation plan will be released to the public when available. The County Clerk's and Metro Social Services' offices located in Metro Center are closed until the access restriction is lifted. All other County Clerk's Offices are open for business. Farmer's Market continues to be closed due to flooding. Municipal Auditorium will not be opened until next week.

### **FEMA**

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585.

- When applying please have the following information available:
- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available
- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

### **Bottled Water Distribution Centers**

Bottled water distribution will continue today at the following locations from 9 a.m. to 7 p.m.:

Nashville Fairgrounds at 500 Wedgewood Avenue  
Antioch Middle School at 5050 Blue Hole Road  
Bellevue Middle School at 655 Colice Jeanne Road  
Pearl Cohn High School at 904 26<sup>th</sup> Avenue North  
Bailey Middle School 2000 Greenwood Avenue

\*THERE WILL BE A LIMIT OF 1 CASE PER VEHICLE

### **Limited Bus Service Resumed Today with Free Fares on Most Routes**

Metropolitan Transit Authority and Regional Transportation Authority resumed bus services today with a Sunday/Holiday schedule. The one exception is the 30 McFerrin route which is not operating due to flooding. Questions should be directed to the Customer Care Call Center at 862-5950. Information on the Sunday/Holiday schedule that is running today is available at [www.nashvillemta.org](http://www.nashvillemta.org).

RTA customers should call 862-8833 for assistance.

Customers eligible for MTA's AccessRide van services began booking new reservations for emergency medical trips such as dialysis today. Beginning Friday, May 7, 2010 customers can begin booking reservations for Saturday and future work related trips by calling 880-3970.

### **Health Department**

An additional 2,000 doses of Tetanus vaccines are anticipated on Friday, and will be available at the Lentz and Woodbine clinics from 8 a.m. - 4:30 p.m. or until doses are gone.

Health information including re-entering flooded homes safely, addressing mold, food safety, and animal care guidance can be found at [www.health.nashville.gov](http://www.health.nashville.gov).

### **Volunteer Opportunities**

Hands On Nashville is coordinating volunteer efforts. Citizens can register to volunteer at [www.HON.org](http://www.HON.org). Once registered, volunteers will be contacted with information regarding which of the 6 reception centers they should report to.

###

Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 7, 2010  
8:30 am

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR TO HOLD BRIEFING TODAY AT 11 A.M.**  
**Mayor to Provide Recovery Updates**

NASHVILLE, Tenn. – Mayor Karl Dean will hold a media briefing today at 11 a.m. CST at the Joint Information Center established at Belmont University. Mayor Dean and local government officials from Fire, Police, Water and NES will provide updates on the ongoing disaster recovery efforts.

**WHO:** Mayor Dean and Other Local Government Officials

**WHAT:** Media Briefing

**WHEN:** 11 a.m. CST  
May 7, 2010

**WHERE:** Joint Information Center in Curb Event Center  
Belmont University

###



# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**

May 7, 2010  
11:00 a.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **CURRENT DAMAGE ASSESSMENT TOPS \$1.5 BILLION IN PROPERTY DAMAGE** *1,952 Residential Properties Affected*

NASHVILLE, Tenn. – Metro has identified over \$1.5 billion in property damage throughout Davidson County - and the assessments are still going on.

That \$1.5 billion does NOT include public buildings, or any building contents.

We have identified damage on nearly 93-hundred (9,284) parcels - nearly two thousand of those (1,952) are residential properties.

An initial assessment has been made on 83% of the county. Some areas were not accessible earlier in the week, and we are going back to those now.

We need your help in finding all of the damage. A website where property owners can report damage will be available later today.

This site is NOT connected to relief efforts or emergency services – it will be for reporting property damage only. If you need disaster assistance, register with FEMA at [www.disasterassistance.gov](http://www.disasterassistance.gov) or call 800-621-FEMA.

The bottom line - so far we have assessed over one and one-half billion dollars in property damage. The assessment is continuing, and we ask property owners to report their damage so we can get an accurate figure.

#### **Weekend Operations for the Emergency Operations Center and Joint Information Center**

The EOC Media Desk will be staffed throughout the weekend to answer calls from the media. In addition, media releases will be issued as needed.

There will be no media briefings at the JIC over the weekend. The next scheduled briefing is set for Monday at 11 a.m.

## [WWW.NASHVILLE.GOV/FLOOD](http://WWW.NASHVILLE.GOV/FLOOD)

The Nashville.gov website has been updated to include comprehensive flood information including assistance needs, cleanup guidelines, contact numbers, and general updates.

### **Metro Center**

Metro Center is now open to the public. The public is asked to not drive through the area to sight see. As of 8 a.m. this morning, traffic was consistent with what is normal on a regular business day.

### **Mayor Proposes Metro Codes Fee Waiver**

Legislation will be filed today with Metro Council which will allow the Metro Codes Department to relieve home owners and small business owners from the costs associated with obtaining permits for construction related to damage to homes and businesses. Construction costs of up to \$100,000 will be eligible for fee waivers for permits to repair flood damage only. The legislation would provide credits for the rehabilitation and repair of buildings damaged by the flood. A maximum credit of \$1,300 is available including:

- \$150 Plumbing Permit
- \$200 Electric Permit
- \$200 Gas/ Mechanical Permit
- \$750 Building Permit

The legislation will not be voted on for 2 weeks, but once passed will be effective starting May 2, the same date which Mayor Dean declared Nashville a disaster area. Citizens will be able to apply for assistance through July 31.

### **Codes Status Update**

Inspectors, in coordination with planning, continue damage assessments.

Codes inspectors are preparing to assist other agencies working to address dwellings made inhabitable by flood damage.

Permitting and Inspection outposts will be opened in severely affected areas of Metro. These outposts will remain in place for 30 to 45 days and will provide residential building permits and residential/commercial building, mechanical, electrical, and plumbing inspections.

### **Pumping Station Road Collapses; No Public Impact**

Pumping Station Road, a service road that runs off Omohundro Drive to the Omohundro Water Treatment Plant, collapsed this morning. The damage is being evaluated by Public Works. Police officers have blocked the roadway. An alternate route to the plant has been established.

### **Fraud Advisory**

The Metro Police Department's Fraud Unit urges citizens to be extremely cautious when dealing with telephone and email solicitations for money in the name of disaster relief. One Nashville woman who used her debit card to donate over the Internet to what she thought was a legitimate charity has reported a number of unauthorized withdrawals from her checking account arising out of the United Kingdom. The Police Department urges citizens to deal with charities at their offices or over secure Internet sites. Citizens are also encouraged to donate with credit not debit cards.

### **Weekend Weather**

According to the National Weather Service there is a possibility of about a 1/4 inch of rain tonight, and it should be fast moving; and there is a slight possibility of thunderstorm activity overnight

### **Metro Water Services Update**

#### ***Forecasted Rainfall***

In anticipation of rainfall this evening, Metro Water Services encourages all property owners and businesses to check the metal storm drain grates near their homes and businesses and clear them of debris. Debris should be removed from the surface and NOT swept or pushed into the storm drain. This will help keep rainwater from pooling on our roadways and causing a safety hazard.

#### ***Water Reserves***

The public water supply provided by Metro Water Services continues to be safe, but still is at risk of depletion if conservation measures are not continued. Our water reserves as of 8 AM on Friday were 56% which is a marked improvement from 52% at 8 AM on Thursday. Customers in higher elevations may still experience reduced water pressure. If a customer loses pressure completely or has discolored water, they should contact Metro Water Services at (615) 862-4600.

#### ***K.R. Harrington Water Treatment Update***

As of Friday morning, pumps and motors have been removed and sent to be dried and tested; crews continue to work around the clock to complete repairs on the electrical distribution system within the facility; and the new instrumentation for water quality measurement is expected to arrive today. There is still a significant amount of inspection, repair and testing to accomplish before the plant can be placed back in service and operations evaluated.

#### ***Non-potable water made available for cleaning***

As a courtesy to those who need water for cleaning and watering plants while drinking water is in short supply, Metro Water Services has arranged several sources of large quantity non-potable water to be available on May 7. This water supply should be used for activities including nursery plant watering, sidewalk and street cleaning, and neighborhood cleanup. This water is being pumped from flooded basements at two large downtown facilities. The intention is to fill large trucks or vehicles with tanks intended for transporting non-potable water.

People needing water must provide their own trucks with tanks or vehicles intended for transporting water. This operation cannot support filling milk jugs, pitchers, or other small containers. Where possible, contractors will provide assistance in filling the tanks/trucks.

Times and locations non potable water can be obtained are:

Noon to 5 p.m. or until water is gone

The Pinnacle at Symphony Place

Filling Location: 1<sup>st</sup> and Demonbreun

Directions: Gateway Bridge to 1<sup>st</sup> Ave, right two blocks to Demonbreun

9 a.m. to 3 p.m. M-F and 8 a.m. to 1 p.m. Sat.

West End Summit – 1600 West End

Filling location: One entrance off of West end and second entrance off of 16<sup>th</sup> Ave.\*

\* Neither contractors nor pumps will be available at this site. You must supply your own!

***Metro Water Services, the property owners, and the contractors operating the pumps assume no liability.***

### **Public Works Debris and Household Trash Collection and Removal**

Metro Public Works crews began collecting disaster debris on Thursday in the hardest-hit communities of Davidson County, and will continue operations today and throughout the weekend. Yesterday, trucks were in the Boone Trace subdivision and Newsome Station areas of Bellevue; Benzing/Tusculum Road area of Antioch; and Bordeaux communities along King's Lane and Tucker Road.

After the first full day of operations, Public Works collected an estimated 2,100 cubic yards of debris, or about 80 truckloads.

PW trucks returned this morning to communities along West Hamilton Avenue and Tucker Road in North Nashville; Antioch Pike, Blue Hole Road and Tusculum Road in SE Nashville; and Beech Bend, Harpeth Bend and Morton Mill Road communities in Bellevue. We hope to have trucks rolling through neighborhoods in Pennington Bend and Inglewood later today.

Metro officials are working to finalize contracts with private vendors for additional trucks and crews to supplement PW vehicles, and expand operations to more communities starting Monday.

A comprehensive plan and schedule for Metro's countywide disaster debris collection will be available on Monday.

### **Donations**

Flood relief donations are still in need throughout the Metro Nashville area. Items in bulk, pallets, or packed large quantities are preferred and are a priority. Various bulk items needed include:

***Bulk Non-perishable foods*** – canned meats, canned vegetables/fruits, box cereal/pasta, baby food/formula, peanut butter, and boxed meals.

***Bulk Supplies, Accessories and Tools*** – Shop Vacs (wet/dry vacuums), baby diapers, wipes, cleaning supplies, rubber gloves/boots, brooms, mops, fans/dehumidifiers and generators.

**Cash and Monetary gifts** – can be made on the web with the Community Foundation of Middle Tennessee at [www.cfmt.org](http://www.cfmt.org) or via phone at 888-540-5200.

All bulk and large quantity donations including money can be processed through the **Community Foundation of Middle Tennessee**. Companies and corporations are encouraged to lead the way with bulk donations, but citizens who can donate these items may also do so.

Citizens donating non-bulk or small quantities of the needed items should contact the **Community Resource Center** (CRC) at 911 Division St. Nashville, TN 37203. The email contact for this location is [betsyrc@comcast.net](mailto:betsyrc@comcast.net).

### **Red Cross Disaster Assistance**

Effective immediately, individuals needing Red Cross Assistance must call toll-free 1-866- GET- INFO (1-866-438-4636).

Currently there are three Red Cross shelters open: Lipscomb University with 85 residents and capacity for 200; Gordon Jewish Community Center with 12 residents and capacity for 200; and the Al Menah Shrine center with 32 residents and capacity for 300.

- All three locations have fixed feeding sites for anyone who needs a meal.
- We have eight mobile feeding routes in Davidson County, and clients in need should look for ARC Emergency Response Vehicles in their neighborhoods.
- We are doing Red Cross damage assessment in Davidson County to evaluate how many homes have been destroyed, have minor or major damage, or have been otherwise affected.
- We are providing “clean up kits” at the five Disaster Information Centers in Davidson County. Clean up kits contain the following items: bleach, buckets, storage containers, coolers, work gloves, hand sanitizer, hoses with nozzle, insect repellent, dust masks, rakes, rope, shovel, sun screen, duct tape, and trash bags.
- In Davidson County, to date the Red Cross has provided 8149 meals, 10,868 snacks, 1050 clean up kits, and 1232 comfort kits to affected families and individuals.

### **Nashville Electric Service**

Current customers without power: 3,066

The Demonbreun Street East Side Downtown network is up, and the following customers have power.

- Country Music Hall of Fame
- Encore
- Hilton Hotel
- Magnetek
- One Nashville Place
- RC Mathews Garage (CMT)
- South Central Bell Office Tower (AT&T)
- South Central Bell Toll Bldg (167 2<sup>nd</sup> Ave. N)

***NOTE: Wildhorse Saloon - Hilton Courtyard -Nashville Symphony have requested NOT to be brought online at this time.***

NES crews are going business-to-business checking transformers and other equipment to determine which business can be re-energized on the general network. That should begin later this weekend.

If water got into the outlets, plugs, switches, panel box or meter base of any home or business, the owner **MUST** hire a licensed electrician to make the repairs, and have Codes inspect before NES can restore power. This particular safety issue **CANNOT** be waived.

NES will be waiving the following fees to FLOOD VICTIMS:

- \$45 turn-on fee, same day service
- \$30 turn on fee for future day service
- \$225 temporary service fee
- \$15 transfer fee (for customers who have to move to a new residence due flooding)

NES may expand its relief efforts for FLOOD VICTIMS ONLY and will have more information later.

### **Piedmont Natural Gas Safety Bulletin**

*If water has entered your home or come in contact with natural gas appliances:*

- Call Piedmont Natural Gas at 800-752-7504 so we can inspect your meter and your natural gas appliances for possible flood damage.
- Do not attempt to disconnect your gas service or work on or around your gas meter.
- Do not attempt to relight any of your gas appliances.
- Do not attempt to clear flood debris from your gas meter or from any other gas appliance, including your water heater.

*If your gas appliances have been damaged or submerged by flood waters:*

- Do not attempt to make repairs yourself or use unauthorized, unlicensed individuals to work on your natural gas appliances.
- It is imperative that residents choose a licensed contractor who follows all safety and manufacturer guidelines.
- Unauthorized repairs can be unsafe and may void your warranty. Call your appliance manufacturer if you are unsure about work being performed.
- Some gas appliances damaged by water may need to be replaced.
- You can choose to work with Piedmont Natural Gas or other local approved [Gas Advantage Dealers](#) to repair or replace damaged appliances.
- Customers can view technical information on water heaters on Piedmont's website at [www.piedmontng.com](http://www.piedmontng.com).

If your home was not damaged by flooding, but your natural gas service was interrupted, call Piedmont Natural Gas to schedule an appointment.

### **Roadway/Signals/Pavement Damage Assessment and Repairs**

Yesterday, MPW repaired roads, culverts and traffic signals countywide, but concentrating on areas hardest-hit by flooding, including Old Harding Rd over Little Harpeth River; Tulip Grove Rd in Hermitage; Elm Hill Pk. over Mill Creek

Among roadways we plan to open today are Vaughn's Gap Rd, Percy Warner Rd, Newsome Station Rd. in Bellevue, and OHB at Barnes Rd in Cane Ridge/Antioch. Extensive repairs continue at several locations, including Morrow Rd., Tucker Rd , Knight Rd (N Nashville), Hicks Rd (Bellevue) and Hobbs Rd near Julia Green School

We have repaired signal boxes at key locations in flooded areas (Bellevue and Antioch) to get traffic moving thru these neighborhoods. Today we will be working on signal issues in the Opry Mills/Pennington Bend area. Several downtown signal locations are still underway and on the list to repair as soon as we can access.

Today, are going back in more areas where the water has subsided to inventory and repair roads and bridges.

### **DISASTER RECOVERY EFFORTS**

#### **General Information**

- **Metro Hotline 862-8574**
- **Metro Channel 3**
- **211**
- **FEMA Legal Help/Fraud Prevention Hotline 1-888-395-9297**

In addition to the Disaster Information Centers we are now deploying crews from the Sheriff's Office equipped with food, water, cleaning supplies and critical information to neighborhood "hot spots" throughout the county. We've deployed to eight of these neighborhood sites in the last 24 hours.

#### **Disaster Information Centers**

These Centers will remain open through the weekend with the following operating hours: Friday/Saturday : 10 a.m. – 6 p.m.; Sunday 12-6 p.m. Next week's hours will be released tomorrow. Disaster Centers will remain open until FEMA centers are up and operational on the ground.

Since Tuesday, Disaster Centers have met with 2,600 displaced people and distributed 1,800 Second Harvest emergency food boxes. Salvation Army has fed 5,330 meals through Disaster Centers.

Centers will provide: food, water, personal hygiene supplies and information about city services and FEMA registration. Metro Public Health and Social Service case workers are on site, and Legal Aid/TN Bar Association legal assistance clinics are operating at each site.

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On Saturday and Sunday the public can come to the Centers to pick up limited quantities of cleaning supplies to assist with home restoration efforts. This weekend, Centers will serve as staging areas for volunteer neighborhood clean up sweeps.

Centers are not equipped for emergency medical needs. Residents who have security and health emergencies should call 9-1-1.

Disaster Information Centers are in the following locations:

- Bellevue Community Center
- 656 Colice Jeanne Rd. 37221
  
- East Community Center
- 700 Woodland Street, 37206
  
- Hermitage Community Center
- 3720 James Kay Lane, 37076
  
- Hadley Community Center
- 1037 28th Avenue North, 37208
  
- Coleman Community Center
- 384 Thompson Lane 37211

Questions about Disaster Info Centers should be directed to Laurel Creech, Metro's Chief Service Officer, via email at [laurel.creech@nashville.gov](mailto:laurel.creech@nashville.gov)

### **Neighborhood Hot Spot Response**

Small teams of employees from Metro Codes, Public Works and Health are delivering key supplies and disaster information to neighborhoods where residents are stranded or being sheltered in place. Currently working hot spots in the Neely's Bend of Madison. Neighborhood Hot Spots should be reported to Billy Fields: [billy.fields@nashville.gov](mailto:billy.fields@nashville.gov)

### **Translation Services**

We have coordinated bilingual outreach and translation services with Conexcion Americas and TN Immigration Rights Coalition. They are providing daily assessment maps of pockets of non English speakers and their needs and providing translation services for key documents. Current languages are: Spanish, Arabic, Somali and Kurdish. Other languages will be provided as needed.

### **Legal/Fraud Prevention**

The TN Legal Aid Society/TN Young Lawyers Division is coordinating disaster legal clinics through the Disaster Information Centers. Lawyers are onsite to provide a variety of support including insurance, housing and FEMA filings. A FEMA Legal Hotline will be established later this week.



### **Case Management**

Metro is working through Metro Social Services, Centerstone, Catholic Charities, TN Disabilities Coalition and others to create a long term plan for case management and transitions for individuals who need social and support services due to displacement.

### **Rental Housing Database for Flood Victims**

The massive flooding in Middle Tennessee will displace many households for weeks and months to come. A database of rental housing is ready for landlords to add properties and for searchers to identify available properties. Nashville's housing leaders urge property owners to post properties right away.

The database is [www.TNHousingSearch.org](http://www.TNHousingSearch.org). It is free for landlords to post property and free for renters to search. The database allows for a high level of detail including photographs, location, access to public transportation, bedroom and bathroom count, square footage, rent amount and amenities, including pet allowances.

TNHousingSearch.com is open to properties of all rental levels and types. It is not relegated to subsidized properties. Duplexes, multi-family units, manufactured homes and single family homes are all appropriate to list. Landlords can easily post properties with Social Serve, the site manager, by communicating on-line at the site, through phone (1-877-428-8844), e-mail, or fax (1-866-265-7811). Landlords will receive a user name and password to control listing information. Once a property is leased, the landlord "hides" the property from view while it is maintained in the database for easy retrieval.

Renters can search for properties by city or county name and display several properties on a map at once to determine the best location for them.

TNHousingSearch.org is an important part of Tennessee's disaster housing intervention plan and is already being used by caseworkers and agencies across affected areas to relocate those in need of housing.

### **Metropolitan Action Commission to Provide Meals for Children**

On Thursday, the Metropolitan Action Commission, working through the Flood Resource Center in St. Paul AME Church at 3340 West Hamilton Road, began distributing box meals for children normally served by the federal Free and Reduced Lunch Program. Volunteers will go door to door in the North Nashville area providing these meals to the children. Distribution continues today beginning at 3 p.m. Because school is closed there is concern that children who normally receive meals through this program at their local school may have difficulty receiving regular meals.

### **A Free Community Concert with Christopher Cross and the Nashville Symphony, Other Concert Performances Moved to Alternate Venues.**

The Nashville Symphony will perform a FREE public concert to thank the citizens of Nashville for helping friends, neighbors and fellow citizens through the unprecedented events of the last few days. The concert will take place on Nashville's Public Square, located directly in front of the Metro

Courthouse tonight (Friday, May 7). Maestro Giancarlo Guerrero and Resident Conductor Albert-George Schram will lead a program of symphonic favorites, and recording legend Christopher Cross will join the orchestra to perform a selection of his beloved hits.

The Nashville Symphony has decided to present this concert as a way of helping the community find solace and healing. This night of great music will help remind everyone that there's hope for our community, and that together we can overcome the obstacles before us. Thanks to the generosity of the Nashville Downtown Partnership and Metro Nashville Government, we will be offering FREE parking for this event at the Metro Courthouse/ Public Square Garage. Located directly under the Public Square, these parking spaces will be available from 6 p.m. to 11 p.m. on a first come, first served basis. Bring chairs or blankets, and come enjoy an evening of wonderful music with the Nashville Symphony!

The Nashville Symphony will offer most of the remaining concerts in its 2009/10 season at alternative venues while Schermerhorn Symphony Center undergoes repairs. Both the Symphony's upcoming presentation of the Los Angeles Philharmonic and its performances of Bartók's stunning *Bluebeard's Castle* will take place in TPAC's Andrew Jackson Hall. Current information can also be found on our website, [NashvilleSymphony.org](http://NashvilleSymphony.org).

### **Emergency Waiver of HOV Lane Restrictions**

HOV lane restrictions on Davidson County Interstates are now temporarily waived until further notice. This action will enable emergency personnel, work crews and the public, to utilize all available lanes to move traffic more smoothly and safely, as the recovery phase of the catastrophic flooding gets underway

### **Urban Search & Rescue Teams Continue (USAR)**

NFD, MNP, OEM Urban Search and Rescue (USAR) teams have searched and marked over 1,100 homes. There will be no door to door operations today by USAR teams. The 2 current areas of focus are the Harpeth River and Mill Creek areas. The Harpeth River will be searched by boat teams, possibly using divers as well. In the Lebanon Road area foot teams will be searching along the riverbanks. There are currently 2 people still missing.

### **Police Continue to Monitor Flood Damaged Neighborhoods**

Metro police helicopters during the night used spotlights and infrared radar to continue monitoring flood damaged neighborhoods throughout Nashville. Areas covered during the night were the Harpeth River bottom, Waterford Crossing neighborhood, Pennington Bend, Pry Mills, Morrow Road, W. Hamilton Road and Metro Center. SWAT officers during the night checked a number of areas by foot and utility vehicles to deter any looting. The police department received five looting calls early today. One arrest was made.

### **Flood-Related Death Toll Remains at Nine; Two Persons Still Missing**

The flood-related death toll remains at nine. Two persons are still missing.

### **Emergency Communication Center**

The Emergency Communications Center is currently operating with minimal overtime. No delay or back up on 9-1-1. No calls pending for Fire/EMS. As of 8:30 a.m. today nineteen calls were pending for police assistance, which is comparable to normal averages.

### **Metro Government Offices and Courts**

Metro Government Offices and Courts opened for business today with a few exceptions. The Juvenile Court and Juvenile Court Clerk offices experienced extensive water damage and flooding. These services will relocate and the relocation plan will be released to the public when available. The County Clerk's and Metro Social Services' offices located in Metro Center are closed until the access restriction is lifted. All other County Clerk's Offices are open for business. Farmer's Market continues to be closed due to flooding. Municipal Auditorium will not be opened until next week.

### **FEMA**

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585.

- When applying please have the following information available:
- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available
- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

Also, a limited number of FEMA contracted housing inspectors are assessing properties. They will always wear official FEMA identification and will never ask for personal information such as social security numbers. Inspectors also do not approach applicants without prior contact, and will never ask payment.

### **Bottled Water Distribution Centers**

Bottled water distribution will continue today at the following locations from 9 a.m. to 7 p.m.:

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Nashville Fairgrounds at 500 Wedgewood Avenue  
Antioch Middle School at 5050 Blue Hole Road  
Bellevue Middle School at 655 Colice Jeanne Road  
Pearl Cohn High School at 904 26<sup>th</sup> Avenue North  
Bailey Middle School 2000 Greenwood Avenue

\*THERE WILL BE A LIMIT OF 1 CASE PER VEHICLE

### **Limited Bus Service with Free Fares on Most Routes**

Beginning on Monday the Nashville MTA is planning to increase the frequency of bus service to a **Saturday schedule**. The Music City Circuit, Music City Star train and all regional bus services will operate, including the 96X Murfreesboro service.

Today, we are continuing to operate on a Sunday/Holiday schedule. The buses are crowded since this is a reduced level of service during the weekday and the service is free.

Beginning tomorrow, Saturday, May 8, 2010, the 30 McFerrin bus route will be in service. This means we will have 22 routes operating.

Customers, who are eligible for MTA's AccessRide van services [can](#) book reservations for emergency medical trips such as dialysis [and](#) can begin booking reservations [today](#) for Saturday and future work trips, but not site visits.

The AccessRide phone number is 880-3970.

Customer call center employees are on duty at a temporary Metro office location to handle inquiries. The telephone number is (615) 862-5950. AccessRide customers may call 880-3970, while RTA customers should call 862-8833. Customers should also review the [nashvillemta.org](http://nashvillemta.org) Web site for updates. A list of the bus routes and their modifications will be posted on the Web.

### **Health Department**

The Metro Health Department is currently out of tetanus vaccine, but expects 2,400 doses to arrive at the Lentz Public Health Center by 12 p.m. today. Vaccines will then be available at the Lentz clinic, and doses will also be sent to the following locations:

#### [Lentz Public Health Center](#)

311 23rd Avenue North  
Nashville, TN 37203  
(615) 340-5616

#### East Clinic

1015 East Trinity Lane  
Nashville, TN 37216  
(615) 862-7916

Woodbine Clinic

224 Oriel Avenue

Nashville, TN 37210

(615) 862-7940

Disaster Information Centers throughout Davidson County.

**Volunteer Opportunities**

Hands On Nashville is coordinating volunteer efforts. Citizens can register to volunteer at [www.HON.org](http://www.HON.org). Once registered, volunteers will be contacted with information regarding which of the 6 reception centers they should report to.

**Metro Parks Initiative**

Metro Parks in support of the water conservation directive has disabled all irrigation systems connected to Metro Water Department water sources since the flood. The irrigation systems at the Two Rivers and Ted Rhodes Golf courses each pump from ponds on site, the McCabe Golf course pumps out of Richland Creek and the Shelby Golf course pumps out of Lake Sevier. For status of park closures, please visit [www.nashville.gov/parks](http://www.nashville.gov/parks).

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# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**  
May 8, 2010  
9:00 a.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **U.S. DEPARTMENT OF HOMELAND SECURITY SECRETARY JANET NAPOLITANO TOURS NASHVILLE FLOOD DAMAGE, MEETS WITH MAYOR DEAN AND GOVERNOR BREDESEN**

*Numerous city services, recovery and cleanup efforts to continue over the weekend*

NASHVILLE, Tenn. – U.S. Department of Homeland Security Secretary Janet Napolitano and Federal Emergency Management Agency (FEMA) Administrator Craig Fugate will visit Nashville today to tour flood damage. They will meet with Nashville Mayor Karl Dean, Governor Phil Bredesen and other state and local officials, response volunteers and residents affected by the historic flooding to discuss the impact to communities, and view firsthand the response and recovery efforts ongoing in the state.

### **METRO OPENS WEBSITE FOR REPORTING FLOOD DAMAGE**

Davidson County residents can now report their flood damage to a special website link to help Metro Government assemble the most complete and accurate data about the effects of this week's flooding.

Report your flood damage at <http://maps.nashville.gov/damage/>. There is also a "Report Flood Damage" link in the left hand column of the Nashville.gov/flood website. At midday Friday, damage had already exceeded \$1.5 billion, not counting government buildings or building contents, with initial assessment still incomplete.

The Nashville.gov flood damage site is NOT connected to relief efforts or emergency services – it will be for reporting property damage only. If you need disaster assistance, register with FEMA at [www.disasterassistance.gov](http://www.disasterassistance.gov) or call 800-621-FEMA.

### **FREE TETANUS SHOTS THIS WEEKEND**

Metro Health today received the expected shipment of 2,400 tetanus doses. The vaccines will be available free to the public at each of the five Disaster Information Centers from 12 p.m. - 4 p.m. this weekend.

Our clinics (Lentz, Woodbine, and East) will not be giving shots this weekend as they will be closed.

A new fact sheet regarding the need (or lack thereof) for tetanus vaccine (entitled "Do I Need A Tetanus Shot") has been posted to <http://health.nashville.gov> .

## **DISASTER RECOVERY EFFORTS**

### ***General Information***

- **Community Hotline 862-8574**
- **Metro Channel 3 (Cable Channel 3)**
- **211**
- **FEMA Legal Help/Fraud Prevention Hotline 1-888-395-9297**

### ***Disaster Information Centers***

These Centers will remain open through the weekend with the following operating hours: Saturday: 10 a.m. – 6 p.m.; Sunday 12-6 p.m. Next week's hours will be released later today. Disaster Centers will remain open until FEMA centers are up and operational on the ground.

Centers provide food, water, personal hygiene supplies and information about city services and FEMA registration. Metro Public Health and Social Service case workers are on site.

Today and Sunday the public can come to the Centers to pick up limited quantities of cleaning supplies to assist with home restoration efforts. This weekend, Centers will serve as staging areas for volunteer neighborhood clean up sweeps.

Centers are not equipped for emergency medical needs. Residents who have security and health emergencies should call 9-1-1. Disaster Information Centers are in the following locations:

- Bellevue Community Center, 656 Colice Jeanne Rd. 37221
- East Community Center, 700 Woodland Street, 37206
- Hermitage Community Center, 3720 James Kay Lane, 37076
- Hadley Community Center, 1037 28th Avenue North, 37208
- Coleman Community Center, 384 Thompson Lane 37211

Questions about Disaster Info Centers should be directed to Laurel Creech, Metro's Chief Service Officer, via email at [laurel.creech@nashville.gov](mailto:laurel.creech@nashville.gov)

### ***Legal Aid/TN Bar Association***

The Tennessee Bar Association has established a toll-free legal assistance hotline in conjunction with local bar associations and legal organizations in the state. Victims of the flood in the 21 counties that have been designated as federal disaster areas can call (888) 395-9297 between 9 a.m. and 5 p.m. central time Monday through Friday to request assistance. Messages can be left at any

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time. Callers should identify they are seeking flood-related legal assistance. Those who qualify for assistance will be matched with Tennessee lawyers who have volunteered to provide free legal help.

Additionally, free legal clinics are operating at the five Disaster Service Centers set up in the greater Nashville area. No appointments are needed. The centers are staffed from 10 a.m. to 6 p.m.

### *Neighborhood Hot Spot Response*

Small teams of employees from Metro Codes, Public Works and Health are delivering key supplies and disaster information to neighborhoods where residents are stranded or being sheltered in place. Teams are currently working hot spots in the Neely's Bend area of Madison. Neighborhood Hot Spots should be reported to Billy Fields: [billy.fields@nashville.gov](mailto:billy.fields@nashville.gov)

### *Translation Services*

We have coordinated bilingual outreach and translation services with Conexcion Americas and TN Immigration Rights Coalition. They are providing daily assessment maps of pockets of non- English speakers and their needs and providing translation services for key documents. Current languages are: Spanish, Arabic, Somali and Kurdish. Other languages will be provided as needed.

### *Case Management*

Metro is working through Metro Social Services, Centerstone, Catholic Charities, TN Disabilities Coalition and others to create a long term plan for case management and transitions for individuals who need social and support services due to displacement.

## **BOTTLED WATER DISTRIBUTION CENTERS**

Bottled water distribution will continue this weekend at the following locations from 9 a.m. to 7 p.m. \*THERE WILL BE A LIMIT OF 1 CASE PER VEHICLE

- Nashville Fairgrounds at 500 Wedgewood Avenue
- Antioch Middle School at 5050 Blue Hole Road
- Bellevue Middle School at 655 Colice Jeanne Road
- Pearl Cohn High School at 904 26<sup>th</sup> Avenue North
- Bailey Middle School 2000 Greenwood Avenue

## **DISASTER DEBRIS COLLECTION AND ROADWAY REPAIRS**

Metro Public Works will continue debris collection throughout the weekend. Officials are working to finalize contracts with private vendors for additional trucks and crews to supplement Public Works vehicles, and expand operations to more communities. A comprehensive plan and schedule for Metro's countywide disaster debris collection will be available Monday.

Extensive pavement repairs will continue at several locations on Saturday, including Morrow Road, Tucker Road and Knight Road in North Nashville; Hicks Road in Bellevue; and Hobbs Road near



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Julia Green School. Crews will be at work today repairing roads, culverts and traffic signals countywide.

### **COURTS TO RESUME ON MONDAY, MAY 10**

All courts will be operational on Monday, including General Sessions courts (jail and bond dockets), criminal trial courts (all divisions), traffic court, environmental court (metro court - held on Wednesdays), grand jury, and juvenile court. Additionally, booking for state misdemeanor citations will be operational.

The Birch Building will be fully operational. If your case is scheduled for that location, it will be held there next week.

Juvenile cases will be held at various locations. All juvenile detention hearings will be held at the CJC in the old jail docket courtroom in the CJC building (Room 131 - second floor, above night court). The hearings will be held at 2:30 p.m. on Monday, Tuesday, Thursday and Friday and officers will need to be there at 2 p.m.

All other juvenile cases will be held in various locations on a temporary basis as described below:

- Judge Green - Historic Courthouse 510
- Magistrate Calhoun - Historic Courthouse 607
- Magistrate Crawford - Historic Courthouse 611
- Magistrate Lewis - Historic Courthouse 605
- Magistrate O'Neil - Criminal Justice Center Felony Jail Courtroom 131
- Magistrate Rosenberg - East MPD Precinct Trinity Lane
- Magistrate Griffin - East MPD Precinct Trinity Lane
- Magistrate Calloway - East MPD Precinct Trinity Lane

### **METRO TRANSIT TO INCREASE SERVICE LEVELS ON MONDAY**

Nashville Metropolitan Transit Authority (MTA) will continue to operate on a Sunday/Holiday schedule this weekend. Both MTA and Regional Transportation Authority (RTA) bus service will begin operating a higher level of service (Saturday schedule) next week.

Route 30 McFerrin in East Nashville, which was not operating due to flooding, will operate a Sunday/Holiday schedule tomorrow, and begin operating on a Saturday schedule on Monday.

Music City Circuit buses will resume meeting the Music City Star train at Riverfront Station on Monday and operate on a Saturday schedule. The Music City Star and RTA's Route 96X Nashville/Murfreesboro Relax and Ride also resume service and fares will be collected as usual.

### **RENTAL HOUSING DATABASE FOR FLOOD VICTIMS**

## Homeland Security Exercise and Evaluation Program (HSEEP)

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A free database of rental housing is ready for landlords to add properties and for searchers to identify available properties. Nashville's housing leaders urge property owners to post properties right away.

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Renters can search for properties by city or county name and display several properties on a map at once to determine the best location for them.

### **RED CROSS DISASTER ASSISTANCE**

Red Cross Assistance is available by calling toll-free 1-866- GET- INFO (1-866-438-4636).

Three Red Cross shelters remain open: Lipscomb University with 85 residents and capacity for 200; Gordon Jewish Community Center with 12 residents and capacity for 200; and the Al Menah Shrine center with 32 residents and capacity for 300.

Other assistance being provided by the Red Cross includes:

- Fixed feeding sites at all three shelters, as well as eight mobile feeding routes. Residents in need should look for ARC Emergency Response Vehicles in their neighborhoods.
- "Clean up kits" are available at the five Disaster Information Centers in Davidson County. The kits contain the following items: bleach, buckets, storage containers, coolers, work gloves, hand sanitizer, hoses with nozzle, insect repellent, dust masks, rakes, rope, shovel, sun screen, duct tape, and trash bags.
- In Davidson County, to date the Red Cross has provided 8149 meals, 10,868 snacks, 1050 clean up kits, and 1232 comfort kits to affected families and individuals.

### **METRO WATER SERVICES UPDATE**

With rain in the forecast, Metro Water Services encourages all property owners and businesses to check the metal storm drain grates near their homes and businesses and clear them of debris. Debris should be removed from the surface and NOT swept or pushed into the storm drain. This will help keep rainwater from pooling on our roadways and causing a safety hazard.

### ***K.R. Harrington Water Treatment Update***

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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Rumors regarding drinking water contamination in MWS service areas are FALSE! The public water supply provided by Metro Water Services continues to be safe. Work continues at the K.R. Harrington Water Treatment Plant and we now have network connectivity but there is still a lot of work to be done before the facility can be placed back in service. Current reservoir levels are at 65%, the highest level since May 3. We thank everyone for their help but ask customers to continue their conservation efforts and reports instances of water mis-use to [Kim.Minton@Nashville.gov](mailto:Kim.Minton@Nashville.gov).

### *MWS Permits*

The MWS Permits Office at the Metro Office Building will be open this Saturday and Sunday from 7:30 AM - 4 PM to sign off on required Codes permits. Metro Stormwater will also be at this location Saturday and Sunday from 7:30 Am - 4 PM to provide Stormwater permits.

### **FEMA FLOOD RELIEF ASSISTANCE IS AVAILABLE**

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585. When applying please have the following information available:

- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available
- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

Also, a limited number of FEMA contracted housing inspectors are assessing properties. They will always wear official FEMA identification and will never ask for personal information such as social security numbers. Inspectors also do not approach applicants without prior contact, and will never ask payment.

Customers can call MTA at (615) 862-5950. AccessRide customers may call 880-3970, while RTA customers should call 862-8833. Customers should also review the [nashvillemta.org](http://nashvillemta.org) Web site for updates. A list of the bus routes and their modifications will be posted on the Web.

### **VOLUNTEER OPPORTUNITIES**

Hands On Nashville is coordinating volunteer efforts. Citizens can register to volunteer at [www.HON.org](http://www.HON.org). Once registered, volunteers will be contacted with information regarding which of the 6 reception centers they should report to.

### **NASHVILLE ELECTRIC SERVICE**

The Demonbreun Street East Side Downtown network is up, and NES crews are going business-to-business checking transformers and other equipment to determine which business can be re-energized on the general network. That should begin later this weekend.

If water got into the outlets, plugs, switches, panel box or meter base of any home or business, the owner **MUST** hire a licensed electrician to make the repairs, and have Codes inspect before NES can restore power. This particular safety issue **CANNOT** be waived.

NES will be waiving the following fees to FLOOD VICTIMS:

- \$45 turn-on fee, same day service
- \$30 turn on fee for future day service
- \$225 temporary service fee
- \$15 transfer fee (for customers who have to move to a new residence due flooding)

NES may expand its relief efforts for FLOOD VICTIMS ONLY and will have more information later.

### **PIEDMONT NATURAL GAS SAFETY BULLETIN**

*If water has entered your home or come in contact with natural gas appliances:*

- Call Piedmont Natural Gas at 800-752-7504 so we can inspect your meter and your natural gas appliances for possible flood damage.
- Do not attempt to disconnect your gas service or work on or around your gas meter.
- Do not attempt to relight any of your gas appliances.
- Do not attempt to clear flood debris from your gas meter or from any other gas appliance, including your water heater.

*If your gas appliances have been damaged or submerged by flood waters:*

- Do not attempt to make repairs yourself or use unauthorized, unlicensed individuals to work on your natural gas appliances.
- It is imperative that residents choose a licensed contractor who follows all safety and manufacturer guidelines.
- Unauthorized repairs can be unsafe and may void your warranty. Call your appliance manufacturer if you are unsure about work being performed.
- Some gas appliances damaged by water may need to be replaced.
-

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Severe Flooding May 2010

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- You can choose to work with Piedmont Natural Gas or other local approved [Gas Advantage Dealers](#) to repair or replace damaged appliances.
- Customers can view technical information on water heaters on Piedmont's website at [www.piedmontng.com](http://www.piedmontng.com).

If your home was not damaged by flooding, but your natural gas service was interrupted, call Piedmont Natural Gas to schedule an appointment.

### **WEEKEND HOURS FOR THE EMERGENCY OPERATIONS CENTER AND JOINT INFORMATION CENTER**

The EOC Media Desk will be staffed throughout the weekend to answer calls from the media. In addition, media releases will be issued as needed.

There will be no media briefings at the JIC over the weekend. The next scheduled briefing is set for Monday at 11 a.m.

The Nashville.gov website has been updated to include comprehensive flood information including assistance needs, cleanup guidelines, contact numbers, and general updates.

[WWW.NASHVILLE.GOV/FLOOD](http://WWW.NASHVILLE.GOV/FLOOD)

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# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

**FOR IMMEDIATE RELEASE**  
May 9, 2010  
11:45 a.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **MAYOR TO VISIT PUBLIC WORKS FLEET MONDAY AT 6 A.M.**

LP Field Lot "B" is staging site for contracted debris collection trucks

NASHVILLE, Tenn. – Mayor Karl Dean will join Public Works officials at LP Field tomorrow at 6 a.m. CDT when a fleet of at least 40 privately-contracted trucks will be dispatched to begin countywide disaster debris collections.

The trucks will be working with approximately 20 Public Works vehicles for a total of 60 trucks to pick up flood debris at thousands of homes in Metro Nashville. Emergency contracts were finalized late Saturday allowing Public Works to proceed with hiring two Mobile, Ala. companies -- Storm Reconstruction Services, Inc., and The DRC Group -- that specialize in disaster recovery operations.

**WHO:** Mayor Dean, Director Billy Lynch and other Public Works officials

**WHAT:** Review of Metro's contract debris collection trucks

**WHEN:** 6 a.m. CDT  
Monday, May 10, 2010

**WHERE:** Parking Lot B, LP Field  
Interstate Drive and Shelby Avenue

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 9, 2010  
1 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

**HUD SECRETARY DONOVAN AND COMMERCE SECRETARY LOCKE TO TOUR  
FLOOD-DAMAGED AREAS WITH MAYOR DEAN**

NASHVILLE, Tenn. – Nashville Mayor Karl Dean will join U.S. Housing and Urban Development (HUD) Secretary Shaun Donovan and U.S. Department of Commerce Secretary Gary Locke tomorrow morning as they tour areas affected by the recent flooding in Nashville. The secretaries will assess the damage and discuss long-term recovery plans with local elected officials and community leaders.

*The daily media briefing previously scheduled for 11 a.m. Monday at the Joint Information Center has been postponed until 2:30 p.m. to accommodate the visit.*

**60 TRUCKS DISPATCHED TO FLOOD DAMAGED NEIGHBORHOODS**

Starting at 6 a.m., Mayor Karl Dean will join Public Works officials tomorrow at LP Field when a fleet of at least 40 privately-contracted trucks will be dispatched with 20 Public Works vehicles to begin countywide disaster debris collections. Emergency contracts were finalized late Saturday allowing Public Works to proceed with hiring two Mobile, Ala. companies -- Storm Reconstruction Services, Inc., and The DRC Group -- that specialize in disaster recovery operations.

**METRO SCHOOLS OPEN MONDAY**

Metro Schools will be open Monday, May 10. For displaced families, or those who need a new school assignment, please call the MNPS Customer Service Center at (615) 259-INFO (4636) for information, assistance with school enrollment, free and reduced meals, school clothing or transportation needs. The center will be open from noon – 5 p.m. Sunday, May 9, and as early as 5:30 a.m. Monday. Parents are also encouraged to check [www.mnps.org](http://www.mnps.org).

**METRO WATER SERVICES UPDATE**

The majority of the community has done a spectacular job conserving and we are beginning to see increases in the water reservoirs. The current reservoir levels are 78%, up from 65% this time yesterday.

On Sunday, Metro Water Services customers can do essential loads of laundry and dishes but we ask that water not be used in excess. Irrigation, car washes and other non-residential domestic use is not permitted. The effect of this water use on our reservoirs will be assessed and a decision Monday will be made regarding the continuation of water conservation efforts as we move forward. However, customers must remain vigilant about continued conservation.

The K.R. Harrington Water Treatment Plant continues to have around the clock staff and contractors working to restore operation. Electricity and internet connectivity has been restored. Divers will begin inspection of clear wells today and installation of the new instrumentation is expected to begin this weekend as well. The pumps and motors are still away being dried and repaired. There is still some assessment to be done and lots of repair work and disinfection to complete before it is operational and can be approved for production. MWS will continue working closely with TDEC during this process.

Contracted Street sweepers are being diverted from normal routes to impacted Metro roadways needing cleanup. These street sweepers are being filled with non-potable water collected from flooded basements and parking garages.

### **BOTTLED WATER DISTRIBUTION CENTERS**

Bottled water distribution continues today at the following locations from 9 a.m. to 7 p.m. Use of bottled water for drinking and cooking greatly assists with conservation of the city's water supply. \*THERE WILL BE AN ALLOWANCE OF 2 CASES PER VEHICLE.

- Nashville Fairgrounds at 500 Wedgewood Avenue
- Antioch Middle School at 5050 Blue Hole Road
- Bellevue Middle School at 655 Colice Jeanne Road
- Pearl Cohn High School at 904 26<sup>th</sup> Avenue North
- Bailey Middle School 2000 Greenwood Avenue
- Two Rivers Baptist Church at 2800 McGavock Pike

### **FLOOD RELIEF VOLUNTEERS URGED TO CARPOOL**

An influx of volunteers, coupled with sightseers, has caused significant traffic congestion in some of the neighborhoods hardest hit by flood damage, particularly those in the Pennington Bend-Opryland and Sawyer Brown Road areas. The congestion is such that debris collection trucks are being impeded from their work.

The Metropolitan Police Department strongly urges volunteers to carpool into storm affected areas, or park in nearby church/business parking lots and walk into neighborhoods. Officers will be working to minimize congestion/gridlock on residential streets impacted by flooding.

Hands On Nashville is coordinating volunteer efforts. Citizens can register to volunteer at [www.HON.org](http://www.HON.org). Once registered, volunteers will be contacted with information regarding which of the six reception centers they should report to.



## DISASTER RECOVERY EFFORTS

### *General Information*

- **Community Hotline 862-8574**
- **Metro Channel 3 (Cable Channel 3)**
- **211**
- **FEMA Legal Help/Fraud Prevention Hotline 1-888-395-9297**

### *Disaster Information Centers*

Disaster Information Centers will be open this week from 10 a.m. – 6 p.m. Disaster Centers will remain open until FEMA centers are up and operational on the ground.

Centers provide food, water, personal hygiene supplies and information about city services and FEMA registration. Metro Public Health and Social Service case workers are on site.

The public can come to the Centers to pick up limited quantities of cleaning supplies to assist with home restoration efforts. This weekend, Centers will serve as staging areas for volunteer neighborhood clean up sweeps.

Centers are not equipped for emergency medical needs. Residents who have security and health emergencies should call 9-1-1. Disaster Information Centers are in the following locations:

- Bellevue Community Center, 656 Colice Jeanne Rd. 37221
- East Community Center, 700 Woodland Street, 37206
- Hermitage Community Center, 3720 James Kay Lane, 37076
- Hadley Community Center, 1037 28th Avenue North, 37208
- Coleman Community Center, 384 Thompson Lane 37211

Questions about Disaster Info Centers should be directed to Laurel Creech, Metro's Chief Service Officer, via email at [laurel.creech@nashville.gov](mailto:laurel.creech@nashville.gov).

### *FEMA Flood Relief Assistance*

FEMA inspectors are contacting Tennessee disaster applicants who sustained losses from the storms, tornadoes and flooding. It is important to emphasize that legitimate FEMA inspectors will not ask for personal information, such as a Social Security number, or request payment at the time of the inspection. They will also wear an official FEMA photo ID badge.

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585. When applying please have the following information available:

- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available

- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

A mobile Disaster Recovery Center (DRC) operated by FEMA and the state of Tennessee has opened at 100 Oaks Mall, 719 Thompson Lane. The center is open from 7 a.m.-7 p.m., 7 days a week until further notice.

#### ***Red Cross Disaster Assistance***

Red Cross Assistance is available by calling toll-free 1-866- GET- INFO (1-866-438-4636). Two Red Cross shelters remain open: Lipscomb University with 116 residents and capacity for 200 and the Al Menah Shrine center with 54 residents and capacity for 300. The Gordon Jewish Community Center shelter closed Saturday and the remaining 12 guests are being housed at Bellevue Church of Christ.

Other assistance being provided by the Red Cross includes:

- Fixed feeding sites at all shelters, as well as eight mobile feeding routes. Residents in need should look for ARC Emergency Response Vehicles in their neighborhoods.
- “Clean up kits” are available at the five Disaster Information Centers in Davidson County. The kits contain the following items: bleach, buckets, storage containers, coolers, work gloves, hand sanitizer, hoses with nozzle, insect repellent, dust masks, rakes, rope, shovel, sun screen, duct tape, and trash bags.
- In Davidson County, to date the Red Cross has provided 15,852 meals, 14,937 snacks, 3669 clean up kits, 2332 comfort kits, 700 health services contacts and 673 mental health contacts to affected families and individuals.

#### **WATER RECOVERY TEAMS CONTINUE TO SEARCH FOR MISSING PERSONS**

Two water recovery teams continue to search for individuals that were reported missing last week. The locations are Mill Creek and the Harpeth River in Newsom Station.

#### **DISASTER DEBRIS COLLECTION UPDATE AND GUIDELINES**

Debris collection services continued Saturday in Bellevue's Boone Trace, Beech Bend and Harpeth Bend areas; West Hamilton, Morrow Road, Del Ray Drive communities in North Nashville; and Antioch neighborhoods along Wimpole Drive, Currey Road and Antioch Pike. Added were Pennington Bend communities along Steamboat Drive and Cain Harbor; East Nashville neighborhoods along Shadow Lane, McGinnis Drive, Welcome Lane and Moss Rose Drive; and the Waterford Subdivision in Old Hickory.

Besides hauling off debris for disposal, Metro Public Works employees, Davidson County Sheriff's Office Corrections Center crews and General Sessions Court Community Service workers are assisting neighborhood residents with separating debris and pulling it to the curb so trucks can collect it.

Residents are being asked to separate items into four piles: appliances and metals; construction and demolition; household trash and garbage; brush and other waste. All piles should be placed at the street. DO NOT put debris under TVA power lines or stack on/near NES equipment boxes. TVs, computers and other e-waste should be taken to any Metro Recycle Convenience Center.

A comprehensive plan and schedule for Metro's countywide disaster debris collection will be available Monday.

Public Works roadway crews continue repairing roads, culverts and traffic signals countywide.

### **NASHVILLE ELECTRIC SERVICE UPDATE**

NES Line crews continue to work on scattered outages replacing equipment as necessary. By Sunday afternoon, the downtown network should be back to normal operation. The Pinnacle remains off and other downtown businesses will be connected as NES receives Codes Releases.

NES underground field crews are requesting that debris NOT be placed on or near pad mount transformers. There have been instances of debris dropped near the Bellevue/River Plantation transformer site. This greatly hinders the speed of restoring power to this area.

If water got into the outlets, plugs, switches, panel box or meter base of any home or business, the owner MUST hire a licensed electrician to make the repairs, and have Codes inspect before NES can restore power. This particular safety issue CANNOT be waived.

NES will be waiving the following fees to FLOOD VICTIMS:

- \$45 turn-on fee, same day service
- \$30 turn on fee for future day service
- \$225 temporary service fee
- \$15 transfer fee (for customers who have to move to a new residence due flooding)

NES may expand its relief efforts for FLOOD VICTIMS ONLY and will have more information later.

### **DAVIDSON COUNTY SHERIFF'S DEPARTMENT ASSISTS WITH CLEAN UP EFFORTS**

The Sheriff's Department's Correctional Services Center currently has 80 inmate workers with 20 staff members and 20 trucks clearing debris from severely affected areas. They're also picking up and delivering goods, food boxes and water from Second Harvest to the Disaster Information Centers and the Food Box sites.

In the past week, Sheriff's Dept. officials have:

- removed 252 tons of debris
- used approx. 700 inmate workers
- filled 34,200 sandbags w/ 500 tons of sand & hauled it to the three emergency locations.
- hauled approx. 2,000 food boxes to the disaster sites for distribution
- delivered 150 food boxes and 150 cases of water to neighborhoods to the stranded

The Transportation Division has been moving people from their homes to shelters as the calls come in. Approximately 53 persons and 12 animals have been transported from their homes to various shelters.

### **FREE TETANUS SHOTS SUNDAY**

Metro Health will continue to offer Tetanus shots today. The vaccines will be available free to the public at each of the five Disaster Information Centers from 12 p.m. - 4 p.m. while supplies last. Our clinics (Lentz, Woodbine, and East) will not be giving shots this weekend as they will be closed.

A new fact sheet regarding the need (or lack thereof) for tetanus vaccine (entitled "Do I Need a Tetanus Shot") has been posted to <http://health.nashville.gov>.

### **DAMAGE ASSESSMENTS CONTINUE**

Metro Codes Department will be open for business Sunday from 7:30 a.m. - 4 p.m. Inspectors from all divisions are on duty and damage assessment continues across the city.

### **COURTS TO RESUME ON MONDAY, MAY 10**

All courts will be operational on Monday, including General Sessions courts (jail and bond dockets), criminal trial courts (all divisions), traffic court, environmental court (metro court - held on Wednesdays), grand jury, and juvenile court. Additionally, booking for state misdemeanor citations will be operational.

The Birch Building will be fully operational. If your case is scheduled for that location, it will be held there next week.

Juvenile cases will be held at various locations. All juvenile detention hearings will be held at the CJC in the old jail docket courtroom in the CJC building (Room 131 - second floor, above night court). The hearings will be held at 2:30 p.m. on Monday, Tuesday, Thursday and Friday and officers will need to be there at 2 p.m.

All other juvenile cases will be held in various locations on a temporary basis as described below:

- Judge Green - Historic Courthouse 510
- Magistrate Calhoun - Historic Courthouse 607

- Magistrate Crawford - Historic Courthouse 611
- Magistrate Lewis - Historic Courthouse 605
- Magistrate O’Neil - Criminal Justice Center Felony Jail Courtroom 131
- Magistrate Rosenberg - East MPD Precinct Trinity Lane
- Magistrate Griffin - East MPD Precinct Trinity Lane
- Magistrate Calloway - East MPD Precinct Trinity Lane

### **METRO WEBSITE FOR REPORTING FLOOD DAMAGE**

Davidson County residents can now report their flood damage to a special website link to help Metro Government assemble the most complete and accurate data about the effects of last week's flooding. Report your flood damage at <http://maps.nashville.gov/damage/> . There is also a “Report Flood Damage” link in the left hand column of the Nashville.gov/flood website.

The Nashville.gov flood damage site is NOT connected to relief efforts or emergency services – it will be for reporting property damage only. If you need disaster assistance, register with FEMA at [www.disasterassistance.gov](http://www.disasterassistance.gov) or call 800-621-FEMA.

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Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 10, 2010  
11:30 am

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR TO HOLD BRIEFING TODAY AT 2:30 P.M.**  
**Mayor to Provide Recovery Updates**

NASHVILLE, Tenn. – Mayor Karl Dean will hold a media briefing today at 2:30 p.m. CST at the Joint Information Center established at Belmont University. Mayor Dean and officials from FEMA as well as local government officials from Fire, Police, Water, Public Works, Codes and NES will provide updates on the ongoing disaster recovery efforts.

**WHO:** Mayor Dean and Other Local Government Officials

**WHAT:** Media Briefing

**WHEN:** 2:30 p.m. CST  
May 10, 2010

**WHERE:** Joint Information Center in Curb Event Center  
Belmont University

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# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**

May 10, 2010  
2:50 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **MAYOR DEAN EXTENDS STATE OF EMERGENCY FOR DAVIDSON COUNTY**

NASHVILLE, Tenn. - Mayor Dean has signed another Executive Order to extend the current State of Emergency. State law limits a State of Emergency declaration to seven days but authorizes the Mayor to extend the order by seven day increments as needed. Due to last week's unprecedented rain event that resulted in widespread flooding, emergency actions by government agencies are still necessary in order to safeguard the citizens of Davidson County.

#### **CURRENT DAMAGE ASSESSMENT**

Metro has identified over \$1.56 billion in property damage throughout Davidson County and the assessments are still ongoing. Approximately 99 percent of the property assessments are complete and damage has been identified on nearly 96-hundred (9,651) parcels. Follow-up inspections to inaccessible parcels and self-reported areas have begun.

The damage figures include only building damage and not personal property or infrastructure damage. It doesn't include damage to areas such as greenway trails and facilities. The value of damaged public buildings and building contents is not included.

#### **GREENWAYS TEMPORARILY CLOSED**

For safety reasons, Metro Parks closed the Greenways system pending a safety assessment after last week's historic flooding. Some greenways sustained significant damage to bridges, boardwalks and barriers. Some sections of trail are impassable, and Metro Parks has deemed it in the best interest and safety of users to close the trails system until further notice.

Damage assessments are underway and estimates should be completed in the next couple of days. In the meantime, individuals should refrain from using the Greenways until they are re-opened and please don't attempt to circumvent gates or other barriers.

#### **FLOOD-RELATED FATALITIES INCREASES TO TEN**

The body of a 53-year-old man, who was known to camp in a wooded gulch in the 1100 block of Elm Hill Pike, was recovered this morning. Friends reported they had not seen him in several days

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Severe Flooding May 2010

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and began looking for him in the area. During heavy rains, the gulch regularly and quickly fills with flood waters. His name is being withheld pending notification of family.

The other flood-related fatalities were previously identified as: Billy Rutledge, 70, Mary Rutledge, 65, Graybar Lane; Mary Jane McCormack, 86, of Sawyer Brown Road; Robert Woods, 74, W. Hamilton Avenue; Joshua Lanotroop, 21, of Valley Way; Andrew J. England, 78, and Martha England, 80, 908 Delray Drive; and Joseph Formosa, 88, and Bessie Formosa, 78, of Sawyer Brown Road.

### SEARCH FOR MISSING PERSONS

Two men remain missing. Danny Tomlinson, 39, was last seen Saturday, May 1, at 11:30 p.m. inside a car on Newsom Station Road that was overcome by flood waters. Daniel Brown, 18, was last seen on Sunday, May 2, at 6:30 p.m. when he and two other men tied floatation devices together to go tubing on Mill Creek. The makeshift raft struck a bridge and was dragged under water. The other two men made it ashore.

Recovery efforts will continue today following a week-long search for the two missing men from two of the areas that were affected by the floods. Representatives from the Nashville Fire Department, Metro Police, Urban Search and Rescue Team (USAR), and several volunteer groups have assisted in combing the areas by foot, boat and air since Sunday.

Metro will continue to coordinate the responders in both locations.

### METRO WATER SERVICES UPDATE

Metro Water Services customers can do essential loads of laundry and dishes but we ask that water not be used in excess. Laundry mats and nurseries have been allowed to resume water use for necessary operating purposes. The effect of this water use on our reservoirs will be assessed and a decision will be made regarding the continuation of water conservation efforts as we move forward. However, customers must remain vigilant about continued conservation.

As a courtesy to those who need water for cleaning and watering plants while water is in short supply, non-potable water is being made available at West End Summit - 1600 West End. This water supply should be used for activities including nursery plant watering, sidewalk and street cleaning, and neighborhood cleanup. Those picking up water must provide their own tanks intended for transporting non-potable water and pumps. This non-potable source is not for filling milk jugs, pitchers, or other small containers. The site will be open Monday - Friday from 9 am. until 3 p.m. or until the supply is depleted. Entrance to the site will be allowed off of West End or 16th Avenue. **Metro Water Services and the property owners assume no liability.**

Assessment and repair at the K.R. Harrington Water Treatment Plant continues. Draining of the 9 million gallon clear well began Sunday, after inspection by divers, in preparation of further inspection. Assessment and repair will be a lengthy process. The flood water destroyed the electrical systems within the plant as well as the computerized monitoring system, flooded pumps



## Homeland Security Exercise and Evaluation Program (HSEEP)

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and motors and contaminated basins and storage wells at the facility. Power has been restored to the property and contractors will be hired to begin necessary electrical work within the facility this week. The pumps and motors have been removed and are in the process of being dried and assessed.

### **DISASTER DEBRIS CLEAN-UP**

This morning, a combined fleet of nearly 80 trucks left LP Field to begin running multiple routes collecting discarded furniture, appliances and other disaster debris from flood-ravaged homes. At least one truck will be dispatched to each of Metro's 12 maintenance zones; however, today the majority of trucks will be returning to neighborhoods in Bellevue, Antioch, North Nashville and Pennington Bend/Music Valley Drive.

All three Metro Convenience Centers are open during regular business hours this week and accepting residential debris. Today through Sunday, May 16, Public Works is waiving usual fees at the Centers, and residents will be able to make up to three (3) visits per day for free. Locations, operating hours and phone numbers for Convenience Centers are at [www.nashville.gov/pw](http://www.nashville.gov/pw). The EOC Community Hotline -- 862-8574 -- can provide information about where businesses can dispose of commercial debris.

### **ROADWAY AND TRAFFIC SIGNAL REPAIRS/ESTIMATES**

Numerous Public Works crews continue working to repair roads, bridges and traffic signals. Metro's trash and recycling collections have resumed and operating on schedule. Roadway crews are repairing streets damaged by flooding, sinkholes and mudslides, and getting them re-opened for traffic. As of Sunday, engineering crews had repaired over a dozen traffic signal cabinets that had been flooded, and technicians are continuing to monitor and repair traffic signals. Other Public Works employees are supervising and coordinating Metro Beautification volunteers, crews from the Davidson County Sheriff's Office, Drug Court and community service workers who are assisting with cleanup.

### **METRO HEALTH OFFERS TETANUS SHOTS, MOLD INFORMATION**

The Metro Health Department continues to offer free tetanus shots at the Lentz Public Health Center, 311 23<sup>rd</sup> Ave. North, East Health Center, 1015 East Trinity Lane, and Woodbine Health Center, 224 Oriol Avenue, from 8 a.m. until 4 p.m. Monday thru Friday. 2,400 doses are expected to arrive Monday afternoon.

Nashville residents and volunteers cleaning up after the recent flooding should not be concerned about the risk of tetanus from floodwaters, and should not delay participating in the clean up efforts because of not having a tetanus shot. Exposure to flood waters does not increase a risk for tetanus infection according to officials at the Centers for Disease Control and Prevention and Tennessee Department of Health. According to CDC, there has never been a diagnosed case of tetanus related to floods or flood cleanup in the United States.

Metro Health Department is taking calls and providing information to residents concerned about mold following last week's flood. Informational flyers are available in English and Spanish on the Nashville.gov web page.

### **METRO CODES VISITS FLOOD-DAMAGED NEIGHBORHOODS**

Metro Codes officials are producing flyers today that detail the process homeowners must go through in order to apply for flood-damage repair permits. They will go door-to-door in flood-damaged neighborhoods handing out flyers and answering permit questions from residents. The information will also be posted on the Nashville.gov flood web page.

In addition, Codes representatives will be stationed at the disaster information centers to assist citizens with the permitting process.

To verify the status of any licensed contractor or any business licensed by the Board of Licensing Contractors, visit <http://verify.tn.gov> or <http://liscrch.state.tn.us>.

### **METRO STUDENTS RETURN TO THE CLASSROOM MONDAY**

Classes at Metro Nashville Public Schools resumed today. Overall, the district is pleased that schools are open and operating smoothly with some accommodations given the unusual circumstances.

Employee attendance is consistent with normal operations. Student attendance information is still being gathered, but at this point it appears to be good under the circumstances.

Transportation ran smoothly this morning with 137 portions of some bus runs modified.

In addition to MNPS school counselors, Vanderbilt and Centerstone are providing counselors to help support our students.

### **DISASTER RECOVERY EFFORTS**

#### ***Disaster Information Centers***

Disaster Information Centers will be open this week from 10 a.m. – 6 p.m. Disaster Centers will remain open until FEMA centers are up and operational on the ground. Centers provide food, water, personal hygiene supplies and information about city services and FEMA registration. Metro Public Health and Social Service case workers are on site. The public can come to the Centers to pick up limited quantities of cleaning supplies to assist with home restoration efforts.

Centers are not equipped for emergency medical needs. Residents who have security and health emergencies should call 9-1-1. Disaster Information Centers are in the following locations:

- Bellevue Community Center, 656 Colice Jeanne Rd. 37221
- East Community Center, 700 Woodland Street, 37206

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Severe Flooding May 2010

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- Hermitage Community Center, 3720 James Kay Lane, 37076
- Hadley Community Center, 1037 28th Avenue North, 37208
- Coleman Community Center, 384 Thompson Lane 37211

The Disaster Information Centers served approximately 2,109 people affected by the flood last weekend:

East: 436

Hadley: 175

Hermitage: 299

Bellevue: 965

Coleman: 234

TOTAL= 2,109

### ***FEMA Flood Relief Assistance***

FEMA inspectors are contacting Tennessee disaster applicants who sustained losses from the storms, tornadoes and flooding. It is important to emphasize that legitimate FEMA inspectors will not ask for personal information, such as a Social Security number, or request payment at the time of the inspection. They will also wear an official FEMA photo ID badge.

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585. When applying please have the following information available:

- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available
- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

FEMA has opened a Disaster Recovery Center (DRC) in Nashville for those affected by severe storms and flooding last week. The DRC is located at 100 Oaks Mall, 719 Thompson Lane, near the Hollywood 27 theater. The center is open from 7 a.m. - 7 p.m., seven days a week until further notice.

Nearly 18,000 Tennesseans have registered with FEMA and more than \$28 million has been approved in individual assistance monies.

### ***Red Cross Disaster Assistance***

## Homeland Security Exercise and Evaluation Program (HSEEP)

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Red Cross Assistance is available by calling toll-free 1-866- GET- INFO (1-866-438-4636). Two Red Cross shelters remain open: Lipscomb University with 132 residents and capacity for 200 and the Al Menah Shrine center with 45 residents and capacity for 300.

Other assistance being provided by the Red Cross includes:

- Fixed feeding sites at two shelters, Sawyer Brown Community Center, 1417 Murfreesboro Road, Riverwalk Community Pool at Riverwalk Road, as well as 13 mobile feeding routes. Residents in need should look for ARC Emergency Response Vehicles in their neighborhoods.
- "Clean up kits" are available at the five Disaster Information Centers in Davidson County. The kits contain the following items: bleach, buckets, storage containers, coolers, work gloves, hand sanitizer, hoses with nozzle, insect repellent, dust masks, rakes, rope, shovel, sun screen, duct tape, and trash bags.
- In Davidson County, to date the Red Cross has provided 20,190 meals, 21,244 snacks, 4474 clean up kits, 2609 comfort kits, 991 health services contacts and 776 mental health contacts to affected families and individuals.

### **NASHVILLE ELECTRIC SERVICE OUTAGES AND REPAIRS**

NES currently have about 300 total outages countywide, largest pocket in the northeast/Hendersonville area. On the downtown network, all 4 primary circuits on the Demonbreun East Network are restored; about 2 dozen businesses remain disconnected because of internal damage they are repairing. Their power will be restored when they are ready for it. In addition, Municipal Auditorium is back to normal.

Power was restored earlier today to the Country Estates, Sheffield on the Harpeth, Morton Mills and Hickory Estates subdivisions in Bellevue. We have replaced the necessary equipment and energized transformers to restore power to the River Plantation area in Bellevue by late this evening; some of these customers, however, may not be ready for power.

The Stadium Substation is energized and power to LP Field was restored around noon today. Crews continue making significant progress at the McCrory Substation and the West Substation.

### **MENTAL HEALTH ASSISTANCE**

Citizens seeking mental health assistance can contact the local "Crisis Line" at (615)244-7444.

This hotline is free, manned by trained volunteers and is available 24/7.

The national "Talk Line" at 1-800-273-TALK is also available. This is a federally-funded hotline that routes the calls (by area code) to local mental health professionals.

### **HANDS ON NASHVILLE VOLUNTEERS DONATE THOUSANDS OF HOURS**

Over nine-thousand Hands On Nashville volunteers spent nearly 40,000 hours participating in flood recovery efforts between May 2<sup>nd</sup> and Sunday, May 10<sup>th</sup>. The projected economic impact of Hands on Nashville volunteerism is \$815,235.

**NASHVILLE SALVATION ARMY STAFF AND VOLUNTEERS ASSIST FLOOD VICTIMS**

Salvation Army personnel continue to partner with OEM Disaster Information Centers, providing relief to flood victims at the Bellevue Community Center, Coleman Community Center and Hadley Community Center. The Salvation Army is on hand at each location to provide food, water and spiritual support. From May 1- 7, the Salvation Army has served 7,210 hot and cold meals, provided 9,499 drinks (soda, coffee, juice, water) and 4,610 snacks (donuts, cakes, chips). In addition, The Salvation Army has provided the same services for those working at the Office of Emergency Management, as well as to emergency responders working out of the Metro Police Department's Southeast Precinct.

**FLOOD EVENTS PHOTOGRAPHS**

Flood recovery effort high-resolution photographs are available for download at [www.metrophotos.nashville.gov/eventphotos/images/flood-recovery-efforts.html](http://www.metrophotos.nashville.gov/eventphotos/images/flood-recovery-efforts.html).

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Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 10, 2010  
8 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR TO TOUR IMPACTED DOWNTOWN BUSINESS DISTRICT WITH SBA  
ADMINISTRATOR KAREN MILLS**

Business Recovery Center Opening at Tennessee State University

NASHVILLE, Tenn. – Mayor Karl Dean will join SBA Administrator Karen Mills Tuesday on a tour of flood-impacted areas of the Downtown Nashville business district and the opening of a Business Recovery Center at TSU. Administrator Mills' visit will include meeting with residents, federal, state and other local officials and business owners to ensure the assistance needed to rebuild is available.

Those eligible for assistance from the SBA include homeowners, renters, businesses of all sizes, private nonprofits and small businesses.

**8:30 a.m.** – Walking tour of Downtown Nashville business district  
Location TBD by SBA officials

**1:30 p.m.** – Business Recovery Center Opening and press conference  
Tennessee State University, Avon Williams Campus (Downtown)  
330 10<sup>th</sup> Avenue North, Room 200

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# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



Karl F. Dean  
Mayor

Stephen Halford  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

FOR IMMEDIATE RELEASE  
May 11, 2010  
12:45 p.m.

Contact: EOC Media Desk  
(615) 862-8540

### MAYOR DEAN TOURS IMPACTED DOWNTOWN BUSINESS DISTRICT WITH SBA ADMINISTRATOR KAREN MILLS

NASHVILLE, Tenn. – Mayor Karl Dean joined SBA Administrator Karen Mills this morning on a tour of flood-impacted areas of the Downtown Nashville business district. Administrator Mills' visit includes meeting with residents, federal, state and other local officials and business owners to ensure the assistance needed to rebuild is available. A Business Recovery Center will officially open at Tennessee State University's Avon Williams campus downtown at 1:30 p.m. Those eligible for assistance from the SBA include homeowners, renters, businesses of all sizes, private nonprofits and small businesses.

### DOWNTOWN BUSINESS IMPACTED BY FLOODS REOPENS TUESDAY

Rexel Electrical and Datacom Supplies, located at 70 Oldham Street just north of LP Field, will reopen for business today after sustaining severe damage from last week's floods. The business recently moved from 299 Cowan Street to their new facility- both locations were in the flood zone.

### NUMBER OF FLOOD-RELATED FATALITIES REMAINS AT NINE

While the death of a 53-year-old man found Monday initially appeared to be flood-related, a preliminary examination by the Medical Examiner has determined that is likely not the case. It appears the man, who was homeless, died within the last 24 to 36 hours of his discovery. The cause of death has not yet been determined. His body was discovered by a friend Monday morning near his campsite in a wooded gulch in the 1100 block of Elm Hill Pike. During heavy rains, the gulch regularly and quickly fills with flood waters. His name is being withheld pending notification of family.

### METRO INTERACTIVE MAP PROVIDES DETAILED FLOOD INFORMATION

Aerial views, flood levels, road closures, damage locations, and other specific information about the 2010 Flood is now available on one online map. Users can turn layers on and off, zoom in and out, and view defined areas or the entire county. Visit the maps page at [http://maps.nashville.gov/empublic\\_viewer/](http://maps.nashville.gov/empublic_viewer/) or the Metro "2010 Flood" page at <http://www.nashville.gov/flood/>.

## **DISASTER DEBRIS CLEAN-UP**

Metro and contracted debris trucks continue running multiple routes collecting discarded furniture, appliances and other disaster debris. Trucks are being dispatched in all of Metro's 12 brush zones, with multiple units in the Bellevue, Antioch, North Nashville, Pennington Bend/Music Valley Drive and Madison areas.

All three Metro Convenience Centers are open during regular business hours this week and accepting residential debris. Today through Sunday, May 16, Public Works is waiving usual fees at the Centers, and residents will be able to make up to three (3) visits per day for free. Locations, operating hours and phone numbers for Convenience Centers are at [www.nashville.gov/pw](http://www.nashville.gov/pw). The EOC Community Hotline -- 862-8574 -- can provide information about where businesses can dispose of commercial debris. Metro trash and recycling collections are operating on schedule.

## **ROADWAY AND TRAFFIC SIGNAL REPAIRS/ESTIMATES**

An initial assessment of Nashville's infrastructure revealed little sidewalk damage and no significant structural damage to approximately 40 Metro bridges checked so far. Bridges on Tucker Road and Morrow Road suffered extensive damage, however, and remain closed.

A few Metro roadways are still closed, but the majority of streets damaged by flooding, sinkholes and mudslides have been addressed with temporary repairs, with the objective being to get roads back open so debris trucks can use them. Long-term repairs will be conducted once recovery operations are complete.

To date, engineering techs have repaired 16 traffic signal cabinets that were flooded, and are working to repair other damaged signals while monitoring the overall system.

## **METRO WATER SERVICES UPDATE**

Metro Water Services reservoirs continue to remain stable with reduced conservation guidelines so approval for essential loads of laundry and dishes will continue. Laundry mats and nurseries can also use water for necessary operating purposes. This does not include car washes. However, customers must remain vigilant about continued conservation and we ask that water not be used in excess until the second water treatment plant is back in operation.

Metro Water Services today will contract with leading national engineering firms who will assist us in planning and executing inspection, repair, and start-up of the K.R. Harrington Water Treatment Plant. The flood water destroyed the electrical systems within the plant as well as the computerized monitoring system, flooded pumps and motors and contaminated basins and storage wells at the facility. Timelines will be released as soon as they are available.

As a courtesy to those who need water for cleaning and watering plants while water is in short supply, non-potable water continues to be available at West End Summit - 1600 West End. This



water supply should be used for activities including nursery plant watering, sidewalk and street cleaning, and neighborhood cleanup. Those picking up water must provide their own tanks intended for transporting non-potable water and pumps. This non-potable source is not for filling milk jugs, pitchers, or other small containers. The site will be open Monday - Friday from 9 am. until 3 p.m. or until the supply is depleted. Entrance to the site will be allowed off of West End or 16th Avenue.

**Metro Water Services and the property owners assume no liability.**

## **METRO HEALTH PROVIDES IMPORTANT INFORMATION TO THOSE WITH MOLD CONCERNS, TETANUS SHOT LOCATIONS**

Health Department environmental health staff has provided information about removing and preventing mold to more than 1,000 residents in areas of Nashville hardest hit by flooding. Health Department staff continues to visit areas providing the following advice:

- Be aware that mold might be present if your home was flooded.
- The best way to prevent mold growth is to completely dry the house as soon as possible.
- Wet items such as carpet, drywall, furniture, mattress, paneling, trim, clothing, cardboard boxes, should be taken outside to dry.
- Use fans and dehumidifiers to remove excess moisture from your home. Fans should be placed at a window or door to blow the air outwards rather than inwards, so not to spread the mold.
- To remove or prevent mold growth from hard surfaces use cleaning products, soap and water, or a bleach solution of 1 cup of bleach in 1 gallon of water.
- Do not use cleaning products that contain ammonia. Mixing ammonia and bleach creates a chemical that is very dangerous.
- If using bleach solution to wipe down, ensure adequate ventilation to reduce irritation of the respiratory tract. You can do this by leaving the windows and doors open, and operating a fan. Instead of spraying the bleach solution, mop or wipe down
- Some people will have an allergic reaction causing breathing problems from mold and musty odors inside a home that has been flooded. If you are uncomfortable inside the building, move to fresh air immediately. If concerned about airborne fungal exposures, you may wear a dust mask. The dust mask will not protect against fumes from cleaning products.

Davidson County residents seeking information or have concerns about mold in their homes should contact the Health Department at 340-5653.

The Metro Health Department continues to offer free tetanus shots at the Lentz Public Health Center, 311 23<sup>rd</sup> Ave. North; East Health Center, 1015 East Trinity Lane; and Woodbine Health Center, 224 Oriol Avenue, from 8 a.m. until 4 p.m. Monday thru Friday. Bellevue Community Center, 656 Colice Jeanne Road and Hermitage Community Center, 3720 James Kay Lane, will offer vaccines from 12-4 p.m.

## **METRO CODES TO VISIT FLOOD-DAMAGED NEIGHBORHOODS**

Metro Codes officials are going door-to-door today in flood-damaged neighborhoods handing out flyers that detail the process homeowners must go through in order to apply for flood-damage repair permits and answering questions. A Codes representative will also be stationed at the disaster information centers to assist citizens with the permitting process.

To verify the status of any licensed contractor or any business licensed by the Board of Licensing Contractors, visit <http://verify.tn.gov> or <http://liscrch.state.tn.us>.

### **NASHVILLE ELECTRIC SERVICE OUTAGES AND REPAIRS**

NES currently has about 108 total outages countywide. This number does not include those who currently cannot receive electricity at their home or business because of flood damage.

The general downtown network and the Demonbreun East Network are restored. The Stadium Substation is back online. Crews continue making significant progress at the McCrory Substation and the West Substation.

### **DISASTER RECOVERY EFFORTS**

#### *Disaster Information Centers*

Disaster Information Centers are open this week from 10 a.m. – 6 p.m. Disaster Centers will remain open until FEMA centers are up and operational on the ground. Centers provide food, water, personal hygiene supplies and information about city services and FEMA registration. Metro Public Health and Social Service case workers are on site. The public can come to the Centers to pick up limited quantities of cleaning supplies to assist with home restoration efforts.

Centers are not equipped for emergency medical needs. Residents who have security and health emergencies should call 9-1-1. Disaster Information Centers are in the following locations:

- Bellevue Community Center, 656 Colice Jeanne Rd. 37221
- East Community Center, 700 Woodland Street, 37206
- Hermitage Community Center, 3720 James Kay Lane, 37076
- Hadley Community Center, 1037 28th Avenue North, 37208
- Coleman Community Center, 384 Thompson Lane 37211

#### *FEMA Disaster Recovery Center and Flood Relief Assistance*

FEMA opened a Disaster Recovery Center (DRC) in Nashville for those affected by severe storms and flooding last week. The DRC is located at 100 Oaks Mall, 719 Thompson Lane, near the Hollywood 27 theater. The center is open from 7 a.m. - 7 p.m., seven days a week until further notice.

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-

## Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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621-FEMA (3362) or TTY 1-800-462-7585. When applying please have the following information available:

- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available
- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

FEMA inspectors are contacting Tennessee disaster applicants who sustained losses from the storms, tornadoes and flooding. It is important to emphasize that legitimate FEMA inspectors will not ask for personal information, such as a Social Security number, or request payment at the time of the inspection. They will also wear an official FEMA photo ID badge.

### *Red Cross Disaster Assistance*

Red Cross Assistance is available by calling toll-free 1-866- GET- INFO (1-866-438-4636). Two Red Cross shelters remain open: Lipscomb University with 174 residents and capacity for 200 and the Al Menah Shrine center with 46 residents and capacity for 300.

Other assistance being provided by the Red Cross includes:

- Fixed feeding sites at two shelters, Sawyer Brown Community Center, 1417 Murfreesboro Road, Riverwalk Community Pool at Riverwalk Road, as well as 13 mobile feeding routes. Residents in need should look for ARC Emergency Response Vehicles in their neighborhoods.
- “Clean up kits” are available at the five Disaster Information Centers in Davidson County. The kits contain the following items: bleach, buckets, storage containers, coolers, work gloves, hand sanitizer, hoses with nozzle, insect repellent, dust masks, rakes, rope, shovel, sun screen, duct tape, and trash bags.
- In Davidson County, to date the Red Cross has provided 24,925 meals, 26,788 snacks, 5323 clean up kits, 2753 comfort kits, 1199 health services contacts and 1033 mental health contacts to affected families and individuals.

### **HANDS ON NASHVILLE VOLUNTEERS DONATE THOUSANDS OF HOURS**

Nearly ten-thousand Hands On Nashville volunteers spent over 40,000 hours participating in flood recovery efforts between May 2<sup>nd</sup> and Monday, May 10<sup>th</sup>. The projected economic impact of Hands on Nashville volunteerism is \$863,400.

### **MENTAL HEALTH ASSISTANCE**

## Homeland Security Exercise and Evaluation Program (HSEEP)

**After Action Report/Improvement Plan (AAR/IP)**

**Severe Flooding May 2010**

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Citizens seeking mental health assistance can contact the local "Crisis Line" at (615)244-7444. This hotline is free, manned by trained volunteers and is available 24/7.

The national "Talk Line" at 1-800-273-TALK is also available. This is a federally-funded hotline that routes the calls (by area code) to local mental health professionals.

### **FLOOD EVENTS PHOTOGRAPHS**

Flood recovery effort high-resolution photographs are available for download at [www.metrophotos.nashville.gov/eventphotos/images/flood-recovery-efforts.html](http://www.metrophotos.nashville.gov/eventphotos/images/flood-recovery-efforts.html).

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# Homeland Security Exercise and Evaluation Program (HSEEP)

After Action Report/Improvement Plan (AAR/IP)

Severe Flooding May 2010

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 12, 2010

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **METRO SEARCH TEAM RECOVERS FLOOD VICTIM NEAR MILL CREEK**

NASHVILLE, Tenn. – A Metro Search and Recovery Team in the Mill Creek area today discovered the body of a man presumed to be Daniel Brown, 18, who went missing while attempting to float an inner tube down a flooded Mill Creek on Sunday night.

The victim was found in a remote area of Mill Creek inaccessible due to flood waters until Monday. Teams have been performing an intensive search, which included the private farm property off Massman Drive since that time, which is a heavily eroded area covered in trees and brush. An off-duty Nashville Fire Department Captain, volunteering his time to the search efforts, located the victim at 11:40 a.m. Firefighters brought the victim out of the creek area by rappelling up a 30-foot bluff.

Representatives from the following agencies and volunteer groups have assisted in searching the areas of both Mill Creek and the Harpeth River by foot, land and air since Sunday, May 2:

- ◆ USAR Teams from NFD, MNPD, OEM
- ◆ NFD Swift Water Rescue Team & Water Rescue Teams (boats)
- ◆ NFD Command Officers (Assistant & District Chiefs)
- ◆ NFD Fire Companies
- ◆ NFD ATV's
- ◆ OEM Water Rescue Teams (boats and Sonar equipment)
- ◆ NFD and OEM Divers
- ◆ MNPD Helicopter
- ◆ 32 MNPD Trainees
- ◆ 6-10 Human Remains Dogs
- ◆ Metro Water Services and Metro Planning Department (maps)
- ◆ Box 55 and Red Cross (food & water)
- ◆ Numerous Civilian Volunteers

## Homeland Security Exercise and Evaluation Program (HSEEP)

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**Severe Flooding May 2010**

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Search and Recovery Teams from the Mill Creek operation will now join in the continued search along the Harpeth River for another man missing from last week's floods. Danny Tomlinson, 39, was last seen inside a car on Saturday night on Newsome Station Road in Bellevue. His car was later recovered.

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 12, 2010  
1 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

**MAYOR AND BIG KENNY DISTRIBUTE BOTTLED WATER TO FLOOD VICTIMS,  
NASHVILLE RESIDENTS CONSERVING WATER**

NASHVILLE, Tenn. – Mayor Karl Dean and Country music star Kenneth “Big Kenny” Alphin will help distribute bottled water at Antioch Middle School tonight at 4:30 p.m. Big Kenny, who gained celebrity as a member of the duo Big & Rich, will join Mayor Dean and about 30 volunteers in distributing donated bottled water to flood victims and other Nashvillians who are trying to conserve water as part of Nashville’s ongoing flood recovery efforts.

Bottled water distribution sites have been set up at six locations around Davidson County and are open from 9 a.m. to 7 p.m. At the Antioch location on Tuesday alone, over 8,000 cases of water were distributed. A complete list of bottled water distribution sites and other flood-related assistance information is available online at [www.nashville.gov/flood](http://www.nashville.gov/flood).

**TIDE LOADS OF HOPE OPENS THURSDAY**

On Thursday, Tide will set up its Loads for Hope operation in the parking lot of the Dollar General Store at 2403 Lebanon Pike and Metro police officers will work to ensure traffic flows smoothly for flood victims.

Flood victims are invited to drop off two loads of clothing items per household (no towels, blankets, etc.). Tide staff will wash, dry and fold the clothing free of charge and have it ready for pickup at a designated time. Loads for Hope will be in operation between 8 a.m. and 6 p.m. Thursday through next Wednesday.

Tide Loads for Hope will be bringing their own water source and removing the wastewater from the operation.

**METRO WATER SERVICES UPDATE**

Metro Water Services reservoirs continue to remain stable with reduced conservation guidelines-approval for essential loads of laundry and dishes will continue. Laundry mats and nurseries can also use water for necessary operating purposes. Car washing is not permitted at this time. We urge customers must remain vigilant about continued conservation and ask that water not be used in excess until the second water treatment plant is back in operation.

Metro Water Services has contracted with leading national engineering firms for additional assistance in the planning and executing of a recovery plan to bring K.R. Harrington Water Treatment Plant, and other facilities, online in full compliance with all state and federal regulations. The contracts are as follows: The K.R. Harrington Water Treatment Plant was awarded to Gresham Smith & Partners; the Dry Creek Wastewater Treatment Plant was awarded to Brown & Caldwell; and the Biosolids Facility and Central Wastewater Treatment Plant were awarded to Black & Veatch.

### **DISASTER DEBRIS CLEAN-UP**

Public Works has added more of its own vehicles to debris collection efforts, bringing the total number of trucks conducting pickups to approximately 100. Trucks are running routes in all 12 of Metro's brush zones. The primary objective is removing disaster debris off local streets from the thousands of homes and neighborhoods affected, so that residents can continue their property clean-up and recovery efforts, including rebuilding their homes. All flood debris collected is being taken to temporary staging sites, where it will have to be sorted for permanent disposal at an appropriate landfill site later on.

With regard to roadway repairs, Public Works hopes to have Morrow Road in northwest Nashville open later today; work continues on Tucker Road in North Nashville. Bridges on these streets suffered extensive flood damage.

### **DAVIDSON COUNTY SHERIFF'S OFFICE ASSISTS WITH SEARCH, CLEAN-UP EFFORTS**

The Sheriff's Office continues to rotate shifts with Metro Police officers at the bottled water distribution sites and Omohundro Water Treatment Plant. They have provided countless hours towards transporting MPD recruits to search zones and aiding in the search for missing persons. As of Tuesday, May 11, inmate work crews have removed approximately 445 tons of debris.

### **HEALTH DEPARTMENT TO END TETANUS SHOTS AT FIVE DISASTER INFORMATION CENTERS, AVAILABLE AT MPH CENTERS**

Metro Public Health Department officials have discontinued offering tetanus shots at the five Disaster Information Centers after seeing a decline among residents seeking the vaccine. The Health Department will continue to offer free tetanus shots at its three Health Centers.

### **Metro Public Health Department Locations**

Lentz Health Center (Fast Track Clinic)  
Auditorium  
311 23rd Avenue North  
8 a.m.- 4 p.m. Monday -- Friday



East Health Center  
1015 East Trinity Lane  
8 a.m. – 4 p.m. Monday – Friday

Woodbine Health Center  
224 Oriel Avenue  
8 a.m. – 4 p.m. Monday – Friday

Davidson County residents with questions about tetanus shots should call the Health Department at 340-5667.

### **METRO CODES TO VISIT FLOOD-DAMAGED NEIGHBORHOODS**

Metro Codes officials will continue going door-to-door in flood-damaged neighborhoods handing out flyers that detail the process homeowners must go through in order to apply for flood-damage repair permits and answering questions. Codes representatives are also stationed at the disaster information centers to assist citizens with the permitting process.

To verify the status of any licensed contractor or any business licensed by the Board of Licensing Contractors, visit <http://verify.tn.gov> or <http://liscrch.state.tn.us>.

### **DISASTER RECOVERY EFFORTS**

#### ***Disaster Information Centers***

Disaster Information Centers are open this week from 10 a.m. – 6 p.m. Disaster Centers will remain open until FEMA centers are up and operational on the ground. Centers provide food, water, personal hygiene supplies and information about city services and FEMA registration. Metro Public Health and Social Service case workers are on site. The public can come to the Centers to pick up limited quantities of cleaning supplies to assist with home restoration efforts.

Centers are not equipped for emergency medical needs. Residents who have security and health emergencies should call 9-1-1. Disaster Information Centers are in the following locations:

- Bellevue Community Center, 656 Colice Jeanne Rd. 37221
- East Community Center, 700 Woodland Street, 37206
- Hermitage Community Center, 3720 James Kay Lane, 37076
- Hadley Community Center, 1037 28th Avenue North, 37208
- Coleman Community Center, 384 Thompson Lane 37211

#### ***FEMA Disaster Recovery Center and Flood Relief Assistance***

FEMA opened a Disaster Recovery Center (DRC) in Nashville for those affected by severe storms and flooding last week. The DRC is located at 100 Oaks Mall, 719 Thompson Lane, near the

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Hollywood 27 theater. The center is open from 7 a.m. - 7 p.m., seven days a week until further notice.

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585. When applying please have the following information available:

- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available
- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

FEMA inspectors are contacting Tennessee disaster applicants who sustained losses from the storms, tornadoes and flooding. It is important to emphasize that legitimate FEMA inspectors will not ask for personal information, such as a Social Security number, banking information or request payment at the time of the inspection. They will also wear an official FEMA photo ID badge.

### *Red Cross Disaster Assistance*

Red Cross Assistance is available by calling toll-free 1-866- GET- INFO (1-866-438-4636). Two Red Cross shelters remain open: Lipscomb University with 140 residents and capacity for 200 and the Al Menah Shrine center with 67 residents and capacity for 300.

Other assistance being provided by the Red Cross includes:

- Fixed feeding sites at two shelters, Sawyer Brown Community Center, 1417 Murfreesboro Road, Riverwalk Community Pool at Riverwalk Road, as well as 13 mobile feeding routes. Residents in need should look for ARC Emergency Response Vehicles in their neighborhoods.
- “Clean up kits” are available at the five Disaster Information Centers in Davidson County. The kits contain the following items: bleach, buckets, storage containers, coolers, work gloves, hand sanitizer, hoses with nozzle, insect repellent, dust masks, rakes, rope, shovel, sun screen, duct tape, and trash bags.
- In Davidson County, to date the Red Cross has provided 32,280 meals, 34,213 snacks, 5468 clean up kits and 2881 comfort kits.

### **HANDS ON NASHVILLE VOLUNTEERS DONATE THOUSANDS OF HOURS**

Over ten-thousand Hands On Nashville volunteers spent nearly 45,000 hours participating in flood recovery efforts between May 2<sup>nd</sup> and Tuesday, May 11<sup>th</sup>. The projected economic impact of Hands on Nashville volunteerism is \$932,203.

### **METRO INTERACTIVE MAP PROVIDES DETAILED FLOOD INFORMATION**

Aerial views, flood levels, road closures, damage locations, and other specific information about the 2010 Flood is now available on one online map. Users can turn layers on and off, zoom in and out, and view defined areas or the entire county. Visit the maps page at [http://maps.nashville.gov/empublic\\_viewer/](http://maps.nashville.gov/empublic_viewer/) or the Metro "2010 Flood" page at <http://www.nashville.gov/flood/>.

### **FLOOD EVENTS PHOTOGRAPHS**

Flood recovery effort high-resolution photographs are available for download at [www.metrophotos.nashville.gov/eventphotos/images/flood-recovery-efforts.html](http://www.metrophotos.nashville.gov/eventphotos/images/flood-recovery-efforts.html).

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**  
May 13, 2010  
6 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

**EMERGENCY FOOD AND CASH ASSISTANCE TO HELP DAVIDSON COUNTY  
RESIDENTS AFFECTED BY FLOODS**

NASHVILLE, Tenn. – Residents of Nashville/Davidson County who sustained property damage or lost wages during last week’s devastating floods now have another source of emergency government assistance in the form of food stamps and short-term cash.

On Wednesday, the federal Food Stamp disaster program was approved by the United States Department of Agriculture (USDA) to serve individuals and households not currently enrolled in the program as well as providing additional benefits for those families currently enrolled in the program. The state also created a short-term emergency cash assistance program for low-income individuals and families who have registered with FEMA. Cash payments of \$250 are available to one and two person households or \$500 for households of three or more. Household income cannot exceed 130 percent of the federal poverty limit, and the applicant must live in one of the counties designated as a federal disaster area.

Request for assistance **must** be made at the local DHS office in the designated disaster counties. Disaster emergency cash and Food Stamp (SNAP) assistance programs will be available for seven (7) days beginning Thursday, May 13 and run through Thursday, May 21. DHS office hours for the affected counties during the seven days that these emergency programs are in operation will be 7:30 a.m. – 5:00 p.m.

**Davidson County Office**

1000 2nd Avenue North  
Nashville, TN, 37202

**Phone:** (615) 532-4000

For more information, visit the DHS website at [www.tn.gov/humanserv](http://www.tn.gov/humanserv).

**PIEDMONT NATURAL GAS FOUNDATION ANNOUNCES \$200K IN ASSISTANCE FOR  
NASHVILLE FLOOD RELIEF EFFORTS**

The Piedmont Natural Gas Foundation announced today that it is making \$200,000 in grant money available to assist those impacted by the recent flooding. Of that amount, \$100,000 is being made available to low-income individuals and families for the replacement of natural gas appliances damaged by the recent flooding. The funds will be distributed in partnership with the Metro Action

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Commission and are an offshoot of Piedmont's *Share the Warmth!* program. Distribution of funds could begin as early as next week. Customers may contact Piedmont Natural Gas at 1-800-752-7504 for additional program details.

The Piedmont Natural Gas Foundation announced that the remaining \$100,000 in grants would be made to the following organizations in support of their flood recovery and relief efforts throughout the middle Tennessee area:

- \$25,000 to the Red Cross
- \$25,000 to the Community Foundation
- \$25,000 to Hands on Nashville
- \$25,000 in additional grant money to various other organizations involved in the flood relief effort.

In a separate announcement today, Piedmont Natural Gas announced that it was offering a special zero-percent financing program for qualifying Piedmont customers in the greater Nashville metropolitan area needing to replace their flood-damaged natural gas appliances such as water heaters, heating systems or other natural gas appliances. For additional program details and terms, customers should contact Piedmont Natural Gas at 1-800-752-7504.

### **FEMA OPENS TWO ADDITIONAL NASHVILLE DISASTER RECOVER CENTERS**

FEMA now has three Disaster Recovery Centers (DRC) open in Nashville for those affected by flooding. The centers are open from 7 a.m. - 7 p.m., seven days a week until further notice. FEMA Disaster Recovery Center locations in Davidson County are:

- 100 Oaks Mall, 719 Thompson Lane
- Ford Complex Community Building, 2620 W. Heiman Street
- Hartman Park Community Center, 2801 Tucker Rd.

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at [www.fema.gov](http://www.fema.gov) or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585. When applying please have the following information available:

- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available
- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance

programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

FEMA inspectors are contacting Tennessee disaster applicants who sustained losses from the storms, tornadoes and flooding. It is important to emphasize that legitimate FEMA inspectors will not ask for personal information, such as a Social Security number, banking information or request payment at the time of the inspection. They will also wear an official FEMA photo ID badge.

### **THOUSANDS OF FLOOD VICTIMS VISIT DISASTER INFORMATION CENTERS**

Over 7,000 residents have visited the five Nashville Disaster Information Center locations staffed by more than 1,451 volunteers since Tuesday, May 4. Disaster Information Centers remain open this week from 10 a.m. – 6 p.m. providing food, water, personal hygiene supplies and information about city services and FEMA registration. The public can come to the centers to pick up limited quantities of cleaning supplies to assist with home restoration efforts.

Centers are not equipped for emergency medical needs. Residents who have security and health emergencies should call 9-1-1. Disaster Information Centers are in the following locations:

- Bellevue Community Center, 656 Colice Jeanne Rd. 37221
- East Community Center, 700 Woodland Street, 37206
- Hermitage Community Center, 3720 James Kay Lane, 37076
- Hadley Community Center, 1037 28th Avenue North, 37208
- Coleman Community Center, 384 Thompson Lane 37211

### **METRO CODES PERMIT GUIDELINES AVAILABLE ONLINE**

The Department of Codes & Building Safety has compiled a set of guidelines to assist property owners in their recovery efforts. These guidelines provide helpful information for obtaining permits associated with the repair of flood damaged homes and buildings. The guidelines are available on the Codes website at [www.nashville.gov/codes](http://www.nashville.gov/codes) or [www.nashville.gov/flood](http://www.nashville.gov/flood).

### **METRO WATER SERVICES UPDATE**

As of 9:45 p.m. Wednesday, Metro Water Services has all remote water and sewer pumping stations on line. Work continues at the K.R. Harrington Water Treatment Plant and contractors are hopeful to have the plant back in service by the end of the month.

Metro Water Services reservoirs continue to remain stable with reduced conservation guidelines-approval for essential loads of laundry and dishes will continue. Laundry mats and nurseries can also use water for necessary operating purposes. Car washing is not permitted at this time. We urge customers must remain vigilant about continued conservation and ask that water not be used in excess until the second water treatment plant is back in operation.

## **DISASTER DEBRIS CLEAN-UP**

Public Works reports that to date, more than 35,000 cubic yards of debris has been removed from Nashville neighborhoods. Today, a total of 109 trucks are working on debris removal.

Since May 4th, more than 125 community service workers from Davidson County General Sessions Court have been assisting volunteers and Public Works employees with hauling and sorting flood debris. Through a cooperative effort with Judge Seth Norman, approximately 50 residents of Davidson County Drug Court are also assisting in flood-damaged areas.

Metro Beautification and Environment has offered continuing support to Nashville's volunteer efforts through the distribution of over 8,000 trash bags and over 3,000 pairs of gloves.

## **BOTTLED WATER DISTRIBUTION CENTERS REMAIN OPEN**

Bottled water distribution continues at the following locations from 9 a.m. to 7 p.m. Use of bottled water for drinking and cooking greatly assists with conservation of the city's water supply.

- Nashville Fairgrounds at 500 Wedgewood Avenue
- Antioch Middle School at 5050 Blue Hole Road
- Bellevue Middle School at 655 Colice Jeanne Road
- Pearl Cohn High School at 904 26<sup>th</sup> Avenue North
- Bailey Middle School 2000 Greenwood Avenue
- Two Rivers Baptist Church at 2800 McGavock Pike

## **NASHVILLE FLOODING VICTIMS HAVE EXTENSION TO FILE CERTAIN RETURNS, MEET CERTAIN TAX DEADLINES**

Victims of severe storms, flooding, straight-line winds and tornadoes beginning April 30 in Tennessee may qualify for tax relief from the Internal Revenue Service.

The President has declared Benton, Carroll, Cheatham, Chester, Clay, Crockett, Davidson, Decatur, DeKalb, Dickson, Dyer, Fayette, Gibson, Hardeman, Hardin, Haywood, Henderson, Hickman, Houston, Humphreys, Jackson, Lauderdale, Lawrence, Lewis, Macon, Madison, Maury, McNairy, Montgomery, Obion, Perry, Robertson, Rutherford, Shelby, Smith, Stewart, Sumner, Tipton, Trousdale, Wayne, Williamson and Wilson counties federal disaster areas qualifying for individual assistance.

As a result, the IRS is postponing until June 29 certain deadlines for taxpayers who reside or have a business in the disaster area.

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In addition, the IRS will waive the failure to deposit penalties for employment and excise deposits due on or after April 30 and on or before May 17, as long as the deposits are made by May 17. For more information, visit <http://www.irs.gov/newsroom/article/0,,id=222406,00.html>.

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## METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



**Karl F. Dean**  
Mayor

**Stephen Halford**  
Acting Director

OFFICE OF EMERGENCY MANAGEMENT  
2060 15<sup>TH</sup> AVENUE SOUTH  
NASHVILLE, TENNESSEE 37212

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**FOR IMMEDIATE RELEASE**

May 14, 2010  
4 p.m.

**Contact: EOC Media Desk**  
**(615) 862-8540**

### **METRO CODES & BUILDING SAFETY, METRO WATER SERVICES PERMIT OFFICES OPEN SATURDAY**

Nashville, Tenn. - The Department of Codes & Building Safety will be open this Saturday, May 15 from 7:30 a.m. to 4 p.m. to issue Flood Damage Repair Permits and conduct inspections.

The Department of Codes & Building Safety has compiled a set of guidelines to assist property owners in their recovery efforts. These guidelines provide helpful information for obtaining permits associated with the repair of flood damaged homes and buildings. The guidelines are available on the Codes website at [www.nashville.gov/codes](http://www.nashville.gov/codes) or [www.nashville.gov/flood](http://www.nashville.gov/flood).

### **METRO WATER SERVICES UPDATE**

The MWS Permits Office and Stormwater Office at the Metro Office Building will be open this Saturday from 7:30 a.m. - 4 p.m. (the last application will be taken at 3:15 p.m.) to sign off on required Codes permits.

With rain in the forecast, Metro Water Services encourages all property owners and businesses to check the metal storm drain grates near their property and clear them of debris. Debris should be removed from the surface, NOT swept or pushed into the storm drain. Keeping the stormwater infrastructure such as ditches and storm drains clear will help keep prevent flooding of roadways and yards.

Water conservation levels will remain at the current level through the weekend. The essential use of water for drinking, cooking, and personal hygiene as well as washing of essential loads of laundry and dishes is allowed. Laundry mats and nurseries can also use water for necessary operating purposes. Car washing is not permitted at this time. We urge customers to remain vigilant about continued conservation until the second water treatment plant is back in operation. We have nationally recognized engineering firms assisting MWS in necessary repairs and anticipate completion the end of May.

### **DISASTER DEBRIS CLEAN-UP CONTINUES THROUGH WEEKEND**

More than 100 debris collection trucks will continue working in all 12 Metro brush zones on Saturday and Sunday. Residents who have flood debris need to put it at the curb or street side, so it will not be missed. Also, parked vehicles need to be moved off the street so the trucks can reach the debris piles.

Earlier today, trucks began removing materials from Metro's temporary debris staging site at Edwin Warner Park. The items are being sorted at each temporary site, in preparation for being transported to an appropriate landfill for permanent disposal. Materials being hauled away from Edwin Warner are being taken to C&D (construction and demolition) landfill sites operated by Southern Services, Inc.

Several blocks of 1st, 2nd and 3rd Avenues downtown remain closed to traffic while businesses continue their cleanups. Public Works crews continue work to repair a culvert damaged by flooding on Hobbs Road in the Green Hills area.

### **RED CROSS AND SECOND HARVEST FOOD BANK CONTINUE TO ASSIST NASHVILLE RESIDENTS**

Second Harvest Food Bank of Middle Tennessee has its 17 Emergency Food Box (EFB) locations in Davidson County ready to distribute disaster relief boxes. For information on locations and hours, call 211 or visit [www.seconddharvestmidtn.org](http://www.seconddharvestmidtn.org).

The Red Cross shelter located at the Al Menah Shrine center will close Saturday, May 15, with residents moving to Cornerstone Church in Madison. The Lipscomb University shelter remains open with 143 residents. Red Cross Assistance is available by calling toll-free 1-866-GET-INFO (1-866-438-4636). The Red Cross will continue to operate fixed feeding sites at local shelters, Sawyer Brown Community Center located at 1417 Murfreesboro Road, Riverwalk Community Pool at Riverwalk Road, as well as 13 mobile feeding routes. Residents in need should look for ARC Emergency Response Vehicles in their neighborhoods.

### **TOTAL OF SEVEN BOTTLED WATER DISTRIBUTION CENTERS REMAIN OPEN THROUGH THE WEEKEND**

Bottled water distribution continues this weekend at the following locations from 9 a.m. to 7 p.m. Use of bottled water for drinking and cooking greatly assists with conservation of the city's water supply.

- Nashville Fairgrounds at 500 Wedgewood Avenue
- Antioch Middle School at 5050 Blue Hole Road
- Bellevue Middle School at 655 Colice Jeanne Road
- Pearl Cohn High School at 904 26<sup>th</sup> Avenue North
- Bailey Middle School 2000 Greenwood Avenue
- Two Rivers Baptist Church at 2800 McGavock Pike
- Metro Southeast, 1417 Murfreesboro Pike (7 a.m. – 7 p.m.)

## **AMERICORPS VOLUNTEERS ASSIST WITH FLOOD RELIEF EFFORTS**

Approximately 150 AmeriCorps members from Tennessee will converge in Nashville this Saturday to assist with clean-up after the recent flood. Members will begin service at 7:45 a.m. at the Martha O'Bryan Center, 711 South 7<sup>th</sup> Street in East Nashville.

## **VOLUNTEER AND FUND-RAISING EFFORTS CONTINUE**

The Community Foundation of Middle Tennessee has raised and is processing approximately 1.5 million dollars in non-designated cash donations for Nashville flood victim relief to date.

United Way 211 call takers have taken and referred more than 10,000 flood victim phone calls to available services.

Nashville's Community Hotline, based out of the Metro Nashville Emergency Operations Center, processed over 22,000 calls for assistance since activated at 6 p.m. on Saturday, May 1.

Nearly eleven-thousand Hands On Nashville volunteers spent over 50,000 hours participating in flood recovery efforts between May 2 and Thursday, May 14. The projected economic impact of Hands on Nashville volunteerism is \$1,046,879.

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**METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY**

**Karl F. Dean**  
Mavor

**OFFICE OF THE MAYOR**  
METROPOLITAN COURTHOUSE  
NASHVILLE, TENNESSEE 37201

**FOR IMMEDIATE RELEASE**  
May 14, 2010

Contact: Janel Lacy  
(615) 862-6020 direct  
(615) 438-3416 cell  
janel.lacy@nashville.gov

**Mayor Establishes Framework for Long-Term Flood Recovery Efforts**  
*Recovery Operations transition from Emergency Operations Center to Mayor's Office*

NASHVILLE, Tenn. – Mayor Karl Dean today announced that Metro Government is transitioning its flood-related operations from short-term response and recovery to a framework that can sustain long-term recovery assistance for residents and businesses.

In order to manage ongoing recovery efforts in the weeks and months ahead, Mayor Dean has formed a full-time Recovery Team to work out of the Mayor's Office. Team members and areas of work include:

- **Jen Cole, Human Services.** Cole is the Director of the Metro Nashville Arts Commission. Prior to being appointed Director of Nashville Arts in December 2009, she served as Vice President of Strategy & Partnerships for the Atlanta-headquartered Points of Light Institute & HandsOn Network.
- **Curt Garrigan, Infrastructure and Planning.** Garrigan is the Assistant Director of Metro Parks over Finance, Administration, Planning and Facilities Development.
- **Talia Lomax-O'Neal, Finance.** Lomax-O'Neal is the Assistant Director of Metro Finance over the Office of Management and Budget.
- **Billy Fields, Neighborhood and Community Affairs.** Fields is the Director of the Mayor's Office of Neighborhoods. Fields has served in various capacities with Metro Government for over 20 years, most recently working as a special assistant to the Director of Metro Codes.
- **Loretta Owens, Housing.** Owens is the Executive Director of The Housing Fund, a Nashville-based nonprofit established to finance affordable housing and neighborhood revitalization projects.

- **Doug Sloan, Legal.** Sloan is currently an attorney with the Metropolitan Department of Law

Disaster Information Centers, open since the week following the flood at Bellevue, East, Hadley, Coleman and Hermitage Community Centers, will remain open and staffed with volunteers through

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Sunday, May 16. Over 7,000 people have visited the five Nashville centers staffed by more than 1,451 volunteers since May 4.

On Monday, May 17, assistance provided at the Disaster Information Centers will transfer to FEMA Disaster Recovery Centers and a network of non-profit distribution centers. The distribution of water, personal products, cleaning supplies and other donations will transition to a network of non-profit and faith-based distribution centers. In addition, the bottled water distribution sites setup at five locations in Davidson County will remain open. A full list of bottled water distribution sites is available at [www.nashville.gov](http://www.nashville.gov).

Current non-profit and faith-based distribution centers are listed below with the anticipation of more centers being added as the recovery continues:

- Beech Creek Missionary Baptist, 3101 Curtis Street  
Monday - Friday 12 - 6:30 p.m., Saturday 10 a.m. - 6:30 p.m.
- Old Best Buy building, 5340 Hickory Hollow Pkwy  
Monday - Friday 7:30 a.m. - 6:30 p.m.
- Woodbine Community Center, 222 Oriel Avenue  
Monday - Friday 9 a.m. - 5 p.m.
- McGruder Family Resource Center, 2013 25<sup>th</sup> Avenue North  
Monday - Friday 8:30 a.m. - 4:30 p.m.
- Otter Creek Church of Christ, 5253 Granny White Pike  
Monday - Friday 9 a.m. - 12 p.m.
- Madison Square Shopping Center (behind Shoney's), 726 Gallatin Pike  
Monday - Saturday 8 a.m. – noon
- St. Lukes, 5601 New York Avenue  
Monday - Friday 9 a.m. - 5:30 p.m.
- Bellevue Baptist Church, 7400 Hwy 70 South  
Monday - Friday 9 a.m. - 5 p.m., Saturday 9 a.m. - 2 p.m.

Using a network of non-profit and faith-based distribution centers allows citizens to access resources closer to their homes through congregations and agencies already well established in neighborhoods. This effort is coordinated through the Middle TN VOAD (Volunteer Organizations

Active in Disaster), a network of more than 50 faith and non-profit organizations that will partner with the city in coordinating human services such as case management, mental health, housing transition, and food access as families and neighborhoods move more deeply into the recovery.

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Individuals and business owners can continue to file for FEMA claims and seek information on individual assistance through a growing network of FEMA Disaster Recovery Centers (DRC). Once registered, staff at the recovery centers can check an individual's case, answer questions about claims and provide other assistance. U.S. Small Business Administration representatives will be at the centers to answer any questions about SBA low interest disaster loan program for homeowners, renters, businesses and private non-profit organizations of all sizes. The loans are to repair or replace real estate and/or personal property damaged by the storms and flooding in Davidson County.

FEMA Disaster Recovery Center locations in Davidson County are:

- 100 Oaks Mall, 719 Thompson Lane
- Ford Complex Community Building, 2620 W. Heiman Street
- Hartman Park Community Center, 2801 Tucker Rd.
- SBA Small Business Recovery Center, TSU, Avon Williams Campus

FEMA centers are open 7am-7pm, seven days a week until further notice. FEMA officials request that individuals register at [www.disasterassistance.gov](http://www.disasterassistance.gov) or by calling 800-621-FEMA or (TTY) 800-462-7585 for those with speech or hearing disabilities. Assistance in all languages is available.

The Mayor's Office of Emergency Management's Emergency Operations Center (EOC) will return to normal operating hours as of 7 p.m. today. The EOC was fully activated on Saturday, May 1 to serve as the central location for all Metro departments that responded during the flood, including Police, Fire, EMS, Public Works, and Metro Water Services. The EOC has been in a gradual demobilization mode for the past several days, retaining only those agencies that are necessary for coordination of field logistical support. The EOC will remain open for any agency that needs to remain in the EOC past normal business hours.

As is Metro OEM's normal protocol, any emergency contingency that could evolve from this event or any new weather or potential emergency event, could result in the partial or full activation of the EOC.

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