



# MEMMO



*A joint publication between the N.C. Division of Emergency Management and N.C. Emergency Management Association*

## First Ever Nationwide EAS Test Scheduled

On Wednesday, November 9, television and radio stations across the state will participate in the first nationwide test of the Emergency Alert System (EAS). The national test will take place at 2 p.m. eastern standard time and will be approximately 30 seconds long.

During this period, regularly scheduled television, radio, cable and satellite shows will be interrupted as the system is being tested. Originally, the test was expected to last about three minutes, but a shortened version was announced the week prior to the scheduled test.

“For the public, this test will be virtually identical to the monthly tests that they have heard for years. The real difference in the national EAS test, is the way the message is generated,” said Doug Hoell, director of the North Carolina Emergency Management Division.

On November 9, the public will hear a message indicating that "This is a test." The audio message will be the same for both radio and television. Under the FCC's rules, radio and television broadcasters, cable operators, satellite digital audio radio service providers, direct broadcast satellite service providers and wireline video service providers are required to receive and transmit presidential EAS messages to the public. A national test will help federal partners and EAS participants determine the reliability of the system and its effectiveness in notifying the public of emergencies and potential dangers nationally and regionally

The EAS is a national alert and warning system established to enable the President of the United States to address the American public during emergencies. NOAA's National Weather Service, governors, state and local emergency authorities also may use the system to issue local alerts.

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The test is being conducted by the Federal Emergency Management Agency, the Federal Communications Commission and the National Oceanic and Atmospheric Administration as part of ongoing efforts to keep the nation safe during emergencies and prepare for all hazards.

The national EAS test serves as a good reminder that everyone should develop an [emergency supplies kit](#) and [emergency plan](#) for their families and businesses. Visit [www.Ready.gov](http://www.Ready.gov) for more information about how to prepare for and stay informed about what to do in the event of an actual emergency.

## Nearly \$58 Million Aids Irene Survivors

In the two months since Hurricane Irene struck North Carolina, nearly \$58 million in state and federal aid has been approved to assist recovery across the 38 counties designated for individual assistance in the disaster declaration.

Nearly 34,000 survivors have contacted the Federal Emergency Management Agency for help or information regarding disaster assistance. Many people have sought housing assistance from FEMA because their primary home has been damaged or destroyed. Other callers may have been interested in disaster unemployment assistance, crisis counseling or legal aid.

Survivors who do not need FEMA disaster assistance or have additional needs are referred to partner agencies such as the American Red Cross, the Salvation Army and the Small Business Administration.

The following is a snapshot of the disaster recovery effort:

- Nearly 9,000 households have received FEMA grants to help pay for temporary housing and/or replace personal property.
- \$23 million approved for housing grants, including short-term rental assistance and home repair costs.
- \$5 million approved to cover other essential disaster-related needs, such as medical and dental expenses and lost personal possessions.
- \$30 million approved in low-interest SBA disaster loans.
- More than 25,900 home inspections completed.
- More than 17,500 visits to disaster recovery centers by people affected by the disaster.

No matter the degree of loss or insurance coverage, survivors are urged to apply for help. The deadline to apply for federal disaster assistance is Nov. 30. They can use any of the following methods:

1. By phone, call 800-621-FEMA (3362) or 800-462-7585 (TTY).
2. Online at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov).
3. Go to [m.fema.gov](http://m.fema.gov) with a tablet or smartphone.



*Gov. Bev Perdue meets with a resident who received one of the temporary housing units from FEMA (above). Debris removal operations are expected to be completed in mid-Nov.*



## National Flood Insurance Program Will Reinspect Some Irene Claims

The National Flood Insurance Program will reinspect some flood insurance claims resulting from Hurricane Irene. The action comes at the request of Gov. Beverly Perdue and Insurance Commissioner Wayne Goodwin.

In addition, the Federal Emergency Management Agency is asking policy holders who have questions or concerns about their claims to call a special toll-free flood insurance hotline: 855-336-2002. Specialists will take information; policy holders can expect a response from their insurance company within 72 hours.



*A homeowner points to mold. FEMA is asking flood insurance policy holders who have questions to call the toll free hotline at 855-336-2002 to discuss their concerns.*

“Helping the families, businesses and farmers who suffered damage from Hurricane Irene is critically important,” Gov. Perdue said. “We appreciate our federal partners responding to our requests and the needs of our communities. We will continue to push for every possible bit of assistance from the federal government.”

After a disaster, the flood insurance program routinely sends general adjusters to reexamine some claims as a quality control measure. This effort will be expanded in North Carolina for Hurricane Irene flood claims.

The flood insurance claims hotline is staffed by specialists who answer questions and help policy holders resolve issues with their insurance companies. To expedite the process, when policy holders call they should have the name of their insurance company, their name as it appears on the policy, the policy number and, if possible, the name of the adjuster. The hotline operates 8 a.m. to 7 p.m. Monday through Saturday.

On October 28, Bob Etheridge, the Governor’s Advisor for Hurricane Irene Recovery, and Goodwin requested help from FEMA’s flood insurance claims program director. In a letter to FEMA, Etheridge and

Goodwin asked that claims adjusters reevaluate the initial inspections and follow up on inspections that were scheduled but not completed.

“It is important for these claims to be evaluated properly and paid as quickly as possible so that these survivors can continue to rebuild their lives,” the letter said.

On November 2, Jim Sadler, director of claims for FEMA’s flood insurance program, and Denny Kuhns, FEMA’s division director of risk insurance, met in Raleigh with Etheridge, Goodwin, Mark Edwards, assistant insurance commissioner, Mike Bolch, federal coordinating officer for FEMA, and Doug Hoell, state emergency management director. The announcement of the reinspections and the hotline was made after the meeting.

In two months, more than 9,000 flood claims have been filed with insurance companies and more than \$56 million already has been paid on claims, including \$8 million in advanced payments.

The reinspections will involve only flood insurance claims, not other programs involved in the recovery effort.

## **New Equipment Coming Soon to Eastern Counties**

Five more counties will soon receive Companion Animal Mobile Equipment Trailers to help accommodate pets when residents are evacuated. Bladen, Caldwell, Gates, Halifax and Warren counties are expected to receive the new CAMETs next spring.

The CAMET program was started to provide the necessary basic materials to establish a pet shelter for cats, dogs and other domestic animals in close proximity to their owners who have been evacuated. The trailers can also be used for other large-scale animal emergency events.

The addition will bring the current capability to 34 units in the deployable fleet.

Additionally, Halifax and Northampton counties each will soon receive a Mass Care Support Trailer. With the two new eastern additions, North Carolina will have 19 units strategically placed around the state.

## RRT 4 Decontamination Trailer

The City of Raleigh recently received a custom designed de-contamination trailer. The 32 foot, self-contained, trailer is equipped with internal and external solution showers, an on-demand gas hot water heater and electric generator. The internal shower area may be configured for single or dual line decontamination. There also is an undress, rinse and dressing area.

Externally, there are additional showers, two booms and hand held sprinklers for showering or gross decontamination.

Captain Ian Toms states that the trailer has multiple applications. The trailer was purchased with a Department of Homeland Security 2008 federal grant.

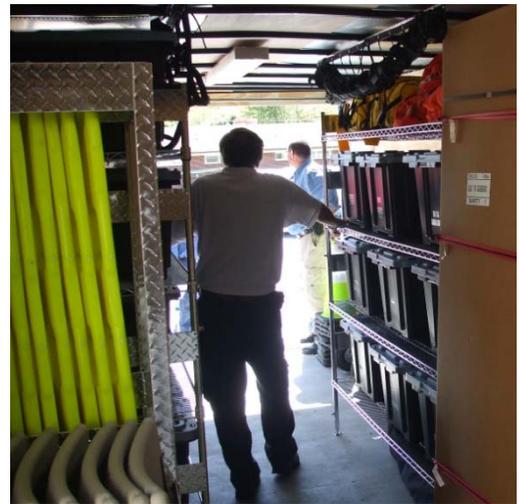
## Northwestern Counties Get Mass Casualty Trailers

*By Mike Cook, NCEM Western Branch Manager*

Five mountain counties are now better prepared to handle mass casualty incidents thanks to new equipment made possible by Homeland Security grants. Ashe, Alexander, McDowell, Mitchell and Watauga counties each received a mass casualty incident support trailer September 30.

The trailers are designed to support local or regional response to events with actual or potential multiple casualties by carrying enough equipment and supplies to treat 25 victims. The vehicles can be mobilized quickly for actual incidents or used for large events such as festivals and football games.

Robert Poe of Blue Ridge Medical Transport and Terry Foxx of Alexander County Rescue deserve a great deal of credit for spending many hours completing the necessary paperwork and developing the resource. Ashe County and Patty Gamble also played a key role by sponsoring the Domestic Preparedness Region 8 initiative.



*Staff examine the equipment and materials on board one of the new mass casualty support trailers. Five new trailers are strategically placed throughout the mountains to provide quick response.*



## North Carolina Participates in Hurricane Evacuation Study

North Carolina has been selected as a participant in a national hurricane evacuation study that is designed to help emergency managers determine who should evacuate when a hurricane threatens and when they should go. A variety of tools and information will be provided through the study.

The project will begin in March 2012 and is expected to be completed in 2014. The study is expected to cost approximately \$450,000 and will be paid for with federal funds from the Federal Emergency Management Agency and the US Army Corps of Engineers.

As part of the study, FEMA will review their Sea, Lake, Overland Surges from Hurricanes, or SLOSH, models. These computerized models are run by the National Hurricane Center to estimate storm surge heights and winds resulting from historical, hypothetical or predicted hurricanes by taking into account pressure, size, forward speed, track and winds. The study also may incorporate data from the Advanced Circulation Model which can provide tide and storm surge elevations and velocities corresponding to each node over a very large domain. The Corps and some subcontractors are expected to do much of the mapping work. They also will evaluate and analyze evacuation zones, transportation modes and routes, evacuee behaviors and vulnerabilities.

A series of kick-off meetings with local emergency managers in storm surge counties and representatives from NC Emergency Management will be scheduled as soon as more study details are made available.

## Backpressure Contamination of Water Systems

*By Angelo Owens, NCEM RRT Coordinator*

Backpressure contamination, the reverse flow of contaminated water into a potable water distribution system, has once again been mentioned by extremists. A water contamination incident using an effective contaminant and delivery method would cause immediate public health effects, require costly cleanup, and cause lasting economic and psychological impact.

Minimal technical expertise or equipment is needed to introduce contaminants into the water system, and general information on backpressure processes is readily available to the public. Physical Indicators would be tampering of water systems, trucks, other than fire trucks, hooked up to fire hydrants or manifolds, water discoloration, unusual taste or odor.

Medical indicators include burning of esophagus and respiratory symptoms associated with water consumption.

## Review of 2011 NCEMA Fall Conference Review

*By Gary Jones, NCEMA Executive Director*

More than 300 people attended the annual NC Emergency Management Association fall conference in Hickory in October. Participants included Maj. Gen. Gregory Lusk, Adjutant General of the NC National Guard, who discussed recent cooperative efforts between the National Guard and emergency management.

Several conference presentations focused upon the three largest emergencies in our state during the past year: the spring wild fires, April tornado outbreak and Hurricane Irene. These disasters were the focus of conference general sessions and numerous breakout sessions that addressed unique response and recovery aspects of each event. Other presentations included: a discussion of the increasing use of social media in emergency response; working with undocumented persons during disasters; partnering with the deaf and hard of hearing in emergency planning; and planning efforts for the 2012 Democratic National Convention in Charlotte. State Emergency Management staff provided updates on the evolving disaster recovery program and highlighted some best practices within local hazard mitigation programs across the state.

Photos and copies of several presentations from the conference will soon be posted on the NCEMA website (<https://ncema.renci.org/default.aspx>).

## North Carolina Emergency Management Association Awards

The following people were recognized at the 2011 North Carolina Emergency Management Association Fall Conference for their outstanding achievements.

**Suzanne Hamby**, Wilkes County, received the NCEMA President’s Award for her commitment to the Association, service as Treasurer and dedicated management in coordinating conference activities. Outgoing NCEMA President Warren Lee made the presentation to Hamby as one of his last acts as association president.

**Robert Poe**, Ashe County Rescue Squad and Blue Ridge Medical Transport, was awarded the *James F. Buffalo Award* for outstanding support and leadership to emergency management agencies. This award is presented annually to someone outside of the emergency management community.

**Reid Southerland**, Duplin County Emergency Management, was awarded the *Colonel Phillip Nichlos Waters Award* which is presented to the Local Emergency Management Coordinator/Director who demonstrates outstanding achievement in their local emergency management program and contributes to the overall good and advancement of the emergency management system in the state.



*Suzanne Hamby was presented the President’s Award by outgoing NCEMA president Warren Lee.*

**Mike Sprayberry**, Deputy Director of North Carolina Emergency Management, received the *Colonel William A. Thompson Award*. The award is presented annually to a N.C. Division of Emergency Management Employee for demonstrating outstanding achievement in assisting local emergency management coordinators with programs, incidents and information.

**Stephanie Young** of Davidson County received the *Vance E. Kee Award*. This achievement is presented to the local emergency management staff member who demonstrates outstanding achievements in their local program by promoting emergency management among other county and state agencies and elected officials.



*Recent NCEMA award winners include: (from left) Robert Poe Ashe County; Reid Southerland, Duplin County; Mike Sprayberry, NCEM; and Stephanie Young, Davidson County.*

## Wilson Emergency Manager Receives State Award

The North Carolina Public Health Association presented Wilson County Assistant Emergency Management Director Rodney Dancy with a Distinguished Service Award at their annual conference in late September.

Rodney was nominated for the award by two of his peers, one each in emergency management and public health, for his extensive work helping the local health department develop and implement numerous plans and exercises during the past four years.

Dancy served as logistics chief during the H1N1 response. He serves as co-chair of the local emergency planning committee.

“Rodney works very closely with our health department,” explained his supervisor, Gordon Deno. “I think (this award) speaks volumes. First, for a local public health agency to think so much of an emergency management partner that they nominated him. But, even more that, their colleagues agreed with that nomination.”



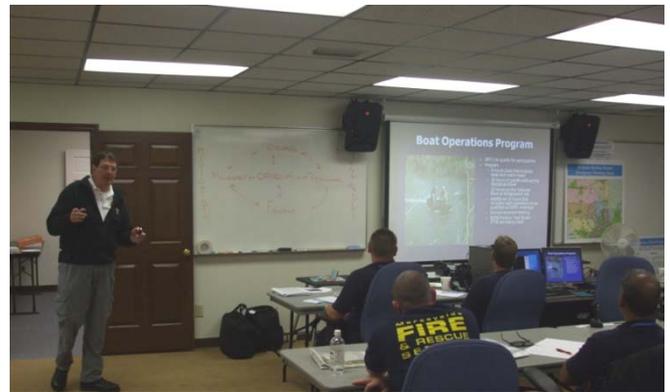
## British First Responders Train in Charlotte

*By Mike Cook, NCEM Western Branch Manager*

The NCEM Western Branch Office and Charlotte Fire Department hosted training for 22 members of emergency services from across the United Kingdom the first week in October. This is the fifth year that this group has come to Charlotte for the week-long intense training that focuses on strategies and tactical response to flood rescue operations.

During the week they participated in intense training on ground, air and boat operations. One day was spent practicing skills below the Oxford Dam in Catawba County. The dam is operated by Duke Energy, who assisted with the training by elevating generation and creating enough water flow to simulate flood conditions for boat operations.

Jeff Cardwell and Greg Atchley assisted with the training providing logistics support and classroom instruction.



*Tim Rodgers, Charlotte Fire Dept. Battalion Chief, instructs students at the Western Branch Regional Coordination Center.*

## New Board Elected for NCEMA

New officers were selected for the North Carolina Emergency Management Association during the fall conference. The leadership team for 2011-2012 includes:

President - Gordon Deno, Wilson County

First Vice President - Angie Ledford, Buncombe County

Second Vice President - Jo Ann Smith, Carteret County

Secretary - Robin Shaver, Stanley County

Treasurer - Suzanne Hamby, Wilkes County

Chaplin - Steve Hale - Rockingham County (lifetime member)

## Spotlight on Ed Jenkins

*By Patty McQuillan*

In rare cases a hurricane can have a silver lining. That's what happened when Ed Jenkins arrived at the N.C. Division of Emergency Management shortly after Hurricane Floyd flooded eastern North Carolina in 1999. Since then, Jenkins has played a crucial role in providing accurate weather forecasts, planning for all types of disasters and managing a team that ultimately provides key strategies for public safety. He retired from EM the end of October.

"Ed Jenkins has been a valuable member of our Emergency Management Team," said EM Director Doug Hoell. "His legacy is twofold. He will be remembered for the tremendous planning support and guidance he provided for the past dozen years. But, even more, he will be remembered for the caring leadership he provided to the staff."

Jenkins came to Emergency Management in a temporary position managing a grant under FEMA's Hazard Mitigation Grant Program. In that position, he was responsible for expanding warning systems throughout the state. That included purchasing, surveying and delivering Emergency Alert Systems. Satellite phones were installed in each of the 911 centers throughout the state which required a lot of surveying to ensure adequate signal coverage. He oversaw the placement of weather radios in schools and hospitals. He determined which radio stations were designated as the primary source of EAS messages, especially those not manned 24-hours a day.

When he moved into a permanent EM position as the natural hazards lead, Jenkins brought his meteorological skills with him and was responsible for briefing the State Emergency Response Team and the senior leadership, including the governor, on approaching adverse weather.

In 2008, Jenkins became the deputy plans chief and manager of the Planning Support Branch. He supervised nine employees whose primary task was to maintain North Carolina's 17 emergency response plans. Those plans include all hazards – oil spills, bio hazards, food emergencies, foreign animal diseases, radiological and earthquakes and other natural disasters: more than 1,000 pages of plans. Two of his employees manage the Hazard Material Program, working with Local Emergency Planning Committees to coordinate and assist with hazardous materials issues.

"I've been lucky to be associated with people who care about the work they do," Jenkins said. "They see a mission and see their purpose, and they have a passion about their job. That made me more passionate about my job."

Jenkins, who is a Duke fan because of Coach Mike Krzyzewski's management skills, said passion needs to be part of people's job skills.

"I admire someone who gets maximum performance out of people, and Krzyzewski is certainly a leader," Jenkins said. "He is one of those people who is successful no matter what he does."

At his retirement send-off, Jenkins' co-workers and staff had a similar admiration for his management style. His administrative assistant, Felicia Price said, "Thanks for being the supervisor that I wish everyone had the opportunity in their life to experience. Your door was always open to answer questions; you knew our strengths and encouraged us to reach outside our comfort zones and pushed us all to new territory by making us stretch our professional lives more and more."

Secretary of Crime Control and Public Safety Reuben Young presented Jenkins with the Department's Meritorious Service Award and talked about Jenkins' ability to mentor people and his wanting to get his people out in front. "He didn't always have to be the person out front taking charge," Young said.

Jenkins, born in Springfield, Ohio, grew up mostly in Memphis Tennessee, going to Graceland Junior High School and graduating in 1965 from Whitehaven High School.

He went to college at Memphis State University where he studied chemistry and physics. He earned his bachelor of science degree in 1969 and later he attended Texas A&M University where he received his graduate degree in meteorology with a specialty in computer simulation.

While in school, he was a member of the Reserve Officers Training Corps. That led him to a 24-year career with the United States Air Force. He was stationed in Frankfurt, Germany and traveled to the United Kingdom, Spain, Italy and Egypt.

Jenkins received two notable unit awards while in the service, the first, in 1981, the prestigious Williams Award for having the best weather detachment out of 186 eligible units worldwide. The second was “Best Weather Squadron in the USAF.” Both awards were based on extraordinary inspection results – laudatory findings of their security and safety programs, technical capability and training.

After Jenkins retired as a lieutenant colonel, he and his wife, Ann, who he had known since the ninth grade, hitched up a trailer to their pick-up truck and traveled the country for a year. They drove 35,000 miles and visited 12 national and state parks.

With their technical backgrounds, Jenkins and his wife were interested in locating near the Research Triangle Park. They came in the springtime when the azaleas and dogwoods were in bloom and decided they would like to live in Raleigh. The ocean and the mountains were within driving distance, the climate was good, Raleigh was a thriving, growing community and they liked being part of a college community.

Shortly after moving to Raleigh, Ed’s father needed care and moved in with them. Ed cared for his father for three years while Ann was the quality manager for Novozymes of North America, based in Denmark. They moved to Denmark for four months. When he returned, a friend from his air force days, Ron Wall, was working for the Division of Emergency Management and told Jenkins about the grant manager position.

In looking back on his 12 years with the Division of Emergency Management, Jenkins said, “Sometimes we get caught up in the minutia of our daily work and forget about our relationships with people. A trust relationship is one that has to be nourished by leadership.”

He hopes his legacy will be that EM leaders make it a priority to foster and create trusted relationships among staff, more of a bottoms-up leadership. “We need a diversity of opinion. One person can’t know and think of everything,” Jenkins said.

Jenkins and his wife are looking forward to their retirement. They recently took sailing lessons at the Maryland School of Sailing. They have two children and five grandchildren and they are very much involved with their expanding family. Jenkins has a love for college basketball and cars. He’s received his scuba diving certification and would like to dive more. He is also an avid golfer.

At his retirement party, Jenkins praised his staff members and wished them well. In her farewell remarks, Pyle said, “Ed, thanks for always leading with your heart.”

## Staffing Changes

**Derrick Remer** – became the city of Raleigh’s new Emergency Management Coordinator effective Nov. 1. He can be reached at 919-996-4657 or [derrick.remer@raleighnc.gov](mailto:derrick.remer@raleighnc.gov)

**Ed Jenkins** – retired from NCEM November 1 after 12 years of service.

**Donna Leonard** – joined the Logistics/Human Resources section in October as Processing Assistant.

**Brian Falconer** – joined the division in September. He is a new exercise officer EM Planner I.

**Corey Johnson** – promoted to Natural Hazards Unit Planning Chief effective Nov. 1. He replaces Ron Wall.

**Patrick Lake** – will be on military leave until March 2012. For LEPC issues and questions, call Quinn Woolard.