

# Hurricane Irma

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City Response and Recovery

# EOC Activation

# Hurricane Irma Timeline

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- **September 6** – Orlando Alert Advisories Began
- **September 8** – Emergency Management Team Briefing
- **September 10 - 16** – EOC Activation – Level 1
- **September 10 - 17** – Citizen Information Line Staffed
- **September 17-** EOC Deactivated



## Conference Calls

- NHC/SWP – 24
- NWS – 20
- Orange County – 4
- City – 16
- Governor's conference call updates with municipalities
- National League of Cities



# Emergency Management Team

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- **ESF 1** – Transportation
- **ESF 2** – Information Technology
- **ESF 3** – Public Works
- **ESF 4/8** – Firefighting/EMS
- **ESF 6** – Mass Care
- **ESF 7** – Procurement
- **ESF 9** – Search and Rescue
- **ESF 12** – Utilities/OUC
- **ESF 14** – Public Information
- **ESF 15** – Volunteers and Donations (EIC)
- **ESF 16** – Law Enforcement
- **ESF 18** – Business and Industry
- **ESF 19** – Damage Assessment
- **ESF 20** - Facilities
- Universal Studios
- Lynx
- Orlando Health
- GOAA
- OCPS
- DHS/CBP/TSA



## ESF 1 - Transportation

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- Approximately 400 stop or yield signs needed replacement or repair
- Just under half of the 475 signalized traffic intersections were out of service due to lack of power.
  - All but one traffic signal is fully operational
  - All major repairs have been completed

## ESF 2 – Information Technology

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- Facilitated and monitored the Citizen Information Line function
- Monitored and restored connectivity to city facilities
- Provided GIS support in cataloging, combining and visualizing relevant data (Damage assessment, OUC outages, citizen reported outage, etc.)



## ESF 3 – Public Works/Families, Parks and Recreation

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- Distributed approximately 38,000 sandbags prior to hurricane at two locations – Woods Ave and Camping World Stadium
- Lift Stations
  - 125 out of 230 had initial power loss
  - All lift stations are back online
- Issued a city-wide lake advisory
- Cleaned up 116 parks
- Offered free child care at 11 neighborhood centers

### Ongoing:

- Collecting more than 300,000 cubic yards of vegetative debris
- Monitoring lakes for water quality
- Continuing to inspect and service lift station





## ESF 4/8 – Firefighting and EMS

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- Deployed teams to clean up downed trees
- Delivered water and 5,000 bags of ice
- Conducted well checks at all 145 nursing homes
- Hosted a community BBQ at Engelwood Neighborhood Center



## ESF 6 – Mass Care

- Provided emergency shelter for the unsheltered homeless
- Participating shelters
  - Orlando Union Rescue Mission
  - Salvation Army
  - Coalition for the Homeless

	Regular Capacity	Emergency Capacity	Saturday Emergency #	Saturday (Reg+Emg)	Utilization Rate*	Sunday Emergency #	Sunday (Reg+Emg)	Utilization Rate*
OURM								
Men	120	100	98	218	99%	86	206	94%
Women/Family	132	100	52	184	79%	72	204	88%
Coalition								
Men	250	70	80	330	103%	182	432	135%
Women/Family	240	30	13	253	94%	25	265	98%
Salvation Army								
Men	116	40	97	213	137%	107	223	143%
Women/Family	62	40	26	88	86%	25	87	85%
System Wide	920	380	366	1286	99%	497	1417	109%

\*Utilization rate represents the aggregate of regular and emergency capacity for each shelter





## ESF 9 – Search and Rescue

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- TF-4 deployed and staged in Ocala to assist with the flooding of the Santa Fe River



### **Website (Sept 5-18)**

- Transitioned home page to provide updates and recovery resources
- More than 1 million page views(1,193,194)

### **Social Media (Sept 5-18)**

- 2.88 million impressions on Facebook and Twitter

### **Press Outreach**

- Hosted 3 press conferences/ daily updates to news desks

### **Neighborhood Relations Outreach**

- Made more than 300 phone calls to neighborhood leaders
- Connected seniors with non-profits for cleanup help
- Hand delivered BBQ flyers in neighborhoods
- Posted 17 Nextdoor messages



## ESF 15 – Volunteers and Donations - Citizen Information Line

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- Activated from September 10 through September 17
- Staffed Information line with 58 volunteers and city staff
- Received 1,803 calls

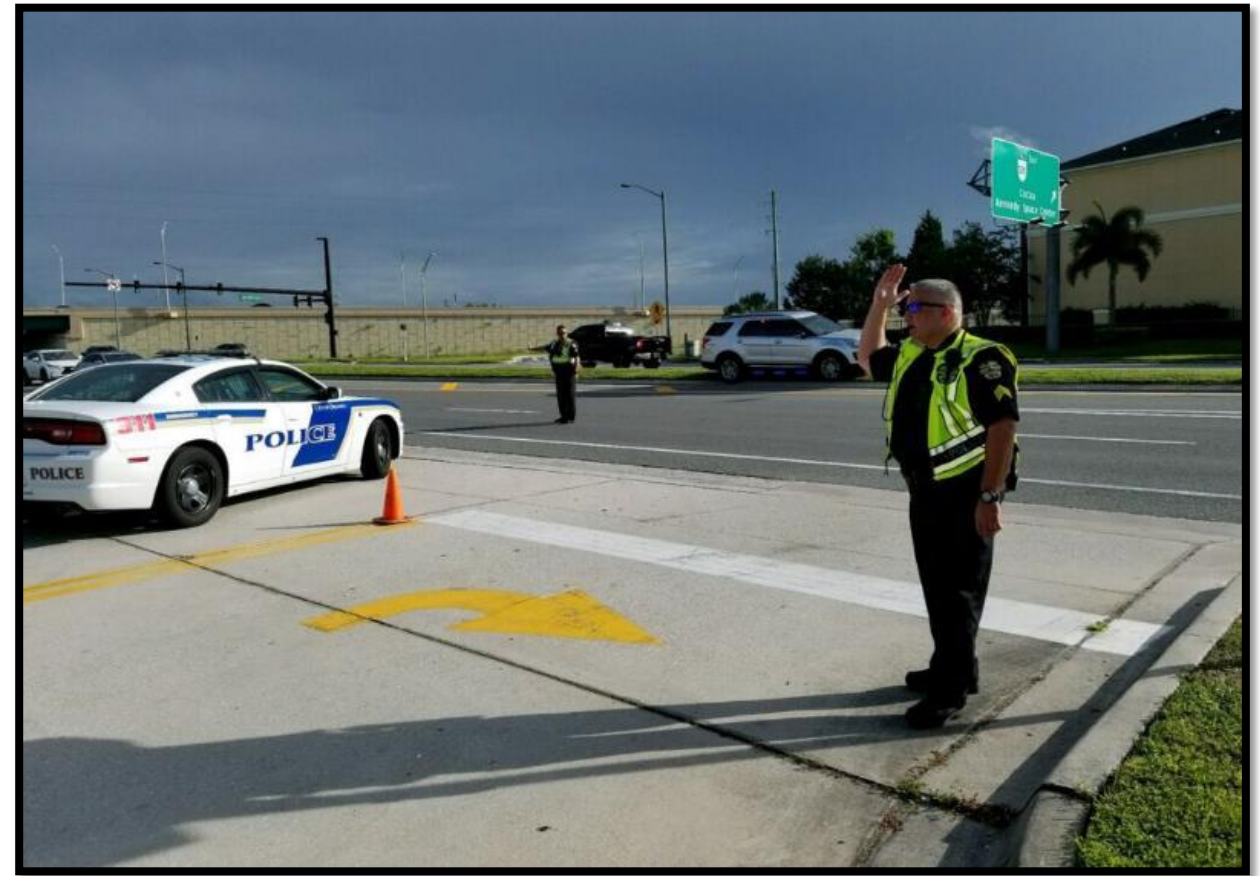




## ESF 16 – Law Enforcement

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- Assisted with downed trees
- Directed traffic at multiple intersections (over 100)
- Refueled the generators placed at intersections without power





## ESF 16 – Law Enforcement

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- Distributed ice to residents without power at various locations
- Hosted a community BBQ at Gilbert McQueen Park



## ESF 18 – Business and Industry

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- Waived permit fees for hurricane related repairs
  - Less than \$10,000
  - Commercial through 10/15- Residential through 12/14
  - City has waived fees on 100 permits

## ESF 19 – Damage Assessment

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- Assessed damage at 1,579 properties and estimating the value of the damage at \$140,280,000 (as of 9/19)
  - This does not include city-owned or other public property





## ESF 20 – Facilities

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- Generated 169 work orders to date for repair damage at city facilities
- Accessed, monitored, adjusted and controlled HVAC systems in all the city facilities before, during and after the storm



# Debris Cleanup



# Debris Cleanup





# Debris Cleanup



## HERE'S WHAT YOU CAN EXPECT DURING THE CLEANUP PROCESS



### BAGS AND SMALL BUNDLES

On your regular yard waste collection day, **bags and bundles (using duct tape or twine)** will be picked up **sooner** than large piles that require a claw truck.

**Because of the volume**, we might not get to your street on your scheduled day, but **will do our best** to pick up the following week.



### CLAW TRUCK ITEMS

**City crews** collecting downed trees, limbs, and branches are working **12-hour shifts, seven days a week**, but have a **limited capacity** to pick up large quantities.

**Debris contractors**, used to supplement city efforts, are on **short supply** as they respond to the **impact of Hurricanes Irma and Harvey**, but are joining our crews as quickly as they can.

## HERE'S HOW YOU CAN HELP

### ✓ BAG AND BUNDLE

Bag and bundle as much of your vegetative debris as possible.

### ✓ DROP IT OFF

You can immediately drop off yard debris at one of 11 sites throughout Orange County from 7 a.m. - 7 p.m. daily. Find location listings on [ocfl.net/debris](http://ocfl.net/debris).

### ✓ PLACE IT PROPERLY

Place all large debris on the curb instead of on the street or sidewalk, or near fire hydrants.







# YARD WASTE AND DEBRIS COLLECTION MAP

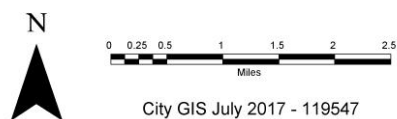
## LEGEND

### YARD WASTE COLLECTION DAY

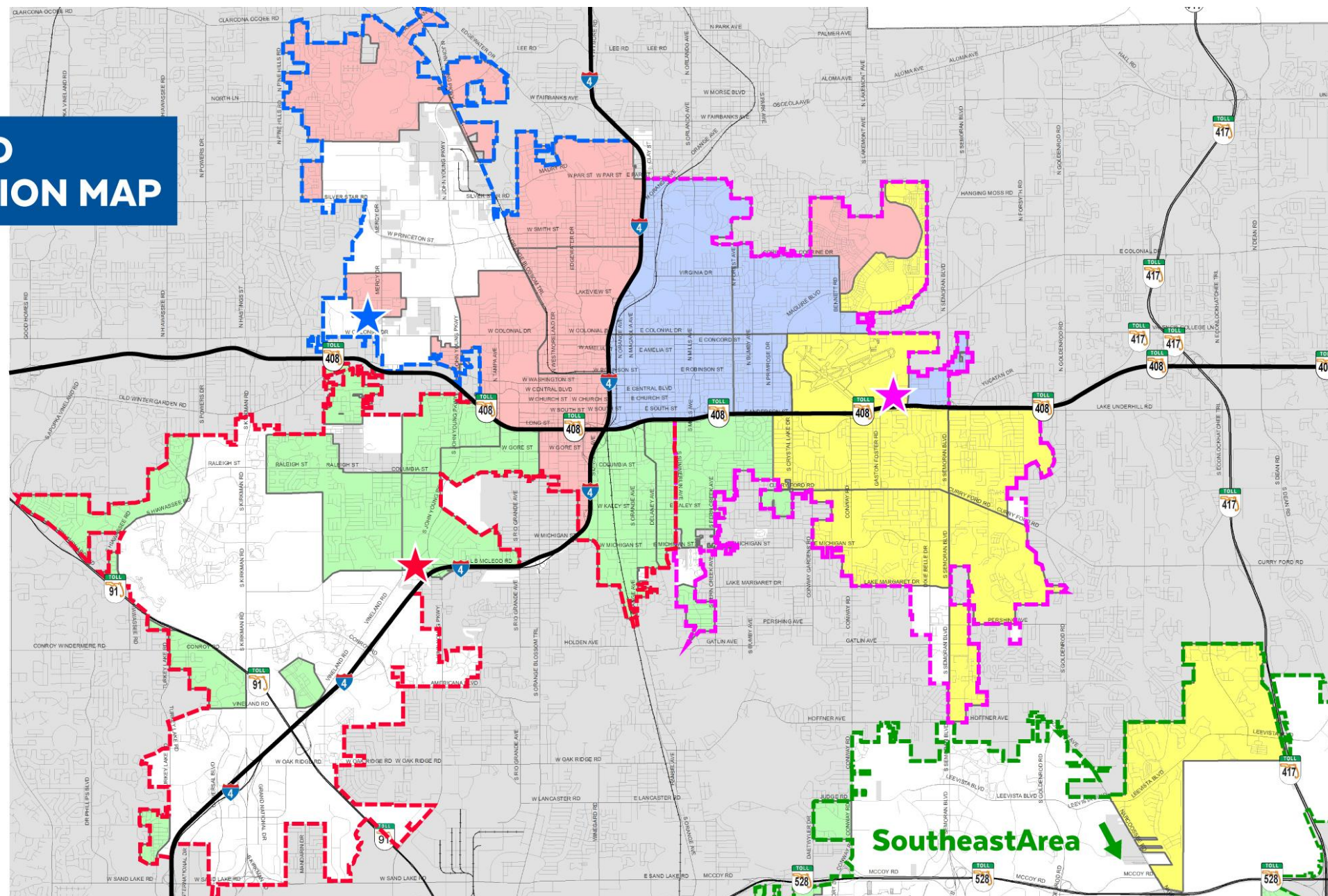
- MONDAY
- TUESDAY
- WEDNESDAY
- THURSDAY

- DEBRIS MANAGEMENT HUBS

- DEBRIS MANAGEMENT AREAS



City GIS July 2017 - 119547







## SOUTHEAST YARD WASTE AND DEBRIS COLLECTION MAP

### LEGEND

#### YARD WASTE COLLECTION DAY

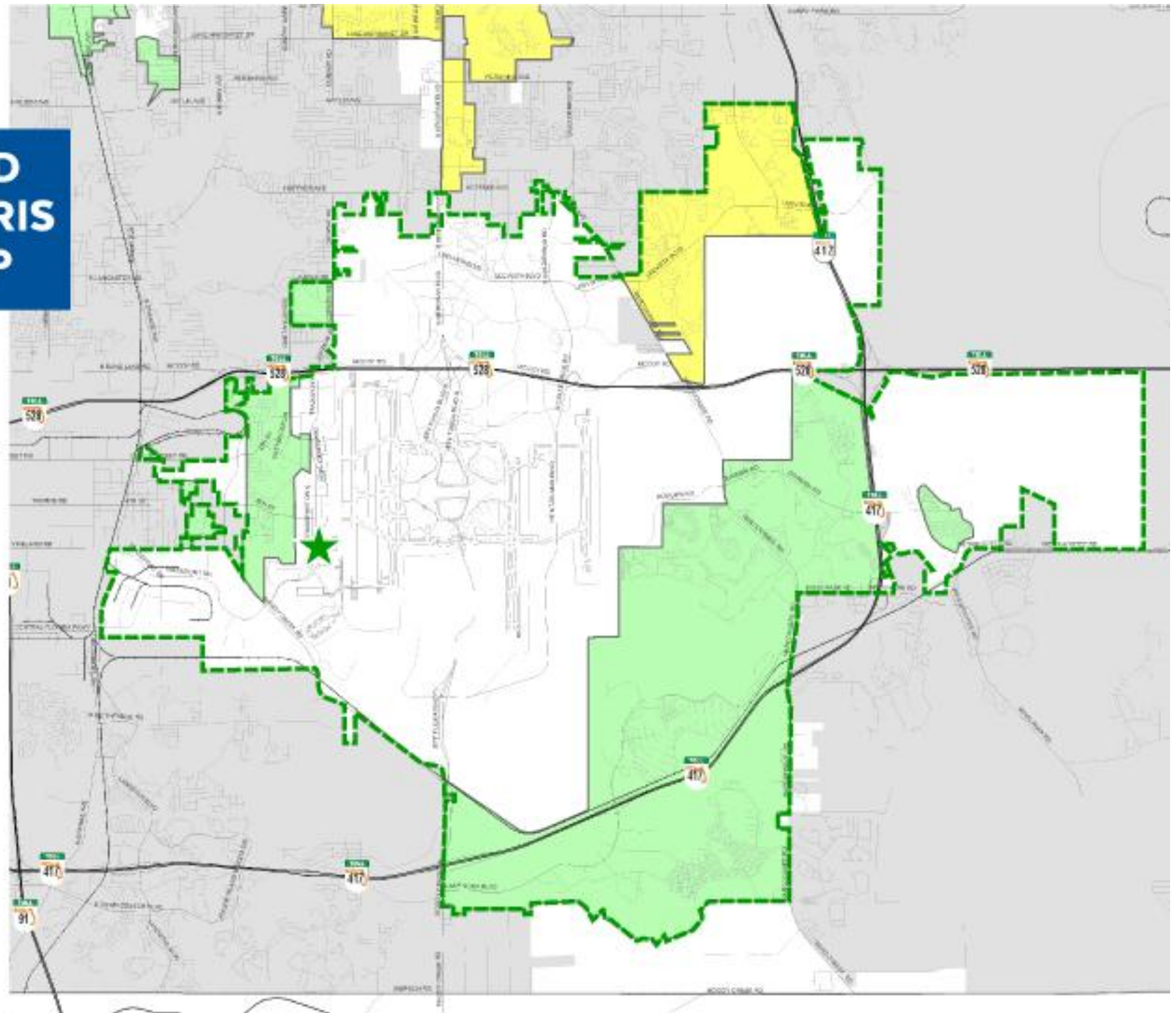
-  TUESDAY
-  WEDNESDAY

-  DEBRIS  
MANAGEMENT  
HUB

-  DEBRIS  
MANAGEMENT  
AREA



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# Debris Cleanup

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- Interested hauling firms can contact the city's active disaster recovery contractors

Eric Hall, Crowder Gulf - [ehall@crowdergulf.com](mailto:ehall@crowdergulf.com)

Mark Stafford, DRC Emergency Services- [mstafford@drcusa.com](mailto:mstafford@drcusa.com)

Fred Neris, Ashbritt Environmental - [fernando@doradosi.com](mailto:fernando@doradosi.com)

- Residents and businesses can assist with cleanup
  - Bag and bundle
  - Drop off locations (in Orange County)
- Updates and information available on [cityoforlando.net](http://cityoforlando.net) and on the city's facebook, twitter and nextdoor



