



# News Release



## City/County Storm Update (Fayetteville, N.C. April 19, 2011)

### Power Outages

A spokesman for Progress Energy has confirmed 95% of outages were restored by midnight Monday and 97% will be restored by midnight Tuesday. **This information pertains to homes/businesses for which service restoration is possible given the structure's condition.** There are now less than 2,000 customers without power. Utility workers from three states are assisting with power restoration. Citizens can call Progress Energy at 1-800-452-2777 for information about power restoration.

### State of Operations

We have had excellent support and coordination for the joint City/County Emergency Operations Center. Agencies have really come together to assist in the community in responding to this disaster.

We continue to maintain a presence at three command posts. For emergencies, citizens can go to these posts, which are located on Yadkin Road at General Jackson's; on Reilly Road across from the Pizza Hut; and at Andrews Road at Ramsey Street.

The emergency stage of operations has ceased and we are in the recovery phase. Federal, State and local officials are on the ground assessing damages. FEMA began assessing storm damage April 18 and will continue operations today. FEMA officials have reported that approximately one-third of the impact area has been assessed. So far, they have identified damages to residential properties: 147 with minor damage, 131 with major damage and 167 as destroyed.

The Red Cross coordinated distribution of ice, food and multiple truck loads of water yesterday, April 18, and will continue efforts today.

Local public safety agencies have done a great job regulating and protecting neighborhoods. No significant security issues were reported.

## **Road Closures**

Yadkin Road is closed from Horseshoe Road to the Fort Bragg gate. Reilly Road is closed northbound from Morganton Road to the Fort Bragg gate. Reilly Road is open southbound for those leaving Fort Bragg only.

Fort Bragg has opened the gate at Yadkin Rd for OUTBOUND traffic only. All traffic will then be redirected to take a right at Fillyaw Rd. The Fayetteville Police Department is cooperating with Fort Bragg to allow soldiers' access to the neighborhoods along Fillyaw Rd.

Vehicular traffic is allowed to exit Ft. Bragg at the Reilly Road Gate. Vehicles exiting Fort Bragg will be allowed to travel down Reilly Road to the checkpoint at Morganton Road.

Any vehicular traffic needing to enter Ft. Bragg is being asked to utilize access points along the Bragg Boulevard Corridor or the All-American Freeway.

## **Mobile Cell Phone Charging Unit**

Home Depot will be circulating through affected neighborhoods with a mobile cell phone charging unit. If you see their vehicle, you may use it to charge a mobile phone.

## **Access to Secured Neighborhoods**

While these areas currently have tightly controlled access, the police department is allowing residents and recovery assistance to enter the area as deemed safe and appropriate by on-scene commanders.

Citizens are encouraged to stay away from these areas unless they are residents or are engaged in specific relief operations.

## **Access Cards**

The Fayetteville Police Department has established an ID card identification system for residents of the devastated areas and for the identification of contractors entering the areas.

We began distribution of Access Cards for residents in the Cottonade, Summerhill and LaGrange neighborhoods starting April 18. Residents can go to the following locations: Hardee's, at the corner of Morganton and Reilly Rd and the Ponderosa Shopping Center, at the corner of Yadkin and Santa Fe Roads.

Residents will need to bring a photo ID and a proof of residency (bill, etc...) to receive a card. Please remember to have your photo ID handy when going through checkpoints in-case the officer needs to verify that the access card is valid.

## **Shelter**

We want to remind our citizens that the Westover Recreation Center, located at 267 Bonanza Drive, remains open as a shelter. The shelter is being staffed with Red Cross

volunteers and Social Services personnel. A mobile unit for free hot showers is being provided at Westover Recreation Center by the NC Baptist Men Association.

### **Department of Social Services**

Residents in affected areas can apply for food and nutrition assistance at the Westover Recreation Center. At this time, the regular income limits do still apply. Anyone with special needs can contact Department of Social Services at 910-323-1540 for assistance.

### **Unemployment**

Employees of businesses affected by storm damage may be eligible for unemployment benefits. Contact the Employment Security Commission 910-486-1010 or visit 414 Ray Avenue.

### **City Service Impact**

While the City of Fayetteville, Cumberland County and other agencies have made great progress with assessing storm damage and clearing roadways, the City's services will be impacted.

- Code enforcement and inspections services may also be delayed this week due to the damage in affected areas.
- The City of Fayetteville's FAST services are operational; however, some routes may be impacted in the storm-damaged areas.
- Citizens can put regular trash out at the curb this week, but are asked to please be patient as crews work to get to their areas.
- There will be no bulky item pickups for the April 18-25
- City garbage truck is going through the affected areas once a day to collect any household garbage.

### **City and County Permits**

Contractors seeking to do work in the storm damaged areas will need to go to the Development Services Department at Fayetteville City Hall to apply for a **Contractor Authorization Form** at the inspections counter on the first floor of City Hall. For more information on this process please call 433-1707 or 433-1168.

Consumers are asked to verify the City-issued **Contractor Authorization Form**.

For electrical inspections in the storm affected areas, the City and County have waived fees. For more information on the permitting process please call Fayetteville Development Services Department at 433-1707 or 433-1168 or the Cumberland County Department of Planning and Inspections at 678-7600.

### **Red Cross**

Monetary donations may be made to the American Red Cross Highlands Chapter at 807 Carol Street, Fayetteville, NC 28303. Call 910-867-8151 ex. 29 or log onto [www.highlandsarc.org](http://www.highlandsarc.org). Red Cross may be able to help place individuals in the shelter.

Red Cross does not accept clothing, blankets or household goods. Red Cross accepts donations of water. Red Cross provides meals to those in the shelter.

### **Citizen Updates and Information**

The City and County public information offices are coordinating a unified message, responding to citizens and ensuring that they have appropriate information as they recover from this disaster.

- The City of Fayetteville website, [www.cityoffayetteville.org](http://www.cityoffayetteville.org), has a special section, titled "Storm Response and Citizen Update." This section will be updated as new information is available for release.
- Information is also available through Cumberland County's website, Facebook page and Twitter and through the Fayetteville Police Department's Facebook, Twitter and Nixle.
- City and County Public Information Office representatives in the Emergency Operations Center have been coordinating efforts for radio broadcasts on recovery efforts.
- Fliers with important storm related information are being distributed to the citizens in the affected areas each day. These fliers are available at the command posts. The Fayetteville Police and Red Cross volunteers will also distribute the fliers inside the neighborhoods. Yesterday, April 18, 2600 fliers were distributed. An additional 3000 fliers will be distributed today with new information and updates to storm recovery.
- Newspapers: The Fayetteville Observer is donating 500 newspapers to affected areas. American Red Cross will take those to command posts.

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