



EMERGENCY **RESPONSE PLAN**

BURGAW, NC

Town of Burgaw Public Works Department

213 South McRae Street

Burgaw, NC 28425

TOWN OF BURGAW

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OVERVIEW

The purpose of this plan is to insure that every effort is made to protect the vital services of the Town of Burgaw and to provide continuous services to its citizens during times of emergency.

These emergencies may be related to weather, fire, civil unrest, accidents or terrorist events. The main threat to the community will in most cases be weather related due to our location on the east coast of North Carolina.

The following report will attempt to highlight the special needs of the Town and what steps will be taken to insure these vital services.

SYSTEM INFORMATION

System Name and Address	Town of Burgaw 109 N. Walker Street Burgaw, NC 28425
PWS #	04-71-010 WATER WQCS00150 WASTEWATER COLLECTIONS
Location / Town	Town of Burgaw
Population Served and Service Connections	Approximately 4000 people in city limits Number of Connections: <1500
Sources of Water	Groundwater
Wastewater Treatment	Discharged to the Town of Wallace WWTP
Lift Stations	17 stations
Amount of Water Storage	675,000 Gallons (Elevated)
Types of Water Treatment	Chlorine Bleach
System Owner	Town of Burgaw
Name, Title and Phone Number of Person Responsible for Maintaining and Implementing the Emergency Plan	Robert A. Moore Director of Public Works Phone: (910) 284-0809 cell (910) 259-2901 office

CRITICAL INFORMATION FOR EMERGENCY RESPONSE

Chain of Command - Lines of Authority			
SYSTEM OFICIALS			
	NAME	TELEPHONE #	CELL #
1	Robert Alan Moore, Director of Public Works	(910) 259-2901	(910) 284-0809
2	Matthew Myslow, Assistant Director	(910) 259-5003	(203) 725-2607
3	James Gantt, Town Manager	(910) 663-3440	
4	Pete Cowan, Mayor	(910) 663-3490	(910)520-6080
LOCAL LAW ENFORCEMENT			
	NAME	TELEPHONE #	CELL #
1	Burgaw Police Department	(910) 259-4924	
2	Pender County Sheriff	911	(910) 259-1212
3	Jim Hock, Burgaw Police Chief	(910) 259-4924	(910) 470-7822
4	NC Highway Patrol	(800) 334-7411	
LOCAL FIRE AND RESCUE DEPARTMENTS			
	NAME	TELEPHONE #	CELL #
1	Burgaw Fire Department	911	
2	Pender EMS	911	
3	Wilmington Fire Department	911	
MEDIA SPOKESPERSON			
	NAME	TELEPHONE #	CELL #
1	James Gantt, Town Manager	(910) 663-3440	
2	Pete Cowan, Mayor	(910) 663-3490	(910) 520-6080
TOWN OF WALLACE			
	NAME	TELEPHONE #	CELL #
1	Jerry James, Director of Public Works	(910) 285-2812	(910) 665-2046
2	Brent Dean, Waste Water Treatment Plant	(910) 285-5927	(910) 284-7969

GENERAL INFORMATION

LOSS OF WATER AND SEWER SERVICES

The loss of water or sewer services creates serious health hazards for the average citizen as well as those who require special services due to existing health needs. For this reason it is important that the Town make every effort to insure an uninterrupted water and sewer service. This is not always possible due to conditions that arise that are simply the result of natural problems, such as water line failure and sewer backups.

The town maintains about (36) hours of water supply in elevated storage tanks located throughout the Town. The water storage tanks are maintained by *Utility Services, (800) 573-7036*. The four wells that serve the community draw water from the Black Creek aquifer. The pumps at these wells are able to provide about 1,100 gallons per minute. The water is treated using liquid chlorine bleach as required by the NCDENR. Each well is equipped with a backup generator to insure continuous water production during time of emergency. These generators are tested on a weekly basis.

The water distribution system is made up of water lines that range in size from two inch to twelve inch. The distribution lines consist of the following types of pipe; galvanized steel, PVC, cast iron, ductile iron and AC pipe. There are valves throughout the system that provide a method of turning water off to different areas of town as needed, additionally all tank sites have valves in order to isolate the tanks as needed.

The water system which includes the wells and tanks are monitored 24/7 by the Town's SCADA system. The wastewater stations are monitored by the same system. The SCADA system is equipped to monitor the systems and contact by telephone or pager (4) different employees of the Town in case of an unusual event. There is also a laptop monitor available to address issues after the normal business day which is maintained by the ORC. The system is addressable for just about anywhere internet services are available.

The wastewater lift stations are also monitors 24/7 by the SCADA system. The system monitors the stations and contacts (4) different employees with a recording that advises the location and type of situation that may need attention. Each station has a backup generator and these generators are exercised weekly.

In the case of water or sewer emergencies the Town operates an "on call" telephone that is monitored 24/7 by employees of the Public Works Department. This "on call" employee is basically the "first responder" to any call; he/she evaluates the situation and depending on the type of call, alerts other employees as needed. Employees have access to backhoes, a high pressure jetter, trucks, 2 ½ in portable pumps and various repair parts including pumps, clamps and joints on site to make needed repairs. For those repairs beyond our capabilities a list of contracts on stand-by is available.

The Town has a state approved water system management plan and a water shortage plan that are available at the Public Works Director's office. Additionally, the Town has an active state approved Cross Connection Program. Information regarding Cross Connection/Backflow Protection is available through the Public Works Director.

The Town has a grease control program and also does cleaning and inspections to collection lines on a regular basis. The Town has both a sewer jet cleaning machine and TV inspection system for emergencies.

CLASSIFICATION GUIDELINES

OF EMERGENCY

Level 1 Normal Event - An event that can be handled routinely.

Level 2 Alert - An event that may require outside agency assistance, an event that could cause partial loss of service to the system (a minor emergency).

Level 3 Major - An event that may be beyond the capabilities of the system personnel that may require a “Declaration of Emergency” by the Council. This level would require the mobilization of all system personnel as well as outside assistance. The level will be declared because of serious threat to health and/or facilities of the system (a major emergency).

Level 4 Extended Emergency Situation - An emergency situation that will be over an extended period, will incur great costs, require mutual aid and will require a declaration of emergency. This type of event will be wide spread and will cause a severe health risk. This type of event may be of natural or manmade nature.

See the attached list of all businesses and appropriate contact numbers.

CRITICAL NEEDS BUSINESSES

Pender Memorial Hospital	507 East Freemont Street	(910) 259- 5451
Davita Dialysis Center	704 South Dickerson Street	(910) 259-2970
Black River Health Center	301 South Campbell Street	(910) 259-5721
Pender County Correctional Center	906 Penderlea Highway	(910) 259-8735
Dayspring Assisted Living	300 West Ashe Street	(910) 259-8071
Huntington Health Center	311 South Campbell Street	(910) 259-6007
Pender County Jail	104 North Walker Street	(910) 259-1515
Burgaw Elementary School	400 North Wright Street	(910) 259-0145
Burgaw Middle School	500 South Wright Street	(910) 259-0149
Little Town Daycare	402 South Wright Street	(910) 259-2311
SPEC Daycare Center	1001 Rhodes Ave	(910) 259-3411
Pender County EMS	805 Ridgewood Ave	(910) 259-0891
Pender County Health Department	803 South Walker Street	(910) 259-1230

PROCEDURES FOR IMMEDIATE RESPONSE TO EMERGENCY

LEVEL 1 ALERT: NORMAL EVENT

1. Evaluate the emergency and contact the appropriate additional employees as needed.
2. Attempt to contact “Critical Needs”, advise them of existing problems and if service will be affected.
3. Turn off water, if required, to affected area after proper notifications are given.
4. Make repair and return areas to normal service.
5. Public Works Director will advise regulatory agency if needed and file all required reports.

LEVEL 2 ALERT: NORMAL EMERGENCY

1. Evaluate the emergency and contact appropriate additional employees as needed. Contact the Director and Assistant Director to advise the situation.
2. Attempt to contact “Critical Needs”, advise them of existing problem and if service will be affected.
3. Have the appropriate outside agencies notified if mutual aid is required to current the ongoing situation.
4. Contact the Town Manager to advise the situation and prepare a Public Service announcement as needed.
5. Public Works Director will advise regulatory agency if needed and file all required reports.

LEVEL 3 ALERT: MAJOR EMERGENCY

1. Evaluate the emergency and contact Director and Assistant Director immediately. Director will assume command upon arrival.
2. Contact ALL additional Public Works employees to respond to work. Contact “Critical Needs” and advise them of existing problems and the possible of service loss.
3. Have the appropriate outside agencies notified that mutual aid assistance is requested to correct the ongoing problem.
4. Contact the Town Manager to advise the situation and prepare to make any appropriate Public Service announcements as need or required. An Emergency Declaration may be required.
5. Coordinate required services and supplies needed to make repairs. Work with outside agencies to insure that the system is returned to normal as soon as possible safely.
6. Continue evaluation of the ongoing situation and repair. As needed, make Public Service announcements to keep citizens informed about the status of the event.
7. Public Works Director will advise the regulatory agencies if needed and file all required reports.

LEVEL 4 ALERT: EXTENDED EMERGENCY SITUATION

1. Evaluate the emergency and contact Director and Assistant Director immediately. Director will assume command upon arrival.
2. Contact “Critical Needs” and advise them of existing problems and the possible of service loss.
3. Contact Town Manager to advise the situation and prepare to make a Public Service announcement to keep the citizens informed. An Emergency Declaration will be required.
4. Contact appropriate agencies regarding the situation and request assistance as needed.
5. Coordinate required services and equipment needed to make any repairs. Work with outside agencies to insure that the system is returned to operations as quickly as possible. This may be an extended period of time to make all necessary repairs.
6. Continue to evaluate the situation and make ongoing Public Service announcements as needed.
7. Return the system to normal operation and make a Public Service announcement regarding the end of the event.
8. The Public Works Director will advise regulatory agencies if needed and file all required reports.

Appropriate reports and records will be maintained for any event that requires Public Service announcements or Emergency Declarations. It will be the responsibility of the Director of Public Works or his designee to keep these records and prepare the required reports to outside agencies.

MEDIA CONTACT LIST

Newspaper	<i>Fax</i>	<i>E-mail</i>
Pender Post	(910) 259-9112	postnews@thependerpost.com
Pender Chronicle	(910) 259-2504	
Wilmington Star News	(910) 343-2227	
TV	<i>Phone</i>	
WECT	(910) 799-6681	
WWAY	(910) 762-8581	
Radio	<i>Fax</i>	
WGNI	(910) 763-0201	
WWQQ	(910) 763-0201	
WAVE	(910) 763-0201	
The Hawk	(910) 763-0201	
Big Talker	(910) 332-6390	
State Agencies	<i>Phone</i>	<i>Emergency #</i>
NCDNR	(910) 796-7215	(800) 608-2183 - pager
Pender County Health	(910) 259-1230	(910) 259-1515

STAY ALERT – STAY SAFE

There are many safety issues that arise out of every situation; some of those issues will remain constant whether it is a level 1 event or a level 4 event. We will always consider safety first, regardless of the situation.

Our goal is to protect life, for our employees and our citizens. We realize that we cannot come to the aid of our citizens if we fail to act safely. As part of our initial evaluation we will consider all safety aspects.

OTHER CONSIDERATIONS

We may have to prioritize repairs based upon the magnitude of the situation. We may have to consider what can be saved and what service must be discontinued until further action can be taken. This may require Emergency Water Distribution in certain areas or lack of wastewater services available to our customers. Outside agencies will be called upon to provide backup water supplies and services during this time.

Fire suppression will be required during all event “Levels”. The Burgaw Fire Chief will handle all mutual aid requests and will station equipment at locations he deems appropriate. The Chief will insure that there is sufficient water supply to provide fire suppression. The Chief will make every effort to pull water from nearby rivers, streams or lakes for this purpose, leaving potable water for life sustaining services.

EMERGENCY
RESPONSE PLAN

BURGAW, NC

**FORCE MAIN LINE TO
WALLACE**

PUMP STATION #1 AT WWTP

Procedure for bypassing force main to Wallace in response to a break, leak or failure in the force main, diverting flow to Emergency Storage.

1. Call contract for repair to force main from list provided, beginning with the first company on the list.
2. Shut down station pumps by switch or by the main breaker.
3. Close Valve #3 and open Valve #9 and #10
4. Restart one of the main pumps at the minimal rate needed to pump and monitor the flow to the bypass holding tanks.
5. Switch the controls on the main pump from AFC to BYPASS then start the pump and control with the pot adjusting the speed until the check valve opens.
6. Contact XYLEM and have a bypass pump delivered and installed.
7. Begin hooking up hoses to emergency pump connection (EPC) #1 and the bypass connection at the EPC #5.
8. Make sure all connections are good and ready to be used should there be a problem with the main pumps.
9. Call sludge hauler to be on standby in case the repairs need more time.

See Figure #1 for locations of valves and emergency pump connections (EPC).

PUMP STATION #1 AT WWTP

Procedure for bypassing #1 pump station to Wallace in response to a catastrophic pump station failure.

1. Contact XYLEM and have a bypass pump delivered and installed.
2. Begin hooking up hoses to the emergency pump connection (EPC) #3 and the bypass connection at the wet well.
3. When all the connections have been made you must close Valve #3 then open Valve #4.
4. Shut down station pumps by switch or by the main breaker.
5. Start bypass pump and make sure that it primes and will pump at rate that maintains an acceptable level in the wet well.
6. Make all preparations for any and all repairs needed.
7. Contact the electrician and prepare to replace one of the existing pumps with the spare stored at the Town Garage.
8. Call sludge hauler to be on standby in case the repairs need more time.

See Figure #1 for locations of valves and emergency pump connections (EPC).

PUMP STATION #2 AT NORTH CHUBB ROAD

Procedure for bypassing #2 pump station to Wallace in response to a catastrophic pump station failure.

1. Contact XYLEM and have a bypass pump delivered and installed.
2. Begin hooking up hoses to the emergency pump connection (EPC) #3 and the bypass connection at the wet well.
3. When all connections have been made you must close Valve #3 and then open Valve #4.
4. Shut down station pumps by switching or by the main breaker.
5. Start bypass pump and make sure that it primes and will pump at a rate that maintains an acceptable level in the wet well.
6. Make all preparations for any and all repairs needed.
7. Contact the electrician if needed and prepare to replace one of the existing pumps with the spared stored at the Town Garage.
8. Call sludge hauler to be on standby in case the repairs need more time.

See Figure #2 for locations of valves and emergency pump connections (EPC).

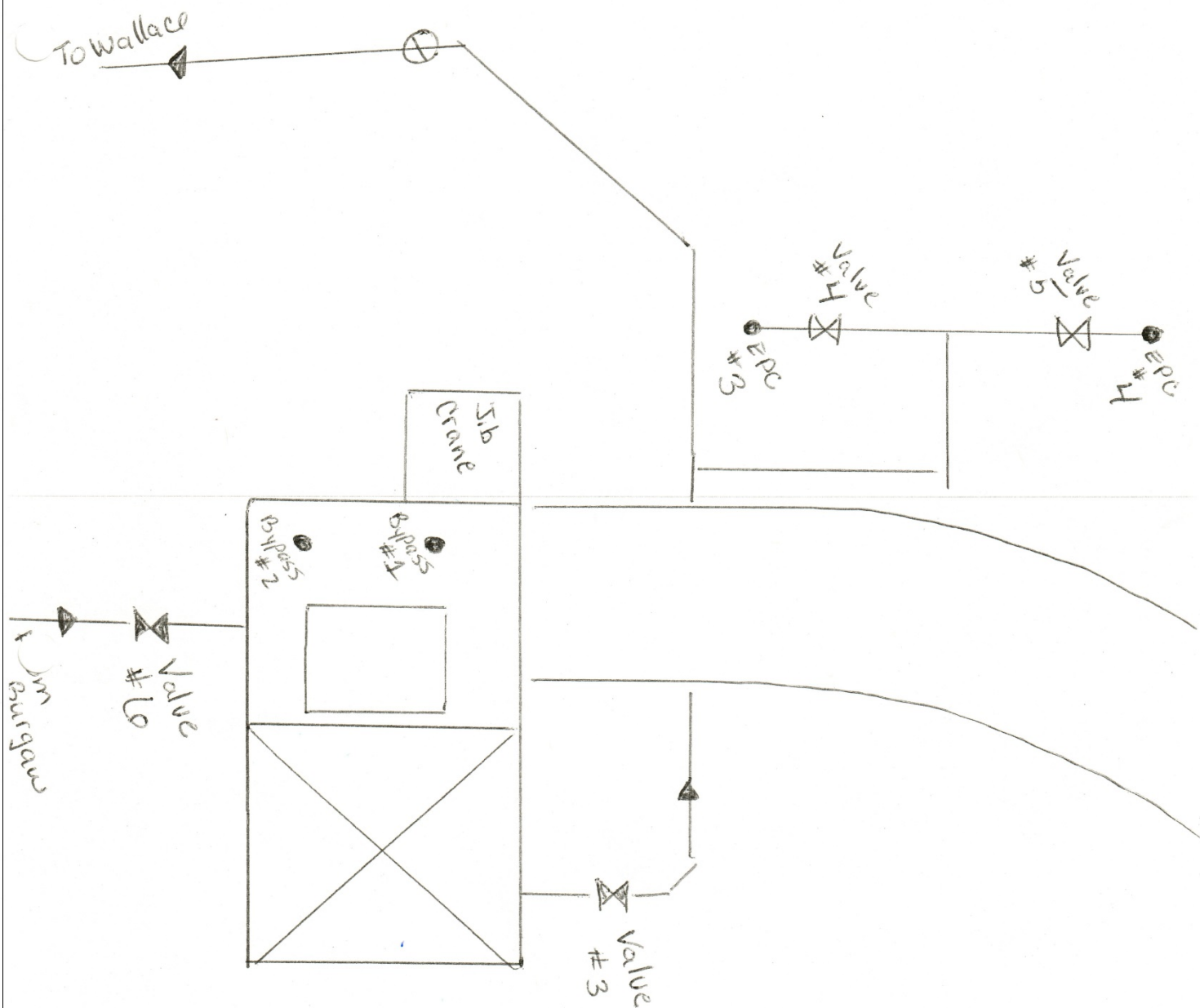


Figure #2
 Pump Station #2 at
 a.

Contractors List

1. State Utility Contractors, Inc
9490 Ploof Road
Leland, NC 28451
Tel: (910) 382-3799
Fax: (910) 383-3933

Dustin Wagner
Cell: (910) 376-0024
Home: (910) 799-4147

Rod Godlee
Cell: (910) 512-1689

2. T.A. Loving
Cooperate Office:
400 Patetown Road
Goldsboro, NC 27530
Tel: (919) 734-8400
Fax: (919) 731-7538

Paul Hunter
Cell: (919) 580-8687

Tony Robinson
Cell: (919) 580-7498

Electrician

1. Beco Electric
(910) 284 – 0593

Sludge Hauling

1. Lewis Farms & Liquid Waste
8155 Malpass Corner Road
Currie, NC 28435
Tel: (910) 283-9823
Fax: (910) 283-2500
Toll Free: (800) 624-2979

Wesley Wooten
Cell: (910) 604-0049

Godwin Pumps

1. Xylem
80 Gregory Road
Belville, NC 28451
Chris Smith
Tel: (910) 383-1106
Cell: (910) 237-7090

SCADA & TELEMETRY VENDORS

Glover Instrumentation and Controls, Inc.
John Glover: (910) 620-6973
glover_john@bellsouth.net

REVERE CONTROL SYSTEMS

2240 Rocky Ridge Road
Birmingham, Alabama 35216
(205) 824-0004

Michael Cunningham: (704) 942-8916
mcunningham@reverecontrol.com

Shane Smith: (803) 342-2371
ssmith@reverecontrol.com

Nan Johnson: (803) 807-1987
Project Manager- Revere Control Systems
njohnson@reverecontrol.com

DUKE/PROGRESS ENERGY

Contact Duke Energy at (800) 452-2777 or

<https://www.duke-energy.com/outages/current-outages>

Report a power outage: (800) 419-6356

This number is only to be used by your facilities for outages at your facilities. It is not for the general public. This number is a direct line to our outage dispatch center in Raleigh and not for residential use. When calling this number please identify your facility and what type of problem you are having.

Critical Process Hotline: (800) 401-5401

BECO ELECTRIC

535 Cornwallis Road
Teachey, NC 28464

(910) 284-0593

Harry Bradshaw

PENDER GENERATORS

Sam Richardson (910) 604-1242

EMERGENCY
RESPONSE PLAN

BURGAW, NC

INSPECTION GUIDES

Town of Burgaw
Public Works Department
213 South McRae Street, Burgaw NC 28425

Robert A. Moore
Director of Public Works

Telephone: (910) 259-2901
Cell: (910) 284-0809

LIFT STATION INSPECTION GUIDE

The purpose of this guide is to insure that the lift stations are checked in the same way each time and that all aspects of the stations are inspected. You should follow this guide each time you inspect the lift stations.

All lift stations are to be inspected at a minimum of once per week with the exception of Pump Stations 1 and 2. They, along with the transmission line to Wallace, should be inspected daily (Mon - Fri).

Visually inspect the area around the station.

LOOK, LISTEN, SMELL, FEEL - use your senses to observe the operation of the station.

Inspect the wet well, check for grease on the sidewalls and more importantly on the lift stations without bubbler systems, grease that has accumulated on the floats. If the floats have accumulations of grease they will not operate properly. If necessary, pull the floats and remove the grease.

Check the operations of alarms, pumps and bubblers if equipped with this option. At Pump Stations 1 and 2, drain the water from the bubbler air compressor. Make sure horn and lights are working.

Check levels on Gorman Rupp lift station display panels. Panels should display "Normal Operation".

Check Control panels at Pump Station 1 and 2 against the posted picture of "normal" set points. Record daily flow at Pump Stations 1 from flow meter mounted on back wall (total gallons not GPM).

Check generator fuel levels (monthly or after generator was required to run).

Run the generator by cutting the power stations, using the main cut off. Make sure that you return the station to regular (Progress Energy) power. This should be performed monthly or as needed before major storms.

Complete paperwork; note any problems with the stations. Deliver paperwork to supervisor.

Town of Burgaw
Public Works Department
213 South McRae Street, Burgaw NC 28425

Robert A. Moore
Director of Public Works

Telephone: (910) 259-2901
Cell: (910) 284-0809

WELL INSPECTION GUIDE

This is a guide on how to inspect the well sites. You should follow this guide each time you inspect the wells.

Do a visual inspection of the well yard and building. Note any problems so that they can be repaired.

Prior to entering the building, LOOK, LISTEN, SMELL, FEEL (you should be able to feel any vibrations as you approach the well house, if the pump is in operation). If there is a chlorine problem, you should be able to detect it by smell before you enter the building.

Upon entering the building:

- Observe the interior, look for leaks, chlorine or water or any pipe problems.
- Observe the pump operation.
- Check gauges.
- Check chlorine metering pump.
- Check the site tube for oil on the turbine motors.
- Check chlorine tank levels, report if levels are low.
- Check the operation of the well pump by turning it on.
- Make sure that the operation switch is in the AUTO position.
- Secure the building and the gate.
- Report any problems.



DISASTER PREPAREDNESS PLAN

Amended by the Town of Burgaw Board of Commissioners in May 2019



Town of Burgaw

DISASTER PREPAREDNESS PLAN

Amended by the Town of Burgaw Board of Commissioners in May 2019

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PREFACE

Purpose

The purpose of this plan is to maintain a state of preparedness for whatever type disaster that may arise. Not knowing what type of emergency may affect our area, the Town of Burgaw is alert to deal with whatever the incident may be. Some of the incidents may be, but not limited to, a chemical spill, civil unrest, terrorist attack, flooding, snow or ice, hurricane, and tornado. The Town is therefore assigned the duty of administering this plan, direction of the emergency response teams, and management of the Emergency Operations Center (EOC).

Objective

Due to the geographical location, Burgaw is more likely to be involved with more inclement weather than other types of emergencies. Therefore, the Town of Burgaw's role is assurance that the Town is protected to its fullest by each department's capability to manage its part of the incident. After the incident, it is the objective to maintain order; monitor the welfare of the "critical care" injured and displaced citizens and restore services while managing comprehensive recovery efforts.

Preparedness

This plan should be reviewed annually by town staff, including testing of equipment for operability, prior to hurricane season. Staff should also review agreements with other agencies for necessary equipment or services to ensure they are in place. Any new policies should be incorporated into the plan, reviewed, and adopted by the Town Board of Commissioners. It also is used as a guide and may be changed by the Emergency Management Coordinator (EMC) or the Town Manager in the event the individual procedures or tasks need to be delayed or done in a more expedient manner.

ORGANIZATION

Such a disaster strike Pender County and Burgaw, the Pender County Emergency Operations Plan would go into effect. This plan provides guidance to government officials, emergency services, and other agencies within Pender County which would include the Town of Burgaw. It also includes the make-up and operation of the EOC, handling the media, requesting assistance from State and Federal agencies, etc. The Town of Burgaw's plan is, therefore, a supplement to the Pender County plan and deals with the responsibilities of the various departments within the Town should a disaster strike. In the event of a predicted incident, the Town Manager will call a meeting with all department heads in advance to review the plan and responsibilities for each department.

Prior to operating under this plan, the Town Board of Commissioners must:

- Pass "State of Emergency" ordinances that enable the various town departments to operate in an emergency mode.
- Establish in writing a line of succession in an emergency. If the Mayor is not available, the next person and so on to at least three. (Line of succession document attached.)
- Present all legal documents to the Town Attorney for any changes and for legality. Town Attorney should be available in case a legal question should arise.
- Designate the Town Manager, or designee, as the Public Information Officer (PIO).
- Designate the Fire Chief, or designee, as the Emergency Management Coordinator.
- Other measures as the Town Board may decide.

EMERGENCY OPERATIONS CENTER (EOC)

The Emergency Operations Center (EOC) will be located in the Town Manager's Office. The Incident Command System (ICS) will be used to manage the incident, house the communications network and the command staff.

The Town Manager will activate, organize, and operate the EOC in a manner appropriate to the magnitude of the situation. The EOC will be staffed by the following personnel, or their designee, at all times while activated. Individuals not required or authorized in the EOC will not be allowed access in an effort to reduce confusion.

- Mayor
- Town Manager
- Town Clerk
- Police Chief
- Fire Chief
- Public Works Director
- Finance Officer
- Additional personnel if needed
 - Building Code Administrator
 - Planning Administrator
 - Parks & Recreation Director

Once fully activated, staffing assignments for positions in the EOC will allow for continuous 24 hour operations. Selection and assignment of personnel will be the responsibility of the Town Manager. The EOC will remain fully activated until the magnitude of the disaster can be managed by a reduced staff.

Each representative shall take his/her designated place to handle his/her role in the overall management of the incident. Each representative will be equipped, if applicable, with telephone, scanner/printer, copier and computer.

It will be necessary for the EOC to be equipped with copies of our local guidelines for emergency operations as well as a copy of the Pender County Emergency Operations Plan. Assorted maps of the town and master contact lists should be kept in the EOC for immediate use in the event of an emergency.

While the EOC is in operation, traffic will be limited in the EOC area due to noise and congestion. Access to the building will be from the rear employee entrance into the Town Hall Complex.

Receiving/Dispatching Calls

There will be only enough personnel allowed in the EOC dispatch area necessary to operate the radio and phone system: One dispatcher for the fire/rescue and police radio, and one dispatcher for the public works radio. All communications concerning the operation will be directed to the IC for disposition.

RESPONSIBILITIES

All town departments will be involved in emergency functions during any type of disaster. Upon activation of the Disaster Preparedness Plan, the Board of Commissioners, Mayor, Town Manager and department heads will hold a meeting in the EOC to review the procedures of the plan and reaffirm responsibilities of personnel. All department heads, or their designee, will be present in the EOC at all times while activated.

The following responsibilities, listed by department head, are a guideline to be used in order to prevent chaos and confusion. A team effort will be required by all in order to respond effectively and efficiently to all emergencies.

Staff will maintain its ability to answer most of the calls received until the conditions become dangerous or life threatening such as winds at 45 mph sustained, flood water up to the lower part of the wheel of the vehicle used, or snow/ice that causes a threat to safe maneuverability of the vehicle or other equipment.

Department heads shall initiate the primary responsibilities when necessary and is in the best interest of the town and personnel, or as directed by the Town Manager. Department heads will be responsible for placing their employees on-call and notifying them when to report to work. Timing of initiating the responsibilities and notifying personnel will be determined based on the magnitude of the situation.

Town Manager

- Serves as the Public Information Officer (PIO).
- Will assume control over the EOC.
- Monitors weather statements and storm tracking information.
- Ensures sufficient personnel are staffing the EOC to provide direction and control.
- Coordinates all resources needed from Pender County, including fuel supply.
- Reviews and determines plans for housing administration personnel.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- Continues control over the EOC.
- Coordinates with Police Chief and Mayor to determine if a town-wide curfew is necessary.
- Coordinates with Pender County on additional resources needed for recovery efforts.
- Assists with over-all recovery and follows safety protocols as listed under "Recovery".

Town Clerk

- Develops and releases public notices regarding emergency situations via all available resources, including but not limited to: CodeRED Alert System, town website, social media, public email lists, media outlets, and PA Systems.
- Notifies and encourages the public to sign up for the CodeRED Alert System.
- Maintains important documents related to the incident.
- Plans for proper retention of vital records, including backup of computer files.
- Safely secures vital records in the vault as necessary.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- Releases public notices regarding curfews, danger areas, etc.
- Assists with over-all recovery and follows safety protocols as listed under “Recovery”.

Police Chief

- Oversees the operations of all police services before, during, and after the incident.
- Reviews and determines evacuation zones, traffic control points and public shelter locations and evacuation times as needed.
- Provides security for shelters.
- Reviews and determines plans for housing personnel.
- Reviews and determines placement and security of equipment and vehicles.
- Ensures all police vehicles have been checked and fueled.
- Informs public of danger by using PA systems, especially mobile homes in and out of parks.
- Contact shut-in residents and notify them of danger.
- Assists with relocation or securing any and all loose materials and equipment on town owned properties.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- Police vehicles will be included in the recovery team that will be assigned to particular areas of town.
- Provides traffic control while clearing efforts are in progress.
- Assists in searching and marking buildings, and for victim recovery.
- Coordinates with the Town Manager and the Mayor to determine if a town-wide curfew is necessary.
- Assists with over-all recovery and follows safety protocols as listed under “Recovery”.

Fire Chief

- Serves as the Emergency Management Coordinator.
- Oversees the operations of all firefighter and rescue services before, during, and after the incident.
- Ensures all fire vehicles have been checked and fueled.
- Assists with the evacuation of residents as needed.
- Assists in notifying residents of danger.
- Reviews and determines plans for housing personnel.
- Reviews and determines placement and security of equipment and vehicles.
- Assists with relocation or securing any and all loose materials and equipment on town owned properties.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- The Fire Department will be the lead agency in the recovery effort.
- Fire Department officers will be the field officer in charge of his or her particular area of operation.

- Will start with the main routes and clear at least one lane so that emergency vehicles can get in and out of the health care facilities, then will proceed to secondary routes and other areas of concern.
- Assists with over-all recovery and follows safety protocols as listed under “Recovery”.

Public Works Director

- Oversees the operations of all public works services before, during, and after the incident.
- Reviews and determines plans for housing personnel.
- Reviews and determines placement and security of equipment and vehicles.
- Ensures all public works vehicles have been checked and fueled.
- Checks all storm drainage canals and culvert inverts for blockages.
- Tests all generators and makes sure they are fueled to capacity.
- Ensures vegetative debris collection site is cleared and ready for use.
- Ensures all fuel containers are full.
- Checks chainsaws, chipper, and other equipment.
- Assists with relocation or securing any and all loose materials and equipment on town owned properties.
- Ensures all materials, rocks, sand, etc. are stocked.
- Checks the water supply system.
- Ensures preparations for operating the wells manually, if needed.
- Coordinates debris removal for entire town.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- Public Works vehicles and equipment will be included in the recovery team that will be assigned to particular areas of town.
- Provides equipment and personnel during the clearing of primary and secondary routes.
- Return the water and Waste Water Treatment Plant to normal operation as quickly as possible, once damage repairs are complete.
- Assists with over-all recovery and follows safety protocols as listed under “Recovery”.

Finance Officer

- Oversees the operations of all finance transactions before, during, and after the incident.
- Ensures there is cash on hand if needed.
- Assists in procurement of needed materials and supplies.
- Prepares and distributes all FEMA documents to department heads.
- Ensures the payroll process is completed.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- Assists in damage assessment of town owned equipment, buildings, and properties.
- Ensures all FEMA documents are completed and submitted in a timely manner.
- Prepares reports and FEMA documents needed for reimbursement.
- Assists with over-all recovery and follows safety protocols as listed under “Recovery”.

Building Code Administrator

- Will be on stand-by if additional personnel are needed in the EOC.
- Ensures all town owned buildings are safe for use before, during, and after the incident.
- Advises construction sites to secure loose materials.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- Provides damage assessment for dwellings, buildings, and properties.
- Inspects town owned buildings following damages for structural sufficiency.
- Assists with over-all recovery and follows safety protocols as listed under “Recovery”.

Planning Administrator

- Will be on stand-by if additional personnel are needed in the EOC.
- Prepares and ensures all maps are updated and available in the EOC.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- Assists in damage assessment for dwellings, buildings, and properties.
- Assists with over-all recovery and follows safety protocols as listed under “Recovery”.

Parks & Recreation Director

- Will be on stand-by if additional personnel are needed in the EOC.
- Assists with relocation or securing any and all loose materials and equipment on town owned properties.
- Coordinates with Pender County with the establishment of shelter locations.
- Provide activities at shelters for all age groups.
- The Parks & Recreation Director, or designee, will serve as the Kitchen Coordinator and will ensure all supplies and food are gathered and prepared for personnel while the EOC is activated.
- Assists other departments and handles other duties as necessary.

Primary Recovery Responsibilities

- Continues coordination and preparation of meals for all personnel while the EOC is activated.
- Assists in damage assessment of town owned equipment, buildings, and properties if needed.
- Continues to provide activities for all age groups at shelters.
- Assists with over-all recovery and follows safety protocols as listed under “Recovery”.

RECOVERY

After the incident is over, no work is to commence until the “all clear” signal is given by the IC. Once the signal is given, the teams will assemble for assignments. Each team will be responsible for inspection of the town for potential fire, life safety, or health hazards, clearing debris for clear passage, damage assessment, and welfare of the citizens. Each team may be composed of: fire vehicle, police vehicle, public works vehicle, backhoe/loader, generator, chainsaw(s), and damage assessor. Each team will operate in a quadrant of the town as specified by the map displayed in the EOC. A grid system will be used in the "digging out" phase.

Recovery Teams

Beginning at the corner of Wright Street, dividing East and West, and NC Hwy 53 (Wilmington Street dividing North and South), each quadrant will have a minimum of a fire truck, police vehicle, public works vehicle w/backhoe, chainsaws, generator, and a damage assessor. The team will start at the station and work its way out in their quadrant to the end of the district assuring there is a passable route to town. The town equipment and employees will be terminated at the city limits, and will proceed back to the center of town concentrating on the side streets and other areas of concern. Considerations must be made to open routes to health care facilities first, more damaged areas next, then on to the less damaged areas. All areas are important to check and mark. Keep the apparatus ready for the next call. If equipment is used, be sure it is replaced as soon as possible. If street/road signs are down, try to erect them so outside help will have reference to travel. Report all damage to the EOC for documentation. Accurate and complete documentation is extremely important. When moving from place to place in the area, make sure the EOC has the location of each team and has documented the time.

When surveying the damage, each structure should be checked for occupants that may be trapped or injured. If the building is not accessible, make every effort to observe the inside for signs of injury. Talk to the owner/occupant about welfare, if possible. In cases of severe damage to the structure, it may be necessary to enter the structure to check for injuries or trapped victims. Be extremely cautious of pets that are in structures. If they become a threat to you, do not make entry. If survey is satisfactory, mark structure with scene tape to make sure it has been checked. Fill out damage assessment sheets to be turned into the EOC clerk.

Safety Protocols

Power lines and poles are important to document. With the increased number of private generators being used, be extremely cautious with downed power lines. Listen for the sound of a generator running before approaching a downed power line. They could have power back fed from private generators. If the generator has not been installed properly, it will cause electrocution. The Town will maintain the highest level of safety, both for the public and the team.

WELFARE OF PERSONNEL

Provisions

The Town will make provisions available to the personnel in the EOC and the personnel in the field. In the opening of the EOC, the Town will make arrangements to have the provisions in house to prepare a menu for three (3) meals daily for three (3) days or more if necessary. All emergency personnel will take meals at the EOC. The Kitchen Coordinator will be in charge of the provisions and preparations and will assign the tasks as he or she sees fit. The tasks include cooking and cleaning up. Any town employee's family who is at the Town Hall Complex will be expected to bring their own provisions. The provisions are the town employees only.

Rest & Relaxation

Emergency workers at the EOC will work in twelve (12) hour shifts. Sleeping arrangements will be made in areas away from the EOC and kitchen area. Sleeping areas will be in the offices and hallways. Considerations must be made for those who are sleeping. Excess noise and loud music will not be tolerated.

Bathing is to be on a rotation basis due to limited facilities. All bathing articles, towels, soap, razors, etc. will be the responsibility of the bather. Do not leave these articles in or around the shower. The shower area should be cleaned after each use.

Pets

Pets, of emergency personnel only, will be allowed if there are no other provisions made for them. They will be kept in the wash bay area in the fire station, and must be housed in a travel type enclosure. The owner will be responsible for the pet, maintaining sanitary conditions, and making sure the pet has provisions.

PURCHASES & DOCUMENTATION

Purchases During Emergencies

All purchases must be accompanied with receipts, must be accurately kept in the event there will be a refund, or payment for services rendered. Any and all receipts are to be turned in to the Finance Officer at the EOC. Time needs to be accurately kept so it can be documented and accounted for. When moving from place to place in the area, make sure the EOC has the location of each team and has documented the time.

If fuel is needed, the first place is the usual commercial gas stations. If these stations are not available, personnel may get fuel from the Pender County fuel stations.

Documentation

The Finance Officer, or designee, will provide all emergency related documents to the department heads, including FEMA documents. Activity logs, time sheets, receipts, and any related documents should be submitted daily. It is extremely important all documentation is submitted for reimbursement from federal and state agencies.

DONATIONS

Donations Received

If donations are received, such as clothing, home furnishings, etc., they will be stored at the town garage for distribution after clean up. Any food or other perishable goods will be kept at the Town Hall Complex to be used for the feeding of the workers of the incident.

Town of Burgaw
Public Works Department
213 South McRae Street, Burgaw NC 28425

DISTASTER EMERGENCY CHECKLIST

<p>TOUCH BASE WITH ALL SUPPLIERS</p>	<p>Call: Mike Cunningham at Reverve: (704) 942-8916 Shane Smith at Reverve: (803) 342-2371 John Glover at Glover I&C: (910) 620-6973 William Gaylord at Glover I&C: (910) 231-1795 Jeffrey Kennedy at Kennedy's Tree Service: (910) 271-0126 Harry Bradshaw at Beco Electric: (910) 284-0593</p>
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- Stage “Lewis Farms” Pump Truck at Piggly Wiggly
- Stage Backhoes at Town Hall
- Fuel all Trucks
- Put 10 Cones in each truck
- Develop Truck Load Ticket
- Get High Water signs ready
- Isolate 117 Tank - Talk to C. - F.D.
- Town Generator
- Computer - Back up on Flash Drive
- All contact numbers on cell
- Document everything for FEMA
- Install air plug at Creekside
- Secure public works yard
- Make sure everyone has:
 - Vest
 - Gloves
 - Flashlight
 - Portable Radio on when called back to work

SCADA & TELEMETRY VENDORS

Glover Instrumentation and Controls, Inc.
John Glover: (910) 620-6973
glover_john@bellsouth.net

REVERE CONTROL SYSTEMS

2240 Rocky Ridge Road
Birmingham, Alabama 35216
(205) 824-0004

Michael Cunningham: (704) 942-8916
mcunningham@reverecontrol.com

Shane Smith: (803) 342-2371
ssmith@reverecontrol.com

Nan Johnson: (803) 807-1987
Project Manager- Revere Control Systems
njohnson@reverecontrol.com

DUKE/PROGRESS ENERGY

Contact Duke Energy at (800) 452-2777 or

<https://www.duke-energy.com/outages/current-outages>

Report a power outage: (800) 419-6356

This number is only to be used by your facilities for outages at your facilities. It is not for the general public. This number is a direct line to our outage dispatch center in Raleigh and not for residential use. When calling this number please identify your facility and what type of problem you are having.

Critical Process Hotline: (800) 401-5401

BECO ELECTRIC

535 Cornwallis Road
Teachey, NC 28464

(910) 284-0593

Harry Bradshaw

PENDER GENERATORS

Sam Richardson (910) 604-1242

SERVICE	COMPANY	CONTACT PERSON	BUSINESS #	ADDITIONAL #S
Emergency Services	Pender Emergency Services	N/A	(910) 259 – 1210	N/A
Emergency Services	Pender Co Health	N/A	(910) 259 - 1230	
Water/ Sewer Repairs	T.A. Loving	Darret Ezzell	(919) 734-8400	(919) 750 - 5094
Water / Sewer Repairs	Burnette Enterprises	N/A	(910) 470 – 5549	N/A
Chlorine / Wells	Amerochem	N/A	(800) 990-4949	(252) 634 - 9344
Sludge Hauling / Lift Station Pumping	Lewis Farms	Wesley Wooten	(910) 283 - 9823	(910) 604-0049
Emergency Sewer Pumps	XYLEM (Goodwin Pumps)	Chris Smith	(910) 383-1106	(910) 237-7090
Emergency Sewer Pumps / Rental Equipment	Sunbelt	N/A	(910) 395 - 4334	N/A
Emergency Sewer Pumps / Rental Equipment	United Rental	N/A	(910) 763 - 9740	N/A
Elevated Tank Repairs	Suez / Utility Specialist Co, Inc.	Scotty Wilkins	(800) 573-7036	(336) 210-9251
Power Main Repairs	Progress Energy / Duke	N/A	(800) 419 - 6356	(910) 259 - 4385
Water / Sewer Repair Parts	Core & Main	N/A	(910) 791 – 4148	N/A
Water / Sewer Repair Parts	USA Blue Book	N/A	(800) 548-1234	N/A
Water / Sewer Repair Parts	HRH Pipe Co	N/A	(910) 259-4871	(910) 602 - 3017
Electrician / Generator Repairs	Beco Electric	N/A	(910) 284 – 0593	N/A
Electrician / Generator Repairs	Security Plus	N/A	(910) 259 – 6606	N/A
Generator Repairs	National Power	N/A	(800) 790 - 1672	N/A
Motor / Pump Repairs	Sam’s Motor Repair	N/A	(910) 347-2775	N/A
Motor / Pump Repairs	Ron Sellars	N/A	(910) 471-4423	N/A
Lift Station Repairs	Tencarva	Frank Lucas	N/A	1 (336) 312-3266
Pump Repair - Water/Wells	Pearson Pump	Jerry Pearson	(800) 672-4808	(919) 734 - 4267
Sewer Jetter Repair	Rodders & Jets	N/A	(800) 293 – 2012	N/A
Vac Trucks	Southern Vac	N/A	(803) 358 – 0221	N/A

SERVICE	COMPANY	CONTACT PERSON	BUSINESS #	ADDITIONAL #S
Tree Trimming / Removal	Kennedy's Tree Service	Jeffrey Kennedy	N/A	(910) 271-0126
Tree Trimming / Removal	Tony's Tree Service	N/A	(910) 259-6533	N/A
Tree Trimming / Removal	Rowe Tree Co.	N/A	(910) 283 – 5225	N/A
SCADA & Telemetry	Glover Instrumentation	John Glover	(910) 620 – 6973	N/A
Fuel	Springer – Eubank Communications Specialists	Leslie Richardson	(910) 343 – 1991	(910) 465 - 1677
Radio Communications	Hutchinson Landscaping	N/A	(910) 791 – 9773	N/A
Rock / Sand / Debris Removal	Four Points Recycling LLC.	David Hutchinson	(910) 279-0570	N/A
Debris Removal	DRC	N/A	(910) 346 – 6299	(910) 333 - 5961
Debris Removal	ST Wooten	Tony Swain	(888) 721 – 4372	(251) 402 - 3052
Asphalt	ST Wooten	N/A	(910) 762-0321	N/A
Cold Patch	ST Wooten	N/A	(910) 762-0321	N/A
NCDNR	Public Water Supply	N/A	(910) 796 – 7215	(910) 515 - 9065
NCDNR	Wastewater	N/A	(910) 796 – 7380	N/A
NCRWA	Wastewater	N/A	(336) 731 – 6963	N/A

EMERGENCY
RESPONSE PLAN

BURGAW, NC

VULNERABILITY
ASSESSMENT

THE VULNERABILITY ASSESSMENT

SYSTEM COMPONENT	DESCRIPTION AND CONDITION	VULNERABILITY	IMPROVEMENTS OR MITIGATING ACTIONS	SECURITY IMPROVEMENTS
COLLECTION SYSTEM	All collection system pipe work and manholes	Inflow and infiltration	Continued Rehab	
SEWAGE PUMPING	All pump stations	Vandalism	Fencing and/or locks on all access points	
TREATMENT	N/A			
EFFLUENT DISPOSAL				Locked Entry
COMPUTER AND TELEMETRY SYSTEM	New SCADA computer in 2015	Vandalism, Equipment damage	Continued protection and assessment by IT department	Updated security in 2015, security cameras installed
OTHER CONSIDERATIONS				

EMERGENCY **RESPONSE PLAN**

BURGAW, NC

STAFF DIRECTORY

TOWN OF BURGAW EMPLOYEES - PUBLIC WORKS

On-Call Employee # (910) 470-0457

<u>NAME</u>	<u>PHONE NUMBER</u>	<u>RADIO</u>
Alan Moore	(910) 284-0809	801
Matthew Myslow	(203) 725-2607	802
Benjamin Hansley	(910) 789-2196	803
Charles Hall	(910) 336-0770	804
Lucas Bautista	(910) 284-7082	805
Robert Daughtry	(910) 663-0092	806
Willis Murphy	(910) 523-7752	807
Robert Burns	(910) 508-9570	808
John Lineweber	(203) 206-1269	809
Mark Eason	(910) 604-0323	810
Roland Corbett	(910) 465-5985	811
Brian Edwards	(910) 789-9246	812
Christian Brus	(910) 880-4453	813
Christina Abbood	(910) 617-5884	800

TOWN HALL STAFF

Name	Title	Contact Number
James Gantt	Town Manager	663-3440
Kristin Wells	Town Clerk	663-3441
Kim Rivenbark	Deputy Town Clerk/Human Resources	663-3444
Wendy Pope	Finance Officer	663-3442
Tiffany Byrd	Accounting Technician II	663-3443
Kelly Fox	Accounting/Billing Technician	663-3445
Adela Fernandez	Customer Service Representative	663-3445
Louis Hesse	Building Code Administrator	663-3455
Chad Staradumsky	Community Development Coordinator	663-3452
Todd Rademacher	Planning Administrator	663-3451
Cody Suggs	Parks & Recreation Coordinator	300-6401
Jim Taylor	Fire Chief	663-3480
Clay Jasper	Deputy Fire Chief	663-3480
Patrick Watkins	Fire Fighter	663-3482
Jim Hock	Chief of Police	663-3460
Daisy Ramirez	Police Admin. Assistant	663-3463
Donald Byrd	Patrol Sergeant	663-3462
Daniel Fuller	Detective Sergeant	663-3461
Lee Williams	Corporal-Crime Diversion Officer	663-3464
Kevin Robertson	Corporal	663-3464
Thomas Padgett	Patrol Officer	259-4924
Cavin Newton	Patrol Officer	259-4924
Dewey Starling	Patrol Officer	259-4924
William Farren	Patrol Officer	259-4924
Ronnie Kennedy	Patrol Officer	259-4924
Kayla Dockery	Patrol Officer	259-4924
Brandon Powell	Patrol Officer	259-4924

BOARD OF COMMISSIONERS		
Kenneth "Pete" Cowan	Mayor	663-3490
Wilfred "Red" Robbins	Mayor Pro tem	259-4600
Jan Dawson	Commissioner	259-3149
William "Bill" George	Commissioner	300-6115
Vernon Harrell	Commissioner	259-5710
James Murphy, Sr.	Commissioner	259-6833
Zachary Rivenbark	Town Attorney	259-7772
PLANNING BOARD		
Louis Davis	Chair	259-3835
Meg Franklin	Member	259-1820
Jennifer Hansen	Member	259-3297
Olivia Dawson	Member	259-0311
Connie Ives	Member	
William Smith	Member	259-6608
James Malloy	Member	