

Purpose of the EFRP

The purpose of the EFRP is to provide guidance and recommendations which allow you - the owners, merchants, employees and residents of Biltmore Village - to take action to protect yourselves and minimize loss or damage in the event of rising flood waters. The plan recommends temporary and permanent flood proofing measures to the maximum practicable depth of water for each structure in the study area. It also provides guidance on what actions to take after notification of an imminent flood event.

Once you have prepared your own plan to supplement the Corps-prepared EFRP and have purchased all required materials and equipment for temporary flood proofing, you will be ready to implement the plan.

Maintenance of the EFRP

It is recommended that the CodeRED system be tested periodically and that you and the City perform periodic maintenance on the EFRP to be sure it remains accurate and effective.

USEFUL CONTACT INFORMATION

Entity	Contact Person	Phone Number
Asheville Office of Mayor	Mayor Terry M. Bellamy	(828) 259-5600
Asheville City Engineer	Cathy Ball	(828) 259-5617
Asheville Stormwater Services	McCray Coates	(828) 232-4567
Asheville Fire and Rescue	Chief Gregory Grayson	(828) 259-5636
Asheville Police	Chief William Hogan	(828) 252-1110
Asheville Building Safety	Robert Griffin	(828) 259-5726
Asheville Public Works	Mark Combs	(828) 259-5935
Asheville Water Resources	David Hanks	(828) 259-5955
Asheville Transit System	Mariate Echeverry	(828) 253-5691
Asheville Traffic Engineering	Bobby Croom	(828) 259-5943
Buncombe County Emergency Management Services	General Information Line M. Jerry VeHaun	(828) 255-5636 (828) 255-5638
Progress Energy		(800) 452-2777
AT&T		(888) 757-6500
PSNC Energy (natural gas)		(877) 776-2427
American Red Cross (Mountain Area Chapter)		(828) 258-3888



Emergency Flood Response Plan for



Biltmore Village



In back-to-back weeks in September 2004, the Asheville area was flooded by remnant hurricanes Francis and Ivan. The damages were especially significant in Biltmore Village. Since then, it has been a high priority with the North Carolina Department of Environment and Natural Resources (NCDENR) and the City of Asheville (CoA) to identify and implement measures that can reduce flood damages. Development of an EFRP for Biltmore Village is one such measure. The Nashville District, Corps of Engineers has developed this EFRP. This brochure is intended to be a handy reminder of the plan and how to implement it.

EFRP Schedule

Though it is not possible to develop a schedule for all flood events and all structures, a conceptual schedule of the primary EFRP activities is:

- 1** As much as 72 hours before arrival of flood event – Receive notification of the potential flood event, and cut plywood for any closures (if not already cut).
- 2** 72-24 hours before arrival of flood event - Implement your flood proofing plan.
- 3** 24 hours or less before flood waters reach your structure – Evacuate.
- 4** During the event - Monitor news via radio and weather radio, TV, World Wide Web. If allowed and if you are willing to take the risk, periodically survey the structure and flood proofing. Prepare for post-storm recovery.
- 5** After the storm – If needed and available, CoA dispatches damage assessment teams. CoA coordinates with citizens about re-entry and gives re-entry notification. Re-enter and perform post-flood recovery.

The Six Primary EFRP Activities

1 Notification of an Imminent Flood Event

There are several ways in which you may be notified that it is time to implement the EFRP, including:

- You may decide for yourself when to take action based upon an extended weather forecast, your own comfort level, the amount of time required to prepare and other factors.
- Receiving a call on your land phone line and/or cell phone from the City's CodeRED citizen notification system. See the City's web site to register.
- Being notified via radio, television, the City's web site, the City Channel or the World Wide Web; and
- Receiving word from CoA. If there is imminent danger and resources permit, the City Fire and Police departments will go door-to-door with written notification of mandatory evacuation. In lesser events, the City could implement a voluntary evacuation.

2 Implementation of the Plan

You will implement the EFRP, including your individual structure-specific plan, which may include incorporation of temporary water proofing, elevating equipment, valuable papers and inventory, installing and starting pumps and other activities.

3 Evacuation and Related Activities

In the event of an imminent flood event posing danger or injury to life, the City will take one of two actions: 1) local Fire and Police departments will (if resources allow) become involved in the evacuation of Biltmore Village, or 2) the City will implement a voluntary evacuation. Once you are aware of the need to evacuate, you should prepare your structure for the flood, have all personnel gather their belongings, relocate all vehicles and evacuate all personnel from the area as soon as possible. You may want to disconnect electrical power at your circuit breaker panel.

All Souls Church has offered the use of their porches during a flood as a place to coordinate and stay dry. That may also be a good meeting place to confirm that everyone is accounted for.

If you are trapped in flood waters, you should call 911 immediately. If telephone service is not available, you should make every effort (without risking injury) to contact another person in the area so they can notify officials. If contact can not be made, you should stay above the flood water within your structure ensuring that you have a way out and (if possible) that you have enough food and water in case you are stranded for a long time.

After removal from the flooded area, you should arrange for transportation away from the area. If you will have trouble evacuating due to a disability or need any special assistance, contact the Asheville Transit System as quickly as possible after notification to evacuate.

4 Monitoring of Flood Proofing during the Flood Event

It is recommended that you not return to your structure after evacuation until such notification is received from the City. However, if not under a mandatory evacuation and if you choose to do so at your own risk, two people could periodically return to your structure to confirm that it is holding up well and that any temporary flood proofing measures are effective (especially that any generators or pumps are working and are adequate for the amount of water entering the structure).

5 Notification to Return and Public Information during and after the Flood

The City Fire and Police departments will assess conditions in Biltmore Village. The City will provide information and instructions on their web site and the City Channel and will communicate via all available local media outlets. This information will include announcements regarding when to re-enter Biltmore Village. The Fire and Police departments will coordinate re-entry activities.

Before re-entering your building, you should be aware of possible building collapse and electrical hazards. Upon re-entering, you should not use matches or other open flames, be aware of animals (especially snakes) and fire hazards (such as broken gas lines or flooded electrical circuits) and check for sewer or water line damage.

If you are concerned about the safety of your structure and want the City to inspect it, you can contact the City Building Safety Department. The link to their webpage is:
http://www.ashevillenc.gov/departments/building_safety/default.aspx?id=344&ekmense1=12_submenu_0_link_4

6 Post-flood Recovery

In an effort to return Biltmore Village to a pre-emergency level of service, the City will address the availability of functioning water and wastewater treatment facilities, quickly identify and act on any structural issues that pose safety hazards, assist with removal and disposal of debris and sediment from the common areas of Biltmore Village, inspect any damaged structure to ensure that the building is safe to occupy and work diligently to restore electrical or transportation services that had been lost.