

**FAYETTEVILLE CITY COUNCIL  
SPECIAL MEETING MINUTES  
COUNCIL CHAMBER  
OCTOBER 18, 2016  
5:00 P.M.**

Present: Mayor Nat Robertson

Council Members: Katherine K. Jensen (District 1); Kirk deViere (District 2); H. Mitchell Colvin, Jr. (District 3); Robert T. Hurst, Jr. (District 5); William J. L. Crisp (District 6); Larry O. Wright, Sr. (District 7); Theodore Mohn (District 8); James W. Arp (District 9)

Absent: Council Member Chalmers McDougald (District 4)

Others Present: Douglas Hewett, City Manager  
Karen McDonald, City Attorney  
Kristoff Bauer, Deputy City Manager  
Jay Reinstein, Assistant City Manager  
Tracey Broyles, Budget and Evaluation Director  
Rob Stone, Engineering and Infrastructure Director  
Cheryl Spivey, Chief Financial Officer  
Ben Major, Fire Chief  
Scott Bullard, Emergency Management Coordinator  
Anthony Kelly, Interim Police Chief  
Victor Sharp, Community Development Director  
Michael Gibson, Parks and Recreation Director  
Jerry Dietzen, Environmental Services Director  
Randy Hume, Transit Director  
Kevin Arata, Corporate Communications Director  
Jim Palenick, Economic and Business Development Director  
Dwayne Campbell, Chief Information Officer  
Barbara Hill, Human Resource Development Director  
Anthony Wade, Human Relations Director  
Michael Bailey, Interim Permitting and Inspections Director  
David Trego, PWC CEO/General Manager  
Mark Brown, PWC Customer Relations Director  
Joe Stanton, Assistant Director and Recovery Chief, Emergency Management Division, NC Department of Public Safety  
Joe Girot, FEMA Representative  
Billy Richardson, NC House Representative for the 44th District  
Jane Starling, Deputy City Clerk  
Members of the Press

**1.0 CALL TO ORDER**

Mayor Robertson called the meeting to order.

**2.0 INVOCATION**

The invocation was offered by Council Member Arp.

**3.0 PLEDGE OF ALLEGIANCE**

The Pledge of Allegiance to the American Flag was led by Mayor Robertson.

**4.0 APPROVAL OF AGENDA**

**MOTION: Mayor Pro Tem Colvin moved to approve the agenda.**

**SECOND: Council Member Wright**

**VOTE: UNANIMOUS (9-0)**

## 5.0 HURRICANE MATTHEW RESPONSE AND RECOVERY UPDATES

Mayor Pro Tem Colvin stated his reason for calling the meeting is to assure the citizens as well as get guidance from the City's very competent capable staff as well as other partners on the State and Federal level. Also, to make sure we are all working in concert in addressing the needs of the citizens.

Mr. Douglas Hewett, City Manager, provided an introduction of staff and representatives from the State Emergency Management Division, NC Department of Public Safety, and FEMA. He further stated staff members are here to provide an update on the response to, and recovery from, Hurricane Matthew.

Mr. Rob Stone, Engineering and Infrastructure Director, stated he would speak quickly about some of the impacts we have had to our roads. He clarified the definition of three types of water. The first is groundwater which is the rising water table from the rain. The second is floodwater; floodwater is defined as when water leaves the banks of creeks, rivers, and streams. The third is stormwater where we have infrastructure in place to direct water that falls from the sky onto streets and infrastructure. He wanted to be sure that Council understood the distinction.

Mr. Stone provided a PowerPoint listing street locations that were impacted; Shawcroft Road Culvert, Siple Avenue (Rayconda Upper Dam), Greenock Avenue (Arran Lakes Dam), Offing Drive Culvert, N. Cool Spring Street Bridge, Mirror Lake Road Dam, and Sykes Pond Road culvert.

The Shawcroft Road culvert affects the only access to Kings Grant. There is currently a temporary access which is provided through private property and on which the City has created a temporary street. This street opened on October 14, 2016. City staff is now working to replace the culvert; the best estimate for completion is about six months. Three months of that time is attributed to the permitting process.

Siple Avenue (Rayconda Upper Dam) also has temporary access provided through private property at the moment. Ancon Drive is a City street up to the edge of the existing dam, which at that point is really for pedestrian use only. The homeowners association is allowing it to be used by one vehicle at a time. The current dam breach is under construction as the City is being allowed to place a culvert as an emergency situation. Good progress is being made. The City is also trying to accelerate the completion of the Pinewood Terrace extension which was an existing plan to provide additional access to the neighborhood. The contractor on that job is projecting October 31, 2016, for the emergency access date.

Greenock Avenue (Arran Lake dam) consists of a private lake and dam with a public road. The good news is there is actually access on both sides of the neighborhood. Currently the City is assessing damage to the roadway and creating a repair plan. There are three options; the first is removing debris and stabilizing, second road repair and breach, or road repair and dam repair. Again this is a private dam and we are working with a contractor to look at these options.

Offing Drive culvert is currently being evaluated for repair. This culvert appears to be intact. Again, due to permitting requirements this project could be delayed till spring.

The N. Cool Spring Street Bridge area has major devastation. The old mill actually detached and fell into the stream. Initial reports are that the bridge may be repairable. If the bridge does need replacing, it will be a whole different level of repair and will need to be scheduled when funding becomes available.

Mirror Lake Road Dam roadway is still being assessed. The dam appears to be intact. The State Dam Safety office required the lake be lowered. A small breach was made to relieve the pressure of the water on the dam.

Sykes Mill Pond was damaged in the previous weeks flooding event. Staff is assessing what size culvert is needed; the main part of the repair will be replacing the culvert.

The City's street maintenance group is currently starting at the interior of the City and going to the major roadways first attempting to sweep the debris, a lot of catch basins are full of sediment where the water topped them and filled them up. Staff is attempting to get another Jet-Rod truck so we can clean those out. We have swept 1,000 cubic yards of material just in street sweeping.

Discussion ensued.

Several members of Council requested that the repairs and estimated times of completion be posted on the City website and a slide be put on FayTV.

Mr. Stone indicated that he would post signs with expected repair dates at the location of the street closures.

Mr. Michael Gibson, Parks and Recreation Director, provided a PowerPoint update on City facilities, parks and updates on Westover Shelter. He stated from a Parks, Recreation and Maintenance standpoint, the majority of damage was to parks that have a creek running through them and staff's priority is to get City facilities back up and running.

Mr. Gibson stated that Festival Park has a number of upcoming events and therefore they are concentrating their efforts there. Engineering has looked at the bridge and determined it to be structurally sound. This coming weekend it should be operational.

Linear Park had 6 to 8 tons of sand to be hand dug out of the fountain. Staff hopes to have it running by Friday afternoon. The motors in all of the fountains were underwater. They will need to dry out and be re-armored at the factories.

The Cross Creek Bridge going into Lafayette Park will need to be inspected by engineers to assess its safety before anyone is allowed to cross it or the City repairs it.

Several of the PWC sites received damage. Behind 280 Lamon Street the entire bank sluffed off, it will take some engineering to get back up and running.

Maiden Lane Park has been successfully cleaned up to the point it is back in use.

The NC Veteran's Park is open, the audio-visual equipment and fountains are not working. The building had 2 to 3 feet of water inside but the missing man table top was left undisturbed. Some of the doors are still swollen but the Park is walkable and useable.

Mr. Gibson stated shelters have been combined; Smith recreation center and the Kiwanis recreation center were being used as shelters. Working with Red Cross those two shelters have been consolidated into Westover which is now the only shelter the City has left open. There are 44 or 45 people still in the shelter. Now that FEMA has arrived, those residents will no longer need to be in this recreation center and the recreation center can go back to normal use. Buildings 339, 335, and 333 Alexander which sit on the Blount's creek received heavy damage. A Request for Proposal has been requested for 339 and 335 but 333 has to be evaluated further because it was under a lot of water. We do not want to spend a ton of money but we need to get the

Engineering and Infrastructure and Traffic Services back up and running. Code updates on 339 and 335 need to be made to bring them up to ADA code. The assumption is those two buildings will be repaired quickly and they will be up and running in the next month or so.

Mr. Gibson stated that he wanted to be sure to mention that the partners the City has been working with--Red Cross, Animal Control, School System, and DOT--have had excellent communication. Without having good conversations the City would not have been able to recover or react as quickly as it has. The situation has fortified those relationships over the last two weeks.

Discussion ensued.

Council Member deViere requested that the timing for these projects be posted on the City's website so that Council and citizens can see when repairs will be completed and at what state those repairs are.

Mr. Gibson clarified that it would take 4 to 6 weeks to get those displaced on Alexander Street back in two of the buildings. He also stated the shelters need to have transfer switches installed to update the electrical systems that will allow the entire facilities to be run from generators and not just lights. Those transfer switches need to also be installed in City Hall and definitely Police Headquarters. As far as the recreation centers functioning for a place for people to come in and not live well but to have some decency in a place to stay they work well.

Council Member Wright stated that he received complaints about the inadequacy of hotels, being unclean and unsafe for children to stay in. Can we put a policy in place to use incentives for hotels to require hotels provide emergency shelter during disasters. Mr. Douglas Hewett, City Manager, replied that staff would check into it and that FEMA also gives vouchers for hotel rooms when necessary.

Council Member Jensen stated that she would like to see the information about the City recreation centers availability and other things citizens need to know placed on FayTV.

Council Member Arp encouraged staff to use social media to keep citizens informed and to keep the website up to date on storm related information anytime there is new information released.

Mr. Victor Sharpe, Community Development Director, provided updates on Continuum of Care, uses of CDBG funds, and HUD funding for disaster recovery. Mr. Sharpe stated he wanted to talk about the activities that Community Development has been involved in and some opportunities we may have to assist in the recovery from the storm. The department has been working with our Continuum of Care providing updated lists daily on housing vacancies, apartments and houses that are available for rent. Some of the listed property owners have specials waving administrative fees and for 3 month temporary leasing opportunities. The list has been made available to FEMA and other groups that are working with folks to try and find available housing for temporary relocation. There is also an opportunity to use some of the City Community Development's Block Grant and Home Investment partnership funds for disaster recovery. Staff has identified approximately \$900,000.00 which could be reprogrammed for unmet needs as a result of Hurricane Matthew. This would require a substantial amendment be made to the annual action plan if Council is interested in proceeding. If Council's instruction is to go forward, staff will prepare the amendment, there is a citizen participation plan that has to be followed; however we can get a waiver from the 30-day review and public comment period to a 10-day period. After the review we would bring that back to Council for adoption of the amendment, and then submit the amendment to HUD. Mr. Sharp stated he is in conversation with HUD, and they have provided guidance and information on options that we have. Hopefully Congress will make an emergency appropriation

of CDBG disaster recovery funds but according to HUD contacts this option is not currently being discussed. Mr. Sharp encouraged Council to use any insight they may have with our congressional delegation to see if there will be any appropriation of CDBG dollars for disaster recovery because it requires an act of Congress as events happen.

Discussion ensued.

Mr. Victor Sharpe stated the \$900,000.00 consists of the "targeted areas of revitalization program" funds that have not been obligated in the amount of \$353,000.00; \$200,000.00 is available from one of the affordable housing developments that did not get funded; another \$107,000.00 are CDBG funds that were remaining at the end of June; the remainder is in the general fund affordable housing fund. Council guidance will determine whether those funds are reprogrammed to provide funding for unmet needs. These funds could be used when other relief funding does not provide enough money for low-income citizens to repair or rebuild.

Mr. Sharp stated that the timeframe will not allow staff to reprogram these funds on October 24, 2016. First the plan has to be prepared and be made available for public comment for ten days and will be brought to a Council agenda after that. When Council adopted our annual action plan it was sent to HUD stating that it would be used for specific purposes and cannot be repurposed without the previously mentioned amendment.

Mr. Scott Bullard, Emergency Management Coordinator, provided other topics and Summary Debris removal contracting, FEMA/County/State coordination and introductions of NC Emergency Management, and FEMA staff at meeting. Mr. Bullard stated a lot of positive things are happening. The City is a long way from where it wants to be but things look promising. Mr. Bullard stated I want to recognize the two gentlemen from the State and Federal Government coming behind me because they might have some answers to some things you are wondering about. First and foremost, I want to recognize that we have code enforcement officers in the room tonight who did a windshield survey that starts the damage assessment process. Staff will meet with the County tomorrow about this. I will present to you what our debris team has been working on. The team is primarily Environmental Services, Parks and Recreation, my shop is involved, some standby contractors we had a pre-event contract with, and the County who controls the landfills. The graphic I have provided is our message that we need the public's help with sorting. We should be up and fully running tomorrow with our debris contractor. Yesterday we had five loads of debris pulled by City staff from Campbellton Avenue, Old Wilmington Road neighborhood. They spent a bit of time today in the Stonebridge and Sessoms area where they pulled six loads. This is our maximum capacity as a City and is the reason for the contractors. Once they get started tomorrow, pickup will be continual. The contractor has bigger trucks with trailers. After our daily 8:00 a.m. touch-base meeting, we will be able to inform you of the amount collected the previous day, relativity where it came from, and GIS eventually will be able to plot where it is coming from and it will be available for citizens to see the progress. The media campaign is being pushed out; the newspapers have run it for us. Thus far it has been textual but we want to use the graphics to educate the public so that debris is not mixed and easier to pick up. The contractor may not be able to separate mixed debris. There will also be a vegetative site at 1624 Riley Road. It is a farm field the County contracted to turn into a temporary disposal site. Construction debris, household hazardous waste, and white goods will go to either the Anne Street or Wilkes Road landfills. This will be tracked for reimbursement by FEMA. The contractors will be using City GIS trash routes to guide their pickups since the City has already worked out the most efficient routes.

Mr. Bullard stated he would like to speak briefly about partnerships and unmet needs. An example of creating efficiency and

building it into disaster relief is the Baptist Men who were feeding survivors at Cedar Falls Church up above Shawcroft, Kings Grant were running low on water. Once conversation started, staff knew when the hospital had its crisis with the water system there was water dumped in a parking lot, calls were made and the water was moved from Cape Fear Valley to the Church so that nothing was wasted. Staff is meeting daily with County partners; mass care and mass feedings are top priority. Not just sheltered folks but those calling in with unmet needs that we have the ability to reach. There is a collective network with City, Red Cross, faith based volunteers and the County. That network will continue to grow. There is a website at [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) for citizens to register on and learn what resources are available. It is not definite yet but a possible location for the FEMA disaster relief location is the Department of Social Services complex off Ramsey Street. Citizens will be provided computers to register if they have not been able to already. There will be people to help them. All the other services will be lined up for people to access. Also, staff has worked with the postal system to ensure mail is delivered to those areas with restricted access, possibly for it to be held at the local post office for general delivery.

Council Member Arp commended the "Separating your Debris" slide and thanked whoever is responsible for creating it.

Council Member deViere asked how areas are being prioritized. Mr. Bullard responded that staff is basing the debris collection on the existing Environmental Services routes and the damage assessments of particular areas based on mapping and Code Enforcement feedback. Mayor Pro Tem Colvin thanked Mr. Bullard and Mr. Dietzen, Environmental Services Director, for all their hard work and asked if the County waived the tipping fees.

Council Member Hurst thanked Mr. Bullard and Mr. Dietzen for their hard work and asked, for the citizens' sake, how long debris collection should take. Mr. Bullard responded approximately three to four weeks.

Council Member Crisp asked what the frequency is on the dumpsters being serviced in Rayconda. Mr. Dietzen responded that it will be emptied as often as needed.

Council Member Jensen asked the City Manager if a contractor picking up debris could be instructed to concentrate on Delaware Drive and Old Wilmington Road. Mr. Hewett referred the question to Mr. Jerry Dietzen who responded that staff is concentrating on those two areas with the City's resources and the contractor will also be concentrating on those areas when they start tomorrow.

Mr. Bullard introduced Mr. Joe Stanton, Assistant Director and Recovery Chief for the Emergency Management Division with the North Carolina Department of Public Safety, and Mr. Joe Girot, FEMA representative.

Mr. Joe Stanton stated he will discuss public assistance with Council and try to answer any questions they have about FEMA and State assistance for the City and Mr. Girot will discuss assistance to citizens. Mr. Stanton stated this was an expedited major declaration which means that it is a little bit different than our normal type Federal declaration. This is because the damages were so severe and obvious that FEMA, after we requested it, immediately approved categories A and B which are debris and emergency protective measures to be reimbursed for this disaster. Under public assistance those are the emergency protective measures, the reason debris is removed in a disaster is because it endangers the public at large. The second part is categories C through G which covers roads and bridges, parks and recreation, and other permeant work that certainly has been damaged. State Emergency Management knows that the City is gathering documentation. The State has already put in a request to FEMA to do

damage assessment for Cumberland County to cover the categories C through G and will be scheduling those. It will be a pretty easy process because what will happen is that the State does not have to go to the President to add on these additional categories. It has to be able to show there are damages for these categories. Once all categories of work are approved, there will be an applicant briefing. The State will ask all applicants to come together and go over total public assistance programs, because the City was affected by Hurricane Irene and the 2011 tornadoes, you know the drill. What I heard tonight was that you are already recording and documenting costs correctly.

Discussion ensued.

Mr. Joe Girot, FEMA representative, spoke on individual citizen assistance. Mr. Girot stated FEMA's presence started about two weeks ago. FEMA is here working side by side with State partners, local, County, and City officials in order to form a team to rebuild and support survivors that have been affected by this event. The key thing is for the citizens to register, register, and register with FEMA 1-(800) 621-3362. During a call the survivor will get a case number. With that case number the individual will be able to trace and track progress of his or her case. At the same time, the operator will schedule that person for an inspection, and the individual should get a call or message within three to five days. Upon inspection of the home, the intent of the Federal Government is to make the home safe, sanitary, and secure. It is not to bring the structure back to its original state or make it whole. The average amount of money in the grant is \$3 to \$6 thousand. The importance in filing with the Small Business Administration is that individuals who do not qualify to make payments can be put on another que and provided other needs assistance. The other needs assistance consists of medical, dental, funeral, child care, miscellaneous items, personal property, transportation, moving, and storage. Individuals can register on the 800 number, the disaster website, a FEMA app which can be downloaded, or by visiting the disaster recovery center.

Mr. Girot stated there is a proposed site here in Fayetteville at the Department of Social Services located at 1225 Ramsey Street. FEMA, State, County, SBA, in some cases Red Cross, Salvation Army, and other partners will be there to facilitate and be a one-stop shop for citizens so that all their answers can be met. Other partners are Army Corp of Engineers, HUD, EPA, and Health and Human Services; there is a FEMA incidence support base at Fort Bragg with hundreds of trucks with resources. Those resources include water, meals, and so on. It has been the hub of distribution for the State.

Mr. Girot stated FEMA is joining forces with the State on a housing task force. When citizens register they are going to be asked a series of questions. Exactly what is their current state, what are their needs. The first priority is to place the survivors in a rental facility close to their residence. In some cases that can be hard because of limited resources in the zone. We also have the transitional sheltering assistance program, a program provided by FEMA with a cost share with the State. It is a short-term housing program that includes numerous hotels and motels. The survivor is assigned to the closest one possible; the survivor does not receive any or pay any funds. He calls in and receives the address of what is available within the zone. It is short term; two weeks and qualifications must be met.

Mr. Girot stated in some cases survivors may receive a FEMA letter stating they have been denied, or are missing some information from their application. Usually FEMA is waiting for documentation, proof of residency, or insurance information; there cannot be duplication of payment. If there is an individual who has an issue that has not been resolved, please bring it up with the County Emergency Manager. FEMA cannot make a person whole in their damages.

Mr. Girot stated FEMA cannot make flood insurance payments to anyone who does not have flood insurance. FEMA does not recommend contractors. No one from FEMA is going to approach citizens and offer to do work for a fee. FEMA's service does not have a cost attached. If survivors are approached in that manner, they should report the person to law enforcement as this would constitute fraud.

Discussion ensued.

Mr. David Trego, PWC CEO/General Manager, gave a brief update. He stated on Monday we had a peak of about 40,000 customers who were without electric service. We are now at around 200 or less. These are homes that are in a state of repair and have the electrical service cut off for safety reasons. They are waiting for an electrician to make repairs and call in the City inspectors who then calls PWC to go in and restore power. This number will fluctuate over the next several days. PWC is finding properties where the power is restored up to the meter or the meter was never turned off but the home did sustain damage to the electrical system. City inspectors are going in and determining when service should be temporarily shut off so that repairs can be made. There is power to every street in the City at this point; all customers have access to power except those who need to make repairs.

Mr. Trego stated water system flows have returned to near normal levels. We are still finding some small leaks here and there. The boil water advisory was lifted on Wednesday. Because of high water tables, the waste water is experiencing infiltration into the system, around 20 percent.

Mr. Trego stated there were a number of PWC and City vehicles damaged because of the flood, some of them in parking lots and some as they were responding. Seventy-one City vehicles were damaged; twenty of them were significantly damaged and are still being assessed. Thirty have been returned to service and nineteen are awaiting parts or repair. PWC had about twenty vehicles damaged, eight significantly and ten are back in service and the others are awaiting parts.

Mr. Trego stated one building at the PWC campus was damaged, the substation/electrical meter shop had about 12 inches of water in it. One question Council asked was what PWC will do to help our customers during this time. During this time the Commissioners have authorized waiving all reconnection fees, temporary service fees, and those types of things. If a customer has a temporary cutoff for repairs, they will not be charged a connection fee when they move to a new place or when they move back to the original residence. Call center representatives have been granted extra flexibility in helping customers during this time. Disconnections have been temporarily suspended for customers who have had problems before paying bills. When we start re-instating cutoffs, we will be making outbound calls to remind customers they have a cutoff notice and instructing them to call PWC. If they need extra flexibility or help, we will work with them on an individual basis. For citizens watching they may call us at (910) 483-1382.

Discussion ensued.

**MOTION:** Mayor Pro Tem Colvin moved to direct Mr. Victor Sharp, Community Development Director, and staff to bring back more specifics on October 24, 2016, for assisting our citizens.

**SECOND:** Council Member deViere

**VOTE:** UNANIMOUS (9-0)



**MOTION:** Council Member Arp moved to allow the Manager and staff to do the following:

1. Authorize the City Manager to suspend parking time limit(s) for hourly parking until December 2016 in areas impacted by the storm.
2. Lift zoning and time restrictions for an additional six months on portable self-storage containers; e.g., PODs, to allow families and businesses to store items while renovating properties damaged by storm when actively working with proper building permits.
3. Waive all storm related repair permit fees through December to aid property owners and prevent scams and substandard work by contractors. Suggest that all property owners require contractors to obtain these free permits so that we can verify that all contractors are licensed by State and that the work meets the NC Building Code.
4. Waive recreation fees and residency restrictions for youth in shelters so that they can participate in parks and recreation programs while displaced.
5. Issue FAST day passes to shelter residents through Red Cross/DSS so they have a means of transportation and can get about and take care of the items they need to get back into their residence.

**SECOND:** Council Member Wright

**VOTE:** UNANIMOUS (9-0)

#### 6.0 ADJOURNMENT

There being no further business, the meeting adjourned at 9:27 p.m.