



# **Tropical Storm Chantal After Action Report (Early)**

Draft Date: July 16, 2025

Version Note — This early draft version is limited in scope to providing background information to facilitate discussion by the Board of Commissioners and elicit feedback to incorporate in the final report. Sections 1-4 are included in this draft, while additional insights, refined damage assessments, and potential next steps will be more fully developed in the weeks ahead.

## **1. Event Timeline**

- The first indication of the approach of Tropical Storm Chantal was an email from Orange County Emergency Management (OCEM) on Saturday, July 5 at 1306.
  - At that time, information from the National Weather Service (NWS) indicated that Orange County was not in the “cone of uncertainty” and OCEM would remain in “enhanced monitoring” posture.
- The 0600 July 6 NWS briefing shifted the track of the storm to include Orange County. OCEM sent out a briefing to local emergency management contacts at 0812 that day and set up a partner briefing for 1100.
  - Assistant Town Manager Matt Efird (Efird), in capacity as acting town manager due to travel by Town Manager Eric Peterson (Peterson), notified the Board of Commissioners at 0930.
  - Additional notices were sent by Efird to key operational staff in Public Works, Public Spaces and Utilities.
  - Police Major Andy Simmons (Simmons), in his typical role as emergency management coordinator, notified members of the town’s Emergency Management Team (EMT), which includes Peterson, Efird, Simmons, Administrative Services Director Jen Della Valle (Della Valle), Communications Manager Catherine Wright (Wright) and Safety and Risk Manager Phil Cundiff (Cundiff).

- As Wright was out of town, Senior Communications Specialist Cheryl Sadgrove (Sadgrove) and Communications Specialist JC Leser-McMinn (Leser-McMinn) were added to the EMT for the event.
- At the OCEM 1100 partner update, the storm was forecasted to bring 1-3 inches of rain to the area and maximum winds of 20 mph.
  - This was included in the 1220 NWS weather briefing as well.
  - OCEM continued to operate in a “monitoring posture” with minimal Emergency Operations Center (EOC) staffing.
  - Town staff took a similar approach of monitoring but not activating an EOC.
- By 1800, the situation began to rapidly escalate.
  - Peterson returned to town and reassumed command as town manager. Efir continued to collect information from operating departments and provide updates to the board.
  - As of 1815, the intersection of Orange Grove and Churton roads was flooded, limiting access between Mayo Street and Orange Grove.
  - At that time, the Collins Ridge neighborhood was only accessible from the north.
  - Typical low spots around town, such as Eno Street and Gold Park, were inundated as well.
- By 2120, Churton was closed from U.S. 70A to John Earl Street.
  - Collins Ridge remained accessible for fire and EMS but was closed to regular traffic.
  - Eno Street was closed at West Hill Avenue.
  - Churton Street was reduced to one lane at Tryon Street.
  - At this point, Hillsborough Police Department (HPD) officers were engaged in multiple road closures and limited response availability to crimes in progress.
  - Public Works (PW) on-call staff were also engaged in assisting with barricade placement and road closures.
  - At approximately 2130 a tree fell across U.S. 70A, closing the road at Tuscarora Drive.

- At this point, Utilities staff were reporting lift station alarms (water inundation) but no failures.
- EMT decided to call for closure of Gold Park and Riverwalk for the following day.
- Communications put out a news release regarding road and park closures.
- At approximately 2200, Interstate 85 closures and lane closures on Interstate 40 were reported due to flooding and standing water was reported on Queen Street.
  - Downtown was inaccessible from the south past John Earl Street.
  - Numerous side streets around town were starting to collect water.
  - Extra HPD personnel were called in to assist.
  - Utilities reported high water in wet wells around town exceeding Tropical Storm Debbie, with limited ability to respond in certain areas of town due to high water.
  - By 2215, Utilities operations were paused due to heavy rain, poor visibility and debris on roads.
  - At this point, Utilities advised that sanitary sewer overflows (SSOs) were likely to occur due to lift station failures and infill and infiltration (I&I) of floodwater in the sewer system.
  - HPD staff who were called in reported trouble accessing town due to flooding in the surrounding road network.
  - After securing the street around a downed tree at Margaret Lane and Wake Street, PW on-call staff left for home, leaving their personal vehicle at the yard.
  - No flooding was present at the yard as of about 2230.
- At the 2300 OCEM call, reports were coming in from the significant damage in Chapel Hill and Carrboro.
  - OCEM was requesting support for additional swift water rescue teams.
  - OCEM started reporting Lake Orange water levels exceeding flood pool and enacted its emergency action plan.
  - The area around Lake Michael in Mebane was placed under a voluntary evacuation notice.
  - At 2330, the water level at the West Fork Eno Reservoir (WFER) was reported at 56 feet, a few feet over the spillway.

- The roads around the WFER began overtopping around Efland-Cedar Grove Road.
- At 0100 on Monday, July 7, Utilities reported that Lake Orange was within 2 feet of overtopping and the Level 2 Emergency Action Plan had been activated.
  - OCEM was reporting active rescues in the area around the lake.
  - Water levels remained significantly below emergency levels at WFER.
  - At 0116, OCEM notified Simmons that they were preparing evacuation notices in Hillsborough due to potential Lake Orange dam breach.
    - When notified, Efird conferred with Utilities Director Marie Strandwitz (Strandwitz) as their previous conversations had not exhibited such an elevated level of concern. It was determined that there was some miscommunication happening between Orange County engineering staff and OCEM, which had led to an overstated risk. This near miss evacuation notice was noted for after action review.
- By 0200, most street flooding was beginning to recede.
  - Churton Street was reopened, but Dimmocks Mill between Eno Street and Eno Mountain Road was flooded.
  - EMT staff ceased operations for the night as the rain was slowing and standing water levels were beginning to drop.
- At 0600, Efird began receiving calls from PW staff regarding flooding at the Public Works Yard at 711 Dimmocks Mill Road and standing water covering most vehicles.
  - OCEM sent out notices that county operations were paused and only essential employees were to report.
  - Efird contacted the EMT at 0623, with initial damage reports including over 20,000 power outages countywide, closures on Interstate 85, lane closures on Interstate 40, relocation of patients from the main UNC Hospital to the Hillsborough campus, closure at West Margaret Lane and Wake Street, initial reports of flooding of River Pumping Station (River PS) and raw water intake.
- As of 0645, the water plant was online and running.

- Staff in various departments were having trouble accessing town, particularly from Alamance County.
- It was determined at that time that there were enough solid waste vehicles stored offsite to run trash routes, which was important as the previous Friday had been the Independence Day holiday and Monday was scheduled for collection for both Friday and Monday routes.
- At 0700, Efird reached out to Leser-McMinn to put out a news release of closure of town facilities and non-essential operations.
  - Communications staff conferred and drafted a release by 0730.
- At 0730, it was first reported to EMT that the clear well at the Water Treatment Plant (WTP) had flooded and there needed to be a boil water notice issued.
  - Peterson assigned Della Valle to draft a State of Emergency proclamation, and Efird arrived at the Administration Building to establish the town's EOC.
  - The EOC was operational by 0800, and the initial EMT briefing was set for 0900, with an initial Situation Report (SitRep) to follow.
  - Dimmocks Mill Road was closed at Ben Johnston Road due to debris.
  - The floating dock from Kings Highway Park was observed floating down the river.
  - A beige Toyota Prius was washed into the river near this area. The driver was able to escape before the vehicle was swept away.
  - At 0815, initial reports came in about flooding in Eno Mill and the impact to The Expedition School, as well as a report of damage to the Churton Grove sewer aerial.
  - Due to the boil water notice, the emergency water supply for town staff was transported to the EOC for distribution to employees as needed.
  - Initial damage reports for Riverwalk and Gold Park were received.
- SitRep #1 was distributed to the EMT, board and key staff at 1036. Copies of the event SitReps are attached to this document and will be referenced, but the content is not repeated.
  - A schedule was established for EMT check-ins, OCEM partner calls and SitRep distribution.

- By 1100 the State of Emergency Declaration had been signed by the mayor and distributed to the Board of Commissioners.
- At 1200, the EMT had a check-in meeting and developed SitRep #2, which was distributed at approximately 1400. At this point, Budget Director Emily Bradford advised the EMT that emergency accounts had been set up to track emergency spending.
- By 1300, the water connection with the City of Durham had been activated and was being placed into service.
- A final check-in for Monday was scheduled at 1600, and SitRep #3 was distributed at about 1715. The summary of the day's reports was that priority efforts were being made to restore water and sewer services and that Fleet had made progress on getting some of the flood-damaged vehicles back in service.
  - The next update was scheduled for 0900 on Tuesday, July 8.
- The EMT continued to meet periodically and publish SitReps throughout July 8 and 9. On July 9, an elevated risk of excessive rainfall shifted preparations in case of additional flooding. Initial concerns with OC Alerts and the content of news releases were brought to the EMT attention and noted for after action review.
  - Staff began planning for equipment replacement, a potential special board meeting and budgetary impacts.
- By Wednesday, July 9, staff was preparing to wind down emergency response operations and shift to recovery. A media availability event was planned for Friday, July 11. The EOC was officially closed at 1500 on Thursday, July 10, and initial review of the After Action Report began at that time.

## **2. Storm Impacts**

- Town Facilities
  - Water Treatment Plant (WTP) – clear well, pumps and raw water intake flooded, electrical system issues at plant and intake.
    - Boil water notice in effect from Monday, July 7 through Wednesday, July 9.
    - Emergency water interconnection with City of Durham activated to keep water supply intact.

- Wastewater Treatment Plant (WWTP) – water inundation at filter building, flood damage to River PS. Flood and electrical damage at Elizabeth Brady Pumping Station.
  - Due to pumping station failures, continuous SSOs occurred from Monday, July 7 through Friday, July 11.
  - Voluntary water conservation requested until Saturday, July 12.
  - Plant is currently operating off rented bypass pumps. It will remain in this limited status for approximately 1-2 months until repairs can be made to River PS.
- Water and Sewer Distribution and Collection System – Churton Grove aerial crossing damaged, requiring installation of bypass pump and full replacement.
- Public Works Facility – Operations building and administration trailer flooded (total losses), various storage sheds and materials piles flooded. PW will need a temporary replacement facility while N.C. 86 replacement is under construction.
- Gold Park – restrooms flooded to 6 feet deep, requiring remediation and full renovation. Playground base and sub-base destroyed and need replacement. Damage to various fences around the park, including river buffer, dog park, exterior privacy fences and backstop.
- Riverwalk – damage to various boardwalks and bridges, significant tree debris on surface trails.
- Kings Highway Park – floating dock missing (located down river), tree debris along trails.
- Town Assets
  - Public Works vehicles – 10 vehicles totaled, including 2 solid waste vehicles, 3 dump trucks, 2 brush trucks, 2 pickup trucks and a bucket truck. Estimated replacement cost exceeds \$2.3 million. Several pieces of equipment are still being tested, and some of the equipment currently running is likely to experience failure before end of useful life due to water damage.

- A PW employee's personal vehicle was also destroyed in the flood, as they were using an on-call vehicle for the night.
- Public Works fixtures and equipment – damages are still being evaluated, but initial estimates include total loss of all computers and technology stored in the Public Works operations building, numerous pieces of small engine equipment, uniforms, personal protective equipment, etc.
- Utilities vehicles and equipment – damages are still be evaluated, but initial estimates include two vehicles (1 pickup, 1 dump truck) still being examined by Fleet Management, small equipment for welding, and various stored materials and supplies. Other equipment losses include two mobile digital message boards.
- Private Property Damage
  - Damage assessments are still actively underway. The properties listed here are known to town staff as of July 15.
  - Eno Mill — Damage to Orange County Arts Commission, Expedition School, TrackX and other tenants of lower building.
  - 221 Murray St. — Reported flood damage
  - 401 Dimmocks Mill Road — Reported flood damage, total loss of mobile home
  - 121 Hayes St. — Reported tree damage
  - 210 S. Cameron St. — Flood damage to Orange Family Medical building
  - 306 W. Margaret Lane — Reported flood damage
  - 331 Exchange Park Lane — Flood and tree damage
  - 901 Eno St. — Reported tree damage
  - 380 S. Churton St. — Reported flood damage
  - 209 Burnside Drive — Reported flood damage to 3 homes and 7 vehicles
  - 210 Collins Ave. — Reported tree damage to home and vehicle



### **3. Structure and Operations of Emergency Response**

- Once Emergency Operations status was initiated, the town's EMT assumed semi-formal roles under the National Incident Management System (NIMS) Incident Command Structure (ICS).
- Peterson assumed the role of incident commander (IC), Efrid as operations section chief (OPS), Simmons as OCEM representative and logistics section chief (LSC), Cundiff as safety officer (SO) and Sadgrove and Leser-McMinn as public information officers (PIO).
- An EOC was established in the Administration Building and physically staffed by IC and OPS, with virtual representation by the other ICS roles and additional EMT members.
- Due to the nature of this event, Strandwitz and Interim Police Chief Jason Winn were added to all EOC meetings.
- As is the town's practice in expanding events, the mayor assumed the role of liaison with the Board of Commissioners to streamline communications between the board and EOC.
  - This role was activated as of 1130 July 7, and the mayor was then included in several EOC updates to provide updates to the EMT from the board and community and to gather information to disseminate to the board and media.

### **4. List of After Action Review Items**

- **Pre-event**
  - Public Works and Utilities vehicles and equipment were located in a known flood zone and no steps were taken to relocate during the event.
    - The magnitude of the rainfall and flooding was unanticipated, and when staff secured the facility at about 2230 there was no flooding present.
- **During Response**
  - Staff noted that there was not an established cadence for completing and refreshing Incident Action Plan (IAP) forms.

- EMT was following IAP format on briefings and SitReps but did not take time to utilize WebEOC forms. Additional training and experience with WebEOC is recommended.
- Staff did not fully utilize WebEOC, IAP, SitRep formats that were prepared in advance and were operating off the cuff during the event.
  - Focus future training on the forms and materials already available. Save and re-use formats that were helpful during this event. Appoint a specific staff resource with responsibility to manage documentation.
- OCEM was preparing to issue evacuation notices to residents in the Lake Orange inundation zone, which includes residences along the Eno River in Hillsborough. This was occurring at approximately 0100, while active flooding was limiting HPD availability and restricting travel. Staff was able to avert an unnecessary and confusing evacuation notice through multiple channels of communications, but this was a near miss.
  - OCEM and Orange County staff are completing their own after action review of this incident. For town staff, this reinforced the importance of communicating across departments and having a central resource collecting reports from across the operation so that a connection could be made in time to avoid a larger problem or waste of resources.
- During the event, calls and requests were coming in to staff regarding donations and volunteers, both from those looking to give and those in need. A plan and structured response are needed for future events.
  - OCEM has a donation management plan, but it was not active early in the event. Town staff needs to be familiar with this plan and possibly create a town-specific plan for smaller events. A specific staff resource should be assigned to manage the donation management plan if/when enacted.
- Budget and finance staff were not included in the EMT or EOC. Staff felt like they were in the dark on what was needed and/or how to assist operating departments. Operational staff reported that finance staff was non-responsive during the early stages of the event.

- Include budget and finance staff in future EMT training and winter/summer kickoff events. Pre-plan for emergency purchase accounts. Publish procurement and transaction guidelines for operational staff in emergency events.
- **Post-event**
  - Current town code language regarding water conservation measures is specifically tied to water levels at the reservoir, potentially limiting options during other water-related emergencies.
    - While an emergency declaration allows for great flexibility, it may make sense to review and establish pre-staged water conservation responses similar to the City of Mebane. That way, during an emergency event, there is not the added pressure of determining which users are impacted, the severity of the conservation measures needed, etc.
  - The EMT transitioned to an EOC on very short notice. Staff has been building emergency management capacity and getting familiar with ICS roles over the past few years, but further work is needed on building out a response structure for larger events.
    - Right now, limited staff are trained and capable to perform ICS roles. In the event that key staff are missing or impacted by a larger event, the town's response could be negatively impacted. Additional work needs to be done on identifying alternates for key roles and getting them trained and exposed to EOC conditions.
  - When setting up the physical EOC, staff did not initially know how to properly utilize the A/V equipment. The structure of the response to this event also was totally dependent on power and internet.
    - All EOC staff need to be trained and familiar with the A/V equipment, technology and software necessary to function in an emergency response. A supply of mobile internet hotspots and satellite internet options needs to be secured for future events.
  - What flood protection options are available to protect key assets such as the WTP, WWTP, River PS, Elizabeth Brady PS, smaller pumping stations,

water supplies, Adron Thompson Water/Sewer Facility and raw water intake?

- Staff to evaluate practicality and financial cost of flood mitigation options for key assets.
- Physical damage to private property was somewhat limited in scope to the areas around the Eno River. It took several days to accumulate information about what homes and businesses were impacted. In a larger event with wider-scale damage, the town is not currently prepared to manage damage assessments or track impacted properties.
  - Clarify the role of Orange County as the contracted building inspectors for the town. Evaluate resources available through the current code enforcement contractor. Look into other systems of tracking and noting damage to property in town – index cards, GIS, etc.
- During recovery phase, explore resources available to acquire flood-damaged (especially repeatedly damaged) properties in town.
  - Resources from the state or federal government may be available to purchase flood-prone properties to limit future losses and potentially restore some areas of the floodplain to a lower-impact environment.
- Planning and Engineering Services staff should review their operations and be prepared to respond to emergency repair issues through zoning compliance, building permits, utilities repairs, HDC approvals, etc.
- **Communications**
  - OC Alerts – Information sent out on behalf of town did not receive all targeted audience since subscribers need to specifically opt in to receive alerts regarding the town's utilities system. Complaints were received from residents.
    - Staff requested OC Alerts to override and send alerts to specific geographic areas regardless of opt-in.
  - Staff was requested to share information regarding Orange County Special Needs Registry

- When evaluated, it was determined that applications must be submitted by mail or in person. Staff will engage with Orange County after the event to determine if easier access to this service is available for residents.
- During this and most other emergency events, the WTP staff received numerous phone calls from the public as the facility is traditionally staffed 24 hours. Longer-term residents know the number and that the phone will be answered. Numerous calls limits staff ability to respond to urgent needs around the plant during an emergency.
  - Evaluate options to transfer the number to another staff member to handle during an emergency. Utilize an existing administrative resource within the organization to be available to take calls and respond as needed.
- Staff was asked about providing Spanish-language translation for OC alerts and town media releases
  - Alerts published by the town on the website will translate to the native language set on the user's phone/tablet/web browser. Facebook has the same capability.
  - OCEM is collecting language preferences from subscribers to provide alerts in their preferred language.
- Boil water notices – There were issues residents and businesses misunderstanding what they should be doing. The small physical signs were limited in supply, and the digital message boards were damaged by flooding and unavailable for use.
  - Staff to work on graphics and language with clear guidance for boil water situations and to ensure the guidance is consistent with Orange County Health Department and surrounding utilities providers.
  - In this instance, the City of Mebane shared information that was different than the town, leading to additional confusion.
  - A supply of small signs needs to be ordered and stocked, and replacement or repair of the digital message boards is needed.

- Staff should evaluate ahead of time where to place the physical and digital signs in an emergency event.
- SitReps were prepared and published by OPS for the EMT and board. Some were shared further out to operational staff, but not all, leading to some confusion on what was going on in town.
  - In future events, after SitReps are published to the board and EMT, a specific staff resource should be tasked with sharing with additional staff. The EMT will need to determine the appropriate dissemination level – department heads, ops team, or all staff. Once established, this needs to be a consistent routine.
- Initial communications during event and response were done via text group. Not all commissioners received the messaging and there was confusion that could have been avoided.
  - Ensure that communications to board members go out via both text and email during emergency events so that the information is received by all board members.

## 5. Survey Feedback

Version Note — Surveys are planned to collect feedback and recommendations from the groups listed below, but the information is not available for the “Early Draft” of July 16, 2025.

- **Emergency Management Team**
- **Key Town Staff**
- **Mayor and Board of Commissioners**
- **Public Survey**

## 6. Summary of Findings and Gaps

Version Note — This summary will be drafted once initial feedback is received from the board at the special meeting and survey responses from Section 5 are available to be incorporated.

## 7. Next Steps

Version Note — The planned next steps will be compiled for the full report draft to allow for complete damage assessments, gathering of feedback and analysis of findings and gaps.



# TOWN OF HILLSBOROUGH

## **Tropical Storm Chantel**

### **Situation Report #1**

**0930 – 7/7/2025**

- **Status**

- Water Treatment Plant

- Clearwell flooded – contractor working to get back in service
    - Raw Water Intake back in service
    - Boil Water Notice issued – duration through at least Thursday
    - Durham water interconnect activated

- Wastewater Treatment Plant

- Power outages
    - Elizabeth Brady and River Pump stations flooded
    - Water consumption reduction requested
    - Churton Grove sewer aerial out of service
    - State notified of SSOs – riverwalk, River PS, EB PS – and water plant issues

- PW Ops

- Yard flooded
    - Trash collection operating – Friday and Monday routes
    - Working on removing flooded vehicles
    - Coordinating with OC to potentially use their public works yard for storage.
    - Have fleet staff inspect damaged vehicles to see if anything is operational, what can be saved, and what may be totaled.



- Trying to rent one knuckleboom truck. May need more rentals, mutual aid, and/or contractor to assist with debris removal.
- UNC Hospital Hillsborough
  - Boil water notice – staff in communication
  - Patients diverted to Hillsborough from Main UNC hospital overnight
- Roads/Access (as of early AM)
  - I-85 closed at Exit 157
  - I-40 lanes reduced at MM 266
  - 70a closed between Churton and 86
  - Trees blocking roads on King, Margaret @ Wake, Exchange Club
- **Needs**
  - State of Emergency Declaration
  - PW Brush trucks – working on rental, evaluating mutual aid options
  - Water distribution (public) if needed - TBD
  - Employee water distribution – Admin Barn
  - Bypass pumps for WWTP
  - Water Interconnections – Durham/OWASA
  - Site for flooded PW vehicles -assessment and repairs
  - Damage assessments – town and private property
- **Damage**
  - **Town**
    - 14 PW vehicles
    - Gold Park restrooms

- King's Highway Park – floating dock
  - Riverwalk – east of gold park
  - Prepare preliminary tally of damage that can be sent to League for insurance consideration.
- **Private**
  - Eno Mill/Expedition School
- **Incident Roles**
  - Incident Commander – Eric Peterson
  - Operations Chief – Matt Efirm
  - Safety Officer – Phil Cundiff
  - Public Information Officer(s) – Cheryl Sadgrove, JC Leser-McMinn
- **Reporting Schedule**
  - 1100 – Countywide Coordination Call
  - 1200 – Town EM Check-in
  - 1230 – Sitrep #2



# TOWN OF HILLSBOROUGH

## **Tropical Storm Chantel**

### **Situation Report #2**

**1230 – 7/7/2025**

- **Orange County 11am Update**

- 1 missing person, focusing on SAR operations – 2 mutual aid teams in from out of county
- 12% of County out of power
- 17 closed roads, 2 bridges out
- Lake Orange community isolated
- Shelter operations opening up
- OC Community relations hosting 1230 media zoom call
- Eastgate shopping center in CH total loss, looting occurred overnight
- Carrboro PD lost all spare vehicles to flooding
- Bracing for more rain during the week
- UNC – Hillsborough has bottled water and hand sanitizer, impacted by Town boil water notice
- Seymour Center sheltering evacuees from Chapel Hill, moving to stable shelter at Smith Middle
- Inquiries coming in about donations and volunteers – OCEM has not activated donation management plan yet
- Carrboro Public works flooded, equipment lost
- OWASA has water main breaks and SSOs, blocked from some pump stations due to road flooding
- 3700 911 calls between 10pm-midnight last night
- Next OCEM update 1100 7/8/25

- Lake Orange: EAP Level 2 triggered at approximately 12:35am, Dam inspection performed this morning at 10am. Dam is secure. Transition from Level 2 to Level 3 EAP as of 10am this morning
- **Status**
  - Water Treatment Plant
    - Both clearwells flooded – contractor working to get back in service
    - Raw Water Intake back in service – cleaning filters, filling ponds
    - High service pump station flooded – draining and cleaning
    - Message boards being deployed to Churton/Mayo – re boil water, refer to website
    - Boil Water Notice issued – duration through at least Thursday
      - Comms to issue regular, frequent updates and messages for water notices
      - Notices published to website will auto-translate to user’s language of choice
    - Work on deploying smaller boil water signs at key intersections – Churton, Fairview, W. Hillsborough, Gateway Village
    - Durham water interconnect active, bacteria sampling ongoing at tanks
    - 6 pallets of water available for distribution at WTP – locations? \* **resource request – supply and distribution** \*
  - Wastewater Treatment Plant
    - Power outages

- Elizabeth Brady and River Pump stations flooded – vendors en route for bypass pumping – arriving tomorrow
  - Water in filter building and other parts of WWTP campus
  - Water consumption reduction requested
  - Churton Grove sewer aerial out of service – contractor working on cost estimate for replacement
  - Cannot access some aerials to evaluate, pump stations seem to be functioning, some still out of power
  - 8.6” rain at WWTP
  - No reported water main breaks
  - State notified of SSOs – riverwalk, River PS, EB PS – and water plant issues – will need to work on press release and newspaper notices
  - Reservoir in good shape
- PW Ops
    - Yard flooded
    - Trash collection operating – Friday and Monday routes
    - Working on removing flooded vehicles
      - Anticipate loss of 2 brush trucks and 2 garbage trucks
      - Towed small dump, 3 single axle dumps, new bucket truck, 2 pickups, tractor, excavator
    - Looking for alternate storage site for totaled vehicles.
    - Trying to rent one knuckleboom truck. May need more rentals, mutual aid, and/or contractor to assist with debris removal. Rental will not arrive until Friday. \* **resource need – clam/brush trucks or contractor**
  - UNC Hospital Hillsborough

- Boil water notice – staff in communication
  - Patients diverted to Hillsborough from Main UNC hospital overnight
- Roads/Access (as of early AM)
  - 70a closed between Churton and 86
  - Trees blocking roads on Margaret @ Wake, Exchange Club @ Fairbault, Dimmocks Mill/Eno and Dimmocks Mill/Allison
- **Needs**
  - PW Brush trucks – working on rental, evaluating mutual aid options
  - Water distribution (public) if needed – TBD – ask for county assistance
  - Employee water distribution – Admin Barn (11 cases, 14 remain).
  - Employee MREs available at 86, 250 meals
  - Bypass pumps for WWTP
  - Larger pumps for WTP clearwells
  - Site for flooded PW vehicles -assessment and repairs
  - Damage assessments – town and private property. League adjusters to be out later this week.
- **Damage**
  - **Town**
    - 4 PW vehicles probable loss (2 brush trucks, 2 garbage trucks)
    - 7 vehicles, 2 pieces of equipment towed for repair
    - Gold Park restrooms
    - King's Highway Park – floating dock

- Riverwalk – several areas significantly damaged. Gold Park bridge washed away, Calvin St connection damaged.
- PW trailer and white building flooded
- Utilities green building at Dimmocks Mill
- Prepare preliminary tally of damage that can be sent to League for insurance consideration.
- **Private**
  - Eno Mill/Expedition School
  - Chambleys (WFER) basement flooding
- **Reporting Schedule**
  - 1615 EM Team Check-in
  - 1500 Sitrep #3










# TOWN OF HILLSBOROUGH

## Tropical Storm Chantel



### Situation Report #3

1700 – 7/7/2025

- Dashboard

<u>Facility/Asset</u>	<u>Status</u>	<u>Notes</u>
Water Treatment Plant		Boil Water Notice thru at least Thursday 7/10. Pumps en route, bacteria testing underway. <b>OC Water Distribution at DSS Tuesday 8-12p, 4-8p</b>
Wastewater Treatment Plant		River and EB Pump Stations flooded, awaiting bypass pumps.
W/S Transmission Lines		Churton Grove aerial out, awaiting inspection of others. 5 homes out of service at edge of system out Dimmock's Mill.
Power		Around 700 Duke outages (West of Churton, Between 85 and 70)
Staffing		Resource needs met
Equipment		PW response limited due to lack of trucks/equipment. Trash running as normal.
Riverwalk		Significant damage. Long term recovery.



Gold Park		Significant damage. Long term recovery. Assessing options for restricting access.
Roads		Closures at Exchange/Fairbault, Margaret/Wake, 70a 86-Churton, Dimmocks Mill/Gold Park, Dimmocks Mill/Ben Johnson.

- **Status**

- Utilities
  - Staffing and equipment ok, vendors responding for resource needs. Overnight staff at WTP, other staff headed home until tomorrow.
- HPD
  - Staffing and equipment ok. Normal staffing overnight (3 full, 1 swing).
- PW
  - Staffing ok, equipment not good. Shutting down for tonight, normal operations tomorrow.
- Admin
  - 2 staff on leave, all others ok. Cheryl and JC in office tomorrow. Cheryl on-call overnight. Phil providing COIs as needed for vendors.
- Townwide
  - EOC operations Tuesday – same as today
  - Status of facilities Tuesday – open as staff is able to arrive safely

- **Needs**

- PW Brush trucks – working on rental, evaluating mutual aid options – EOC resource requested
- Bypass pumps for WWTP – eta 7/8/25
- WTP pumps for en route, operational by end of today (7/7)
- Chlorination for Durham water to meet Town threshold
- Damage assessments – town and private property. League adjusters to be out later this week.
- Programmable message boards not working. Limited supply of current Boil Water signs. What we have was placed at key neighborhoods and intersections.
- News of Orange – publishing Emergency Declaration this week

- **Coordination Issues**

- Finance availability - AAR
- Employee vehicle totaled – Phil working on claim
- FY26 trash truck purchase – move ahead?
- Messaging – boil water notices, stay out of Gold Park and Riverwalk.

- **Reporting Schedule tomorrow 7/8**

- 0900 EMT check-in
- 1000 Sitrep #4






# TOWN OF HILLSBOROUGH






## Tropical Storm Chantel

### Situation Report #4

1000 – 7/8/2025

- Dashboard

<u>Facility/Asset</u>	<u>Status</u>	<u>Notes</u>
Water Treatment Plant		Boil Water Notice thru at least Thursday 7/10. Pumps have cleared both clearwells, southern corrosion expected by noon to start work on restoring clearwell. Early bacteria samples promising. Water at plant receding.
Wastewater Treatment Plant		Pumps en route, plan in place for bypass pumping. Water receding at plant. Overall plant and equipment is OK with only minor flooding. River PS down. Elizabeth Brady PS longer submerged, running on trailer mounted generator – permanent generator being evaluated due to flooding. Evaluating pump condition.
W/S Distribution/Transmission Lines		Churton Grove aerial out – bypass pump installed and in service, awaiting inspection of others. 5

		homes out of service at edge of system out Dimmock's Mill.
Power		Duke reporting no outages in town. PEMC reporting no outages.
Staffing		Resource needs met
Equipment		Fleet has excavators running. Trash running as normal.
Riverwalk		Significant damage. Long term recovery. Bridges intact but boardwalks not. Sewage everywhere.
Gold Park		Significant damage. Long term recovery. Assessing options for restricting access. Trees blocking trails, evaluation incomplete.
Roads		Fairbault open 1 lane, Margaret/Wake – Duke done working - tree crew en route, 70a Tuscarora-Churton, Dimmocks Mill/Ben Johnson.

- **Status**

- Utilities

- SSOs along riverwalk. Working towards easement clearing. All staff working, equipment ok.

- HPD

- Staffing equipment ok, normal staffing levels. Social worker checking on unhoused population.
- PW
  - Crews working on culverts in anticipation of more rain. Fleet got 2 excavators working. Will clear Faribault and Exchange this morning. Crews working out of Hwy 86 facility for now.
- Admin
  - Ask OC to issue another OC alert re: boil water notice, water conservation needs. News of Orange SSO release deadline today noon. Working on preparing “all clear” notices for water for anticipated Thursday release.
- Townwide
  - Normal operations where possible.
- **Needs**
  - \*\_Stephanie needs assistance with construction fencing at trail entrances – people are going through caution tape.
  - \*\_Need rough numbers on damage assessments – vehicles, equipment, assets, facilities, include private property.
  - PW Brush trucks – working on rental, evaluating mutual aid options – EOC resource requested – Durham, Guilford options
  - Bypass pumps for WWTP – expected today
  - Chlorination for Durham water to meet Town threshold.
  - Damage assessments – town and private property. League adjusters to be out later this week.
    - 200-300 block of W. Margaret – flooded homes – Shannan to request via contract w. inspections




- Programmable message boards not working. Limited supply of current Boil Water signs. What we have was placed at key neighborhoods and intersections.
- Mid-term – need to locate PW site for next ~12 months
- **Coordination Issues**
  - Employee vehicle totaled – Phil working on claim
  - FY26 trash truck purchase – move ahead?
  - Direct mass donations/distribution to OC
  - Messaging – report downed trees, missing manhole covers, SSOs. Progress being made on service restoration.
- **Reporting Schedule**
  - 1600 EMT check-in
  - 1700 Sitrep #4









# TOWN OF HILLSBOROUGH

## **Tropical Storm Chantal** **Situation Report #5** **1700 – 7/8/2025**

- **Dashboard**

<b><u>Facility/Asset</u></b>	<b><u>Status</u></b>	<b><u>Notes</u></b>
Water Treatment Plant		Boil Water Notice thru at least Thursday 7/10. Southern Corrosion is working on clearwell sanitizing. Continuing sampling and testing. Water intrusion found in Adron Thompson basement.
Wastewater Treatment Plant		First contractor cancelled, backup contractor responded and en route. Complicated installation process will take a few days. Water conservation needs continue. Standby generator at EB being repaired but currently running on base power.
W/S Distribution/Transmission Lines		Churton Grove aerial out – bypass pump installed and in service, awaiting inspection of others. 5 homes out of service at edge of system out Dimmock's Mill – replacement underway. Durham

		chlorination levels appropriate for use.
Power		Duke reporting no outages in town. PEMC reporting no outages.
Staffing		Resource needs met
Equipment		Fleet has some excavators and dump truck running. Trash running as normal. Uncovered additional damage to Utilities vehicles/equipment.
Riverwalk		Significant damage. Long term recovery. Bridges intact but boardwalks not.
Gold Park		Significant damage. Long term recovery. Planning next steps on remediation and cleaning.
Roads		Fairbault open, Margaret/Wake – tree crew working, 70a Tuscarora-Churton still closed.

- **Status**

- Utilities

- Continuing to evaluate damage to facilities/equipment at Adron Thompson site. Will evaluate trees/damages in utilities easements.

- HPD



- Water distribution at DSS again Wednesday 8-12, 4-8.  
Normal staffing, routine operations.
- PW
  - Focused Tuesday on stormwater culverts, Wednesday will focus on debris pickup.
- Admin
  - Process for sewer backup claims? Whoever gets the info, get to Joel and Phil.
- Townwide
  - Normal operations continue.
  - EOC activation continues Wednesday
- **Needs**
  - Gold Park Bathrooms – remediation contractor \$14k – ok but wait for insurance adjuster
  - Gold Park – parking lot clearing - \$5k – Get it done when capacity available.
  - PW Brush trucks – rental ETA Friday, Durham County truck available tomorrow
  - PW laptops, tablets, printers damaged in flooding – working on replacements
  - Bypass pumps for WWTP – expected today
  - Damage assessments – town and private property. League adjusters to be out later this week.
    - 200-300 block of W. Margaret – flooded homes – Shannan to request via contract w. inspections



- Programmable message boards not working. Limited supply of current Boil Water signs. What we have was placed at key neighborhoods and intersections.
- Mid-term – need to locate PW site for next ~12 months
- **Coordination Issues**
  - Employee vehicle totaled – Phil working on claim
  - FY26 trash truck purchase – move ahead?
  - Messaging – report downed trees, missing manhole covers, SSOs. Progress being made on service restoration.
  - Expedition School – term scheduled for 7/31 - ~400 students
  - Orange County Arts Commission – status of Uproar?
- **Reporting Schedule for tomorrow 7/9**
  - 0900 EMT check-in
  - 1000 Sitrep #6










# TOWN OF HILLSBOROUGH

## **Tropical Storm Chantal** **Situation Report #6** **1000 – 7/9/2025**

- **Dashboard**

<b><u>Facility/Asset</u></b>	<b><u>Status</u></b>	<b><u>Notes</u></b>
Water Treatment Plant		Boil Water Notice still in effect. Current bacteria sampling good, State will allow local determination of boil water notice. Planning for this afternoon. Durham water still flowing, treatment plant will still be out of service so conservation still needed due to supply constraints. If consumption overwhelms Durham supply, Boil Water will have to be restored. Large clearwell sanitized, other work ongoing. WTP may be online this weekend.
Wastewater Treatment Plant		Pump contractor to set up today, will take several days to place in service. Plant surged over 7MGD. Official outage was 0413 Monday 7/7. Updating SSO numbers for required public notice. Continue to urge conservation. Working on cleanup of filter building.

W/S Distribution/Transmission Lines		Churton Grove aerial out – bypass pump installed and in service, awaiting inspection of others. 5 homes out of service at edge of system out Dimmock's Mill – replacement underway.
Power		Duke reporting no outages in town. PEMC reporting no outages.
Staffing		Resource needs met
Equipment		Uncovered additional damage to Utilities vehicles/equipment. PW has 7 vehicles out of service, 5 being evaluated by fleet. 16 in service. Durham County brush truck in service today. 2 utilities vehicles and misc. equipment being evaluated for damage.
Riverwalk		Significant damage. Long term recovery. Structural engineers evaluating boardwalks and bridges today. Lots of trees down on trails.
Gold Park		Significant damage. Long term recovery. Planning next steps on remediation and cleaning.
Kings Highway Park		Needs to remain closed until further notice. Lots of downed trees on trails.

Roads		Margaret/Wake –tree crew working – should reopen today.
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- **Status**

- Utilities

- Prepping staff for additional rain, alert for this evening.

- HPD

- Staff briefed on potential for more rain, preparing plan for staffing needs. Staffing water distribution at DSS today. Social worker continuing to check in with vulnerable population.

- PW

- Preparing staffing plan for overnight. Need to stage barricades at anticipated high water areas. PW to determine locations. Stormwater team evaluating community stormwater control measures (SCMs) and following up on residential drainage complaints.

- Admin

- Check on documentation status (IAP, 214s, etc.) Evening water distribution likely cancelled due to expected rain. Adding resources to ReadyHillsborough page as needed.

- Townwide

- Normal operations
    - Will plan at next meeting for EOC staffing

- **Needs**

- Internet out at WTP, status of Adron Thompson?

- Equipment Replacement Plan – end of week – will set meeting with EMT, Budget, Fleet, prep for special board meeting if needed
- Jen to coordinate meeting with budget/finance/risk on documentation and accounting for emergency purchases
- Gold Park Bathrooms – remediation contractor \$14k – ok but wait for insurance adjuster
- Gold Park – parking lot clearing - \$5k – Get it done when capacity available.
- PW Brush trucks – Durham County truck in service, rental ETA Thursday
- PW laptops, tablets, printers damaged in flooding – working on replacements
- Bypass pumps for WWTP – expected today
- Damage assessments – town and private property. League adjusters to be out later this week.
  - 200-300 block of W. Margaret – flooded homes – OC Inspections working on this
- Programmable message boards not working.
- Mid-term – need to locate PW site for next ~12 months
- Phil working on getting personal flotation devices for utilities and HPD

- **Coordination Issues**

- Planning ahead for weekend staffing
- Employee vehicle totaled – Phil working on claim
- FY26 trash truck purchase – move ahead?
- Messaging – prepare for additional flooding in low-lying or recent impacted areas? Water conservation still needed!!!




- Expedition School – term scheduled for 7/31 - ~400 students
- Orange County Arts Commission – status of Uproar?
- **Reporting Schedule**
  - 1300 EMT check-in
  - 1400 Sitrep #7









# TOWN OF HILLSBOROUGH

## **Tropical Storm Chantal** **Situation Report #7** **1000 – 7/10/2025**

- **Dashboard**

<b><u>Facility/Asset</u></b>	<b><u>Status</u></b>	<b><u>Notes</u></b>
Water Treatment Plant		Boil water notice lifted 7/9. Clearwell is filling, 48 hours out from completion of required bacteria testing. Electrical repairs underway at plant and raw water station. No tank or pump alarms, storage tanks are full.
Wastewater Treatment Plant		Bypass pumps arrived yesterday, installation underway. Pumps should be in place by tomorrow. 1.2" rain overnight. Getting quotes for replacement pumps at River PS. May take 1-2 months to get River back in service. EB PS and plant up and running.
W/S Distribution/Transmission Lines		Churton Grove aerial out – bypass pump installed and in service – permanent repairs planned. Dimmock's Mill break repaired, awaiting bacteria samples to place in service. Main breaks near Orange



		HS (repaired) and Churton south of Orange (under repair). Preparing information on SSOs.
Power		Duke reporting no outages in town. PEMC reporting no outages.
Staffing		Resource needs met
Equipment		PW has 8 vehicles out of service, 2 utilities vehicles damaged, 2 mobile message boards, PW small electronics. Durham Co. truck in service, rental has arrived. Guilford Co. resource available to replace Durham next week.
Riverwalk		Significant damage. Long term recovery. PW clearing low boardwalks for damage assessment. Friends of MST to assist next week. Structural assessments to be completed by Friday.
Gold Park		Significant damage. Long term recovery. Restroom remediation underway.
Kings Highway Park		Needs to remain closed until further notice. Lots of downed trees on trails.

Roads		Wake between King and Margaret closed – all else open. Should be open today.
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- **Status**

- Utilities

- Repairing Churton main break, working on Churton Grove aerial. Staff helping PW clear Riverwalk.

- HPD

- Normal staffing and operations.

- PW

- No issues reported overnight. Short staffed today, trash pickup only. Stormwater team evaluating community stormwater control measures (SCMs) and following up on residential drainage complaints.

- Admin

- New payroll system this week – check on ability to process. Continue daily OC alerts on water conservation. Working on logistics for media availability. High engagement rate on photo posts. Planning for weekend/early next week on WTP and WWTP restorations.
- OC opened Recovery Assistance Center at Drakeford Library in Carrboro.

- Townwide

- Normal operations
- AAR, mid- and long-term needs to be distributed today
- EOC Status – winding down to monitoring status. Virtual EOC and scheduled updates will continue.

- Planning for potential special meeting with Board for budget appropriations, preliminary feedback on event response
- Mayor getting questions re: BRIC funding, comparison to Mebane situation, impacts to businesses.

- **Needs**

- Equipment Replacement Plan – meeting set for Monday 7/14
- Jen to coordinate meeting with budget/finance/risk on documentation and accounting for emergency purchases
- Gold Park – parking lot clearing - \$5k – Get it done when capacity available.
- Gold Park – fencing contractors working on estimates for repairs/replacements of perimeter, backstop and dog park.
- Gold Park – working to find contractor to replace playground surfacing and drainage.
- Riverwalk – carpenters working on estimates for bridge/boardwalk repairs – waiting on damage assessments and structural eval.
- PW Brush trucks – Durham County truck in service, rental truck has arrived
- PW laptops, tablets, printers damaged in flooding – working on replacements
- Bypass pumps for WWTP – expected today
- Damage assessments – town and private property. League adjusters to be out later this week.
  - 200-300 block of W. Margaret – flooded homes – OC Inspections working on this
  - 211 Murray St reported damage

- Programmable message boards not working.
- Mid-term – need to locate PW site for next ~12 months

- **Coordination Issues**

- Employee vehicle totaled – Phil working on claim
- Messaging – Water conservation still needed!!! Updates on brush collection and bulk item pickup for next week. Gold Park, Riverwalk, Kings Highway still closed please stay out. Direct donations to OC – ReadyOC. Not accepting any reservations for Gold Park, Riverwalk, or special events.
- Expedition School – term rescheduled to 8/25 working on alternate locations - ~400 students
- Orange County Arts Commission – still discussing Uproar and our limited ability to assist.

- **Reporting Schedule**







- 1400 email updates for afternoon sitrep and media release
- Media Availability planned for 1300, Friday July 11







# TOWN OF HILLSBOROUGH

## **Tropical Storm Chantal** **Situation Report #8** **1400 – 7/10/2025**

- **Dashboard**

<b><u>Facility/Asset</u></b>	<b><u>Status</u></b>	<b><u>Notes</u></b>
Water Treatment Plant		Awaiting filling of clearwell and bacteria test results. Anticipated restoration by Monday 7/14.
Wastewater Treatment Plant		Bypass pump installation underway. This will slow sewage discharge to Eno River but full restoration of River Pump Station is 1-2 months out.
W/S Distribution/Transmission Lines		Churton Grove aerial out – bypass pump installed and in service – permanent repairs planned. Preparing information on SSOs. Active main breaks have been repaired
Power		Duke reporting no outages in town. PEMC reporting no outages.
Staffing		Resource needs met
Equipment		PW has 8 vehicles out of service, 2 utilities vehicles damaged, 2 mobile message boards, PW small

		electronics. Durham Co. truck in service, rental has arrived. Guilford Co. resource available to replace Durham next week.
Riverwalk		Significant damage. Long term recovery. PW clearing low boardwalks for damage assessment. Friends of MST to assist next week. Structural assessments to be completed by Friday.
Gold Park		Significant damage. Long term recovery. Restroom remediation underway.
Kings Highway Park		Needs to remain closed until further notice. Lots of downed trees on trails.
Roads		All roads open through town.

- **Status**

- Utilities

- Restoration work continues.

- HPD

- Normal staffing and operations.

- PW

- Focused on clearing riverwalk today, debris pickup Friday.
    - Large tree down in Town Cemetery blocking road, need contractor to remove

- Admin
  - Working on logistics for media availability Friday 7/11
- Townwide
  - Normal operations
  - AAR, mid- and long-term needs to be distributed today
  - EOC Status – winding down to monitoring status. Virtual EOC and scheduled updates will continue.
  - Planning for potential special meeting with Board for budget appropriations, preliminary feedback on event response
- **Needs**
  - Equipment Replacement Plan – meeting set for Monday 7/14
  - Jen to coordinate meeting with budget/finance/risk on documentation and accounting for emergency purchases
  - Gold Park – parking lot clearing - \$5k – Get it done when capacity available.
  - Gold Park – fencing contractors working on estimates for repairs/replacements of perimeter, backstop and dog park.
  - Gold Park – working to find contractor to replace playground surfacing and drainage.
  - Riverwalk – carpenters working on estimates for bridge/boardwalk repairs – waiting on damage assessments and structural eval.
  - PW Brush trucks – Durham County truck in service, rental truck has arrived
  - PW laptops, tablets, printers damaged in flooding – working on replacements
  - Bypass pumps for WWTP – expected today

- Damage assessments – town and private property. League adjusters to be out later this week.
  - 200-300 block of W. Margaret – flooded homes – OC Inspections working on this
  - 211 Murray St reported damage
  - 401 Dimmock's Mill reported damage
- Programmable message boards – fleet is working on repairs
- Mid-term – need to locate PW site for next ~12 months
- **Coordination Issues**
  - Working with County on continued closure of River Park. SSOs are continuing along Riverwalk so staff does not support County efforts to reopen.
  - Employee vehicle totaled – Phil working on claim
  - Messaging –Water conservation still needed!!! Updates on brush collection and bulk item pickup for next week. Gold Park, Riverwalk, Kings Highway still closed please stay out. Direct donations to OC – ReadyOC. Not accepting any reservations for Gold Park, Riverwalk, or special events.
  - Expedition School – term rescheduled to 8/25 working on alternate locations - ~400 students
  - Orange County Arts Commission – still discussing Uproar and our limited ability to assist.
- **Reporting Schedule**
  - No scheduled sitrep update Friday morning. Next major updates will be for status of WTP (by Monday), opening of any parks or facilities, or completion of bypass pumps at WWTP (next week).



- Media Availability planned for 1300, Friday July 11