

Hurricane Milton Timeline

The following is the detailed timeline of the actions taken by the Town of Loxahatchee Groves for preparations and response to Hurricane Milton and the EF-3 tornado that ripped through our Town. The account below is as complete as possible and any errors or omissions are purely accidental. Before, during, and after the event, the Town Manager, Emergency Management Director, and all Town staff did our best to document the event in real time but as there are a lot of moving pieces in a storm of this magnitude, minor events could have been overlooked and not documented below.

10/2/2024

Public Works Director and Public Works Superintendent are apprised of a system in the Gulf of Mexico that is expected to become a tropical system. At this time it was a disorganized system of showers with a 40% chance of development in 7 days.

In an abundance of caution, the Public Works Director directs staff to verify that all vehicles and equipment are full of fuel. Inventory of assets is taken and items that may be required are ordered. Fuel tanks were just filled the week prior from the last storm.

The Public Works Director and Public Works Superintendent began the process of lowering the canal levels to 14 feet NGVD and maintain levels between 14 feet and 15 feet.

10/3/2024

Public Works Director directed PW Coordinator to contact AshBritt to establish potential debris as NHC forecast indicated storm increased chances of development to 50% and forecast maps indicated a Florida landfall.

The Public Works Superintendent directed staff to bring preparations of Town assets to completion before Friday.

10/4/2024

The Public Works Director and Public Works Superintendent traversed the Town to speak to residents that may have left debris curbside advising the potential for a storm in the next week.

NHC increases Tropical Storm Formation to 70% over the next 7 days.

10/5/2024

NHC assigns system number AL92 and increases formation to 80% at 2AM Outlook advisory.

At 8AM advisory Milton becomes TD14 with a 90% chance of formation.

At 2PM advisory, TD14 becomes Tropical Storm Milton.

Florida Governor Ron DeSantis issues Executive Order 24-214 declaring a State of Emergency for 35 counties including Palm Beach.

Public Works Director begins to work in the capacity of the Emergency Management Director

At 9:47PM Emergency Management Director posts a message on Facebook and Instagram regarding the storms and the actions taken by the town.

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10/6/2024

Florida Governor Ron DeSantis issues Executive Order 24-215 declaring a State of Emergency for a total of 51 counties including Palm Beach.

Emergency Management Director provides status update to Town Manager and develops and produces an update to be posted on the Town's social media accounts.

10/7/2024

Emergency Management Director develops and produces Hurricane Milton Update #1 at 11:06AM to all town staff. In that update, staff was advised canal levels are being maintained at 14.5 foot NAVD.

Palm Beach County is at Level III enhanced monitoring.

Emergency Management Director attended the PBC EM call with other county agencies and municipalities.

Emergency Management Director and Town Manager drafted a letter to be sent to PBC to place the Town of Loxahatchee Groves into a declared emergency status.

The Emergency Management Director increased our level to partial EOC operations in effect. PBC DEM is updated as to our status.

Staff directly to go through town and verify the subdivision culverts connected to the district works were clear and ready to receive water from rain.

The NWS predicted, at this point, 5 to 8 inches of rainfall in the area.

10/8/2024

Emergency Management Director develops and produces Hurricane Milton Update #2 at 9:04AM to all town staff and council.

Emergency Management Director attended the PBC EM call with other county agencies and municipalities.

Several residents contacted the Public Works Director to express concerns about the potential for flooding in the town. At that time, residents were advised to prepare their properties and verify their drainage systems were clear and ready to receive water. They were further advised that the town was taking steps to ensure the system was ready to the best of our ability.

The Emergency Management Director provided a briefing to the Town Manager.

The Emergency Management Director set up the previously established employee hotline. The purpose of the hotline is for employees to call in and determine updates as to the status of the town. The message was updated at 3:43PM to advise the 10/9 and 10/10 status.

After the 2:00PM advisory, the NHC continued to have PBC in a tropical storm watch and Lake Okeechobee in a hurricane watch. Due to the predicted impact of the storm, in an abundance of caution, it was decided that Town Hall would close at 5:00PM and that it would remain closed for 10/9 and 10/10. A decision would be made on 10/10 if the building and road were safe to reopen Town Hall.

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It was further decided that a limited Public Works staff would be in on 10/9 in the event of any last minute issues.

As of the 2PM advisory a Zone A evacuation order was issued. This order included two properties located within the Town of Loxahatchee Groves. Palm Beach County Sheriff's Office, the Emergency Management Director, both advise the residents, in person, at the location of the evacuation order to ensure they were aware and advise of actions to take.

PBC increased to Level II – Partial Activation, and has made the decision to open emergency shelters on 10/9/2024 as well as other actions.

The Emergency Management Director issued Hurricane Milton Update #3 at 2:31 PM echoing the above and further advising residents if their power goes out to immediately call FPL and not to pick up or move power lines. The update included the status of Coastal who was picking up on 10/9 but not on 10/10.

The Emergency Management Director produced and provided to all staff a letter of reentry to provide to officials in the event of curfews were imposed and the ability to traverse the county was limited to official government vehicles.

10/9/2024

Emergency Management Director produces Hurricane Milton Update #4 to all staff and council at 8:21AM. Report also published to website and social media.

Emergency Management Director attended the PBC EM call with other county agencies and municipalities.

As of this advisory, Hurricane Milton was a dangerous Category 4 hurricane with 155 MPH sustained winds located 400 miles SW of Tampa. The expanse of the storm covered the entire State of Florida on the radar images.

Palm Tran ceased operations at noon and began transporting evacuees to shelters. Brightline also ceased operations, and the Coast Guard locked down all of the bridges.

Public Works staff completed any final items required to ensure town owned facilities were secure and ready for the storm. Staff responded to calls from residents and verified the culverts were clear.

Around 5PM, staff was preparing to leave for the day. Around 4:50PM a tornado formed in the Village of Wellington and proceeded on a course NNE. The Emergency Management Director was traveling west on Southern Blvd and as he turned on to Seminole Pratt observed the tornado jumping Southern Blvd.

At 4:55PM, the Emergency Management Director contacted the Superintendent and discussed the plan upon clearing of the tornado.

The Emergency Management Director proceeded North to Okeechobee Blvd and blocked traffic to prevent vehicles from traveling eastbound on Okeechobee Blvd in advance of the tornado jumping Okeechobee.

At 5:00PM the Emergency Management Director contacted the Town Manager to advise what had just occurred.

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Once the tornado cleared the road the Emergency Management Director proceeded to follow the path of the tornado north of Okeechobee to observe damage and road blockage. The rest of the Public Works staff was directed to travel to C Rd and Gruber to check on conditions in that area.

The Emergency Management Director traveled D Rd to North Rd to E Rd and back south. In speaking to the residents that came out, while there was a lot of tree damage, damage to structures was minimal and it did not appear anyone was seriously injured.

The Emergency Management Director contacted the Palm Beach County Emergency Management at 5:15 PM to advise as to what had just occurred.

All staff reported to the area of Gruber and C Rd. The initial assessment was about 7 power poles fell and blocked C Rd. A number of large trees fell across C Rd and W C Rd. Staff commenced to clearing and removing the debris and got the roads open.

At 5:21 PM the Emergency Management Director provided an update to the Town Manager. Additional status reports were provided at 5:55 PM, 6:48 PM and 7:53 PM.

The only road staff was unable to open that night was C Rd due to the power pole issue. Staff completed its mission that night by 9:00 PM.

All Public Works staff was contacted and instructed to return to work on 10/10.

10/10/2024

All Public Works staff returned to work and began damage assessment and clean up.

The Building Official and Code Enforcement officer were recalled to complete damage assessment. The Town Manager recalled most of the Town Hall staff to staff the phones, answer resident concerns, and assist with damage assessment and such.

The Emergency Management Director provided an update to PBC EM as to the state of the town.

Public Works staff proceeded to begin the process of clearing canal banks and ensuring the roads were passable. They proceeded to move all debris to the road side the best they could.

Town Management met to decide the best path forward.

In the morning a report was received by PBCFR that 3 children were trapped in a structure and required assistance. No address was given. PBCFR and the Emergency Management Director drove the affected areas, going door to door, looking for this issue and checking on residents. This report was never substantiated. The Emergency Management Director spoke to many residents who expressed their appreciation to the Town and our first responders for the assistance and willingness to be there for the residents.

Contractors, on behalf of FPL, arrived on C Rd to begin the process of restoring power on C Rd. Today's task was to remove the fallen poles and move the wires off of the road to open the road to traffic and allow the residents to begin removing debris from their properties.

The Town Manager and Emergency Management Director contacted various parties to obtain drone footage of the affected area to determine the reach of the devastation caused by the EF-3

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tornado that ripped through town. Palm Beach County Sheriff's Office, Engenuity Group and Keshavarz and Associates were all dispatched to complete this task. They split the town to complete this quickly and efficiently. All footage was received by the Emergency Management Director and reviewed to ensure our damage assessment was complete and in compliance with FEMA requirements.

The Public Information Officer and Emergency Management Director were contacted by the Town-Crier. Images were provided that were taken by the Emergency Management Director the evening before. Some were used in the October 18th edition of the Town-Crier newspaper.

The initial rapid assessment was completed by town staff. The town reported the following:

2 – Destroyed Structures

2 – Major Damage Structures

17 – Minor Damage Structures

1 – Person seriously Affected.

Individual Property Damage total \$1,966,548.

For Public Assistance, the following was reported as the initial rapid assessment:

Category A -Debris Removal - \$300,000

Category B – Emergency Protective Measures - \$60,000

Category C – Roads and Bridges - \$28,000

Category D – Water Control Facilities - \$40,000

Category E – Public Buildings and Equipment 0 \$2,500

Total Public Assistance \$430,500.

10/11/2024

Contractors from FPL arrived today to stand up the new poles along C Rd and restring the power lines, restoring power to a large portion of the south end of the Town of Loxahatchee Groves. The Emergency Management Director and Superintendent drove the town to verify that no other poles had issues and notified FPL of the one pole found with problems.

A meeting was held with Town residents in our Neighbors Helping Neighbors endeavor. During that meeting, it was discussed the needs of the residents and any immediate concerns were reviewed.

Once concern that was expressed was some residents did not have water provisions for their horses. The Emergency Management Director established a mission with PBC EM to deliver clean drinking water to properties who lost their wells as a result of either power loss or damage from the tornado. Staff drove around the town to determine who specifically required this service. PBC sent 2 -1,800 gallon tankers to the town of clean water. It was found that no specific residents desired the water or had a method of storage.

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The PUBLIC INFORMATION OFFICER throughout the days developed and published multiple updates to the Town website and social media as to the latest developments, updates on resources for after the storm, and how residents could get involved in the Neighbors Helping Neighbors community effort.

Public Works staff continued the clean up effort to town infrastructure including canals and roads.

10/12/2024

Governor Ron DeSantis petitioned the federal government and FEMA to issue an emergency declaration in which Palm Beach County was included. This designation included for Palm Beach County for Individual Assistance, Public Assistance - Categories A and B, and Hazard Mitigation Grant Program.

The Emergency Management Director notified the Town Manager.

ITID contacted Congressman Brian Mast requesting a Town Hall meeting with residents who were impacted by the events of October 9. After a discussion with the Town Manager, it was determined the Emergency Management Director and Town Mayor would attend this meeting scheduled for Sunday, October 13, 2024 at the ITID offices.

Notification of this meeting was drafted by the Emergency Management Director, Town Manager, and Public Information Officer and published on the Town website and social media platforms.

10/13/2024

Continuing to hear concerns of residents lacking clean drinking water, the Emergency Management Director contacted PBCWUD to determine if a fire hydrant meter could be installed at a location in the town that residents could access to get water if they needed. The Emergency Management Director spoke to Palm Beach County Fire Rescue's Battalion Chief to obtain permission to use the hydrant behind their building. They had no issue with this request. The Emergency Management Director put the mission request into WebEOC and spoke to the director of PBCWUD who promptly had staff install the meter for residents to use. This information was posted to social media upon completion.

The Emergency Management Director and Town Mayor attended the Town Hall meeting at the ITID administrative offices. This meeting was attended with Congressman Brian Mast, PBC Emergency Management Director Mary Blankley, elected and staff representatives from ITID, a council member from Royal Palm Beach, and other various congressional and county staff members including SWA. During the meeting Congressman Mast outlined the aid FEMA could provide and enlightened those in attendance with other information that may be beneficial. PBC Emergency Management Director Mary Blankley provided information that was specific to the county. Some of the information provided included the debris response and steps residents needed to take regarding placing their debris to the curb and the plans for where pick ups would occur first. The Town of Loxahatchee Groves Emergency Management Director provided information on debris management specific to the Town. The Town Mayor provided information regarding the community driven Neighbors Helping Neighbors effort beginning on 10/14 at Town Hall.

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10/14/2024

The Emergency Management Director added hose bib attachments to the hydrant meter placed behind PBCFR Station 21 on Okeechobee Blvd to make access to the water easier.

The Town's debris contractor, AshBritt began hauling storm debris to the Jog Rd debris site. The first day the debris hauling effort yielded 111 cubic yards of vegetative debris. The Jog Rd debris site was open

Staff continues to remove debris from the canals and canal banks throughout the town.

The community met at Town Hall to begin the Neighbors Helping Neighbors initiative. Several residents came together to assist their neighbors remove debris from their properties and locate it to the right of ways for pick up by the haulers.

10/15/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the Jog Rd debris site. Today, the debris removal effort yielded 294 cubic yards of vegetative debris.

Staff continues to remove debris from the canals and canal banks throughout the town.

The Neighbors Helping Neighbors group continues to work with the community with removing storm debris and placing it in the right-of-way so the debris hauler can take it to the debris management site.

10/16/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the Jog Rd debris site. Today, the debris removal effort yielded 218 cubic yards of vegetative debris.

Staff continues to remove debris from the canals and canal banks throughout the town.

The Neighbors Helping Neighbors group continues to work with the community with removing storm debris and placing it in the right-of-way so the debris hauler can take it to the debris management site.

10/17/2024

The Town of Loxahatchee Groves had obtained permission from the property owner on C Rd and today the debris contractor AshBritt has opened that site to reduce the travel time to and from the debris site. This will greatly aid our debris removal efforts in the town and assist the residents

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 804 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 5 trucks picking up debris.

Staff continues to remove debris from the canals and canal banks throughout the town.

The Neighbors Helping Neighbors group continues to work with the community with removing storm debris and placing it in the right-of-way so the debris hauler can take it to the debris management site.

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10/18/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 804 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 6 trucks picking up debris.

Staff continues to remove debris from the canals and canal banks throughout the town.

The Neighbors Helping Neighbors group continues to work with the community with removing storm debris and placing it in the right-of-way so the debris hauler can take it to the debris management site.

10/19/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 1405 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 5 trucks picking up debris.

The Neighbors Helping Neighbors group continues to work with the community with removing storm debris and placing it in the right-of-way so the debris hauler can take it to the debris management site.

10/20/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 986 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 6 trucks picking up debris.

10/21/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 1107 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 6 trucks picking up debris.

10/22/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 455 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 3 trucks picking up debris.

10/23/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 449 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 3 trucks picking up debris.

10/24/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 294 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 2 trucks picking up debris.

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10/25/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 472 cubic yards of vegetative debris and 79 cubic yards in construction debris. The construction debris was brought to the SWA Jog Rd site. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 3 trucks picking up debris. Today the SWA Jog Rd debris site was open from 7:00 am to 6:30 pm.

10/26/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 172 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 51 truck picking up debris.

10/27/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 172 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 1 truck picking up debris.

10/28/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 384 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 2 trucks picking up debris.

10/29/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 384 cubic yards of vegetative debris and 26 cubic yards in construction debris. The construction debris was brought to the SWA Jog Rd site. Today the SWA Jog Rd debris site was open from 7:00 am to 6:30 pm. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 2 trucks picking up debris.

10/30/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 236 cubic yards of vegetative debris and 100 yards of construction debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 2 trucks picking up debris. Today the SWA Jog Rd debris site was open from 7:00 am to 6:30 pm.

10/31/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 431 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 2 trucks picking up debris.

11/1/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 269 cubic yards of vegetative debris. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 1 truck picking up debris.

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11/2/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 120 cubic yards of vegetative debris and 120 yards in construction debris. The construction debris was brought to the SWA Jog Rd site. The C Rd debris site was open from 7:00 am to 6:30 pm and the town had 2 trucks picking up debris. Today the SWA Jog Rd debris site was open from 7:00 am to 6:30 pm.

11/3/2024

The Town's debris contractor, AshBritt did not conduct any storm debris removal today.

11/4/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 464 cubic yards of vegetative debris and 24 cubic yards of construction debris. The construction debris was brought to the SWA Jog Rd site. Due to the time change and the lack of lighting at the debris site. From this date forward the C Rd debris site was open from 7:00 am to 5:30 pm and will remain at those hours until the debris site is closed. The town had 2 trucks picking up debris. The SWA also changed its hours due to the time change. There hours are not 6:30 am to 5:30 pm.

11/5/2024

The Town's debris contractor, AshBritt continues to haul storm debris to the C Rd debris site. Today, the debris removal effort yielded 524 cubic yards of vegetative debris and 91 cubic yards of construction debris. The construction debris was brought to the SWA Jog Rd site. The C Rd debris site was open from 7:00 am to 5:30 pm and the town had 3 trucks picking up debris. Today the SWA Jog Rd debris site was open from 6:30 am to 5:30 pm.

As of November 1, 2024, Public Works staff has worked 723 hours doing only storm related preparations and recovery efforts. Those efforts will continue until all of the Town assets are recovered and repaired.

Debris removal will continue until January 11, 2025 or until the Town is satisfied that all storm related debris has been removed from the Town, whichever comes first. It is imperative that all residents place all vegetative debris to the public right of ways as soon as possible so that our debris haulers can continue to remove it. The debris haulers cannot enter private property to remove the debris. Staff is working with FEMA to identify those with specific needs and gather a volunteer coalition that work with FEMA to get the debris to the curb.

Other Pertinent Information:

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- **Emergency Declaration:** The state of emergency enables access to resources and funding to address the impacts of the hurricane. The Town of Loxahatchee Groves will remain in a partially activated emergency state until all disaster related activities cease.
- **Reimbursement Process:** Palm Beach County is eligible to submit for reimbursement for activities categorized under Category A (debris removal) and Category B (emergency protective measures). We have initiated a grant request and are actively gathering information on available reimbursement options. The Town has submitted the initial documents to FEMA to initiate the process for reimbursement. FEMA has 60 days to review and respond. We are awaiting their response.
- **Neighbors Helping Neighbors Initiative:** The Town's volunteer group, Neighbors Helping Neighbors, came together quickly and has worked with private property owners to help remove debris from the most devastated properties in the Town. Approximately 30-40 volunteers—many of which are from CERT and LGLA contacted Southern Palms and other owners to expedite the debris removal. Some of the road were and will continue to be single lane traffic at times. Christ Fellowship has also volunteered to assist the first weekend and these volunteers did a phenomenal job in assisting our residents.
- **Division of Forestry:** Our local Division of Forestry worked directly with the residents of the Town to make sure the requirements for burning vegetative debris is understood by everyone. We made sure the residents were aware that we do not want a disaster to turn into a tragedy or catastrophe. They also provided a very informative community presentation and Q&A. We have their burn instructions on our website and with the rest of our flyers and info at the front desk.
- **Ongoing Efforts in regards to FEMA activity:**
 - Town staff that worked during the emergency declaration were paid per the Human Resources manual for work during an emergency declaration. As a result, the time worked by staff added \$41,905.10 to salaries that will be submitted to FEMA for reimbursement in accordance with their guidelines and approvals.
 - Debris collection is currently in progress. While we cannot specify an exact reimbursement amount at this time, we are documenting all related activities, including equipment usage and personnel hours.
 - We are monitoring a few canals that experienced side slippage due to the tornado's path. We will explore potential mitigation funding for repairs.
 - Staff has met with FEMA representatives to obtain information to assist our residents. That information has been disseminated through our website and social media channels. Staff also identified 106 properties throughout the Town that could have potentially been impacted by the tornadic activity. Staff is working on contacting those residents to determine specific needs and reporting those needs to FEMA. FEMA has a volunteer corps who will be apprised of the individual needs of the residents and work to fulfill those needs.

Next Steps:

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- Continue to collect data and documentation for reimbursement claims.
- Assess the condition of affected canals and determine mitigation strategies.
- Provide regular updates to the council as new information becomes available.

Lessons Learned:

- It was discovered that after the tornado went through and disconnected power to the A Gate and the D Gates; there is no ability to open the gates without a power source.
- The generator at Public Works is not connected to the pump building. The pump building and its wiring is 3 phase and the generator is single phase. The generator at public works only works the building lights.
- When the public works building lost power, so did our internet provider, Comcast. Public Works could not see the canal level nor control the gates through our SCADA system.
- The Public Works Director has suggested purchasing a Starlink kit for the town to be used at public works. They offer a plan that is permitted to be turned on and off and only used during an event.
- The Town could have used message boards to communicate to the residents. The Public Works Director is exploring options for the town to procure the message boards which will be handy not only during a storm but throughout the year.
- Town Management made the decision early to contact AshBritt early, have conversations with the property owner of the C Rd debris site, and arrange for the debris site in town to be opened. The benefit of opening the local debris site it to allow a quicker turn around from the debris trucks. This allowed for quicker removal of debris from the Town and more expediate return to normalcy.
- Due to conversations with AshBritt, the Town began the debris removal process two full days before the rest of the area. This also allowed the residents to visualize the efforts of the Town and remove the debris sooner.
- The Town employed the use of drones from three different parties to gain a total sense of the devastation caused by the tornado. The use of drone allowed a better view and additional damage was discovered that could not be seen from the road. The plan for the future is to invest in a drone and train staff to operate it so the drone can be used during other events like parades, and marketing for the Town.
- The Emergency Management Director is going to begin a more aggressive and expanded training program for all staff but specifically those staff members and officials who have key jobs as part of the incident command system.
- Part of the training program will include proper damage assessment protocols as developed by FEMA and PBCEOC.
- Management needs to evaluate and expand our resident notification system, Civic Ready. The Town used the system to notify residents of events but less then 100 residents were signed up for the system. The Town will work on more marketing of the system in an attempt to get all residents to enroll in this free service to the residents.
- Currently the town does not have the number of vehicles needed to complete all of the roles required, especially in an emergency. Staff should not be driving their personal vehicles for Town business. The damage assessments teams were having issues during the damage assessment phase from residents as they were driving personal vehicles

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and not Town vehicles. Management will work on developing a plan to enhance our fleet so the Town has sufficient vehicles to fulfill its mission.

- Develop an SOP on employee attire during an event including proper footwear and shirts with the Town logo on it so they can be properly identified by members of the public during an event.
- Expedite work on developing identification cards for town staff so they can be identified in the field as Town employees. This project will be in conjunction with enhanced security features at our Town facilities.
- An issue that occurred post event was the operation of the existing radio system. The Public Works Director has been working with and will continue to enhance the functionality of our radio system so it covers the entire town. The plan is to work with the SDPBC to possibly utilize a UHF antenna on their tower on Tangerine which will increase the height and therefore the range of the system.
- Develop specific roles and information for council to use when working with residents. While management did its best to communicate with the council members through our updates there was information told to residents that caused confusion until it was clarified.