



Tropical Storm Helene Recovery Resources

New updates are posted daily.

This is the latest information available as of

9 a.m. Sunday, Oct 7, 2024

To support the safest environment, a curfew is in effect from 7:30 p.m. to 7:30 a.m. until further notice.



City Offices and Parks will be closed until further notice.

Report a missing person using online form: <https://forms.gle/ovyjJ9zfdUcJVHDw6>

Local Updates

Public officials are holding news briefings each day at 11 a.m. The briefings are streamed live on the [Buncombe County Facebook Page](#) and broadcasted on Blue Ridge Public Radio 88.1 FM. You can also listen on the iHeart radio stations including 99.9, 104.3, 105.1 and 570 AM.

TRASH COLLECTION

Trash pick up has resumed regular Monday and Tuesday routes where accessible. Download the [AVL Collects](#) app to receive notifications about trash and recycling pickup in your area. There will be no recycling pick up until the recycling plant is operational. Residents should use both recycling and trash carts for household waste. **Do not put limbs, yard debris, construction debris, carpet, concrete, or other bulky or hazardous items in your trash cart.** These materials will be collected separately by a contractor at a later date.

FEMA DISASTER ASSISTANCE (DSA) TEAM LOCATIONS FOR MONDAY 10/7, 9am to 6pm

DSA teams will be able to register survivors for FEMA assistance. Alternatively download the FEMA app or call toll free 800-621-3362. The below sites may change daily, in coordination with local Emergency Management, in order to accommodate the areas of greatest need.

- Black Mountain, 550 Hwy 9
- AB Tech Shelter, 16 Fernihurst Dr between parking center and parking deck
- Park Square Park, 80 Court Plaza
- Community of Emma (Spanish Speaking), 528 Emma St
- New Bridge Baptist Church, 199 Elkwood Ave
- Laundry Use Trailer, Basilica of St. Lawrence, 97 Haywood St
- Isaac Dickson Elementary School, 125 Hill St

BUS SERVICE

Limited ART bus service will be available beginning today, October 7. Due to the 7:30 p.m. curfew in place, the last outbound trips end at 5 p.m. Riders are able to board the bus from any point by flagging a bus down. For more information on the routes in operation, visit ashevillenc.gov/service/transit-service-alerts.

FOOD & WATER DISTRIBUTION

Food in the form of Meals Ready to Eat (MRE), drinking water and nonpotable water for flushing toilets are available at the below listed distribution sites today. Two MRE packages per adult, and one per child will be allowed per day. Cases of bottled water are available, one case per family per day. Distribution will last until 7 p.m. or until supplies run out. The public will need to bring their own containers for non potable water. These sites also have printed and posted daily updates of important information and resources. Community members are encouraged to take pictures of the daily information sheets and/or take copies to share with their neighbors.

- Pack Square Park, 70 Court Plaza
- Asheville Middle School, 211 S. French Broad Ave
- Linwood Crump Shiloh Community Center, 121 Shiloh Rd
- Lucy Herring Elementary, 98 Sulphur Springs Rd
- Oakley Elementary School, 753 Fairview Rd

SMALL DONATIONS

Harrah's Cherokee Center - 87 Haywood St - daily from 9 a.m. - 5 p.m front door is accepting small donations.

The most impactful way to support the recovery effort at this time is monetary donations to recognized disaster relief organizations. Visit ncvoad.org/donate-2 for more information. Organizations on the ground know what items and

quantities are needed, often buy in bulk with discounts, and if possible purchase with businesses local to the disaster which supports economic recovery.

TO VOLUNTEER: Visit HandsonAsheville.org for information.

CELLULAR SERVICE & WI-FI

Temporary Verizon cellular satellite trailers are located at the **YMCA** at 30 Woodfin Street and **Groce United Methodist Church** at 954 Tunnel Road. These towers offer limited cellular reception within several city blocks of where it is parked. T-Mobile has set up satellite cellular on light trucks in Asheville, providing cellular service along with Wi-Fi and charging stations at: **Asheville Middle School** at 211 S French Broad Ave, and **Dr. Wesley Grant Sr. Southside Community Center** at 285 Livingston St. ITDRC, a private entity, is providing Wi-Fi hotspots and charging stations for public use at **Sam's Club** at 645 Patton Ave and **Haw Creek Commons** at 315 Old Haw Creek Rd.

WATER UTILITY SERVICE

When will service be restored?

Tropical Storm Helene severely damaged the production and distribution system of the City of Asheville's water system. Extensive repairs are required to treatment facilities, underground and aboveground water pipes, and to roads that have washed away. The process of rebuilding the 36-inch bypass line at North Fork, which will serve 80 percent of the system when completed, has encountered complications from debris clogging the remaining sections of pipe, and rainfall after Helene that made working conditions hazardous. Work resumed early Sunday morning. EPA officials are on-site to provide additional resources and technical assistance as it relates to treating the reservoir, whose water remains highly turbid (or murky) more than a week after Helene. These complications offer a clear illustration of the impossibility of offering an accurate timeline for service restoration. As repairs progress, water service will return to some areas before others, based solely on the level of damage to the system. When water service does return, a boil water advisory will be in effect.

SHELTERS

- General public shelter at WNC Agricultural Center (pets accepted) - 1301 Fanning Bridge Rd, Fletcher
- General public shelter at AB Tech - 6 Fernhurst Dr, Asheville (use Victoria Road entrance)
- Medical emergency shelter at AB Tech - 10 Genevieve Cir, Asheville
- Old Gold's Gym - 1815 Hendersonville Rd, Asheville

ASHEVILLE POLICE DEPARTMENT

APD is at full patrol staffing with additional support from outside law enforcement agencies. Officers are providing security at critical infrastructure sites, medical facilities, and pharmacies. They continue to conduct searches and rescues, welfare checks, reunification with families, and securing areas with severe damage.

ASHEVILLE FIRE DEPARTMENT

AFD continues efforts in heavily affected areas and canvassing neighborhoods for needs. For those needing medical assistance or for those who cannot call 911, each fire station will have a firefighter available 24/7. AFD continues to receive assistance from outside fire department agencies from across the state. Burning yard waste and debris is not allowed within city limits due to many safety concerns. Debris collection is estimated to start mid-October—more details to come.

Report any hazardous materials to ncdwm spills@deq.nc.gov.

DEVELOPMENT SERVICES

The Development Services Department will be set up to receive and issue permits for structures and buildings that have received storm damage. Permit fees will be waived for removal and repair permits. Emergency permits will be fast tracked.

Assessors and City staff will have identification and will identify which department they are working for.

For questions about buildings affected by this storm: City of Asheville Building Safety Division at 828-259-5846 and email buildingsafety@ashevillenc.gov. Electronic applications can be submitted to: develop.ashevillenc.gov

****Disclaimer:**** *The information provided in this sheet reflects the current services and resources available from the City of Asheville following the recent storm. Please note that these services are subject to change based on ongoing assessments and community needs. We encourage residents to stay informed through media outlets and official city channels for the most up-to-date information.*