



## Tropical Storm Helene Recovery Resources

New updates are posted daily.

This is the latest information available as of

**9 a.m. Tuesday, Oct 8, 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, 105.9, 96.5, 98.1, 105.5 and 97.3 (Spanish) and 570 AM.

### TRASH COLLECTION

Trash pickup resumed Monday, with Monday and Tuesday regular routes. Due to roadway challenges, crews were unable to complete the routes and will resume today (10/8). Updates for regular routes will be provided. Download the [AVL Collects](#) app to receive notifications about trash and recycling pickup in your area. There is currently no recycling pick up. 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 TUESDAY 10/8, 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:

- 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
- Walmart, 60 Airport Rd

### BUS SERVICE

Limited ART bus service is now available. 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 [ashevollenc.gov/service/transit-service-alerts](http://ashevollenc.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. Distribution will last from 9 a.m - 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.

- 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

Three donation sites have been established for drop off of small donations from 9 a.m. until 4 p.m. daily.

- ◆ Harrah's Cherokee Center - 87 Haywood St
- ◆ West Asheville - 1298 Patton Ave
- ◆ Arden Presbyterian Church - 2215 Hendersonville Rd

**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](http://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](http://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**

The beginning of water restoration is contingent on two important things happening: **1)** completion of North Fork's 36-inch bypass line rebuild, which we hope to accomplish later this week, and **2)** the ability to put water into the system. Pushing the sediment-filled water through our filters would damage them beyond repair, and set back the process. We are working with the EPA on some turbidity-reducing measures. Once water is able to leave the North Fork, city crews will have to fill tanks, repair pipe leaks, and remove air locks from the distribution system. **Mills River treatment plant**, which serves South Asheville, is operating at normal output. While most of the service area has been pressurized, there are still pockets that have not received water service. Water Resources maintenance staff is working to bring water to the entire service area as quickly as possible. **A boil water advisory remains in effect** for those whose water has returned. We are also asking customers with water service to conserve it as much as possible. Water restoration will occur slowly and incrementally. As we have said from the beginning, full operation of the system could potentially be weeks away.

### **SHELTERS**

- General public shelter at WNC Agricultural Center (pets accepted) - 1301 Fanning Bridge Rd, Fletcher
- General public shelter at AB Tech - 6 Fernihurst 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 secure 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](mailto:ncdwm spills@deq.nc.gov).

### **DEVELOPMENT SERVICES**

The Development Services Department is 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](mailto:buildingsafety@ashevillenc.gov). Electronic applications can be submitted to: [develop.ashevillenc.gov](mailto:develop.ashevillenc.gov).

### **ASSISTANCE FOR SMALL BUSINESSES**

The United States Small Business Administration has opened an assistance center at the Chamber of Commerce. The center is focusing on providing disaster relief in the form of low interest loans for businesses, nonprofits, homeowners and renters impacted by the storm. Visit [sba.gov](http://sba.gov) for more information or visit SBA representatives in person at the Asheville Chamber of Commerce (36 Montford Ave). Hours of operation are Monday through Friday, 9 a.m. until 6 p.m. and Saturday 9 a.m. until 3 p.m.

**\*\*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.*