



Tropical Storm Helene Recovery Resources

New updates are posted daily.

This is the latest information available as of

9 a.m. Thursday, Oct 10, 2024

*****To support the safest environment, a curfew is in effect from 11 p.m. to 6 a.m. until further notice.*****



City Offices and Parks will be closed until further notice.

LOCAL UPDATES

Public officials are holding news briefings each day at **11 a.m.** The briefings are streamed live at [facebook.com/buncombeGov](https://www.facebook.com/buncombeGov) 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.

ASHEVILLE POLICE DEPARTMENT

To lessen the economic impact on area businesses, curfew hours will be adjusted to 11 p.m.- 6 a.m. beginning on October 10. We continue to encourage our community if you see something, say something & report illegal activity to 911.

APD is finalizing the Helene Missing Persons form and will be closing this specific reporting option. Members of the public can once again report missing persons and request welfare checks by calling our non-emergency line at **828-252-1110**.

TRASH COLLECTION

Trash pickup for Thursday route customers, including the Central Business District, resumes today. Download the [AVL Collects](#) app (Apple Store or Google Play Store) to receive notifications about trash and recycling pickup in your area. **This is only for City of Asheville customers.** 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 at a later date. **Regular schedules will resume Monday, October 14.**

FEMA DISASTER ASSISTANCE (DSA) TEAM LOCATIONS FOR THURSDAY 10/10 9 a.m. to 6 p.m.

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, Black Mountain, NC, 9 a.m. - 6 p.m.
- Biltmore Village: 800 Fairview Road, 9 a.m. - 6 p.m.
- Walmart: 60 Airport Road, Arden, NC, 9 a.m. - 6 p.m.
- Riceville Volunteer Fire Department: 2251 Riceville Road, 9 a.m. - 6 p.m.
- North Star Academy: 90 Montford Avenue, 11 a.m. - 4 p.m.
- 800 Fairview Road, Asheville, NC
- Beech Community Center, 15 State Hwy 2117, Weaverville, NC
- Pack Square Park, 9 a.m. - 6 p.m.
- Community of Emma: **Spanish Speaking** 528 Emma Street, 9 a.m. - 6 p.m. **LAST DAY 10/10/24**
- New Bridge Baptist Church: 199 Elkwood Ave, Asheville, NC), 9 a.m. - 6 p.m.

A Disaster Recovery Center is open in Asheville (Buncombe County) to assist North Carolina survivors who experienced losses from Helene. This is a one-stop shop where survivors can meet face-to-face with FEMA representatives, apply for FEMA assistance, receive referrals to local assistance in their area, apply with the U.S. Small Business Administration (SBA) for low-interest disaster loans and much more.

The Buncombe County center is located at:

A.C. Reynolds High School, 1 Rocket Dr.

Open: 8 a.m. - 7 p.m., Monday through Sunday

ASHEVILLE FIRE DEPARTMENT

AFD continues efforts in heavily affected areas and canvassing neighborhoods for needs. **Burning yard waste and debris is not allowed within city limits due to many safety concerns.** Report any hazardous materials to ncdwmispills@deq.nc.gov.

BUS SERVICE

- ART will continue to operate a modified schedule on select routes where road conditions have improved. These routes will run on a modified Sunday schedule, with all outbound trips ending at 5 p.m. ART services will be free of charge until further notice. Adjusted schedules due to the new curfew will be in place next week.
- The modified routes will have flag stop service, allowing passengers to signal the driver and board at their preferred location along the route instead of at designated stops.
- ART Paratransit services are resuming where possible. Paratransit customers should call (828) 250-6750 to schedule transportation.

FOOD & WATER DISTRIBUTION

Food in the form of Meals Ready to Eat (MRE), drinking water and water for flushing toilets are available at the below listed distribution sites today. Distribution hours are 9 a.m. - 7 p.m. or until supplies run out. The public will need to bring containers for flushing 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 Cntr, 121 Shiloh Rd

*Lucy Herring Elementary, 98 Sulphur Springs Rd

*Oakley Elementary School, 753 Fairview

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 - 68 Haywood St

◆West Asheville - 1298 Patton Ave

◆Arden Presbyterian Church - 2215 Hendersonville Rd

Suggested donation items: non-perishable food, cleaning supplies, pet supplies, child/baby supplies, paper towels, paper plates, garbage bags, **new** blankets, sports drinks.

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.

WATER UTILITY SERVICE

T&K Utilities connected North Fork's 36-inch bypass line to the water distribution system at 1 a.m. Thursday. **While that is a major milestone, it is important to note that it does not mean customers will start receiving water.** Full system restoration is still potentially weeks away. Contractors continue to make progress on large-scale repairs to primary transmission mains in the water distribution system. This work is sequencing from the source of water, North Fork, out into the system. As water service returns, pressure will fluctuate, and could drop off altogether. Customers may have service that starts and stops. This is normal as a water system ramps up production. As normal production at Mills River continues, service will stabilize. Setting aside enough water for basic sanitation, like flushing toilets, while you have service is advisable.

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

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 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.