



TAB K
PUBLIC INFORMATION



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I. GENERAL

- A. The Chatham County Public Information Office is the primary agency responsible for coordinating County-wide press releases to the public regarding the debris removal process prior to and following an event/disaster.
- B. The County Public Information Office may coordinate this function through the Joint Information Center (when established).

II. PRE-EVENT DEBRIS INFORMATION

- A. The Public Information Office should develop proactive public information programs to provide the public information regarding debris handling procedures for all potential debris related events.
- B. Programs may incorporate the use of Flyers, newspapers, radio and TV public service announcements to inform the public about:
 - 1. Definitions of the types of debris;
 - 2. Separating garbage from storm debris;
 - 3. Segregating household hazardous waste;
 - 4. Placing disaster debris at the curbside;
 - 5. Keeping debris piles away from fire hydrants and valves;
 - 6. Reporting locations of illegal dump sites or incidents of illegal dumping;
 - 7. Segregating recyclable materials.

III. POST EVENT DEBRIS INFORMATION.

- A. Following an event, the Public Information Office helps coordinate proactive public information programs to assist debris cleanup and removal.
- B. Information provided will emphasize the actions the public can perform to expedite the cleanup process. These actions may include:
 - 1. Separating burnable and non-burnable debris
 - 2. Segregating household and hazardous waste



3. Placing debris at the curbside
 4. Keeping debris piles away from fire hydrants and valves
 5. Reporting locations of illegal dump sites or incidents of illegal dumping; and
 6. Segregating recyclable materials.
- C. Jurisdictions should be proactive and develop a Post Event Debris information campaigns to keep the public informed regarding:
1. Neighborhood debris pick-up schedules;
 2. Approved debris disposal methods;
 3. State and Federal Environmental Protection Agency (EPA) regulations;
 4. Disposal procedures for self-help and independent contractors, along with the locations and times of operations for debris collection sites; and
 5. Restrictions and penalties for illegal dumping.
- D. The following questions are likely to be asked:
1. What is the pick-up system?
 2. When will the contractor be in my area?
 3. Who are the contractors and how can I contact them?
 4. Should I separate the different debris materials and how?
 5. How do I handle Household Hazardous Waste?
 6. What if I am elderly or disabled?



EXHIBIT 1
PRESCRIPTED INFORMATION
PRE-EVENT



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EXHIBIT 1: Pre-Event

For Immediate Release (INSERT JURISDICTION)

The potential for dangerous hurricane conditions is eminent for (INSERT JURISDICTION) and its residents. In anticipation of a likely large debris-generating Event, residents are asked to secure or store all yard items that may become damaging projectiles. Once dangerous conditions subside and roads have been cleared of obstructions, residents should bring any debris to the public right-of-way for removal. The public right-of-way is the area of residential property that extends from the street to the sidewalk, ditch, utility pole or easement. Residents should separate clean, vegetative debris (woody burnable debris such as limbs and shrubbery) from construction and demolition debris. Do not mix hazardous material, such as paint cans, aerosol sprays, batteries, or appliances with construction and demolition debris. Household garbage, tires or roof shingles cannot be combined with any storm debris. Do not place debris near any water meter vault, fire hydrant or any other above-ground utility. Only debris placed on the public right-of-way will be eligible for collection until further notice. If all debris is not picked up during the initial pass, residents should continue to push remaining debris to the public right-of-way for collection on subsequent passes. Residential debris drop-off /Collection Centers may be available within (INSERT JURISDICTION). Check (INSERT INFORMATION) for the location of these sites and the hours of operation or call (INSERT CONTACT INFORMATION). Disposal of all reconstruction debris (debris resulting from rebuilding) is the responsibility of the homeowner. (INSERT JURISDICTION) residents are encouraged to stay indoors until dangerous winds have passed. Please tune into local news channels for updated weather information.



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EXHIBIT 2
PRE-SCRIPTED INFORMATION
POST EVENT



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EXHIBIT 2: POST EVENT

Example #1.

For Immediate Release (INSERT JURISDICTION)

(INSERT JURISDICTION) is beginning its recovery process in the wake of (INSERT EVENT). (INSERT JURISDICTION) residents are asked to place any storm generated debris on the public right-of-way. The public right-of-way is the area of residential property that extends from the street to the sidewalk, ditch, utility pole or easement. Keep vegetative debris (woody burnable debris such as limbs and shrubbery) separated from construction and demolition debris, as they will be collected separately. Bagged debris should not be placed on the public right-of-way. Only loose debris will be collected. Any roof shingles or tires resulting from (INSERT EVENT) may be eligible for removal and should be separated at the curb. Do not place debris near any water meter vault, fire hydrant or any other above-ground utility. Only debris placed on the public right-of-way will be eligible for collection until further notice. Household hazardous waste may be dropped off at (INSERT LOCATIONS). If all debris is not picked up during the initial pass, please continue to push remaining debris to the right-of-way for collection on subsequent passes. Household garbage collection will resume to its normal schedule on (INSERT DATE). Please check (INSERT INFORMATION) for additional information and updates on the debris removal process. For more information, please call (INSERT CONTACT INFORMATION).



Example #2.

For Immediate Release (INSERT JURISDICTION)

(INSERT JURISDICTION) will begin clearing storm-generated debris as soon as weather permits for safe conditions. The debris removal process will have 3 initial stages. Stage one will be an Emergency Road Clearance. Access roads to Hospitals, Police and Fire Stations, as well as critical Government Buildings will be cleared first, followed by all major arteries within the (INSERT AREA). This process will be completed within approximately 70 daylight hours. The next phase of debris removal will be all Right-of-Way Vegetation pick up. (INSERT JURISDICTION) residents should make every effort to separate clean, woody debris from construction and demolition debris. Please put as much organic, burnable debris at your Right-of-Way as possible. Please do not mix household garbage, tires, or roof singles with the vegetative debris. The 3rd stage will be Construction and Demolition Debris removal. Any shingles, siding, and treated wood will be removed during this phase. In order for the Construction and Demolition debris to be picked up, it must be a direct result of (INSERT EVENT NAME). All reconstruction debris is the responsibility of the homeowner. Please do not mix hazardous material, such as paint cans, aerosol sprays, batteries, or appliances with the Construction and Demolition Debris. Those items must be dropped off at (INSERT LOCATION) during normal business hours. If you have any questions or concerns regarding debris removal in your neighborhood, or the location of residential disposal area, please call (INSERT CONTACT INFORMATION).



Example #3.

For Immediate Release (INSERT JURISDICTION)

Final preparations are being made for the third, and potentially final, pass of debris removal in the wake of (INSERT EVENT NAME). (INSERT JURISDICTION) residents should have any storm-generated debris in front of their homes on the public Right-Of-Way no later than (INSERT DATE) in order to be eligible for pick up. Debris removal crews will only be making one pass on each street, so it is crucial for that you have debris you want removed out on the right of way by the afore mentioned dead line. Please continue to separate Vegetative Debris (woody burnable debris such as limbs and shrubbery) and Construction & Demolition Debris (siding, drywall, etc.). Any storm-damaged appliances such as refrigerators and air conditioning units may also be put on the Right-of-Way separate from other debris. You may continue to deposit hazardous household chemicals such as paint cans and batteries at (INSERT LOCATION) during normal business hours. You can follow the debris removal efforts in your neighborhood and the rest of the County by going to (INSERT INFORMATION) or by calling (INSERT CONTACT INFORMATION).



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EXHIBIT 3
PRE-SCRIPTED INFORMATION
LEVELS OF DAMAGE



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EXHIBIT 3: LEVELS OF DAMAGE: MAJOR TO MINOR

For Immediate Release (INSERT JURISDICTION)

Damage Assessment (DA) Teams are conducting assessments of homes and businesses following _____. If a home or business has sustained damage, it will be marked according to the damage guideline levels set forth by FEMA.

FEMA has five degrees of damage levels: Destroyed, Major, Minor, Affected, and Inaccessible. DA Teams conducting assessments will place a colored placard on your property in order to identify the level of damage. The purpose of these assessments is to determine the type of assistance required and to identify which homes/businesses are not safe to enter. Damage assessments are not conducted with the actual cost of the residence/business in mind, but according to whether repairs are extensive or not.

Destroyed - RED Placard

Destroyed means the structure is a total loss or damaged to such an extent repairs are not economically feasible. (These structures are NOT safe to enter) And one of the following may constitute a status of destroyed:

- Structure is not economically feasible to repair.
- Structure is permanently uninhabitable.
- Complete failure of major structural components (e.g., collapse of basement walls/foundation, walls, or roof).
- Only foundation remains.
- Two or more walls destroyed and roof substantially damaged.
- House pushed off foundation
- An unaffected structure that will require removal or demolition (e.g., homes in imminent danger due to impending landslides, mudslides, or sinkholes; beachfront homes that must be removed due to local ordinance violations as a result of beach erosion).

Major- Yellow Placard

Major damage exists when the home has sustained structural or significant damages, is uninhabitable and requires extensive repairs. Any one of the following may constitute major damage:

- Substantial failure of structural elements of the residence (e.g., walls, roof, floors, foundation, etc.).
- Damage to the structure that exceeds the Home Repair Grant maximum.
- Has more than 50% damage to structure.
- One foot or more of water on the first floor (of a home with basement).



Minor – Green Placard

Minor damage encompasses a wide range of damage and is generally the most common type of damage. Minor damage exists when the home is damaged and uninhabitable, but may be made habitable in a short period of time with home repairs. Some of the items that determine minor damage are listed below:

- Damages less than the maximum Housing Assistance Repair Grant.
- Windows or doors blown in.
- One foot or more of water/sewer backup in basement (i.e., furnace, water heater damage).
- Has less than 50% damage to structure.

Affected – White Placard

This category includes dwellings with minimal damage to structure and/or contents and the home is habitable without repairs.

Inaccessible

This group includes homes that are inaccessible by normal means, due to disaster related road closures (e.g., bridge out, road flooded or blocked by landslide, mudslide, severe erosion, washed out, etc.).

In order to maintain a level of safety, residents/business owners are asked not to remove these placards until advised by your local government agency.

If a house/business sustained damage, residents are eligible to apply for assistance.