Hurricane Florence – Response and Recovery

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Event Impact – Campus Grounds

• Approximately 400 downed trees
• Light poles
• Power lines

• Softball bleacher damage
• Debris, trash, water
• Alderman parking lot sinkhole
Impact Overview – Buildings

- Roofing system failures
- Window system failures
- Other
Division-Wide Response

- Business Services
- University Police
- Facilities
- Information Technology Services
- Finance
Business Services (September 10 – October 8)

• Emergency Management/EOC
  ➢ Provide evacuations decision support to CDT
  ➢ Arranged for accommodations and transportation for students without a place to go
  ➢ Request support resources from other UNC System institutions
  ➢ Logistical support
  ➢ Track recovery activities and challenges

• EOC/Risk Management Resourcing
  ➢ Field requests from NHC/agencies for shelters and resources
  ➢ Resource requests from sister institutions; e.g., environmental health, electrical engineer
  ➢ Work with Purchasing to engage a FEMA Consulting Service
  ➢ Work with Purchasing to engage a second contractor for mitigation and remediation to assess magnitude of scope

• Insurance/Risk Management
  ➢ Work directly with NC Department of Insurance, Bryan Heckle, adjusters and their consultants for both state property and Seahawk properties
  ➢ Work with Construction Administration, Finance, and FEMA Consultants
Business Services (September 10 – October 8)

• General Safety
  ➢ Manage access to campus; develop “Building ‘Do Not Enter’ List”
  ➢ Provide General Safety Officer to monitor contractors and their sites
  ➢ Monitor return of campus services (power/HVAC/IT, etc.), executed by Facilities and ITS
  ➢ Execute fire watch services where needed

• Environmental Health
  ➢ Walk through buildings for water damage assessment
  ➢ Recommend and/or evaluate corrective measures

• Assist Faculty
  ➢ Move freezers, fridges and/or research samples out of Dobo Hall and Center for Marine Science before, during and after storm
    o 5 sub 80 freezers
    o Several sub 20 freezers or contents
    o Water reactive metals fridges
    o Power to reactive chemical fridge
  ➢ Care and maintenance of research animal populations
  ➢ Faculty requests for assistance and access to Dobo Hall post storm
  ➢ Facilitate final moves of office contents and scientific lab equipment
University Police (September 10 – October 8)

• Operational Objectives
  ➢ Campus evacuation, closure, and security
  ➢ Priority locations and functions
  ➢ Inform and support recovery efforts
  ➢ Facilitate property retrieval and delivery
  ➢ Efficient and safe traffic movements
  ➢ Phased campus opening

• Up-staffed: 12-hour day & night shifts
• Staffed campus entrance(s) for 25 days
• All police employees including some students / part-time employees worked
• Campus partner assistance
• Expansion to Police Headquarters served well
University Police (September 10 – October 8)

- ~30% of police employees’ homes were significantly damaged, 2 uninhabitable
  - Flooded roads kept employees home, but not personal interests
  - Employee commuted via a borrowed canoe and rented truck
  - Employee couldn’t get home for 7 nights

- By the numbers:
  - 9 flat tires on patrol cars, 6 plugs in one tire
  - 4 patrol cars with water damage
  - 5 medical calls
  - 32 theft related reports
  - 5 traffic collisions
  - 2 DWI arrests
  - 282 escorts to retrieve / deliver property
  - 172 responses to alarm activations
Facilities (September 10 – October 8)

• Pre-Event Activities
  ➢ Worked with purchasing to establish recovery service contracts prior to the storm – enabling faster response post-storm
  ➢ Pre-staged equipment anticipated to be needed for the recovery
  ➢ Phased power-down of campus
  ➢ Enforced construction area clean-up protocols
  ➢ Removed exterior property that was susceptible to damage

• During the Event
  ➢ Provided fuel for generators powering critical systems across campus
  ➢ Monitored building infrastructure to inform mitigation priorities

• Post Event
  ➢ Mitigation activities
  ➢ Remediation activities
Facilities – Mitigation and Remediation Strategies
Information Technology (September 10 – October 8)

Preparation

• Recently updated Hurricane Plan
• Phased IT system shutdown saved time and equipment
  ➢ Development systems shutdown first
  ➢ Production systems and network infrastructure shutdown in 8 hours
• IT Advisory Council Support
• Seamless Facilities collaboration and communication
• OUR communication and support
• Administration support
Recovery Effort

- Staff availability and great work ethic
  - Over 50 ITS Staff worked approx. 750 hours during Condition 3
- All production systems back online in 2 days!
  - Internet, website, Banner, BlackBoard, etc.
- All classroom technology was inspected between storm and reopening
- ITS Consultant relationships with faculty facilitated Dobo Hall needs:
  - Computers, research servers and phone moves
  - Application installations for lab relocations
- Cloud hosted systems were available:
  - Email, Office 365 and Canvas available throughout the storm
  - Plans to move the website and other key systems to the cloud
Finance (September 10 – October 8)

• Bond Payments
  ➢ Financial Reporting Analyst
  ➢ Associate Controller for Operations
  ➢ Associate Controller for Reporting

• Purchasing

• Payroll
Questions