



## NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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October 10, 2024

### **Board Memo 151-2024: USPS Update on Hurricane Helene**

#### **Executive Board,**

NAPS headquarters received the latest update from the USPS regarding Hurricane Helene. The information provided below is as of October 9<sup>th</sup>.

Please share this information with your membership.

Thank you and be safe.

NAPS Headquarters

**North Carolina**

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10/09/24 12:00pm Update (**Updates in BOLD**)

**Area:** Atlantic

**District:** North Carolina



**Situation:** Hurricane/TS Helene continuing impacts; All employees are accounted for. One (1) facility known to be a total loss, twenty (20) facilities with flooding, **sixteen (16)** facilities without power, and twenty-one (21) employee homes were reported as lost or severely damaged.

### People: Helena

- All employees accounted for.
- Employee availability concerns.
- Curfews in place for Henderson, Heywood, Transylvania, and Ashville counties.
- District sent additional EAS support to the 287 zone.
- Recovery team members deployed to the NC District.
- **Currently 19 public shelters open.**
  - 28 volunteer employees signed up for customer support (COAs).

### Property:

- Significant power outages throughout the state. Flooded and impassable roads in the western part of the state.
  - **84,014 (-21%)** power outages reported in North Carolina. Estimates for restoration to some areas in the 287 zone exceeds 3 weeks.
  - Facilities without power: **sixteen (16)**.
  - Facilities on generator power: seven (7).
  - Facilities without internet: **thirty-five (35)**.
- Significant road closures in the 287/288 zones.
- Natural Gas and water are off to several facilities due to extended power outages.
  - Pallets of Water and Meals Ready to Eat are staged at the Ashville S&DC by Field Maintenance to be distributed as needed.
    - Weekly trailers of water have been scheduled; will be delivered to the Asheville SDC 28810
- Twenty-one (21) Offices have activated their COOP.
- Thirteen (13) Mobile Retail Units (MRU) requested: Nine (9) Offices operating in an MRU. Four (4) MRUs Enroute, ETA 10/9/24.
  - 4 Additional MRUs scheduled to arrive in Asheville mid-day, will deploy on arrival.
- Total Loss Facilities: One (1).
  - Micaville (PO box office) 28755: Facility was destroyed by the flood, just the foundation remains.
    - FAT: Total Loss
    - COOP (Confirmed / Active): Burnsville 28741, MRU Enroute ETA 10/9/24
- Facilities with known flooding, twenty (20) *Problem numbers pending except where noted.*
  - Alexander 28701: Flooded with a few inches of water and mud. Problem number 3666248
    - COOP (Confirmed / Active): Weaverville 28787 (4.8 miles) MRU Confirmed Active.
    - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested
  - Barnardsville 28709: Water and mud damage inside the facility. Problem number 3666218
    - COOP (Confirmed / Active): Delivering out of Weaverville 28787. Large MRU Confirmed Active.
    - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested
  - Bat Cave 28710: Severe flooding and damage. Potential loss. MRU Enroute ETA 10/9/24, to the Edneyville 28727 parking lot.
    - COOP (Confirmed / Active): Hendersonville 28739 (16.5 miles)
  - Cedar Mountain 28718: Reported as minimal flooding. Can't access facility. Problem number 3666296
    - COOP (Confirmed / Active): Pisgah Forest 28768 (13.2 miles) MRU Enroute ETA 10/9/24.
    - FAT: Requested: The facility was determined NOT safe to occupy for USPS operations at this time.
  - Chimney Rock 28720 (bridge is gone, can't access)

- COOP (Confirmed / Active): Lake Lure 28746 (1.9 miles)
- Creston 28615: Facility flooded. A foot of mud inside the facility. Problem number 3666277
  - COOP (Confirmed / Active): West Jefferson 28694. (15.3 miles)
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested
  - Cleaning Contractors are on site
- Edneyville 28727: Flooded with a few inches. Problem: 3666489
  - COOP (Confirmed / Active): Hendersonville 28739 (9.3 miles) 1 MRU Edneyville, 1 MRU for Batcave in Edneyville
  - FAT/FRAC with possible structural analysis as required by storm damage
- Fleetwood RMPO 28626: Facility flooded.
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested Problem number 3666243
  - COOP (Confirmed / Active): Todd 28684 (8.8 miles)
- Gerton 28735: Flood damage. Problem: 3667830
  - FAT: Building is safe to enter for cleanup and repairs only by trained personnel with proper protective equipment.
  - COOP (Confirmed / Active): Fairview 28730 (16.1 miles)
- Green Mountain 28740: Facility flooded. Problem: 3666985
  - COOP (Confirmed / Active): Burnsville 28741 (9.5 miles)
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested
- Hot Springs 28743: about 6 inches mud flooded into facility. Problem number 3666613 (photo provided)
  - COOP (In Process): Weaverville 28787 (26.8 miles) / MRU Confirmed Active
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested.
- Lansing: 28643 Facility severely flooded; water was 10 feet deep. Problem number 366242
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested
  - COOP (Confirmed / Active): Warrensville 28693 (3.7 miles)
- Lineville 28646: 3 feet of water reported inside. Problem numbers 3666151
  - COOP (Confirmed / Active): MRU in place, requesting a storage container due to volume.
  - FAT: Requested; Awaiting Results
- Marshall 28753: Severe flooding. Can't assess until Tuesday at the earliest. Problem number 3666225 (photo provided)
  - COOP (Confirmed / Active): Weaverville 28787 (12 miles) / MRU Active
  - **FAT: The facility is not safe for cleanup activities. The facility is not safe for mail operations. The east wall of the building is severely compromised and will require extensive repair. A structural engineer assessed the facility and report is pending.**
- Montreat 28757: Water damage in the facility. Lot covered in mud. Problem number 3666573
  - COOP (Confirmed / Active): Ridgecrest 28779 (4.6 miles) MRU Enroute
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested
    - **Hazard abatement team is scheduled to be in Montreat at 10AM.**
- Newland 28657: Water damage. Problem: 3666067
  - COOP (In process) as a HUB to Morganton 28655, delivery will COOP through 3 RMPOs in the delivery zone due to distance. MRU Active.
  - Received shipping container for additional space.
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested
- Penland 28765: Water Damage. Problem: 3667384
  - COOP (Confirmed / Active): Spruce Pine 28777 (6.4 miles). No MRU due to space constraints.
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested.
- Plumtree 28664: Facility flooded. Problem number 3666158
  - COOP (Confirmed / Active): Minneapolis 28652 (5.7 miles)
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested. Extensive repairs required.

- Rosman 28772: Storm damage and water intrusion at the facility. Problem number 3666299
  - COOP: Lake Toxaway 28747. (8.2 miles) MRU Confirmed Active
  - FAT: Not Safe to Occupy; Emergency Cleanup/Hazard Abatement Requested
- Swannanoa 28778: Severe flooding. Potential 6 feet of water. Problem: 3666299
  - COOP (Confirmed / Active): Delivery out of Asheville Grace 28804; Retail to Oteen 28805. (12.5 miles). MRU Confirmed active.
  - FAT: The facility is not safe for mail operations. Problem: 3666225
  - Seven (7) postal vehicles destroyed in the flood.
    - Replacement vehicles ~ all 7 received.
- Other property issues:
- Employee property damage (reported): Twenty-one 21 homes and 11 POVs impacted.
  - 21 homes were flooded or damaged.
    - 9 homes total loss.
  - 11 Personally owned vehicle damaged or lost.
- **Property Resources:**
  - **Shower Trailers Ordered: Nine (9)**
- **20-foot Storage Containers: Two (2) [enroute]**

**Product:**

<b>3 Digit Zip</b>	<b>286</b>	<b>287</b>	<b>288</b>	<b>Totals</b>
Total Offices	111	102	5	<b>218</b>
Offices Open for Retail	105	87	3	<b>195</b>
Offices Closed for Retail	6	15	0	<b>21</b>
<b>% Offices Closed</b>	<b>5%</b>	<b>15%</b>	<b>0%</b>	<b>10%</b>
Total Street Deliveries	298,491	285,640	75,858	<b>659,989</b>
Deliveries Made (today's projections)	296,875	266,396	73,895	<b>637,166</b>
Deliveries Not Made (today's projections)	1,616	19,244	1,963	<b>22,823</b>
<b>% Deliveries not made projection</b>	<b>1%</b>	<b>7%</b>	<b>3%</b>	<b>3%</b>
Five Day Forecast Deliveries Not Made	1,500	18,000	1,900	
Number of PO Boxes	28,006	40,856	1,296	<b>70,158</b>
Number of PO Boxes unable to deliver	1,290	0	0	<b>1,290</b>
<b>% of PO Boxes impacted</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>	<b>2%</b>
Total Retail Sites	111	102	2	<b>215</b>
Retail taking cash only	11	24	0	<b>35</b>
<b>% Retail taking cash only</b>	<b>10%</b>	<b>24%</b>	<b>0%</b>	<b>16%</b>
Offices with no Electricity	4	12	0	<b>16</b>
Offices on Generator Power	0	7	0	<b>7</b>
Offices with no Internet	11	24	0	<b>35</b>
Offices with Cellular Router	0	0	0	<b>0</b>
Forecast of Amazon volume per ARGUS	4,480	22,087	1,441	<b>28,008</b>

- Twenty-one (21) facilities closed; All impacted delivery zones are attempting delivery where safe to do so.
  - Non-Delivery projections for 10/9/24
    - **Delivery: 22,823 (-7.4% from prior day)**
    - PO Box: 1,290
- Election Mail Clearance (Ballots)
  - 14 Ballots not deliverable due to infrastructure.
- Forecast of Amazon Volume of affected offices
  - 286 – 4,122 (-8% from prior day)
  - 287 – 14,477 (-34% from prior day)
  - 288 – 1,441 to 1,091(-24% from prior day) [Asheville City Only]
- Collection Boxes missing: two (2)
  - Micaville 28755: one (1)
  - Marshall 28753: one (1)
- Available SSI checks arrived, separated, and sent to all units for delivery and/or available for customer pick up.

#### Communication:

- HQ Leadership
- Area Leadership
- District Leadership
- Division and Logistics Leadership
- Union and Management Associations
- National Preparedness
- Facilities
- PANS
- USPIS
- Field Maintenance Office
- Local and National Media
- Employee Emergency Hotline Updated
- Cell phone towers are down in Western NC causing communication issues.
  - 5 satellite phones have been distributed
- Hurricane & Flood Affected Facility Guides, Flooding and Power Outage Checklists sent.
- Civil Unrest & Facility Lockdown Checklist provided.
- Supply Management Emergency Response Team index provided to District.
  - Can be used to procure water, MREs, port-o-johns, bulk fuel, small generators etc.
- Postal Emergency Relief Fund and EAP resources are being communicated.
- Daily Road conditions updates & Merchant (fuel) Availability Reports
- FCC Reports that 784 Cellular sites are out in Western NC. 9/30/2024
- Industry Alert(s) updated
- Forty (40) additional laptops and additional tablets have been requested for distribution.
  - Thirty (30) iPad Tablets have arrived at the district office 10/6.
- Twenty (20) Cellular Broad Band Routers have been requested to restore digital communications for impacted offices.
- Emergency Operations Center is active at the NC District Office.

**Next Steps:**

- Next Update Wednesday, 10/9/24, 7:00pm
- Continuing communication between HQ, Area and District Leadership
- Not accepting drop-shipments currently, will revisit on 10/11/24
- Reissued EAP contact information to employees to assist
- Re-evaluating employee needs and requests
- Re-evaluating priority list for contract cleaning in impacted offices
- Continuing to move generators from offices with power to offices without
- 9 MRUs arrived with 4 enroute to arrive 10/9/24

# USPS Executive Briefing

October 09, 2024

## Southern Area

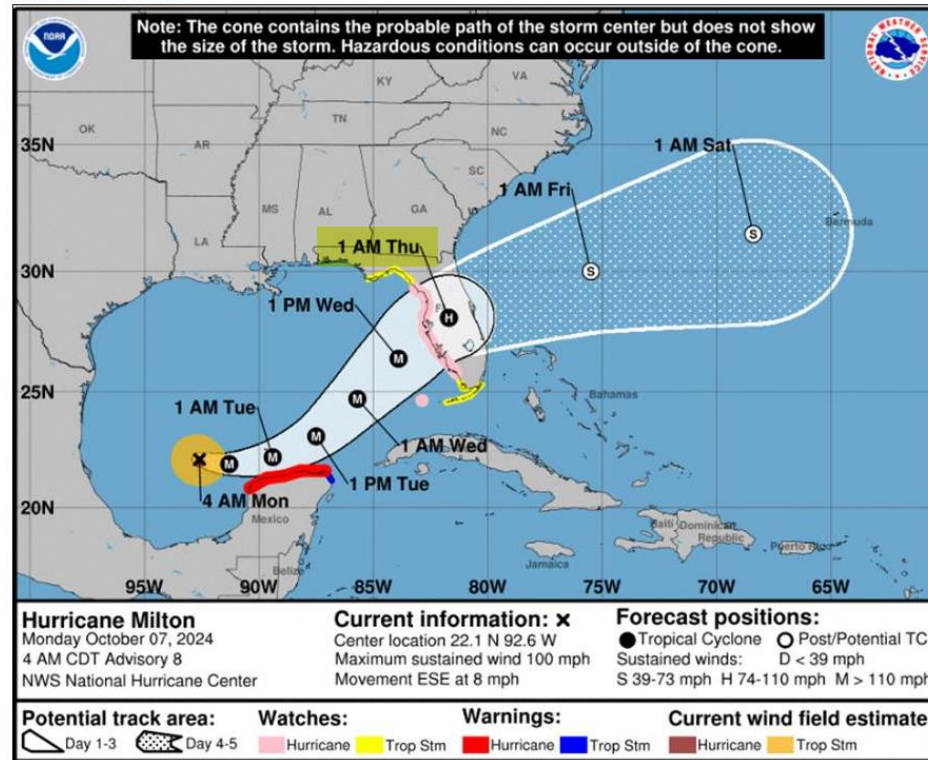
10/09/24 12:00pm Update (**Updates in BOLD**)

**Area:** Southern

**District:** FL1, FL2, GA, SC, and TN



Hurricane Forecast





**SITUATION:**

- Morning report out of Retail and Delivery operations.
- **Reminder: all Florida Districts will be on the 3P SITREP for Hurricane Milton starting today**

**PEOPLE:**

- No further updates at this time

**PROPERTY:** *[any changes are **bold** and in brackets]*

- GA:
  - Three (3) **[-1]** offices remain without power with one (1) **[-2]** running on generators.
  - Thirteen (13) **[-6]** offices remain without internet.
- SC:
  - Two (2) **[-0]** offices remain without internet.
- **PRODUCT:**
  - Product numbers are final from Tuesday's delivery.

## • FL1:

District	FL 1	FL 1	FL 1
3 Digit Zip	326	320	323
Total Offices	36	39	33
Offices Open for Retail	35	38	32
Offices Closed for Retail	1	1	1
<b>% Offices Closed</b>	<b>2.78%</b>	<b>2.56%</b>	<b>3.03%</b>
Total Street Deliveries	161316	321962	189237
Deliveries Made Tuesday	161316	321962	189237
Deliveries not made Tuesday	0	0	0
<b>% Deliveries not made</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
Number of PO Boxes	15010	36661	31011
Number of PO Boxes impacted	0	0	0
<b>% of PO Boxes impacted</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
Total Retail Sites	36	39	33
Retail taking cash only	0	0	0
<b>% Retail taking cash only</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
Offices with no Electricity	0	0	0
Offices on Generator Power	0	0	0
Offices with no Internet	1	0	0
Offices with Cellular Router	0	0	0
Forecast of Amazon volume per ARGUS	6411	14088	6681



- GA:

District	GEO	GEO	GEO	GEO	GEO
3 Digit Zip	304	308	309	315	316
Total Offices	45	22	6	37	27
Offices Open for Retail	45	22	4	37	27
Offices Closed for Retail	0	0	2	0	0
<b>% Offices Closed</b>	<b>0.00%</b>	<b>0.00%</b>	<b>33.33%</b>	<b>0.00%</b>	<b>0.00%</b>
Total Street Deliveries	77559	83770	100891	150507	73254
Deliveries Made Tuesday	76359	81770	99391	150356	71833
Deliveries not made Tuesday	1200	2000	1500	151	1421
<b>% Deliveries not made</b>	<b>1.55%</b>	<b>2.39%</b>	<b>1.49%</b>	<b>0.10%</b>	<b>1.94%</b>
Number of PO Boxes	26488	14394	9088	25595	15188
Number of PO Boxes impacted	0	0	0	0	218
<b>% of PO Boxes impacted</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>1.44%</b>
Total Retail Sites	45	22	6	37	27
Retail taking cash only	2	0	0	1	7
<b>% Retail taking cash only</b>	<b>4.44%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>2.70%</b>	<b>25.93%</b>
Offices with no Electricity	1	0	0	1	1
Offices on Generator Power	0	0	0	1	0
Offices with no Internet	2	2	1	1	7
Offices with Cellular Router	0	0	0	0	0
Forcast of Amazon volume per ARGUS	6673	24355	12735	29698	19546

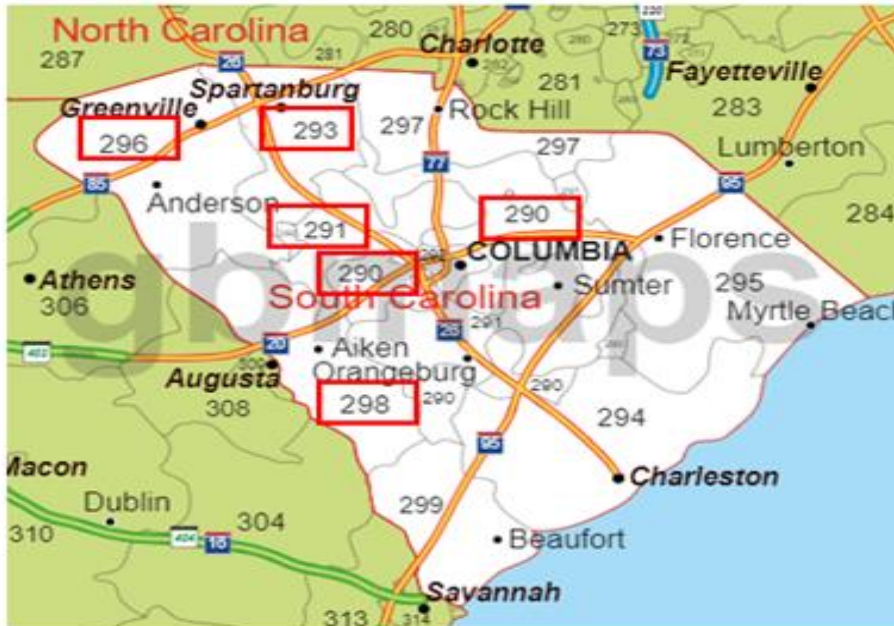


(309)

GA 304, 308, 309, 315, 316

- **SC:**
  - SCF 291 and 293 back to normal operations.

District	SC	SC	SC
3 Digit Zip	296	298	290
Total Offices	43	35	51
Offices Open for Retail	43	35	51
Offices Closed for Retail	0	0	0
<b>% Offices Closed</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
Total Street Deliveries	27712	89843	28234
Deliveries Made Tuesday	27645	89683	29234
Deliveries not made Tuesday	67	160	0
<b>% Deliveries not made</b>	<b>0.24%</b>	<b>0.18%</b>	<b>0.00%</b>
Number of PO Boxes	52590	8874	4328
Number of PO Boxes impacted	0	0	0
<b>% of PO Boxes impacted</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>
Total Retail Sites	43	35	51
Retail taking cash only	1	0	1
<b>% Retail taking cash only</b>	<b>2.33%</b>	<b>0.00%</b>	<b>1.96%</b>
Offices with no Electricity	0	0	0
Offices on Generator Power	0	0	0
Offices with no Internet	1	0	1
Offices with Cellular Router	0	0	0
Forcast of Amazon volume per ARGUS	43891	16637	37710



SC 290, 291, 293, 296, 298

- TN:

District	TN	TN
3 Digit Zip	376	377
Total Offices	33	45
Offices Open for Retail	32	43
Offices Closed for Retail	1	1
<b>% Offices Closed</b>	<b>3.03%</b>	<b>2.22%</b>
Total Street Deliveries	179393	99581
Deliveries Made Tuesday	178774	99481
Deliveries not made Tuesday	778	0
<b>% Deliveries not made</b>	<b>0.43%</b>	<b>0.00%</b>
Number of PO Boxes	6156	5378
Number of PO Boxes impacted	0	0
<b>% of PO Boxes impacted</b>	<b>0.00%</b>	<b>0.00%</b>
Total Retail Sites	33	44
Retail taking cash only	0	0
<b>% Retail taking cash only</b>	<b>0.00%</b>	<b>0.00%</b>
Offices with no Electricity	1	0
Offices on Generator Power	0	0
Offices with no Internet	1	0
Offices with Cellular Router	1	0
Forecast of Amazon volume per ARGUS	3835	28438



TN 376 , 377

**COMMUNICATIONS:**

- District EMTs
- Area EMT
- National Preparedness

**Next Update:** Wednesday, 10/9/24, 7:00pm