



## NATIONAL ASSOCIATION OF POSTAL SUPERVISORS

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October 21, 2024

### **Board Memo 162-2024: Update on Hurricane Helene & Milton**

#### **Executive Board,**

NAPS headquarters received the latest update from the USPS regarding Hurricane Helene and Hurricane Milton. The information provided is as of October 20<sup>th</sup>.

Please share this information with your membership.

Thank you and be safe.

NAPS Headquarters



**USPS Executive Briefing**

October 20, 2024  
Hurricane Helene Recovery

10/20/24 12pm 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, sixteen (16) facilities without power, and thirty (30) employee homes were reported as lost or severely damaged.

**People:**

- All employees accounted for.
- Curfews in place for Henderson, Heywood, Transylvania, and Asheville counties.
- Recovery team members deployed to the NC District.

## Property:

- Significant power outages throughout the state. Flooded and impassable roads in the western part of the state.
  - 6,186 power outages reported in North Carolina.
  - Facilities without power (all are COOP offices): sixteen (16)
  - Facilities without/limited internet: twenty-three (23)
- Significant road closures in the 287/288 zones.
- Natural Gas and water are off to several facilities.
  - From the city of Asheville. “The city’s contractors continue to make progress on rebuilding the 36-inch bypass line at North Fork treatment facility. We are hopeful it will be connected to the distribution system Thursday or Friday.”
  - Pallets of Water and Meals Ready to Eat are staged at the Asheville 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) Offices are operating in an MRU (all placed at original Post Office location).
  - Eight (8) of the COOP offices do not have an MRU due to space constraints, no access, or close proximity to an existing customer service retail site.
  - Four (4) MRUs are staged at Asheville SDC.
- Twenty-one (21) Facility Assessments
  - One (1) facility assessed as a total loss
  - One (1) with possible structural damage
  - Twenty-One (21) assessed as Unsafe for Operations; Cleanup on-going and FRAC to be completed by 10/30/2024.
- Twenty-one (21) Offices have activated their COOP (table below)
  - Thirteen (13) Offices are operating out of twelve (12) activated Mobile Retail Units; with four (4) additional Mobile Retail Units staged at Asheville SDC.
- Additional property resources: Three (3) 20-foot Storage Containers (POD) for use at Mobile Retail Unit sites to accommodate mail volume.
- 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 Confirmed Active
- 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 for Operations; Cleanup on-going and FRAC completed by 10/30/2024.
  - Barnardsville 28709: Water and mud damage inside the facility. Problem number 3666218
    - COOP (Confirmed / Active): Delivering out of Weaverville 28787.
    - MRU Confirmed Active.
    - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024
  - Bat Cave 28710: Severe flooding and damage. Potential loss.
    - COOP (Confirmed / Active): Hendersonville 28739 (16.5 miles)
    - MRU operating out of the Edneyville 28727 MRU.
    - FAT: The facility is deemed not safe to occupy.
  - Cedar Mountain 28718: Reported as minimal flooding. Can’t access facility. Problem number 3666296
    - COOP (Confirmed / Active): Pisgah Forest 28768 (13.2 miles)
    - MRU Confirmed Active.

- FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024
- Chimney Rock 28720 (bridge is gone, can't access)
  - \*COOP (Confirmed / Active): Lake Lure 28746 (1.9 miles)
  - FAT: The facility is deemed not safe to occupy.
- 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 for Operations; Cleanup on-going and FRAC completed by 10/30/2024
- Edneyville 28727: Flooded with a few inches. Problem: 3666489
  - COOP (Confirmed / Active): Hendersonville 28739 (9.3 miles)
  - MRU (2): ~ (1) Edneyville, MRU (1) for Batcave in Edneyville
  - FAT/FRAC with possible structural analysis as required by storm damage
- Fleetwood RMPO 28626: Facility flooded.
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024 Problem number 3666243
  - \*COOP (Confirmed / Active): Todd 28684 (8.8 miles)
- Gerton 28735: Flood damage. Problem: 3667830
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024
  - \*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 for Operations; Cleanup on-going and FRAC completed by 10/30/2024
- 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 for Operations; Cleanup on-going and FRAC completed by 10/30/2024
- Lansing: 28643 Facility severely flooded; water was 10 feet deep. Problem number 366242
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024
  - \*COOP (Confirmed / Active): Warrensville 28693 (3.7 miles)
- Lineville 28646: 3 feet of water reported inside. Problem numbers 3666151
  - COOP (Confirmed / Active):
  - MRU Confirmed Active, requesting a storage container due to volume.
    - Ordered shipping container for additional space. (Arrived 10/15/24)
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024
- Marshall 28753: Severe flooding. Can't assess until Tuesday at the earliest. Problem number 3666225
  - COOP (Confirmed / Active): Weaverville 28787 (12 miles) [additional scanners arrived and active]
  - MRU Confirmed Active
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024
- Montreat 28757: Water damage in the facility. Lot covered in mud. Problem number 3666573
  - COOP (Confirmed / Active): Ridgecrest 28779 (4.6 miles)
  - MRU Confirmed Active
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024.
- 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 Confirmed Active.
    - Ordered shipping container for additional space. (ETA 9:30AM today) Enroute
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024

- Penland 28765: Water Damage. Problem: 3667384
  - \*COOP (Confirmed / Active): Spruce Pine 28777 (6.4 miles). No MRU due to space constraints.
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024.
- Plumtree 28664: Facility flooded. Problem number 3666158
  - \*COOP (Confirmed / Active): Minneapolis 28652 (5.7 miles)
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024
- 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 for Operations; Cleanup on-going and FRAC completed by 10/30/2024
- 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.
    - Storage container (POD) arrived 10/12/24
  - FAT: Not Safe for Operations; Cleanup on-going and FRAC completed by 10/30/2024. Problem: 3666225
  - Seven (7) postal vehicles destroyed in the flood.
    - Replacement vehicles ~ all 7 received.
- Other property issues:
- Employee property damage (reported): Thirty (30) homes and nineteen (19) POVs impacted.
  - 30 homes were reported as flooded or damaged.
    - 12 homes reported as a total loss.
  - 19 Personally owned vehicle reported damaged or lost.
- Property Resources:
  - 20-foot Storage Containers (POD): Three (3)

Product:

Delayed Volume Oldest 9/27/24			
MPOO	Letters	Flats	Parcels
A	11,620	33,337	14,442
E	0	0	650
<b>Total</b>	<b>11,620</b>	<b>33,337</b>	<b>15,092</b>

3 Digit Zip	286	287	288	Totals
Total Offices	111	102	5	218
Offices Open for Retail	105	88	3	196
Offices Closed for Retail	6	15	0	21
<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	659,989
Deliveries Made (today's projections)	297,822	281,472	74,725	654,019
Deliveries Not Made (today's projections)	669	4,168	1,133	5,970
<b>% Deliveries not made projection</b>	<b>0.2%</b>	<b>1.5%</b>	<b>1.5%</b>	<b>0.9%</b>
Five Day Forecast Deliveries Not Made	400	3,000	1,000	
Number of PO Boxes	28,006	40,856	1,296	70,158
Number of PO Boxes unable to deliver	0	0	0	0
<b>% of PO Boxes impacted</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
Total Retail Sites	111	102	2	215
Retail taking cash only	7	16	0	23
<b>% Retail taking cash only</b>	<b>6%</b>	<b>16%</b>	<b>0%</b>	<b>11%</b>
Offices with no Electricity	5	11	0	16
Offices on Generator Power	0	0	0	0
Offices with no Internet	7	16	0	23
Offices with Cellular Router	0	0	0	0
Forecast of Amazon volume per ARGUS	5,300	14,477	1,090	20,867

Twenty-one (21) facilities closed; All impacted delivery zones are attempting delivery where safe to do so.

- Non-Delivery projections for 10/16/24
  - Delivery: 5,970
  - PO Box: 0

Election Mail Clearance (Ballots)

- Thirteen (13) Ballots not deliverable due to infrastructure.
  - 286: (6)
  - 287: (4)

- 288: (3)

Forecast of Amazon Volume of affected offices

- Amazon sent volume through the network (ground advantage) creating delayed backlogs.
  - **Asheville S&DC: 0 Containers (-63)**
  - **Hendersonville HUB: 0 Containers (-18)**
  - Greenville P&DC: 0 Containers
  - **Morganton Hub: 9 (-8) Containers**

Collection Boxes missing: two (2)

- Micaville 28755: one (1)
- Marshall 28753: one (1)

**Communication:**

- HQ Leadership
- Area Leadership
- District Leadership
- Division and Logistics Leadership
- Union and Management Associations
- National Preparedness
- 32 cell sites are out of service in the areas of North Carolina impacted by Hurricane Helene.
  - 5 satellite phones have been distributed
- Industry Alert(s) updated
- Forty (40) additional laptops and additional tablets have been requested for distribution.
  - Additional scanners arrived at the NC District for distribution
- 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 Update:**

- Sunday, 10/20/24 at 7:00PM EST



**USPS Executive Briefing**

October 20, 2024  
Hurricane Helene Update

10/20/24 12:00pm Update (**Updates in BOLD**)

**Area:** Southern

**District:** GA, TN



**SITUATION:**

Morning report out of Retail and Delivery operations.

**PEOPLE:**

- No further updates at this time

**PROPERTY:**

- See charts below for each district outlining closures, power and internet outages.

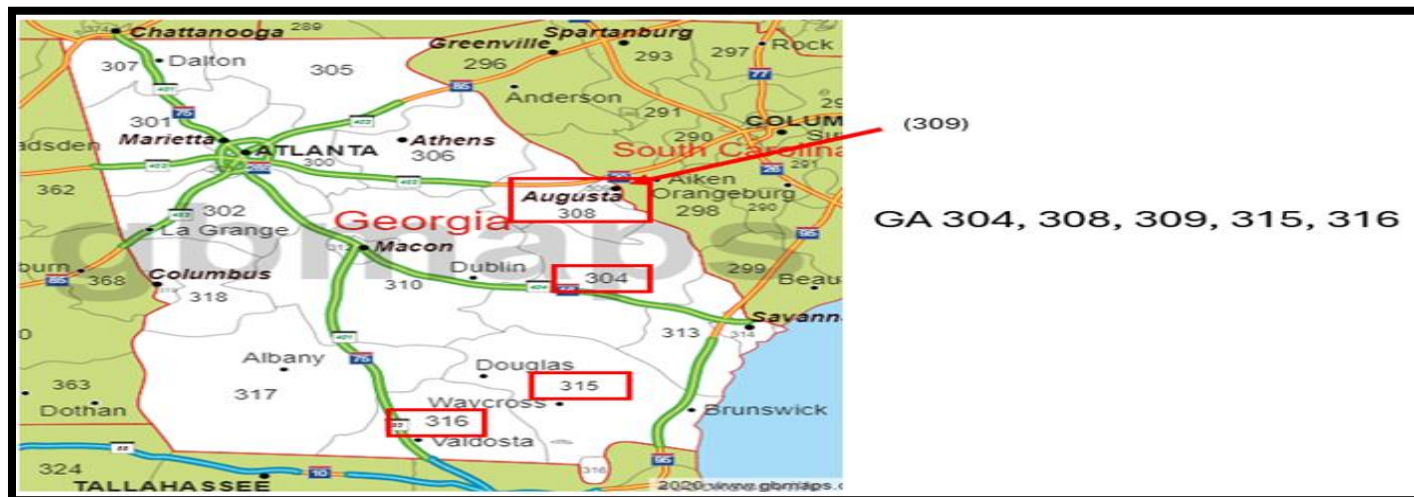
**PRODUCT:**

	Non-deliveries Reported												
	Fri 10/4/2024	Sat 10/5/2024	Mon 10/7/2024	Tues 10/8/2024	Wed 10/9/2024	Thu 10/10/2024	Fri 10/11/2024	Sat 10/12/2024	Tue 10/15/2024	Wed 10/16/2024	Thu 10/17/2024	Friday 10/18/24	Saturday 10/19/24
GEO	22,020	8,690	6,925	6,272	4,550	2,025	1,538	1,276	0	0	0	0	0
TN	749	643	638	778	275	217	411	332	236	190	175	164	99
Helene Total:	22,769	9,333	7,563	7,050	4,825	2,242	1,949	1,608	236	190	175	164	99



- GA:
  - 304, 308 are now fully operational.

District	GEO	GEO	GEO	GEO Total
<b>3 Digit Zip</b>	<b>309</b>	<b>315</b>	<b>316</b>	
Total Offices	6	43	27	76
Offices Open	6	43	26	75
Offices Closed	0	0	1	1
% Closed	0.00%	0.00%	3.70%	1.32%
Total Street Deliveries	100,891	150,507	73,254	324,652
Deliveries Made prior day	100,891	150,507	73,254	324,652
Deliveries not made prior day	0	0	0	0
% Deliveries not made prior day	0.00%	0.00%	0.00%	0.00%
Number of PO Boxes	9,088	25,595	15,188	49,871
Number of PO Boxes unable to deliver	0	0	0	0
% of PO Boxes impacted	0.00%	0.00%	0.00%	0.00%
Total Retail Sites	6	43	27	76
Offices Open for Retail	4	43	26	73
Offices Closed for Retail	2	0	1	3
% of Retail offices closed	33.33%	0.00%	3.70%	4.11%
Retail taking cash only	0	1	4	5
% Retail taking cash only	0.00%	2.33%	14.81%	6.58%
Offices with no Electricity	0	0	0	0
Offices on Generator Power	0	0	0	0
Offices with no Internet	1	1	4	6
Offices with Cellular Router	0	0	1	1
Forecast of Amazon volume per ARGUS	4,726	19,698	13,348	37,772



- TN:

District	TN	TN	TN Total
<b>3 Digit Zip</b>	<b>376</b>	<b>377</b>	
Total Offices	33	45	78
Offices Open	33	44	77
Offices Closed	0	1	1
% Closed	0.00%	2.22%	1.28%
Total Street Deliveries	179,393	99,581	278,974
Deliveries Made prior day	179,294	99,581	278,875
Deliveries not made prior day	99	0	99
% Deliveries not made prior day	0.06%	0.00%	0.04%
Number of PO Boxes	6,156	5,378	11,534
Number of PO Boxes unable to deliver	0	0	0
% of PO Boxes impacted	0.00%	0.00%	0.00%
Total Retail Sites	33	44	77
Offices Open for Retail	33	43	76
Offices Closed for Retail	0	1	1
% of Retail offices closed	0.00%	2.27%	1.32%
Retail taking cash only	0	0	0
% Retail taking cash only	0.00%	0.00%	0.00%
Offices with no Electricity	0	0	0
Offices on Generator Power	0	0	0
Offices with no Internet	0	0	0
Offices with Cellular Router	0	0	0
Forecast of Amazon volume per ARGUS	6,449	19,712	26,161



**COMMUNICATIONS:**

- District EMTs
- Area EMT
- National Preparedness

**Next Update:** Sunday, 10/20/24 at 7:00PM EST



# USPS Executive Briefing

October 20, 2024  
Hurricane Milton Update

10/20/24 12:00pm Update (**Updates in BOLD**)

**Area:** Southern

**District:** FL1, FL2

# Florida

Customers Tracked: 11,495,782
Customers Out: 2,346
Last Updated: 2024-10-19 02:56:08 PM

### SITUATION:

- Morning report out of Retail and Delivery operations for Hurricane Milton.

### PEOPLE:

- No further updates.

### PROPERTY:

- See charts below for each district outlining closures, power and internet outages.

### PRODUCT

	Non-deliveries Reported												
	Fri 10/4/2024	Sat 10/5/2024	Mon 10/7/2024	Tues 10/8/2024	Wed 10/9/2024	Thu 10/10/2024	Fri 10/11/2024	Sat 10/12/2024	Tue 10/15/2024	Wed 10/16/2024	Thu 10/17/2024	Friday 10/18/24	Saturday 10/19/24
FLA 1	0	0	0	0	2,282,325	1,292,192	864,192	6,660	812	500	523	410	385
FLA 2	18,265	4,913	7,026	477,742	4,457,641	4,457,641	234,200	200,267	56,294	15,684	5,218	2,164	2,015
Milton Total:	18,265	4,913	7,026	477,742	6,719,966	5,749,833	1,098,392	206,927	57,106	16,184	5,741	2,574	2,400

- FL1:
  - 323, 344 are now fully operational

District	FL 1	FL 1	FL 1	FL 1	FL 1 Total
<b>3 Digit Zip</b>	<b>320</b>	<b>321</b>	<b>326</b>	<b>327</b>	
Total Offices	39	53	38	38	168
Offices Open	37	53	36	38	164
Offices Closed	2	0	2	0	4
% Closed	5.13%	0.00%	5.26%	0.00%	2.38%
Total Street Deliveries	321,962	380,141	163,733	484,339	1,350,175
Deliveries Made prior day	321,962	379,965	163,733	484,130	1,349,790
Deliveries not made prior day	0	176	0	209	385
% Deliveries not made prior day	0.00%	0.05%	0.00%	0.04%	0.03%
Number of PO Boxes	36,660	39,114	33,043	45,950	154,767
Number of PO Boxes unable to deliver	0	0	0	0	0
% of PO Boxes impacted	0.00%	0.00%	0.00%	0.00%	0.00%
Total Retail Sites	39	53	38	56	186
Offices Open for Retail	37	53	38	56	184
Offices Closed for Retail	2	0	0	0	2
% of Retail offices closed	5.13%	0.00%	0.00%	0.00%	1.08%
Retail taking cash only	0	0	0	0	0
% Retail taking cash only	0.00%	0.00%	0.00%	0.00%	0.00%
Offices with no Electricity	0	0	0	0	0
Offices on Generator Power	0	0	0	0	0
Offices with no Internet	0	0	0	0	0
Offices with Cellular Router	0	0	0	0	0
Forecast of Amazon volume per ARGUS	11,971	9,111	6,723	7,870	35,675

- FL2:
  - 328, 329, 338, 341, 347 are now fully operational

District	FL 2	FL 2	FL 2	FL 2	FL 2	FL 2	FL 2 Total
<b>3 Digit Zip</b>	<b>335</b>	<b>336</b>	<b>337</b>	<b>339</b>	<b>342</b>	<b>346</b>	
Total Offices	34	20	20	28	33	24	159
Offices Open	31	19	17	25	30	21	143
Offices Closed	3	1	3	3	3	3	16
% Closed	8.82%	5.00%	15.00%	10.71%	9.09%	12.50%	10.06%
Total Street Deliveries	387,542	386,245	446,393	497,995	511,070	358,726	2,587,971
Deliveries Made prior day	387,542	386,188	445,748	497,995	509,977	358,506	2,585,956
Deliveries not made prior day	0	57	645	0	1,093	220	2,015
% Deliveries not made prior day	0.00%	0.01%	0.14%	0.00%	0.21%	0.06%	0.08%
Number of PO Boxes	42,082	30,968	30,159	30,716	36,616	24,828	195,369
Number of PO Boxes unable to deliver	0	0	0	0	0	0	0
% of PO Boxes impacted	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total Retail Sites	33	17	19	24	28	21	142
Offices Open for Retail	29	16	16	21	25	18	125
Offices Closed for Retail	4	1	3	3	3	3	17
% of Retail offices closed	12.12%	5.88%	15.79%	12.50%	10.71%	14.29%	11.97%
Retail taking cash only	0	0	0	0	1	0	1
% Retail taking cash only	0.00%	0.00%	0.00%	0.00%	3.57%	0.00%	0.70%
Offices with no Electricity	1	0	0	0	0	0	1
Offices on Generator Power	1	0	0	0	0	0	1
Offices with no Internet	0	0	0	0	1	0	1
Offices with Cellular Router	0	0	0	0	0	0	0
Forecast of Amazon volume per ARGUS	6,494	6,445	6,707	7,656	5,990	4,066	37,358

FLA 1 – 320, 323, 326

FLA 2 – 335, 337, 339, 342, 346



**COMMUNICATIONS:**

- District EMTs
- Area EMT
- National Preparedness

**Next Update:** Sunday, 10/20/24 by 7:00AM EST