



Collier County

Hurricane Milton Incident Summary

Dan E. Summers - Director, Emergency Management



Collier County

Our sincere thanks to all of our public safety, governmental, human services, neighbors, non-profit, and faith-based partners for their hard work, patience, and dedication.



Statewide Highlights (Debby, Helene, Milton):

- \$442 Million has been approved by FEMA for Floridians.
- 340 households have been checked into Transitional Sheltering Assistance Hotels and Motels.
- FEMA may provide up to \$300 in one-time financial assistance to help with clean-up and sanitizing efforts.
- Serious needs assistance may be available to survivors from FEMA during the first 30 days. (Food, Water, Infant Supplies, fuel for transportation, etc.)
- Disaster Legal Hotline: 833-514-2940
- Crisis Cleanup: 844-965-1386
- IRS announces tax relief Milton- various deadlines postponed to May 1st. See IRS for details



Operational Highlights:

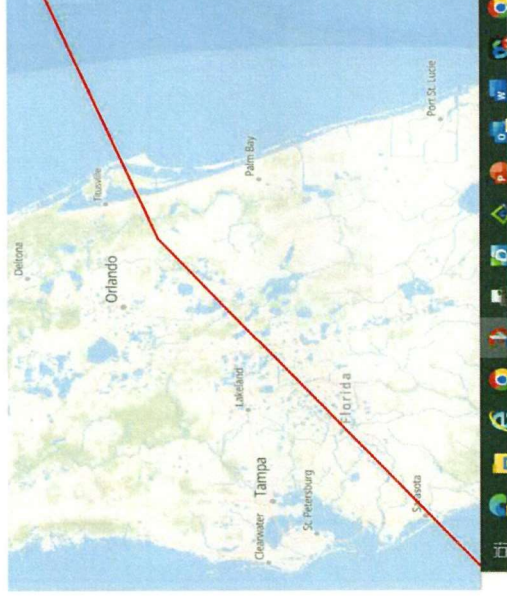
- **Timely Local State of Emergency Declaration**
- **National Hurricane Center – Extremely Concerned: Intensity and Surge!**
- **The EOC team's early ordering of State Fuel was successful due to port and vendor delivery issues.**
- **2900+/- in evacuation shelters with support from Collier Schools and County Employees. 9 GP shelters and 1 PSN shelter opened.**
- **Low census of Special Needs clients requesting assistance. Extensive communications with those clients throughout the event were welcomed! Many called to thank the staff for health, safety, and welfare checks.**



Operational Highlights

- Landfall at Siesta Key, as a Category 3 winds at 120mph. 14ft of surge in the region - To be confirmed.
- Collier County's estimated damages: \$280,000,000 (residential and commercial... and our thanks to GMD teams for their rapid assessment efforts).
- Highly unusual Tornado outbreak with an EF-3 tornado impacting Glades and Hendry County. Over 70 tornado warnings were issued in the region.
- Locally, 18 Tornado warnings were issued by NWS-Miami.
- 713,576 people were contacted by automated communication

MILTON



*Only 5% of our residents
acknowledged the Warnings...*



Operational Highlights:



- The 311 Call Center received 2,234 calls, and thanks to that team for long days and outstanding customer service.
- 21 Press Releases were issued by the Joint Information Center team.
- 331 Posts on Social Media garnering 2.5 million impressions.
 - Audience grew by 6,030 new users.
 - Spanish language Facebook account saw 45 posts and 13,000 impressions.
- 593,000 total visits to the Storm Response Homepage.



Operational Highlights:

Logistics and Resources: The goal is "self-sufficiency"

- State Resource Assistance:
 - 21 State Mission Requests
 - 4 canceled
- State Fuel:
 - Due to prolonged power outages or unstable power, the State's fuel support was invaluable!
 - 36,214 gallons of fuel trucked in from Alabama and Louisiana
 - 25,848 gallons diesel
 - 10,366 gallons of unleaded
 - Tankers and Fuel Tenders from the State allowed support to over 200 sites that required refueling.
- County/Partner missions:
 - 324 requests were submitted - 88 allowed for intergovernmental resource sharing. 236 were related to power issues.





Community Lifelines: Food, Water and Shelter, and Hazardous Materials

Augments our 18 Emergency Support Functions and helps drive responsibility, reporting, and coordinated efforts.



Food, Water, Shelter

All service levels were met during the event.
Tip of the hat to the Water and Wastewater Divisions for system maintenance during the event!



Hazardous Materials

No utility or industrial reportable spills or accidents.
Thanks to the Pollution Control team who led fuel mission efforts with County Fleet!



**Community Lifelines: Health, Medical and Fatality Mgmt. and Safety,
Security and Fire Service**

Augments our 18 Emergency Support Functions and helps drive responsibility, reporting, and coordinated efforts.



Hospitals met all service levels, addressed evacuation surge from other facilities and operated on back-up power without incident due to power fluctuations.



Fire, EMS, and Law Enforcements with long hours and enhancements to service levels and met all concerns. Our thanks to CCSO for security and traffic missions!



Community Lifelines: Transportation and Aviation:

Augments our 18 Emergency Support Functions and helps drive responsibility, reporting, and coordinated efforts.



- (2) Traffic deaths that were evacuees, from outside our area.
- Extensive efforts to remove roadway flooding due to saturated conditions.
- Extensive sand over wash from surge. A monumental effort by Road and Bridge, other county and municipal partners, and contractors to push and pile sand and debris.
- Low-speed travel on saturated roadways, some flooded roadways, and detours.

*91 Intersections on
Generators at various times.
10 signal technicians around
the clock and 115 refueling
efforts.*



Wind Reports

National Weather Service Miami- Regional Reports:

Collier ESC - Highest Gust: 60 mph
 Sustained Gust: 32 mph

Naples Bay - Maximum Storm tide of 5.08 feet

Power Outages

Florida Power and Light &

Lee Cooperative had outages in the 85% range of their service area.

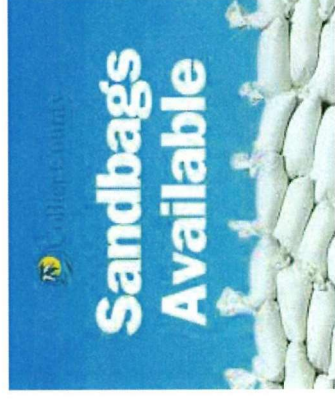
Both were challenged with damaged transformers, main, lateral, and substation repairs and replacements. Crews came from across the Nation and many were recalled from Asheville, NC.





Hurricane Milton- Noteworthy Challenges

- Amount of sand consumed during sandbag operations.
- Commercial Power resumption to intersections.
- Lack of Stable Power to:
 - Waste Water Plants
 - Potable Water Plants
 - Hospitals
 - Lift Stations
 - Traffic Lights
- Sand over-wash and deposits compared to lower surge.
- Tornadic activity.
- Fuel challenges by the Port of Manatee, now closed for major repairs and mitigation funding plans by the Governor.





Hurricane Milton- Noteworthy Items

- Points of Distribution were not required as retail opened quickly.
- Many retailers had large generators in place for sustained operations.
- Excellent cooperation with our emerging Volunteer Organizations Assisting in Disaster (VOAD) Disaster Ready Collier County[®]
- Over 300 faith-based and non-profit partners received daily updates including weather, response efforts, and recovery information.
- Utilized partnerships for various supply needs.





Hurricane Milton- Debris

- We ask customers to leave garbage, recycling, bulk, and yard waste at the curb on regular collection day.
- Due to the large volume of waste after the storm, collection may take an extra day or so.
- REMEMBER:
BUNDLE IT
BAG IT
CONTAINER IT
- Checkout : colliercountyfl.gov/collection





Assistance for our residents...

Contact your insurance agent- Your first line of defense.

Take pictures of your damage. (Confirm which storm) Individual Assistance is available for both Helene and Milton.

Contact FEMA at 1-800-621-3362 (Long wait times: 340,000 have registered for assistance following Milton)

Go to: www.disasterassistance.gov or download the FEMA app.

Contact 311 for County Government questions.

Contact 211 for non-profit and human service assistance.



Assistance for our residents...

If FEMA calls you or writes you- Respond immediately! Delays in contacting FEMA will delay your assistance.

FEMA has Disaster Survivor Assistance Teams working in the hardest hit areas of the County to aid in registration.

Monitor local media for the opening of a Disaster Recovery Center by FEMA.

Dispel the rumors: fema.gov hurricane rumor response!



Questions and Answers

**Thank you: Dan Summers, Director
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www.collierem.org**

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My thanks to the entire EM team and EOC supporting agencies!