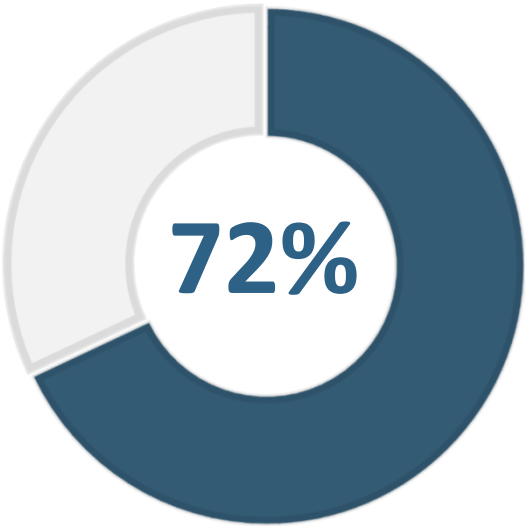
Preparedness Action Plan

Project Updates

Public Safety

Category 1: Emergency Operations

Preparedness Action Plan



This category focuses on building the core systems that support coordinated emergency response.

+12% Increase from FY26 Q4

Completed Actions:

- Purchased space for a new Emergency Operations Center
- Completed Job Aids and Standard Operation Guidelines
- Updated the County's Crisis Communication Plan

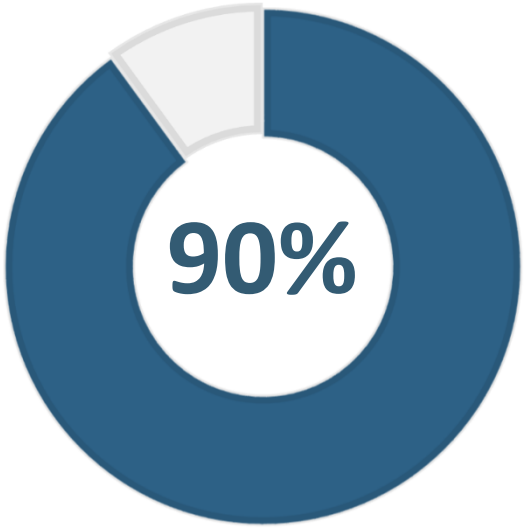
Remaining Actions:

- Complete backup power installations
- Update the County's Continuity of Operations Plan
- Fund backup IT infrastructure

Public Safety

Category 2: Emergency Staffing

Preparedness Action Plan



This category strengthens our ability to staff and sustain emergency operations in an emergency.

+19% Increase from FY26 Q4

Completed Actions

- Created an emergency staffing plan (4-person deep)
- Completed employee emergency contact lists
- Developed procedures for emergency hiring

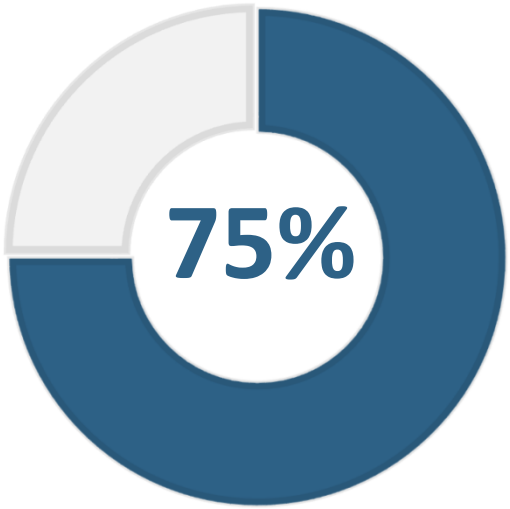
Remaining Actions

- Finalize plans for outside support sleeping arrangements
- Approve emergency staffing policy
- Conduct annual Emergency Operations Plan training

Public Safety

Category 3: Emergency Logistics

Preparedness Action Plan



This category strengthens the County's ability to coordinate emergency logistics operations.

+12% Increase from FY26 Q4

Completed Actions:

- Developed a logistics system and process
- Established a logistics training program
- Finalized logistics and finance procedures

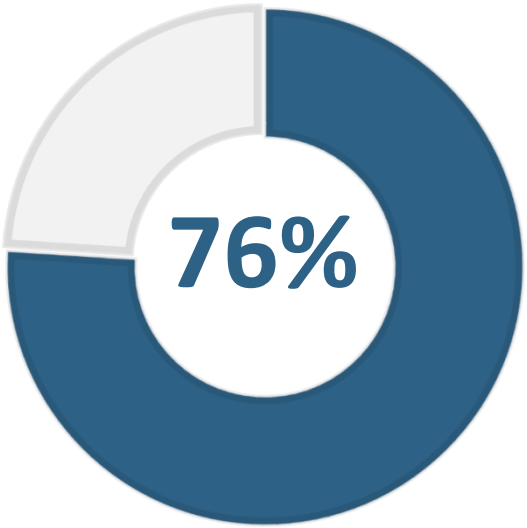
Remaining Actions:

- Roll out logistics processes with stakeholders
- Finalize plans for emergency feeding and warehouses
- Document logistics and finance procedures

Public Safety

Category 4: Public Safety Communications (911)

Preparedness Action Plan



This category strengthens the resilience of the County's 911 operations.

+22% Increase from FY26 Q4

Completed Actions:

- Finalized all standard operating guidelines for 911 operations
- Solidified backup 911 responsibilities with stakeholders
- Created intake process for overflow 911 calls

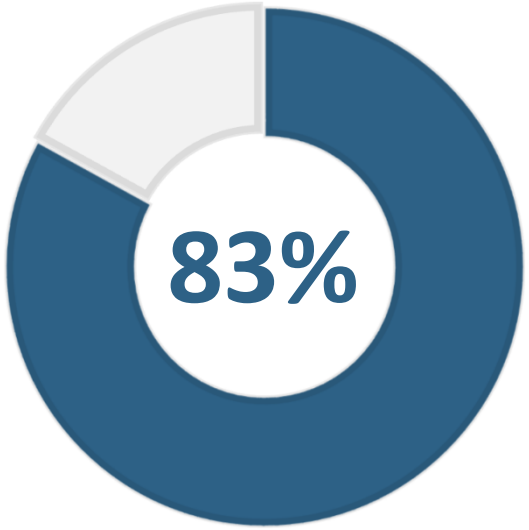
Remaining Actions:

- Conduct cross-training for alternative roles in 911
- Conduct annual training/coordination exercise with backup 911 call centers

Public Safety

Category 5: Shelter Operations

Preparedness Action Plan



This category strengthens the County's ability to establish, manage, and sustain shelter operations

+17% Increase from FY26 Q4

Completed Actions:

- Completed the County's emergency shelter plan
- Developed shelter specific staffing plans
- Identified partner organizations for shelter support

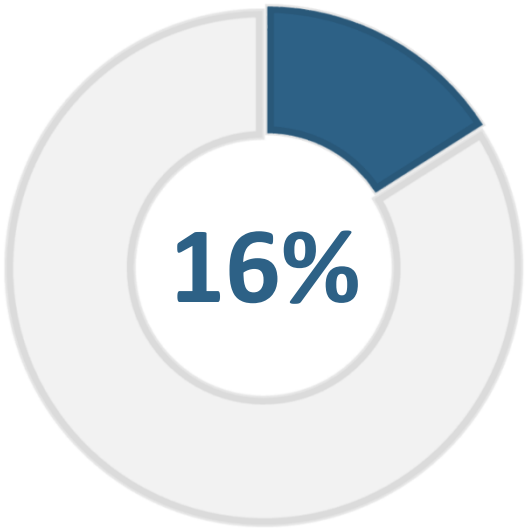
Remaining Actions:

- Document shelter security procedures
- Finalize a shelter inventory supply system
- Confirm alternate shelter locations

Public Safety

Category 6: Family Reunification

Preparedness Action Plan



This category strengthens the County's ability to coordinate family reunification efforts during disasters.

+9% Increase from FY26 Q4

Completed Actions:

- Determined Family Assistance Center model for reunification efforts
- Mapped out service various service models

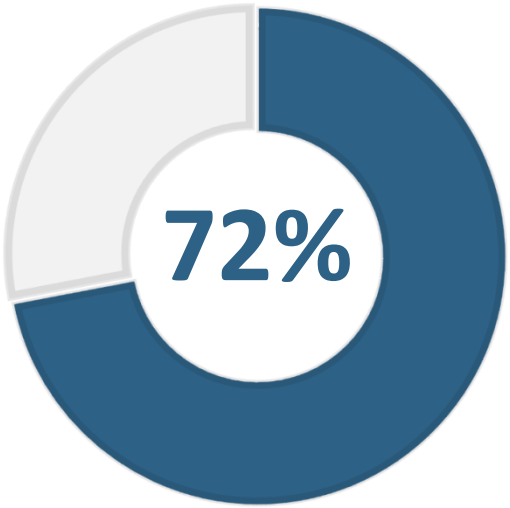
Remaining Actions:

- Finalize model for Family Assistance Center
- Work with external partners on service collaboration
- Create a centralized database for reunification efforts

Public Safety

Category 7: Community Resource Support

Preparedness Action Plan



This category strengthens commodity distribution, warehouse and donation management, and volunteer coordination

+10% Increase from FY26 Q4

Completed Actions:

- Documented distribution and community care station plans
- Created a donations plan and standard guidelines
- Documented a volunteer operations plan

Remaining Actions:

- Create a tracking system for warehouse supplies
- Coordinate with municipal partners
- Finalize warehouse operations and facility layouts

Public Safety

Category 8: Non-Emergency Call Center

Preparedness Action Plan



This category focuses on creating a year-round call center that can be activated during disasters to provide non-emergency public assistance.

+19% Increase from FY26 Q4

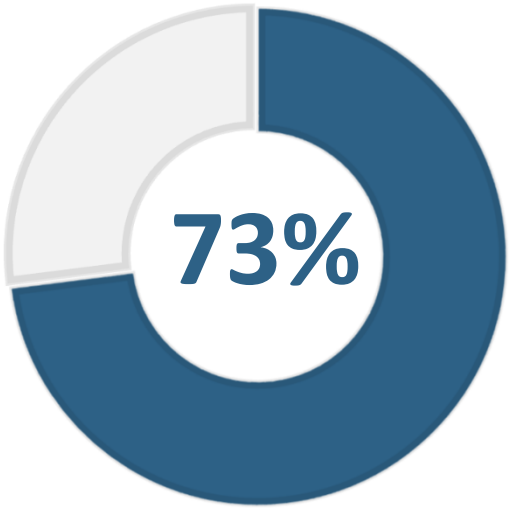
Completed Actions:

- Created a Non-Emergency Call Center for disaster-specific assistance – the One Buncombe Hotline
- Completed operating guidelines for Call Center operations
- Created an internal communication plan for the Non-Emergency Call Center

Public Safety

Category 9: Damage Assessment

Preparedness Action Plan



This category strengthens the County's ability for internal and external emergency damage assessment operations.

+13% Increase from FY26 Q4

Completed Actions:

- Created a plan for internal and external damage assessments
- Refined a system for collecting damage assessment data

Remaining Actions:

- Schedule and conduct annual damage assessment trainings
- Develop an updated process for damage submissions
- Educate stakeholders on damage assessment reporting tools