



# City of High Point

## Meeting Agenda

### Transparency, Engagement, & Communication Committee

Municipal Office Building  
211 S. Hamilton Street  
High Point, NC 27260

Council Member Michael Holmes, Chair  
Council Member Amanda Cook  
Council Member Dr. Patrick Harman  
Mayor Pro Tempore Britt Moore  
Cyril Jefferson, Mayor (Alternate)

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**Wednesday, September 17, 2025**

**9:00 AM**

**Council Chambers**

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**Transparency, Engagement, and Communications Committee - Council Member Michael Holmes, Chair**

**CALL TO ORDER**

**PRESENTATION OF ITEMS**

2025-392

**Emergency Response and Communications**

Staff will provide information on emergency response options and opportunities for the public to be informed.

**ADJOURNMENT**

# CITY OF HIGH POINT

## AGENDA ITEM



**TITLE:** Emergency Response and Communications

**FROM:**  
Damon Dequenne  
Assistant City Manager

**MEETING DATE:**  
September 17, 2025

**PUBLIC HEARING:**  
No

**ADVERTISED DATE/BY:**  
N/A

**ATTACHMENTS:**  
1. Presentation

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**PURPOSE:** Staff to provide information to the Transparency, Engagement and Communications Committee on emergency response options and opportunities for the public to be informed.

**BACKGROUND:** The city experienced a flash flood event on July 9, 2025. This event will be used to demonstrate and explain disaster response and emergency notification methods and means for our residents.

**BUDGET IMPACT:** N/A

**RECOMMENDED ACTION REQUESTED:** For Information Only.

# EMERGENCY RESPONSE & COMMUNICATIONS

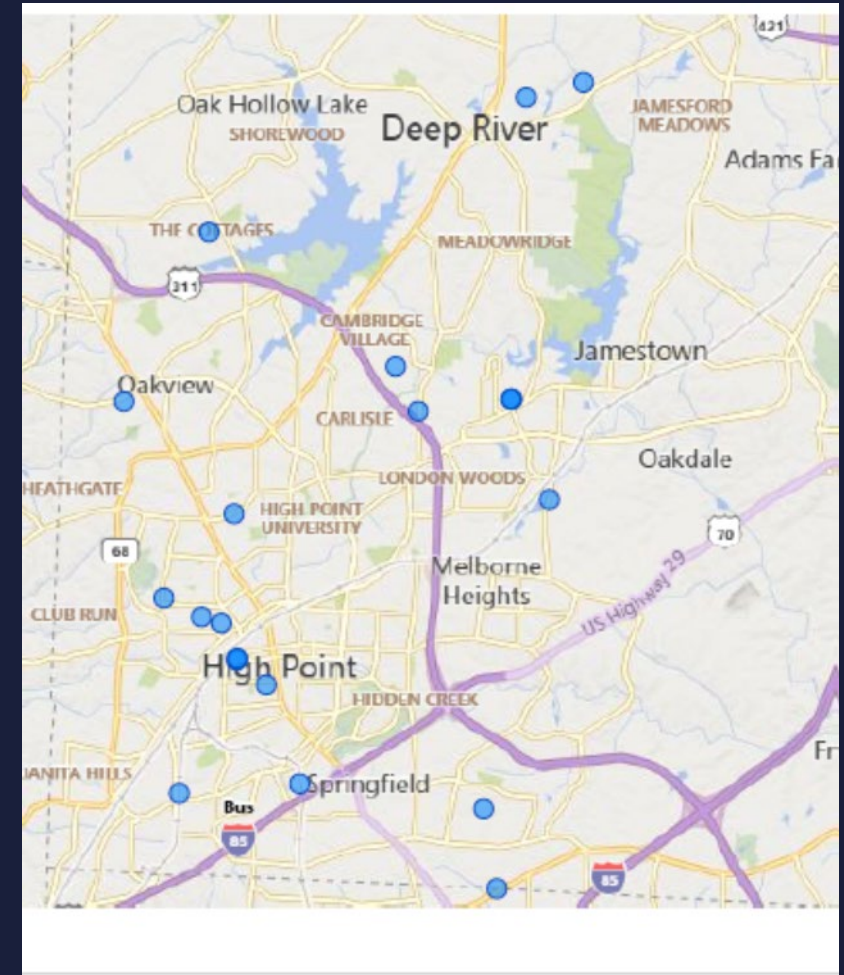
**Assistant City Manager – Damon Dequenne**  
**Transparency, Engagement and Communication**  
**Committee**  
**September 17, 2025**



**JULY 9, 2025**

## Event Overview

- Tropical Depression Chantal
  - Slow Moving
  - Significant Prior Rainfall – 5-11 inches
- Forecast Rainfall - 1.5 inches
- Actual Rainfall - 6 + inches
- Downed Trees
- Flash Flooding
  - 23 Total Calls for Service
  - 19 Water Rescue Calls





# JULY 9, 2025



Westside Wastewater Plant



Westchester HPPD



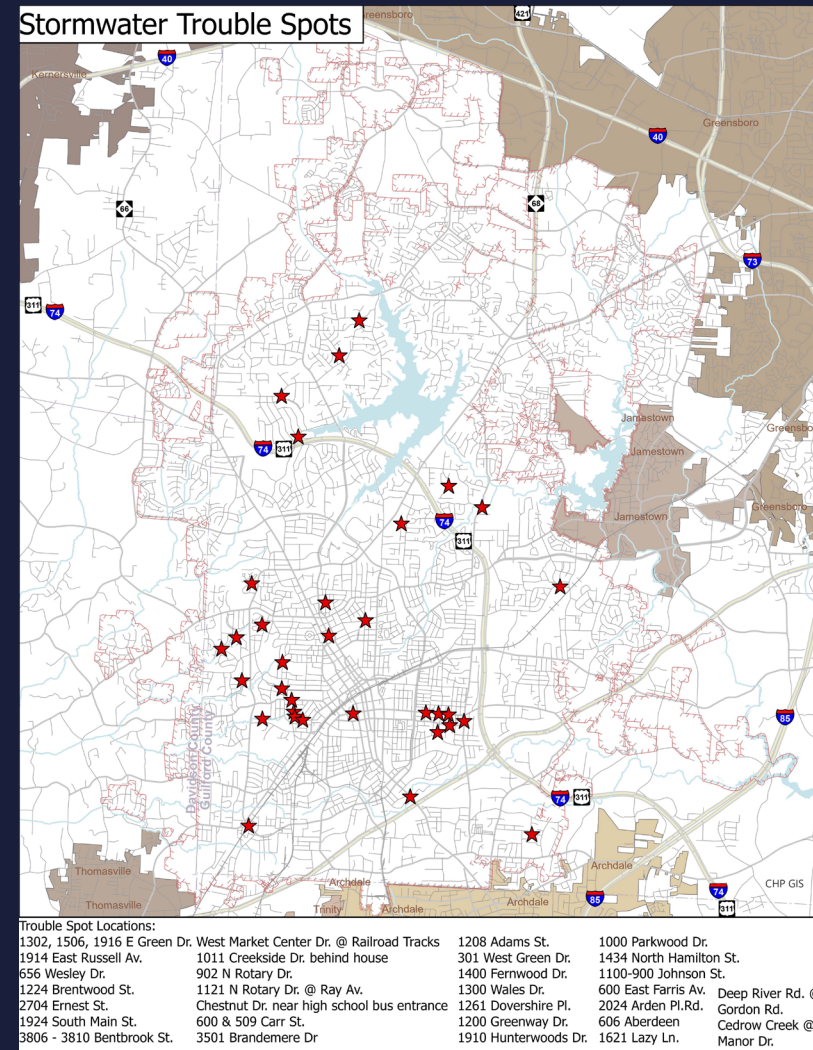
# JULY 9, 2025

- **Flash Flood Event**

- Unpredictable
- Dangerous
- Sudden

- **Tropical Storm/Hurricane**

- Forecasted
- Modeled (Tracked)
- Time to Prepare
- Time to Communicate/Notify



# KNOWLEDGE IS POWER

- **North Carolina Flood Risk Information System (FRIS)**
  - Interactive flood risk map and information
  - <https://fris.nc.gov/>

The screenshot shows the FRIS website interface. At the top, there is a navigation bar with links for Home, Map, Download, and Help. Below this is a header section with the text 'Welcome to the North Carolina Flood Risk Information System (FRIS)'. The main content area is divided into two columns. The left column contains a section titled 'Am I at Risk of Flooding?' with a sub-header 'Our Flood Risk Information System (FRIS) can tell you!'. Below this, there is a search bar with the placeholder text 'Smart Search...' and a 'GO' button. A 'GO TO MY LOCATION' button is also present. The right column features a map of North Carolina with county boundaries highlighted in orange. A 'County Selection' box is overlaid on the map, with the text 'Hover over a county'. Below the map, there is an 'About FRIS' section with a paragraph of text: 'The State of North Carolina provides this website as a public service to the citizens of North Carolina. The Flood Risk Information System (FRIS) contains digitally accessible flood hazard data, models, maps, risk assessments, and reports that are database driven. This site also provides geospatial data, along with hydraulic and hydrologic models that are available for download and use. The North Carolina Floodplain Mapping Program has made every effort to ensure accuracy of this information. Contact information for the North Carolina Floodplain Mapping Program is available at [flood.nc.gov](http://flood.nc.gov) under the Contacts Menu, [frisinfo@ncdps.gov](mailto:frisinfo@ncdps.gov) or (818) 745-5744.'

# NOTIFICATION METHODS



- Guilford Emergency Alert Notification and Information System (GEANI)
- Anyone can join and manage their account
  - <https://member.everbridge.net/453003085615483/new>
  - <https://www.highpointnc.gov/673/Emergency-Management>
- Weather Alerts and other safety information or incidents
- Supports text, email, call and app notifications
- Up to 6 locations (church, home, school, etc.)

# NOTIFICATION METHODS

- Reverse 911
  - On Duty Guilford County Emergency Mgmt. Coordinator
  - White Page and Yellow Page data
  - Some cell and internet calling data
- Wireless Emergency Alerts (WEA)
  - Amber Alerts, Tornado Warnings, Flash Flood Warnings
  - Can be done locally if specific life safety criteria is met
  - Polygon is used to contact phones in specific area
  - Alerts must be turned on in settings
- Local Media and Emergency Broadcast System



# KNOWLEDGE IS POWER

## • After Action Review

- After Major Events or As Needed
  - Emergencies
  - Furniture Market
  - Festivals
- Includes Stakeholders
  - Departments
  - Event sponsors
- Constructive Review
  - All aspects not just response
  - Honest and open
  - Recommendations



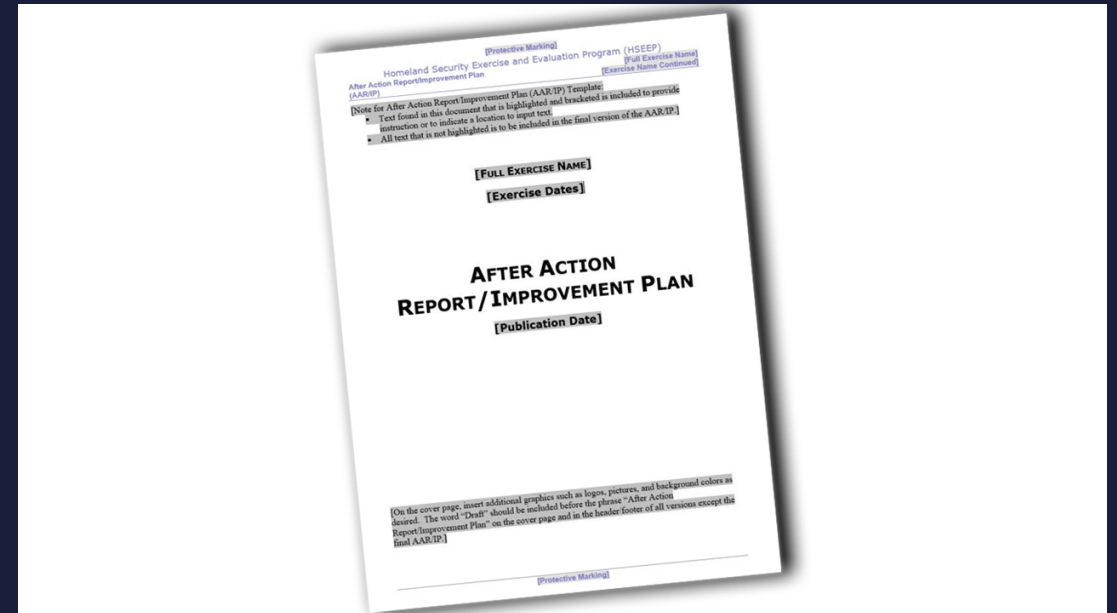
# KNOWLEDGE IS POWER

## • Follow Up Actions – July 9, 2025

- Permanent Warning Signs
  - Known major flooding locations
- City Facility Analysis
  - Flood Plain Analysis - Underway
  - Berm Analysis – Underway
  - Access Analysis – Underway

## • Communications

- Inform Public
  - GEANII / WEA
  - Preparedness
  - Actions



# QUESTIONS

CITY OF  
high  
point.