

METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY



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U.S. DEPARTMENT OF HOMELAND SECURITY SECRETARY JANET NAPOLITANO TOURS NASHVILLE FLOOD DAMAGE, MEETS WITH MAYOR DEAN AND GOVERNOR BREDESEN

Numerous city services, recovery and cleanup efforts to continue over the weekend

NASHVILLE, Tenn. – U.S. Department of Homeland Security Secretary Janet Napolitano and Federal Emergency Management Agency (FEMA) Administrator Craig Fugate will visit Nashville today to tour flood damage. They will meet with Nashville Mayor Karl Dean, Governor Phil Bredesen and other state and local officials, response volunteers and residents affected by the historic flooding to discuss the impact to communities, and view firsthand the response and recovery efforts ongoing in the state.

METRO OPENS WEBSITE FOR REPORTING FLOOD DAMAGE

Davidson County residents can now report their flood damage to a special website link to help Metro Government assemble the most complete and accurate data about the effects of this week's flooding.

Report your flood damage at <http://maps.nashville.gov/damage/>. There is also a "Report Flood Damage" link in the left hand column of the Nashville.gov/flood website. At midday Friday, damage had already exceeded \$1.5 billion, not counting government buildings or building contents, with initial assessment still incomplete.

The Nashville.gov flood damage site is NOT connected to relief efforts or emergency services – it will be for reporting property damage only. If you need disaster assistance, register with FEMA at www.disasterassistance.gov or call 800-621-FEMA.

FREE TETANUS SHOTS THIS WEEKEND

Metro Health today received the expected shipment of 2,400 tetanus doses. The vaccines will be available free to the public at each of the five Disaster Information Centers from 12 p.m. - 4 p.m. this weekend.

Our clinics (Lentz, Woodbine, and East) will not be giving shots this weekend as they will be closed.

A new fact sheet regarding the need (or lack thereof) for tetanus vaccine (entitled "Do I Need A Tetanus Shot") has been posted to <http://health.nashville.gov>.

DISASTER RECOVERY EFFORTS

General Information

- **Community Hotline 862-8574**
- **Metro Channel 3 (Cable Channel 3)**
- **211**
- **FEMA Legal Help/Fraud Prevention Hotline 1-888-395-9297**

Disaster Information Centers

These Centers will remain open through the weekend with the following operating hours: Saturday: 10 a.m. – 6 p.m.; Sunday 12-6 p.m. Next week's hours will be released later today. Disaster Centers will remain open until FEMA centers are up and operational on the ground.

Centers provide food, water, personal hygiene supplies and information about city services and FEMA registration. Metro Public Health and Social Service case workers are on site.

Today and Sunday the public can come to the Centers to pick up limited quantities of cleaning supplies to assist with home restoration efforts. This weekend, Centers will serve as staging areas for volunteer neighborhood clean up sweeps.

Centers are not equipped for emergency medical needs. Residents who have security and health emergencies should call 9-1-1. Disaster Information Centers are in the following locations:

- Bellevue Community Center, 656 Colice Jeanne Rd. 37221
- East Community Center, 700 Woodland Street, 37206
- Hermitage Community Center, 3720 James Kay Lane, 37076
- Hadley Community Center, 1037 28th Avenue North, 37208
- Coleman Community Center, 384 Thompson Lane 37211

Questions about Disaster Info Centers should be directed to Laurel Creech, Metro's Chief Service Officer, via email at laurel.creech@nashville.gov

Legal Aid/TN Bar Association

The Tennessee Bar Association has established a toll-free legal assistance hotline in conjunction with local bar associations and legal organizations in the state. Victims of the flood in the 21 counties that have been designated as federal disaster areas can call (888) 395-9297 between 9 a.m. and 5 p.m. central time Monday through Friday to request assistance. Messages can be left at any time. Callers should identify they are seeking flood-related legal assistance. Those who qualify for assistance will be matched with Tennessee lawyers who have volunteered to provide free legal help.

Additionally, free legal clinics are operating at the five Disaster Service Centers set up in the greater Nashville area. No appointments are needed. The centers are staffed from 10 a.m. to 6 p.m.

Neighborhood Hot Spot Response

Small teams of employees from Metro Codes, Public Works and Health are delivering key supplies and disaster information to neighborhoods where residents are stranded or being sheltered in place. Teams are currently working hot spots in the Neely's Bend area of Madison. Neighborhood Hot Spots should be reported to Billy Fields: billy.fields@nashville.gov

Translation Services

We have coordinated bilingual outreach and translation services with Conexcion Americas and TN Immigration Rights Coalition. They are providing daily assessment maps of pockets of non-English speakers and their needs and providing translation services for key documents. Current languages are: Spanish, Arabic, Somali and Kurdish. Other languages will be provided as needed.

Case Management

Metro is working through Metro Social Services, Centerstone, Catholic Charities, TN Disabilities Coalition and others to create a long term plan for case management and transitions for individuals who need social and support services due to displacement.

BOTTLED WATER DISTRIBUTION CENTERS

Bottled water distribution will continue this weekend at the following locations from 9 a.m. to 7 p.m. *THERE WILL BE A LIMIT OF 1 CASE PER VEHICLE

- Nashville Fairgrounds at 500 Wedgewood Avenue
- Antioch Middle School at 5050 Blue Hole Road
- Bellevue Middle School at 655 Colice Jeanne Road
- Pearl Cohn High School at 904 26th Avenue North
- Bailey Middle School 2000 Greenwood Avenue

DISASTER DEBRIS COLLECTION AND ROADWAY REPAIRS

Metro Public Works will continue debris collection throughout the weekend. Officials are working to finalize contracts with private vendors for additional trucks and crews to supplement Public Works vehicles, and expand operations to more communities. A comprehensive plan and schedule for Metro's countywide disaster debris collection will be available Monday.

Extensive pavement repairs will continue at several locations on Saturday, including Morrow Road, Tucker Road and Knight Road in North Nashville; Hicks Road in Bellevue; and Hobbs Road near Julia Green School. Crews will be at work today repairing roads, culverts and traffic signals countywide.

COURTS TO RESUME ON MONDAY, MAY 10

All courts will be operational on Monday, including General Sessions courts (jail and bond dockets), criminal trial courts (all divisions), traffic court, environmental court (metro court - held on Wednesdays), grand jury, and juvenile court. Additionally, booking for state misdemeanor citations will be operational.

The Birch Building will be fully operational. If your case is scheduled for that location, it will be held there next week.

Juvenile cases will be held at various locations. All juvenile detention hearings will be held at the CJC in the old jail docket courtroom in the CJC building (Room 131 - second floor, above night court). The hearings will be held at 2:30 p.m. on Monday, Tuesday, Thursday and Friday and officers will need to be there at 2 p.m.

All other juvenile cases will be held in various locations on a temporary basis as described below:

- Judge Green - Historic Courthouse 510
- Magistrate Calhoun - Historic Courthouse 607
- Magistrate Crawford - Historic Courthouse 611
- Magistrate Lewis - Historic Courthouse 605
- Magistrate O'Neil - Criminal Justice Center Felony Jail Courtroom 131
- Magistrate Rosenberg - East MPD Precinct Trinity Lane
- Magistrate Griffin - East MPD Precinct Trinity Lane
- Magistrate Calloway - East MPD Precinct Trinity Lane

METRO TRANSIT TO INCREASE SERVICE LEVELS ON MONDAY

Nashville Metropolitan Transit Authority (MTA) will continue to operate on a Sunday/Holiday schedule this weekend. Both MTA and Regional Transportation Authority (RTA) bus service will begin operating a higher level of service (Saturday schedule) next week.

Route 30 McFerrin in East Nashville, which was not operating due to flooding, will operate a Sunday/Holiday schedule tomorrow, and begin operating on a Saturday schedule on Monday.

Music City Circuit buses will resume meeting the Music City Star train at Riverfront Station on Monday and operate on a Saturday schedule. The Music City Star and RTA's Route 96X Nashville/Murfreesboro Relax and Ride also resume service and fares will be collected as usual.

RENTAL HOUSING DATABASE FOR FLOOD VICTIMS

A free database of rental housing is ready for landlords to add properties and for searchers to identify available properties. Nashville's housing leaders urge property owners to post properties right away.

The database is www.TNHousingSearch.org. It allows for a high level of detail including photographs, location, access to public transportation, bedroom and bathroom count, square footage, rent amount and amenities, including pet allowances.

Duplexes, multi-family units, manufactured homes and single family homes are all appropriate to list. Landlords can easily post properties with Social Serve, the site manager, by communicating on-line at the site, through phone (1-877-428-8844), e-mail, or fax (1-866-265-7811). Landlords will receive a user name and password to control listing information. Once a property is leased, the landlord "hides" the property from view while it is maintained in the database for easy retrieval.

Renters can search for properties by city or county name and display several properties on a map at once to determine the best location for them.

RED CROSS DISASTER ASSISTANCE

Red Cross Assistance is available by calling toll-free 1-866- GET- INFO (1-866-438-4636).

Three Red Cross shelters remain open: Lipscomb University with 85 residents and capacity for 200; Gordon Jewish Community Center with 12 residents and capacity for 200; and the Al Menah Shrine center with 32 residents and capacity for 300.

Other assistance being provided by the Red Cross includes:

- Fixed feeding sites at all three shelters, as well as eight mobile feeding routes. Residents in need should look for ARC Emergency Response Vehicles in their neighborhoods.
- “Clean up kits” are available at the five Disaster Information Centers in Davidson County. The kits contain the following items: bleach, buckets, storage containers, coolers, work gloves, hand sanitizer, hoses with nozzle, insect repellent, dust masks, rakes, rope, shovel, sun screen, duct tape, and trash bags.
- In Davidson County, to date the Red Cross has provided 8149 meals, 10,868 snacks, 1050 clean up kits, and 1232 comfort kits to affected families and individuals.

METRO WATER SERVICES UPDATE

With rain in the forecast, Metro Water Services encourages all property owners and businesses to check the metal storm drain grates near their homes and businesses and clear them of debris. Debris should be removed from the surface and NOT swept or pushed into the storm drain. This will help keep rainwater from pooling on our roadways and causing a safety hazard.

K.R. Harrington Water Treatment Update

Rumors regarding drinking water contamination in MWS service areas are FALSE! The public water supply provided by Metro Water Services continues to be safe. Work continues at the K.R. Harrington Water Treatment Plant and we now have network connectivity but there is still a lot of work to be done before the facility can be placed back in service. Current reservoir levels are at 65%, the highest level since May 3. We thank everyone for their help but ask customers to continue their conservation efforts and reports instances of water mis-use to Kim.Minton@Nashville.gov.

MWS Permits

The MWS Permits Office at the Metro Office Building will be open this Saturday and Sunday from 7:30 AM - 4 PM to sign off on required Codes permits. Metro Stormwater will also be at this location Saturday and Sunday from 7:30 Am - 4 PM to provide Stormwater permits.

FEMA FLOOD RELIEF ASSISTANCE IS AVAILABLE

Residents and business owners who sustained losses in the designated counties are urged to begin immediately applying for assistance by registering online at www.fema.gov or by calling 1-800-621-FEMA (3362) or TTY 1-800-462-7585. When applying please have the following information available:

- Current telephone number
- Address at time of disaster and address where you are currently staying
- Your social security number, if available
- A general list of damages and losses
- If insured, the name of your insurance company and your policy number
- Bank account coding if you wish to speed up your assistance by using direct deposit

Individual assistance to homeowners and renters can include grants to pay for temporary housing, home repairs, and other serious disaster related expenses not met by insurance or other assistance programs. Also, low interest loans are available to cover residential and business losses not fully compensated by insurance.

Also, a limited number of FEMA contracted housing inspectors are assessing properties. They will always wear official FEMA identification and will never ask for personal information such as social security numbers. Inspectors also do not approach applicants without prior contact, and will never ask payment.

Customers can call MTA at (615) 862-5950. AccessRide customers may call 880-3970, while RTA customers should call 862-8833. Customers should also review the nashvillemta.org Web site for updates. A list of the bus routes and their modifications will be posted on the Web.

VOLUNTEER OPPORTUNITIES

Hands On Nashville is coordinating volunteer efforts. Citizens can register to volunteer at www.HON.org. Once registered, volunteers will be contacted with information regarding which of the 6 reception centers they should report to.

NASHVILLE ELECTRIC SERVICE

The Demonbreun Street East Side Downtown network is up, and NES crews are going business-to-business checking transformers and other equipment to determine which business can be re-energized on the general network. That should begin later this weekend.

If water got into the outlets, plugs, switches, panel box or meter base of any home or business, the owner **MUST** hire a licensed electrician to make the repairs, and have Codes inspect before NES can restore power. This particular safety issue **CANNOT** be waived.

NES will be waiving the following fees to FLOOD VICTIMS:

- \$45 turn-on fee, same day service
- \$30 turn on fee for future day service
- \$225 temporary service fee
- \$15 transfer fee (for customers who have to move to a new residence due flooding)

NES may expand its relief efforts for FLOOD VICTIMS ONLY and will have more information later.

PIEDMONT NATURAL GAS SAFETY BULLETIN

If water has entered your home or come in contact with natural gas appliances:

- Call Piedmont Natural Gas at 800-752-7504 so we can inspect your meter and your natural gas appliances for possible flood damage.
- Do not attempt to disconnect your gas service or work on or around your gas meter.
- Do not attempt to relight any of your gas appliances.

- Do not attempt to clear flood debris from your gas meter or from any other gas appliance, including your water heater.

If your gas appliances have been damaged or submerged by flood waters:

- Do not attempt to make repairs yourself or use unauthorized, unlicensed individuals to work on your natural gas appliances.
- It is imperative that residents choose a licensed contractor who follows all safety and manufacturer guidelines.
- Unauthorized repairs can be unsafe and may void your warranty. Call your appliance manufacturer if you are unsure about work being performed.
- Some gas appliances damaged by water may need to be replaced.
- You can choose to work with Piedmont Natural Gas or other local approved [Gas Advantage Dealers](#) to repair or replace damaged appliances.
- Customers can view technical information on water heaters on Piedmont's website at www.piedmontng.com.

If your home was not damaged by flooding, but your natural gas service was interrupted, call Piedmont Natural Gas to schedule an appointment.

WEEKEND HOURS FOR THE EMERGENCY OPERATIONS CENTER AND JOINT INFORMATION CENTER

The EOC Media Desk will be staffed throughout the weekend to answer calls from the media. In addition, media releases will be issued as needed.

There will be no media briefings at the JIC over the weekend. The next scheduled briefing is set for Monday at 11 a.m.

The Nashville.gov website has been updated to include comprehensive flood information including assistance needs, cleanup guidelines, contact numbers, and general updates.

WWW.NASHVILLE.GOV/FLOOD

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