



City of Columbia Incident Response Brief

Thursday, October 29, 2015

The following is a status update for the City of Columbia's incident response to the October floods. Timeframes are noted below for each section.

Road Closures

Status	Road Name	From	To	Comments
OPEN	North Main Street	Albemarle Road	Craven Street	
OPEN	North Main Street	Mason Road	Wilkes Road	
OPEN	Jarvis Klapman Blvd	West Columbia	Huger Street	
OPEN	North Main Street	Sunset Drive	Anthony Street	
OPEN	Sunset Drive	N. Main	Abingdon Road	
Closed	Pinebelt Road	Godbold Court	Winsor Hills Drive	
Closed	Foxhall Road	Chinaberry Drive	Quitman Drive	
OPEN	Taylor Street	Sumter Street	Marion Street	
OPEN	Marion Street	Taylor Street	Hampton Street	
OPEN	Sumter Street	Taylor Street	Hampton Street	
OPEN	Devine Street	Fort Jackson Blvd	Wildcat Road	
OPEN	Fort Jackson Blvd	Wildcat Road	Devine Street	
OPEN	Crowson Road	Devine Street	Fort Jackson Blvd	
OPEN	Trenholm	Wyndham Drive	Adger Road	
OPEN	N. Beltline Blvd	Buchanan Drive	Falcon Drive	
OPEN	Percival Road	Smallwood Road	Greenmill Road	
Closed	Parkman Drive	Bannockburn Drive	Roslyn Drive	
Closed	Lost Creek Drive	Lake Front Drive	Chestnuthill Plantation	
OPEN	Lost Creek Drive	Gauley Drive	Grove Hall	
OPEN	Jim Hamilton Blvd	Airport Drive	S. Ott Road	
Closed	Parkside Drive	North Main Street	Earlewood Park	Bridge Out
Closed	Spears Creek Church Rd	Jacobs Mill Road	Earth Road	

Arteries Leading into the City

OPEN	Monticello Road	Peeples Street	I-20	
OPEN	S. Beltline Blvd	Shop Road	Plowden Road	
OPEN	Bluff Road	I-77	Bluff Road	

Closed	Fontaine Road	Two Notch Road	277	
OPEN	Forest Drive	Trenholm Road	Gregg Pkwy	
Closed	Wilson Blvd	Koon Store Road	Hardscrabble Road	
Closed	Brickyard Road	Peebles Street	I-20	
Closed	Fairfield Road	Sharpe Road	Crane Church Road	

The City and [SCDOT](#) are working closely to provide updates on a daily basis.

Flood Repair Open House

City of Columbia flood repair assistance staff will be joined by Richland County floodplain staff at the Flood Repair Open House on **Thursday, Oct. 29 from 5:30 p.m. to 7:30 p.m. at Lower Richland High School**. City and County staff will answer questions about the flood repair process and hand out forms. Permit applications will not be accepted at the open house. City permits can only be issued at Washington Square (1136 Washington Street).

Boil Water Advisory: Issued 10.28.15

The City of Columbia Water Works advises the water customers of **Chippewa Drive** located in **Richland** County, to vigorously boil their water for at least one (1) full minute prior to drinking or cooking. Also, any residents near the affected area who have lost water and/or water pressure are also advised to vigorously boil their water for at least one (1) full minute prior to drinking or cooking.

The City of Columbia has experienced a **four inch water main break**. This could possibly result in bacterial contamination of the water on **Chippewa Drive**. Water customers should continue to vigorously boil their water for at least one (1) full minute prior to drinking or cooking until otherwise notified by the City of Columbia Water Works. Also, any ice made from water that has not been boiled should not be used for drinking purposes.

The City of Columbia Water Works is presently working to correct the problem.

All food processors and restaurants should comply with prescribed USDA and SC DHEC recommendations, respectively. Should you have any questions pertaining to this advisory, please call the Lexington/Richland County Environmental Services at 896-0620. Restaurants and Hotels only may contact the SC Restaurant and Lodging Association at 765-9000.

Questions concerning healthcare facilities such as hospitals, nursing homes, and assisted living facilities should be directed to the SC DHEC Division of Health Licensing at 545-4370.

The City of Columbia Customer Care Call Center, 545-3300, may answer other inquiries concerning this Advisory.

Temporary Walk-up Flood Repair Stations at Washington Square

- The City of Columbia's floodplain office will be temporarily located in the Customer Service Lobby on the first floor of 1136 Washington Street. Staff will provide walk-up assistance to anyone needing to start flood repair work in the City. This service will be available during normal City business hours (M-F, 8 am-5 pm).

- The floodplain office will be set up in a series of stations to walk customers through the City's flood repair and rebuilding permitting process. Homeowners and contractors can learn whether their property is in a floodplain, pick up the permit application packet, determine their property value, have any questions regarding the application process answered, and submit their completed permit applications.
- Free 2 hour parking will be available in the nearby Washington Square Parking Garage on levels 2A and 2B for those seeking flood repair assistance.

Flood Damaged Property - Building Permit Information

- There are very important facts to be aware of before moving forward with any repairs to a flood-damaged home located in the floodplain. Taking steps without accurate information can cost time and money. Please see details below.
- Anyone making repairs to a flood-damaged structure in the City of Columbia needs to get a zoning and building permit from the Development Center. If using the service of a contractor, they must be licensed by the South Carolina Department of Labor, Licensing, and Regulation. More information about the permitting process can be found online at <http://www.columbiasc.net/development-inspections> or by calling (803) 545-3483. For more information on the Floodplain Development Permitting process, please visit <http://www.columbiasc.net/floodplain>.
- Do you have the green light to get a building permit for your flood-damaged property? [CLICK HERE](#) for details.

October 2015 SC Severe Storms and Flooding Procurement Opportunities

- The City of Columbia's Purchasing Division has begun advertising the October 2015 SC Severe Storms & Flooding DR4241 competitive procurement opportunities on the City's website. These procurement opportunities will be solicited for various commodities and services needed to support our disaster recovery efforts. The deadlines for receiving responses to our solicitations will depend upon several factors including, but not limited to, the urgency of the needed item or service, the source selection method, the potential contract value, etc. We strongly encourage you to visit our website often for new procurement opportunities and updates to recent postings.
- To access Bid Online, visit the [City of Columbia's Purchasing Division page](#).

Water Distribution Sites

The following Water Distribution Sites will remain operational until further notice:

- Lower Richland (2615 Lower Richland Blvd.)
- Campground Road (760 Campground Road) Located at Mt. Pleasant United Methodist Church)

Martin Luther King, Jr. Park Green Space Closed for Special Event Usage Only

The City of Columbia Parks and Recreation Department announced that the green space at Martin Luther King, Jr. Park is closed to special event usage due to the damage caused by the October 2015 Flood.

The park's community center remains open to visitors; however, all special events have been moved from the park until further notice.

All activities scheduled inside the community center will continue as normal.

The green space is still accessible for individual usage.

Riverfront Park to Remain Closed for Repairs

Riverfront Park, located at 312 Laurel Street, is temporarily closed to the public due to repairs that are needed after the October 2015 flood, the City of Columbia Parks and Recreation Department announced. The repairs are expected to take up to 30 days.

During this period, guests may visit the following parks, with assigned walking trails, which are open Monday through Sunday from dawn to dusk:

- Granby Park, 100 Catawba St.
- Earlewood Park, 1111 Parkside Dr. (Enter from River Drive)
- Maxcy Gregg Park, 1651 Park Circle
- Drew Park, beside the Charles R. Drew Wellness Center, 2101 Walker Solomon Way

For more information, please call the Parks and Recreation Department at 803-545-3100.

Utilities and Engineering Update

Canal Repair

- Canal rock dam construction is complete.
- Contractor continues working to address upstream bank stabilization. Expect repairs to continue at least through this week (week of Oct. 26).
- Anticipate raising water level the week of Nov. 2. Expected to take 24 hours to reach a normal pool of 148 ft. elevation (4-5 ft. below previous normal elevation). Reduction in level is due to less flow in the canal and the spillway being lowered during the event in an attempt to reduce flows and lower the water elevation during repairs.
- Contractor working at the headgates was authorized to begin fabricating the bulkheads for each gate. The bulkheads are a preventive measure to help control the flow into the canal should any of the gates fail. They began fabrication this week and anticipate beginning the installation by the end of next week. The anticipated completion of the bulk heads by Nov. 20 barring no issues.
- The Federal Energy Regulatory Commission inspected the Canal on Tuesday, Oct. 20, and Friday, Oct. 23. FERC will return the week of Nov. 2 when the water levels are raised.
- Bypass pumping continues and will continue until Canal levels can be raised, likely through the first full week of November. They will remain set up until the canal level is brought up and there have been a week or two of no pumping issues.

Water Plants

- The operation of the WTPs remains stable. The Canal WTP continues to rely upon the diesel driven pumps pulling from the Broad River and also from the Canal to deliver supply to the raw water reservoir. The operation of the distribution has returned to normal, as evidenced by the relatively equal finished water flow split between the plants.
- Lake Murray WTP – Normal operation. Pumpage for Oct. 27 (midnight to midnight) was 25 million gallons.

- Canal WTP – Pumpage for Oct. 27 (midnight to midnight) was 35 million gallons for raw water; 28 million gallons for finished water

Water Distribution

- Completed Monday, Oct. 5 – Monday, Oct.26
 - Bluff Road south of Pineview
 - 12” at Lostcreek
 - Tall Pines Circle off South Beltline
 - 8” Trenholm and Cary
 - Earlewood at Sunset
 - Quail Hill Subdivision
 - 16” at Kings Grant
 - Monticello and Blue Ridge Terrace
 - Hunt Club Road
 - 510 Lakeside Avenue
 - Beaver Dam Road
 - 300’ section out along Caughman Road from Benson to Dominion
 - 10” break on Forest between Trenholm & Percival
 - Audobon Oaks break caused by construction. Line has been repaired.
 - 3200 Fernandina Road – checked line. No break to repair.
 - 4220 Shady Lane – Flooded area. Checked after waters receded. No problems to address.
 - Arcadia Lakes – Flooded area. Checked after waters receded. No problems to address.
 - Monticello and Cedar Creek – Flooded area. Checked after waters receded. No problems to address.
 - 24” on Kay Street – Repair completed on Thursday, Oct. 15. Because the pipe needed to be cut for repairs, a boil water advisory was issued. Repealed on Oct. 16.
 - Covenant Road – Collapsed road caused a water main to fall Wednesday evening, Oct. 20. Break has been isolated. Chose to have City crews repair the break rather than using a contractor.
- Follow up repairs (all lines below have been isolated)
 - 12” Trenholm and Rockbridge – Had been previously isolated. Awaiting contractor bid for final repairs.
 - Overcreek – 6” broke in half at dam breach. Had been previously isolated. Awaiting contractor bid for final repairs.
 - 18” line break between South Beltline and Veterans – Had been previously isolated. Awaiting contractor bid for final repairs.
 - 6” at East Shore – Found the line laying in the creek. Was isolated before it was found. Awaiting contractor bid for final repairs.

Wastewater

- Metro Plant
 - The plant remains fully operational. Treated effluent flow for the previous 24 hr period was 45.21 million gallons. Average is 32 million gallons per day.
 - Influent flow for the previous 24 hr. period was 60.1 million gallons. Average is 43 million gallons per day. IPS wetwell level at 105.4 ft. elevation.
 - Equalization basin is at 118.8 ft. This is within the normal operating range; 115.5 ft. is empty. Max is 134-135.
 - Solids dewatering is running.
 - Received a delivery of sodium bisulfite.
- Collection system

- Pump Stations
 - Lift Station staff has returned to normal inspections and completion of standard SOPs
 - East Bluff Pump Station – Pump #2 remains out of service (pump sent to Flygt for repairs)
 - West Columbia Pump Station
 - Pump #3 remains out of service (pump sent to Flygt for repairs)
 - Pump #1 has been repaired and is back to normal operation.
 - Saluda River Pump Station – Two hydro packs were damaged during the floods. Godwin has picked them up and is taking them to their facility for damage assessment.
- Crane Creek Temporary Bypass System
 - Still need one (1) more replacement pump.
 - Repairs are ongoing to 24” bypass line. Still need to bolt up both sides of the 24” bypass line located at Crane Creek. This will be done when aerial bridge is restored.
 - Check valves were set at vault.
 - The work was stopped due to rain.
- Sanitary Sewer Overflows
 - SSO at 200 Candi Lane – Caused by Blockage in 42” interceptor. G.H. Smith is currently installing the bypass. It should be operational by this weekend.
- Location of Contractor Repairs:
 - Caughman Road Main Line Repair – Obtained invoice for repair from contractor.
 - Westwood Avenue Easement/Main Line Repair – Issue uncertain at this time. Seeking more information.
 - 110 Summerlea Drive Easement and Lateral Repair – Gills Creek relocated about 40’. WWM staff cannot currently access manhole. Gills Creek has relocated and washed out service line and easement access. Jody and I met with the home owner yesterday morning. The service line is currently discharging grey water and not domestic wastewater. We will need to set up a meeting with the City Engineer and U&E director to assess the situation and develop an action plan.
 - Crane Creek Barony Connection Repair - +/- 80 LF of 8” DIP aerial crossing was damaged. WWM staff currently by-passing. Assessed by engineering staff on 10-13-12. Aerial crossing damaged, but is currently being bypassed. Optional repairs are being considered. This crossing will be redesigned and bid.
 - 720 Rising Hopes Repair – Tree is located on 42” Gravity Sewer and creek has washed bedding away. Staff currently working on procurement package for this repair.
 - West Columbia 42” Interceptor Blockage/Repair –Bids were received on Monday. G.H. Smith Construction has submitted a construction schedule that indicates the bypass will be operational by the weekend
 - Gills Creek Manhole on 54” Near I-77 Repair – Manhole cone and riser section has been knocked over. Final repairs have been made.
 - 7645 Garner’s Ferry Road Repair – Approx. 60’ of aerial sewer lateral has been washed out. Site visit on 10-13-14. Sending location of service line to Real Estate Services to verify ownership.
 - Quail Creek Repair – Repair made by contractor – Obtained invoice for repair from contractor.
 - Reflections Repair – Repair made by contractor – Obtained invoice for repair from contractor.

- 1400 Shop Road Blockage – 12” Lined gravity sewer over 15’ deep has a blockage – Emergency package is complete and distributed to bidders. This bid was held up due to finalizing procurement methods/documents. I will try to move this forward today.
- 320 Northwood St Point Repair – A section of 8” gravity sewer was determined to be damaged by WWM staff. The repair is on a very steep slope and WWM staff has requested contractual help to make the needed repairs. Staff is finalizing the procurement package
- Various Erosion Control and Creek Crossing Repairs – U&E received a list of 13 locations where gravity sewer system repairs are needed. We will be working with Contracts Administration to move forward with these repairs under a design build agreement.

Floodplain

- First Floor Washington Square
 - The floodplain office will be set up in a series of stations to walk customers through the City's flood repair and rebuilding permitting process. Homeowners and contractors can learn whether their property is in a floodplain, pick up the permit application packet, determine their property value, have any questions regarding the application process answered, and submit their completed permit applications.
 - Free 2 hour parking will be available in the nearby Washington Square Parking Garage on levels 2A and 2B for those seeking flood repair assistance.
- Open Houses
 - City of Columbia flood repair assistance staff will also be joined by Richland County floodplain staff at the two off-site open houses later this week. Both City and County staff will answer questions about the flood repair process and hand out forms. Permit applications will not be accepted at the open houses. City permits can only be issued at Washington Square (1136 Washington Street).
 - Held first open house on Tuesday, October 13, 2015, from 6-8 PM at Bible Way Church's C.R. Neal Dream Center; estimated 50 people in attendance.
 - Held second open house on Thursday, October 15, 2015, from 6-8 PM at Kilbourne Park Baptist Church's Annie Green Building; estimated 100 people in attendance.
 - Two additional open houses held on Monday, Oct. 19
 - 5 p.m. to 6:30 p.m., Woodland Park; estimated 15 people in attendance.
 - 7 p.m. to 8:30 p.m., M.L. Smith Community Center; estimated 50 people in attendance.
 - An additional open house in partnership with Richland County is scheduled for tonight, Thursday, Oct. 29 from 5:30 p.m. to 7:30 p.m. at Lower Richland High School.

Wastewater Tip Sheet for Flood Recovery

- To help citizens as they continue their recovery from the historic October 2015 floods, the City of Columbia Department of Utilities & Engineering has released a tip sheet for managing wastewater after the floods. The tip sheet can be found on www.ColumbiaSC.net/Wastewater.
- The tips include:
 - Contact Companion Property & Casualty at 1-800-827-5794 if you believe your property was damaged by a sewage back-up.
 - Sanitary sewage and septage haulers should use the City of Cayce Septage Facility until further notice. Extended hours are available as Cayce works with the City of Columbia to assist local haulers.

- City crews are working hard to identify and respond to any sanitary sewer overflows (SSOs) they can find. Anyone who sees damage to a manhole or signs of a SSOs should call 545-3300 and report it.

SCDOT's Storm Resources

SCDOT provides numerous online resources to help residents cope with this "Historic Rain Event," visit www.scdot.org/getting/StormResources.aspx.

FEMA Disaster Recovery Centers (Updated Locations)

A Disaster Recovery Center is a readily accessible facility where applicants may go for information about FEMA or other disaster assistance programs. To find a location near you, please visit the FEMA Disaster Recovery Center Locator website: <http://asd.fema.gov/inter/locator/home.htm>.

The following FEMA Disaster Recovery Centers are now open:

- **Main Library** - 1431 Assembly St, Columbia, SC 29201
Phone: (803) 799-9084
Hours of Operation:
Mon-Thurs: 9 a.m. – 9 p.m.
Fri – Sat: 9 a.m. – 6 p.m.
Sun: 2 p.m. – 6 p.m.
- **South East Library** - 7421 Garners Ferry Rd, Columbia, SC 29209
Phone: (803) 776-0855
Hours of Operation:
Mon-Thurs: 9 a.m. – 9 p.m.
Fri – Sat: 9 a.m. – 6 p.m.
Sun: 2 p.m. – 6 p.m.
- **Eastover Library** - 608 Main St, Eastover, SC 29044
Phone: (803) 353-8584
Hours of Operation:
Mon-Thurs: 9 a.m. – 9 p.m.
Fri – Sat: 9 a.m. – 6 p.m.
Sun: CLOSED

FEMA Ineligibility Letters

Some disaster survivors affected by the severe storms and flooding in South Carolina may receive a letter from the Federal Emergency Management Agency saying they are ineligible for disaster assistance. For more details, visit <https://www.fema.gov/news-release/2015/10/15/fema-ineligibility-letters-may-not-be-last-word>

Applicants who wish to appeal a decision may do so in writing within 60 days from the date the ineligibility letter was received. Guidelines for appeals can be found in the Applicant's Handbook sent to everyone who registered with FEMA. More information is available in the "Help After a Disaster Booklet." [Click Here](#)

Flood survivors who need to update their application information or have any questions about disaster assistance can call the FEMA Helpline at **800-621-3362**. Phone lines are open from 7 a.m. to 10 p.m. Eastern time, seven days a week until further notice. Individuals with hearing difficulties can use the TTY number, **800-462-7585**. Applicants may also register online at with any computer, smartphone or tablet at www.DisasterAssistance.gov. Follow the link to "apply online for federal assistance." Survivors may also choose to visit a Disaster Recovery Center (DRC) in their county. DRCs are currently open seven days a week, from 8 a.m. to 7 p.m.

DHEC Providing Additional Locations for More Free Tetanus Vaccinations

- The S.C. Department of Health and Environmental Control (DHEC) is offering no-cost tetanus vaccinations for South Carolinians affected by flooding at state health department locations. To make an appointment for a tetanus vaccination at a health department near you, call 1-800-868-0404.
- DHEC will continue to announce vaccination clinics at www.scdhec.gov as times and locations become available.

Solid waste

- To stay informed on Solid Waste services, residents can download the free "Columbia, SC Solid Waste" app on iPhone and Android or sign up on the City's website for notifications via email, phone call or text message, among other options.
- For more information or to report lost roll carts, please visit <http://www.columbiasc.net/solid-waste> or call the Solid Waste Division at 803-545-3800.

Midlands Animal Control/Care Officers Offer Microchip Scanning Services for Displaced Pets

- Due to the recent flooding in the Midlands, there has been an unfortunate rise in displaced pets. The City of Columbia and Richland County governments are committed to helping reunite lost pets with their family.
- The City and Richland County would like to remind residents that animal control/care officers are important resources that are available to help expedite the reuniting process and help pets trying to return home. Officers are equipped with microchip scanners and can be dispatched to your location to scan the lost pet to identify its home and family.
- If you are a resident of Richland County or the City of Columbia and are housing a displaced pet, please contact a local animal control/care office immediately.
- For more information on microchip scanning services, please call the City of Columbia at 803-776-7387 or Richland County at 803-929-6000.

Pet Safety during Flood Recovery

- The Columbia Animal Shelter advises pet owners to take precautionary measures to keep pets safe after the flood. Keep pets away from contaminated areas or areas filled with debris. Inspect the area around your house and yard for hazards such as sharp objects, dangerous materials and live wires.
- If a pet was lost during the flood please continue to check with the Columbia Animal Shelter daily.
- For more information regarding pet safety or pet care, please call 803-776-PETS.

After the Flood Basics provided by FloodSmart.gov

[Download](#) tips on flood basics, hazards, insurance claims and clean up.

Donations and Volunteers

- **United Way of the Midlands** has set up a flood disaster relief website, visit <http://uway.org/news/give-help-get-help-flood-disaster-relief> for more details.
- Donations of food are being referred to **Harvest Hope Food Bank** located at 2220 Shop Rd in Columbia. *No clothing is requested at this time
- Citizens and/or businesses wishing to donate food or water may bring these items to the **Columbia Fire Department** at 1901 Harden St from 8 a.m. – 10 p.m.
- **Donated Goods and Services of South Carolina** continue coordinating donations and volunteers, for more information, call 1-888-585-9643.

United Way of the Midlands Seeking Volunteer Data

United Way of the Midlands is seeking help in collecting volunteer-service data in Richland and Lexington Counties and City of Columbia to help ensure a federal match to relieve the cost of recovery efforts in the area.

State and local governments are able to request for federal relief and recovery funds once it has been declared a disaster area. Volunteer hours may have to be submitted for consideration for federal assistance. The type of data requested includes hours served and the type of project.

Any organization or individuals who have volunteered time without compensation to disaster relief are encouraged to record their service to the United Way. This information will not be used by the United Way to solicit donations or volunteers.

There are three easy ways to share your volunteer experience:

1. Fill out a brief online form: <http://uwmidlands.wufoo.com/forms/individual-flood-volunteer-information>.
2. If you volunteered several days or plan to volunteer long-term, [download the form](#) and submit it to cseal@uway.org.
3. If you represent an organization that deployed volunteers, email your volunteer information to cseal@uway.org.

For more information, please visit www.uway.org/scflood.

Additional Notes

Shelters: Richland County designated shelters have closed and are now consolidated into one location in Lexington County.

Shelter Name	Address	Status
Trinity Baptist Church	2003 Charleston Highway, Cayce, SC	Open