



HURRICANE DORIAN

ESF 15 - EXTERNAL AFFAIRS

SOCIAL LISTENING REPORT

WEDNESDAY SEPTEMBER 4, 2019 1730 EDT

SUMMARY

- Much like the previous report, the volume of Dorian conversation on social and traditional media continues to be low in comparison to yesterday.
- Residents in North and South Carolina are growing increasingly nervous about the impact of the storm as it moves up the east coast. Virginians continue to prepare ahead of the storm. Areas in coastal Georgia remain under evacuation and shelter-in-place orders. Evacuations continue to be lifted across Florida as most areas return to normal operations.
- South Carolina has stood out among recent national news media headlines as coastal areas are expected to see ‘worst flooding in 30 years.’
- Elected officials in Georgia and the Carolinas are quoted urging coastal residents to evacuate.
- President Trump’s Oval Office press brief this afternoon has garnered online and national TV attention.

FEMA CONVERSATION

Social Media

- The FEMA conversation remains largely unchanged since the previous report. Discussions continue to be political and people are still inquiring about the agency assisting the Bahamas.

Traditional Media

- President Trump’s afternoon Oval Office brief on Hurricane Dorian included an [update from Acting FEMA Administrator Pete Gaynor](#) on federal preparation efforts in Georgia and the Carolinas.
- Recent senior leadership interviews include Deputy Associate Administrator David Bibo on [MSNBC](#) and Associate Administrator Jeff Byard on FOX News.
 - Today is the first time FEMA is asked to address the recent OIG report on data oversharing of disaster survivors from previous disasters. Tonality remains neutral.
- Former FEMA Administrator Craig Fugate explains FEMA’s staffing and resource adjusting ([CNN](#))
- Former FEMA Deputy Administrator Richard Serino emphasizes life-safety as current priority in Bahamas. He said communities are the first and last responders. No FEMA mention ([MSNBC](#)).

PUBLIC PERCEPTION/SENTIMENT



- People are asking about conditions on I-95 as they make plans to return to Florida from areas along the east coast such as Maryland, South Carolina and Georgia. ([example 1](#), [example 2](#)).
 - Responses vary with a few people suggesting that travelers stay put and most are sharing that conditions are fine to return back to Florida. ([example 1](#), [example 2](#), [example 3](#))
- As Dorian passes along the coast of Florida, residents are sharing that they are safe and about the conditions in their area. ([example 1](#), [example 2](#), [example 3](#)) Officials in Florida are expressing relief that Dorian didn't inflict more damage in their communities. ([example 1](#), [example 2](#), [example 3](#))
- Although some residents in North and South Carolina are beginning to feel the storm was hyped up and that people inappropriately panicked, the majority of residents remain [anxious about Dorian](#), mainly due to [previous experience](#) with Hurricane Florence and other flooding events, other people. ([example 1](#), [example 2](#))
 - People from outside of North and South Carolina are concerned about their loved ones in the area. ([example 1](#), [example 2](#))

LIFELINES

Safety and Security

Florida:

- More evacuation orders continue to be lifted.
 - [Flagler County](#)
 - [St. John's County](#)

Georgia:

- Governor Kemp renewed calls for coastal Georgia residents to evacuate even as the state prepared to [reopen I-16 to eastbound traffic](#).
- Beginning at 1800 EDT, [Long County will be under curfew](#).

South Carolina:

- As of 1330 EDT, at the strong guidance from the National Weather Service, [Georgetown County officials](#) and [media](#) are pleading for residents to evacuate ahead of expected storm surge impacts from Dorian and the 1527 EDT high tide.
- As of 1437 EDT, Colleton County Officials instruct residents who did not evacuate to [shelter in place](#).
- As of 1600 EDT, the Town of Hilton Head has [reduced its Fire Rescue staffing](#), with three stations closed.
- Georgetown County Sheriff's Office [warns residents to use 911 wisely](#) by only reporting health and safety concerns during the storm to ensure more urgent calls are handled.
- Starting at 2200 EDT, a [curfew](#) will go into effect for Beaufort County.
- At 1420 EDT, Governor Henry McMaster held [a press brief](#) stressing that time is running out for South Carolinians to evacuate, as high speed winds and storm surge are soon expected.
- Beaufort, SC Mayor Billy Keyserling: "The [question is if people are prepared](#). I believe we are [...] I hope the pictures from the Bahamas will be a wake up call."



North Carolina:

- Wind and erosion damage is being reported in [Isle of Palms](#), images show downed trees along the coast.
- Utah task force sent [search and rescue teams and equipment](#) to Charlotte to assist with hurricane efforts.
- As of 1145 EDT, Surf City [shut off water and sewer lines](#) in a section of the coastal area to prevent damage from wind and storm water.
- As of 1242 EDT, [Carteret County Emergency Services](#) announced bridge restrictions will be enforced starting 9/5.

Virginia:

- At 1221 EDT, the Virginia Department of Emergency Management announced that they [do not expect to issue widespread evacuation orders in VA](#).

Food, Water, Sheltering

Georgia:

- According to a media report, [a shelter at Trinity on the Hill UMC in Augusta is full](#), and people are being directed to go to a different shelter in Grovetown.

North Carolina

- Several counties are opening shelters.
 - At 1700 EDT, Jones County is [opening a shelter](#) located at the Jones County Civic Center.
 - At 1300 EDT on 9/5, Johnston County is [opening a shelter](#).
 - At 0700 EDT on 9/5, [Onslow County shelters](#) will open for residents.

Virginia:

- [Newport News is using inmates as a community workforce](#) to load commodities into mobile shelters to prepare for the storm.
- [In Norfolk, parking garages have opened](#) to the public to store their cars on high ground.

Health and Medical

South Carolina:

- As of 1400, the Beaufort-Jasper Water and Sewage Authority decided to [restrict water flow into causeway valves two hours earlier](#) than originally planned to protect drinking water.
- As of 1018 EDT, media is reporting that a hospital in Charleston is working with the South Carolina National Guard to [plan for patient transport](#), should flood waters threaten the building.

North Carolina:

- As of 1250 EDT, [Well Care Health](#) offices will be closed in Wilmington, Cumberland, Jacksonville, Supply, and Whiteville 9/5-9/6.

Energy (Power and Fuel)



Florida:

- Fuel transport vessels are safely positioned and will be ready to offload as soon [as Florida ports allow reentry](#).
- The EPA is working to address fuel supply disruptions caused by, for example, refinery or pipeline infrastructure damage, by issuing [emergency waivers of certain fuel standards](#).

Georgia:

- Power is reportedly out [in Chatham County](#), mostly due to a downed tree.

South Carolina:

- As of 1500 EDT, according to information from the Town of Kiawah Island, Berkeley Electric [does not intend to shut down power](#) but may do so with little notice if needed.
- Hardeeville officials report that some [gas stations are running low](#) on fuel.

North Carolina:

- City of Gastonia sent [electrical crews](#) to New Bern for staging and preparation.

Virginia:

- [Dayton power crews are headed to Virginia](#) to help Dominion Power with restoration.

Communication

- Burton Fire Department in Beaufort County reports that a [loss of cell service](#) is expected with this storm and encourages residents to evacuate.

Transportation

Florida:

- [Northeast Florida Regional Airport](#) in St. Augustine will remain closed today. The airport will open at 0900 EDT on Thursday.

South Carolina:

- Charleston Police are reporting roads impacted by flooding a [Ashley and Mantagu](#) at Ashley and [Washington St.](#)

North Carolina:

- As of 1353 EDT, [Wilmington International Airport](#) will halt commercial flight operations at 2100 EDT tonight and re-open 9/6.
- As of 1430 EDT, slow but steady traffic is being reported on roads exiting the [Outer Banks](#).
- [North Carolina Department of Transportation](#) has staged heavy equipment on highway NC12 to assist with clean-up efforts.

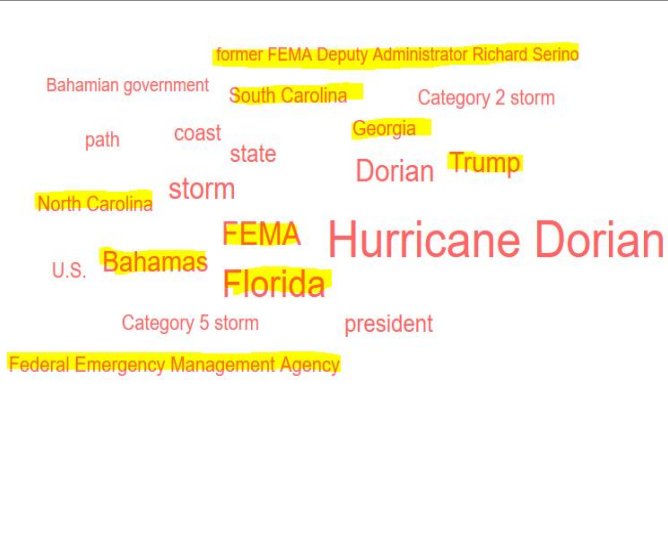
Virginia:

- As of 0932, [service on the Merry Point Ferry](#) in Lancaster and Sunnybank Ferry in Northumberland is suspended until further notice in anticipation of high winds.



Hazardous Waste NSTR

FEMA IN THE NEWS



| Publications | HQ National News ▾ |
|---------------------|----------------------|
| The Hill | 6 |
| InsuranceNewsNet | 5 |
| MSN.com | 4 |
| Miami Herald | 3 |
| Fox News | 2 |
| Markets Insider-... | 2 |
| NBCNEWS.com | 2 |
| Total | 27 |

North Carolina and South Carolina have emerged as one of the key themes in recent hours of traditional media coverage. Dorian’s expected landfall point is guiding this trend. President Trump is gaining attention as well, following his White House Oval Office press brief on federal response efforts. FEMA mention is remains above average but not to same degree as yesterday.

The Hill has posted the most news articles referencing FEMA and Hurricane Dorian. However, some content is recycled regarding President Trump’s comments on the redirection of money from FEMA Disaster Relief Fund to southwest border security efforts. Insurance News Net has posted the most unique, recent content on Dorian as it relates to FEMA.



During this afternoon’s MSNBC Live interview, Associate Deputy Administrator David Bibo answered questions about the Bahamas recovery efforts as well as the recent OIG report on data

During this afternoon’s White House Oval Office briefing, Acting FEMA Administrator Pete Gaynor spoke to reporters via telephone. He said, “We are ready to go today. This is a whole of gov’t effort.”



FEMA

oversharing incident reported earlier this year. No direct questions about FEMA's current preparations on the ground. Background images during interview show the damage in Bahamas.

We're ready to respond to multiple states. We follow the storm up the coast until Dorian isn't a threat."