



GUILFORD COUNTY
**EMERGENCY
MANAGEMENT**
2024 ANNUAL REPORT



Director's Message

It is my privilege to present the annual report that encompasses a portion of what the Guilford County Emergency Management program has accomplished over the past fiscal year. The data presented in this report is a snapshot of the work that maintains relationships and processes to manage threats, hazards, incidents and risks in Guilford County. Daily interactions and project work with more than 100 agencies and organizations are required to build and maintain resilience.

The job of our emergency management program can be seen as project management that takes place at different speeds. Looking ahead, our focus will be to further build resilience through planning, training, exercising and other means all while responding to the needs of the Guilford County community.

I extend my deepest gratitude to the dedicated professionals within our department, our stakeholders, and our partners. Your commitment to service is the cornerstone of our success, and together, we will continue to strengthen the safety and resiliency of Guilford County.

Thank you for your continued support, and I encourage you to review this report to gain a deeper understanding of our efforts and achievements over the past year and how we can support the community together in the future.

Sincerely,



Steven D. Grose
Emergency Management Director

Our Purpose

Facts About Guilford County

Established in 1771
Estimated Population - 548,632
Area - 646 square miles
13 Municipal Jurisdictions
21 Fire Districts
10 EMS Bases
126 public schools

Guilford County Emergency Management's Vision

A community resilient from all threats and hazards.

Guilford County Emergency Management's Mission

To promote a whole community that is resilient and sustainable from all threats and hazards. This will be met through a proactive and professional Emergency Management Program that fosters partnerships within the community to create a model of excellence for preventing, protecting against, responding to, mitigating, and recovering from emergencies and disasters.

Emergency Management Overview

Guilford County Emergency Management is the managerial function charged by NCGS 166A (NC Emergency Management Act) and Guilford County Ordinance 7.5 with designing, implementing, and maintaining the framework for which communities in Guilford County reduce vulnerability to threats and cope with disasters. This framework is comprised of five separate but overlapping mission areas that are designed to support the National Preparedness Goal, as defined by Presidential Policy Directive 8: *Prevention, Protection, Mitigation, Response, and Recovery*.

Prevention is primarily focused on avoiding or stopping a potentially disastrous incident or event from occurring. Protection is comprised of the protection of citizens, residents, visitors, and assets against the greatest threats and hazards that may occur.

Mitigation focuses on reducing the loss of life and property by either reducing the likelihood of an incident occurring or minimizing its impact. Response contains the goal of rapid emergency response to save lives, protect property, and the environment, as well as maintenance of basic human needs in the immediate aftermath of a disaster.

Finally, Recovery focuses on the timely restoration, strengthening, and revitalization of infrastructure, housing, and a sustainable economy. Recovery also includes repairing the health, social, cultural, historic, and environmental fabric of communities affected by disasters.

Our Team

Meet the Staff

During Fiscal Year 2024 (FY2024), the Emergency Management Division was staffed by six full-time employees and two part-time employees.

Full Time Staff

Steven Grose – Emergency Management Division Director

Tommy Sluder – Senior Emergency Management Coordinator

Conor Baker – Emergency Management Coordinator

Catherine Hughes – Emergency Management Coordinator

Marlene Kostyrka – Emergency Management Coordinator

Kevin Turner – Senior Emergency Management Coordinator-Burlington (March 2024)

Part Time Staff

Craig Aberbach – Emergency Management Coordinator

Rachel Faucette – Emergency Management Coordinator

Partner Agencies

Guilford County Emergency Management partners with a variety of agencies to ensure residents' needs are met. These include nonprofit agencies, private sector businesses and surrounding jurisdictional agencies (see table 1).

Table 1

American Red Cross	Guilford County Transportation
Cone Health	Guilford Metro 911
Duke Energy	Guilford Technical Community College
Energy United	High Point 911 Communications
Gibsonville Police Department	High Point Electric Utilities
Gibsonville Public Works	High Point Emergency Management
Goodwill Industries of Central North Carolina	High Point Engineering Services
Greensboro Emergency Management	High Point Financial Services
Greensboro Engineering and Inspections	High Point Fire Department
Greensboro Solid Waste and Recycling	High Point GIS
Greensboro Financial and Administrative Services	High Point Parks and Recreation
Greensboro Fire Department	High Point Planning and Development
Greensboro GIS	High Point Police Department
Greensboro Parks and Recreation	High Point Public Services
Greensboro Police Department	High Point Radio Shop
Greensboro Transit Agency	Atrium Health Wake Forest Baptist Health – High Point Medical Center
Greensboro Water Resources	High Point Transportation
Guilford County Association of SCUBA Personnel, Inc.	High Point Transit System
Guilford County AUXCOMM	High Point University
Guilford County Cooperative Extension	Jamestown Public Services
Guilford County Emergency Services – EMS	Kindred Healthcare
Guilford County Emergency Services – Fire	North Carolina A&T State University
Guilford County Behavioral Health	Guilford County Building Inspections
Guilford County Finance	North Carolina Department of Agriculture & Consumer Services
Guilford County GIS	North Carolina Department of Transportation
Guilford County Medical Examiner	Piedmont Authority for Regional Transportation

Guilford County Planning and Development	Piedmont Natural Gas
Guilford County Public Health	Piedmont Triad Ambulance and Rescue
Guilford County Purchasing	Piedmont Triad International Airport
Guilford County Schools	Salvation Army
Guilford County Security	United Way of Greater Greensboro
Guilford County Sheriff's Office	United Way of Greater High Point
Guilford County Social Services	University of North Carolina at Greensboro
Guilford County Tax	Volunteer Center of the Triad

Our Focus

Hazards Affecting Guilford County

Top 10 Hazards for Guilford County

- Winter Storm
- Hurricane/Tropical Disturbance
- Thunderstorm (Wind/Lightning)
- Flooding
- Hazardous Materials Incidents
- Tornado
- Public Health/Emerging Disease
- Communications System Disruption
- Energy/Power/Utility Failure
- Transportation Incident

As part of its statutory obligations, Guilford County Emergency Management analyzes and compiles information from various sources to create a Hazard Identification and Risk Assessment (HIRA) for the county. This document defines the hazards Guilford County is vulnerable to and lists the top eight hazards based on probability, impact, spatial extent, warning time, and duration. The HIRA can be accessed at readyguilford.org and clicking on "Learn about Hazards".

One important area of responsibility for Emergency Management focuses on the presence of hazardous materials both in the transportation systems and within a variety of facilities located in the county.

According to current data, Guilford County has **14** Risk Management Program (RMP) facilities, **232** Tier II facilities with Extremely Hazardous Substance (EHS) chemicals, **31** Toxic Release Inventory (TRI) facilities with EHS chemicals, and **547** facilities with Tier II submissions. This was an increase of **27** facilities from the previous year. There are **67** facilities identified as Small Hazardous Waste Generators and **59** facilities identified as Large Hazardous Waste Generators in the county.



Tar spill from railcar – March 25, 2024

Emergency Management in collaboration with the Environmental Protection Agency and NC Department of Public Safety Division of Emergency Management Hazardous Materials work to identify facilities in Guilford County that manufacture, process, or store hazardous chemicals and to assist them with preparing emergency response plans.

The Guilford County Local Emergency Planning Committee (LEPC) provides a platform for facility members to network, share experiences, plans, and training with local emergency responders and community members. The LEPC along with the Triad Chapter of Chemical Material Managers (CHMM) host an annual conference, where industry leaders learn about local regulations and planning.

Exercises

Emergency management exercises are an important part of maintaining a robust emergency management program. These exercises require extensive collaboration between governmental and non-governmental partners to ensure a proactive working relationship in preparation for real-world emergencies.

Guilford County Emergency Management participated in **12** exercises during the year. These exercises were delivered in multiple formats including in person, virtual, tabletop, and full-scale.

The exercises that Guilford County Emergency Management participated in and/or hosted and the dates on which they were conducted are listed below.

- Radiation drills with NCA&T and Greensboro Fire – July 12 – 14, 2023
- NCEM SERT Activation Quarterly Exercise – September 13, 2023
- Operation Never Say Never Tabletop Exercise – October 3, 2023
- Syngenta Active Assailant Tabletop Exercise – October 26, 2023
- UNC-Greensboro Tabletop Exercise – December 6, 2023
- Guilford County Quarterly WebEOC Exercise/Extreme Cold – December 13, 2023
- NCEM SERT Activation Exercise – January 24, 2024
- Guilford County Quarterly WebEOC/Elections COOP Exercise – February 21, 2024



Full scale exercise at PTIA – April 20, 2024

- Piedmont Triad International Triennial Aircraft Exercise – April 20, 2024
- Long Term Care Facility Tabletop Exercise – April 23, 2024
- Guilford County Hazmat/Education Tabletop Exercise – June 12, 2024
- National Weather Service Hurricane Exercise – June 25, 2024

Corrective Action Planning Program

Guilford County Emergency Management participates in after action assessments at the conclusion of incidents, events, and exercises to streamline operations and planning efforts. The Emergency Management Division has a formalized process to manage a Corrective Action Planning (CAP) program by identifying and tracking various items identified as being beneficial to address and improve upon. The CAP program aims to track trends for improvement within agency and partner operations and to allow for a streamlined approach to improvement planning.

With the addition of new staff, the CAP program is undergoing a complete review. This review involves examining new ways to track the identification, progress, and implementation of corrective actions. Any new or revised CAP process will be implemented in 2025.

Community Outreach

The Emergency Management Division enhances community disaster resilience through providing disaster preparedness education and assisting local businesses with emergency planning. Presentations are given to communities, businesses, and healthcare facilities. These presentations inform residents about the emergency management program, hazards they may face, and ways to be better prepared.

Over the last year, the Emergency Management Team participated in **6** opportunities to present to the community including budget town hall meetings hosted by Guilford County Government.



Training

The emergency management team regularly participates in training opportunities locally and across the nation. In FY2024, the team logged over **400** training hours in classes that ranged from basic emergency management skills to advanced and specialized focus areas such as resilience, accreditation, critical infrastructure emergencies, and disaster recovery.

Meetings and Committees

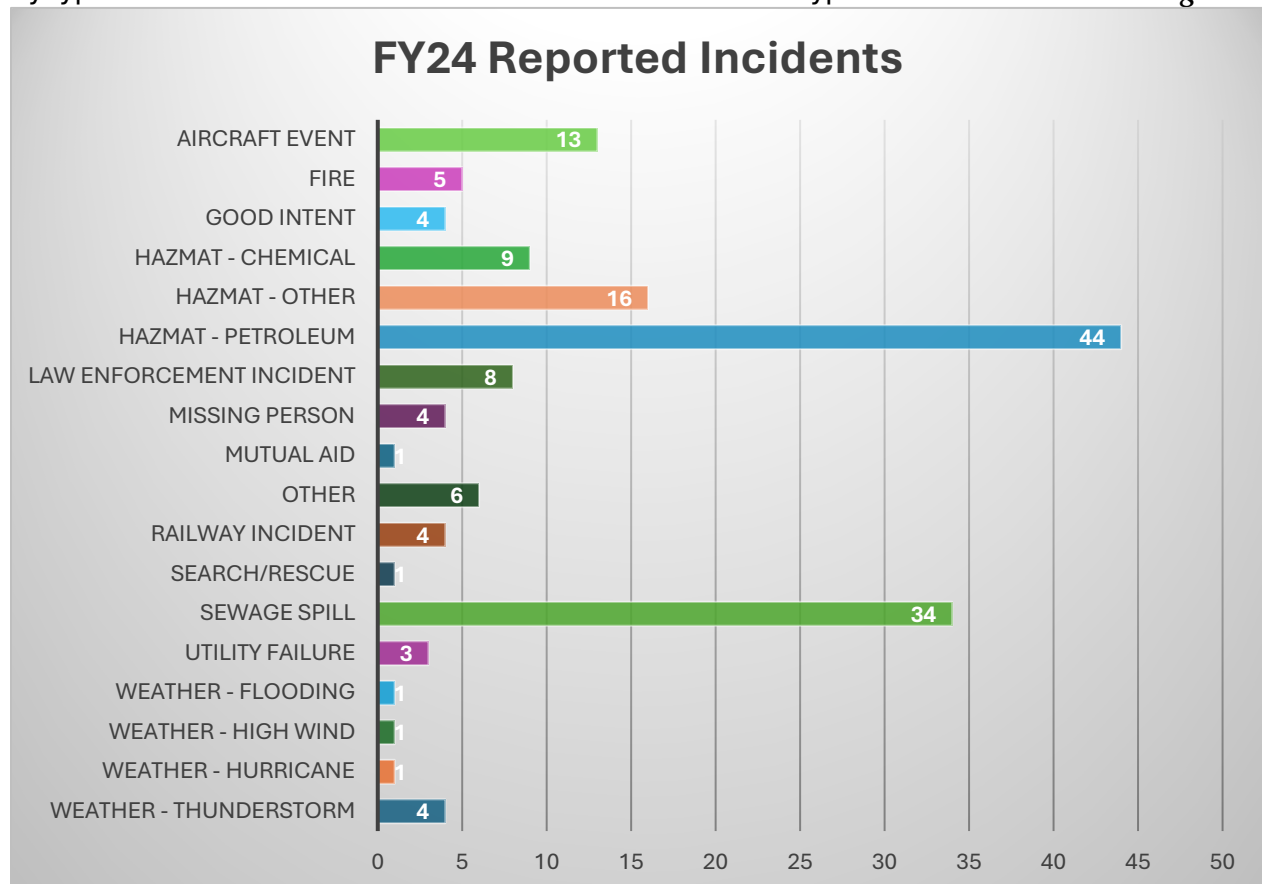
The Guilford County Emergency Management team was involved in a variety of different committees and groups during the past year. A list of those committees and groups is listed below.

- Greensboro Community Sustainability Council
- Guilford County Joint Information System
- Guilford County Epidemiology Team
- Guilford County Local Emergency Planning Committee
- Guilford Metro 911 Radio Users Group
- Moses Cone Health System-Wide Emergency Management Committee
- NC Department of Transportation Traffic Management Group
- Triad Healthcare Preparedness Coalition
- Triad Regional Advisory Committee
- Triad Region Operability Network

Incidents and Events

Guilford County Emergency Management received notification of **159** incidents requiring resource coordination or reporting and **32** incidents involved a staff field response for assistance (see figure 1). In addition, the Emergency Operations Center was activated **1** time to a Level 2 – Partial Activation status and **2** times to a Level 3 – Monitoring Activation, all in response to severe weather. Figure 1 shows a breakdown of the number of incidents by type with the number of occurrences for each incident type.

Figure 1



Guilford County Emergency Alert, Notification, and Information (GEANI) System

Guilford County's Emergency Mass Notification System, or GEANI, is utilized to disseminate emergent and urgent warnings to community members. The system uses phone numbers listed on the yellow and white pages. Also, it allows residents to self-register their cell phone number and email address. In addition to phone calls and texts, the system provides access to FEMA's Integrated Public Alert and Warning System (IPAWS) utilizing Wireless Emergency Alerts (WEA).



As of June 2024, there are **24,364** contact profiles registered in the GEANI system and **619** were added during this year. Public education and awareness continue as the emergency management division encourages more community participation in this service. During FY2024, **135** emergent and urgent notifications were delivered by GEANI to community members.

Wireless Emergency Alerts (WEA)

The Wireless Emergency Alert (WEA) System is a component of the Integrated Public Alert & Warning System (IPAWS) that allows jurisdictions to send short, emergency messages to any enabled mobile device within an identified area. In FY2016, Guilford County Emergency Management became an authorized user of the WEA system, the use of which is integrated into the Everbridge software. In FY2024, Guilford County Emergency Management did not activate the WEA system.

Internal Everbridge Notification System

In addition to emergency notifications, Guilford County Emergency Management uses Everbridge as a stakeholder notification system to communicate and coordinate with partner agencies. In FY2024, this system was used **147** times to disseminate internal messaging to update stakeholders related to Guilford County's hazards, events, and incidents.

Everbridge also provides an internal notification system for Guilford County, the City of Greensboro, the City of High Point, and Guilford Metro 911. The system can be used to notify employees of a governmental closure or delayed opening, an emergency event at their place of work, or can be used to dispatch special teams (such as the Special Event Response Team or the Hostage Negotiation Team). In FY2024, these internal systems were utilized **95** times by the City of Greensboro, **54** times by the City of High Point, **48** times by Guilford Metro 911, and **184** times by Guilford County Government.

Incident Spotlight

“Operation 10-2” Radio Outage

For the first time, the entire combined 800mhz emergency radio system was taken completely offline on April 24, 2024, for upgrading and maintenance. This significant event affected communications operability for all public safety agencies in Guilford County and surrounding partnering counties. Other public service agencies such as Greensboro bus operations, water resources, solid waste removal and the Cone Health System were also impacted. Coordination by Guilford County Emergency Management and Guilford Metro Radio Shop began months prior to the outage. An emergency operations center was established at Guilford Metro 9-1-1 and alternative communications pathways were utilized which ensured continuity of operations. Representatives from impacted agencies collaborated during the outage to ensure there was no lapse in service to the Guilford County community.

One key takeaway from this planned event was the need for increased training in radio operation and regular exercises that simulate a complete radio outage. This training and exercise will be created during 2025.

Presidential Campaign Visit

With 2024 being a presidential election year, Guilford County experienced multiple candidate visits. One event was a presidential rally at the Greensboro Coliseum on March 2, 2024. Guilford County Emergency Management along with Guilford County EMS, Greensboro Fire Department, and Greensboro Police Department provided emergency services during the rally. In coordination with the United States Secret Service, over 6,500 event goers were provided security, fire protection, and medical services. During the event, EMS treated multiple patients for various emergent medical conditions. The coordination of all agencies proved valuable in providing excellent emergency services to the attendees.



Presidential Candidate Rally – March 2, 2024

Projects and Programs Spotlight

Community Emergency Response Team (CERT)

Guilford County Emergency Management has worked closely with the CERT of Northwest Guilford County (CERTNWGC) as a sponsoring agency for the program and to help start the new team during FY24, at the request of a concerned community member. The Community Emergency Response Team (CERT) is an all-volunteer program with the goal of providing preliminary neighborhood and community level emergency assistance in large scale disasters when emergency services agencies may be overwhelmed with calls for service. Members of the CERT team are trained in the National Incident Command System, Basic First Aid, Light Search and Rescue, and much more to be prepared to assist their community in times of disaster. The CERT of Northwest Guilford County is a 501c3 non-profit organization with a service area focused in the communities of Oak Ridge, Stokesdale, and Summerfield, and currently has approximately 25 active volunteers.

Damage Assessment Tool

Assessing the extent of property damage after a disaster is a core function of emergency management that aids in providing an accurate picture of disaster impacts, response needs, and is the first step towards disaster recovery. An accurate assessment of damage is also a statutory requirement for Guilford County, or any jurisdiction, to request state or federal disaster assistance under the Robert T. Stafford Disaster Relief and Emergency Assistance Act. As part of continual program assessment and plan updates, Guilford County Emergency Management was required to update the Guilford County Damage Assessment Framework in FY24.

Guilford County opted to join a cloud based statewide damage assessment platform, provided by North Carolina Emergency Management, that allows real time data collection and tracking through ArcGIS. Replacing what was previously a process utilizing paper forms, the statewide damage survey and dashboard allows fire departments, emergency management agencies, building inspection departments, and formal damage assessment teams to assess damage using a smart phone while in the field and update a statewide dashboard in real time. This provides information from multiple jurisdictions across North Carolina, allowing faster reporting and tracking of severe weather or other disasters that may impact multiple jurisdictions.

In partnership with Guilford County GIS, Greensboro GIS, and High Point GIS, all fire departments in Guilford County have the ability to assess and upload damage data in their respective jurisdictions. Additionally, data regarding damaged structures is accessible by Guilford County Inspections, Greensboro Engineering and Inspections, and High Point Engineering Services to provide formal building safety inspections as part of ongoing disaster response.

Annual Updates

Guilford County Emergency Management Strategic Plan

Goal 1: Enhance public outreach efforts to develop a “Culture of Preparedness” in Guilford County.

Supporting Objective	Milestone	Update
Adopt a whole community approach to emergency management that promotes equitable access and integration of historically underserved and at-risk populations and organizations in emergency planning processes	Ongoing	GCEM continues to promote and utilize a whole community approach to emergency management through ongoing collaborative planning processes
Increase user registrations and community awareness of the GEANI community notification system by 1,500 registrations annually	Annually	GEANI added 619 users in FY2024.
Promote a “culture of preparedness” through twenty community events annually	Annually	GCEM participated in 6 community events during FY2024.
Promote the awareness of preparedness resources by increasing site visits to ReadyGuilford and interactions on social media channels by ten percent annually.	Annually	ReadyGuilford had 5,229 site visits in FY2024.
Further develop relationships with partner agencies, businesses, industry, non-profit, and faith-based organizations to improve communications and coordination in all emergency management mission areas	Ongoing	GCEM continues to develop relationships with partner agencies and organizations across all emergency management mission areas.

Goal 2: Continuous improvement of the Guilford County multi-agency coordination systems by strengthening capabilities for interagency coordination during emergencies and disasters.

Supporting Objective	Milestone	Updates
Improve the end user experience in WebEOC through system improvements and enhanced user training.	Ongoing	WebEOC training is offered quarterly with just in time training offered as needs arise. WebEOC continues to be evaluated to improve the end user experience.
Implement WebEOC on mobile devices by January 2021	Q1 2021	Updates completed January 2024.
Design, build, and operate a new Emergency Operations Center that meets the needs of the Emergency Management Program	2025	Still in the planning process. Phase 1, the emergency services logistics facility, was opened in October 2020. The EOC is anticipated to be part of Phase 2.
Resolve 50% of CAP Board items within 12 months of issue identification	Ongoing	Corrective Action Program is currently under review and revision.
Increase coordination meetings with stakeholder agencies	Ongoing	GCEM continues to engage and coordinate with stakeholder agencies in all areas of emergency management.

Goal 3: Assure that Guilford County maintains a comprehensive all hazards training and exercise program to evaluate and test all aspects of local emergency management systems.

Supporting Objective	Milestone	Updates
Implement the FEMA Integrated Preparedness Cycle model by July 2021	Q3 – 2021	A new staff member was added during FY24 to focus on training and exercise. An IPP process is scheduled for Q1 2025.
Complete the Training and Exercise Workshop and develop the Multi Year Training and Exercise Plan by December 2020.	Q4 - 2020	MYTEP has been replaced with the FEMA Integrated Preparedness Planning process. This is scheduled to be completed in 2025.
Facilitate the implementation of a training and exercise calendar annually.	Annually	Training and exercise calendar was completed for calendar year 2021.
Continue the exercise program, support partners in exercises, and participate in regional and state-wide exercises	Ongoing	GCEM participated in 2 full scale exercises, 4 functional exercises and 6 tabletop exercises hosted by a variety of partner agencies. GCEM hosted 2 functional WebEOC/EOC exercises.

Goal 4: Strengthen emergency management planning within the emergency management program and support stakeholders in the development and maintenance of key responsibilities in the emergency management program.

Supporting Objective	Milestone	Updates
Support partners in the enhancements of mass care capabilities to include special medical needs and functional needs support.	Ongoing	GCEM coordinates annual meetings between ESF-6 & ESF-8 partners to address mass care capabilities and needs, in addition to as needed coordination meetings prior to a potential incident.
More closely integrate with public health preparedness planning, special event planning, and special operations planning within the Emergency Management Program	Ongoing	GCEM continues to engage public health, special event, and special operations partners in planning processes when appropriate.
Host the FEMA Integrated Emergency Management Course for the Emergency Management Program to coincide with the opening of a new Emergency Operations Center	2025	On hold due to staffing transitions and no identified date for the new Emergency Operations Center.
Continue to support the disaster planning needs of the healthcare community	Ongoing	Review of DHSR plans continue to be conducted by GCEM upon request. A healthcare preparedness/planning workshop was held in Q2 2024.

Goal 5: Enhance the Recovery Program in Guilford County, including comprehensive planning efforts and collaboration with nontraditional partners.

Supporting Objective	Milestone	Updates
Hold a recovery workshop to enhance collaboration and understanding of the key Emergency Management Program responsibilities	Q2- 2021	A full revision of the Recovery Plan is scheduled for FY2024, including extensive stakeholder meetings.
Revise the Recovery Plan and supporting documents by July 2021 through a collaborative process with community stakeholders	Q4-2021	Completed April 2024.
Implement the FEMA Lifelines process by December 2021	Q4-2021	FEMA Lifelines have been incorporated into the situation report and flash report templates.