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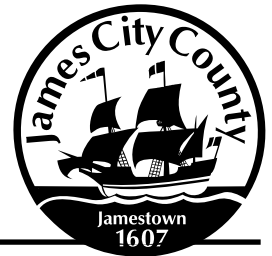
*A report to the citizens of James City County*

www.jccEgov.com

Vol. 15 No. 1 December 2003/January 2004

# For Your Information

*Working In Partnership With All Citizens  
To Achieve A Quality Community*



## After Isabel...The Recovery

Isabel took a toll on James City County as its hurricane-force winds and rains passed through our community on September 18, 2003. Recovery efforts have been underway for almost three months - but there's still more to be done.

The total damage from Hurricane Isabel is estimated at almost \$48 million in James City County - \$40 million in residential damage; \$1.6 million in damages to businesses and industry; \$5.8 million in debris clearance; \$160,000 in police and fire protection during the storm; and \$103,000 in damages to public facilities including parks and recreation.



### ▼ Emergency Operations Center - the information hub

The Emergency Operations Center (EOC), located in the Satellite Services Office in Toano, was fully activated Thursday morning, September 18. From the EOC, representatives (*pictured right*) from all County departments, the Schools, and many agencies such as the Health Department, the Salvation Army, and the Red Cross, worked round-the-clock to prepare for the storm, respond to storm emergencies, and to coordinate recovery efforts. Sixteen days after the storm hit, the EOC closed down its Hurricane Isabel operations...the longest known emergency operations activation in the County's history.

### ▼ Public Safety

When Isabel hit on September 18, 89 Fire and EMS personnel were already on the streets. On a typical day, staffing would have been a maximum 25 people. Fire responded to the same number of calls during the storm and the week that followed that they typically answer during a month - a 400% increase in incident response. Much of their additional work was the removal of felled trees crossing critical thoroughfares.



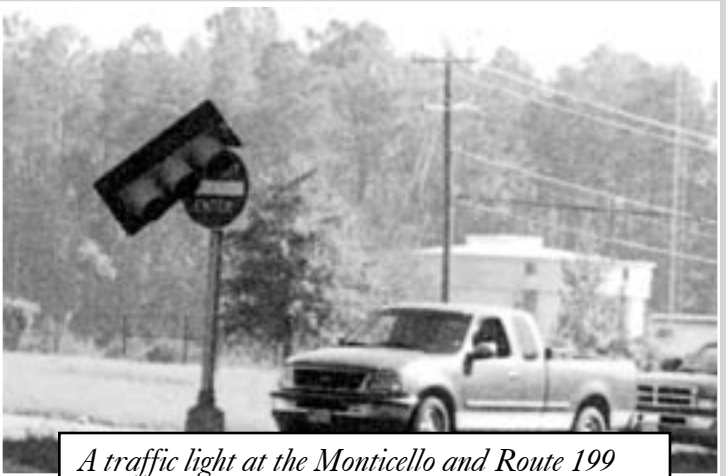
## INSIDE *this* ISSUE

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*A car makes its way through high waters in Chickahominy Haven.*

### ▼ Public Safety

The Police Department responded to more than 600 calls for service during the storm and the week that followed. Officers on the street forwarded critical updates to the EOC in regards to power outages and traffic problems, conducted notifications and evacuations of Jamestown 1607 and Chickahominy Haven, and provided security at food, water, and ice distribution sites and at the shelter.



*A traffic light at the Monticello and Route 199 interchange dangles in Isabel's winds.*



*A felled oak tree damages the Canady home.*



*Contractor crews and County staff work from dawn to dusk, seven days a week to clean up after the storm.*



*The District Park Sports Complex served as a temporary debris collection site.*

### ▼ The Debris

Through November 7, more than 370,000 cubic yards or 70,000 tons of storm debris has been collected, with a price tag close to \$6 million so far. Debris was ground into mulch at the old landfill site on Jolly Pond Road until the volume became unmanageable. For a period, it was necessary to burn the debris at the District Park Sports Complex (pictured above). Later, a contractor was found to grind the debris and haul it away for use as fuel.

### ▼ Community Services

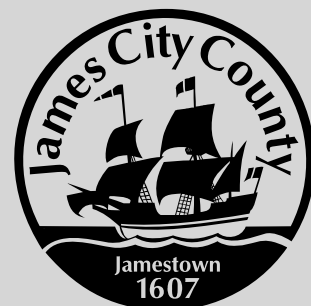
The Food Stamp Disaster Program provided citizens with much needed food assistance after the storm. During the programs' seven day run:

1,628 - Approved Applications for Disaster Food Stamps

167 - Denied Applications

4,855 - Number of People Approved

For comparison, last fiscal year (July 2002 - June 2003), the average ongoing Food Stamp Caseload was 696 households per month serving 1,562 individuals.



**During the height  
of the storm, common every day  
occurrences became luxuries:**

- 268 people sought shelter at the James City/Williamsburg Community Center (JCWCC) at the height of the storm
- 1,376 meals were served at the shelter
- 615 showers taken at JCWCC between Sept 21 and Oct 5
- 25 patients visited the shelter's clinic staffed by Olde Towne Medical Center
  - 40,000+ pounds of bagged ice distributed
  - 72,000+ bottles of water distributed

**▼ James City Service Authority (JCSA)**

The JCSA provided its customer's uninterrupted water and sewer service during and after Hurricane Isabel. However, that service came with a cost - more than 900 hours of overtime and some \$300,000 in infrastructure damages.



*Damages included trees on facilities and property, such as (pictured left) this Lift Station on Neck-O-Land Road, loss of generators, and sewer bridges damaged by falling trees. Overtime costs included expenses related to maintaining generators while electricity was out and over \$50,000 in costs of responding to grinder pump failures.*

**▼ Recovery Meeting**

To assist residents in recovering from the storm, the County sponsored a Hurricane Recovery Information Meeting in October. The meeting (pictured right) featured presentations on a variety of topics including how to access recovery program services, and how to deal with contractors and insurance companies.



*If you still need assistance, listed are some of the County offices that can help:*

**▼ Neighborhood Connections**, which maintains a list of all the County's "connected neighborhoods," provided County staff and other agencies with critical information before, during, and after the storm. Is your neighborhood "connected?" If not, sign up. If yes, do we have the latest information on your community contacts and do you have a neighborhood "emergency plan?" For more information, call 229-7630.

**▼ "No Cost" building permits** are still available to County property owners to repair property with damage directly related to the hurricane. The permits are available at the Code Compliance office, 101 Mounts Bay Road, Building E, at the County Satellite Office, 3127 Forge Road, on the web site at [www.jccEgov.com](http://www.jccEgov.com) or by phone, 253-6626. Deadline: December 31, 2003.

**▼ Vehicle Abatements** are available through the Commissioner's Office in Building B. Abatements permit vehicles to be taken off the tax roles because they were totaled by storm damage. Insurance will allow some vehicle owners to replace those vehicles. Through October 24, 75 abatements had been processed. For more information, contact the Commissioner of the Revenue in Building B or call 253-6695. Deadline: December 31, 2006. (3 years from the last day of the year for which the taxes are assessed)

## BOARD OF SUPERVISORS

### Berkeley District

Jay T. Harrison, Sr..... 229-3316  
E-Mail: harrison@james-city.va.us

### Jamestown District

John McGlennon ..... 220-0568  
E-Mail: jjmcgl@james-city.va.us

### Powhatan District

Michael J. Brown ..... 565-4414  
fax..... 565-3554  
E-Mail: mbrown@james-city.va.us

### Roberts District

Bruce C. Goodson..... 229-0190  
E-Mail: bgoodson@james-city.va.us

### Stonehouse District

James G. Kennedy ..... 566-2216  
E-Mail: jkennedy@james-city.va.us

### County Administrator

Sandy Wanner ..... 253-6605 (work)  
..... 565-4196 (home)  
E-Mail: sbwanner@james-city.va.us

### James City County

General Information, (757) 253-6600  
Emergency Hotline Number, (757) 875-2424  
Web Site: www.jccEgov.com

### ▼ Real Estate Assessments.

As of October 31, 13 applications for the Real Estate Tax Abatement program had been received. Those properties that qualify will be eligible for an abatement of their real estate taxes for the portion of the year that the property was unfit for use due to damage from Hurricane Isabel. For more information, call 253-6650 or log onto the County's web site.

Deadline: March 18, 2004.

### ▼ Fuel Assistance/Heating

Emergencies - call JCC Social Services at 259-3152.  
Deadline: March 15, 2004.

### ▼ Debris Management

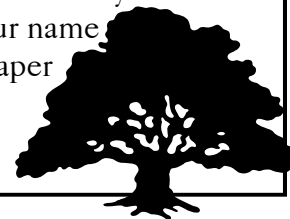
Information - call 565-4000 or the Recycling/Solid Waste Info Line at 253-6809.

### ▼ Special Thank You's:

- Jack Massie Construction Company - Water Distribution
- Robert Washington - Ice Distribution
- Radio stations WXGM 99.1 and Eagle 97.3
- Richmond Television News Channel 12

## Save a Tree... Subscribe Online!

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# F Y I

## For Your Information

A report to the citizens of James City County  
December 2003 - January 2004

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