

Ellicott City Flood

July 30, 2016

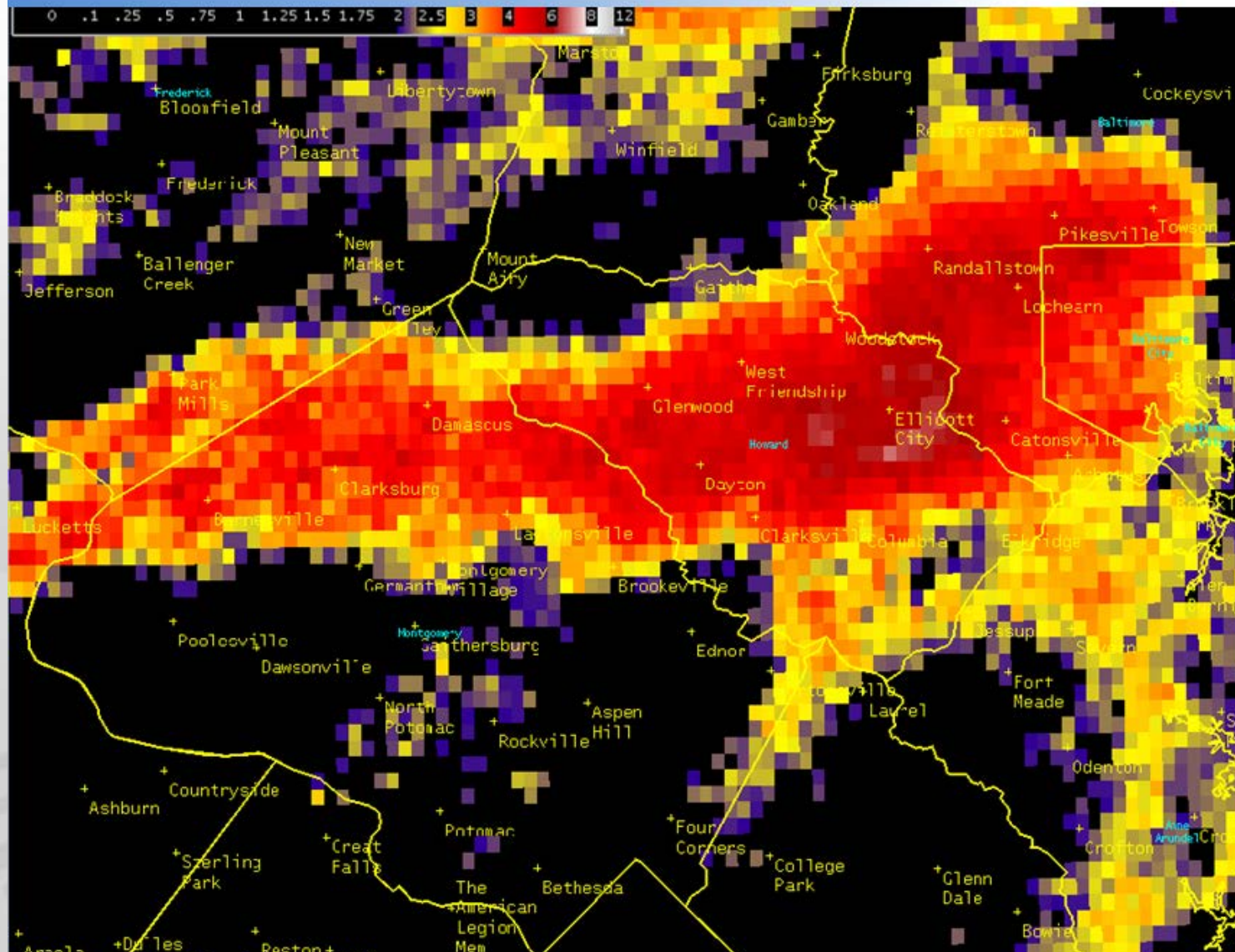








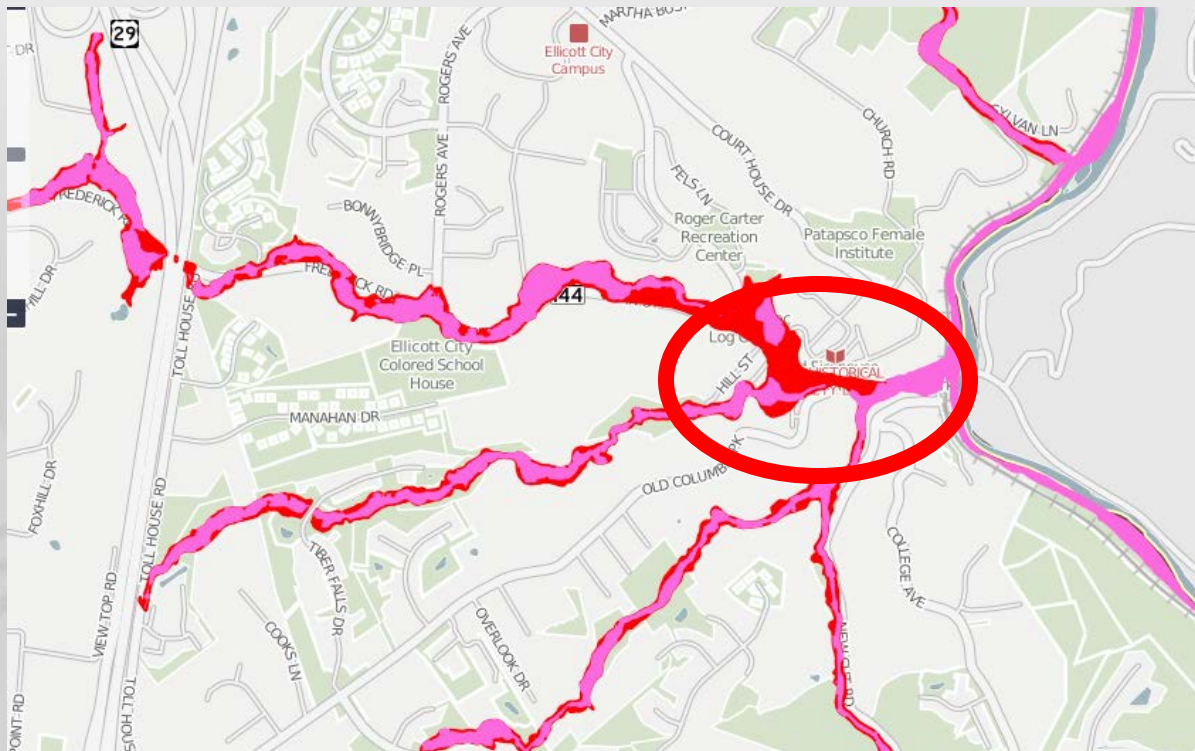
Precipitation Estimates – July 30, 2016





How Howard County works...All Hands on Deck for The Ellicott City Flood

On July 30, 2016 over 6 inches of rain fell on Ellicott City in 2 hours

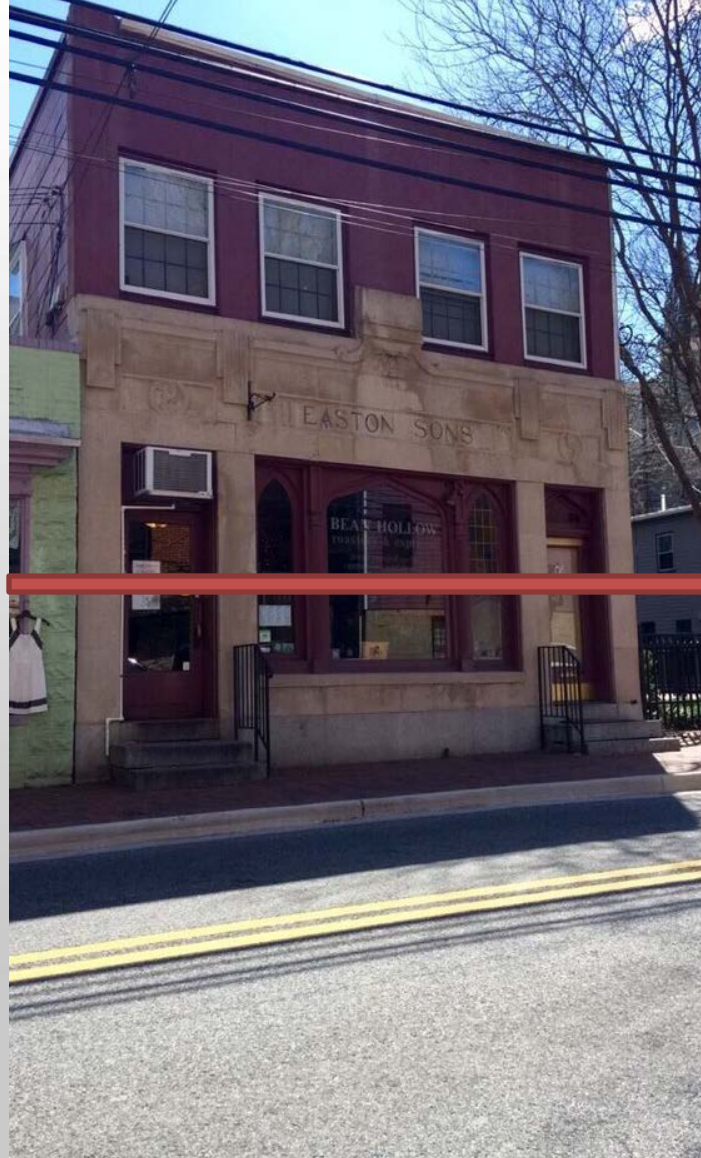


Fill up the Washington Monument 1.5 times and pour it down Main Street













HCEDA's Response





Managing Business & Property Owners

- **Immediately began connecting with owners and recording their information**
 - **Names**
 - **Contact information**
 - **Address**
 - **Employees**
 - **Specific Requests and Needs**
- **Created a process to collect, record and access this contact information**

Managing Business & Property Owners

- Major public safety and logistical hurdles stood in the way of getting them access.



Major Hurdles

Major Hurdles – Compromised Structures













Major Hurdles – Infrastructure Damage





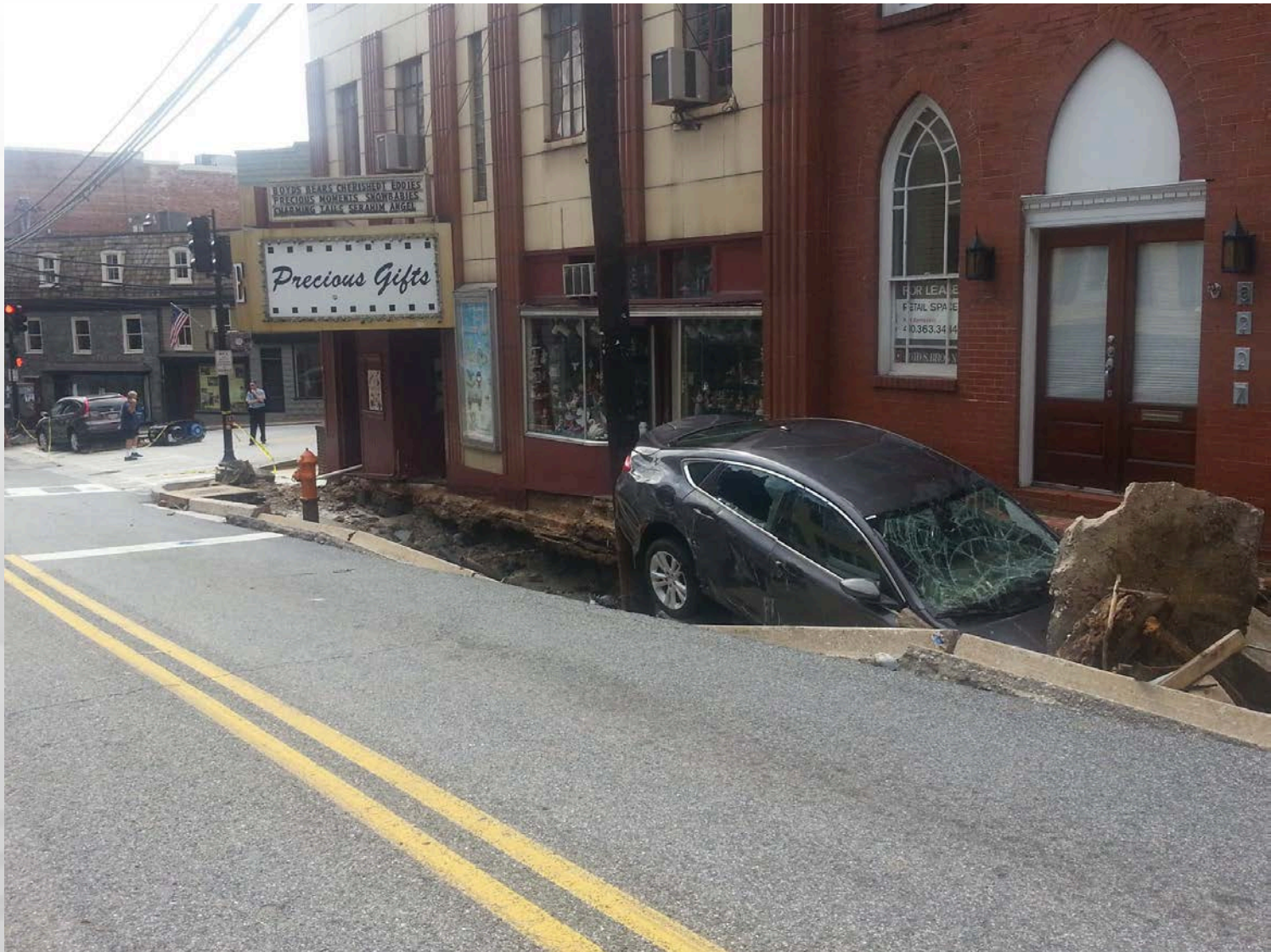




Major Hurdles – Vehicles







- **180 Vehicles**



Getting Access & First Looks

- **Repeatedly heard from business owners they needed to get access to the area to see the damage to their businesses and properties**
- **Document the damage for insurance purposes**



Getting Access & First Looks

- **Worked with Fire and Rescue, Police, and Public works to set up escorted street front access to their buildings.**
 - Direct to and from the building
 - No exiting the gators



Recovering Items

- Once documentation had been done business and property owners wanted 10 minutes in their building to recover:
 - Computers
 - Check books
 - Insurance Paperwork
 - Licenses
 - High Value Items
 - Cash

Recovering Items

- Partnered with Howard County Fire and Rescue to get 10 minute escorted access into their building with fire personnel
- Could only bring back what they could fit in the cart



The DAC

- Staffed a table at The Disaster Assistance Center (DAC)
- Could always be reached there
- Single location for all business resources



Business Triage

- **Oversight/access to financial response team
(resource liaison Federal, State, Local)**
- **Prioritization of financial responsibilities of
impacted businesses**
 - **How can we help them survive to rebuild?**

Special Topic Workshops

- Ran workshops to educate business owners on a specific topic
- Financing options, insurance issues, resources available
- All the knowledge experts in one room together



Micro Missions

- For tasks that could not be completed in 10 minutes
- Recorded requests on paper and submitted to incident command
- Created a system to manage the large amount of requests



Micro Missions

- Review for feasibility based on:
 - Vehicles/Equipment Needed
 - Time Needed
 - Other Projects
 - Safety Issues



Micro Missions

- **Notified businesses if the request was approved or not**
- **Given an approval code, access time, date, and location**
- **Lots of phone calls**



Expedited and Free Permits



- **Business owners were disgruntled with the amount of permit fees and inspections needed**
- **County passed legislation waving permit fees**
- **Positioned an inspector on Main Street at all times to expedite inspections**



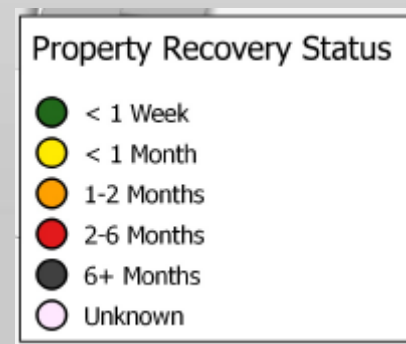
Building Damage Audits

- **Preformed a building by building audit to determine timeline to reopening**
- **Attempted to identify areas and businesses that could be reopened sooner by shrinking the no access area**
- **Shrinking the perimeter would help minimize special requests and micro missions**
- **Would get people working sooner and minimize economic losses**

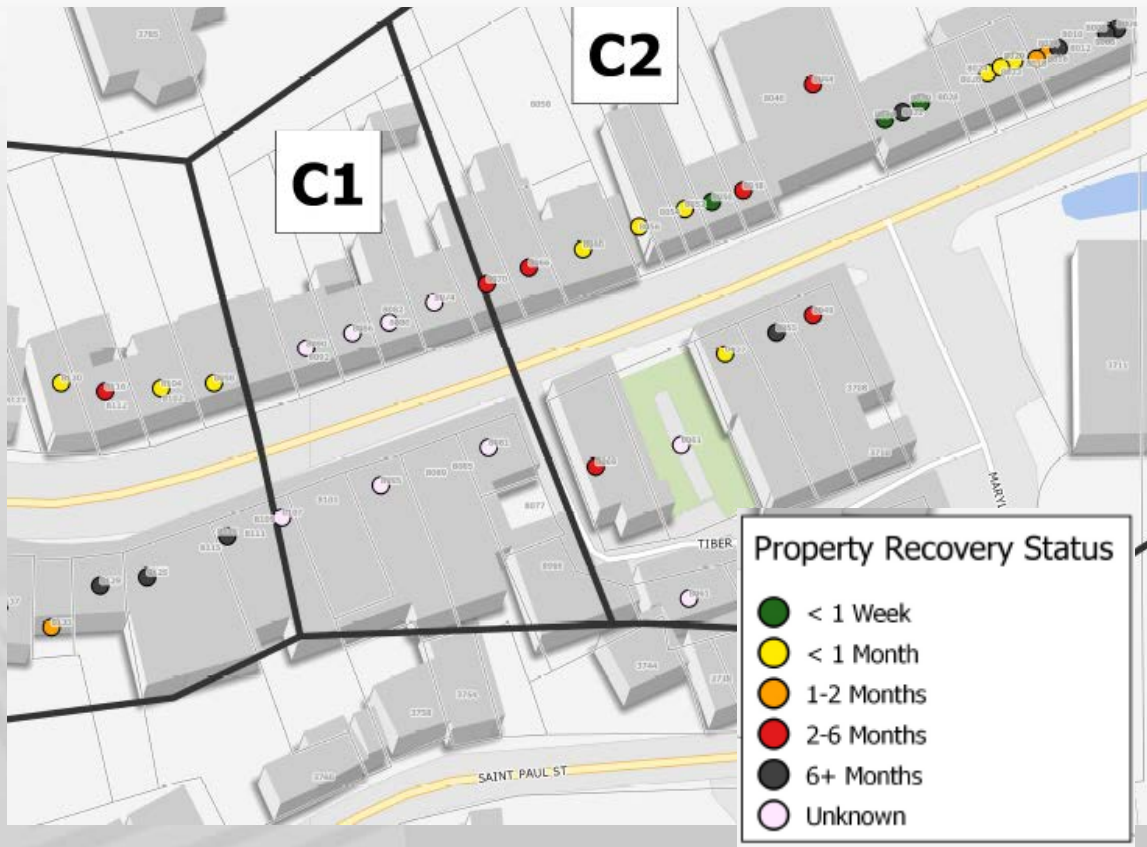
Building Damage Audits



- **A1 – Mostly ready to reopen within a week**
- **Businesses only closed due to fencing**



Building Damage Audits



- **C1/C2 – Most businesses need more then 1 month to reopen.**
- **Some need more then 6 months.**



October 6 – Ellicott City Reopens



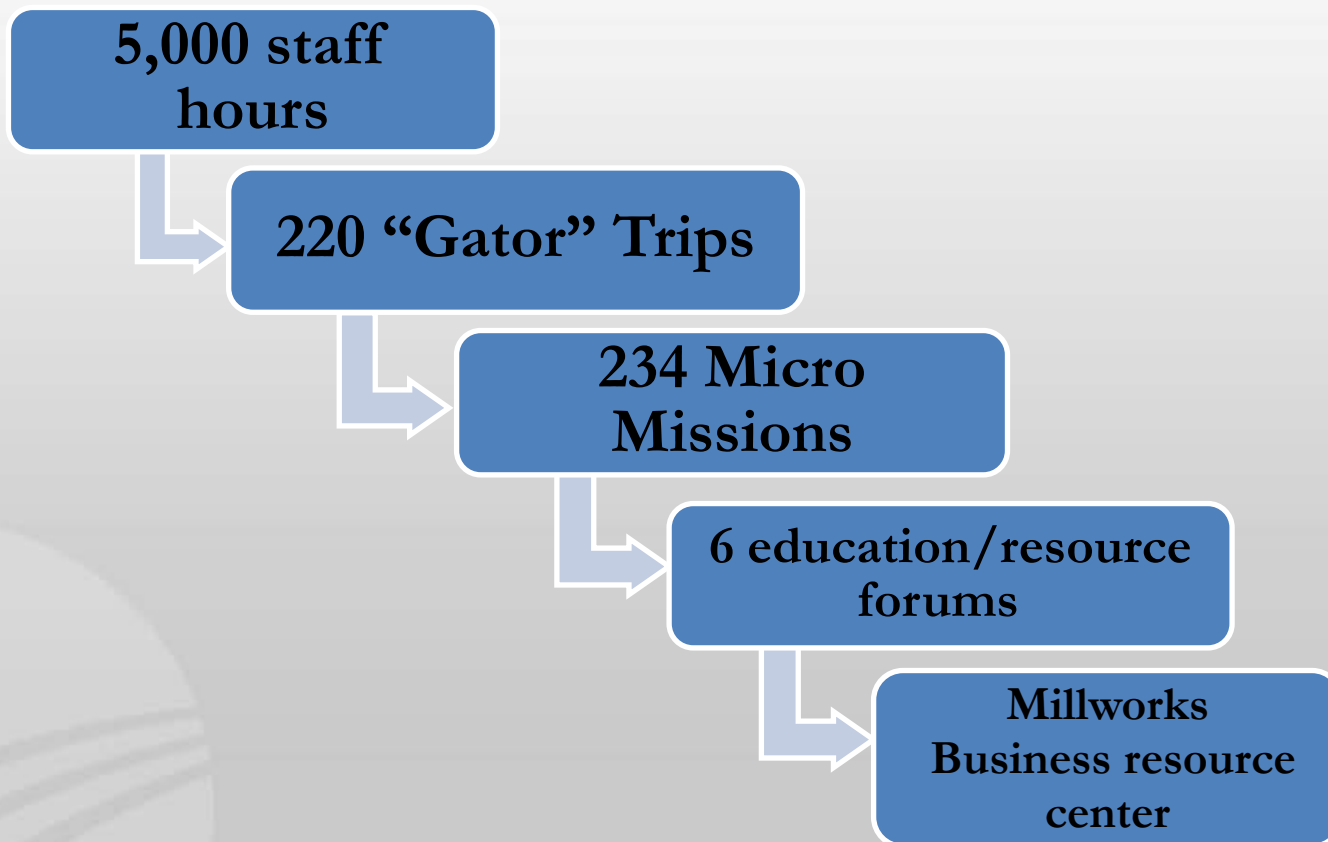
Millworks Business Resource Center

- **Wanted to have a long term presence on Main Street after the DAC closed**
- **Provide a common meeting spot for business recovery resources and groups**
- **Placed one business development staff on Main Street long term**
 - **Kept an ear to the ground**
 - **Provided consistent support and assistance**

Millworks Business Resource Center



HCEDA's Ellicott City Flood Recovery and Response



Urban Land Institute

- **Contracted with ULI to complete a study**
- **Began looking at long term possibilities**
- **Identifying strengths and possibilities**
- **Looking at the retail mix**
- **Listening to stakeholders in the town**

HCEDA's Ellicott City Flood Impact Analysis

Pre-Flood (138 businesses)

Direct Economic Benefits

- \$124 Million in business activity
- \$53 Million in labor income
- \$6 Million in government revenues

Total Economic Benefits (Direct & Indirect)

- \$197 Million in business activity
- \$78 Million in labor income (wages)
- \$10 Million in government revenues

Post-Flood (1 year estimated)

Direct Economic Losses

- \$42 Million in business activity
- \$18 Million in labor income
- \$2.1 Million in government revenues

Total Economic Losses (Direct & Indirect)

- \$67 Million in business activity
- \$27 Million in labor income (wages)
- \$4 Million in government revenues

Ellicott City's Assistance Status

- **Approximately 96 of 136 businesses are open now or have re-opened & 20 will be opening in several months**
- **HCEDA**
 - Millworks Business Resource Center opened on 1/19/17
 - Provided \$125K bridge loan
- **DHCD**
 - Approved 32 business loans for \$2.45 Million
 - Provided 27 families with \$78K for rental assistance
 - Provided \$100K for façade improvements and \$500K for infrastructure improvements
- **SBA closed 4 business loans for \$670K**

Lessons Learned

- **Keep messaging simple and clear**
- **Make yourself readily available**
- **Connect with emergency personnel prior to an emergency**
- **Create a plan for you and your team**
- **Have a system already made to collect and sort information**
- **Become the voice of the business owners**

Ellicott City One Year Later









