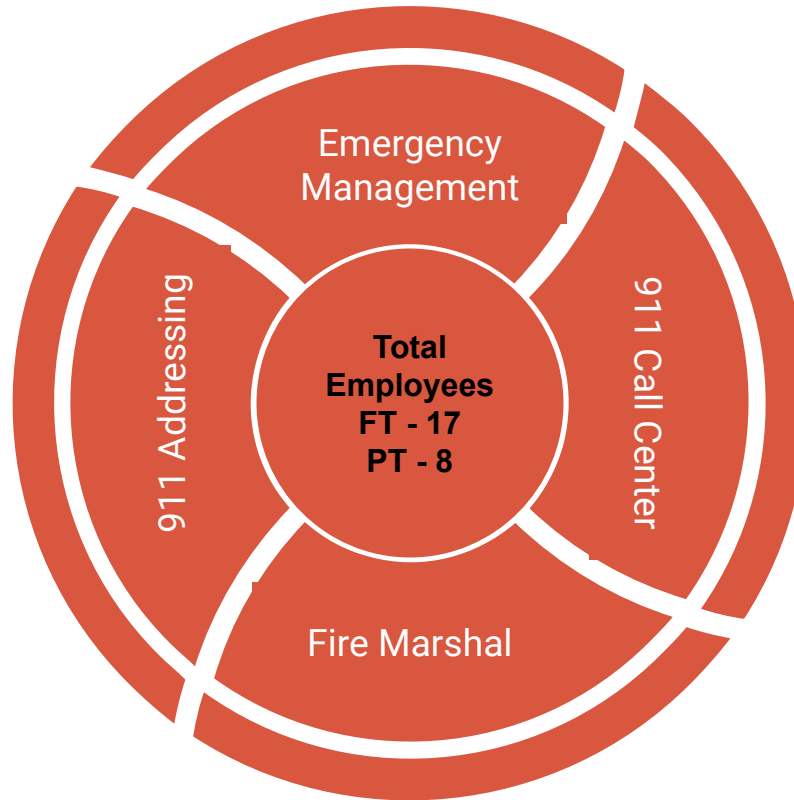




# Jackson County Emergency Management

Director Todd Dillard



## Coordination

Local, State,  
and Federal  
Resources

## Planning

Plans,  
Training, and  
Exercises

## Assistance

Local Fire,  
Rescue and  
Law  
Enforcement

# WHAT IS EMERGENCY MANAGEMENT?



# Response



We respond to calls for service in all of Jackson County; Assisting 7 Fire Departments, 2 Rescue Squads, 2 EMS Agencies, and 2 Law Enforcement Agencies





Our calls for service are typically related to Haz-Mat, Major Vehicle Accidents, Structure Fires, Wildfires, Weather Related Events, Search and Rescue Operations, Drone Operations and more...



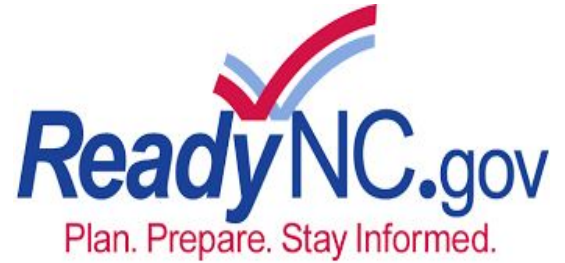
# Logistics

## Equipment & Deployable Assets





# Preparedness



## UNDERSTANDING TERMINOLOGY

### WATCHES

○ ISSUED WHEN CONDITIONS ARE LIKELY FOR A SEVERE WEATHER EVENT TO OCCUR.

• **BE PREPARED!**



### WARNINGS

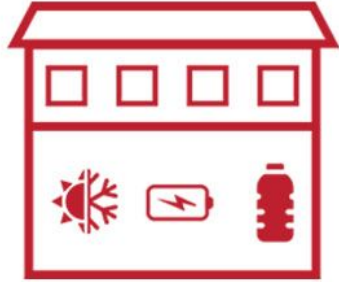
○ SEVERE WEATHER IS IMMINENT OR IS OCCURRING.

• **TAKE ACTION!**

- Public schools
- Private schools
- Assisted living facilities
- Community events
  - Churches
  - And more...



# Comfort Stations



- ~35 Locations throughout Jackson County
- Church's are the primary locations
- Utilized for temporary sheltering until 1 of 10 American Red Cross (ARC) shelters can be opened
- CAMET Capabilities
- Used in the event of wildfires, flash flooding, hurricanes, Haz-Mat incidents etc...



# Jackson County Shelter Locations

- Cashiers-Glenville Recreation Center
- Cullowhee Recreation Center
- First United Methodist Church of Sylva
- Smoky Mountain High School
- Smokey Mountain Elementary School
- Jackson County Department of Aging
- Scott's Creek Elementary
- Blue Ridge School
- Ramsey Regional Activity Center
- Cullowhee Valley School



# How do we keep citizens informed?



**ONSOLVE**

By **CRISIS24**

Formally CodeRED

Text "JACKSON" to 99411



Citizens can sign up via text, QR Code, or the Jackson County Website for emergency alerts

Alerts can be sent out via Cell Phone, Home Phone, Text, Email, and Push Notifications on the app

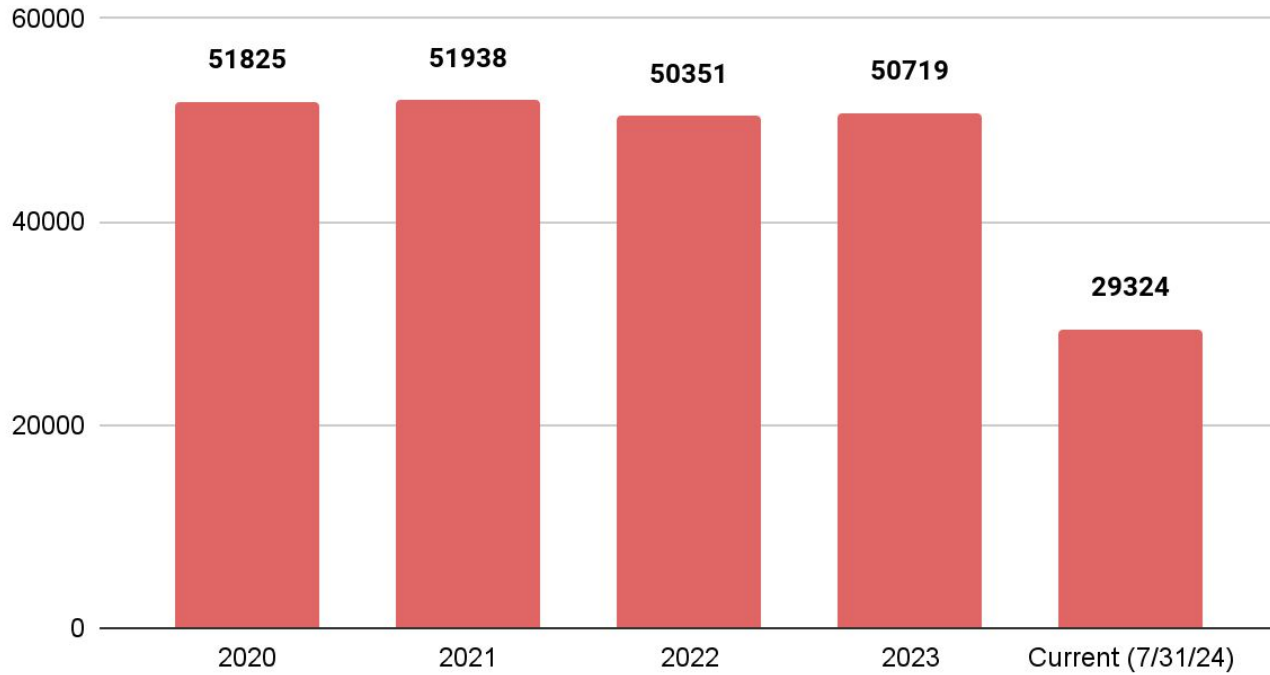
Jackson County is Storm Ready Certified by NOAA

# 911 Center

- State-of-the-art Emergency Operations Center and 911 Call Center, built in 2014
- 911 Director, 12 Telecommunicators, including 4 Telecommunicator Supervisors 1 per shift
- § 143B-1403. Service charge for 911 service.  
(a) Charge Imposed. – A monthly 911 service charge is imposed on each active communications service connection that provides access to the 911 system through a voice communications service. Service Charge of (70¢)
- Jackson County was allocated \$228,778.56 (2024-2025)



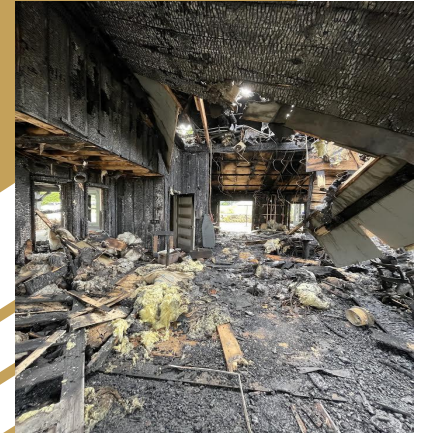
## CAD Calls



# 911 Center Cont...

- Jackson County is equipped with an Enhanced 911 System
- 911 Addressing is responsible for all physical addresses and private road naming
- Jackson & Swain counties were the 1st in NC to have true 2 center redundancy
- All Telecommunicators are qualified, trained, and hold certifications:
  - Emergency Medical Dispatcher (EMD)
  - Emergency Police Dispatcher (EPD)
  - Emergency Fire Dispatcher (EFD)
  - Telecommunicator CPR
  - DCI (Division of Criminal Information)
  - NCIC (National Crime Information Center)
  - PreparedLive
  - RapidSOS

# Fire Investigations



# Fire Investigations

- Respond to Structure Fires, Vehicle Fires, Wildfires, or any other fire at the request of a Fire Chief or Law Enforcement officer in Jackson County
- Fire Investigator Training
  - Fire Dynamics & Modeling
  - Fire Protection Systems
  - Evidence Collection / Search & Seizure
  - Scientific Method for Fire & Explosion Investigation
  - Investigation of Fatal Fires
  - Electrical Aspects of Fire Investigations
- The Fire Marshal of Jackson County is a CFI (Certified Fire Investigator)



# Community Risk Reduction

- 7 Fire Departments
  - 3 Combination (Paid Staff & Volunteers)
  - 4 All Volunteer (2 District Coordinators each)
- Every Fire Department is a “Class 5 - 5 Mile / Class 9E - 6 Mile”
  - Effected by -
    - Staffing
    - Fire Department Proficiency
    - Response Times
    - Apparatus and Equipment Available
    - Communication Equipment
    - Community Risk Reduction / Fire & Life Safety
    - Training / Certification





# Fire & Life Safety Education

Jackson County F&LS Team is made up of members from Jackson County Fire Departments, Rescue Squads, EMS Agencies, Law Enforcement, Public Health, NC Forest Service, and US Forest Service



Jackson County F&LS Reaches on average of 4000 students annually

Jackson County F&LS provides education to public, private, and preschools. Along with churches, assisted living facilities, and civic groups

- F&LS Education Trailer
- CPR
- First Aid
- Stop the Bleed
- Teachable Totes
- Water Safety



“By failing to prepare,  
you are preparing to fail”  
- Benjamin Franklin

# Contact Information



Director Todd Dillard  
Phone: 828-586-7592  
Email: [toddillard@jacksonnc.org](mailto:toddillard@jacksonnc.org)