



**Hurricane Matthew, Virginia
October 2016
Emergency Support Function
(ESF) #11
After Action Report (AAR)**



Incident Summary

On October 5, 2016, ESF #11 was activated to the FEMA Region III, Regional Response Coordination Center (RRCC) in support of Hurricane Matthew operations. The RRCC was activated to Level II, day shift (0800-1630) only. Matthew was originally anticipated to hit the southeastern part of Virginia with the major concern being flooding in the Tidewater region. Hurricane Matthew was anticipated to reach Region III on Saturday evening October 8th and pass through by Sunday, October 9th. Matthew turned eastward as it approached the South Carolina, North Carolina border and did not track into Region III. Southeastern Virginia did feel the effects of Matthew and incurred strong winds, flooding and 200,000+ power outages. There were no requests for Federal Assistance and ESF #11 was demobilized on Thursday, October 6th.

Lessons Learned

Successful

1. Even though the storm did not reach Region III, Mass Care was able to accomplish planning for feeding/sheltering for future events in the Tidewater region of Virginia.
2. Food and Nutrition Services Mid-Atlantic Regional Office (FNS MARO) provided valuable input into planning efforts and was able to provide food inventories upon request. FNS MARO was standing by and prepared to support any requests for assistance.
3. Even though State Emergency Operations Centers remained at “normal ops” coordination with ESF #11 and state partners continued.
4. ESF #11 solicited Desk Officer support should 24-hr operations be required. Wildlife Services immediately volunteered to support the requirement. Although not called into the RRCC, contact remained throughout the event, even after demobilization.
5. Animal Care was proactive in providing contact/support information for Non-Governmental Organizations
6. Mission Assignment was completed and available when ESF #11 arrived at the RRCC. This was a first for Region III

Challenges/Areas for Improvement

1. ESF #11 was in contact with FEMA Region III, Response Division prior to activation and was informed ESF #11 was being activated. An email was sent verifying this. When the official Activation Order was released, ESF #11 was not identified as being activated and was under the “For Situational Awareness Only” heading. When the Region III Watch was contacted regarding this, ESF #11 Coordinator was told that the document was vetted by Response Division leadership and was correct. Upon further contact with the Response Division, guidance was to ignore the Activation Order and to report to the RRCC. Although not a major issue, unnecessary phone calls resulted in an already stressful situation at the region.