



# Managing Citizen Requests During a Disaster Response

Brunswick County Mosquito Control

Abram Young





# Managing Citizen Requests During a Disaster Response

- Overview
  - Hurricane Florence
  - Hurricane Florence Service Need
  - Managing Citizen Requests
  - GIS Mapping
  - Additional Information for Citizens
  - Remembering Customer Key Points
  - Questions?



# Hurricane Florence





# Hurricane Florence Service Need

Mosquito Spraying - Brunswick C x +

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**NOTICES**  
 Hurricane Florence Recovery Information is available at [www.brunswickcountync.gov/recovery...](http://www.brunswickcountync.gov/recovery...) **Learn More**  
 Brunswick County has adopted new flood maps and amended the County's Flood Damage Preven... **Learn More**  
 Information about opioids and treatment resources is available at <http://www.brunswickcoun...> **Learn More**  
 Information on GenX and Brunswick County Public Utilities Drinking Water... **Learn More**

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**BRUNSWICK COUNTY NORTH CAROLINA**

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**MOSQUITO SPRAYING**

09.24.2018  
 Brunswick County is starting to spray for mosquitoes today. Citizens wishing to request spraying in their area or get on the list of areas to be sprayed should call 910-253-2515 or visit <http://www.brunswickcountync.gov/mosquito-control/service-request/>.

**DEPARTMENTS**

- BOARD OF COMMISSIONERS
- BOARD OF ELECTIONS
- BRUNSWICK COUNTY LIBRARY SYSTEM
- BRUNSWICK SENIOR RESOURCES, INC
- BRUNSWICK SOIL AND WATER CONSERVATION DISTRICT

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# Managing Citizen Requests

- Staff availability
- Flood of calls and emails 8,559 (9,138 request in 2018)
- Brunswick County utilized online request.
- Pulled available full/part time staff members to answer phones and fill paper service request out.
- Increased the amount of space available for voice mail of County phone system.



# Managing Citizen Requests

## *Tech Information*

- **Do Not Spray Status**

- Bee Keeper
- Call Before Spray
- Do Not Spray
- Do Not Spray Call Before
- Fish Farm
- Organic Farmers

- All of this information is found within a spray zone for the applicator

- Name
- Address
- Location within County i.e. OIB
- Phone number
- Spray zone
- 2018- 9,138 request.
- All applicators are given a Word document with this information for each spray zone.



# Managing Citizen Requests

- Additional Information
  - Safety for staff members
    - Roads, flooding, safe way in and out?
    - Is there anything staff needs to know or look for.
  - What is Emergency Management saying about the area?
  - What is Law Enforcement saying about the area?
  - What are the locals saying?



What do we do with Citizen  
request information?



# Managing Citizen Requests

## *GIS Mapping*

- 2ft Contours
- Wetlands
- Soils
- Major Hydrology
- Minor Hydrology
- Structures
- Parcels
- Primary Roads
- Streets
- County Boundary
- Ortho- imagery
- 2018 BRU DS Islands
- County ULV Routes
- Citizen Requests
- Do Not Spray List
  - Bee keeper
  - Call before spray
  - Do not spray
  - Do not spray call before
  - Fish farm
  - Organic Farms
- Larvicide Registry
- Historical Mosquito Projects



# Mosquito Habitats

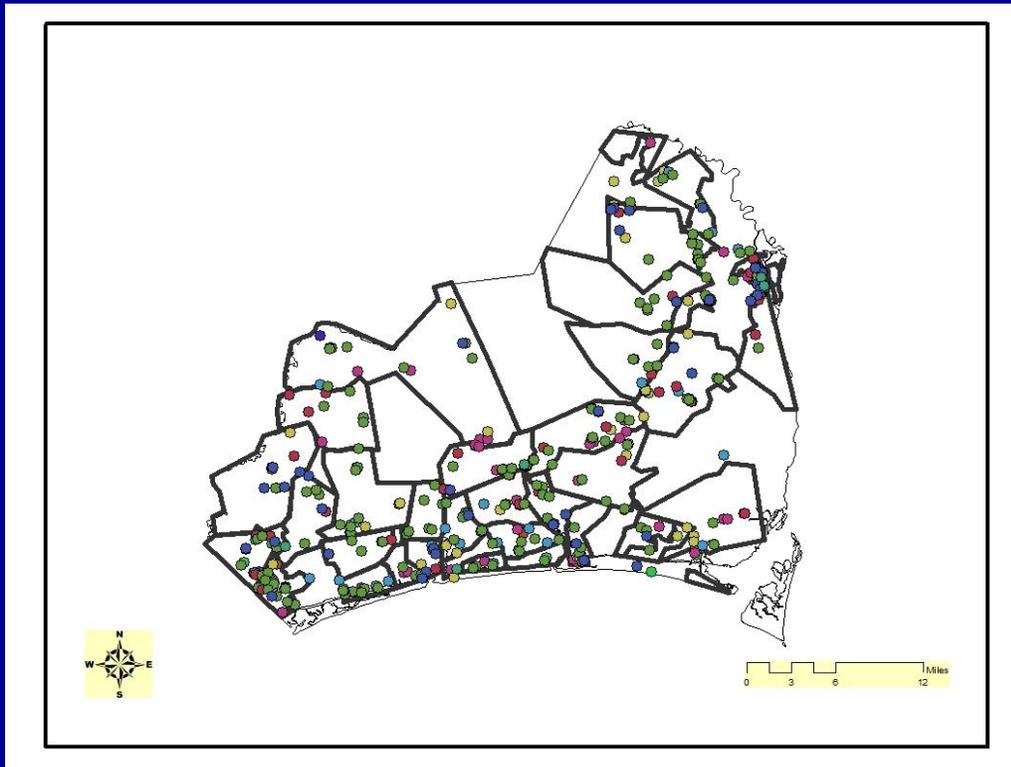
- Mosquito Habitats
  - Container
    - 2 types (natural or man made)
      - *Ae. albopictus*
  - Salt Marsh
    - *Oc. sollicitans & taeniorhynchus*
  - Woodland Pool
    - *Ps. ciliata, and ferox*
  - Permanent Water
    - *An. quadrimaculatus*
  - Flood Plain
    - *Oc. atlanticus*
  - Pasture
    - *Ps. columbiae*





# Managing Citizen Requests GIS Mapping

## Citizen Requests



## Attribute Table

FID	Shape	Name	Address	Phone	Date	Spray_Rout	Status	Sprayer	Month	Adulticide	Larvicide	Biolog
0	Point	County Administration	4410 FISH FACTORY RD		3/8/2017	Town of Oak Island	Closed		Mar			
1	Point	Earth Day Festival	4621 E OAK ISLAND DR		4/21/2017	Town of Oak Island	Closed	AY	Apr			
2	Point	Donald Hughs	7100 PARKER RD NW	910-269-6020	2/6/2017	MAKATOKA	Closed	MD	Feb		x	x
3	Point	Deliah Robinson	214 OCEAN HWY E	910-754-6502	3/9/2017	ROYAL OAK	Closed	AY	Mar		x	
4	Point	Michelle Embacino	238 DOWNING GLEN PL	910-575-1136	3/1/2017	CALABASH	Closed		Mar			
5	Point	Wayne Chatman	717 ALBEMARLE PL	910-470-9056	2/28/2017	BELVILLE	Closed		Feb			
6	Point	Donnie Reeves	2105 BIRCH ST SW	336-816-5977	3/30/2017	STANBURY	Closed	FH	Mar			
7	Point	Wanda McElveen	1201 JEFFREY ST SW	910-368-6632	4/4/2017	STANBURY	Closed	AY	Apr			
8	Point	Yvonne Duclos	2633 SANDERS FOREST DR NW	910-833-6573	4/3/2017	ROYAL OAK	Closed	JB	Apr			
9	Point	Lee Carvin	FISH FACTORY RD SE	828-242-1380	4/5/2017	SOUTHPORT	Closed	AY	Apr			
10	Point	Marylin Mateo	7721 MORGAN CREEK RD SE	443-791-2000	4/5/2017	GREEN HILL	Closed	AY	Apr			
11	Point	Edward Deeds	6464 WALDEN POND LN SE	910-477-9128	4/12/2017	SOUTHPORT	Closed	JB	Apr		x	
12	Point	Deborah Robinson / Steve	234 OCEAN HWY E	910-754-6502	4/20/2017	ROYAL OAK	Closed	AY	Apr		x	
13	Point	TRZ-1 BRU 2017	25 COURTHOUSE DR NE	2507	4/28/2017	GALLOWAY	Closed	JB	Apr			
14	Point	Robert Therrien	521 NANTES CT SW	910-846-6950	4/18/2017	SABBATH HOME	Closed	MD	Apr		x	
15	Point	Penny	1061 MEADOWLANDS TRL NW	Email	4/26/2017	NO 5 SCHOOL	Closed	JB	Apr			
16	Point	Marylin Mateo	7721 MORGAN CREEK RD SE	443-791-2000	5/1/2017	GREEN HILL	Closed	MD	May			x
17	Point	Holly Scott	14 PINEWOOD DR	717-587-6048	4/28/2017	CALABASH	Closed	AY	Apr			
18	Point	David Ward	117 LOYOLA AVE	704-401-8634	5/1/2017	Town of Leland	Closed	JB	May			
19	Point	Stacy Hewett	65 OLD RIVER RD	910-393-7101	4/27/2017	STANBURY	Closed	AY	May		x	
20	Point	Bonnie McBride	4189 CAMBRIDGE COVE CIR SE 2	910-454-0700	5/2/2017	SOUTHPORT	Closed	JB	May			
21	Point	Jennie Jviden	5048 WYNCIE WYND	910-454-0700	5/2/2017	Town of Oak Island	Closed		May			
22	Point	Paula Davis	3601 BLUE BANKS LOOP RD NE	910-622-3417	5/2/2017	MT MISERY	Closed	MD	May			
23	Point	Eilinta holden	1728 LITTLE SHALLLOTTE RIVER D	910-754-9127	5/2/2017	GRAYBRIDGE	Closed	MD	May		x	
24	Point	Pam Neville	8068 RIVER RD SE	240-793-8037	5/3/2017	SOUTHPORT	Closed	WH	May	x		
25	Point	Evelyn Burnett	808 CYPRESS LAKES CIR SE	910-842-5157	5/3/2017	SUNSET HARBOR	Closed	MD	May		x	
26	Point	Garvey	49 GREEN LEWIS RD	910-253-5099	5/3/2017	GALLOWAY	Closed	MS	May			
27	Point	Elizabeth	608 CREEK WAY CIR SE	910-269-7171	5/9/2017	ZION HILL	Closed	MD	May			
28	Point	Jean Gillette	1344 RIVERVIEW DR SW	910-755-5212	5/5/2017	GRAYBRIDGE	Closed	JB	May		x	
29	Point	Glenda Miller	410 HEWETTOWN RD SE	910-209-1540	5/9/2017	ZION HILL	Closed	JB	May		x	
30	Point	Derek Babson	3939 BIG NECK RD NW	910-840-4072	5/9/2017	BIG NECK	Closed	WH	May	x		
31	Point	Danny Shannon	5710 BETHEL RD SE		5/8/2017	SOUTHPORT	Closed	JB	May			
32	Point	Rona Bader	4011 COVEDALE LN	919-279-5991	5/10/2017	SAINT JAMES A	Closed	JB	May			x
33	Point	Mary Gore	1601 GOOSE CREEK RD SW	910-269-9967	5/10/2017	BRICKLANDING	Closed	WH	May	x		
34	Point	Vickie Little	5365 MYRTLEHEAD RD NW	910-713-9078	5/10/2017	MAKATOKA	Closed	WH	May	x		
35	Point	Gary Bughman	1596 WINDSONG DR SW	610-844-3657	5/11/2017	BRICKLANDING	Closed	MD	May		x	
36	Point	Roy Heath	4330 ALLIGATOR RD NW	910-287-1940	5/11/2017	BIG NECK	Closed	WH	May	x		
37	Point	Cookie Bloodworth	800 GALLOWAY RD NE	253-2504	5/12/2017	GALLOWAY	Closed	AY	May	x		
38	Point	Linda Perkins	1011 DURHAM AVE	910-575-8429	5/12/2017	CALABASH	Closed	JB	May		x	
39	Point	Ronnie Spivey	6137 MYRTLEHEAD RD NW	910-287-5107	5/15/2017	MAKATOKA	Closed	WH	May	x		
40	Point	Kent Stout	2395 STOUT RD NW	910-620-1306	5/15/2017	OLD SHALLLOTTE	Closed	WH	May	x		
41	Point	Brent Phillips	2104 CAMP BRANCH RD NW	910-612-6364	5/15/2017	MAKATOKA	Closed	WH	May	x		
42	Point	Mari Woodard	1374 CLEARVIEW RD NW	910-713-8627	5/12/2017	ROYAL OAK	Closed	AY	May	x		
43	Point	Debbie Speights	40 SOUTHWALL RD SE	910-398-5014	5/12/2017	GALLOWAY	Closed	AY	May	x		
44	Point	Linda Kauffman	1016 GALLOWAY RD NE	910-368-1833	5/12/2017	GALLOWAY	Closed	AY	May	x		
45	Point	Linwood Hagans	2647 OLD OCEAN HWY	910-253-5819	5/12/2017	GALLOWAY	Closed	AY	May	x		
46	Point	Michael Foss	1760 OLD LENNON RD SE	910-620-7582	5/15/2017	GILBERT	Closed	WH	May	x		



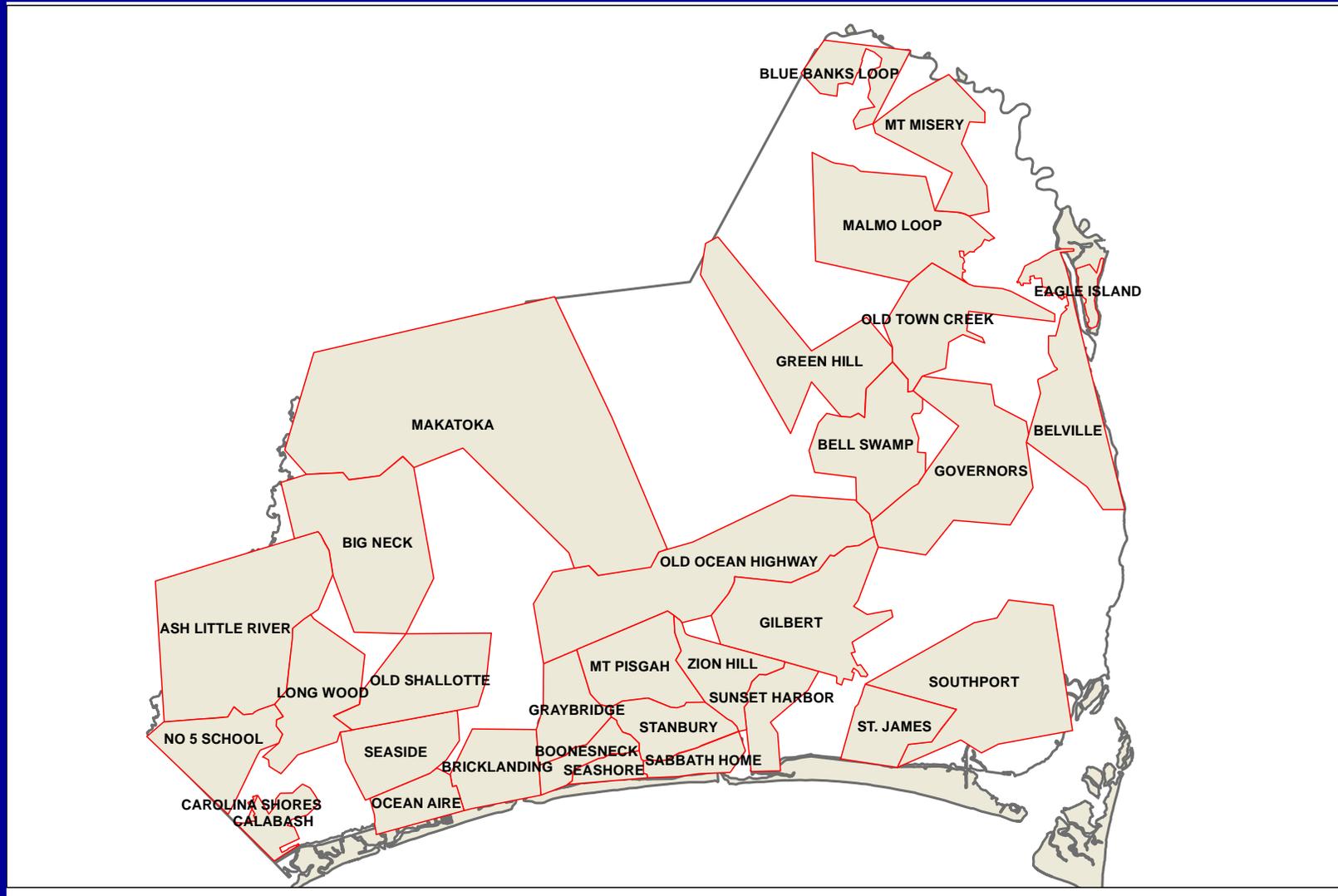
# Managing Citizen Requests

## *GIS Mapping*

- Form a game plan for each citizen request.
  - What does this tell the mosquito tech?
    - Request site information.
      - Onsite
    - Historical data:
      - Record of request
      - Status of request
      - Spray zone
      - Past control method
      - Tech who performed service
- Hurricane Florence
  - In a typical year mosquito control activities are based on **mosquito trends and citizen requests.**
  - After Hurricane Florence mosquito control did no onsite investigations.
  - We used citizen request for documentation of services needs.



# Brunswick County Spray Zones





# Additional information for Citizens

## Call center and online

Mosquito Spraying Update - Brun x +

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09.26.2018  
Brunswick County has started to spray for mosquitoes.

Residents in the following towns and cities should contact their town for mosquito spraying requests:

- Village of Bald Head Island
- City of Boiling Spring Lakes
- Caswell Beach
- Holden Beach
- Town of Leland
- City of Navassa
- City of Northwest
- Town of Oak Island
- Town of Ocean Isle Beach
- Town of Sandy Creek
- City of Southport
- Town of Sunset Beach

Brunswick County citizens in the unincorporated areas of Brunswick County (areas not in a city or town) and in the towns of Belville, Bolivia, Calabash, Carolina Shores, Shallotte, St. James and Varnamtown should visit <http://www.brunswickcountync.gov/mosquito-control/service-request/> or call 910-253-2515. **Note: Due to high call volumes, please use the online form to submit a request if you are able.**

Residents of other counties should call their county.

### DEPARTMENTS

- BOARD OF COMMISSIONERS
- BOARD OF ELECTIONS
- BRUNSWICK COUNTY LIBRARY SYSTEM
- BRUNSWICK SENIOR RESOURCES, INC
- BRUNSWICK SOIL AND WATER CONSERVATION DISTRICT
- CAFETERIA
- CLERK TO THE BOARD OF COMMISSIONERS
- CODE ADMINISTRATION
- COOPERATIVE EXTENSION
- COUNTY ATTORNEY'S OFFICE
- COUNTY MANAGER'S OFFICE
- DEVELOPMENT & IMPROVEMENT APPROVAL
- EMERGENCY SERVICES
- ENGINEERING
- ENVIRONMENTAL HEALTH

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# Key Points to Quality Customer Service

- Introduce Yourself Properly
- Listen
- Be Sincere
- Use Good Manners
  - (i.e. please, thank you, you're welcome, etc.)
- Use the Customers Name in Conversation
- Be Prompt
- Follow up
- Smile





Questions?