

Hurricane Helene – The One We Will Never Forget!

Lessons Learned

CVBMA Fall Conference 2024
SkyLine/SkyBest
Kim Shepherd, CEO



Thank You

- [Video Link](#)

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Lessons Learned – Tips to Consider

- Don't Think It Can't Happen To You
- Emergency Response Plan – Ensure you have one and ensure it is updated on a regular basis
- Keep Records Up To Date – Network, Plant and Customer
- Ask For Help
 - Accept all offers and be specific in your requests
 - Find ways to allow all employees to contribute (including those who aren't directly involved in the restoration)
- Keep Safety A Priority
 - GPS was essential

Lessons Learned – Tips to Consider

- Expect Mass Chaos
 - No communication
 - No power
 - Impassable roadways



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Lessons Learned – Tips to Consider

- Communication Efforts Are Key!
 - Shared spreadsheets with hourly status of central office and remote sites
 - Field Services daily work schedules
 - Cell tower and special circuit status updates
 - Spreadsheet with all info on out of town crews
 - Daily call between Operations, Engineering, OSP and Marketing
 - Radio system in all trucks
 - Have a social media and public communications plan
 - Daily email update from CEO with status
- Share Resources – paired a Splicer, Field Services Tech and a mini-excavator making a team to repair smaller cuts
- Expect Setbacks – expect to repair things more than once; it's like the Wild West!



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Lessons Learned – Tips to Consider

- Get Creative in Repairs – Break Some Rules
- Be Prepared – All Hands on Deck
 - Get in the trenches – dust off old skillsets
 - “Other duties as requested by supervisor”
 - Express importance of being a team player
- Inventory Considerations – communicate with vendors on needs
- Be Prepared for Priorities to Change Quickly



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Lessons Learned – Tips to Consider

- Outside Crew Logistics
 - How to manage and schedule them
 - How to track them
 - When they are coming and going
 - Who is staying where – where will they sleep?
 - Assigning a SkyLine contact for each crew
 - Safety protocols
 - Where to park equipment
 - How to get laundry taken care of
- Expect Some Personnel/Contractor Issues
- Be Prepared for Service Disconnects



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Lessons Learned – Tips to Consider

- Be Prepared for Normal Operations To Be Completely Changed
 - No new installs
 - Over 900 calls to Repair in one day – 8,347 calls in 19 days
 - Grant builds delayed
- Be Prepared to Make Some Tough Decisions
 - No Repair to any video outage
 - No Repair to any copper facilities

Lessons Learned – Tips to Consider

- Be Prepared for Emotional Impacts – we all shed tears
- Build In Ways for Employees to Deal with it Personally
 - Rotations/Days off
- Mental Health Awareness of Employees – especially 2-3 weeks in and beyond
- Contact Lists
 - Police, Sheriff, School Superintendents, County Managers, Emergency Management
 - Representatives, Senators, Members of Congress, as needed for support
 - Use Chambers to vet information



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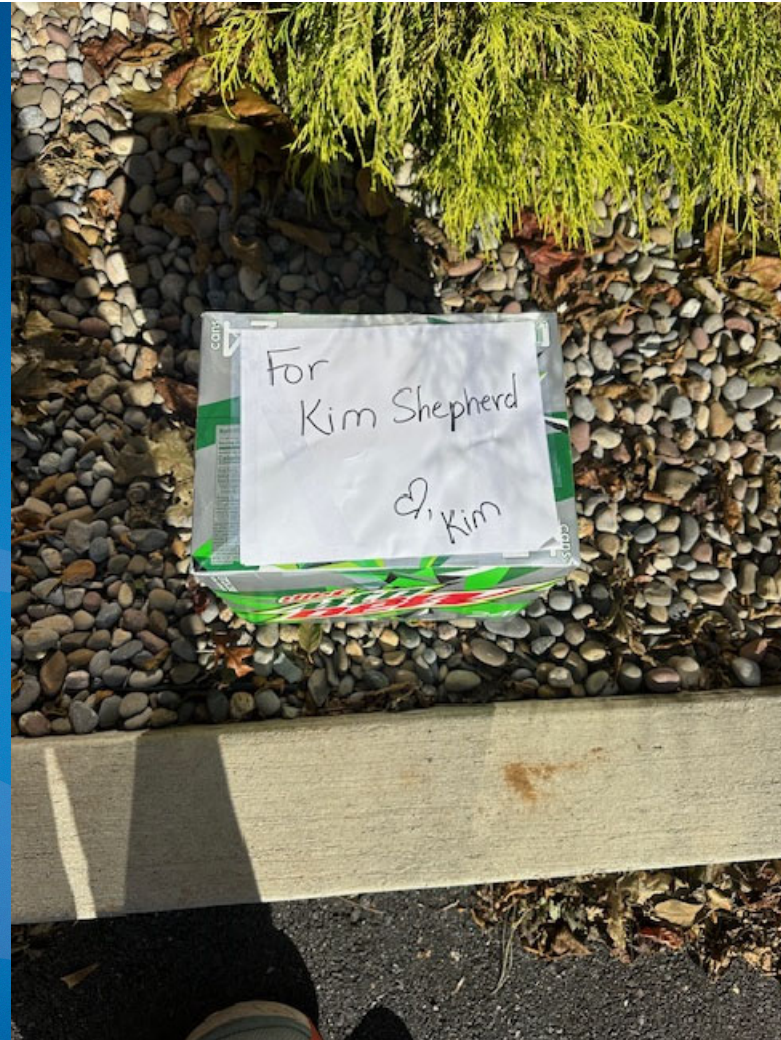
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Lessons Learned – Tips to Consider

- Remember One Step At A Time
- Be Kind To One Another – Never know what each person is facing
- Be Present – Presence of leadership is important
- Keep the Faith – Joy comes in the morning!



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