

## How Hillsborough Operates in Severe Storms

Below is information on how the Town of Hillsborough operates during severe storm events.

Please note that about 25,000 people have a Hillsborough mailing address, but only about 7,000 are within the town limits. To determine who provides services to your home, check the [Jurisdiction and Service Areas](#) page of the town website.

### Curbside collections

Hillsborough will halt curbside collections of trash, brush, bulk items and loose leaves if weather conditions prevent collection trucks from operating safely. Service for garbage collection will be given priority when collections resume. Orange County provides collection of recyclables. See the [Orange County website](#) for changes in its services.

### Parks and trails

Parks and greenways will be closed in deteriorating conditions for the safety of the community and emergency workers. When flooding is expected, the dog park fencing at Gold Park will be placed in an open position to allow the unimpeded flow of waters carrying debris.

Parks and greenways will remain closed following severe weather until the town can inspect the areas and remove any hazards. Hazards can exist even after a storm with high winds has passed or after floodwaters have receded. Entering closed areas and moving or removing closure signs and barriers:

- Slows cleanup efforts and delays the reopening of parks and greenways for everyone.
- Forces public works and public safety staff away from other duties to reinstall closure signs and barriers.
- Forces emergency workers away from other duties for potential rescues.
- Risks the safety of others.

Undeveloped floodplains often serve the need for public parks and recreation. The Riverwalk greenway and Gold Park were built in their locations to take advantage of the chance to provide recreation in areas that otherwise would not be developed. Riverwalk, located partially within Gold Park, was built along a sewer easement by the Eno River. Both recreation facilities were designed to withstand flooding.

### Information sharing

The town provides information about services during inclement weather through the following means:

- Website: [www.hillsboroughnc.gov](http://www.hillsboroughnc.gov)
- Twitter: [@HillsboroughGov](https://twitter.com/HillsboroughGov)
- Facebook: [www.facebook.com/hillsboroughgov](https://www.facebook.com/hillsboroughgov)

- News releases: [Email Subscriptions](#) webpage to receive town news via email.

A listing of news releases distributed during an event and answers to any frequently asked questions will be provided on the [Ready Hillsborough](#) page of the town's website, which includes emergency phone numbers and storm resources.

Any emergency notifications, such as evacuation notices, will be sent through the public alert and warning system [OC Alerts](#). When selecting notification preferences through OC Alerts, Hillsborough water customers should sign up to receive notifications from the Town of Hillsborough. Note that Orange Water and Sewer Authority provides water service to the Carrboro and Chapel Hill community. OC Alerts is a partnership of the governments in Orange County and OWASA.

### **Emergency response**

During storm events, the following phone numbers are used for assistance:

- Water emergencies: 919-732-3621 — to report water line breaks or sewer spills and similar emergencies to the Hillsborough Water Treatment Plant.
- Downed trees blocking a roadway or downed power lines: 911.
- Assistance for emergency and non-emergency needs that require law enforcement or other rescue workers: 911 — Hillsborough police officers are dispatched only by calling 911.