We will have the situation checked, especially the missing meter box lids and the washouts you refer to.

Regarding debris on storm drain inlets, with almost 2,000+ drain inlets in town and a storm water team of only 4 persons, we have to depend on property owners taking some responsibility to keep the inlets cleared in around their properties. This needs to be done regularly.

Thanks for pointing out the problems areas and we will get them checked and repaired, as needed.

Ralph S. Messera  
Public Works Director  
Town of Matthews  
1600 Tank Town Road  
Matthews, NC 28105  
704-847-3640  
704-845-2488 Fax  
rnessera@matthewsnc.gov  
www.matthewsnc.gov

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On Mon, Jul 21, 2014 at 10:40 AM, [Name] wrote:

Good morning Mr. Messera,

I am a resident on Brandywine Drive off Hwy. 51. I'm sure you have been bombarded with flood issues related to last week's flash flood, but we have sidewalks with open water meters on our street that were blown off by gushing water. The drainage grates in the street are blocked by debris still also. The ground around some of those drains washed away during the Tuesday monsoon leaving deep gaps between the sidewalk and metal grate that pose a serious injury threat. Thank you in advance for addressing these safety concerns promptly.

Sent from my iPad
Re: Windrow flooding

Ralph Messera <rmessera@matthewsnc.gov>  
To: Hazen Blodgett <hblodgett@matthewsnc.gov>  
Tue, Jul 22, 2014 at 8:39 AM

FYI- Jamie asked about this yesterday, and this is how I responded to him:

We are reviewing these as we can. In this case she has a pretty good size stream along her back property line. The mapped flood plain ends just below her, since the drainage area is less then a sq mile, but I am willing to bet the house is in the flood plain if it were mapped up to her property.

Obviously we will still meet with her, but this is what we will find, I am sure.

Ralph S. Messera  
Public Works Director  
Town of Matthews  
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On Tue, Jul 22, 2014 at 7:01 AM, Hazen Blodgett <hblodgett@matthewsnc.gov> wrote:

Ms, Thanks for the email. By way of this email I am asking our storm water division to review. Please understand we had five inches of water in a 90 minute period. This represents a 100 year storm event (a storm having a one percent chance in any given year.). Our storm water system is not designed to handle this amount of water. In fact I know of no system in the US that can handle the storm we had last week. thanks, hazen

On Mon, Jul 21, 2014 at 1:57 PM, <blank> wrote:

Dear Mr.Blodgett,
My name is <blank> and I am emailing you today because I live in the neighborhood windrow off of cricket ln. Over the last week it has rained 2 days for over a hour. As a result our house has been flooded twice in one week because the creek behind our house is overflowing. I know that there surely can be something done about this. We can not constantly be afraid that our house is going to flood. We want to see if something can be done as to the drainage of the water that is overflowing and if there can be some measures taken to prevent this. The neighborhood itself does not have drains that will deal with this flooding. The houses around us have to deal with the water overflowing as well. I have attached pictures to show you just how severe the flooding is in our yard and our house. I hope to hear from you soon.
Sincerely,
Flood damage from the July 15th flood in Matthews

To: "messera@matthewsnc.com"<messera@matthewsnc.com>
Cc: [redacted]

Dear Mr. Messera, my name is [redacted] and I live at [redacted] Brandywine Dr. Our house flood on July 15th as did many other people's homes around town. We were away on vacation but our neighbors took pictures and cleaned up what they could in our absence. The reason for my email is to point out the inadequate storm drainage system in our neighborhood as to the reason our house was flooded and the erosion that has taken place around the drainage culvert in front of our house that is dangerous and is in need of repair. I feel that a closer looks needs to be taken on our street and the drain system needs to be upgraded so this doesn't happen again. There aren't enough culverts on our side of the street which is on the down side where all the water comes during a heavy rain. The system as a whole may need to be expanded due to the fact water from this storm was bellowing up and out of the culverts during the heavy rain that took place. Thank you for your time and consideration on this issue.

sincerely, [redacted]
Ms. [Redacted]

While I know this will not comfort you or reduce your loss, I have to say that the damage you took last night was not exclusive to your neighborhood. All over Matthews we had flooding and lightning damage. This was the hardest and longest rain event I have seen in over 25 years. The drains could not handle all the volume of water as well as the speed of the rainfall causing trash and limbs to collect and wash into storm drains. PW, FD and PD were all out last night during the storm working to reduce the damage and save lives. Thankfully we had no injuries as a result of the storm. I am still concerned as I fear we will have trees coming down over the next few weeks as roots have been compromised and may come falling down. I hope not but it is a concern.

I have asked about the beavers as I thought that situation was taken care of months ago not to mention this is the first I have heard that it may not have been. I have asked the Town Manager to report on the county status and what, if anything, was done. There are specific responsibilities that the county has and they differ from those of the Town. While we work together on many issues, some we cannot.

As we have done in the past, we will review the damage and look for ways to prevent future issues going forward. This may involve tighter restrictions on certain activity by both developers and homeowners.

Thanks for your comments,
JPT

Jim Taylor
Mayor Town of Matthews, NC
MayorTaylor@matthewsnc.gov
704-578-6754

Sent from my MacBook Pro

On Jul 16, 2014, at 11:23 AM [Redacted]

I am emailing you with photos that I am sure some of you have already seen this morning. I would like someone to explain to me why this travesty continues to impact the homeowners here? Why County and Town taxes continue to be collected on these homes, without the most basic and critical support of services in return? Why people, good people, hardworking and honest people continue to suffer and pay the price for a piece of property both the County and the Town of Matthews conveniently abdicates responsibility for? Why are developers unfettered, clear cutting parcels and adding more and more impervious drainage into this storm water basin that no one
cares to maintain? Why, after all this time, are there beaver dams still occluding this swollen and problematic basin?

We have flooded homes here now. We have destroyed fences and flattened structures, downed trees and debris left in mountainous piles. The entire basin was once again compromised with human waste. None of us has flood insurance, as we all have been advised that we don't live in a flood plain... The neighbors will get together with chain saws, we'll dig out as best we can, and take the financial hits as they come. Tell me please, what will you do?

Regards,

[Signature]

This email is free from viruses and malware because avast! Antivirus protection is active.

<IMG_0130.JPG><IMG_0124.JPG><IMG_0125.JPG><IMG_0126.JPG><IMG_0129.JPG>