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The University of New Orleans - Center  
for Hazards Assessment, Response and  
Technology (UNO-CHART)



UNO-CHART EXECUTIVE PROGRAM

# Building **Disaster Resilient** Communities



## EXECUTIVE PROGRAM IN RESILIENCE AND RISK MANAGEMENT



HOLIDAY INN SOUTH  
9940 AIRLINE HIGHWAY | BATON ROUGE, LA 70816

**FRIDAY, JUNE 24, 2011**



This project is funded by FEMA through the Louisiana Governor's Office of Homeland Security & Emergency Preparedness (GOHSEP), Hazard Mitigation Community Education and Outreach (CEO) grant.

*The University of New Orleans,  
Center for Hazards Assessment, Response and Technology  
(UNO-CHART)  
[www.chart.uno.edu](http://www.chart.uno.edu)*



June 24, 2011

Dear Honorable Officials and Business Leaders,

It is my sincere pleasure to welcome you to UNO-CHART's second symposium of the Executive Program in Resilience and Risk Management. I direct The University of New Orleans's hazards research center, UNO-CHART, which conducts applied hazards research in collaboration with Louisiana communities, governments, and businesses. UNO-CHART's research objectives are to assist residents and local and state officials in reducing the risks from natural hazards, especially hurricane and climate-related hazards, and to help them gain a better understanding of their risk and what they can do to protect themselves from these hazards.

UNO-CHART was founded in 2001 and is comprised of a multi-disciplinary group of faculty, staff, and graduate research assistants representing various disciplines, including sociology, political science, public administration, planning, urban studies, engineering, and geography. Currently, UNO-CHART is conducting funded research that addresses recurring flood loss, disaster mitigation planning, community resilience assessments, storm mitigation by coastal communities, business continuity, risk literacy, and hurricane evacuation of vulnerable populations. A complete list of our research projects and publications is available on our website at [www.chart.uno.edu](http://www.chart.uno.edu).

The UNO-CHART Executive Program is being established to enhance the capacity of leaders to make strategic decisions based on sound principles of resilience. The program offers regional symposia that cover the hazards, risk factors, and decision-making dilemmas faced by officials throughout Louisiana. Each symposium features groundbreaking case studies to give officials the opportunity to learn from others' experiences as well as networking opportunities and a chance to exchange best practices. Thank you for participating in our program on Resilience and Risk Management. We hope you enjoy the event and are inspired by the content.

Sincerely,

Monica Farris, Director



# Building **Disaster Resilient** Communities

## EXECUTIVE PROGRAM IN RESILIENCE AND RISK MANAGEMENT

# agenda



HOLIDAY INN SOUTH, BATON ROUGE, LA  
FRIDAY, JUNE 24, 2011

- |       |  |
|-------|--|
| 8:00  | Arrival of Guests and Continental Breakfast  |
| 9:00  | Welcoming Address and Introductions by<br>Monica Farris and Shirley Laska, UNO-CHART   |
| 9:30  | Building Disaster Resilient Communities 1 – Earthea Nance,<br>Department of Planning and Urban Studies, UNO  |
| 10:00 | Coffee Break   |
| 10:15 | What to Do After a Flood: The First Steps Toward a Resilient<br>Community – French Wetmore, CFM, French & Associates Ltd.,<br>Steilacoom, WA       |
| 11:15 | Luncheon/Keynote Address – Environmental Stewardship<br>and Disaster Recovery by the Honorable Bob Dixson, Mayor of<br>Greensburg, KS              |
| 12:15 | Building Disaster Resilient Communities 2 – John Kiefer,<br>Department of Political Science, UNO   |
| 12:45 | Coffee Break   |
| 1:00  | Hazard Mitigation: Integrating Best Practices into Planning –<br>James Schwab, Manager of the APA Hazards Planning Research<br>Center, Chicago, IL |
| 1:45  | Next Steps and Closing Remarks   |
| 2:00  | Adjourn  |







# Building **Disaster Resilient** Communities

## Guest Speakers

### **Bob Dixon**

Mayor  
Greensburg, Kansas



Mayor Bob Dixon is a native Kansan, and he has been a resident of Greensburg since 1985. He took office as Mayor of Greensburg in May 2008, and he is leading the way in rebuilding the community after the May 4, 2007 EF5 tornado (highest on the Enhanced Fujita Scale). Sustainable building, renewable energy and “green” technologies are the cornerstones of the recovery of Greensburg.

### **French Wetmore, CFM**

French & Associates, Ltd.  
Steilacoom, Washington



Mr. French Wetmore is the President of French & Associates, a floodplain management and hazard mitigation consulting firm. Prior to consulting, French was Chief of Local Floodplain Programs for the Illinois Division of Water Resources and State Flood Insurance Coordinator, 1976 - 1988. Before his state work, he was a city administrator.

Mr. Wetmore’s consulting projects have included assisting communities with their floodplain management ordinances and administration, preparing mitigation plans and programs, and helping design and administer the Community Rating System (CRS). He is the author of several guides for local officials, floodproofing handbooks, and planning references. Past clients have included St. Tammany Parish, the City of New Orleans, the City of Gretna, the University of New Orleans, and the Louisiana Department of Transportation and Development.

He has served as Chair of the Association of State Floodplain Managers (1985–1987), President of the Certification Board of Regents (2001–2004), and on the Board of Directors for the Illinois Association for Floodplain and Stormwater Management (1989–2007). French has a B.A. in Government from Indiana University (1968) and an MPA from Syracuse University (1972).

**Jim Schwab, AICP**

Senior Research Associate  
Manager, American Planning Association (APA)  
Hazards Planning Research Center



Mr. Jim Schwab joined the American Planning Association in November 1985. Originally the assistant editor of *Planning*, APA's monthly magazine, he joined APA's research department in August 1990. He serves as the co-editor of a monthly publication, *Zoning Practice*. He is the Manager of APA's Hazards Planning Research Center in Chicago.

Mr. Schwab is the project manager and general editor for a FEMA-funded APA Planning Advisory Report, *Hazard Mitigation: Integrating Best Practices into Planning*. Mr. Schwab served as the primary author and principal investigator for *Planning for Post-Disaster Recovery and Redevelopment* (1998), which APA produced under a cooperative agreement with the Federal Emergency Management Agency (FEMA). Mr. Schwab was the sole author of two PAS (Planning Advisory Services) Reports in the 1990s, *Industrial Performance Standards for a New Century* and *Planning and Zoning for Concentrated Animal Feeding Operations*. He served as the project manager for a FEMA-supported project in which the APA has developed training for planners on the planning provisions of the Disaster Mitigation Act of 2000, and for the Firewise Communities Post-Workshop Assessment. With Stuart Meck, he co-authored the 2005 PAS Report, *Planning for Wildfires*. He was also the principal investigator and primary author of *Tribal Transportation Programs*, produced for the Transportation Research Board. He was the project manager and general editor for the new PAS Report, *Planning the Urban Forest: Ecology, Economy, and Community Development*, released in January 2009, which is now being used as the basis for a training workshop under development with a Forest Service grant.

Mr. Schwab has worked overseas several times on hazard-related planning: in the Dominican Republic overseeing site planning training in 2001, in Sri Lanka following the Indian Ocean tsunami, speaking at a disaster recovery conference in Taiwan in 2006, and as a Visiting Fellow of the Centre for Advanced Engineering in New Zealand in 2008.

Mr. Schwab is also the author of two books. The first, *Raising Less Corn and More Hell: Midwestern Farmers Speak Out*, was published in 1988 by the University of Illinois Press. It is an oral history of the farm crisis that affected the Midwest during the 1980s. The second, *Deeper Shades of Green: The Rise of Blue-Collar and Minority Environmentalism in America*, was released by Sierra Club Books in the fall of 1994. He is presently developing plans for a new book about the 1993 and 2008 Midwest floods.

**Shirley Laska, PhD**

Professor Emerita of Sociology, Founding Director Emerita  
UNO-CHART



Dr. Shirley Laska is Professor Emerita of Sociology and founding director of the Center for Hazards Assessment, Response and Technology at The University of New Orleans (UNO-CHART). For 25 years, she has been conducting applied research on the social/environmental interface, natural & technological hazards, and disaster response, especially long-term recovery and risk reduction. Since Hurricane Katrina, her work has been focused specifically on lessons to be learned from the event, especially in the realm of community recovery and hazard resiliency both in the urban and non-urban setting. This work emphasizes Participatory Action Research in both slow onset – coastal land loss and sea level rise – and abrupt major disaster events – Hurricane Katrina and the BP Deepwater Horizon Oil Spill. She is the 2008 recipient of the American Sociological Association’s Public Understanding of Sociology Award.

**Monica Farris, PhD, CFM**

Director/Associate Professor of Research  
UNO-CHART



Dr. Monica Farris is an Associate Professor-Research and the Director of the Center for Hazards Assessment, Response and Technology (CHART) at The University of New Orleans (UNO). She earned her MA degree from Louisiana State University and PhD degree from the University of New Orleans, both in political science, the latter with a public administration/public policy specialization. Her current applied research includes the examination of local repetitive flood loss data to assist communities in the identification of appropriate mitigation strategies and education and outreach focusing on disaster resilience. She currently serves as principal investigator for the UNO Disaster Resistant University Project. Dr. Farris has published (with John Kiefer and Natalie Durel) on the subject of building internal capacity for disaster resilience and has presented multiple times on hazard risk reduction and disaster planning. She is also recognized as a Certified Floodplain Manager by the Association of State Floodplain Managers.



**Earthea Nance, PhD, PE, CFM**

Assistant Professor  
Department of Planning and Urban Studies



Dr. Earthea Nance has more than 18 years of experience in the areas of environmental planning and management, hazard mitigation, sustainable urban development, environmental remediation, water, wastewater, hazardous waste, and alternative energy. After Hurricane Katrina, Dr. Nance served as a Ford Foundation loaned-executive to the City of New Orleans, where she directed the city's hazard mitigation, environmental, and alternative energy divisions and authored the city's sustainability strategy. She is a consultant to the RAND Corporation on policy adaptation to climate change in New Orleans and advises the US EPA Science Advisory Board as a member of their environmental engineering committee. She also serves as a consultant to local environmental groups trying to understand the impacts of the Deepwater Horizon Oil Spill. Her research has examined the impacts of disasters on social and ecological diversity, the development of executive education in resilience and risk management, community-based environmental monitoring in Gulf Coast communities, and participatory water and sanitation systems in developing countries. Dr. Nance holds B.S. and M.S. degrees in civil and environmental engineering from the University of California-Davis, and a Ph.D. degree in civil and environmental engineering from Stanford University. She is currently an assistant professor of environmental planning and hazard mitigation at The University of New Orleans.

**John J. Kiefer, PhD**

Associate Professor  
Department of Political Science



Dr. John Kiefer is Professor and Director of the Master of Public Administration program in the Department of Political Science at The University of New Orleans (UNO). He is also a faculty associate at the Center for Hazards Assessment, Response and Technology (CHART), UNO's applied hazards social science research center. Dr. Kiefer implemented the Hazard Policy specialization within the Master of Public Administration program at UNO, a curriculum that emphasizes the creation of resilient agencies and organizations. He teaches courses in hazard policy/administration and program evaluation. In his applied research, Dr. Kiefer specializes in the development of outcome-focused collaborative networks to create disaster resilience in organizations and communities. He is or has been either principal investigator or a research team member for projects that include elderly evacuation, technology initiatives for vulnerable populations, repetitive flood loss mitigation, disaster resiliency studies, and a disaster resilient university. Dr. Kiefer has published several book chapters, a variety of journal articles and other publications, and delivered professional papers at more than 30 conferences. He has been principal evaluator for a broad range of programs funded by the U.S. Department of Education, Department of Homeland Security, State of Louisiana, and several cities, receiving almost \$1 million in grant-related research funding. He serves as Chair of the Section on Emergency and Crisis Management of the American Society for Public Administration and on the Executive Board of the Southeastern Conference for Public Administration. Dr. Kiefer received a Ph.D. in Public Management, a Master of Urban Studies, and a Master of Science in Administration. Prior to coming to UNO, Dr. Kiefer was a Research Professor at Old Dominion University in Norfolk, VA. He is a retired U.S. Marine Corps officer.

## What to do After the Flood? The First Steps Toward a Resilient Community

### Step 1. Don't let people return to normal

- ✓ Get leadership support
- ✓ Make a public statement
- ✓ Show a plan of action
- ✓ Provide clear instructions
- ✓ Back up with staff actions

### Step 2. Organize

- ✓ Planning committee
  - Staff membership
  - Public membership
  - Political support
- ✓ Clear scope of work
- ✓ Lots of public information

### Step 3. Assess the situation

- ✓ Emergency manager's damage assessment
- ✓ Assess building conditions – Triage
  - Goners
  - Soakers – Potentially substantially damaged
  - Soakers – OK to repair/reoccupy
- ✓ Assess owner interests
- ✓ Plot/summarize the results

### Step 4. Review the Alternatives

- ✓ Flood control
- ✓ Clearance
- ✓ Protect in place
- ✓ Funding
- ✓ Decide on best approach(es)

### Step 5. Explain the Findings

- ✓ Written plan/report
- ✓ Who should rebuild and who should not
- ✓ Recommended mitigation measures
- ✓ Public meeting
- ✓ Clear instructions to property owners

### Step 6. Plan for the Long Term

- ✓ Clean slate in most hazardous area
- ✓ Receptive public mindset
- ✓ Continue planning committee
- ✓ Review long term alternatives
  - Redevelopment plans
  - Codes, ordinances and standards
  - Education, public information
  - Resident preparedness
- ✓ Develop a resiliency attitude

### The Setting

People are:

- ✓ Shocked
- ✓ Weakened
- ✓ Short on money
- ✓ Prone to blame their government
- ✓ Want to get back to normal



### Help – Agencies

GOHSEP

- ✓ Mitigation planning
- ✓ Mitigation funding  
[www.gohsep.la.gov/mitigation.aspx](http://www.gohsep.la.gov/mitigation.aspx)

La DOTD

- ✓ Floodplain Management  
[www8.dotd.la.gov/lafloods](http://www8.dotd.la.gov/lafloods)

FEMA

- ✓ National Flood Insurance Program  
[www.fema.gov/business/nfip](http://www.fema.gov/business/nfip)
- ✓ Community Rating System  
[www.fema.gov/business/nfip/crs](http://www.fema.gov/business/nfip/crs)

### Help – Organizations

- ✓ Association of State Floodplain Managers  
[www.floods.org](http://www.floods.org)
- ✓ Natural Hazards Mitigation Association  
[www.nhma.info](http://www.nhma.info)
- ✓ American Planning Association  
[www.planning.org/nationalcenters/hazards](http://www.planning.org/nationalcenters/hazards)

## Red Stick Parish Flood Scenario

1. The flood crested three days ago, but some areas are still under water.
2. Many people had to be rescued because they did not evacuate. Three people died. One of them was a volunteer fireman whose boat overturned as he tried to rescue a family.
3. The industrial waterfront was flooded, including a hazardous materials facility. The owner has not yet let Parish inspectors onto the site to assess the damage.
4. Twenty-two downtown businesses were affected. In spite of a major flood fighting effort, the City's largest employer is shut down. Most flooded businesses are closed. Few were insured.
5. A levee broke, putting 100 homes under eight feet or more of water. Some were destroyed. Access roads to the worst hit areas are still underwater. Residents are demanding that they be let back in so they can clean up.
6. Numerous residential areas received up to three feet of water. 700 homes were flooded, except for the levee breach area, most just look wet, but there's a lot of damage inside. Residents are starting to clean up in the City neighborhoods that were least affected. They are not happy campers.
7. The wastewater treatment plant was flooded and was out of service for two days.
8. A nursing home was isolated by floodwaters and lost power for six hours. Two residents died. Floodwaters kept rescue personnel from reaching the home.
9. Three day care centers were flooded. Parents want them to reopen soon, so they can go back to work or devote their time to clean up.
10. A new subdivision was being built in the levee breach area. The contractor lost all his construction equipment. Three weeks before the flood, La DOTD had announced that it will extend a state highway to better serve the leveed area.
11. This is the second time this area has flooded in eight years. The mayor says just when the downtown was getting back on its feet, another flood occurs. He's tired of flooding.
12. You come to town to visit the disaster response center. The State Coordinating Officer invites you to a meeting on what the State can do to help.

### Assignment:

1. What do you recommend?
2. How can your office help?

