

Friday, March 22, 2013
Workshop Session 3

Time of Session: 11:00AM-12:00PM

Session Title: The 9-Steps to Disaster Recovery: How to Become Better
Prepared for the Next Event

Speaker: **Alessandra Jerolleman**, LLC, NHMA

Room: 250

Head Count: 26

Note Taker: Sabrina Freeman

- Colleges/universities have an impact on community recovery and vice versa
- Learn from prior recovery processes to prepare for next time
- Administrative thought on recovery is different from the reality
- What do you wish you had known?
 - After Katrina:
 - City staff ¼ prior size; difficult to obtain permits
 - Sewer and water issues no one was prepared for
 - Many communities had to borrow staff for permitting, etc.
 - Too much influx from out of country, out of state, etc. This was confusing to those looking for dependable, knowledgeable builders. Some nonprofits helped individuals to select contractors to prevent unsafe buildings. Inspectors need to be knowledgeable.
- Pre-event planning leads to less stress for govt. Easier to make discussion before the event, in low-stress times, than during and after the event.
- Off-campus students also need to be considered. What kind of housing are they in?
- Engaging in the process—guidance is available—American Planning Association. Have conversation ahead of time so problems can be predicted and thought through. Consider:
 - Impact to business
 - Impact to mission
 - Impact to stakeholders
- The university has opportunities to find opportunities ahead of time—take advantage
- Disaster preparation is often a niche that doesn't include outside stakeholders
- 9 Step Process NHMA followed post-Sandy
 - Setting—
 - Consider the context in terms of decision-making
 - Everyone is shocked following the event, dealing with personal impacts as well; maybe in temporary housing, etc.
 - Weakened
 - Short on money
 - Can have a dramatic impact on research, etc.
 - People are unhappy with govt. and govt. institutions
 - People want to get back to “normal,” which is often romanticized
 - Being able to show a plan reduces time frame and restores confidence
 - Normal means continued exposure to the same hazard. Nobody wants to do it again. Opportunities to get people to “build back smarter”
 - Seize the opportunity to mitigate

1. Know the rules for all the systems you need to navigate: building codes, NFIP, Floodplain management regulations. Knowing and explaining all these rules to the public helps in dealing with unhappy individuals.
2. Adopt higher standards: elevation, safe rooms, etc.
 - a. Upgrade when things need to be replaced. This helps in getting a “yes.” Plan ahead of time and find funding. Use zoning regulations to justify expenditures when possible
 - b. Research funders might demand a certain standard, etc. various stakeholders need to be considered
 - c. Go above the minimum (elevation, etc.)
3. Commit to mitigate
 - a. Tie it back to the university’s mission
 - i. Keep students, research, etc. safe
 - ii. Use money wisely
 - b. Explain planning process and get a formal agreement on the front end
 - c. Include standards in the charter so that funders have to adhere to guidelines
 - d. Consider whether property is leased and consider what can be worked into leasing agreements
 - e. Keep in good standing with NFIP
 - f. No reoccupation until inspection
 - g. No-notice events raise challenges, but planning can help to mitigate losses
 - h. Design mitigation plans for flooded areas
 - i. Moratorium on building until mitigation plan is done
4. Triage the damaged area
 - a. Assess damage
 - b. Make a plan for repair/reoccupation
 - c. 3 categories:
 - i. Apparently safe
 - ii. Obviously substantially damaged
 - iii. Could be substantially damaged
 - iv. Focus efforts on the last 2 categories
5. Identify target areas that need special treatment to prevent future issues
6. Involve those affected in the planning process; educated individuals often do more than required
7. Keep the public informed—news, flyers, etc. People are empowered when they know what they can do
8. Ensure full repairs and reconstruction—avoid shortcuts to safety and health standards
9. Mitigate to the extent possible
 - a. During repairs, make intelligent choices when replacing materials such as flooring
 - b. Hardening for wind, hurricane shelters, etc.
 - c. Broader solutions require more work and resources
- STOP, THINK, AND PLAN FOR THE FUTURE!

