



Disaster Experiences Gained

Presenter: Steve Traina

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1:30 PM - 4:30 PM





Disaster Experiences Gained

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Institute for Building Technology and Safety

ABOUT US

The Institute for Building Technology and Safety is a 501(c)(3) nonprofit organization established to provide unbiased professional services, while enhancing the communities in which we work.

At IBTS, our mission is to deliver quality services to meet the challenges of governance at all levels while enhancing public safety, economic development, and the general welfare of the community.



public sector
accountability

private sector
flexibility

BOARD OF DIRECTORS

- ▶ IBTS is guided by a Board of Directors consisting of representatives of five national associations.



WHAT WE DO

STATE & FEDERAL PROGRAMS



LOCAL GOVERNMENT SOLUTIONS



EDUCATION & TRAINING



COMPLIANCE RISK MANAGEMENT



TECHNOLOGY SERVICES



ENERGY SOLUTIONS LEADERSHIP



QUALITY ASSURANCE



DISASTER PREPAREDNESS & RECOVERY




IBTS EXPERIENCE WITH DISASTER RECOVERY

		Program Administration	Case Management	Project Manager	Procurement	Construction Management	A&E Services	Damage Assessment	QA/QC	Project Closeout
Louisiana - Katrina										
Project Description	CDBG-DR Housing Recovery Program									
Location	State of Louisiana	X	X	X				X	X	X
Louisiana - Rita										
Project Description	CDBG-DR Housing Recovery Program									
Location	State of Louisiana	X	X	X				X	X	X
Harris CO - Ike										
Project Description	CDBG-DR Housing Recovery Program									
Location	Harris County, Texas			X	X	X		X	X	X
Galveston - Ike										
Project Description	CDBG-DR Housing Recovery Program									
Location	Galveston, Texas			X	X			X	X	X
Amy Young Barrier Removal Program										
Project Description	TDHCA Accessibility Rehabilitation Program									
Location	Texas	X	X	X	X	X	X	X	X	X
Home Program										
Project Description	TDHCA HOME HRA Program									
Location	Texas	X	X	X	X	X	X	X	X	X

IBTS EXPERIENCE WITH DISASTER RECOVERY

		Program Administration	Case Management	Project Manager	Procurement	Construction Management	A&E Services	Damage Assessment	QA/QC	Project Closeout
NYC - Sandy										
Project Description	CDBG-DR Housing Recovery Program									
Location	New York City			X	X	X	X	X	X	X
NY State										
Project Description	CDBG-DR Housing Recovery Program									
Location	New York State			X	X			X	X	X
Minot										
Project Description	CDBG-DR Housing Recovery Program									
Location	Minot, North Dakota			X	X	X		X	X	X
Illinois										
Project Description	CDBG-DR Housing Recovery Program									
Location	Chicago, Illinois			X	X			X	X	X
Cleveland County										
Project Description	CDBG-DR Infrastructure Recovery Program									
Location	Cleveland Co, Oklahoma	X	X	X	X	X	X	X	X	X

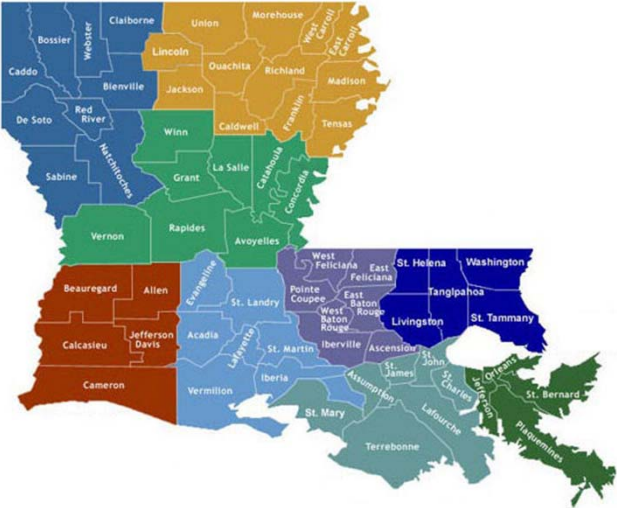


PLANNING

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LESSONS LEARNED: CITY OF CENTRAL, LOUISIANA



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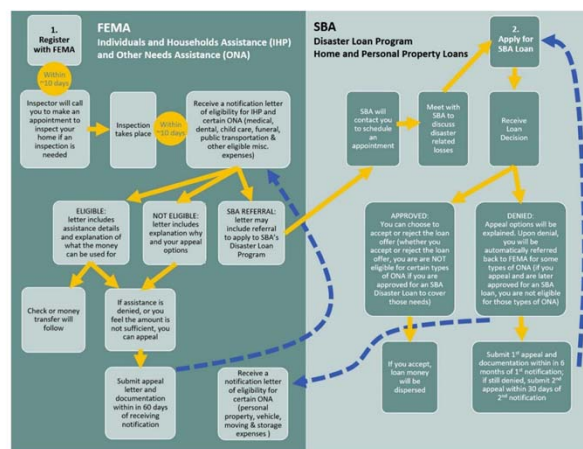
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LESSONS LEARNED: CITY OF CENTRAL, LOUISIANA



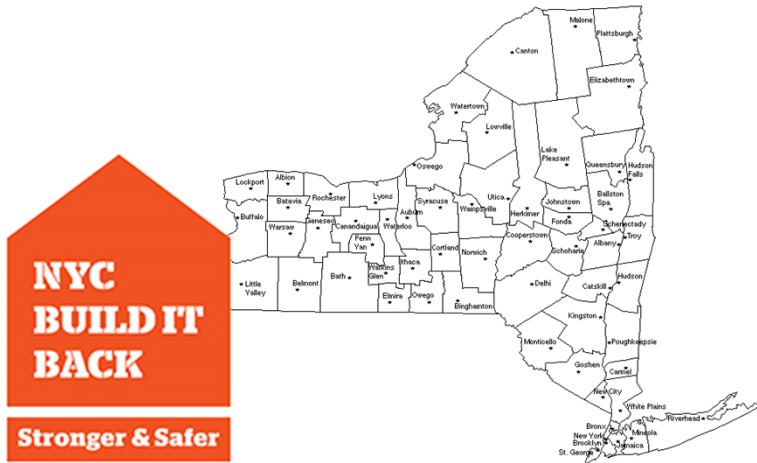
LESSONS LEARNED: CITY OF CENTRAL, LOUISIANA

- ▶ We assisted the city in successfully issuing 4,000 construction permits within 30 days of the initial disaster.

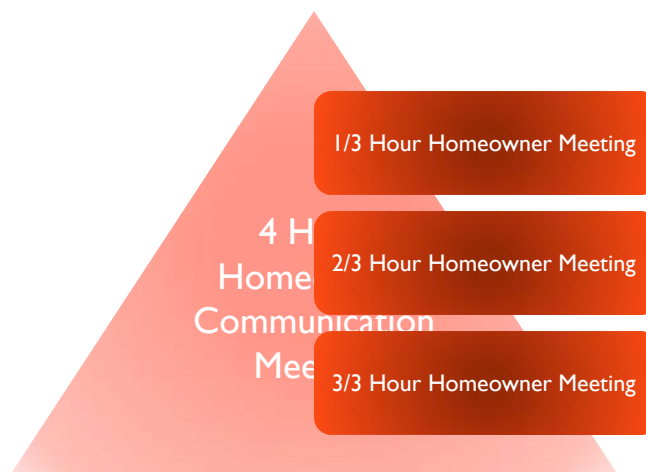


SBP tries to ensure the accuracy of all information presented here, and will regularly update this document as new information becomes available, but you are encouraged to visit NFIP and government disaster assistance websites for the most current and accurate information on their respective programs.

LESSONS LEARNED: BUILD IT BACK, NEW YORK



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LESSONS LEARNED: BUILD IT BACK, NEW YORK

- ▶ Homeowner satisfaction was dramatically increased which showed through the 85% decrease in calls & questions

UNDERSTANDING DISASTER RECOVERY ENVIRONMENT

- ▶ Disaster Planning/180 Days
- ▶ Plan Activation/3 Days
- ▶ Response Phase/30 Days
- ▶ Post Disaster Response/90 Days
- ▶ Recovery Administration/180 Days
- ▶ Active Recovery/700 Days
- ▶ Grant Closeout/60 Days
- ▶ Resilience Planning/60 Days



UNDERSTANDING DISASTER RECOVERY ENVIRONMENT

▶ Disaster Planning/180 Days

- > Engage/Procure Professionals
- > Funding Options
- > Revise Existing Policies
- > Staff Evaluations
- > Determine Recovery Strategy



▶ Plan Activation/3 Days

- > Communication Coordination
- > Emergency Management Services
- > Utilities
- > Local Police/Fire/EMS
- > Staffing
- > State Admin. Interface



UNDERSTAND YOUR AREA AND RISK LOCATIONS

- ▶ What are the needs of your area?
- ▶ Are there areas in your community that historically floods? High water crossings, routes that become impassable with rain, wind, ice, snow, and/or mud?
- ▶ Make the necessary provisions to access these areas or ensure evacuation, if possible.
- ▶ No one knows your community better than you! Prepare.



ENGAGE WITH UTILITY COMPANIES AND STAKEHOLDERS

- ▶ Ensure that agreements are in place with outside electrical service providers for:
 - Emergency power grid restoration
 - Gas services and compressor stations for natural gas service restoration
 - Potable water
 - Wastewater and sewer service restoration
- ▶ Prepare for temporary power at operationally sensitive areas such as hospitals and EOC operations.

ENGAGE WITH UTILITY COMPANIES AND STAKEHOLDERS

- ▶ Lessons Learned:
 - Review incident management with the utility on a regular basis. Establish and maintain relationships.
 - Set clear expectations on what information you will need from the utility during a major power outage.
 - Make sure you have a special needs population list that is prioritized and cross-checked regularly with the utility's.
 - Work with the utility to establish and prioritize a critical infrastructure restoration list pre-incident.



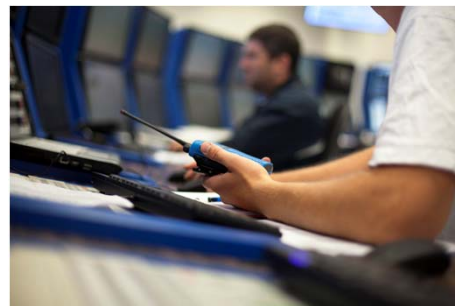
COMMUNICATION PLAN

- ▶ Satellite radio needs during a disaster response; who needs access, ect.
- ▶ Develop a communications plan that operates outside of cellular service.
- ▶ Satellite cell and data services should be considered as reasonable alternatives to cell and land lines. These services could experience outages for several weeks or longer.



COMMUNICATION PLAN

- ▶ Coordinate with local “ham radio” associations
 - > Know your local amateur radio community.
 - > Ask for assistance.
 - > Integrate amateur radio operators into your emergency operations.
 - Consider giving local ham radio operators space in your emergency operations center (EOC).
 - Include radio operators on your automatic call list.
 - Provide resources to local ham radio organizations to increase the effectiveness of their practice sessions.
 - Consider how radio operators can assist in the damage assessment process.



COMMUNICATION PLAN

- ▶ Public Information Officers can reach constituents immediately through social media.
 - > Use a social media management service that allows you to post on all accounts at once.
 - Hootsuite, Buffer, or Zoho Social
 - > Pre-designate a single person to monitor social media
 - > Integrate social media posts onto your website homepage.
 - > Get the message out on social media ASAP.



AGREEMENTS WITH OTHER JURISDICTIONS AND MUNICIPALITIES

- ▶ Form agreements with local cities or counties for support
 - Ensure that agreements are in place prior to any impending disasters
- ▶ Consider agreements that provide assistance in:
 - Emergency debris removal
 - Workforce sharing
 - Equipment sharing
 - Roadway clearings



RESPONSE

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RESTORATION OF CRITICAL INFRASTRUCTURE

- ▶ Prepare a plan that supports a reasonable/prioritized approach to restoration of critical infrastructure. This should be defined as life sustaining requirements:
 - > Potable or drinking water
 - > Sanitary sewer
 - > Electrical services
 - > Natural gas services
- ▶ Prioritize the areas of your community that may need these services more critically:
 - > Hospitals
 - > Public buildings
 - > Temporary shelters
 - > City/County operations centers
 - > Police/Fire EMS

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LIFE SAFETY

- ▶ Identify areas of your community that historically flood or become inaccessible. Dispatch rescue teams to evacuate any remaining citizens from these areas. This may require specialized equipment such as boats or helicopters etc. Comb entire city/county for stranded residents in need of evacuation.
- ▶ Dispatch a building services team to identify structurally damaged properties and assist citizens with evacuations. Assist elderly and disabled citizens with evacuations and place in a temporary shelter.



SUPPORT WITH SHELTERS

- ▶ IBTS was recently retained by James City County, as part of the Commonwealth of Virginia Shelter Management Initiative, to evaluate potential emergency shelter locations within the County.
 - > IBTS developed a state of the art criteria checklist based on reviews of 14 documents. The checklist included 17 structural and functional criteria and 15 accessibility criteria.
 - > The County identified 12 buildings as potential shelters, seven schools and 5 County buildings.
 - > Through a Least Risk Decision Method (LRDM), five buildings were eliminated as places of refuge from windstorm events, and the remaining seven buildings (six schools and one county building) were prioritized as places of refuge.



SUPPORT WITH SHELTERS

- ▶ Tips for Managing Shelter Donations:
 - > Before a disaster, designate at least one person to manage donations.
 - > Have a forklift on-hand.
 - > Have several pre-designated donation storage and distribution sites.
 - > Be prepared to turn donations away.
 - > Limit clothing donations from the outset.
 - > Ask for donations to come in organized on the truck.
 - > Have a plan for registering volunteers and tracking volunteer efforts.
 - > Be aware that donations needs transition throughout recovery.
 - > Partner with local volunteer organizations, not just large, national organizations.



TRIAGE-LEVEL ASSESSMENTS OF PROPERTY CONDITIONS

- ▶ Have designated, trained officials prepared to conduct damage assessments, and let the community know who these individuals are.
- ▶ Ensure homeowners know the first step in the damage assessment process is reporting disaster related damage to their insurance company.
- ▶ Remind homeowners to report damage to outdoor property — the locality needs to account for every dollar of eligible damage to make sure they qualify for assistance.
- ▶ Homeowners should save all receipts for any disaster-related expenses, create a list of damaged personal property, and take photos of damaged furniture and appliances before they are removed from the house.



RECOVERY

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CODE AND ORDINANCE CONSIDERATIONS FOR EXPEDITIOUS RECOVERY

- ▶ Be prepared to meet on an emergency basis as a council to amend ordinances or planning and zoning requirements.
- ▶ Some typical P & Z amendments may be BFE revisions, permit costs waivers, special inspection types (mold, structure).
- ▶ Allow temporary housing/travel trailers on residential lots.

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UNDERSTAND STRAINS ON BUILDING DEPARTMENTS

► Challenges:

- Grant requirements may impose additional or updated codes or standards
- Plan Review or Field Inspection team may require augmentation
- Additional training and/or certifications may be required to ensure grant compliance



UNDERSTAND STRAINS ON BUILDING DEPARTMENTS



► Solutions:

- Update department standards to most recent code
- Anticipate department workload increase
- Provide training on code/ordnance revisions
- Augment department staff with trained professionals if necessary
- 3rd party QA/QC oversight is recommended

ADDING AND TRAINING STAFF TO HANDLE RECONSTRUCTION PERMITS

▶ Staffing Challenges:

- > Staff is committed to other projects
- > Technical requirements
- > Temporary staff requires training
- > Temporary staff requires additional management support
- > Additional staff with very specific expertise may be required



ADDING AND TRAINING STAFF TO HANDLE RECONSTRUCTION PERMITS

▶ Staffing Solutions:

- > Evaluate potential staffing requirements prior to grant award
- > Don't hesitate to solicit support from professional consultants
- > Consider procuring a program administrator for efficient and compliant implementation of your grant program



PARTICIPATE IN PLAN REVIEWS

- ▶ Permit issuance, therefore plan reviews will be required at an abnormal pace.
- ▶ Be prepared by soliciting support services from professional organizations or local support. With the advent of electronic plan review, these services can be provided almost anywhere regionally.

MONITOR CONSTRUCTION ACTIVITIES

- ▶ Provide an inspection team to perform field reviews and offer construction management services.





DON'T FORGET THE LITTLE THINGS!

- ▶ Porta-Potties
- ▶ Generators
- ▶ Street Sweep for Nails
- ▶ Counseling
- ▶ Lights
- ▶ Sleep

QUESTIONS?

CONTACT US
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