



# Building Resilient Communities

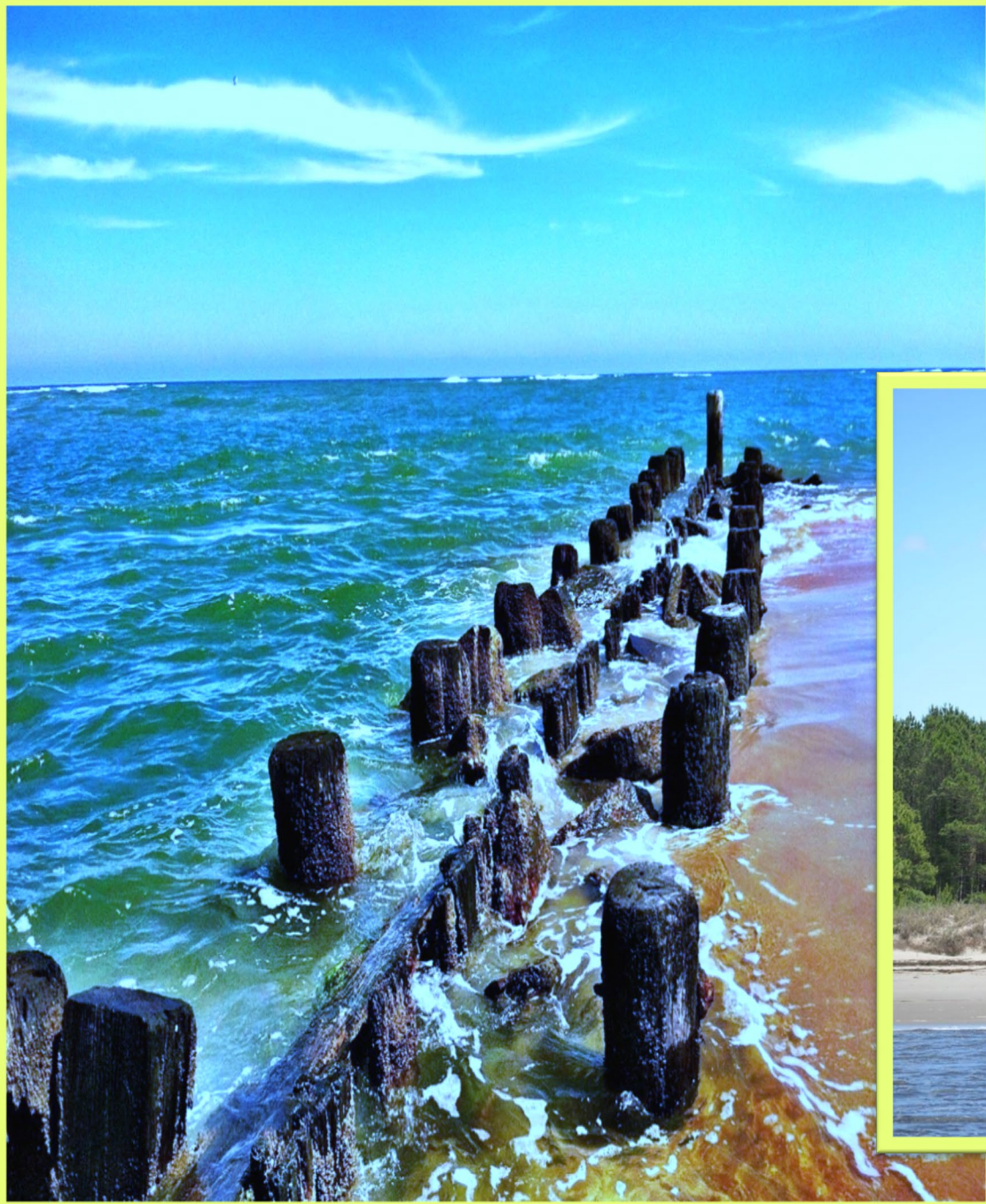
Lessons from the Field



# WATER

*Blessing?*





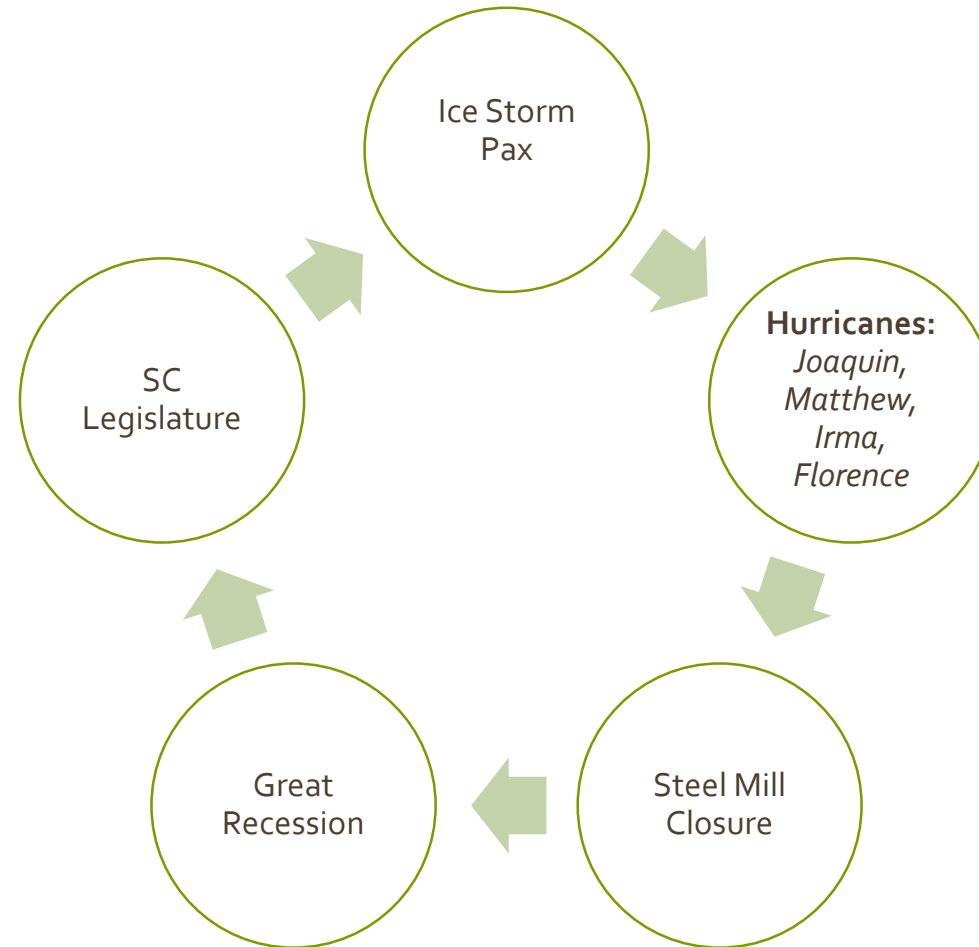
*Or Curse?*





# Crisis Management Experience

- *Great Recession*
- *Steel Mill Closure*
- *Ice Storm Pax*
- *Hurricane Joaquin*
- *Hurricane Matthew*
- *Hurricane Irma*
- *Hurricane Florence*
- *SC Legislature*





# Experience

- Plan



# Experience

- Plan
- Practice





# Experience

- Plan
- Practice
- Prepare



# Experience

- Plan
- Prepare
- Practice
- Partner



**American Red Cross**



**SCEMD**



**FEMA**



**US Army Corps of Engineers®**





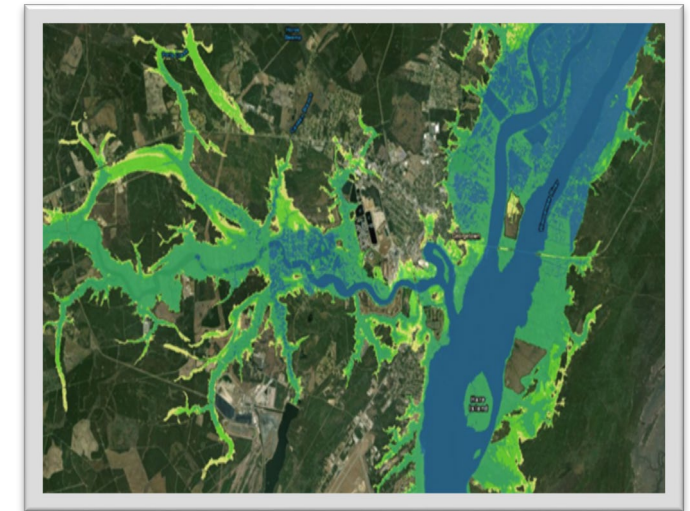
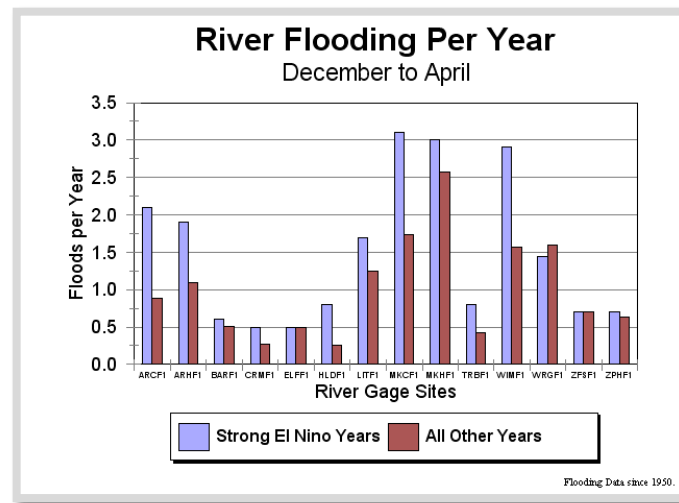
# Experience

- Plan
- Prepare
- Practice
- Partner



# Experience

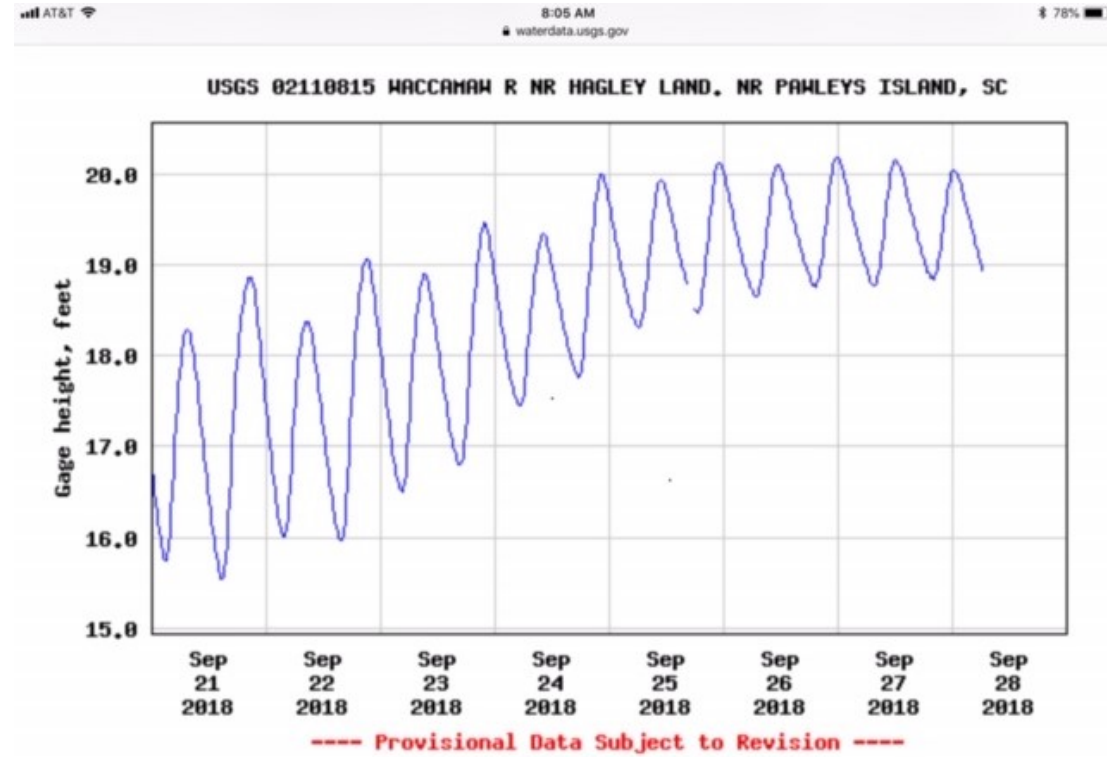
- Plan
- Prepare
- Practice
- Partner
- Predict





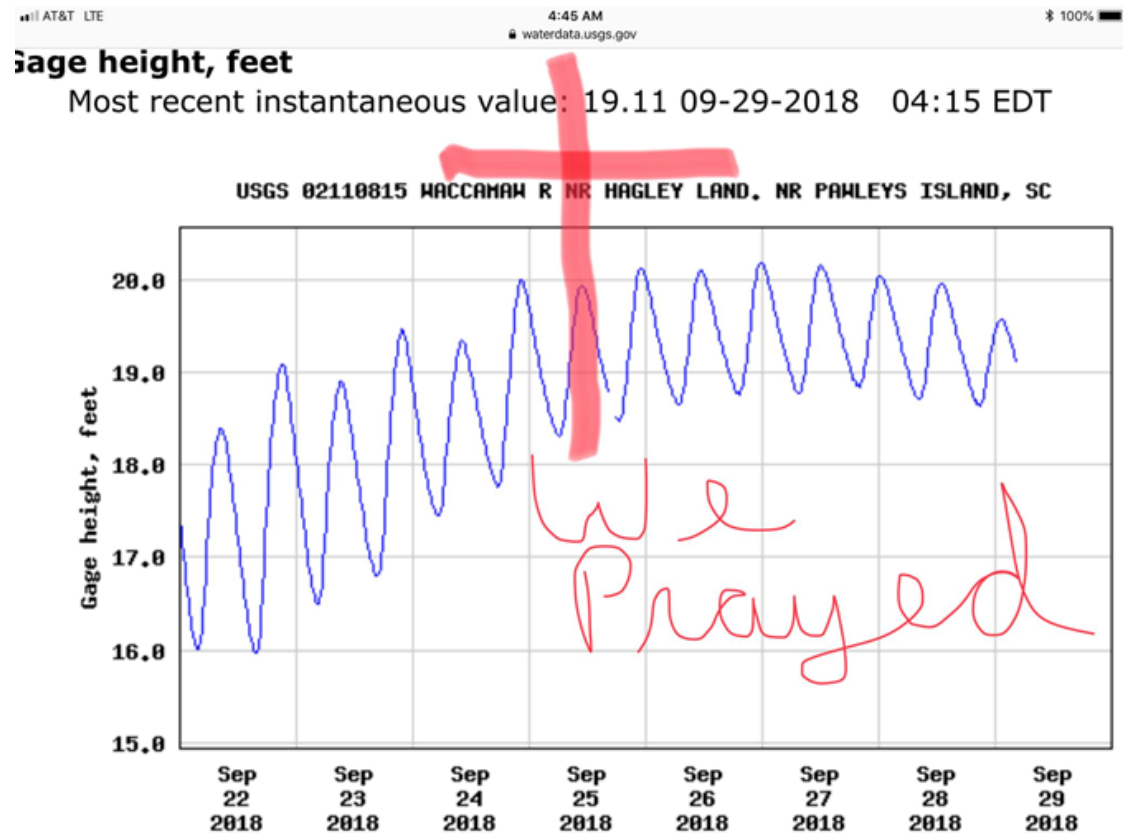
# Experience

- Plan
- Prepare
- Practice
- Partner
- Predict



# Experience

- Plan
- Prepare
- Practice
- Partner
- Predict
- Pray





# Lessons Learned:

- Do not schedule a disaster during a mayoral election with 4 candidates
- Manage expectations of elected officials
- Manage expectations of citizens
- Gain knowledge of FEMA Process – Pre & Post
  - *Have all mutual aid agreements in place pre-event*
- Realization that FEMA reimbursements do not come quickly
- Expectations/Responses
  - *Rural vs. Urban*
  - *Impacted vs. Non-impacted*
- Need pre-event training for elected officials
  - *If you don't come to practice...you don't perform well in the game*
- Timely communication utilizing respected/trusted official(s)
- Government employees rise to the occasion in times of need

# Contact Information:

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