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
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
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