

Simplify

Resilience Lessons from New Orleans

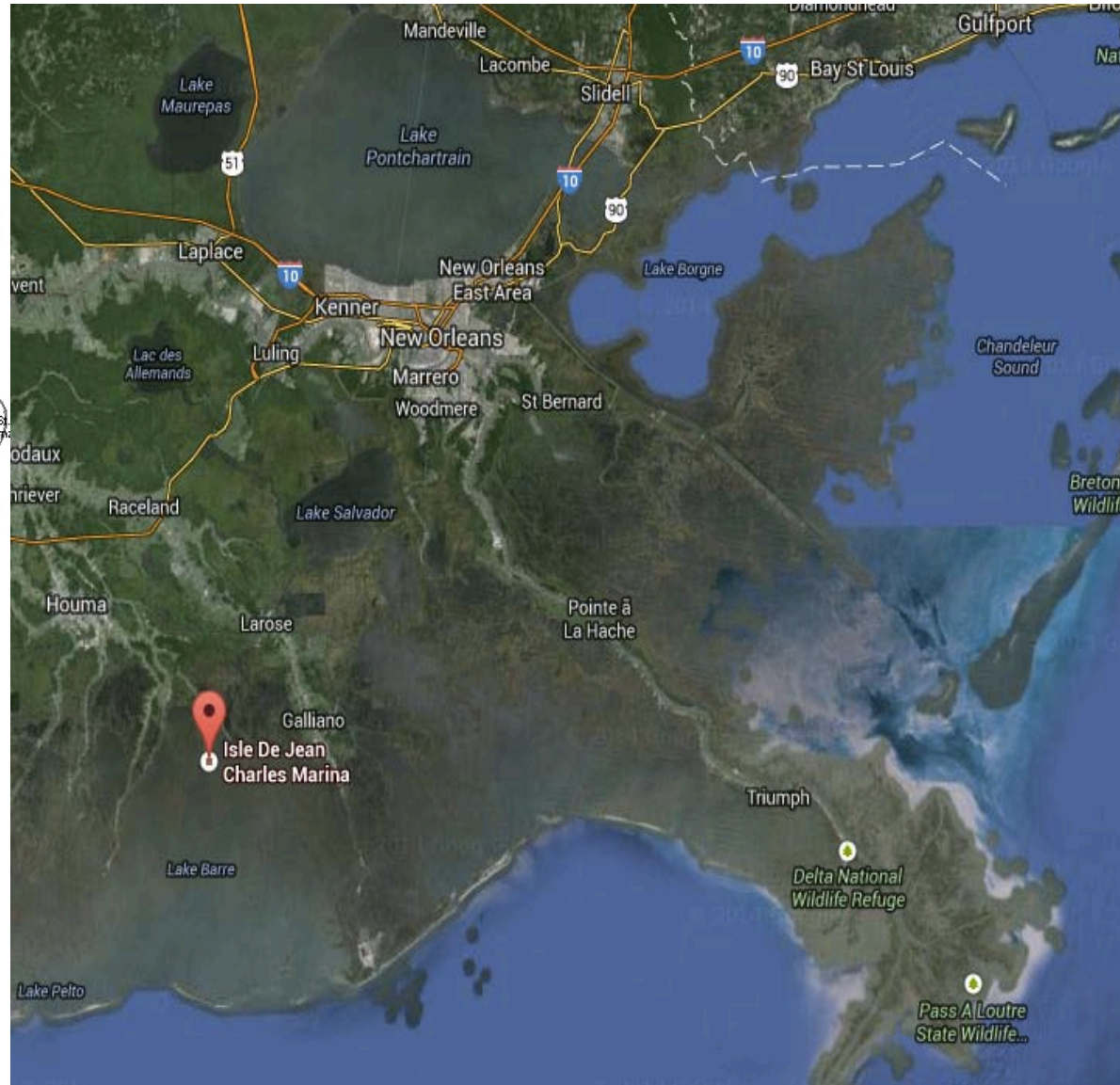
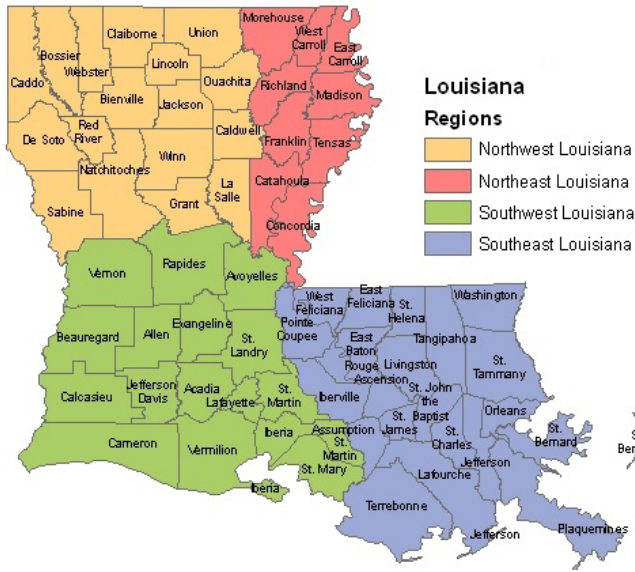
UCLA Lewis Center's *Lake Arrowhead Symposium*
Resilient Cities and Regions, October 19-21, 2014

Alexandra Norton

Director of Organizational Effectiveness & Innovation Manager
City of New Orleans

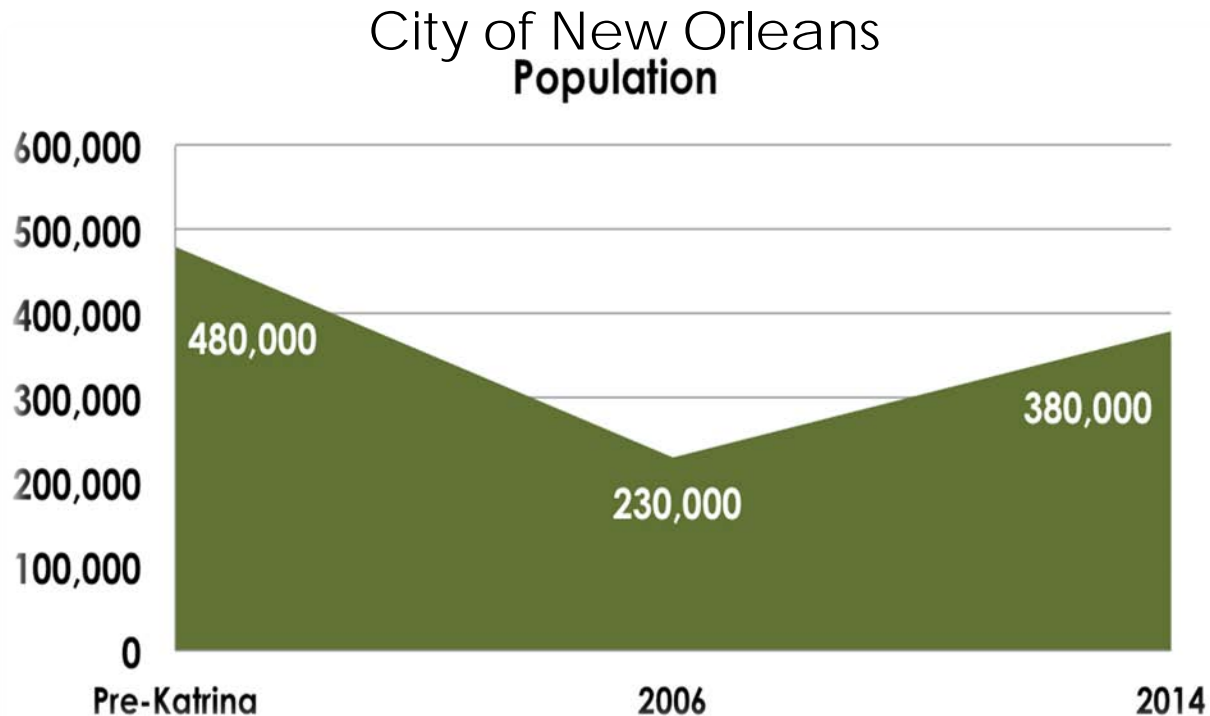
New Orleans Region

Physical

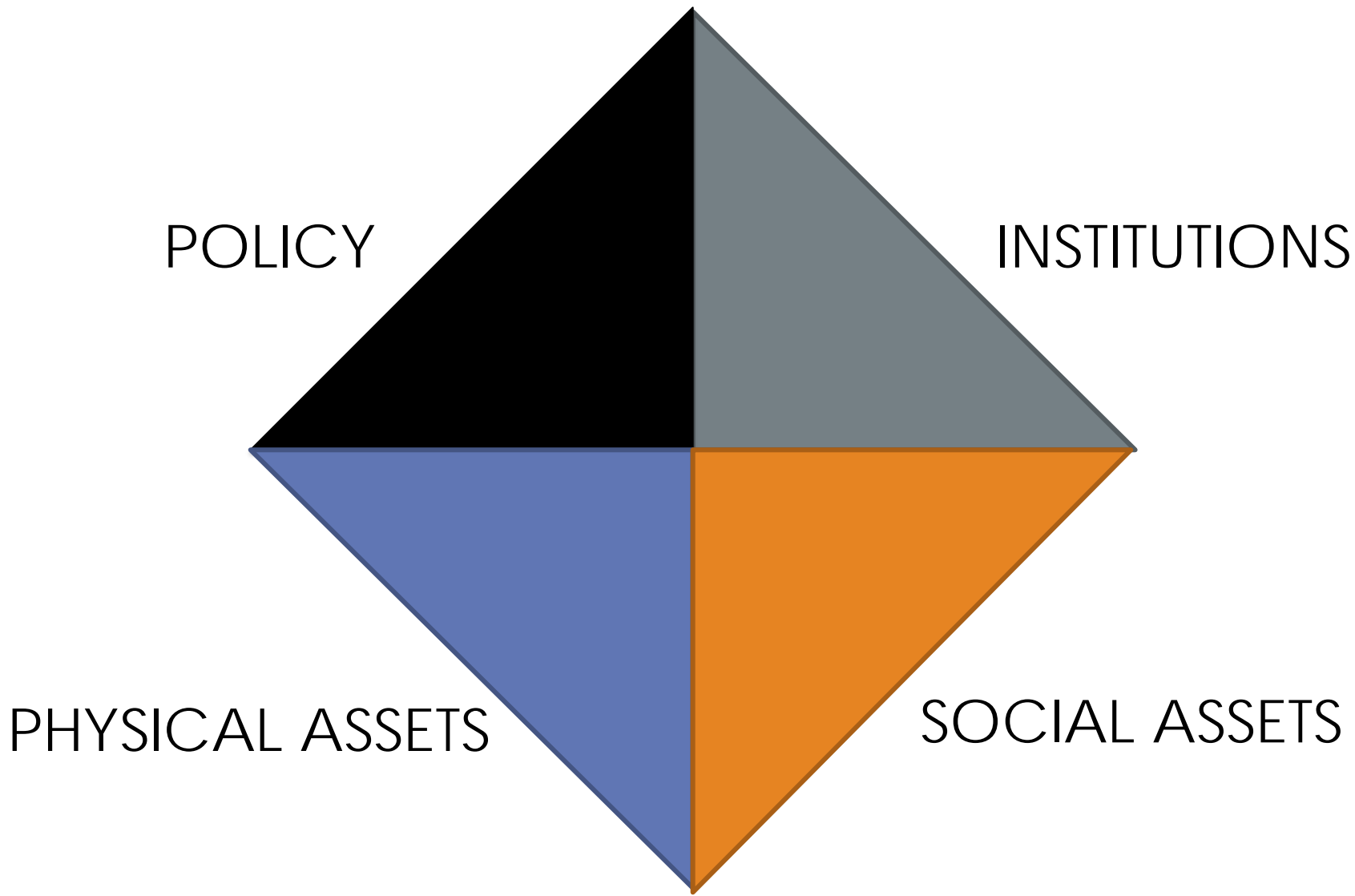


Hurricane Katrina

- Cost \$150 billion
- Displaced 1,000,000 people
- 1577 people died



Recovery Framework



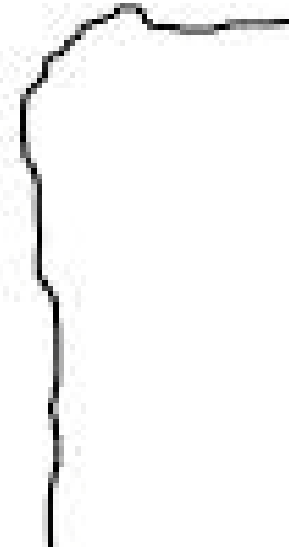
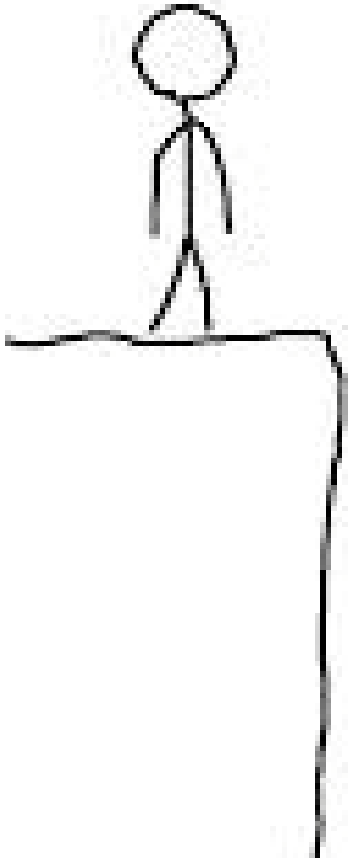
Recovery Program Network

Policy



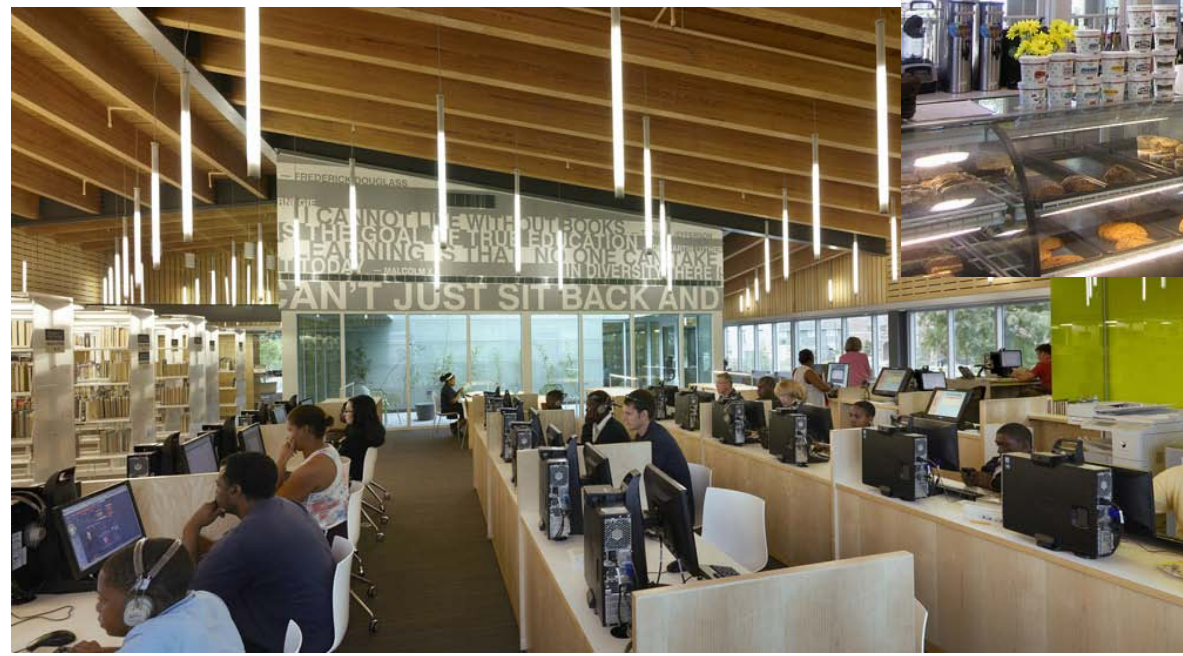
You should go talk to...

Institutions

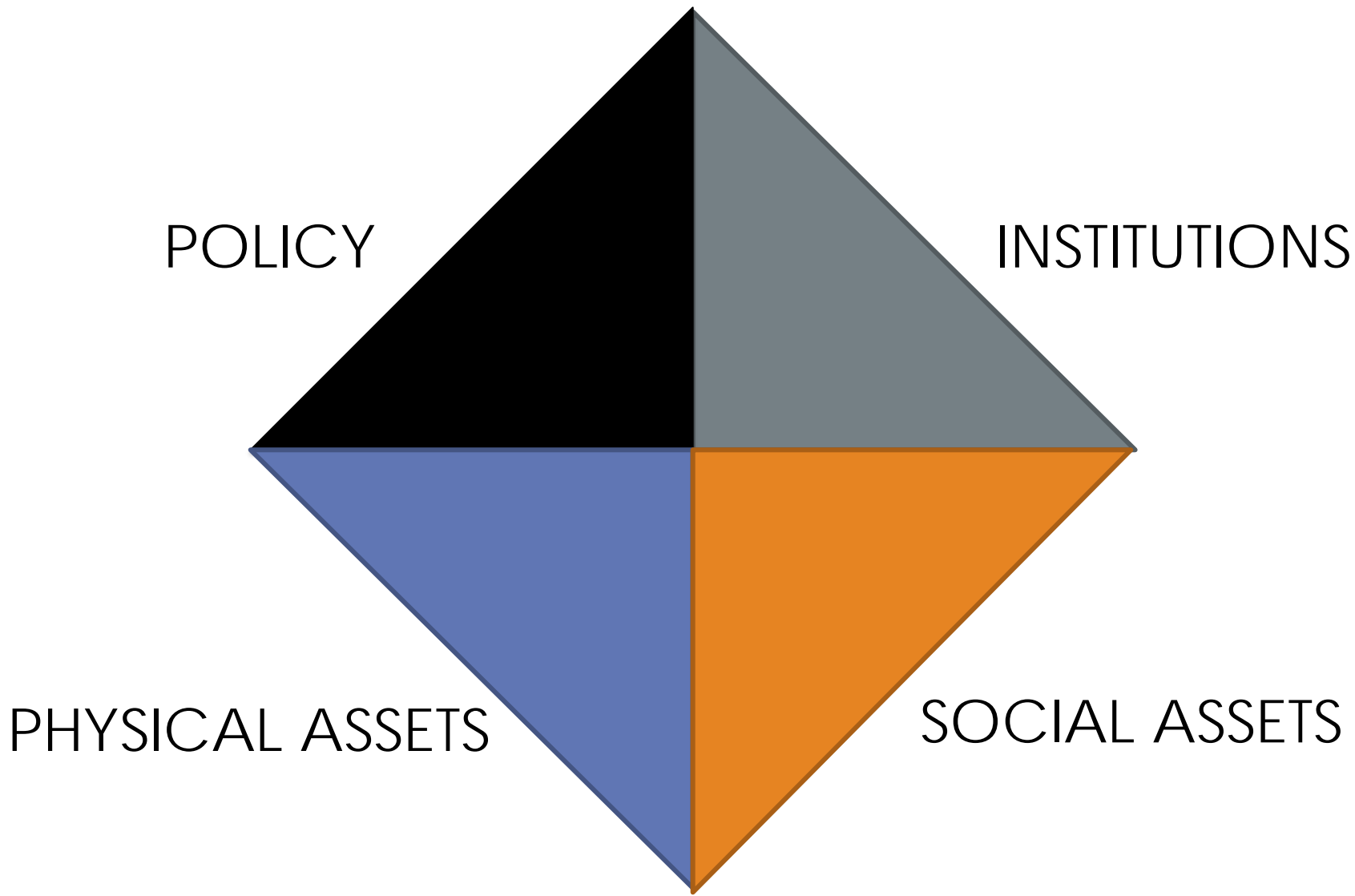


Resilient Communities

Social Assets



Recovery Framework



FEMA ENGAGEMENT WITH STAKEHOLDERS AND DATA COLLECTION

Review of all available data begins the process...

RiskMAP Process Path

LEGEND

- FEMA/State action
- Community action
- FEMA/State and community action
- Product/tool for community use
- Process path
- Opportunities for mitigation action

<p>Risk Identification and Communication</p> <ul style="list-style-type: none"> • Low water crossings? • Large areas of fill placement? • Future development areas? • Capital improvement projects? • Channelization projects? • Large reservoirs? O&M plan? • Flood risk reduction projects? • Digital elevation inventory? • Digital building stock? • High water marks from recent flooding event? • Elevation data? LIDAR? • Local flood studies? 	<p>Engage:</p> <ul style="list-style-type: none"> • U.S. Geological Survey • U.S. Army Corps of Engineers • U.S. Environmental Protection Agency • State MFP coordinator • State water management director • State floodplain management associations • State emergency management associations • Local elected officials • Regional authorities • Local emergency assessors • Local emergency management officials • Local law enforcement • Retired police • General interest groups • Local business and community centers • CTEs 	<p>MFP Community Actions</p> <ul style="list-style-type: none"> • Participating in the MFP? • Community assistance meetings? • Community Rating System (CRS)? • Regulatory fees properties? • Areas of inclusion status? • Community assistance study? • Community assistance center? • Active Letters of Map Change (LOMC)? • Recent disaster? Declared? • Data from FEMA?
<p>Mitigation Planning and Mitigation Actions</p> <ul style="list-style-type: none"> • Approved hazard mitigation plan? • Local elevation plan? • Current land use plan? • Future land use plan? • Drainage master plan(s)? • Flood reduction projects? • Current mitigation projects? • Areas of opportunity during high water? • Local LIDAR survey? • Digital panel/boardwalk? 	<p>Community Benefits and Grant Opportunities</p> <ul style="list-style-type: none"> • Grant administration plan? • Ongoing grant projects? • Grant projects? (infrastructure) • Staff projects? (public education) • Targeted help-out areas? • Education projects planned? • Pre-Disaster Mitigation (PDM) grants? • Reverse Requested Loan (RRL) grants? • Results in need of engineering staff? • Post-disaster A&E projects? • Post-disaster A&E projects? 	



Who is best equipped to navigate complexity?

A) The formal institutions of government

Or

B) The family who lost their home and jobs

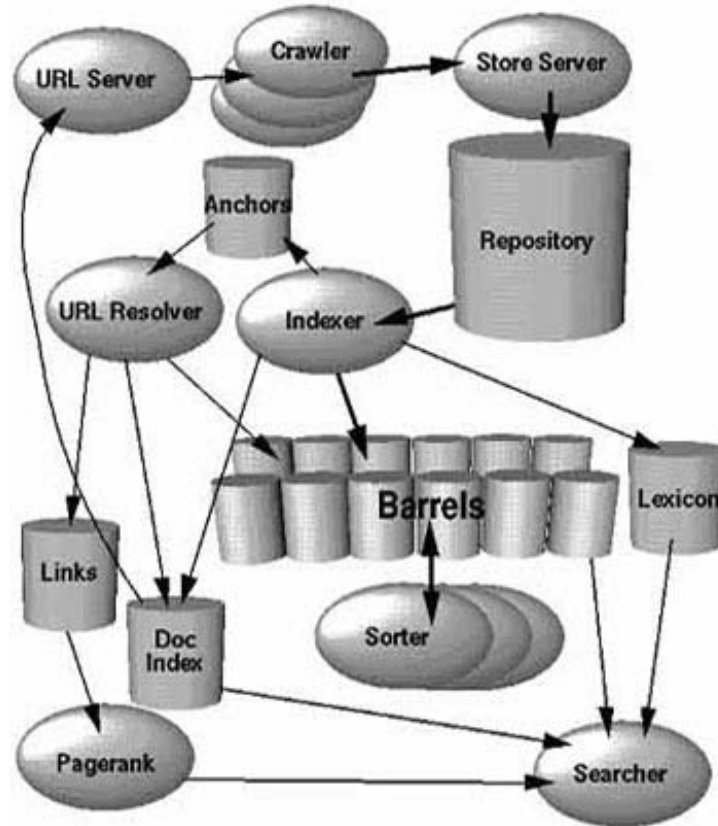
The community who lost all their libraries, fire stations, and schools

Google

Google Search

I'm Feeling Lucky

Incredibly complex search algorithm



Simple user interface

UBER



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1

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A Person-Centered Approach to Resilience

An **effective, efficient, and humane** way of designing and engaging in collaboration, disaster preparedness, rebuilding, recovery and hazard mitigation.

Examples of a Person-Centered Approach to Resilience

- Short, intuitively designed applications for aid
- The time from application to conclusion is as short as we can possibly make it.
- Processes and rules are clear and unwavering.

And if it's ever a choice between accomplishing the policy goal or bending (or never even having in the first place) the reg, choose the person.

- Stop making so many regs and policy dictatorates. Just implement the law. It's complicated enough on its own.
- Smart and minimal documentation requirements

Simplify