Simplify

Resilience Lessons from New Orleans

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New Orleans Region
Hurricane Katrina

- Cost $150 billion
- Displaced 1,000,000 people
- 1,577 people died

**City of New Orleans Population**

- 480,000 Pre-Katrina
- 230,000 2006
- 380,000 2014
Recovery Framework

- Policy
- Institutions
- Physical Assets
- Social Assets
You should go talk to...
Resilient Communities
RiskMAP Process Path

1. FEMA Engagement with Stakeholders and Data Collection
   - Review of all available data begins the process...

2. Mitigation and Communication
   - Identifying hazards
   - Conducting risk assessments
   - Engaging stakeholders

3. Effective Map Issuance
   - Submit LOMs to FEMA
   - Review changes in understanding
   - Assist local communities

4. Project Area Selection
   - Engaging stakeholders
   - Identifying hazards

5. Project Kick Off Meeting
   - Identifying project requirements
   - Setting project goals

6. Community Champions Meeting
   - Identifying project partners
   - Setting project timelines

7. Preliminary Map Guidance
   - Identifying project resources
   - Setting project deliverables

8. PUBLIC APPEAL AND COMMENT PERIOD
   - Submit appeals for review
   - Conducting public comments

9. Revised Preliminary Maps Guidance
   - Identifying project changes
   - Setting project milestones

10. Letter of Final Determination
    - Identifying project completion
    - Setting project closures

11. Implementation Mitigation Actions
    - Identifying project outcomes
    - Setting project evaluations

12. Map Maintenance
    - Identifying project sustainability
    - Setting project maintenance

Legend:
- FEMA/State action
- Community action
- FEMA State and community action
- Product/tool for community use
- Process path
- Opportunities for mitigation action
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
Incredibly complex search algorithm

Simple user interface
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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 dictorates. Just implement the law. It’s complicated enough on its own.

• Smart and minimal documentation requirements
Simplify