



## Disaster Preparedness, Response & Recovery In the Nation's Oldest City

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# Preparedness: *Reduce the Stress of Uncertainty*

*If you've never gone through it, you don't know what to expect*

- Do the basics
- Train by assisting others
- Public education
- Technology implications
- Support the First Responders
- Agile messaging





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# Response: *The Fog of Disaster*

What really happened? Taking stock before people return

- Clearing street debris
- Water network
- Electricity restoration has changed
- Communication



## Sewer

	Oct 4-10	Oct 4-23
Media releases	10	27
Web site stories	1	14
Web site Alerts	21	19
Facebook posts total	105	211
from City	39	85
from PD	34	59
from FD	17	39
from Marina	15	28
Tweets	17	45
Instagram posts	2	16
News and Notes	3	5
<b>Total messages distributed</b>	<b>159</b>	<b>347</b>

	Oct 4-10	Oct 4-23
Total posts	39	85
Reach	83,507	181,535
> 1K	13	45
Engagement	15,792	26,688
% of engagement	19%	15%







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## Response: Pump Station Damages

Chronologic pumping station status after the storm:

- Two (2) pumping stations were flooded
- Thirteen (13) pump station control panels were damaged

PS Status	10/8/16	10/9/16	10/12/16	10/14/16
Normal	23	54	66	73
On By-Pass	8	6	3	2
On-Generator	11	3	2	0
Not Operational	33	12	4	0

**RE:GRAVITY SYSTEM**  
**20 DAYS TO RETURN TO NORMAL**





*Recovery: Change the view from looking backward to looking forward*



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# Recovery: *Change the view from looking backward to looking forward*

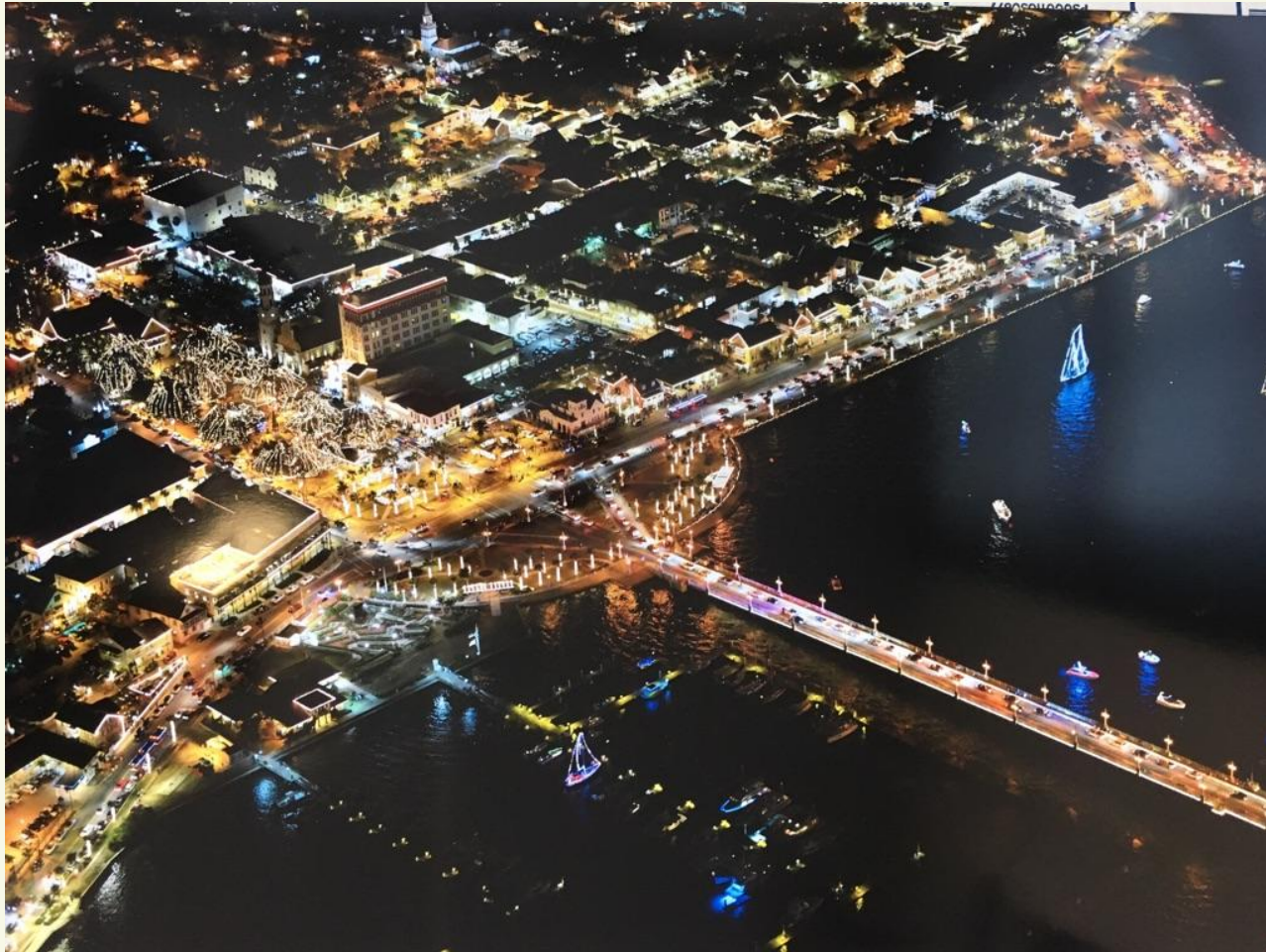
## *Compassionate Problem Solving - Agile*

- Aid locations
- FEMA survey teams
- Police presence
- Economic recovery: “We are Open”





# Recovery: *We Are Open*



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## The 2<sup>nd</sup> Disaster: *Unanticipated realities of loss*

*The hurricane is over, unfamiliar maze of bureaucracy...  
When will we get back to “normal”?*

- Take ownership of the event
- Shared experience brings out the best
- Post-traumatic Stress
- Manage expectations
- Be a leader







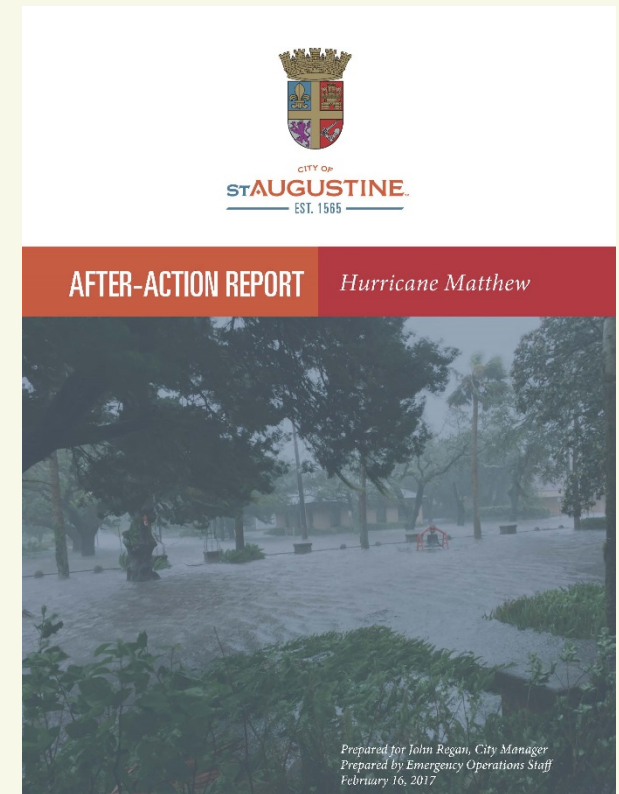
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# After-Action Report: *Keeping track after-the-fact*

*While it's still fresh, capture it*

- You have been through it
- Be committed to process improvement





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## Discussion / Questions

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#stastrong



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