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Submit questions via the webinar tool
- Go to the orange arrow, upper right corner of your screen
- Click it to see the menu
- Click the “+” at “Questions”
- Enter your question
- We’ll check the questions periodically
- There will be an open questions time at the end

The Setting:
People are:
- Shocked
- Weakened
The Setting:
People are:
✓ Shocked
✓ Weakened
✓ Short on money
✓ Prone to blame their government
✓ Want to get back to normal

The Setting:
Normal means continued exposure to the same hazard
Nobody wants to do it again
Seize the opportunity for a new message: “Build back smarter”

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Messages:
✓ Stop and think
✓ It will happen again
✓ Don’t rush to rebuild before you have a good plan
✓ Seize the chance to mitigate

Nine steps to guide stopping and thinking

Step 1: Know the rules
✓ Building codes
✓ NFIP floodplain management regulations
✓ A building in the Special Flood Hazard Area
✓ Damaged (regardless of the cause of damage)
✓ Where cost of repair ≥ 50% of building value
  = a substantially damaged building
✓ A substantially damaged building must meet new construction standards

Minimum requirement:
✓ Evaluate all damaged buildings
✓ Buys time to stop and think
✓ Ensures some mitigation will be implemented

Step 2: Adopt higher standards
✓ A substantially damaged building must meet current construction standards
Are they good enough?
The world is changing
Flood protection to old study’s 100-year flood level
Variety of higher possible standards
Step 2: Adopt higher standards
Variety of higher possible standards
✓ Advisory base flood elevations
✓ Freeboard
✓ Enclosure limits
✓ Coastal A Zone standards
✓ Zoning for the hazard
Step 2: Adopt higher standards
- Conway
- SFHA
- Regulations apply to “all flooded buildings”
- One foot freeboard above FIRM’s BFE
  Replaced with “two (2) feet above the crest of the September-October 1999 flood.”

Step 3: Commit to mitigate
- Formal, public statement
  - Objective is to make things better
  - Explain the rules
  - Explain the planning process
  - Explain that it will take time
- Conway Council Resolution
- City policy:
  1. Keep in good standing in the NFIP
  2. No reconstruction or reoccupation until City inspection
  3. Develop a mitigation plan for flooded areas
  4. Help residents with information on relocation, flood protection, and financial assistance

Step 4: Triage the damaged area
- Need to separate substantially damaged areas
  - Who can rebuild and who has to wait
  - Preliminary damage assessments
  - Windshield survey
  - Eventually building by building review
- Three categories:
  1. Apparently safe
     - People can make repairs
     - Will need permits
Step 4: Triage the damaged area
Three categories:
1. Apparently safe
2. Obviously substantially damaged
   ✓ Will need to meet code
   ✓ Or be removed

Step 5: Identify target areas
✓ Areas with lots of category B and C buildings
✓ Potential for clearance and redevelopment
✓ Will need area plans
✓ Plans will take time
✓ Residents can clean up and salvage their property but should not put money into rebuilding yet

Conway

Conway
Step 6: Involve those affected in the planning

- The plans affect their homes, businesses, schools
- This is their future
- They know the area best
- They decide what will be done to their properties
- Educated residents may do more than required
- Build on neighborhood/community sentiments

Result: Area plans that identify

- Which areas and buildings can be restored (to code/higher standards)
- Which buildings should be demolished
- Which areas should be cleared and redeveloped

Conway

- Public meetings
- Planning Committee

Interim Report

Questionnaire

The last question was: “The City Council is looking at six alternatives for a damaged structure. If financial assistance is available, which of the following alternatives would you consider for your residence/business?”

- Restore the structure to its pre-flood condition — yes: 32 no: 8
- Restore the structure with mitigation (examples: elevate utilities, wet basement) — yes: 22 no: 7
- Rebuild and elevate the structure above flood level — yes: 19 no: 9
- Replace the damaged structure with a new one, elevated above flood level — yes: 11 no: 13
- Rebuild the structure to another property — yes: 7 no: 13
- Sell the property and buy a new property outside the floodplain — yes: 10 no: 10

People will support the process when they know:

- The rules (and see them fairly enforced)
- The planning process
- They can participate (and their views mean something)
- How to safely repair/salvage
- How they can mitigate/make things better
Step 7: Keep the public informed

“Educated residents may do more than required”

- They will support the planning process
- If substantially damaged, they may rebuild to a higher standard voluntarily
- If not substantially damaged, they may incorporate mitigation measures in repairs

Step 7: Keep the public informed

Need: active outreach

- News releases
- Flyers to the neighborhoods
- Explanatory handouts (in plain English)
- Public deliberations
- Opportunities to comment

Step 7: Keep the public informed

Conway

- Public meeting at beginning of the process
- Questionnaire to all flooded properties
- Open planning committee meetings
- Public meeting on committee recommendations
- Handouts
  - Advice to Flooded Property Owners
  - Repairing Flooded Buildings
  - Mitigation Financial Assistance
  - Elevating and Relocating a House

Step 8: Ensure full repairs and reconstruction

- No shortcuts to permit requirements
- No shortcuts to safety and health standards
- Substantial damage determinations
- Substantial damage appeal process

Step 9: Mitigate to the extent feasible

- Incorporate during repairs

Conway

- Advice to Flooded Property Owners

3. If your building was damaged and you have not had a building inspector look at it, call the Building Department at 246-1763.

4. You can proceed with cleaning up, even if an inspector has not been by. To clean up, do the following:

   1. Remove and throw away the following items if they get wet:
      - Insulation
      - Particle board, plywood, MDF, and similar wood composition products
      - Paper products
      - All electrical outlets and switches that are below the high water line.

   2. Hose out the interior and other flooded areas, building to remove the smell of stagnant water. (See pages 7-8 of Repairs to Flooded Homes. Clean all exposed surfaces with a disinfecting rinse. See page 10 of Repairs to Flooded Homes.)
Step 9: Mitigate to the extent feasible

- Buildings on embankments or with damaged foundations should be raised to the highest flood level. New buildings should be designed to withstand the flood level.
- Hurricane shutters can be installed.
- Damaged furnaces, air conditioners, and water heaters should be replaced, and new platforms above the flood level should be added.
- The existing walls and ceilings should be removed and replaced for wind protection and insulation. Impact-resistant glass can prevent water damage.
- A roof should be replaced, impact-resistant roofing should be selected, and materials should be selected to prevent water damage.

Planning for Redevelopment

- Selecting Appropriate Mitigation Measures for Flood Prone Structures
- www.fema.gov/multi-hazard-mitigation-planning

Conway
21 action items
- Remap floodplain
- Redevelopment
- Codes, ordinances
- Public information
- Preparedness

City of Conway
South Carolina
These steps have been proven to work

- Stop and think
- Plan for the target areas
- Think about the future
- Involve those affected

Result: a better, safer community

Nine Steps to Build Back Smarter

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Questions?