Stop, Collaborate, and Listen

Instead of Stopping this Study, Let’s Collaborate with the Community and Listen to their Needs
FEMA Process during Map Modernization (Mod)

• Scoping Meeting
  – FEMA informs community of study
  – Limited discussion of community needs, scope, methodology, etc.

• Final CCO/Open House Meeting

• New Effective Maps
  – Five years later study is released and expected to be adopted.
Fairbanks North Star Borough, Alaska

- Scope and Methodology Unclear Locally
- Project Delays & Mapping Contractor Change
- Failed Non-Levee Road Embankment
- No Longer Made Sense to Continue with Current Scope/Schedule
Kenai Peninsula Borough, Alaska

- Significant Comments
- Mapping Contractor Change
- Project Delay Due to Levee Policy Change
- Limited Communication between Community and FEMA/Mapping Contractor
City and Borough of Juneau, Alaska

- Significant Comments
- Congressional Involvement
- Local Desire to Stop Study for Collection of New Elevation Data
- Resistance to Adoption
Managing Expectations/
Understanding Limitations

• Example: Young Charlie is told that there will be plenty of Easter eggs, candy, toys, etc.
Managing Expectations/Understanding Limitations

- He was not aware all the baskets were not for him.
- Further discussion resolved that one basket was (probably) enough.
Resolution

• ASFPM 2012 - San Antonio, TX
• Face-to-Face Meetings with Local Official(s) in Fairbanks & Kenai Peninsula

• Juneau Congressional Inquiry Follow-up Meeting on April 3, 2012
• FEMA Travels to Juneau for meeting with local officials and Congressional Staff
Resolution

- Fairbanks North Star Borough, AK
  - Studies were Halted Pending Further Conversations with Community Officials.
  - Requirements and Limitations Faced by FEMA were Fully Explained
  - Community Desires were Accommodated Where Possible (scope added)
  - Additional Conference Calls
  - Additional Local Official and Open House Meetings were Scheduled
  - RSC Technical Assistance
Resolution

• Kenai Peninsula Borough, AK
  o Comprehensive Resolution Package Sent to Local Officials
  o Requirements and limitations faced by FEMA were fully explained
  o Community desires were accommodated where possible (scope added)
  o Additional conference calls and/or in-person meeting were scheduled
  o Resulted in Local Request to Bypass Levee Policy and Proceed to Letter of Final Determination (LFD)
Resolution

- City and Borough of Juneau, AK
  - Studies were halted pending further conversations with community officials.
  - Requirements and limitations faced by FEMA were fully explained.
  - Community desires were accommodated where possible (scope added).
  - Additional conference calls and/or in-person meeting were scheduled.
  - Partnership Agreements established roles/schedule going forward.
  - Weekly Status Update Conference Call Added.
  - RSC Technical Assistance.
Focus on Outreach & Education

- Quarterly Project Updates
- Partnership Agreements
- STARR-Team Website
- Newsletter/Training
- Help Desk email address
- Action Tracker for Mitigation
Risk MAP Process

- Additional local meetings and coordination:
  - Discovery Meeting
  - Flood Risk Review Meeting
  - Final CCO/Open House Meeting
  - Resilience Meeting

- New Effective Maps
- Other Risk MAP Products
Starting Off on the Right Foot…

- Matanuska-Susitna Borough, AK Discovery
- Discovery process involves lots of communication and coordination, especially in Region X:
  - Pre-Meeting Interview (Web-ex)
  - In-Person Discovery Meeting
  - Meeting Follow-up
No-One is Flooded by “FEMA”

- Technical basis of the changes needs to be fully understood
  - Flood Risk Review Meeting added for this reason
  - Changes Since Last Firm (CSLF)

- Who Asked For This Study?
  - Impossible to get local buy-in without clear communication/understanding
  - Floodplain Administrator will need to defend/justify the effective FIRM on a daily basis
Questions?

If there’s a problem - Yo, I'll solve it.
Check out the hook while my DJ revolves it.