



Bouncing Back after an Emergency

*Using Online Tools to Deliver Aid and Resources to Communities Faster,
Plus What's New with SmartGov*

August 27, 2024

Today's Speakers

Meet our government experience experts



Taylor Brodersen

Enterprise Account
Executive
Granicus



Helen Wytko

Solution Consultant
Granicus



Tara Holt

Lead Product
Marketing Manager,
Granicus



Today's Webinar

Bouncing Back from an Emergency

- Disaster Recovery Reform Act Overview
- How to Use Technology to Prepare and Respond to Disasters
- What's New with SmartGov



Bouncing Back After an Emergency

After a devastating emergency or disaster, communities must come together to rebuild and recover. This presentation explores the Disaster Recovery Reform Act (DRRA), which aims to improve disaster preparedness, response, and long-term resilience.

The Disaster Recovery Reform Act (DRRA)

1

Overview

The DRRA was enacted in 2018 to enhance the nation's ability to prepare for, respond to, and recover from major disasters.

2

Key Goals

The DRRA aims to improve coordination, increase funding, and empower communities to build long-term resilience.

3

Bipartisan Support

The DRRA was passed with overwhelming bipartisan support, reflecting the urgency of improving disaster recovery efforts.

Key Elements of the Disaster Recovery Reform Act

1. Increased funding for pre-disaster mitigation programs to enhance community resilience
2. Greater coordination between federal, state, and local agencies for more efficient disaster response
3. Streamlined processes for delivering aid and resources to communities in need, with a focus on transparency
4. Enhanced support for long-term recovery efforts, including assistance for housing, infrastructure, and economic revitalization

Eligible Applicants for DRRA Section 1206 Assistance

1. State, local, tribal, and territorial (SLTT) governments are eligible for DRRA Section 1206 assistance following a major disaster declaration.
2. SLTT applicants must be in good standing with the **National Flood Insurance Program (NFIP)** to receive funding.
3. Eligible applicants must be **legally responsible** for administering and enforcing building codes or floodplain management regulations in their jurisdiction.

Eligible Activities Under DRRRA Section 1206

WHAT: DRRRA Section 1206 authorizes FEMA to provide state, local, tribal, and territorial (SLTT) governments with resources to effectively administer and enforce building codes and floodplain management regulations after a major disaster declaration.

- This includes activities related to the repair, replacement, or retrofit of disaster-damaged structures.
- Eligible activities may include substantial damage assessments, permit processing, inspections, and other enforcement actions.

WHEN: a period of no longer than **180 days** after the date of a major disaster declaration

STRUCTURE TYPES: An entire community's building stock - can include public, private and residential structures

HOW TO RECEIVE FUNDING: SLTT applicants must submit their request and supporting documentation through the **PA Grants Portal**. This includes details on work completed, procurement processes, and how the activities support the community's adopted building codes and floodplain management ordinances.

REIMBURSEMENT: Eligible applicants can be reimbursed for their work, even if they have waived permitting fees. However, any revenue collected is considered program income and will be deducted from the final project cost.

Eligible Activity



Building Code Administration

Ensuring buildings are constructed to safety standards through code review and enforcement.



Code Enforcement

Upholding local codes and regulations to maintain community safety and livability.



Floodplain Management Regulation, Administration and Enforcement

Managing development in flood-prone areas to mitigate risk and protect lives and property.



Substantial Damage Operations

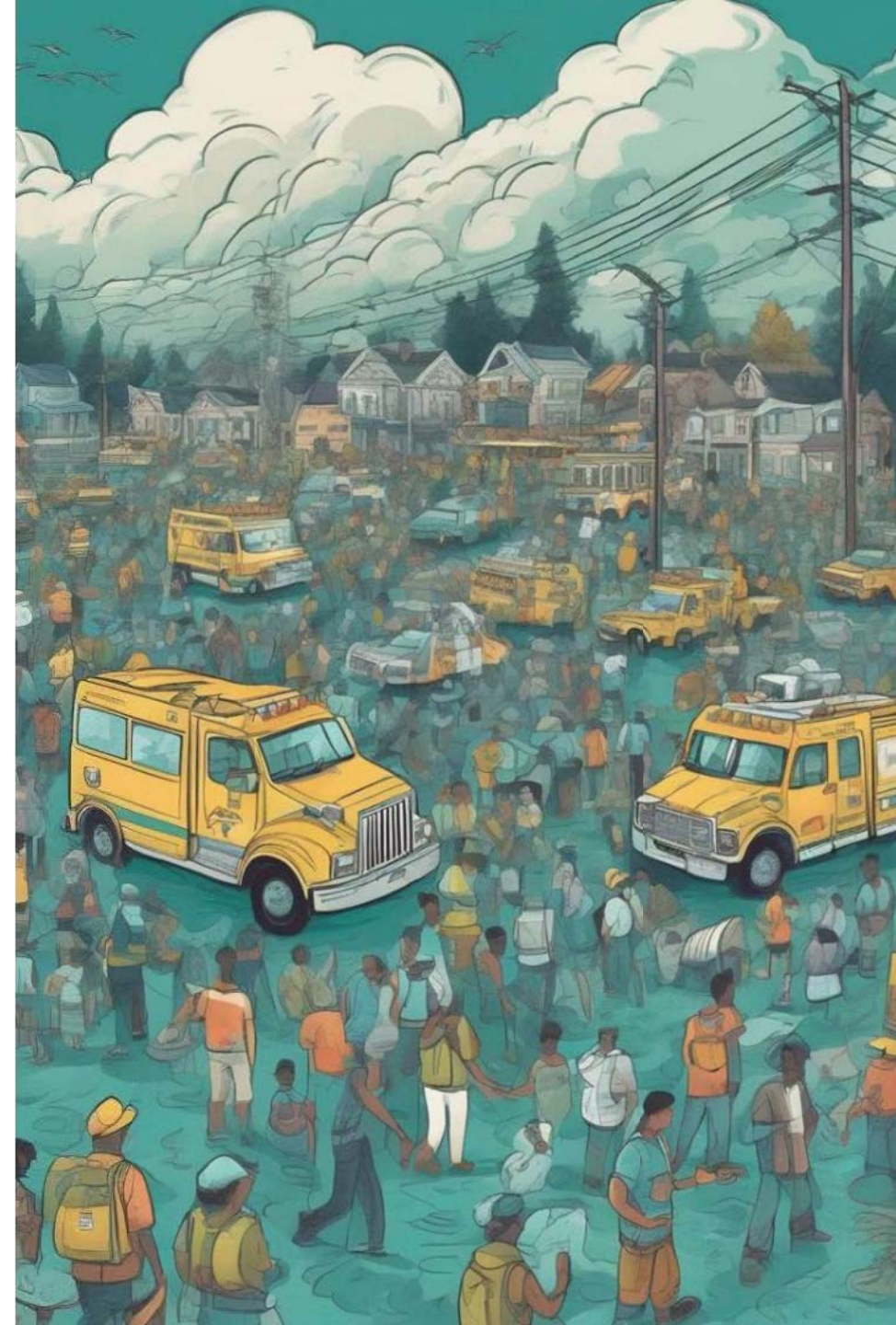
Evaluating the extent of damage to buildings and infrastructure after an emergency event.



Preparedness with SmartGov: Use Cases and Best Practices

Establishing a Re-Entry Program

Sunny Isles Beach, a vibrant coastal city in Florida, has implemented a proactive re-entry program to help businesses and residents prepare for natural disasters. By requiring emergency contacts as part of yearly business license renewals, the city ensures quick access back into the area after an evacuation, allowing for a faster recovery process.



Contractor Oversight for Safe Rebuilds

Track Licenses

Closely monitor the license status of contractors to ensure only qualified professionals are hired for rebuilding efforts after a disaster.

Verify Credentials

The city verifies that all contractors have the necessary licenses, insurance, and expertise to perform safe and up-to-code construction work.

Protect Residents

By vetting contractors, the city helps homeowners and business owners avoid potential issues, such as shoddy workmanship or fraudulent activities, during the rebuilding process.

Implement Cloud Based Software

Newberry, FL equipped their staff with mobile devices and cloud-based software to maintain critical operations even when the city lost power and internet. This allowed them to quickly assess damage, disconnect utilities, and track recovery efforts.

Their innovative approach enabled seamless continuity of essential services, demonstrating their commitment to building a resilient community prepared to withstand natural disasters.

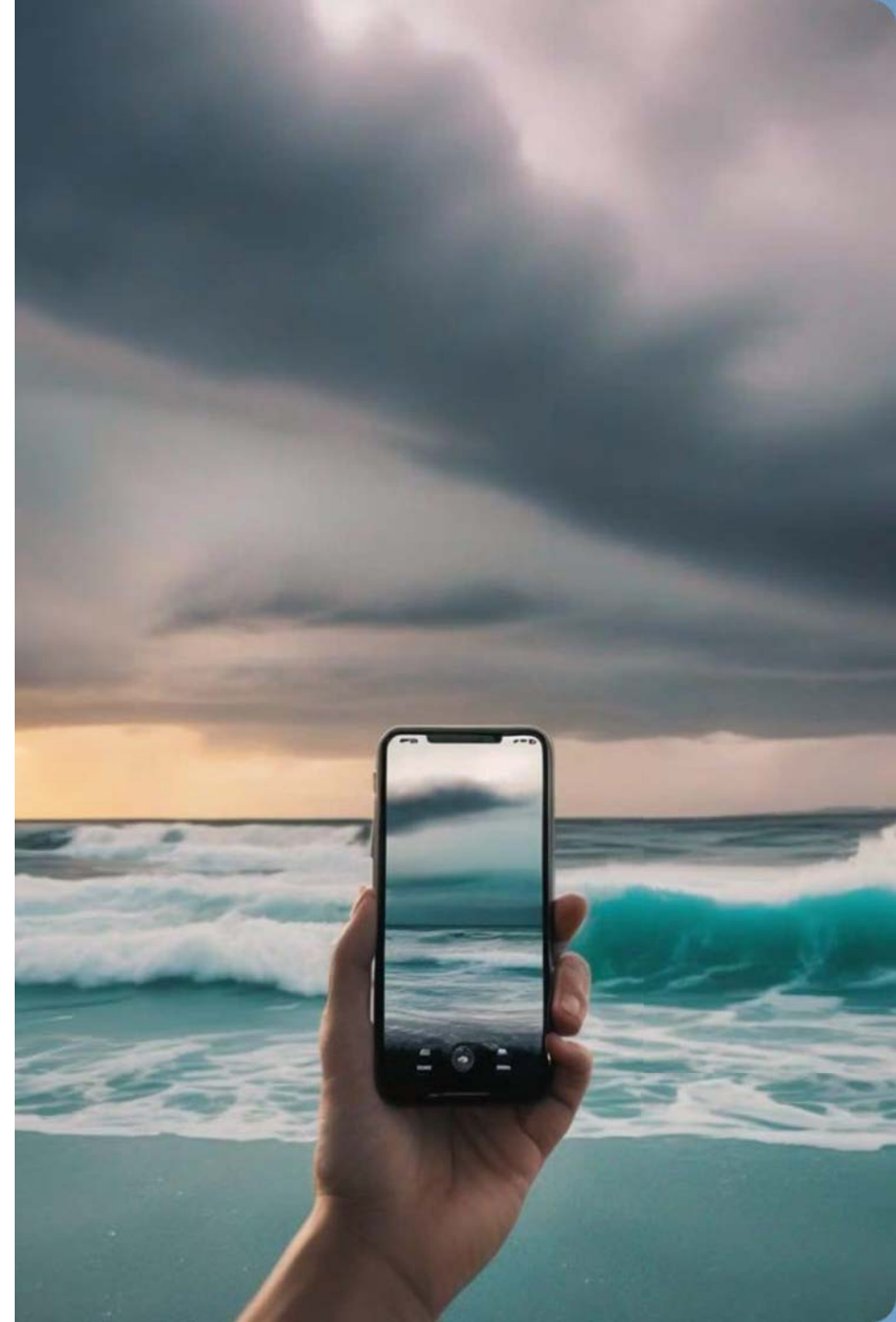




Response with SmartGov: Use Cases and Best Practices

Continue Working Offline

The City of Port Orange implemented SmartGov and took advantage of the offline mobile app, allowing staff to continue critical work even when internet access was disrupted during recent hurricane events. This proactive approach enabled seamless operations and rapid recovery between storms.



Flexible Fee Waivers for Recovery

Streamline Process

Waive or adjust fees spontaneously, enabling businesses to concentrate on rebuilding and recovery without undue financial strain.

Promote Resilience

The city aids the local business community in swiftly recovering post-disaster by providing flexible fee structures.

Foster Collaboration

The cooperative strategy between the city and businesses cultivates a community that is more resilient and equipped to face upcoming challenges.

Key Criteria of Effective Software

- Transparent cross-department communication
- Agile framework to support real-time changes
- Offline mobile capabilities for uninterrupted service
- Robust DRRR reimbursement reporting
- Cloud-based access from anywhere

Community Engagement: Disaster Preparedness & Response

1. Establish accessible communication channels to provide real-time updates on response and recovery efforts.
2. Ensure translation services are available to reach diverse language communities.
3. Facilitate community feedback sessions to understand the specific needs and concerns of affected residents.
4. Leverage social media and local media outlets to disseminate critical information and rally support.
5. Organize neighborhood support groups to foster mutual aid and strengthen community resilience.



Questions?



What's New with SmartGov

Inspection List Update & Demo

New SmartGov Feature

- Comprehensive new feature that consolidates popular features from existing inspection lists and user to-do lists into a single screen
- Use an intuitive interface to perform bulk actions on multiple inspection types, group inspections by area, and get visibility on inspection status for open permits

The screenshot displays the SmartGov 'Inspection List Beta' interface for the City of Olympia. The interface includes a sidebar menu with categories like 'All Departments', 'Workspace', 'Favorites', 'Pending', 'Code Enforcement', 'Licensing', 'Compliance', 'Contracts', 'Inspection List Beta', 'Inspection Requests', 'Schedule Inspections', 'Inspections Performed', 'Permits', 'Accounts', 'Receipts', 'Administration', and 'Recent'. The main content area shows a table of inspection records with the following columns: 'Multiple' (checkbox), 'Case', 'Inspection Type', 'Location', 'Primary Contact', 'Last Inspection', 'Scheduled Date', 'Inspection Status', 'Inspection Date', and 'Primary Inspector'. The table contains several rows of data, including 'ANNUAL FIRE INSPECTION (BILLED)', 'PHONE FOLLOW UP (NON BILLED)', 'GRADING/CLEARING FINAL', 'GRADING', 'LANDSCAPE GRASSING', 'SHEAR WALL', and 'INSULATION'. The interface also shows a '1 - 10 of 42721' page indicator and a 'Powered by GRANICUS Software, Inc.' footer.

Multiple	Case	Inspection Type	Location	Primary Contact	Last Inspection	Scheduled Date	Inspection Status	Inspection Date	Primary Inspector
<input checked="" type="checkbox"/>	000-000-000 ANNUAL FIRE INSPECTION (BILLED)	INSPECTION (BILLED)	Test Account Olympia WA 98501	CITY OF OLYMPIA cpl@cityofolympia.wa.us		02/15/2018	COMPLIANCE	01/01/2018	Karen Account
<input checked="" type="checkbox"/>	000-000-000 ANNUAL FIRE INSPECTION (NON BILLED)	PHONE FOLLOW UP (NON BILLED)	Test Account Olympia WA 98501	CITY OF OLYMPIA cpl@cityofolympia.wa.us					
<input type="checkbox"/>	15-2017-AAAB-0 GRADING	GRADING/CLEARING FINAL	915 DESCHUTES POWY SW OLYMPIA WA 98502 0017	LEGACY UNKNOWN Lindseymax2@gmail.com					
<input type="checkbox"/>	15-2017-AAAB-0 GRADING	GRADING	915 DESCHUTES POWY SW OLYMPIA WA 98502 0017	LEGACY UNKNOWN Lindseymax2@gmail.com					
<input type="checkbox"/>	15-2017-AAAB-0 GRADING	LANDSCAPE GRASSING	915 DESCHUTES POWY SW OLYMPIA WA 98502 0017	LEGACY UNKNOWN Lindseymax2@gmail.com					
<input type="checkbox"/>	15-2014-ARBA-0 RESIDENTIAL ADDITION	SHEAR WALL	2017 EAST BAY DR NE OLYMPIA WA 98506 2216	MAZUR, DAVID L		07/13/2018	COMPLIANCE	07/13/2018	Scott Borsley
<input type="checkbox"/>	15-2014-ARBA-0 RESIDENTIAL ADDITION	INSULATION	2017 EAST BAY DR NE OLYMPIA WA 98506 2216	MAZUR, DAVID L		02/14/2018	COMPLIANCE	02/14/2018	Scott Borsley
<input type="checkbox"/>	15-2014-ARBA-0 RESIDENTIAL	FINAL INSPECTION	2017 EAST BAY DR NE OLYMPIA WA 98506 2216	MAZUR, DAVID L					



Take our survey

Granicus Digital Services Trends Survey:

<https://quiz-granicus.typeform.com/to/X79k56pB>



Join Us October 10 & 11

Granicus Digital Services Summit

Thank You

Questions? Contact info@granicus.com

Short-Term Rental Compliance

Did You Know SmartGov can link to other Granicus solutions, such as Host Compliance:

- Short Term Rental Compliance Monitoring lets you to stay in control and save time by automating enforcement letters
- Rental Activity Monitoring automates selection of audit candidates to maximize the impact of audit efforts
- Detailed reports and dashboards track all short-term rental related complaints in real-time
- Our solution helps significantly reduce the administrative back-end tasks and costs linked to tax collection

Stay tuned for more information on how you can link permitting to STR in your community.

