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Fleet's Critical Role in Disaster Recovery and Response

Thursday, September 18, 2025

- 11:00 a.m. - 12:00 p.m. ET
- 10:00 a.m. - 11:00 p.m. CT
- 9:00 a.m. -10:00 a.m. MT
- 8:00 a.m. - 9:00 a.m. PT

This program is sponsored by
the APWA Fleet Management Committee

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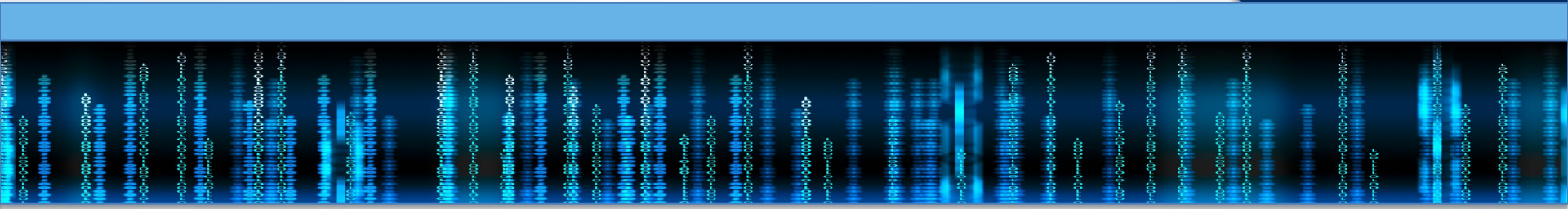

A link to the program evaluation will be emailed to you after the program.

To request CEU's - you must correctly answer 80% of the questions.

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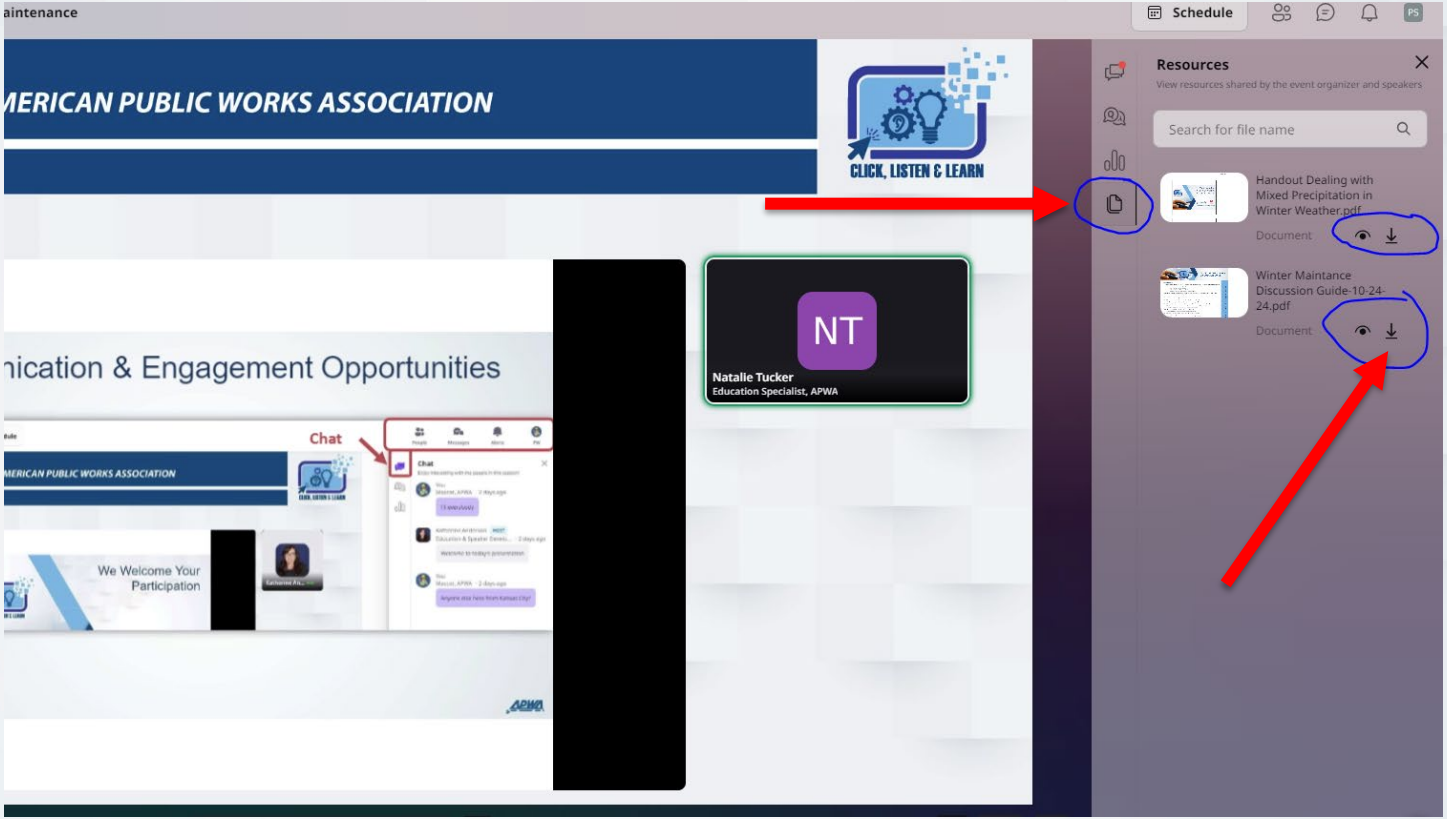
Handout for Today's Program can be download from the right-hand chat panel.



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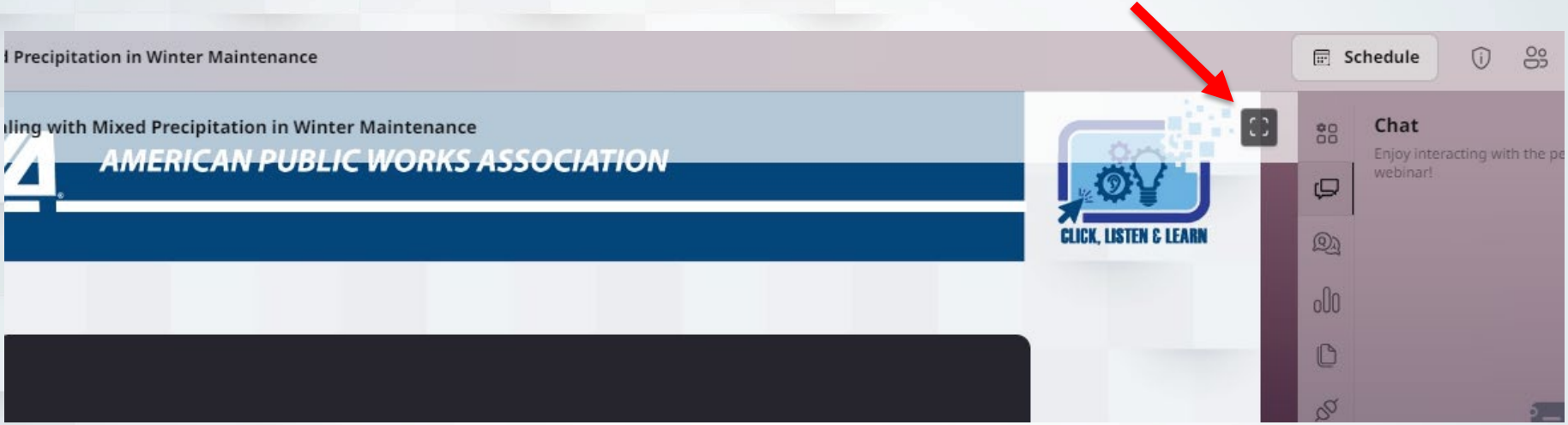
Viewing the Presentation



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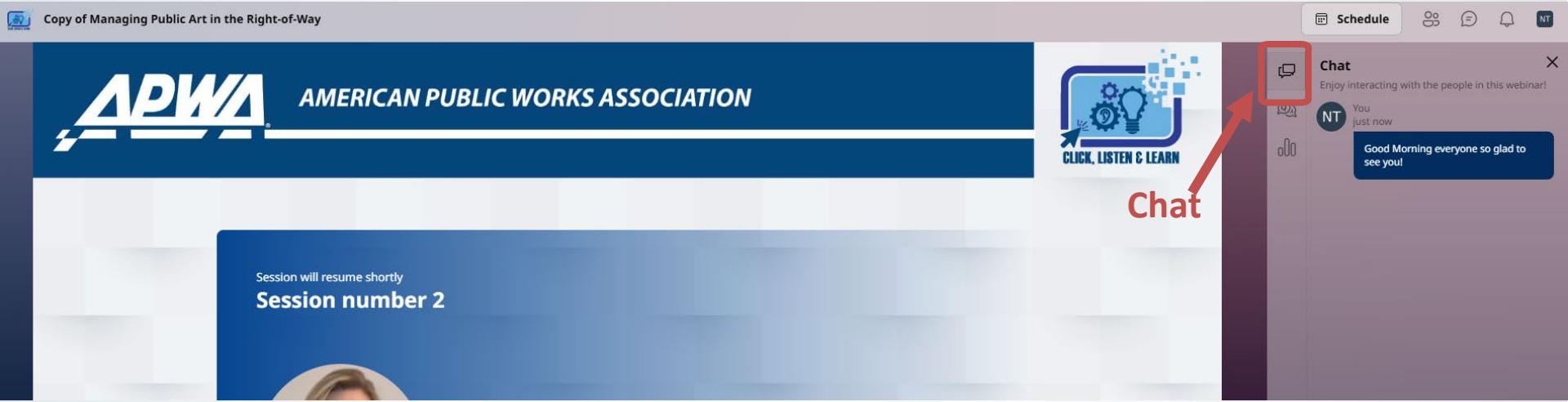
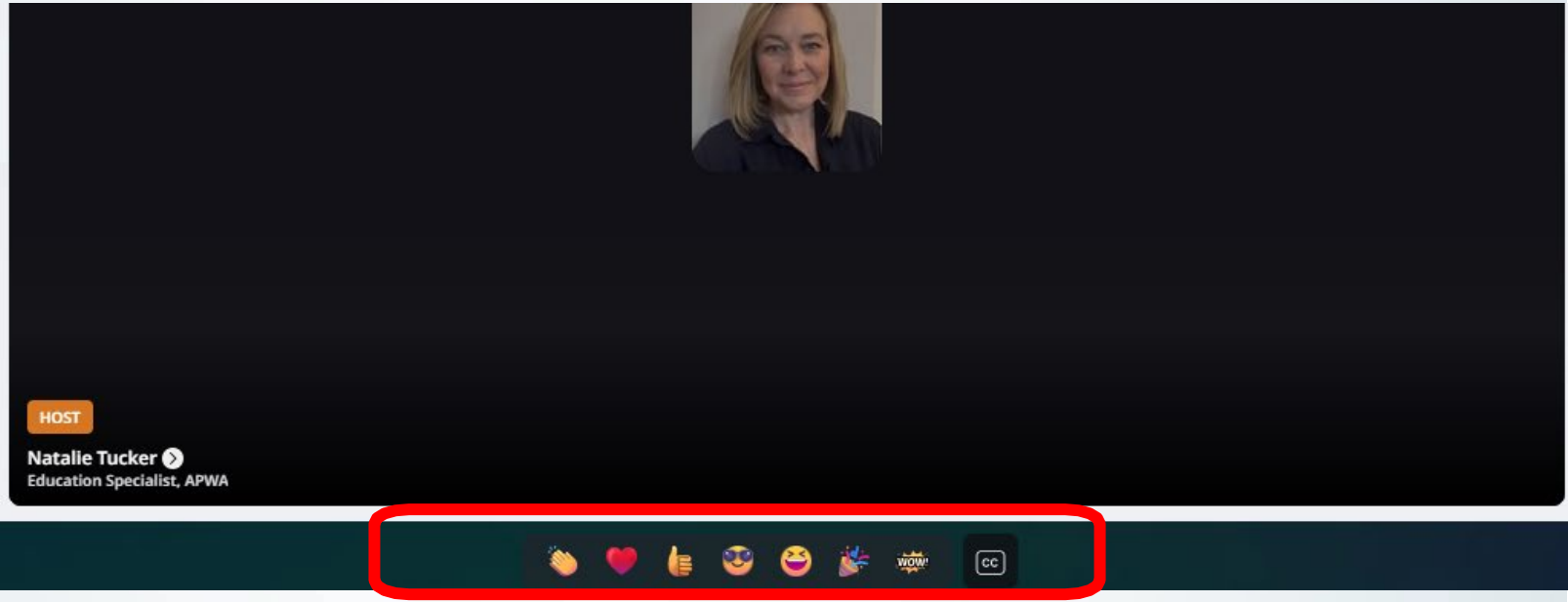
Communication & Engagement Opportunities



Reactions



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Program Questions

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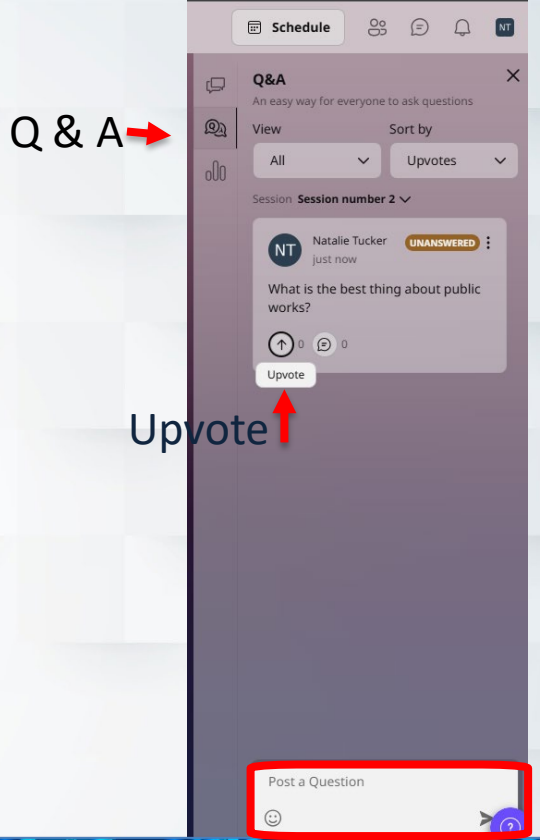
2. Choose to Upvote a question that is the same as your question.



Today's Moderator:

Sarah Marks

Assistant Director of Public Works-Fleet Manager

City of Moline, Illinois

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Learning Objectives

After completing this course, participants will be better able to:

- Identify the essential functions of fleet operations during various types of natural disasters including floods, hurricanes, wildfires, and ice storms.
- Develop effective communication and collaboration strategies for fleet departments before, during, and after a disaster.
- Describe effective training and planning strategies for fleet departments to enhance operational readiness and response coordination.

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Get Involved with APWA

Nominations to join an APWA knowledge team or subcommittee are considered year-round. Share your interest via the QR code below.

Today's Speakers

Scott McIver

Fleet Manager

City of Greensville, South Carolina

Bradley Northup

Public Works Superintendent

City of Carlsbad, California

Vincent Olsen

Interim Director

City of Dallas, Texas

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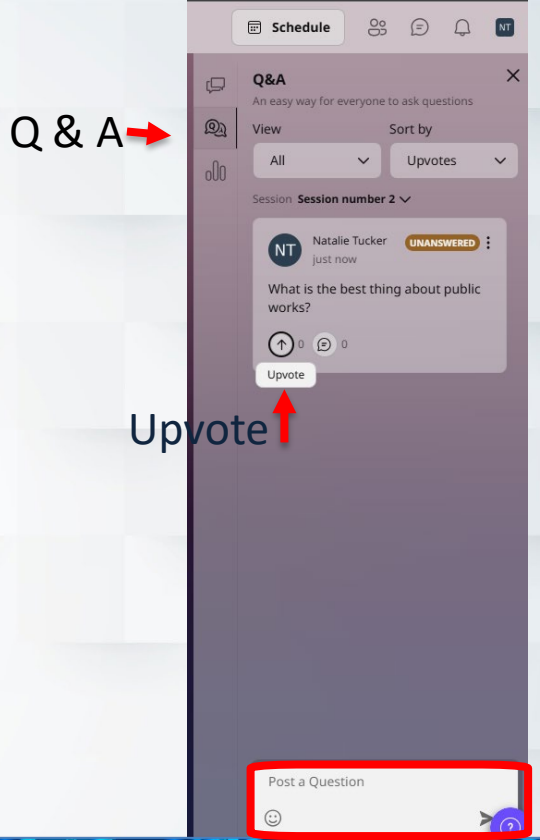

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Please join us in the virtual lounge for continued discussion

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Lessons Learned as a Fleet Manager During a FEMA-Level Event

Scott McIver, CPFP, CAFM
Fleet Manager
City of Greenville, SC

Bradley Northup
Public Works Superintendent
City of Carlsbad, CA

Vincent Olsen, CPFP
Director Equipment and Fleet Management
City of Dallas, TX

Agenda

- FEMA Training – Preparation & Recovery
- The Myth of Being Fully Prepared
- Documentation: Your Greatest Asset
- Takeaways & Future Planning

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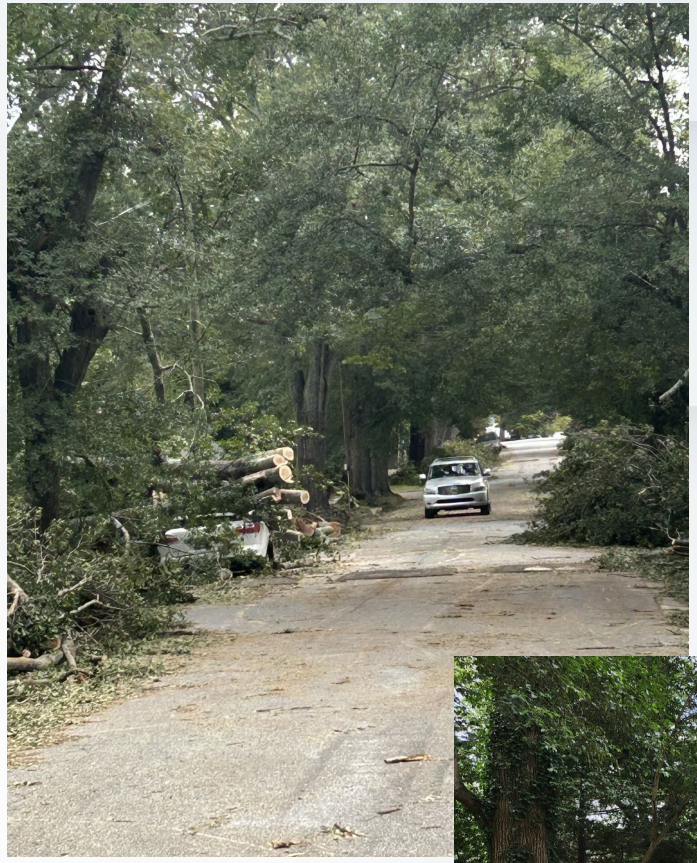
Context – The Event

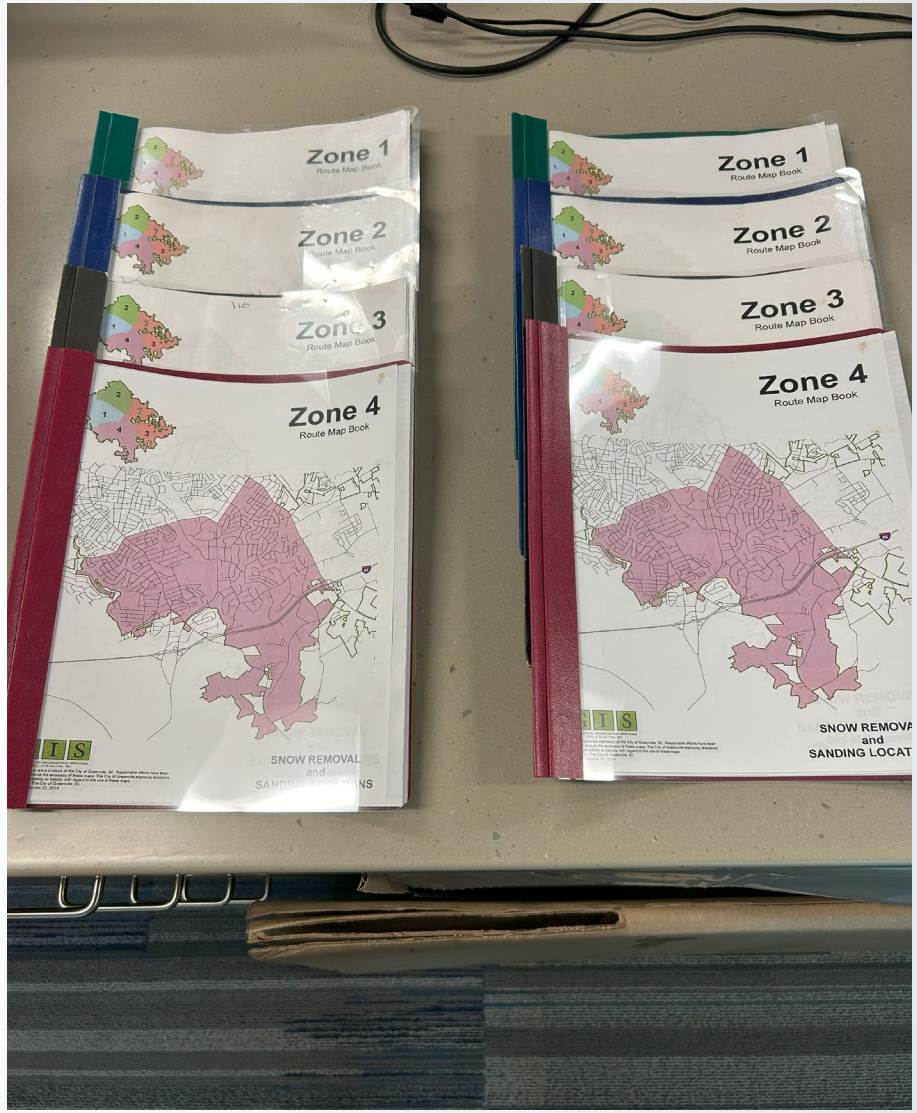
- FEMA-level hurricane event in upstate SC
- Uncommon weather for our region
- Immediate impacts:
  - Power outages
  - Flooding
  - Road blockages
  - Emergency operations activated



Lesson 1 – FEMA Training Is Invaluable

Before the Event

- ICS & NIMS training completed beforehand
- Knowledge of command structures
- Role identification in emergency hierarchy
- Desktop exercises & simulations
- Knowledge of weather conditions & severity



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During the Event

- Coordinate equipment requests across departments

- Used standardized terminology
- Reduce miscommunication

After the Event – Public Assistance

- -FEMA Public Assistance program requires:
- ***Precise labor and equipment records***
- Cost eligibility tracking
- Training helped streamline our claims process

https://www.fema.gov/assistance/public/tools-resources/schedule-equipment-rates

https://training.fema.gov/

Lesson 2 – You're Never Truly Prepared

Don't have a False Sense of Preparedness

What do you prepare for?

- Ice storms
- Wind damage
- Thunderstorms

Hurricanes? Not a high priority for me.

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Real-Time Challenges

- Debris blocked key routes
- Demand outpaced barricade and fuel supply
- Fatigue from 24-hour shifts

FEMA's THIRA Methodology

Identify and assess all hazards

Plan for high impact low probability events

Update Continuity of Operations Plan (COOP) annually

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Evaluation Phase

Identify the Crisis

- Is this a Local, Regional or National level crisis?
- What equipment might be needed?
- What existing emergency response plans should be activated?

Resource Phase

Examine available resources

- How do I ensure staffing and their welfare?
- How do I ensure resource delivery and supply?
- Do I have the tools to function without electricity or other infrastructure?

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Execute

Perform

- Monitor resource performance?
- Anticipate sustainability?
- When to engage second and third levels of support?

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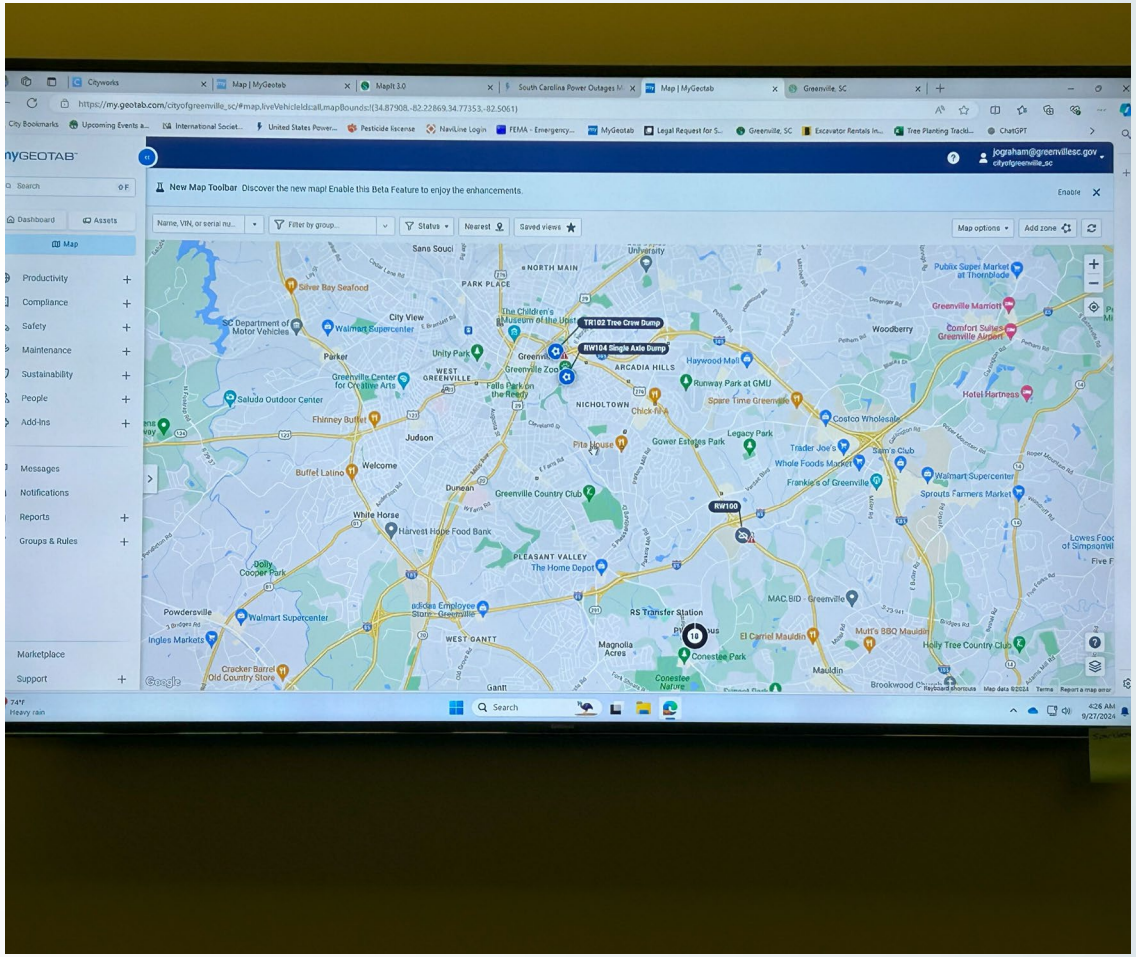
Lesson 3 – Document Everything

- Why Documentation Matters

- FEMA reimbursement depends on:
  - Usage logs
  - Labor records
  - Equipment repair/damage reports
  - **No record = no reimbursement**

- Emergency & Expedited needs challenge documentation processes



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Electronic vs. Handwritten Logs

- Fleet Information Management System (FIMS):

• Time-stamped

• Easily shared and stored

- Handwritten notes only as a backup

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Real Example: Unit Reimbursement

- Flood-damaged unit
- FIMS records:
  - Pre-/post-storm inspections (Photos are best)
  - Repair photos
  - Labor hours (SRTs)
- Result: Full FEMA reimbursement

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Data-Driven Recovery

- Post-event analysis:
  - Which units were overused
  - Which resources were understocked
  - Technician workload data
  - Used for better planning

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Key Takeaways

FEMA training pays off – before, during, and after

Preparedness is about flexibility, not perfection

Digital documentation is essential for funding and review

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Improvements Since the Event

- Broadened disaster planning (THIRA model)
- Expanded digital FIMS use
- Cross-trained staff for flexible deployment
- Conducted post-event after-action reviews

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Suggested FEMA Courses

- **ICS-100: Introduction to the Incident Command System**: This course introduces the Incident Command System (ICS), a standardized approach to incident management, and explains its principles and organizational structure.
- **IS-200: Basic Incident Command System for Initial Response**: This course builds upon the ICS-100 by focusing on how the ICS applies to incidents involving single resources and initial response.

More Courses

- **IS-700: National Incident Management System, An Introduction**: This course provides an introduction to the National Incident Management System (NIMS) and how it provides a consistent framework for coordinating incident response across different organizations.
- **IS-800: National Response Framework, An Introduction**: This course introduces the National Response Framework (NRF), a guide to how the nation conducts all-hazards response, and describes the roles and responsibilities of the whole community in responding to incidents.

“Preparedness is not a destination—it’s a constant process.”

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