Wilma and Sandy: Lessons Learned from Public Servants

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Document Type
Book Chapter

Book Title
Global Cases in Best and Worst Practice in Crisis and Emergency Management

Description
Global Cases in Best and Worst Practice in Crisis and Emergency Management is the first book to focus on select global cases from the perspective of best and worst practices in the context of crisis and emergency management. Bringing together the most established scholars and experts in the field, it offers theories along with an empirical, success-and-failure analysis. It presents the cases using a "lessons learned" approach, highlighting the good, the bad, and the ugly for the benefit of future crisis and emergency management.

The book is divided into three sections with chapters that focus on

- Macro-level emergency policy cases addressing policy design and decisions with long- and short-term impact
- Cases giving instructive examples of prevention, leadership, coordination, mitigation, organization, planning, and supplies
- Cases and discussions of chaos and transformation theories, surprise management theory, and applying theories to building capacity and resilience in governance

The book also includes chapter objectives, analysis points, questions, key terms, presentation and lesson exercises, references, and additional reading lists.

Policy experts, researchers, practitioners, instructors, and students will find the case studies in this book illuminating. With its combination of theory and practice and coverage of a wide range of disciplines, it provides an ideal primary or companion text for courses in emergency and disaster management, public administration, political science, and global crisis studies.

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Lessons Learned - Social Media and Hurricane Sandy: Virtual Social Media Working Group. Sandy, however, marked a shift in the use of social media in disasters. More than ever before, government agencies turned to mobile and online technologies before, during, and after Sandy made landfall, to communicate with response partners and the public in order to share information, maintain awareness of community actions and needs, and more. Most of the uses for social media in public safety that were discussed in the VSMWG’s previous documents also applied for Sandy. These include