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User Group calls:

January 14

February 11

March 11

April 8

Get more information regarding the User Group calls by signing up for [GovDelivery](#) emails.

Silvana Croope, Hazus 2013 User of the Year!

The Hazus Program has awarded Dr. Silvana Croope of the Delaware Department of Transportation (DelDOT) as the Hazus User of the Year.

Silvana, who is a Civil Systems Engineer at the Transportation Management Center at DelDOT, has been instrumental in promoting the use of Hazus throughout her career at DelDOT. She introduced Hazus outputs in her Critical Infrastructure Resilience Decision Support System (CIR-DSS), a tool she developed as part of her PhD dissertation at the University of Delaware.

“In 2008, I worked with Hazus for the entire year,” says Croope. “I included Hazus as the mid-step in my research using basic GIS and a lot of the outputs from Hazus.”

Since then, Silvana has used Hazus while working with Delaware Emergency Management Agency (DEMA) and DelDOT to focus on the threats to critical infrastructure resulting from natural disasters.

In 2013, she submitted a proposal to the Federal Highway Administration (FHWA) to look at the vulnerabilities to transportation due to climate change and the options for building resiliency among transportation facilities.



Silvana Croope, PhD, DelDOT is 2013's Hazus User of the Year

When you use Hazus, you begin to get a sense of the likeliest problem areas,” describes Croope, “and when we discuss climate change, we begin to categorize a number of problems that are a set of natural disasters; combining them gives you a place to start looking at ways to develop your critical infrastructure resiliency approach.”

The initial phase has involved Hazus

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Jordan Manos, EMI Hazus Training Specialist



Jordan Manos is the new Hazus Program Training Specialist at EMI

The Hazus Program welcomes Jordan Manos, PE, PMP, as the new Emergency Management Institute (EMI) Hazus Training Specialist.

As the Hazus training specialist, he serves the program by delivering trainings, coordinating credentialing of Hazus Professionals and Practitioners, and helping mold the strategic direction of the trainings.

“I am elated to be serving the Hazus program,” says Manos, “Its reputation is a testament to the success of the training program at EMI and I look forward to maintaining that success.”

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Upcoming Courses

[E0317: Comprehensive Data Management for Hazus-MH](#)
February 3-6, 2014

[E0176: Hazus-MH for Floodplain Managers](#)
March 17-20, 2014

[E0190: ArcGIS for Emergency Managers](#)
March 24-27, 2014

Download the course schedule and enroll at the [EMI Courses Page](#)

Contact Us

Hazus Outreach Team:
hazus@arcaspicio.com

Hazus Program Manager:
Eric Berman, FEMA
eric.berman@dhs.gov

Hazus 2013: A Year in Review

Amid many successful events including the Hazus Symposium, the Program saw 233% growth in its average training enrollment for Hazus training classes—evidence of the wide support for Hazus and acknowledgement of its benefits to disaster mitigation.

Said Hazus Program Manager Eric Berman: “Our program has seen tremendous growth over the past year, most notably in the maturity of its expansive user community, and in the enrollment of our training.”

This year also saw noticeable changes to the software, as the digital download through the

Map Service Center (MSC) made Hazus more accessible to users.

Among other accomplishments, the Central Hazus User Group (CHUG) hosted the Hazus Symposium—the first time a member of the Hazus community has taken on this role.

Finally, this year showcased excellent trainings. Region III, for example, hosted a multi-state, multi-day training session both virtually and in person.

The figure below outlines the key statistics and Excellence Award Winners from 2013.



Hazus Program 2013 Achievements

Croope, Speaks of Hazus Future

Program Manager, Eric Berman, to help identify existing data needs. In the second phase, the hope is to develop the framework for incorporating climate changes effects into the Hazus model.

Also in 2013, Silvana has been working with the nation of Brazil and Mr. Berman to help Brazil with their mitigation planning, identifying Hazus as the best tool to conduct their risk assessment.

Finally, she has been steadily working with DEMA, FHA, and DelDOT, to enhance Delaware’s statewide mitigation plan with Hazus inputs and expand Hazus into the transportation sector.

“I’m like a little dog who finds a bone who doesn’t want to let go,” said Silvana of her work.

As the program matures, she would like to see the growth of the current data sharing project, as well as expanded use of Hazus among communities and localities to enhance their understanding of critical infrastructure at risk.

Originally from Pittsburgh, Silvana now resides in Delaware after living in Brazil for several years.

If you would like to contact Silvana, she may be reached at Silvana.Croope@state.de.us.

EMI Hazus Training Specialist, Continued

Phillip Moore, the previous Hazus Training Specialist, is retiring in January after serving the program for many years. While we look forward to Jordan's involvement in the program, we thank Phillip for his longstanding commitment to the program and wish him the best in retirement.

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Hazus Help Desk

Hazus users can contact the Help Desk by emailing helpdesk@support.hazus.us

The help desk will provide users with a login ID and password to track the status of their inquiries on their [website](#).

For answers to common questions and other useful resources: [Hazus Help Desk Resource and Solutions Page](#).