

Member Communication Experience

Q. HOW DOES A PROGRAM MANAGEMENT APPROACH IMPROVE EMERGENCY RESPONSE?

A. By their nature, disasters are unexpected. Agencies often don't have the resources or capacity to effectively manage

an emergency response. We support emergency as-needed work, allowing their agencies to manage projects and ongoing work.

Program management also aids in the prioritizing repairs. Depending on the scale of the response could mean hundreds of millions of dollars in needs, separated into tens or even hundreds of small projects across a huge geographical area. A program manager can help prioritize projects, making sure that critical infrastructure is

We logically bundle damage sites into appropriately sized projects that help streamline the federal funding processes

and get roads, bridges, railroads, water treatment plants, and

many other services fall under the umbrella. Program management is a great tool because we can use it to tailor

mean geographic information systems staff who gather data and document the response from day one, strategic communications professionals who help keep the public informed as the situation evolves, engineering design work for emergency and permanent repairs, construction administration or more.

Our work in Alaska in 2018 is a good example where we brought in as-needed services to supplement our work. There

About the Article

This is an HDR interview with Tory Jackson, PE, project manager/disaster recovery specialist. It was republished from [HDR's Experts Talk](#). Experts Talk is an interview series with technical leaders from across HDR's transportation program. [HDR](#) specializes in engineering, architecture, environmental and construction services. While the company is most well-known for adding beauty and structure to communities through high-performance buildings and smart infrastructure, they provide much more than that. HDR creates an unshakable foundation for progress because multidisciplinary teams also include scientists, economists, builders, analysts, and artists. HDR employees work in more than 200 locations around the world.

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