

# Building a Flood Resilient Nation

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FEMA

An aerial photograph of a tropical storm, showing a well-defined eye and a dense, swirling cloud structure over a dark blue ocean. The text is overlaid on the left side of the image.

**“La Nina and warmer than average ocean temperatures...This trend has historically been associated with the occurrence of the most destructive storms in our communities.”**

**-NOAA Press Conference  
May 23, 2024**



**“FEMA is typically recognized as a response and recovery agency, but now more than ever, we are a resilience agency.”**

**-FEMA Administrator Deanne Criswell**

**“...Customer Experience will help us see the work we do from the perspective of the communities and the individuals we serve...”**

**-FEMA Administrator Deanne Criswell**





# Elevating the Customer



An aerial photograph of a high-end waterfront residential development. The scene is dominated by a dark blue canal or waterway that winds through the property. On either side of the water, there are numerous large, modern houses with various roof colors (brown, grey, white, red). Many of these houses feature swimming pools, some with blue or turquoise water. The landscaping is lush with greenery, including palm trees and other tropical plants. Several boats are docked along the water's edge. The overall impression is one of a well-maintained, affluent neighborhood.

# 4.7 Million Policies Across the US



# Updated Rating Approach



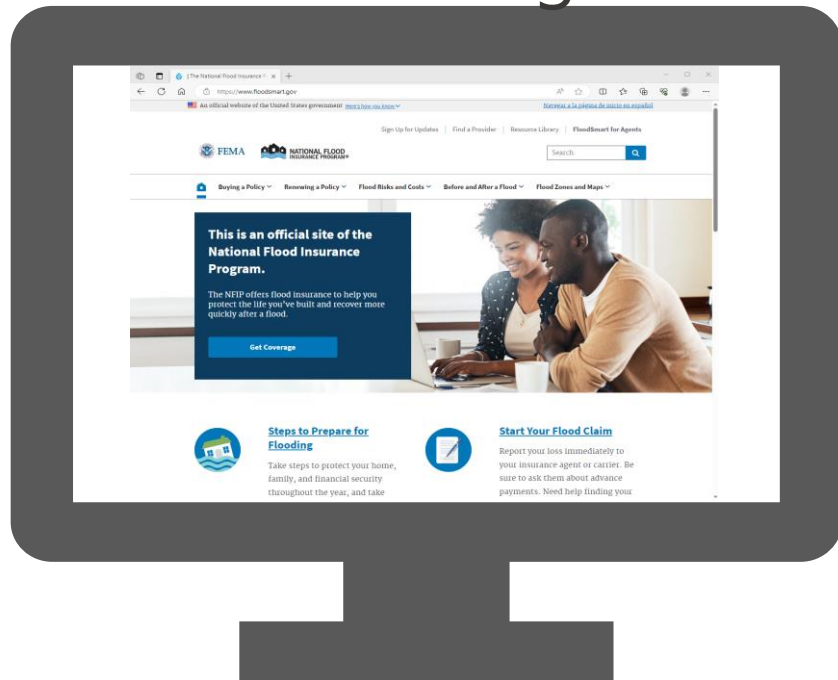


# New Developments

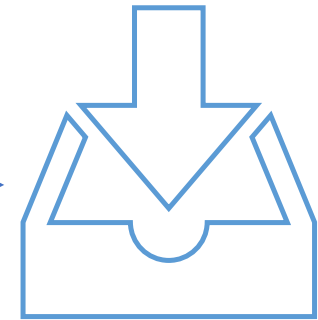
*Photo Credit: U.S. Air Force*

# Direct to Customer Phase 1

## Floodsmart.gov



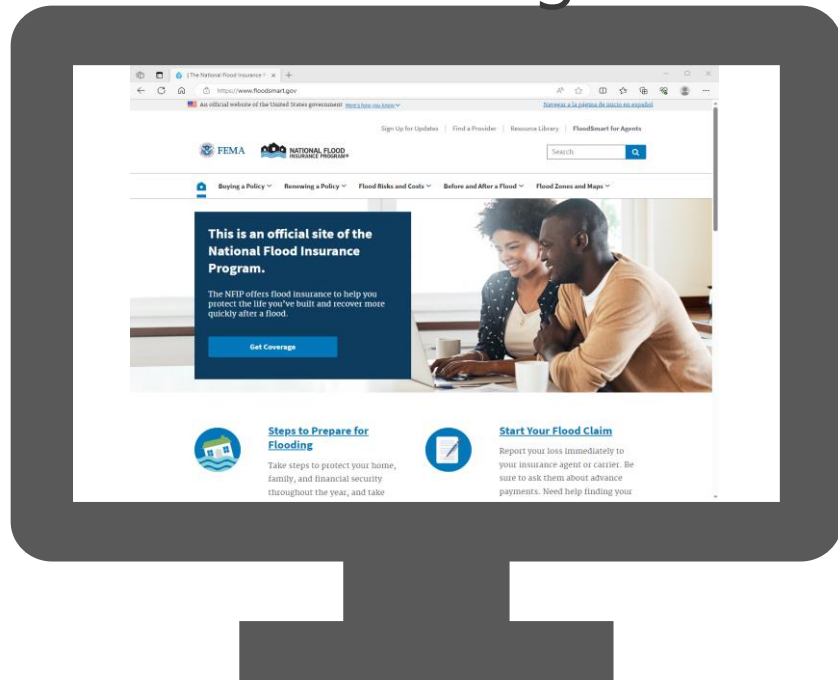
Quotes for customers



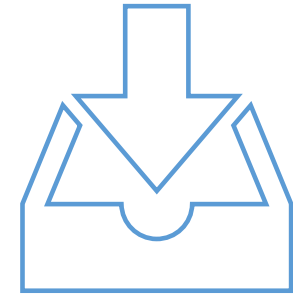
Sales leads for agents through the agent locator tool

# Direct to Customer Phase 2

Floodsmart.gov



Quotes for customers



Sales leads for agents through the agent locator tool



Customers directly purchase policy and serviced through NFIP Direct

# Installment Plans



# Calling for 10-Year NFIP Reauthorization



# Affordability



# Affordability Proposal: \$220 Million





**Insurance + Mitigation = Resilience**



# Mitigation Works



# 30 Years of Flood Mitigation Assistance!



# Swift Current Goals

- **Speed of Funding**
- **Equitable Outcomes**
- **Together Towards Resilience**
- **Fewer NFIP Repetitive Loss Claims**



# Swift Current in Action



# FEMA and USACE



# Teamwork



## National Flood Insurance Program: “Your Clients’ Winning Choice”



Video QR Code



FEMA