Background

- The National Flood Insurance Program's (NFIP's) Community Assistance Program (CAP)
  - The Community Assistance Visit (CAV)
  - Community Assistance Contact (CAC)

- The Community Assistance Visit (CAV)
  - A visit to a community by a FEMA staff member or staff of a State agency on behalf of FEMA
  - Serves the dual purpose of providing technical assistance to the community and assuring that the community is adequately enforcing its floodplain management regulations
Community Assistance Contact (CAC)
- Establish or re-establish contact with an NFIP community for the purpose of determining any existing problems or issues
- Offer assistance if necessary
- Provides the opportunity to enhance the working relationship between the State or FEMA and NFIP communities, and creates a greater awareness of the NFIP and its requirements
- Less comprehensive and a pre-cursor to the Community Assistance Visit (CAV)
- Can be used as a screening tool to see if the more resource-intensive CAV is necessary
- Can consist of a telephone call or brief visit (interviews)
Community Assistance Contacts

► Existing process
  ► Based on PDF forms submitted to communities (interview process)
  ► Tedious and time consuming
  ► Unresponsive communities
  ► Unstructured information management
Project Initiation and Goals

► Initiation
  ► AL FY014 CAP-SSSE Funding
  ► Alabama Strategic Plan for NFIP State Coordination
  ► State staff limitations for carrying out the CAVs and CACs

► Project Goals
  ► Develop an automated process for CACs and data collection requirements
  ► Streamline the interview process with communities
  ► Develop questionnaire pertinent to evaluate whether a community has a compliant floodplain management program
  ► System should be simple and easy to access
  ► Increase number of communities responding
  ► Meet FEMA requirements and be educational
  ► Update FEMA's Community Information System (CIS)
Project Phases

► Task 1
► Determine the information and metrics that are the most pertinent to evaluate whether a community has a compliant floodplain management program.

► Task 2
► Develop an effective digital system or tool to use to evaluate communities. The digital system will need to be simple, as short as feasible, and easy to access in order to maximize the number of communities responding and the amount of useful feedback provided. The tool will also need to be designed for quick and easy download and transfer of data into FEMA's Community Information System (CIS).

► Task 3
► Conduct a pilot study with a small number of communities to assess the tool’s value and effectiveness.
Requirements Gathering

► Task 1 – Requirements Gathering
  ► Meeting with State NFIP Coordinator
  ► Evaluate existing process
  ► Define workflow and functional requirements

II. Use Cases

1. Login/Splash Screen

Use Case
Upon accessing the CACSS website, the first graphical interface that the user should see is a login page. The purpose of the login page and associated functionality is to provide access security, authentication and account control. There should be 2 levels of users:
  - Administrator/OWR; and
  - Users/Community.

Please see Appendix A for a conceptual draft mock-up of the Login/splash screen page.
Functional Requirements

- Secure Login
- Administration Dashboard
  - Textual Search
  - Time Period Filtering
  - CAC Status Filtering
  - Display Community Information
  - Select and View Community(s) Information
- Submit CAC Survey Requests
- Follow Up
- Add/Edit community
- Statistics and Metrics
- CAC Survey Forms
System Development

- MVC web application in C#
  - Secure multilevel access (Administrators and Communities)
  - Content Management
  - Administration Dashboard
  - Survey Forms

- MS SQL Server Database
  - Survey tables
  - Community tables
  - Users

- SMTP Mail Server
  - Community User Setup
  - Request Surveys
  - Communication
CACS – Administration Dashboard

Administrator Dashboard

<table>
<thead>
<tr>
<th>Community</th>
<th>Status</th>
<th>% Complete</th>
<th>Date</th>
<th>Modified By</th>
<th>County</th>
<th>Community</th>
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</thead>
<tbody>
<tr>
<td>Mount Juliet</td>
<td>Survey Started</td>
<td>3</td>
<td>8/24/2015</td>
<td>steve doe</td>
<td>Wilson</td>
<td>Dashboard</td>
</tr>
</tbody>
</table>
CACS – Administration Dashboard

- Filter/Search
- Statistics
- Metrics
CACS – Community List

- Create and edit communities
- Filter communities
- Request CACS surveys (multiple)
- Access Community Dashboard

List of Communities
Community Dashboard

- Contact Information
- User Designation
- Follow up correspondence
- Access historic surveys
CAC Survey Forms

General Information

Welcome Local Floodplain Administrator!

The Alabama Office of Water Resources (OWR) requests your participation in a short survey to obtain and/or confirm floodplain management statistics for your community and provide you, the local floodplain administrator, with updated information on the National Flood Insurance Program (NFIP).

Through this cooperative exchange, OWR seeks to promote greater awareness across the State of the NFIP and assist our local floodplain managers in achieving your local goals for flood risk reduction.

Six areas of floodplain management will be addressed during this short survey:

- Community Overview
- Floodplain Management Regulations
- Map Availability and Accuracy
- Recent Flood History
- Development Review Process
- Opportunities for Training and Assistance
CAC Survey Forms

Community Overview

1. Please confirm and/or update the contact information for your community:
   GEO-Mayor, Community Official
   Name: Steve Doe
   Title: test
   Phone: 1234567890123
   Email: steve@test.com
   FPA-Floodplain Administrator:
   Name: test
   Title: test
   Phone: 1234567890123
   Email: test@test.com
   POC-Point of Contact:
   Name: test
   Phone: 1234567890123
   Email: test@test.com

Floodplain Management Regulations

The National Flood Insurance Program (NFIP) was established with the passage of the National Flood Insurance Act of 1968. The NFIP is a federal program enabling property owners in participating communities to purchase flood insurance as protection against flood losses, while requiring State and local governments to enforce floodplain management ordinances that reduce future flood damages.

The following questions address your community’s local flood damage prevention ordinance and enforcement procedures.

Map Availability and Accuracy

Your community’s flood insurance rate maps (FIRMs) are the official map on which FEMA has delineated both the special flood hazard areas and the risk premium zones applicable to your community.

1. Is your community utilizing any additional maps or engineering studies to regulate development within the special flood hazard areas?
   - Please Select Option--
   Explain:

2. Does your community have any concerns or problems with the accuracy or completeness of the FIRM or Flood Insurance Study (FIS) report?
   - Please Select Options--
   Explain:

3. What is your area of enforcement? (Municipalities only)
   - Corporate Limits - Regulate Locally
   - Please Select Option--
CAC Survey Forms

- Start, stop and continue as you please
- Complete and print

5. Does your community have any structural flood-control projects:
   - Identified as a Mitigation Action within your Local Hazard Mitigation Plan
   - Planned
   - Under Construction
   - Completed (within last 10 yrs)
   - None

6. If so, what type of structural flood-control project?
   - Levee
   - Floodwall
   - Channel Improvement
   - Reservoir
   - Seawall
   - Other

7. Would you like any instruction and/or assistance in accessing and using FEMA’s regulatory products – FIRM or FIS?

   --Please Select Option--
CAC Survey Forms

► Educational Content
CAC Reports

Report Generation

Alabama Community Assistance Contact Survey System

Community Name: Mount Juliet
Survey Status: Survey Requested by OWR
Percent Complete: 0%
Last Modified Date: 8/26/2015 11:52:47 AM
Print Date: 8/26/2015 4:31:18 PM

Community Overview

1. Please confirm and/or update the contact information for your CEO--Mayor/Community Official:
   Name: Steve Doe
   Title: Test
   Phone: 1234567890
   Email: stvedoe@test.com
   FFPA/ Flooding Administrator:
   Name: Test
   Title: Test
   Email: test@test.com

2. Can you provide us with the best mailing address and email address related to floodplain management issues?
   Mailing Address: Test Address
   Email Address: stvedoe@test.com

3. As the local floodplain administrator, how long have you held this position?

4. Are you a certified floodplain manager (CFM)?
   Unanswered

5. How many staff do you have to assist in the floodplain management?
   Unanswered

Floodplain Management Regulations

1. What is the current effective date and, if applicable, last amended damage prevention ordinance?
   Current Effective Date:

Last Amendment Date:

2. Is your community utilizing one of the Alabama State Model Ordinances as your local flood damage prevention ordinance?
   Unanswered

3. Did your community modify the Alabama State Model to REMOVE any provisions?
   Unanswered

4. Did your community modify the Alabama State Model to INCLUDE requirements which are more restrictive than the National Flood Insurance Program minimum?
   Unanswered

5. Does your ordinance include enforcement provisions explaining the penalties for violations and orders to correct the violation?
   Unanswered

6. Is your community willing and able to implement the enforcement provisions in the ordinance?
   Unanswered

7. What type of regulation is your ordinance?
   Unanswered

8. What type of Building Code has your community adopted?
   Unanswered

9. Does your community have any issues or concerns implementing your floodplain management regulations?
   Unanswered

10. Would you like assistance in reviewing, updating, or revising your Flood Damage Prevention Ordinance?
    Unanswered

Map Availability and Accuracy

1. Is your community utilizing any additional maps or engineering studies to regulate development within the special flood hazard areas?
   Unanswered

2. Does your community have any concerns or problems with the accuracy or completeness of the FIRMS or Flood Insurance Study (FIS) report?
   Unanswered

3. What is your area of enforcement? (Municipalities only)
   - Corporate Limits - Regulate Locally
     Unanswered
   - Corporate Limits - Show on Current FIRMS
     Unanswered
   - Police or Planning - Regulate Locally
     Unanswered
   - Police or Planning - Show on Current FIRMS
     Unanswered

4. Have your community boundaries changed, by annexation, from what is shown on your current FIRMS?
   Unanswered
CIS Updates

Federal Emergency Management Agency
Community Contact Report

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<thead>
<tr>
<th>Community</th>
<th>Status</th>
<th>Firm Status</th>
<th>Map Date</th>
<th>Type</th>
<th>Title</th>
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<tr>
<td>910204 AUTAUGA COUNTY</td>
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<td>Carl Johnson, County Engineer</td>
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<td></td>
<td>09/19/14</td>
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<tr>
<td>910201 AUTAUGAVILLE, TOWN OF</td>
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<td>F. R. Childs, Mayor</td>
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<td>910209 BULLING, TOWN OF</td>
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<td>The Honorable James Adams, Mayor</td>
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<td>09/19/14</td>
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<td>910376 MILLER, CITY OF</td>
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<td>09/19/14</td>
<td></td>
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<tr>
<td>910202 PRATTVILLE, CITY OF</td>
<td>PARTICIPATING</td>
<td>REVISED</td>
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<td></td>
<td>Joel Duke, City Planner</td>
</tr>
</tbody>
</table>
CIS Updates
Wrap Up

► Easy to access and complete
► Directory of multiple community contacts
► Archive of historic CAC surveys
► Accessible from “anywhere”
► Drastically reduced man hours required to manage CACs and report to FEMA
Thank you!

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