



# Public Outreach for Flood Protection in Georgia **A CRS TOOLKIT**

**Developing Community Rating System 300 Series Outreach Projects  
Spring 2018 Edition**

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# Navigating the Toolkit

## Navigating the Toolkit:



This toolkit is divided into three sections:

1. **300 Series Activity Descriptions and Interactions.** This section gives a broad overview of each activity and describes how they interact with other activities. Start at 300 Series Activity Descriptions and Interactions if you are new to the 300 section of the *CRS Coordinator's Manual*.
2. **Public Information Outreach Activities Examples.** This section breaks out each element of each activity and provides guided examples that show how to achieve credit.
3. **300 Series Documentation.** This section describes how to document activities for credit.

The toolkit should be navigated like a website. Each section contains hyperlinks to relevant examples and sections as shown in the infographic below. A reader can either scroll down to read an entire similarly colored section, or navigate among identically numbered sections through hyperlinks. The infographic is clickable and each square links to a different section of the guide. To return to the guidance page, click return to guidance page at the bottom left corner of each page. To return to a section title page, click return to section table of contents.

300 SERIES ACTIVITY DESCRIPTIONS & INTERACTIONS	PUBLIC INFORMATION OUTREACH ACTIVITIES EXAMPLES	300 SERIES DOCUMENTATION	
310 ELEVATION CERTIFICATES	INTRODUCTORY INFORMATION	INTRODUCTORY INFORMATION	Links to section table of contents
320 MAP INFORMATION	320 MAP INFORMATION	320 MAP INFORMATION	Links to section introduction
330 OUTREACH PROJECTS	330 OUTREACH PROJECTS	330 OUTREACH PROJECTS	Links to individual section
340 HAZARD DISCLOSURE	340 HAZARD DISCLOSURE	340 HAZARD DISCLOSURE	
350 PUBLIC INFORMATION OUTREACH	350 PUBLIC INFORMATION OUTREACH	350 PUBLIC INFORMATION OUTREACH	
360 FLOOD PROTECTION ASSISTANCE	<i>*Note that attached documents open in a new window and the reader must use the pdf window function to navigate back to the main document.</i>		
370 FLOOD INSURANCE PROMOTION			

RETURN TO TABLE OF CONTENTS

Returns to section table of contents

RETURN TO GUIDANCE PAGE

Returns to guidance page

# Guidance Page

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300 SERIES ACTIVITY DESCRIPTIONS & INTERACTIONS	PUBLIC INFORMATION OUTREACH ACTIVITIES EXAMPLES	300 SERIES DOCUMENTATION
310 ELEVATION CERTIFICATES	INTRODUCTORY INFORMATION	INTRODUCTORY INFORMATION
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330 OUTREACH PROJECTS	330 OUTREACH PROJECTS	330 OUTREACH PROJECTS
340 HAZARD DISCLOSURE	340 HAZARD DISCLOSURE	340 HAZARD DISCLOSURE
350 PUBLIC INFORMATION OUTREACH	350 PUBLIC INFORMATION OUTREACH	350 PUBLIC INFORMATION OUTREACH
360 FLOOD PROTECTION ASSISTANCE	<i>*Note that attached documents open in a new window and the reader must use the pdf window function to navigate back to the main document.</i>	
370 FLOOD INSURANCE PROMOTION		

# Troubleshooting the Document

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What to do if:

- The PDF links are not working properly
  - The PDF links only open into new windows in Adobe Acrobat Reader. Some computers may automatically open this document in a web viewer, rather than the Adobe Acrobat Reader program. If you do not have Adobe Acrobat Reader, it can be easily downloaded for free at the following link: [get.adobe.com/reader/](http://get.adobe.com/reader/). Once you have installed Adobe Acrobat Reader, close the web link and reopen the document in Adobe Acrobat Reader.
- Cannot navigate back to the guide after opening a PDF link
  - All the PDF links to outside PDF documents open in new windows. In older versions of Adobe Acrobat Reader the window tab can be found in the upper left hand corner. Click window, find “Public Outreach for Flood Protection in Georgia,” and click the box to return to the guide. Newer versions of Adobe Reader should open the new document in a tab near the top of the document. If problems persist, reinstall or update your adobe reader.
- The web links in the document do not open
  - Ensure that you have a working web connection before opening any of the web links. If you do not have an Internet connection, you can view the pictures describing the referenced web pages.

## Overview

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Many communities are facing increased coastal and riverine flooding, a problem that threatens property and human life. Local governments throughout Georgia are protecting their communities from flood risks by participating in Federal Emergency Management Agency's (FEMA) Community Rating System (CRS). The CRS is a voluntary program that encourages local governments to enact enhanced floodplain management in exchange for reductions in flood insurance premiums across the community. The CRS gives credits that, as they accumulate, create flood insurance discounts for property owners.

The CRS provides a tremendous opportunity for communities to help people understand their flood risks and take appropriate actions to mitigate these risks. Communication and outreach are key components of a successful CRS program. The CRS credits local activities that promote messages about flood hazard, flood insurance, and flood protection measures. These credits are awarded according to the *2017 CRS Coordinator's Manual* under "Series 300: Public Information Activities."

This toolkit focuses the following credit activities: Map Information Services (320), Outreach Projects (330), Hazard Disclosure (340), and Flood Protection Information (350). The purpose of this toolkit is not to repeat the detailed information found within the *CRS Coordinator's Manual*. CRS coordinators should, of course, familiarize themselves with that document. Rather, this toolkit:

- Provides a **brief overview in plain language** of the CRS activities.
- Connects **concrete examples** of materials and activities primarily **developed by Georgia communities** to the relevant CRS activity in an **interactive and intuitive way**.
- Includes **examples of documentation** for communities to use to demonstrate their work to implement the CRS activity.

As is explained in more detail in the next section, the toolkit is an interactive guide that allows users to click through the document and go straight to the examples that suit their needs best. It does not require an Internet connection to function.

Georgia local governments already have done so much excellent work to meet CRS Series 300 requirements. Our overall goal has been to compile and organize this work in a user-friendly toolkit so that other Georgia communities could have easy access to strong models for their CRS programs.

## Flood Mapping Resources

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The National Oceanic and Atmospheric Administration developed the Coastal Flood Exposure Mapper to provide a national screening level tool to assess coastal areas susceptibility to flooding risks. The Coastal Flood Exposure Mapper allows communities to explore their susceptibility to shallow coastal flooding, FEMA flood zones, storm surge risk, and projected sea level rise. Users are able to save maps as permanent links. Access the mapper using this link: [NOAA Coastal Flood Exposure Mapper](#) and learn more by reviewing their frequently asked questions at [NOAA Coastal Flood Exposure Mapper FAQ](#).



The Environmental Protection Division's Georgia Flood Map Program produced the Georgia Digital Insurance Rate Map (DFIRM) viewer to allow individuals or community officials to quickly search for and identify a property's flood risk. The online viewer satisfies the basic requirements of Element 320 and is discussed in depth in the guide. Ga DFIRM can be accessed here: [Georgia DFIRM](#) and information about Georgia's Floodplain Management Program can be found here: [Floodplain Management](#).

# The Georgia Coastal Hazards Portal Highlight



## The Georgia Coastal Hazards Portal:

The Georgia Coastal Hazards Portal (GCPH) contains detailed, accurate maps of Georgia's coast. The portal was created through a partnership between the Skidaway Institute of Oceanography and the Savannah Area GIS with funding from the Georgia Coastal Zone Management Program and the National Oceanic and Atmospheric Administration. The portal contains a fantastic number of resources which can be used for Community Rating System Credit. The table below gives some potential uses, but enterprising communities may be able to gain credit by connecting inquirers to other datasets in the portal. The online portal can be accessed here: [GCHP](#) and more information regarding the portal can be found here: [GCHP Information](#).

### Georgia Coastal Hazards Portal Credible Datasets

GCHP Dataset	CRS Element	Credited Data Type
Georgia Shoreline Change (1930s to 2000)	320 E	Coastal Erosion
Sea Level Rise 1 meter and 1-6 feet	320 C	Mapping areas predicted to be flooded due to sea level rise
Seal Lake and Overland Surges from Hurricanes	320 E	Storm surge
Coastal Marsh Classification	320 G	Areas mapped to National Wetlands Inventory
FEMA Flood Zones	320 A	*While the information is accurate the Georgia DFIRM is the best source of 320 A and B data

# Acknowledgments

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Funding for this toolkit was made possible by the Coastal Incentive Grant Program, which is administered by the Coastal Resources Division, Georgia Department of Natural Resources, through a pass-through subgrant from the National Oceanic and Atmospheric Administration (NOAA). We are very grateful to the Coastal Resources Division and NOAA for this support. The development of this toolkit was part of a larger project funded under this grant that included our partners at Marine Extension-Georgia Sea Grant. We thank Madeleine Russell and Emily Woodward, who provided valuable feedback on this toolkit and were a critical part of the overall project's success.

This toolkit is built upon the many efforts of dedicated public servants working in federal, state, and government. Their work is featured throughout this document. We especially want to acknowledge the cities of Savannah, Powder Springs, and Albany; Columbia, Bryan, Glynn, Dougherty, Camden, and Chatham Counties; the Georgia Department of Natural Resources, the Galveston Bay Estuary Program, the California Department of Natural Resources, the Coastal Virginia CRS Workgroup, and the Federal Emergency Management Agency for creating the materials used as examples in this guide and all of their efforts to educate the public on the risks of flooding.

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## Caveats

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- The examples presented in this guide were drawn from local communities, and may not accurately reflect the local flooding conditions of the reader's community. Ensure that all borrowed messages are locally relevant to gain the maximum amount of points.
- Point estimates were given for certain activity elements. However, these point estimates were created by the authors based on the CRS Manual and do not necessarily reflect the amount of points the community received or the reader's community conducting the same activity would receive due to the variant nature of CRS scoring.
- This document is not intended to replace the Community Rating System Coordinator's Manual. Always consult the CRS Manual before embarking on a public outreach campaign to ensure that your campaign meets all of its credit requirements.
- This is designed to be a living document. If you find errors, would like to feature your own promotional materials as an example, or would like to offer a suggestion for the betterment of the guide, you may send your suggestion to Shana Jones at [shanaj@uga.edu](mailto:shanaj@uga.edu), Scott Pippin at [jspippin@uga.edu](mailto:jspippin@uga.edu), or Robert Hines at [rhines57@uga.edu](mailto:rhines57@uga.edu).

# Table of Contents

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Navigating the Toolkit.....	1
Guidance Page .....	2
Troubleshooting the Document.....	3
Overview .....	4
Acknowledgments.....	7
Caveats .....	8
Table of Contents.....	9
<b>300 Series Activity Descriptions and Interactions</b>	
Navigation Page.....	10
310 Elevation Certificates .....	11
320 Map Information Service.....	12
330 Outreach Projects.....	13
340 Map Information Service.....	14
350 Public Information Outreach.....	15
360 Flood Protection Assistance .....	16
370 Flood Insurance Promotion.....	17
<b>Public Information Outreach Activities Examples .....</b>	<b>18</b>
<b>320 Examples .....</b>	<b>21</b>
<b>330 Examples .....</b>	<b>45</b>
<b>340 Examples .....</b>	<b>51</b>
<b>350 Examples .....</b>	<b>54</b>
<b>300 Series Documentation Navigation Page.....</b>	<b>63</b>
<b>300 Series Documentation.....</b>	<b>64</b>
<b>320 Map Information Service.....</b>	<b>65</b>
<b>330 Outreach Projects .....</b>	<b>66</b>
<b>340 Hazard Disclosure .....</b>	<b>68</b>
<b>350 Flood Protection Information .....</b>	<b>69</b>
Appendix .....	70

## 300 SERIES ACTIVITY DESCRIPTIONS & INTERACTIONS

310 ELEVATION CERTIFICATES

320 MAP INFORMATION

330 OUTREACH PROJECTS

340 HAZARD DISCLOSURE

350 PUBLIC INFORMATION  
OUTREACH

360 FLOOD PROTECTION  
ASSISTANCE

370 FLOOD INSURANCE  
PROMOTION

The Activity Descriptions and Interactions section walks through brief descriptions of each element of activities 310-370 and comments on their relevance to other 300 series activities. Sections 320-350 contain links to the relevant Public Information Outreach Activities Examples and Documentation sections. The boxes in this table of contents section work as links to their relevant information.

# 310 Elevation Certificates

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## Introduction

Activity 310 rewards communities for maintaining and developing elevation certificates for their housing stock. Elevation certificates document a building's elevation, allowing flood insurance agents to write accurate flood insurance policies. Generally credit scales with the age of the homes for which communities maintain elevation certificates.

## Elements

A	Maintaining Elevation Certificates	Up to 38 points if communities maintain elevation certificates for all buildings constructed in the special flood hazard area after their CRS application date and make them available to all inquirers.
B	Maintaining Elevation Certificates for post-FIRM Buildings	Up to 48 points if communities maintain elevation certificates for buildings built before their CRS application date but after the Flood Insurance Rate Map initial effective date.
C	Maintaining Elevation Certificates for pre-FIRM buildings	Up to 30 points for maintaining elevation certificates for buildings built before the Flood Insurance Rate Maps initial date.


## Relevance to 320

 *The base flood elevation displayed on a flood map provides more accurate information for structures with known base flood elevations. Elevation certificates make it easier for anyone to determine flood depths because a building's base flood elevation is most accurately reported on an elevation certificate and one can compare the base flood elevation to the lowest floor or garage elevation of a building or neighboring building as shown on a map.*

## Relevance to 330

 *When creating a Program for Public Information under Activity 330, communities must discuss how insurance agents and property owners can learn about elevation certificates.*

## Relevance to 350

 *Communities receive credit under Activity 350 if they provide building elevation data on their websites. Note that providing elevation certificates through a community Geographic Information System is credited under activity 440.*

# 320 Map Information Service


## Introduction

Maps effectively convey flood hazard information. Local communities can earn credit by providing access to FEMA FIRM map information as well as additional, locally relevant flood map information. Map information services allow local residents and visitors to access the community's maps and hazard information. Generally, credit depend on the scope of data available.

## Elements

A	Basic FIRM Information	Up to 30 points for providing all information offered on a Flood Insurance Rate Map that is required to write a flood insurance policy
B	Additional FIRM Information	Up to 20 points for providing information shown on the FIRM but not required for flood insurance
C	Problems Not Shown on the FIRM	Up to 20 points for providing information about flood problems other than those shown on the FIRM
D	Flood Depth Data	Up to 20 points for providing flood depth information
E	Special Flood Related Hazards	Up to 20 points for providing information about special flood related hazards like erosion and tsunamis
F	Historical Flood Information	Up to 20 points for providing information about past flooding near the site in question
G	Natural Floodplain Functions	Up to 20 points for providing information about the natural floodplain functions of areas that should be protected


## Relevance to 330

 If a community develops a Program for Public Information, they must discuss how to provide and publicize map information.

## Relevance to 340

 Map information services help real estate agents assess properties, and the objective information makes it easier for them to disclose flood hazard.

## Relevance to 350

 Communities are credited under Activities 350, 360, and 370 for being able to provide map information inquirers with additional information regarding flood hazard, flood insurance, and natural floodplain functions.

320 SERIES APUBLIC INFORMATION OUTREACH ACTIVITIES

320 DOCUMENTATION

# 330 Outreach Projects

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## Introduction

Research demonstrates that governments who craft sustained public information campaigns concerning locally relevant flood risks and responses can motivate individuals to protect themselves and their property from flooding. Therefore, Activity 330 Outreach Projects gives credit to communities who promote locally relevant public information campaigns.

## Elements

A	Outreach Projects	Up to 200 points for implementing public outreach projects
B	Flood Response Preparations	Up to 50 points for communities that create a plan with information activities to be implemented before and after flooding
C	Program for Public Information,	Up to 100 points for creating a program for public information
D	Stakeholder Delivery	Up to 50 points if groups other than the community deliver the information

## Relevance to 320

**i** Program for public information priority points should be conveyed along with map information inquires. The program for public information needs assessment can identify areas that should be mapped and included in the map information service.

## Relevance to 340

**i** Communities that include real estate agents on the program for public information committee and review their disclosure practices/informational brochures receive extra credit.

## Relevance to 350

**i** Communities can receive extra credit if they cover up to ten flood-related messages on their website and have a program for public information.

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330 SERIES A PUBLIC INFORMATION OUTREACH ACTIVITIES

330 DOCUMENTATION

# 340 Map Information Service

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## Introduction

Property buyers do not always know to check a property’s floodplain status while shopping for a house. Requiring real estate agents to inform prospective buyers of the property’s floodplain status protects the consumer from being surprised by a flood or their obligation to buy expensive flood insurance. Activity 340 credits disclosures that encourage flood insurance purchase, flood protection activity implementation, prevent buyer victimization, encourage appropriate open land use, and protect real estate agents/sellers from legal action.

## Elements

A	Disclosure of the Flood Hazard	Up to 25 points to communities whose real estate agents notify potential buyers of Special Flood Hazard Area property about the flood hazard and insurance purchase requirement
B	Other Disclosures Requirements	Up to 25 provides points to communities that legally require other flood hazard disclosure methods. Communities can receive up to 5 points for each other legally required flood hazard disclosure
C	Real Estate Agent’s Brochure	Up to 8 points to communities that provide brochures or handouts advising potential buyers to investigate the properties potential food hazard
D	Disclosure of Other Hazards	Up to 8 points to communities who disclose other flood related hazards to potential property buyers

## Relevance to 320

 320 Map Information Services give real estate agents an easy and objective method of determining property flood hazard to disclose under Activity 340.

## Relevance to 330

 The Program for Public Information can effectively involve real estate professionals in public information activities.

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340 SERIES A PUBLIC INFORMATION OUTREACH ACTIVITIES

340 DOCUMENTATION

# 350 Public Information Outreach

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## Introduction

Brief and general outreach activities can effectively pique the public’s interest in flood protection, but rarely provide enough information to answer all their questions. Activity 350 credits communities for providing interested individuals with detailed flood and flood protection information through their website and via the local library system.

## Elements

A	Flood Protection Library	10 points to communities who stock all 9 of FEMA’s flood protection manuals or all of the relevant FEMA flood protection manuals
B	Locally Pertinent Documents	Up to 10 points to communities who stock additional references regarding local/state floodplain management programs in the public library
C	Flood Protection Website	Up to 77 points to communities who post flood protection information to their website

## Relevance to 310

 *The 350 C website can provide elevation certificates.*

## Relevance to 320

 *The 350 C website can provide map reading services.*

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350 SERIES A PUBLIC INFORMATION OUTREACH ACTIVITIES

350 DOCUMENTATION



# 360 Flood Protection Assistance

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## Introduction

One on one, personal communication with a relevant expert is the best way for community members to learn about their flood risk. Advice about property protection, site visits, and financial programs can all motivate individuals to actively reduce their flood risk. Activity 360 provides credit for communities that provide access to these types of resources.


## Elements

A	Property Protection Advice	Up to 25 points to communities who provide individual consulting about property protection activities
B	Protection Advice Provided After a Site Visit	Up to 30 points to communities whose advisors visit individual sites before providing advice
C	Financial Assistance Advice	Up to 10 points to communities who provide advice on financial assistance programs
D	Advisor Training	Up to 10 points to communities whose advisors graduated the EMI grant and retrofitting programs

## Relevance to 330

 *360 activities must be publicized and 330 materials can satisfy activity 360's publicity requirements.*

## Relevance to 340

 *Websites developed under Activity 350 can direct individuals to community's 360 advising services.*

# 370 Flood Insurance Promotion

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## Introduction

Promoting flood insurance is important because many people are not aware of its importance as many are unaware of their flood risk, and flood damage is not covered by most homeowners' insurance policies. Activity 370 provides credit to communities that promote the purchase of flood insurance.

## Elements

A	Flood Insurance Coverage Assessment	Up to 15 points for communities who identify coverage gaps
B	Coverage Improvement Plan	Up to 15 points for creating a plan to improve coverage with input from local insurance agents
C	Coverage Improvement Plan Implementation	Up to 60 points who implement their coverage improvement plan
D	Technical Assistance	Up to 20 points who provide advice about flood insurance


## Relevance to 310/320

 *Elevation certificates and map information services can help flood insurance advisors explain how flood insurance policies are rated to community members.*

## Relevance to 330

 *The technical assistance publicity requirement should be coordinated with the community's Activity 330 outreach projects.*

## Relevance to 350

 *Activity 350 websites can promote flood insurance and tell users how to request technical assistance.*

## **PUBLIC INFORMATION OUTREACH ACTIVITIES EXAMPLES**

INTRODUCTORY INFORMATION

320 MAP INFORMATION

330 OUTREACH PROJECTS

340 HAZARD DISCLOSURE

350 PUBLIC INFORMATION  
OUTREACH

# Public Outreach Activities Examples

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## Introductory Information:



Given that certain standards are met, the CRS gives communities significant latitude in their implementation of outreach projects. This section highlights the range of outreach projects communities can undertake and explains how they achieve CRS credit.

1. **Public Outreach Activities Examples Section Content:** This section contains example's of outreach materials put into use in Georgia and beyond. The document reviews the credit criteria for each example before describing how the example materials may receive credit. Communities and entities within Georgia have prepared a wide variety of materials that may be adapted by local services without a significant amount of modification. The following section can be used to help establish or improve 320-350 activities.
2. **Navigating the Public Outreach Activities Examples Section:** Each 320-350 section contains a hyper-linked table of contents, a descriptive note, and examples from Georgia's communities. All **red text links** to PDF files will open in a new PDF window, and all **blue text links** to websites will open within a web browser.

## 320 Map Information Services: Table of Contents

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### BASIC CRITERIA

#### ELEMENT A: BASIC FIRM INFORMATION

#### ELEMENT B: ADDITIONAL FIRM INFORMATION

#### ELEMENT C: PROBLEMS NOT SHOWN ON THE FIRM

#### ELEMENT D: FLOOD DEPTH DATA

#### ELEMENT E: SPECIAL FLOOD RELATED HAZARDS

#### ELEMENT F: HISTORICAL FLOOD INFORMATION

#### ELEMENT G: NATURAL FLOODPLAIN FUNCTIONS

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### 320 SERIES ACTIVITY DESCRIPTIONS & INTERACTIONS

### 320 DOCUMENTATION

## 320 Examples Basic Criteria

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This section presents examples of each activity 320 element. The essential notes and credit criteria sections describe the features that a map information service must have to receive credit.

### 320 Essential Notes

- Credit is provided for making flood risk information available to the public.
- The information may be provided via telephone, written response, email, a computer terminal, or website.
- The information provided should be located on a map or Geographic Information Systems layer.
- Communities can charge individuals overhead fees for information services.
- Communities can outsource the map information service. Outsourced service providers must still meet CRS prerequisites and documentation requirements for the community to receive credit.

### 320 Credit Criteria

- Element A must be satisfied before a community claims credit for any other 320 Activity.
- The map information service must be able to locate a property on the relevant map from an address.
- Communities must provide information to all inquirers for each credited A-G element for which they receive credit, even if they did not ask.
- All map information services must allow inquirers to personally contact floodplain management staff with their questions. If the map information service is provided remotely, a telephone number must be provided in outreach materials.
- Inquiries should be answered reasonably quickly.
- The map service must be annually publicized by a notice describing the service. The notice should describe each 320 element provided by the service, explain how to access the service, and provide a telephone number for the community's flood management program. It must either reach every community member, the most common users of the service, or be an annual outreach project developed as part of a Program for Public Information.
- Elements A and B must be annually updated with new studies, subdivisions, annexations, flood insurance restudies, map revisions, and map amendments.
- The community must maintain records of all FIRMs that have been in effect since 1999.
- Records of inquiries must be kept for credit documentation. This record should include: date of inquiries; address of properties in question; relevant FIRM zone; whether the inquirer was advised with appropriate data; and whether they were advised of the mandatory flood purchase requirement. Click the following link to access documentation materials: [320 Documentation Section](#).

#### NOTE

The manual describes the elements as A-G in the initial section, but later refers to the elements as MI1-MI7. MI1-MI7 correspond to 320 Elements A-G. For example, MI2 corresponds to 320 Element B. This section will use the letter designation A-G.

[RETURN TO TABLE OF CONTENTS](#)

[RETURN TO GUIDANCE PAGE](#)

Spring 2018 Edition

21

# 320 Element A: Basic FIRM Information

## Credit Requirements

The map must give enough information to write a flood insurance policy. Therefore, it must include:

- All properties Special Flood Hazard Area status
- The community number
- Flood Insurance Rate Map (FIRM) panel number/suffix, the date of the FIRM index
- FIRM zone
- Base flood elevation as shown on the FIRM,
- Elevation datum used on the FIRM (if not NGVD)

## Example: Georgia DFIRM Website

The **Georgia Department of Natural Resource's Flood Map Viewer (DFIRM)** online Geographic Information System is a resource that can be used to meet the requirements of this activity. The DFIRM website can be accessed at: [georgiadfirm.com/](http://georgiadfirm.com/).

Pictures and steps below demonstrate how to use this resource.

- 1 **STEP ONE:** Open the link to the Georgia DFIRM viewer and notice that the portal allows the user to enter any address. Enter this address: 607 Cleland Ave, Savannah, GA 31415 and click "Find."



**2** STEP TWO: The Georgia DFIRM Viewer produces a map showing the address location overlaid with flood risk data. Notice that this map provides the information needed to meet the Credit 320 A requirements by identifying the property as part of a Special Flood Hazard Area and displaying the community number, panel number/suffix, FIRM zone, and base flood elevation for AE zones. Note that the "Risk Snapshot" is missing the FIRM elevation datum. However, all of the new FIRMs in Georgia use the NAVD 88.

## 607 Cleland Ave, Savannah, Georgia, 31415

**CHATHAM COUNTY**  
13051C0153F  
PRELIMINARY

ZONE AE

POWERED BY

**Legend with Flood Zone Designations**

Flood Control Structures	Floodway Decrease	1% Flood - Floodway (High Risk)	1% Flood - Zone VE (High Risk)
Base Flood Elevations	Floodway Increase	1% Flood - Zone AE (High Risk)	Area Not Included
Cross Sections	100-Year Flood Zone Decrease	1% Flood - Zone A, AH, or AD (High Risk)	Letters of Map Revision
Coastal Transsects	100-Year Flood Zone Increase	0.2% Flood - Shaded Zone X (Moderate Risk)	Coastal Barrier Resource Area
FIRM Panel Index	Zone Change	Area of Undetermined Flood Hazard	

Disclaimer: This data is not to be used to determine any base flood elevations or flood zone designations for NFIP (National Flood Insurance Program) purposes. For NFIP flood insurance and regulation purposes, please refer to the published effective FIRM (Flood Rate Insurance Map) for your area of concern. Values displayed for Current Flood Zone, Preliminary Flood Zone, Flood Zone Change Type, and Probability of Flooding over a 30-year period based on center of foot location, not extent of structure(s).

### GEORGIA FLOOD MAP PROGRAM

**Property Flood Risk:**  
High Risk Zone AE

**Flood Depths\*:**

0.2% ANNUAL CHANCE (500 YEAR) FLOOD DEPTH	N/A
1% ANNUAL CHANCE (100 YEAR) FLOOD DEPTH	N/A
10% ANNUAL CHANCE (10 YEAR) FLOOD DEPTH	N/A

\*Base level adjacent grade

**Location Information**

Panel:	13051C0153F
Watershed:	Lower Savannah
County:	CHATHAM
Community ID:	13051C
Map Status:	PRELIMINARY

\* Flood Depths shown on this report are derived from FEMA RiskMAP products and are rounded to the nearest tenth of a foot. These depths are calculated from HEC-RAS modeling and represent the best available data. Only areas within a RiskMAP studied watershed will have this data available. Please check back if your area is not currently available. For more information, please visit the FEMA Map Service Center at <https://msc.fema.gov/portal/resources/faq>

**Nature Doesn't Read Flood Maps**

Many people don't understand just how risky the floodplain can be. There is a greater than 20% chance that a non-levated home in the SFHAs will be flooded during a 30-year mortgage period.

The chance that a major fire will occur during the same period is less than 10%

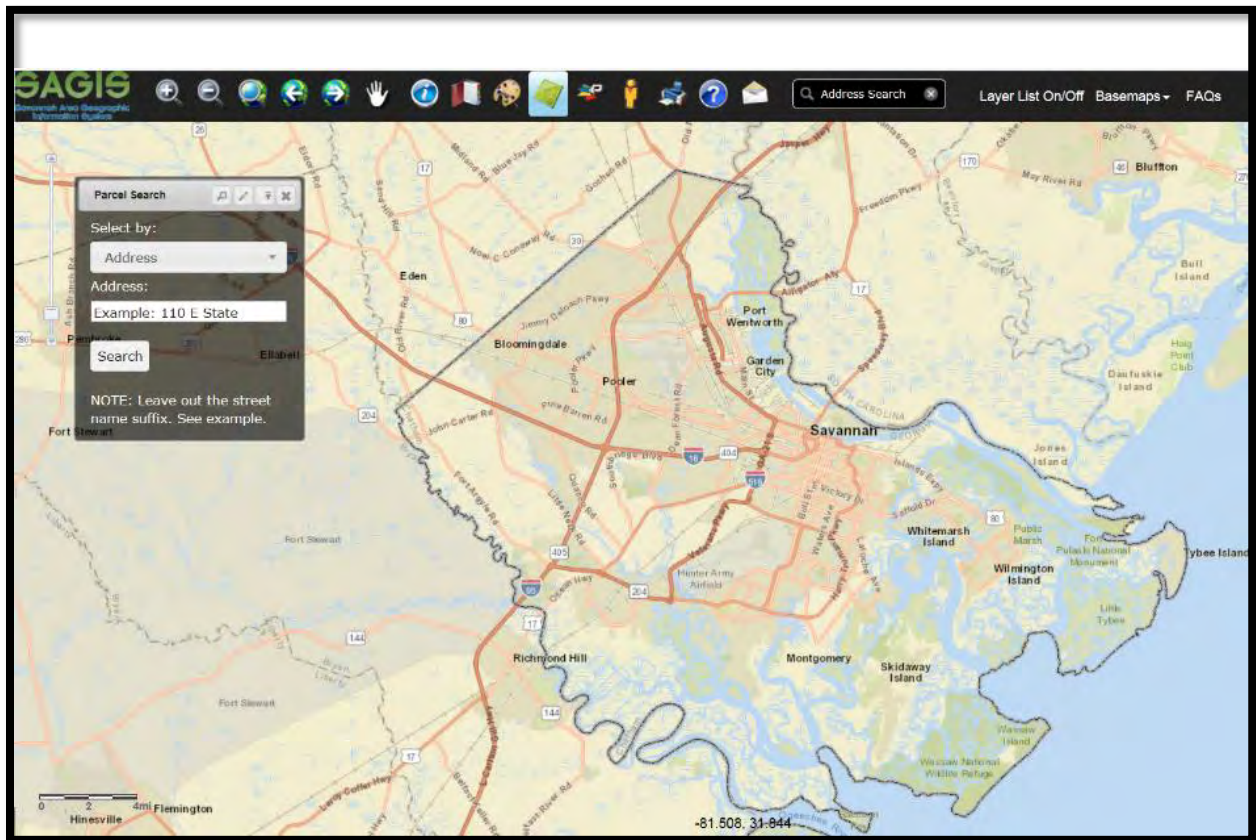
FOR MORE INFORMATION VISIT, PLEASE VISIT:



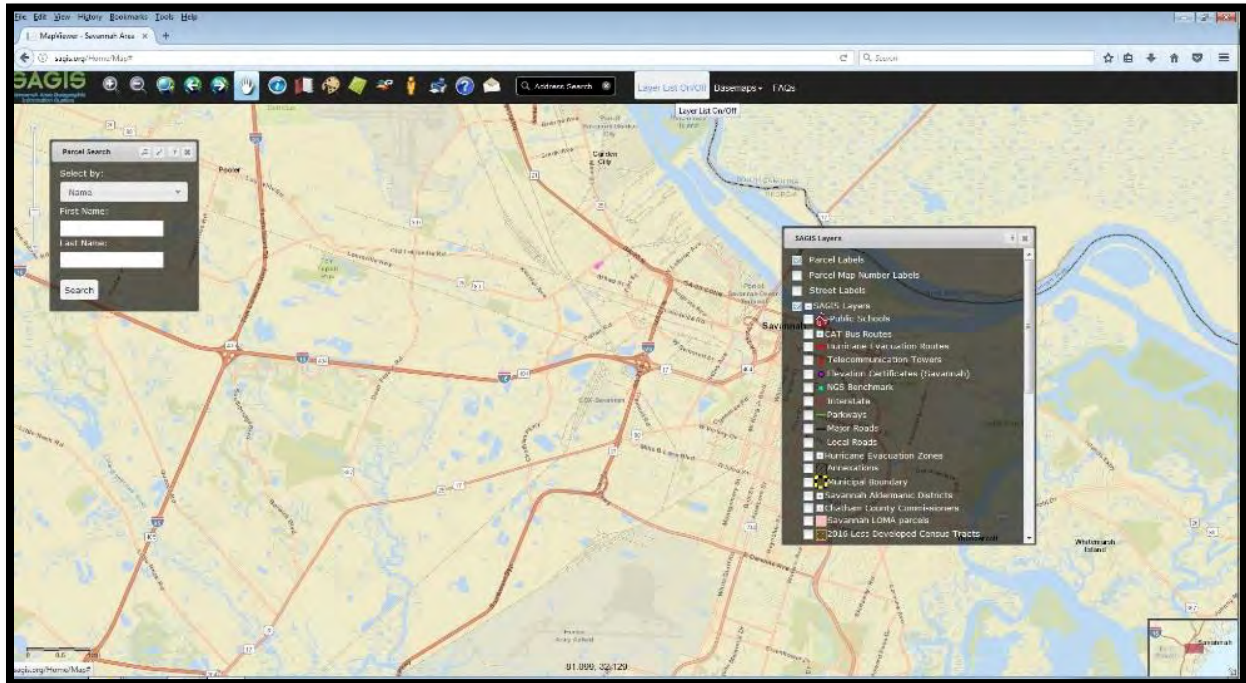
## Example: Savannah SAGIS Example

The Savannah Area Geographic Information System (SAGIS) also offers much of this data. The SAGIS mapper is accessible at [sagis.org/Home/Map](http://sagis.org/Home/Map).

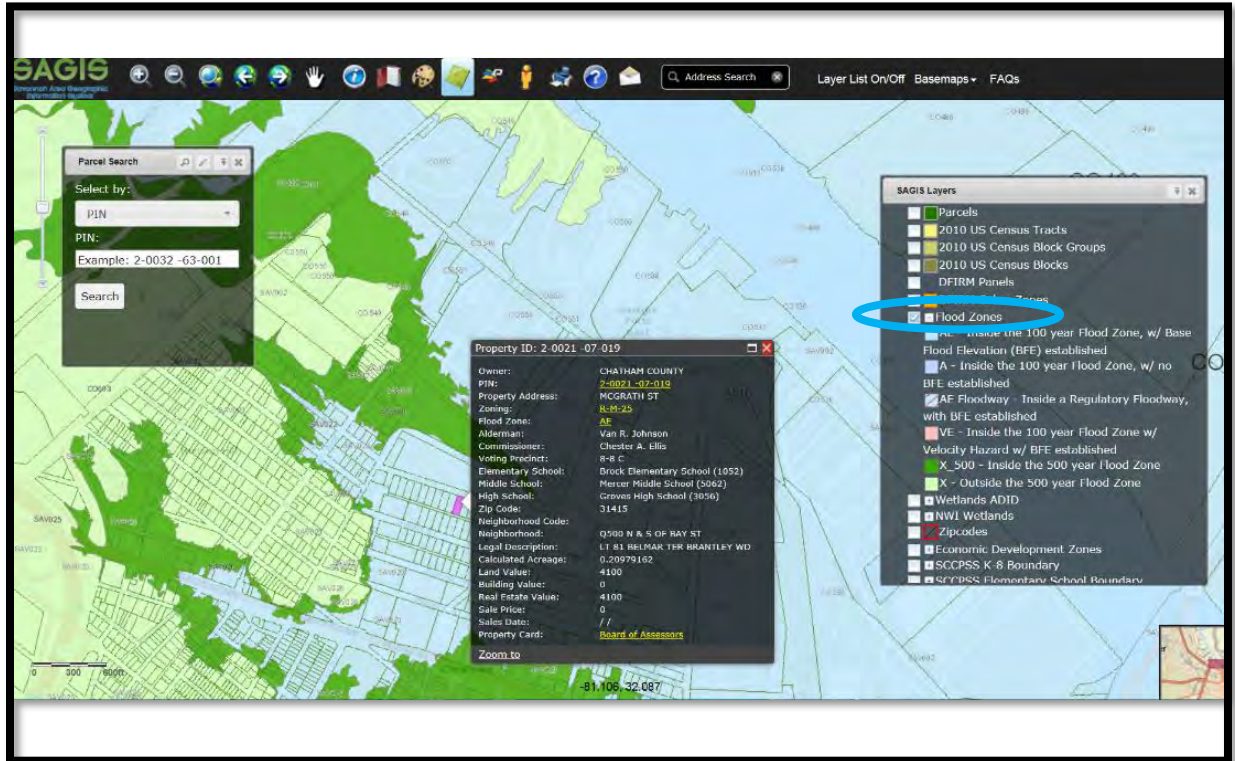
- 1** STEP ONE: Open the link to Savannah's online map and accept the disclaimer. Notice that an address lookup feature is implemented.



**2** STEP TWO: Turn on the SAGIS Layers by clicking "Layers List On/Off" near the top of the screen. In the new window that opens, scrolling down allows you to view parcel level data and flood zone layers.



**3** STEP THREE: Click next to Flood Zones and Parcel Labels to display the following screen. Notice that the flood zone layer overlays onto the property parcel data. Next select the *i* button and select a parcel. Notice that it will display the FIRM Zone on the details section.



**4** STEP FOUR: Enter the same address used in the above Georgia DFIRM example (607 Cleland Ave, Savannah, Ga 31415) and pull up the parcel information. You can view the exact parcel's flood zone status. However, again, this service alone does not satisfy all aspects of 320 element A as there still must be personal contact to divulge all relevant aspects of the element.

# 320 Element B: Additional FIRM Information

## Credit Requirements

The Additional FIRM Information activity credits communities who provide three points of information from the FIRM not required for Activity 320 A.

- Individuals must be told whether or not the property is an undeveloped coastal barrier resource or otherwise protected area in the Coastal Barrier Resource System (CBRS), and if so, that flood insurance, federal disaster assistance, and other federal financial assistance are not available for their property if it was built or improved after the date it was designated as a CBRS undeveloped coastal barrier or otherwise protected area.
- Individuals must be told whether or not the property is located within the Limit of Moderate Wave Action (LiMWA) as shown on the FIRM. If inquirers' property is within the LiMWA, the map service must tell inquirers that waves and velocity from coastal storms and hurricanes can damage their structure if it is not properly elevated on an open foundation protected from erosion and scour.
- Individuals must be told whether or not the property is located in a regulatory floodway, and if so, they must be told the regulatory requirements for building in a flood plain.

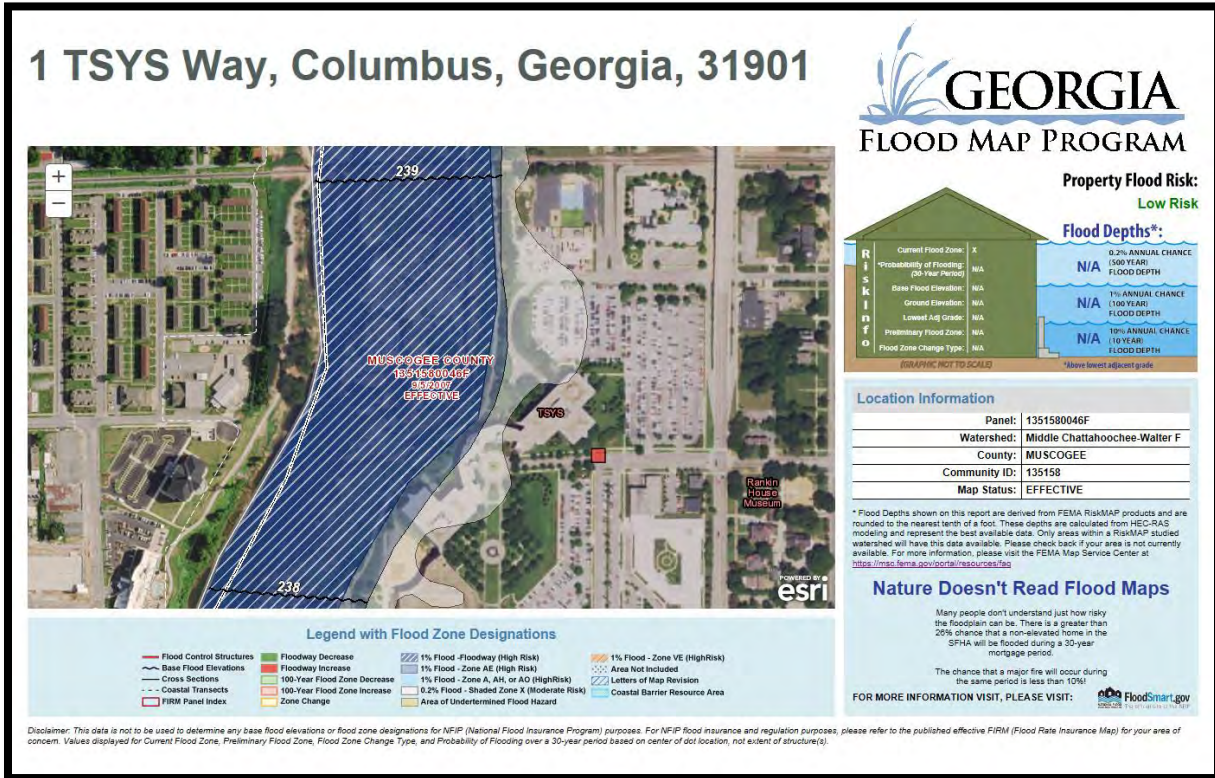
## Example: Georgia DFIRM Website

The Georgia Department of Natural Resource's Flood Map Viewer (DFIRM) online Geographic Information System is a resource that can be used to meet the requirements of this activity. The DFIRM website can be accessed at: [georgiadfirm.com/](http://georgiadfirm.com/).

**1** CBRS & LiMWA: Enter 717 1st St, Tybee Island, GA 31328 and zoom out until you can see the zones displayed in the Tybee Island map. Notice that the map has a light blue, lined section displaying CBRS areas.



**2 Floodway:** Enter 1 Tsys Way, Columbus, GA 31901 into the DFIRM. The regulatory floodway is displayed as the dark blue striped layer above the river.



## 320 Element C: Problems Not Shown on the FIRM

### Credit Requirements

Under Element C, communities receive credit for:

- Mapping areas predicted to be flooded in the future due to sea level rise
- Mapping local drainage problems
- Mapping areas mapped/regulated outside of the Special Flood Hazard Area
- Mapped levee or dam failure flood zones

### Future Flooding Example

Sea level rise models that have been created for Georgia's coast are available on the **Georgia Coastal Hazards Portal**. This example will go through the process of exploring a sea level rise map using the portal. The Georgia Coastal Hazards Portal can be accessed at the following link: [gchp.skiio.usg.edu/](https://gchp.skiio.usg.edu/).

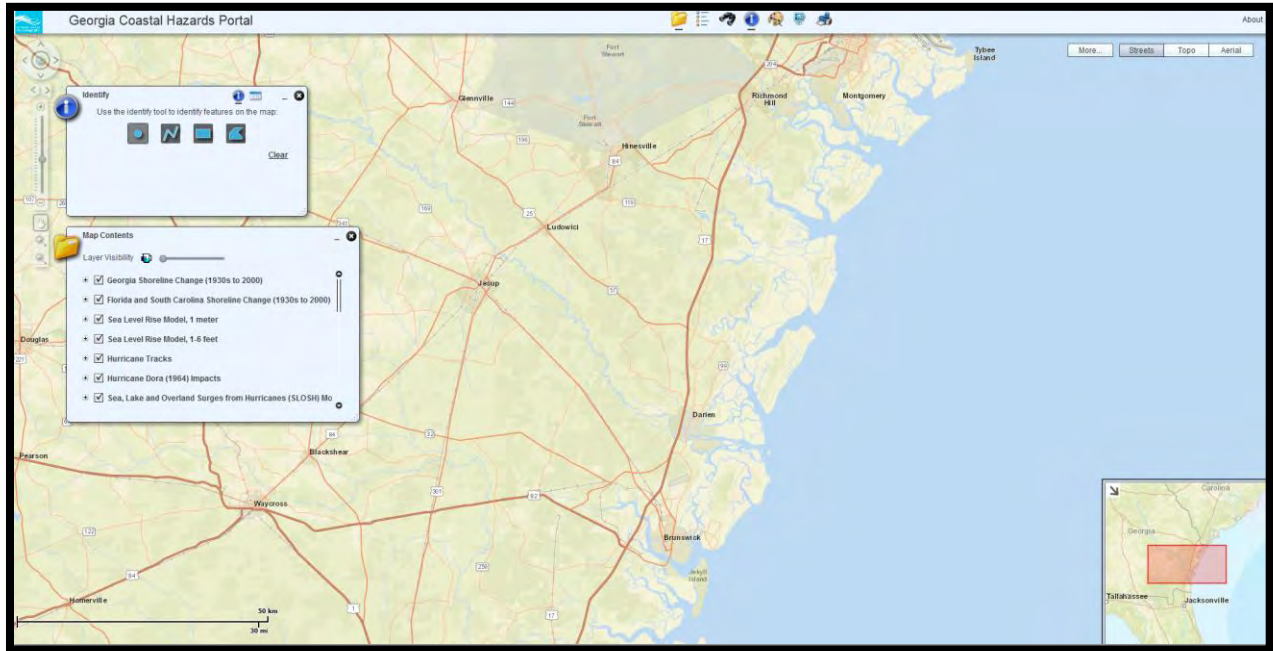
[RETURN TO TABLE OF CONTENTS](#)

[RETURN TO GUIDANCE PAGE](#)

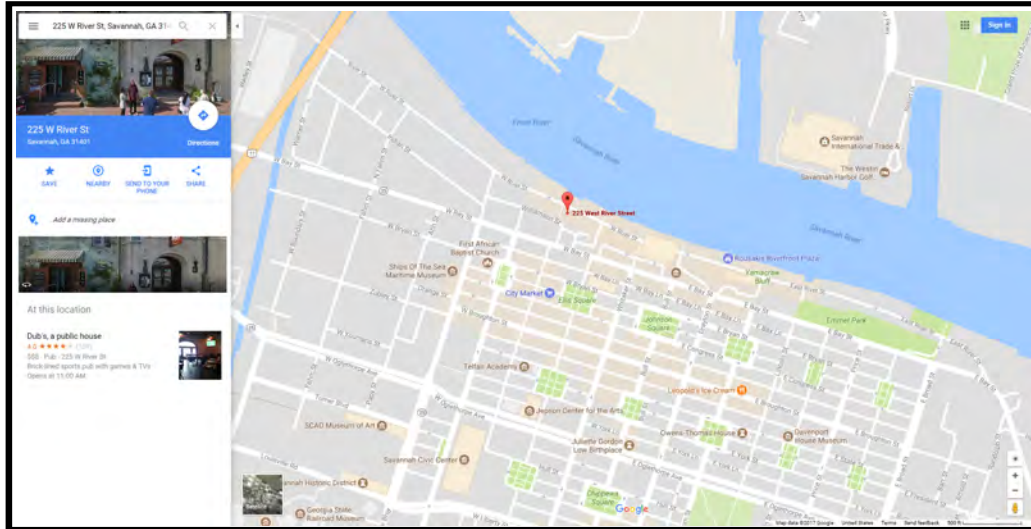
Spring 2018 Edition

28

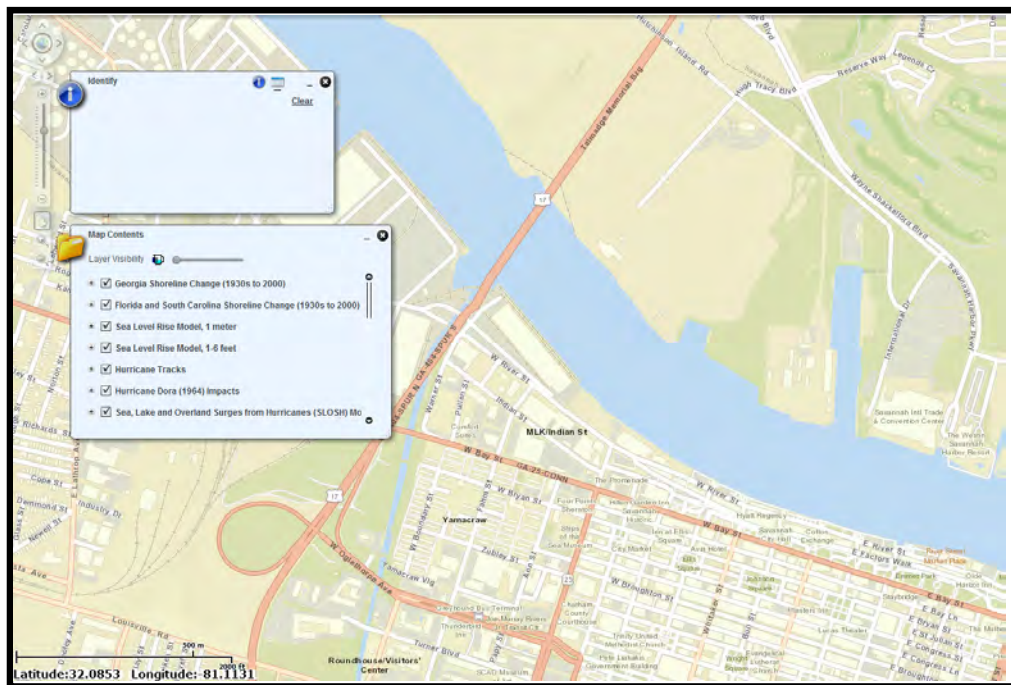
**1 STEP ONE:** Open the link to the Georgia Coastal Hazards Portal. Accept the disclaimer to view the map. This map can be navigated via left clicking with the mouse and dragging the cursor across the screen. Use the cursor to navigate north towards Savannah.



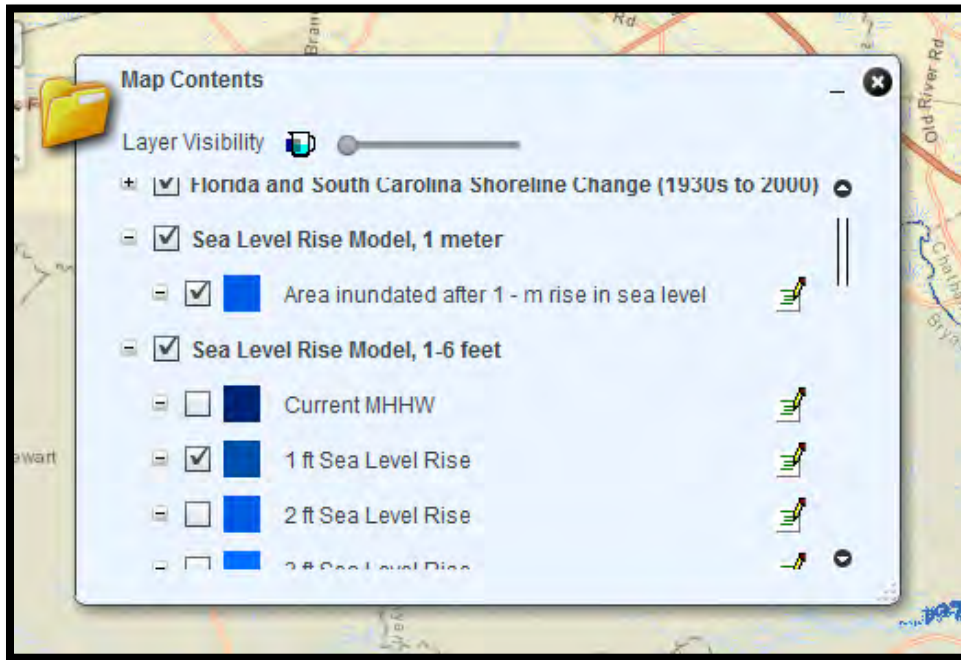
**2 STEP TWO:** Since address searchability has not yet been implemented into the Georgia Coastal Hazards Portal, the user will have to manually navigate to the address based on landmarks. Use Google maps at [www.google.com/maps](http://www.google.com/maps) to navigate towards 225 W River St, Savannah, GA 31401 by entering the address in the search bar. Next, notice key landmarks to manually locate the address.



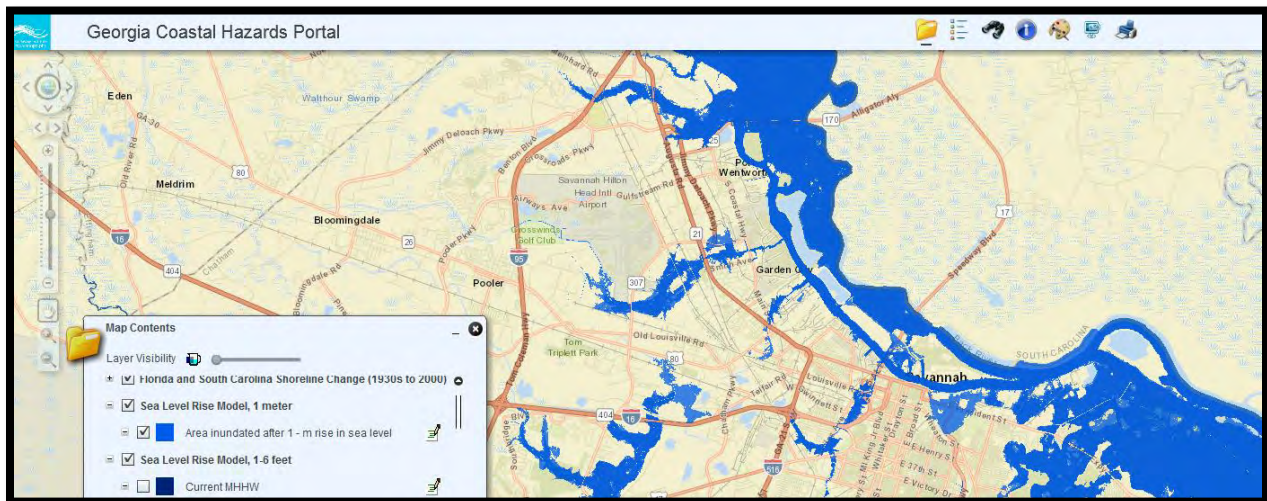
**3 STEP THREE:** Visually navigate towards the address and notice the Map Contents folder on the viewer. Click the plus sign next to the "Sea Level Rise Model, 1-6 feet" entry to view available sea level rise scenario maps.



**4 STEP FOUR:** Once you have opened the entry, select the sea level rise layers of interest and check them so that they display on the map.



**5 STEP FIVE:** Zoom to the desired level and click the computer icon in the upper right hand corner of the viewer to take a screen shot of the map. It will save as a .png image.



[RETURN TO TABLE OF CONTENTS](#)

[RETURN TO GUIDANCE PAGE](#)

Spring 2018 Edition

31



**6** STEP SIX: View the .png image that you saved as a map.



## Dam Failure Example

Columbia County, Georgia lies downstream of the J. Strom Thurmond Lake Dam, which is below Lake Hartwell. If this dam failed, it could flood a huge area. Therefore, in 2005 the County produced an inundation map, which satisfies the requirement of Activity 320 Element C. Access the map at this link: [Inundation Map of Columbia County, Georgia](#).

# 320 Element D: Flood Depth Data

## Credit Requirements

Credit is available for providing information from a map that shows the depth of flooding at different levels or data on the flood elevation and ground/building elevation. If the property's ground/building flood elevation is unavailable a neighboring property's ground/building elevation may be used.

## Georgia DFIRM Example

Georgia DFIRM is planned to provide flood depth data. While this functionality has not been extended to all locations, it has been rolled out on a limited basis. Georgia DFRIM can be accessed at [georgiadfirm.com/](http://georgiadfirm.com/).

**1 STEP ONE:** Open the Georgia DFRIM viewer and enter Green Ave SE, Atlanta, Georgia, 30317.

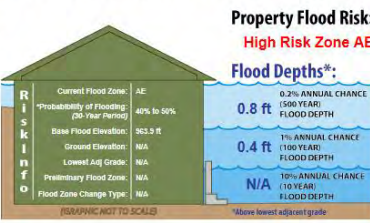


**2 STEP TWO:** The flooding depth is prominently displayed next to the house icon. Note that the flooding level is interactive and that clicking different spots on the map allows the user to explore the surrounding flood zones.

## Green Ave SE, Atlanta, Georgia, 30317



## GEORGIA FLOOD MAP PROGRAM



**Location Information**

Panel:	13089C0131J
Watershed:	Upper Ocmulgee
County:	DEKALB
Community ID:	13089C
Map Status:	EFFECTIVE

\*Flood Depths shown on this report are derived from FEMA RiskMAP products and are rounded to the nearest tenth of a foot. These depths are calculated from HEC-RAS modeling and represent the best available data. Only areas within a RiskMAP studied watershed will have this data available. Please check back if your area is not currently available. For more information, please visit the FEMA Map Service Center at <https://www.fema.gov/pmh/inquiries/faq>

**Nature Doesn't Read Flood Maps**

Many people don't understand just how risky the floodplain can be. There is a greater than 26% chance that a non-elevated home in the SFHA will be flooded during a 30-year mortgage period.

The chance that a major fire will occur during the same period is less than 10%!

FOR MORE INFORMATION VISIT, PLEASE VISIT: [www.FloodSmart.gov](http://www.FloodSmart.gov)

**Legend with Flood Zone Designations**

Flood Control Structures	Floodway Decrease	1% Flood - Floodway (High Risk)	1% Flood - Zone VE (HighRisk)
Base Flood Elevations	Floodway Increase	1% Flood - Zone AE (High Risk)	Area Not Included
Cross Sections	100-Year Flood Zone Decrease	1% Flood - Zone A, AH, or AO (HighRisk)	Letters of Map Revision
Coastal Transsects	100-Year Flood Zone Increase	0.2% Flood - Shaded Zone X (Moderate Risk)	Coastal Barrier Resource Area
FIRM Panel Index	Zone Change	Area of Undetermined Flood Hazard	

Disclaimer: This data is not to be used to determine any base flood elevations or flood zone designations for NFIP (National Flood Insurance Program) purposes. For NFIP flood insurance and regulation purposes, please refer to the published effective FIRM (Flood Rate Insurance Map) for your area of concern. Values displayed for Current Flood Zone, Preliminary Flood Zone, Flood Zone Change Type, and Probability of Flooding over a 30-year period based on center of dot location, not extent of structure(s).

# Element E: Special Flood Related Hazards

## Credit Requirements

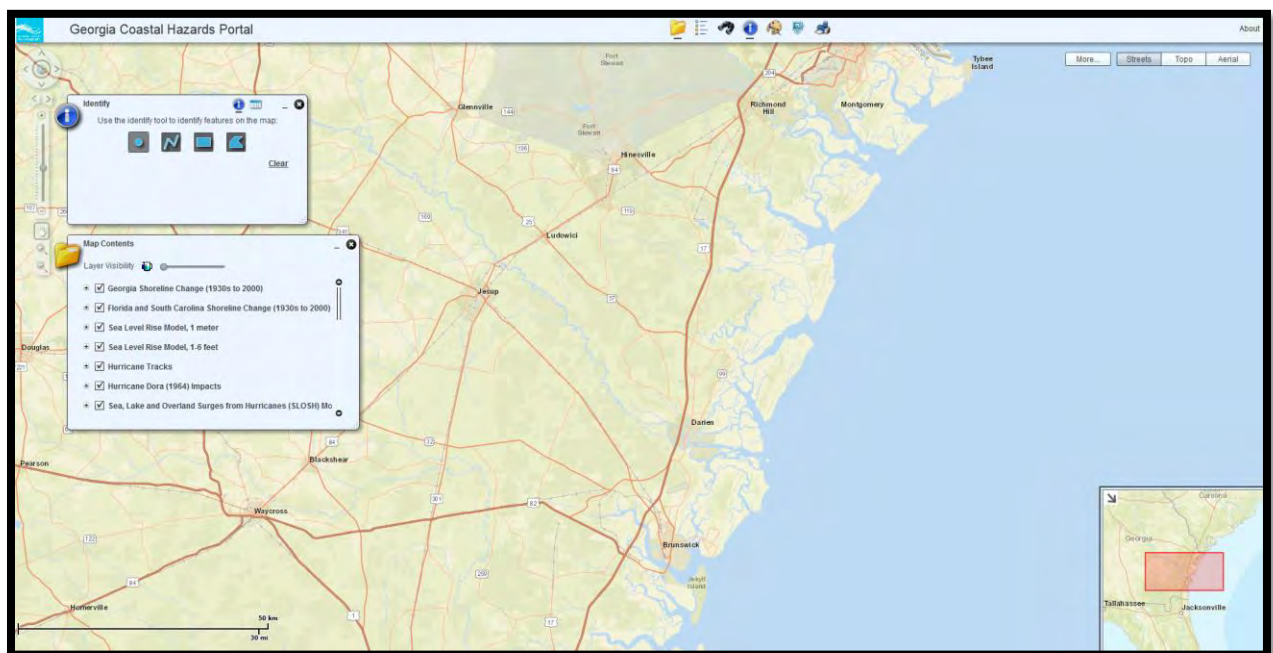
Creditable special flood hazards range broadly and can encompass a wide variety of activities. Those most applicable to Georgia include:

- Uncertain flow paths (areas in which channels move during floods),
- Coastal Erosion, and
- Coastal A zones credited under Activity 430.

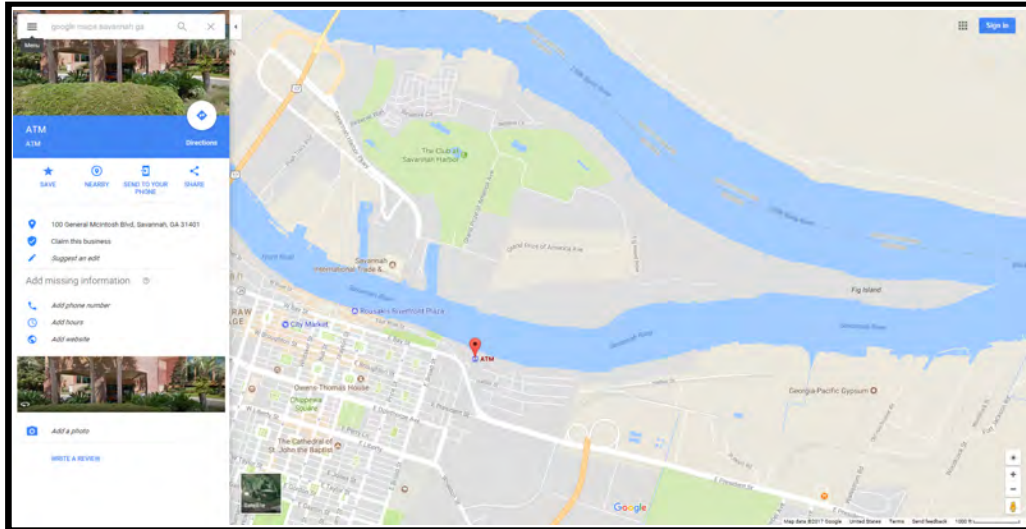
## Coastal Erosion Example

Coastal erosion measurements for Georgia's coast are available on the Georgia Coastal Hazards Portal. This example will go through the process of exploring a coastal erosion map using the portal. It can be accessed at the following link: [gchp.skio.usg.edu/](http://gchp.skio.usg.edu/).

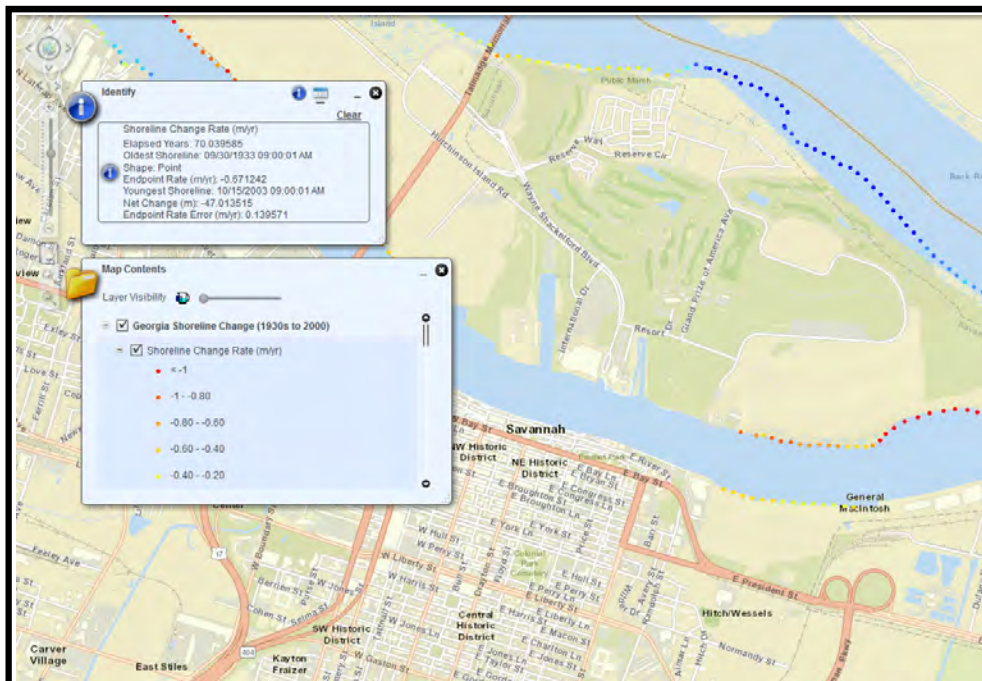
- 1 STEP ONE:** Open the link to the Georgia Coastal Hazards Portal. Accept the disclaimer to view the map. This map can be navigated via left clicking with the mouse and dragging the cursor across the screen. Use the cursor to navigate north towards Savannah.



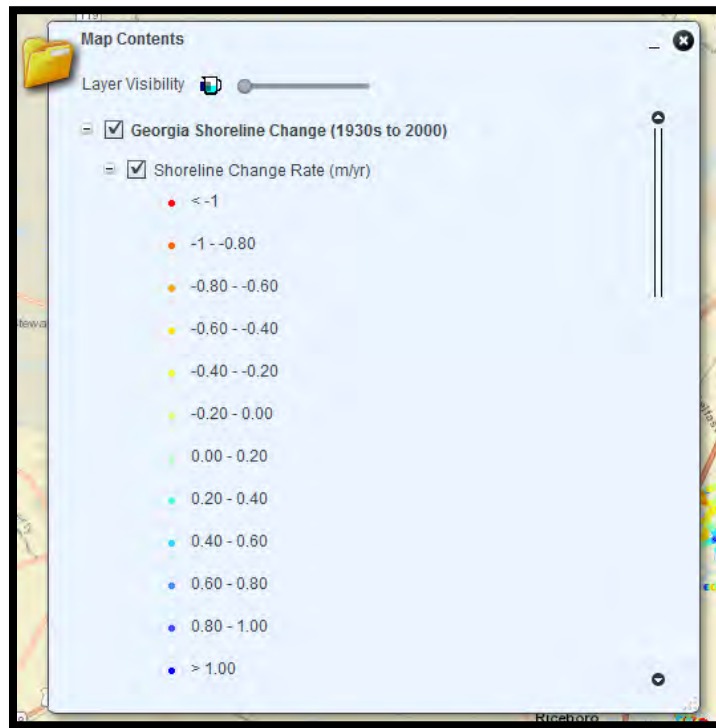
**2 STEP TWO:** Since address searchability has not yet been implemented into the Georgia Coastal Hazards Portal, the user will have to manually navigate to the address based on landmarks. Use Google maps at [www.google.com/maps](http://www.google.com/maps) to navigate towards 100 General McIntosh Blvd, Savannah, GA 31401 by entering the address in the search bar in the upper left hand corner. Next notice key landmarks to manually locate the address in the GCHP.



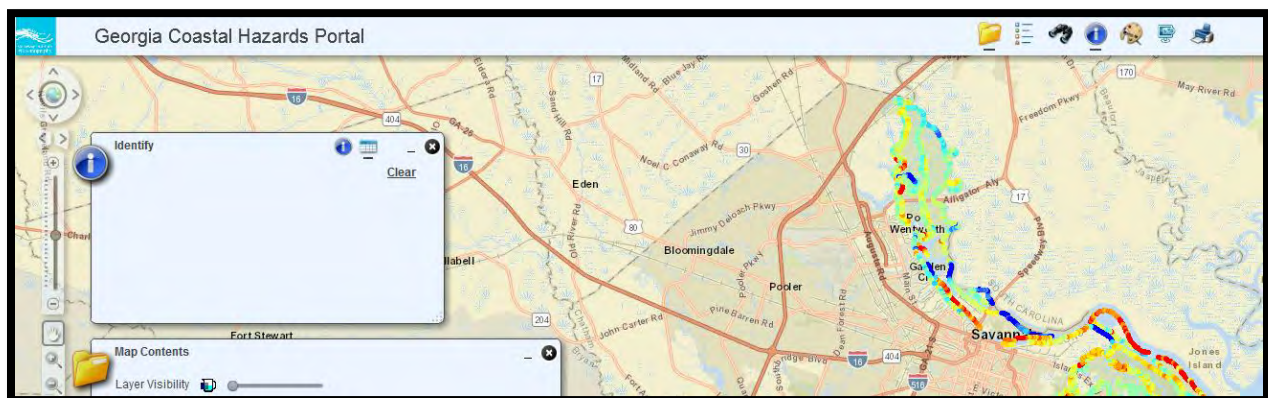
**3 STEP THREE:** Navigate towards the address and notice the Map Contents folder on the viewer. Click the plus sign next to the "Shoreline Change Rate (m/y)" entry to view available sea level rise scenario maps.



**4 STEP FOUR:** Once you open the folder, click on “Shoreline Change Rate (m/y)” to view shoreline changes across the coast.



**5 STEP FIVE:** Zoom to the desired level and click the computer icon to take a screen shot of the mapper. It will save as a .png image.



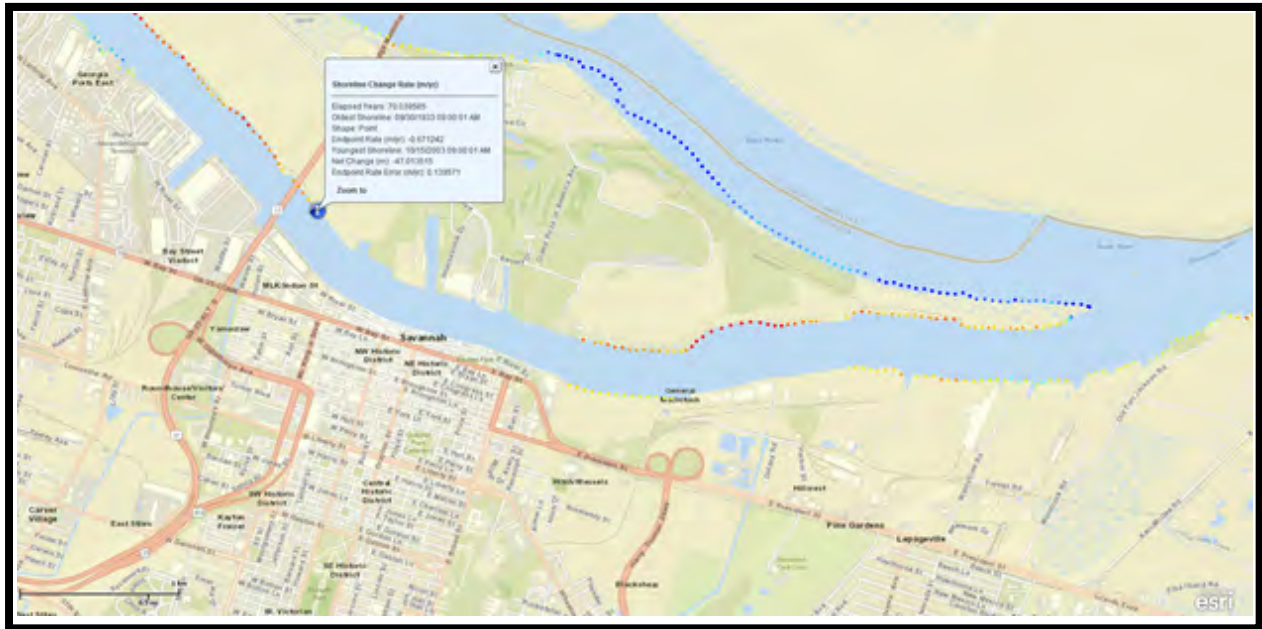
[RETURN TO TABLE OF CONTENTS](#)

[RETURN TO GUIDANCE PAGE](#)

Spring 2018 Edition

37

**6** STEP SIX: Finally, you can review your results as a .png image.



## Storm Surge Example

The National Oceanic and Atmospheric Administration (NOAA) has developed a Coastal Flood Exposure Mapper which can be accessed at [coast.noaa.gov/floodexposure/#/map](https://coast.noaa.gov/floodexposure/#/map). While this example will walk through the Coastal Flood Exposure Mapper's storm surge feature, the Coastal Flood Exposure Mapper has a number of layers worth reviewing.

**1 STEP ONE:** First access the Coastal Flood Exposure Mapper at this link [coast.noaa.gov/floodexposure/#/map](https://coast.noaa.gov/floodexposure/#/map) and accept the disclaimer. Then click "Flood Hazards".

The screenshot shows the Coastal Flood Exposure Mapper interface. At the top, there is a navigation bar with the following items: Coastal Flood Exposure Mapper, Select, Map, Collect, Tips, Resources, Case Studies, and FAQ. On the right side of the navigation bar, there is a 'Save This Map' button and a circular icon. The main content area is titled 'Select the Flood Hazards Map or One of the Community Exposure Maps'. Below the title, there is a sub-heading: 'Select a section below to view maps showing flood hazards or different aspects of community exposure to those flood hazards.' There are four circular icons representing different categories: Flood Hazards (with a green callout box that says 'Floods are scary! Starting with Flood Hazards is a good start.'), Societal Exposure, Infrastructure Exposure, and Ecosystem Exposure. Each icon is accompanied by a title and a brief description of the category.

**Flood Hazards**

Flooding events are among the more frequent, costly, and deadly hazards that can impact coastal communities. There are two types:

- Short-term (episodic) – Temporary flooding caused by extreme conditions, including storm surge, tsunamis, inland flooding, and shallow coastal flooding.
- Long-term (chronic) – Flooding caused by a rise in relative sea level or some other change in conditions.

**Societal Exposure**

Understanding the populations that live in or near coastal flood-prone areas is an important information need, since residents who are elderly, who live in high-density areas, or who are impoverished may merit special considerations.

**Infrastructure Exposure**

Community infrastructure, including roads, bridges, and water and sewer systems, can be damaged by coastal flooding. Communities should first assess infrastructure vulnerabilities and associated environmental and economic issues to determine what steps are needed to protect these assets.

**Ecosystem Exposure**

Natural areas provide important benefits to coastal communities, including hazard protection, flood storage, water quality maintenance, fisheries support, and recreational opportunities. Communities can increase resilience by protecting natural areas along the coast that are exposed to flooding and adjacent inland areas.



2

**STEP TWO:** Since address searchability has not yet been implemented into the Coastal Flood Exposure Mapper. The user will have to manually navigate to the address based on landmarks. Use Google maps at [www.google.com/maps](http://www.google.com/maps) to navigate towards 225 W River St, Savannah, GA 31401 by entering the address in the search bar. Next notice key landmarks to manually locate the address.

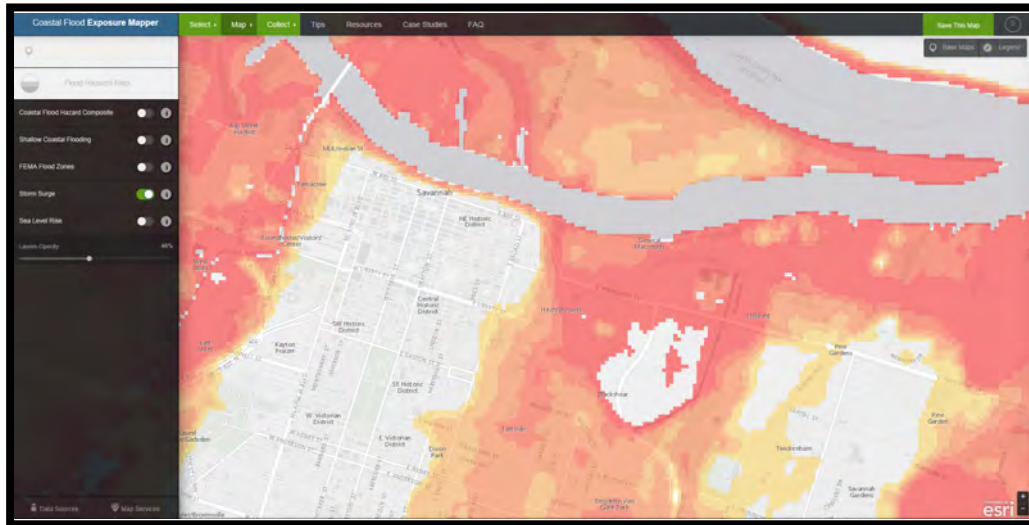


3

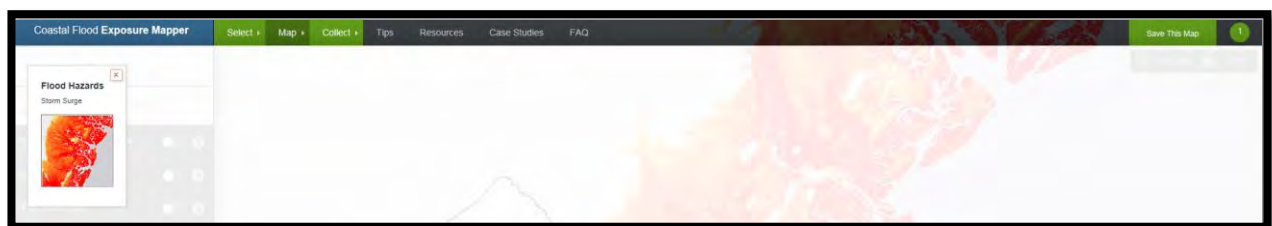
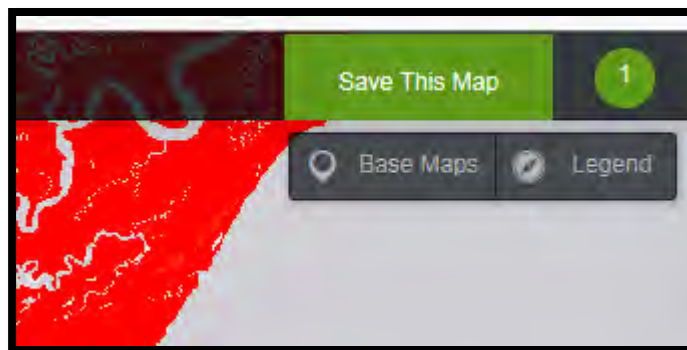
**STEP THREE:** Once you have opened the map, deselect the Coastal Flood Hazard Composite layer on the left side of the screen and select the Storm Surge layer. Next, visually navigate to the address. If you cannot make out any landmarks, it may help to lower the layer opacity to 0% by moving the sliding tool under the layers to the left.



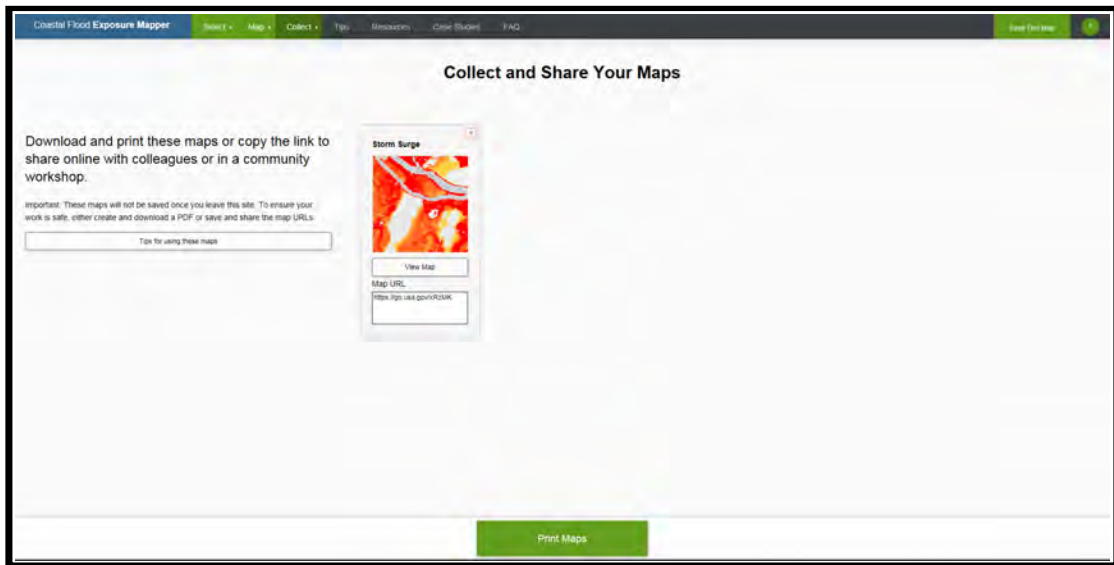
**5 STEP FIVE:** If you reduced the opacity in the previous step, increase it to get a better view of the storm surge layer. To gain more information on a layer, click the small i icon by the layer. Once you are satisfied with your level of zoom, you can save the map by clicking “Save This Map” in the upper right hand corner.



**6 STEP SIX:** Once you have clicked “Save This Map”, you can select the 1 icon to proceed and then select the Storm Surge map from the drop down box.



**7 STEP SEVEN:** Once you click the Storm Surge map in the drop down window, you will be directed to the collection page. The map can either be shared via a permanent URL or saved as a PDF. If you want to save the map as a PDF, click print map at the bottom of the screen. If you want to share the permanent URL, simply copy the Map URL provided and paste it as you wish. Since the URL is permanent, whoever accesses the link will be able to view the map you generated. The map created in this example can be viewed here [go.usa.gov/xRzMK/](https://go.usa.gov/xRzMK/).



## Element F: Historical Flood Information

### Credit Requirements

Communities can earn credit for providing various information related to historical flooding. For example, whether or not a property flooded previously, historic flood levels/nearby high water marks, whether a property is in a marked repetitive loss area, or photographs of past flooding at the site.

### Example

The City of Powder Spring's historic flooding photos can be found at this link: [City of Powder Springs Photos of Historic Flooding](#). Note that hosting photos on a community website alone is not enough to attain 320 F credit. Communities must be able to provide site specific information to inquirers such as the sites repetitive loss status past flooding dates, and nearby high water marks..

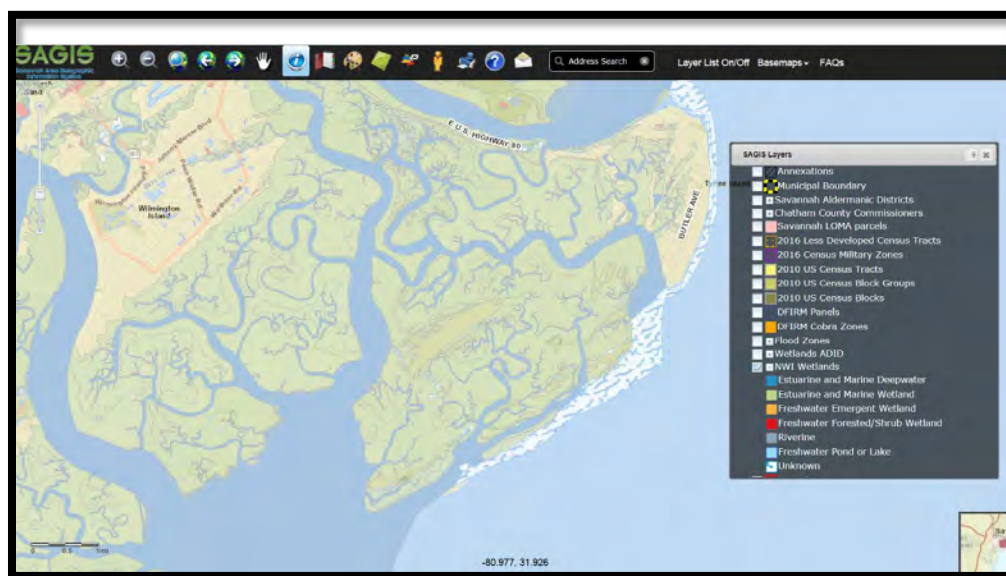
## Element G: Natural Floodplain Function

### Credit Requirements

Credit is provided for a variety of maps that provide information regarding areas natural floodplain functions. For example, it can provide areas mapped in the **National Wetlands Inventory**, receiving national flood plain function credits, or mapped as critical habitats by the U.S. Fish and Wildlife Service.

### Example

The City of Savannah provides an overlay of the National Wetlands Inventory at [sagis.org/Home/Map](http://sagis.org/Home/Map).



# 330 Outreach Projects: Table of Contents

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**BASIC CRITERIA**

**ELEMENT A: OUTREACH PROJECTS**

**ELEMENT B: FLOOD RESPONSE PREPARATION**

**ELEMENT C: PROGRAM FOR PUBLIC INFORMATION**

**ELEMENT D: STAKEHOLDER DELIVERY**

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**330 SERIES ACTIVITY DESCRIPTIONS & INTERACTIONS**

**330 DOCUMENTATION**

## 330 Examples Basic Criteria


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This section walks through examples of each Activity 330 element. The essential notes and credit criteria sections describe common features among 330 activities.

### 330 Essential Notes


- Element A: Outreach projects credits communities that distribute annual projects.
- Element B: Flood Response Preparation credits communities that prepare projects for distribution in the event of a flood.
- Credit is based on the type of message, the type of project, and how often projects are delivered.
- Creating a Program for Public Information (PPI) can increase Element A and B credit by 40 percent.
- Outside stakeholder message distribution increases credit for PPI projects by an additional 30 percent.

### 330 Creditable Projects

 In section 330 each element A-D has unique credit and documentation requirements. However, there are only three types of credited projects.

- **Informational Projects** are physical documents placed in public places or available upon request. For example, a flyer or brochure is considered an informational project. For credit calculations, informational projects are considered one-time, annual projects.
- **General Outreach Projects** are messages that reach out to the general public. For example, a general presentation or newspaper article would be a general outreach project.
- **Targeted Outreach Projects** are messages that reach all members of a specific audience. For example, a specific mailer sent to all individuals in a flood plain would be a targeted outreach project.

### 330 Creditable Messages

 There are only six credible messages for 330 A and B activities in the absence of a PPI.

- **Know your flood hazard** messages inform people of their flood risk or encourage them to inquire about their flood risk.
- **Insure your property for your flood hazard** messages encourage people to buy flood insurance.
- **Protect people from the hazard** messages educate people on the best ways for them to protect themselves and others during and after a flood event.
- **Protect your property from the hazard** messages inform people on the best ways to proactively protect their property before a flood.
- **Build responsibly** messages educate people on relevant building ordinances and encourage them to plan new construction to comply with local rules.
- **Protect natural floodplain functions** messages encourage people to take care of natural floodplains.

## 330 Element A: Outreach Projects

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### Credit Requirements

Projects must be annually enacted to receive credit. At least one project must pertain to the “insure your property for your flood hazard” topic. Without a PPI, the project must target either floodplain residents/businesses, repetitive loss area residents/businesses, residents protected by a levee, residents in a dam flood zone, and residents at risk due to a 401 hazard (uncertain flow path, closed basin lake, ice jam, land subsidence, mudflow hazard, coastal erosion, and or tsunami).



*Section 330 A credits vary with their implementation. Since scoring is multiplicative, implementation really matters. The examples below illustrate how project distribution impacts earned credits. Essentially, **targeted outreach projects that contain multiple messages can score substantially more points than general outreach projects that contain a specific message.***

### Informational Project Examples

Each of the following projects are informational handouts or brochures. The amount of points that an informational activity is worth is determined by the number of times it is given per year multiplied by the number of topics within the project. The number of times the informational project is repeated per year is based on the number of public locations in which the publication is available. However, a document can only be in five locations before the local government stops getting additional credit for repeating the message in different public locations. The following examples demonstrate the six credited messages and provide credit estimates.

- Know your flood hazard: [Answers to Common Questions About Flood Determinations For Properties in the City of Savannah](#) is a handout that informs the reader of the flood zones in Savannah, the danger of being in a flood zone, and encourages them to determine their properties flood risk. If this project were only available at the Development Services Department’s office, than it would be given one point of credit because it is available at one location and covers one topic (1 message times 1 location).
- Insure your property for flood hazard: The Albany and Dougherty County Planning and Development Services' [Understanding Flood Insurance](#) is a handout that informs its reader on the importance of purchasing flood insurance. However, it also describes Flood Insurance Rate Maps and encourages people to know their flood hazard. So assuming that this brochure was posted in two different departments and receives credit for both messages, it would be worth 4 points in total (2 messages times 2 locations).
- Protect people from the hazard: The City of Powder Springs Community Development Department's [Flood Information](#) has a Flood Safety section on its second page describing flash flooding risk and provides sensible advice to those looking to protect themselves. However, it also contains a "know your flood hazard" message in the Flood Hazard Areas section, an "insure your property for flood hazard message" in the Flood Insurance Section, and a "build responsibly message" in the Permit Requirements and Substantial Improvements/Damage sections. Assuming this document was placed in two public offices and received credit for all four messages, it would receive a solid eight points (2 locations times 4 messages).

- Protect your property from the hazard: The Camden County Emergency Management Agency's [Flood Protection Information](#) pamphlet describes protecting property from flood hazard in its What Can You Do and Flood Proofing sections. However, it also has a "know your flood hazard" message in the County Flood Services section, an "insure your property for flood hazard" message in the Flood Insurance section, and a "protect people from the hazard" message in the flood safety section. If this document was placed in five locations, it would receive twenty points of credit (5 locations times 4 messages).
- Build responsibly: The Albany and Dougherty County Planning Services' [Construction Requirements in the Special Flood Hazard Area](#) pamphlet revolves mostly around the build responsibly message, but areas discussing flood proofing could potentially count as protect your property messages. If this handout was kept in two locations, it would receive four points total credit (2 locations times 2 messages).
- Protect natural floodplain functions: [Glynn County Wetlands](#) describes the natural floodplain functions of wetlands. If it were distributed in one location, it would be worth one point (1 location times 1 message).

## General Outreach Project Examples

Each of the following projects are general outreach projects. The amount of points that an informational activity is worth is given by two times the number of times it is given per year multiplied by the number of topics within the project.

- This Camden County Commissioners Report [www.youtube.com/watch?v=VEQkldXpsRc&feature=youtu.be](http://www.youtube.com/watch?v=VEQkldXpsRc&feature=youtu.be) is a general outreach project which contains "know your flood hazard", "insure your property for flood hazard", and "build responsibly" messages. If this was aired once on the local news and received credit for all three messages, we estimate that it would receive 6 credits (2 times 3 messages).
- This Camden County [Press Release](#) could qualify as a general outreach project. It contains "know your flood hazard", "insure your property for flood hazard", and "build responsibly" messages. If it received credit for all three messages and was distributed once, we estimate that it would receive 6 credits (2 times 3 messages).

## Targeted Outreach Project Examples

Each of the following projects are targeted outreach projects. The amount of points that an informational activity is worth is given by six times the number of times it is given per year multiplied by the number of topics within the project. Note that to attain credit via a meeting, the meeting must be attended by 50 percent of the target group members.

- This Camden County [Flood Protection Information for Flood Hazard Properties](#) letter is targeted towards individuals living in Special Flood Hazard Areas. It contains protect people from the "flood hazard", "know your flood hazard", "build responsibly", and "insure your property for the flood hazard" messages. If this message was sent out 3 times a year, we estimate that it would receive 72 points (6 times 3 mailings times 4 messages).



# 330 Element B: Flood Response Preparations

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## Credit Requirements

Communities must implement and receive credit for 330 A Outreach Projects before they are eligible for Flood Response Preparations. Without a PPI, the project must target either all of the flooded properties, floodplain residents/businesses, repetitive loss area residents/businesses, residents protected by a levee, residents in a dam flood zone, and residents at risk due to a 401 hazard (uncertain flow path, closed basin lake, ice jam, land subsidence, mudflow hazard, coastal erosion, and or tsunami). Flood response projects must quickly reach their audiences. Communities who fail to enact their flood response preparation projects when there is a flood or do not annually evaluate their flood response projects lose 330 B Flood Responses Preparations Credit.

## Flood Preparedness Project Example



*Section 330 B messages are credited in the same way that 330 A messages are credited. Therefore, they should follow the same 6 credited messages in the same 3 formats described in 330 A.*

- Camden County's [After a Flood](#) would not receive credit for Flood Response Preparations unless the information was disseminated after a flood. However, the style of messages would be appropriate because they follow the format of Activity 330 Element A.
  - **Informational Outreach Project:** If this message was put on flyers and posted at a local aide center, we estimate that it would receive 2 credits (1 times 2 messages times 1 delivery).
  - **General Outreach Project:** If these messages were distributed from a central social media account, we estimate that it would receive 4 credits (2 times 2 messages times 1 delivery).
  - **Targeted Outreach Project:** If this messages was printed on a flyer posted to peoples doors, we estimate that it would receive 12 credits (6 times 2 messages times 1 delivery).

## 330 Element C: Program for Public Information

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### Credit Requirements

There are seven steps to conducting a program for public information. **First**, a program for public information committee should be established that meets at least twice, is comprised of at least five people, includes at least one representative from the community's public information office, and has at least half its members from outside of local government. **Second**, the committee should assess the community's public information needs by identifying priority areas, assessing flood insurance coverage, determining priority audiences, and taking inventory of other public information efforts. **Third**, the PPI committee should determine message outcomes needed for each priority audience. **Fourth**, outreach projects should be identified for the priority audiences. **Fifth**, other public information activities should be examined. Sixth, a Program for Public Information document should be prepared and formally adopted. Seventh, the PPI should be implemented, monitored, and evaluated.



*While a full treatment of Programs for Public Information (PPI) is outside of this guide's scope, communities in Georgia are doing great work to construct effective PPIs. Garden City has created a PPI which can be viewed here: [Garden City PPI](#), and Camden County and St. Marys are in the process of drafting a joint PPI that can be viewed here: [Camden County and St. Marys PPI](#). A PPI can dramatically increase a community's total amount of CRS credit. See the [Appendix](#) to compare the maximum amount of points available to communities with and without a PPI.*

## 330 Element D: Stakeholder Delivery

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### Credit Requirements

Communities must name the stakeholder delivering the message in the official Program for Public Information Document. Stakeholder can be any organization or person other than the CRS community itself that supports the message. Messages must obviously come from stakeholder groups.

### Stakeholder Delivered Project Example

The [Galveston Bay Estuary Program Bay Briefing](#) from the Pasadena, Texas PPI contains a "protect natural floodplain functions" message. It receives stakeholder delivery credit because Pasadena has a PPI and the Galveston Bay Estuary Program has clearly branded the document as their own.

# 340 Hazard Disclosure: Table of Contents

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**OVERVIEW**

**ELEMENT A: DISCLOSURE OF THE FLOOD HAZARD**

**ELEMENT B: OTHER DISCLOSURE REQUIREMENTS**

**ELEMENT C: REAL ESTATE AGENTS' BROCHURE**

**ELEMENT D: DISCLOSURE OF OTHER HAZARDS**

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**340 SERIES ACTIVITY DESCRIPTIONS & INTERACTIONS**

**340 DOCUMENTATION**

## 340 Examples Basic Criteria

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340 A, B, and C ensure that real estate agents provide notice to potential buyers that their property is in a flood zone. Each element has separate credit requirements, so refer to each individual element for reference.

### 340 Element A: Disclosure of the Flood Hazard

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#### Credit Requirements

Real estate agents must provide a clearly written notice that describes if the property is in the floodplain or not, and if so, that federal law requires flood insurance purchases for all federally backed purchases. The form must directly state, “Flood insurance is required.” If the property is in a Coastal Barrier Resource Act area, the notice must indicate that flood insurance is not available. The real estate agent must provide the notice to all potential buyers, even if they did not ask. The real estate agent cannot use a seller’s certificate, but rather, must indicate if the property is in the special flood hazard area.

#### 340 A Example

This [Flood Hazard Form](#) provides the necessary information required by 340 A. Disclosures are commonly integrated into a Multiple Listing Service form, property summary sheet, offer to purchase form, but they can be handed out on their own.

### 340 Element B: Other Disclosure Requirements

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#### Credit Requirements

The community must enact ordinances requiring additional flood hazard disclosure and receives five credits per additional disclosure. A community can receive up to 25 points for Element B.

#### 340 B Examples:

- All sellers must disclose flood hazards, even when real estate agents are not involved.
- Real estate agents and sellers must advise potential buyers whether if “to the best of their knowledge and belief” the property has ever been flooded.
- Landlords must advise potential renters about the flood hazard. Final recorded subdivision plats must display flood hazard area.
- Flood hazard areas must be shown on individual lot surveys and prepared for deed records, property transactions, or mortgages.
- Requiring signs posted in subdivisions to advise residents of the flood hazard.
- Requiring deeds show the lot or building elevation in relation to sea level and the base/historical flood elevation.
- All sellers must disclose if the property is subject to special flood related hazards.

## 340 Element C: Real Estate Agents' Brochure

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### Credit Requirements

The real estate agent's brochure must advise readers to check the property's floodplain status and flood history. Communities can receive an extra four points for describing the brochure in their Program for Public Information Document and or working with local real estate agents to create the brochure and annually evaluate it.

### 340 C Examples:

Two real estate brochure templates can be found below at the following links: [The California Real Estate Template](#) and [The FEMA Flood Insurance Agent Brochure](#). Both encourage readers to check the property's floodplain status by informing them of the potential for devastating flooding, the importance of flood insurance, and relevant local flood regulations. Both direct the reader seek more information on flood insurance.

## 340 Element D: Disclosure of Other Hazards

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### Credit Requirements

340 D credits communities whose insurance agents disclose coastal wave hazards, coastal/channel erosion, subsidence, dam/levee failure, tsunamis, and other special flood related hazards.

### 340 D Examples

This [Additional Flood Hazards Form](#) provides the necessary information required by 340 A. Disclosures are commonly integrated into a Multiple Listing Service form, property summary sheet, offer to purchase form, but they can be handed out on their own.

## 350 Flood Protection Information: Table of Contents

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**BASIC CRITERIA**

**ELEMENT A: FLOOD PROTECTION LIBRARY**

**ELEMENT B: LOCALLY PERTINENT DOCUMENTS**

**ELEMENT C: FLOOD PROTECTION WEBSITE**

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**350 SERIES ACTIVITY DESCRIPTIONS & INTERACTIONS**

**350 DOCUMENTATION**

# 350 Examples Basic Criteria

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350 credits communities for providing detailed information to the public on flood hazards and the steps they can take to protect themselves. Elements A, B, and C credit different activities and have separate credit requirements. Thus, the reader should refer to each individual element to see how to best achieve credit.

## 350 Element A: Flood Protection Library

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### Credit Requirements

The below list of documents must be cataloged and kept in the community's most accessible and widely used library. If the community has a multi-branch system, the publications must be available at all branches, and if a community has no library an adjacent community's library may be used. Note that the following links direct the user towards FEMA's website due to the size of the documents.

- [\*Above the Flood: Elevating Your Floodprone House\*, FEMA-347 \(2000\)](#)
- [\*Answers to Questions About the National Flood Insurance Program\*, F-084 \(2011\)](#)
- [\*Coastal Construction Manual\* FEMA-P-55, \(2011\)](#)
- [\*Elevated Residential Structures\*, FEMA-54 \(1984\)](#)
- [\*Protecting Manufactured Homes from Floods and Other Hazards\*, FEMA P-85 \(2009\)](#)
- [\*Mitigation of Flood and Erosion Damage to Residential Buildings in Coastal Areas\*, FEMA-257 \(1994\)](#)
- [\*Protecting Building Utilities From Flood Damage\*, FEMA-P-348 \(1999\)](#)
- [\*Protecting Floodplain Resources\*, FEMA-268 \(1996\)](#)
- [\*Reducing Damage from Localized Flooding\*, FEMA 511 \(2005\)](#)

## 350 Element B: Locally Pertinent Documents

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### Credit Requirements

The community must stock documents and publications that cover local flood hazards, flood protection, and natural floodplains functions that are keyed to local conditions or the [six Activity 330 project topics](#). The community must already receive 350 A credit and the documents must be entered into the library's card catalog or other system with an entry under "flood."

### Example

[Chatham County Locally Pertinent Documents](#) contains several potentially locally pertinent documents from Chatham County. Documents produced at the national, state, local, organizational, and individual level are all counted for credit so long as they are locally relevant. Notice that Chatham County's list contains documents produced by federal, state, and local organizations that are officially stocked within the Live Oaks Public Libraries.



## 350 Element C:

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### Credit Requirements

Community websites are credited for providing detailed information on flood protection messages corresponding to the [six priority topics under activity 330](#), real time gage information, and Elevation Certificates/Elevation Certificate data. The website should feature a flood information homepage with a link directory connecting to more detailed flood protection information provided either on the community's website or an outside entity's website. The flood information homepage should be either linked from the website homepage or on the first two pages of search results when "flood" is entered into the websites' search engine. The flood information pages must contain a link to either FEMA's [www.floodsmart.gov](http://www.floodsmart.gov) or FEMA's [www.fema.gov/business/nfip](http://www.fema.gov/business/nfip). The community must review their website to fix broken links every month and ensure website information is current/pertinent every year.

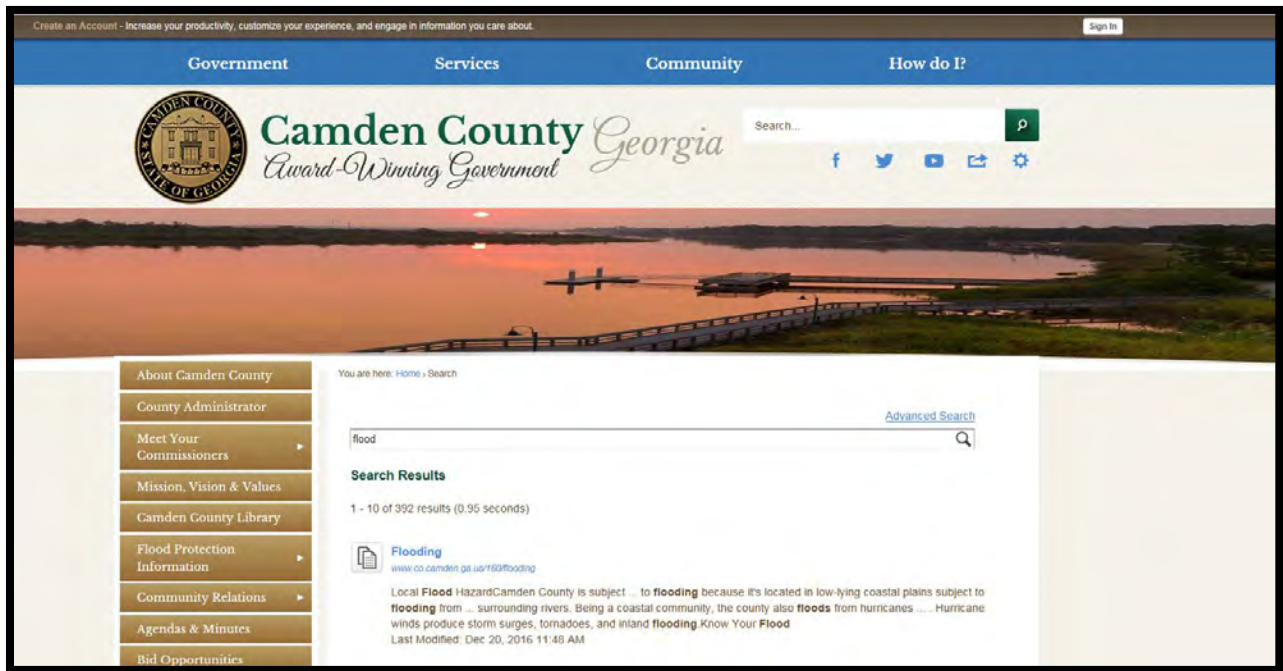
### Example

This example will walk through Camden County's flood information page, which can be accessed at this online link: [www.co.camden.ga.us](http://www.co.camden.ga.us).

1 STEP ONE: First, open the link to Camden County's website at [www.co.camden.ga.us](http://www.co.camden.ga.us). Once on the website notice that flood protection information is prominently displayed under the Popular Links subsection. This satisfies the requirement that the flood information homepage links from the community's central webpage.



**2** STEP TWO: Second, search "flood" in the upper right hand search bar. Notice that "Flooding" is the first result. This satisfies the requirement that the flood information homepage should return as the top search result under a flood related term.



**3** STEP THREE: Click the "Flooding" link to be brought to the flooding home page. Notice that the flood information home page contains links to both FloodSmart.gov and additional information.

**Flood Protection Information**

**Flood Insurance**

**Living in a Flood Hazard Area**

**Flood Protection Library (L.I.B)**

**Property Protection**

**Natural & Beneficial Functions of Floodplains**

**After a Flood**

**Preparedness**

**Hurricane Guide**

**Local Weather**

**Current Weather Advisories**

**Code Red**

**Camden County/St. Marys Program**

**River Gauges**

**Online Payments**

**Notify Me ®**

**Employment Opportunities**

**Report a Concern**

You are here: Home > Government > Departments > Emergency Management > Preparedness > Flooding

## Flooding

### Local Flood Hazard

Camden County is subject to flooding because it's located in low-lying coastal plains subject to flooding from surrounding rivers. Being a coastal community, the county also floods from hurricanes. Hurricane winds produce storm surges, tornadoes, and inland flooding.

### Know Your Flood Zone

You should know your flood hazard. Contact the [Camden County Emergency Management Agency](#) for free publications on how to protect yourself, your dwelling, and to:

- Discover the flood zone you are in
- Request the Base Flood Elevation (BFE) for your neighborhood please contact the [Camden County Planning & Development Department](#)
- Obtain a Flood Zone Determination letter
- Learn about the flood warning system, how much warning you can expect, and what evacuation route you should use

You can also view [The Weather Channel](#) and refer to your local phone book for information including evacuation routes and emergency shelter location.

### Protection

Protect yourself from floodwaters. Flooding is the number 1 cause of flood deaths, from downed power lines and your home safety hazard.

Learn how to turn off the gas and electricity to your house and do so if flooding is imminent.

- Don't try to walk through flowing water.
- Don't drive through flooded areas.
- Stay out of flood waters.

Additional information can be found on the [FEMA website](#).

The highlighted portion contains links to further information.

The highlighted link directs the user towards FloodSmart.gov

### Flood Plain Information Video

[www.co.camden.ga.us](http://www.co.camden.ga.us)

### Information on Flood Maps for Coastal Areas of Camden County

Camden County, Georgia

Preliminary DFIRM Community Coordination (PDCC) Meeting

April 29, 2016  
Woodbine, GA

**RiskMAP**  
Mapping the National System

### Contact Us

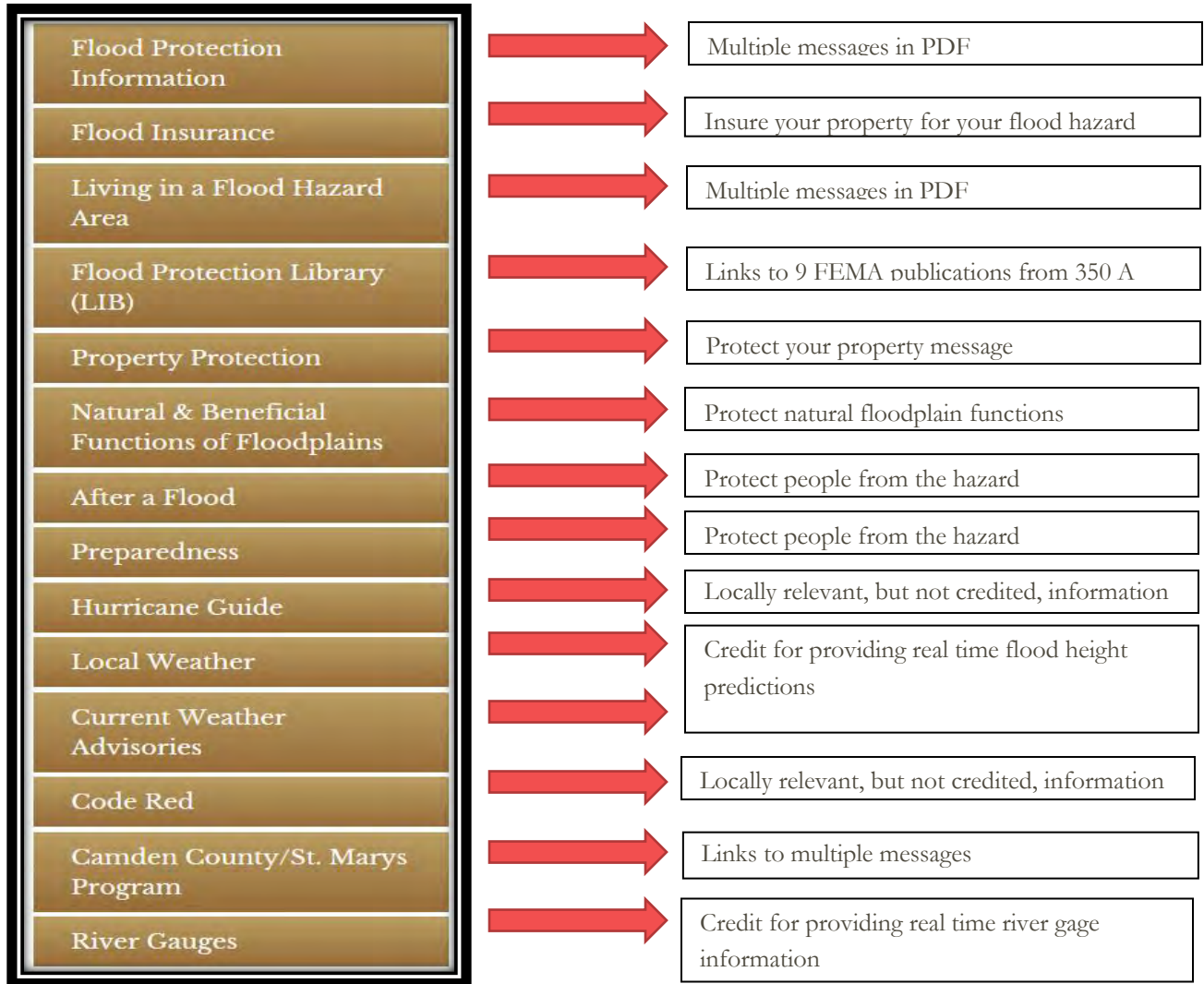
**Scott Brazell, CFM**  
CRS, E & S Coordinator  
107 North Gross Road, Suite C  
Kingsland, GA 31548  
Office: 912-510-4320  
Cell: 912-552-3768  
[Email](#)

**Hours**  
7:30 AM - 4:00 PM

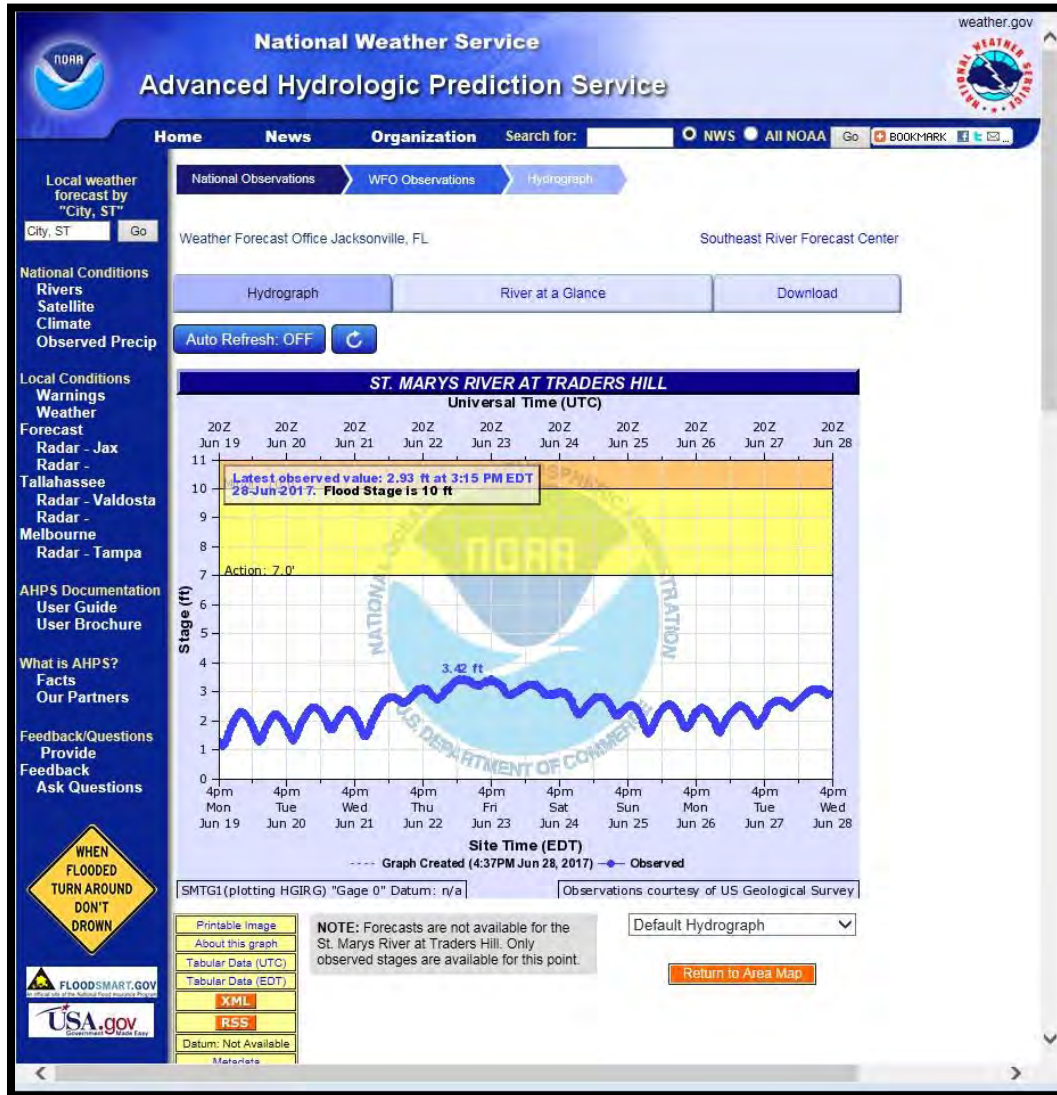
### Mapping Information

4

STEP FOUR: Notice that the messages contained in the link table either correspond to 330 credited topics or real time river information.



**5** STEP FIVE: Click the River Gauges link and select St. Marys at Trader Hill. Notice that the link redirects to an outside group's website. Sites that link out to outside groups still receive credit.



[RETURN TO TABLE OF CONTENTS](#)

[RETURN TO GUIDANCE PAGE](#)

Spring 2018 Edition

6

STEP SIX: Communities can gain up to 20 points by posting elevation certificates or data from elevation certificates online.

Department of Engineering

Part of ChathamCounty.org

DEVELOPMENT PROJECTS **FLOOD ZONES** SPLOST LINKS CONTACT US

## Flood Elevation Certificates

### What is a Flood Elevation Certificate?

It's a document typically prepared by a registered land surveyor and used to establish that the house was properly elevated as required by Federal and County flood plain management regulations. The floor elevation listed on the certificate is typically that of the lowest habitable floor elevation of a structure. The elevation value is in "feet above mean sea level". The form used for certificates has changed significantly over the years. Elevation Certificates were first required for houses on property located in the FEMA 100 Year Flood Zone and permitted after August 1, 1980. We have on file thousands of certificates for nearly every house built since August 1980. Please note that occasionally we are unable to locate some certificates due to erroneous addresses or filing/handling errors.

### Search for Flood Elevation Certificates

Search by Address

Street #:  Street Name:

Search by Name

First:  Last:

## 300 SERIES DOCUMENTATION

INTRODUCTORY INFORMATION

320 MAP INFORMATION

330 OUTREACH PROJECTS

340 HAZARD DISCLOSURE

350 PUBLIC INFORMATION  
OUTREACH



# 300 Series Documentation

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## Introductory Information



Proper documentation ensures that communities receive the credit that they deserve for their outreach activities. Communities who fail to document their CRS Outreach activities as required by the CRS Manual may not receive credit for their efforts.

1. **Documentation Section Content:** Each 320-350 section contains each element's documentation requirements and examples of documentation materials that would receive credit under the manual.
2. **Navigating the Documentation Section:** Each 320-350 section contains a credit section, an examples section, and a grey bottom border which links back towards the relevant Activity Description and Interaction or Public Information Outreach Activity section. All **red text links** to PDF files will open in a new PDF window and all **blue text links** to websites will open within a web browser.

# 320 Map Information Service

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## Criteria

Communities must record every 320 map inquiry information request, whether oral, written, or otherwise personal. Records must note the date that the inquiry was made, the property's address/location, the Flood Insurance Rate Map (FIRM) zone, whether or not the inquirer was advised of the rules on mandatory flood insurance purchase, and the elements A-G on which the individual was advised. Note that individuals inquiring about properties outside of the Special Flood Hazard Area do not need to be told about the mandatory flood insurance requirement because the property has no mandated flood insurance requirement.

## Examples

Walk in or Telephone Log: The CRS Resources walk in/telephone example log can be found at this link: [Walk in or Telephone Log](#). Notice that the log contains all the basic pieces of information required for credit by including columns for the date of the inquiry, the type of inquiry (walk in or telephone), the property address, the panel in the FIRM, the FIRM flood zone, and a column indicating if the mandatory flood insurance requirement was disclosed. Additionally, the log has a coastal A Zone or CBRS column corresponding to [element B](#) and [element E](#), a depth of base flood elevation column corresponding to [element C](#), a past flood or repetitive loss area corresponding to [element F](#), and a sensitive or wetland column corresponding to [element G](#).

Written Log: The CRS Resources written example log can be found at the following link: [Written Log](#). Notice that the log contains all the basic pieces of information required for credit. It contains a date section at the top left hand corner, blanks left for the address/location, the national flood insurance number, the FIRM panel number, the FIRM date, the FIRM zone, and a section detailing the status of the property in the Special Flood Hazard Area that informs them of the mandatory purchase requirement.

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320 SERIES SERIES ACTIVITY DESCRIPTIONS AND INTERACTIONS

320 SERIES PUBLIC INFORMATION OUTREACH ACTIVITIES

# 330 Outreach Projects

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## 330 A Criteria

For physical messages, communities simply have to retain a copy of the disseminated flyer or brochure that has been marked to show where credited messages appear and a mailing list, or some other documentation, demonstrating that the message was distributed to a priority audience. For group presentations, local governments can simply keep a copy of the minutes or a memo to the file and a sign in sheet from where the presentation was given.

## 330 A Examples

An example of an annotated mailer can be found here: [Annotated Camden County Flood Protection Information for Flood Hazard Properties](#). In this example, text segments have been highlighted in alternating colors with messages included that describe which of the six credited messages the text corresponds to (to view the six credited messages go to [section 330 A](#)). Here is an example of a [mailing list](#) and a [sign in sheet](#). Both require the person's address and their flood plain status because the community must demonstrate that either mailers are sent to all the priority audience members or that at least half of the priority audience members attend the event. In this example, the priority audience was simply the members of the floodplain.

## 330 B Criteria

For each verification visit, communities must keep copies of the handouts, news releases, and other projects prepared as part of the flood response preparations, communities must have written procedures determining how the materials are to be copied and distributed during a flood event, and documentation that the materials were reviewed to ensure that they are correct. For annual recertification, communities must document that materials were reviewed to determine that they are still current and appropriate, and communities must have copies of any flood response preparation materials that were revised or distributed during/after a flood.

## 330 B Examples

An annotated Camden County flyer can be found here: [After a Flood](#). Notice that the message “protect people from the hazard” has been highlighted. Sample distribution procedures can be seen in this [After a Flood Distribution Plan](#). An example of the review certification can be found here: [After a Flood Review](#).

## 330 C Criteria

For the initial verification communities must provide a copy of the program for public information document, minutes of the meeting, sign in sheets, or other documentation of the committee member's participation, and documentation that the program for public information has been adopted by the community. At each annual recertification communities must show that the program for public information has been reviewed and adjusted through a report, table or spreadsheet summarizing each outreach project's activities and outcomes, and meeting minutes, sign in sheets, or other documentation of the community member's participation in the annual review. For subsequent verification visits communities must provide documentation that the program for public

information document has been updated through a new document or addendum to the original program for public information that updates the needs assessment and all sections that should be changed, minutes of the meeting, sign in sheets, or other documentation of the committee member’s participation, and documentation that the program for public information has been adopted by the community.

### 330 C Examples

Communities must provide a copy of the PPI. A copy of Camden County and St. Mary's PPI can be found here: [Camden County and St. Mary's PPI](#). St. Mary Meeting minutes from the creation of Camden County/City of St. Mary’s PPI can be found here: [St. Mary’s PPI Minutes](#). A signed resolution could provide adequate evidence that the program for public information has been adopted by the community. An example resolution can be found here: [Garden City’s PPI Resolution](#).

### 330 D Criteria

The documentation needed for credit is the same as provided for the 330 A and C sections with an additional indication that a stakeholder delivered the message.

### 330 D Examples

The [Galveston Bay Estuary Program Bay Briefing](#) from the Pasadena, Tx PPI, [Main Street Flood Association Town Hall Sign in Sheet](#) and [Main Street Flood Association Flood Information Mailer List](#) are all clearly marked to show that the Galveston Bay Estuary Program and Main Street Flood Association delivered the messages rather than their respective communities.

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330 SERIES SERIES ACTIVITY DESCRIPTIONS AND INTERACTIONS

330 SERIES PUBLIC INFORMATION OUTREACH ACTIVITIES

# 340 Hazard Disclosure

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## 340 A Criteria

Communities provide one disclosure notice copy from at least five real estate agencies serving the community (unless there are fewer than five agencies in which case the community must provide disclosure notifications from each company. Blank forms are not acceptable. Copies of actual information shown to prospective buyers must be shown. If a community requests extra Program for Public Information Credit they must provide a copy of the annual PPI report prepared by the committee or community after meeting with real estate agents. The report must demonstrate how the element works, how effective it is estimated to be, and any recommended changes.

## 340 B Criteria

Communities simply provide a copy of the ordinance requiring at least one disclosure method prior to the rental or property sale.

## 340 C Criteria

Communities simply provide a copy of the brochure that real estate agents make available to potential buyers. If a community requests extra Program for Public Information credit they must provide a copy of the annual PPI report prepared by the committee or community after meeting with real estate agents. The report must demonstrate how the element works, how effective it is estimated to be, and any recommended changes.

## 340 D Criteria

The documentation submitted for 330 A must be marked to show how other flood-related hazards are disclosed.



# 350 Flood Protection Information

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## 350 A Criteria and Example.

350 A can be documented by providing a list of publications catalogued in the community's library or library system. For example this list: [Live Oak Public Libraries FEMA Publications](#) would provide sufficient documentation that the local library system held the documents.

## 350 B Criteria

350 B can be documented by providing a list of publications catalogued in the community's library or library system. For example this list: [Live Oak Public Libraries Locally Pertinent Documents](#) would provide sufficient documentation that the local library system held the documents.

## 350 C Criteria

A simple statement indicating that the community checked the website for broken links and ensured the online information was correct and pertinent is all the documentation 350 C requires. If the community applies for Program for Public Information credit then their report must identify how well the website worked, how effective it was estimated to be, and any changes required to improve its effectiveness.

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350 SERIES SERIES ACTIVITY DESCRIPTIONS AND INTERACTIONS

350 SERIES PUBLIC INFORMATION OUTREACH ACTIVITIES

## Appendix

### Maximum Points Per Activity With PPI

Element	320	330	340	350
A	30	200	35	10
B	20	50	25	105
C	20	80	12	
D	20	50	8	
E	20			
F	20			
G	20			
E	20			
<b>TOTAL</b>	<b>170</b>	<b>380</b>	<b>80</b>	<b>125</b>

### Maximum Points Per Activity Without PPI

Element	320	330	340	350
A	30	200	25	10
B	20	50	25	10
C	20	Not Available	8	77
D	20	Not Available	8	
E	20			
F	20			
G	20			
E	20			
<b>TOTAL</b>	<b>170</b>	<b>250</b>	<b>66</b>	<b>97</b>