

THE FOLLOWING RESOLUTION WAS INTRODUCED BY COUNCIL MEMBER _____; AND SECONDED FOR ADOPTION BY COUNCIL MEMBER _____

RESOLUTION NO. 22-27

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MANDEVILLE
SUPPORTING A FLOOD PREVENTION OUTREACH PROGRAM FOR
PUBLIC INFORMATION (PPI)**

WHEREAS, the Federal Government has a program called the Community Rating System (CRS) that rewards local government for exceeding the minimum requirements of the national Flood Program by providing a discount on every residential, commercial, and governmental flood insurance policy in the community; and

WHEREAS, the City of Mandeville currently holds a CRS Class 6, which equates to a 20% discount on all insurance policies issued within the community.

WHEREAS, as a result during 2021 the City, its residents, and business owners paid \$2,260,772 instead of \$2,825,965 in flood insurance premiums, a savings of \$565,193; and

WHEREAS, flood prevention outreach is one of the categories that earns the most points when the Federal Government calculates a community's CRS level; and

WHEREAS, the Federal Government created a Program of Public Information (PPI) that provides additional CRS points if neighboring communities conduct flood prevention outreach together; and

WHEREAS, the City of Mandeville is a member along with Tangipahoa, St. Tammany, Orleans, St. James, St. John, Terrebonne, and Lafourche parishes and the cities of Houma, Covington, Slidell, Mandeville, and New Orleans of the Flood Loss Outreach and Awareness Taskforce (FLOAT), which is the federal government acknowledged CRS User Group; and

WHEREAS, FLOAT with the assistance of the University of New Orleans' Center for Hazards, Assessment, Response, and Technology (CHART) developed the Program for Public Information Provided as Attachment A,

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Mandeville adopts the Flood Loss Outreach and Awareness (FLOAT), Lake Pontchartrain, Louisiana Area CRS Users Group, 2022 Floodplain and Stormwater Management Program for Public Information (PPI) so as to better inform our residents and business owners regarding their threat from flooding and how they can prevent it and to earn additional CRS points to assist in maintaining or improving the Community's flood insurance premium discount.

With the above resolution having been properly introduced and duly seconded, the vote was as follows:

AYES:

NAYS:

ABSENT:

ABSTENTIONS:

and the resolution was declared adopted this ____ day of June 2022

Kristine Scherer
Council Clerk

Jason Zuckerman
Council Chairman

2022 FLOAT MULTIJURISDICTIONAL PROGRAM FOR PUBLIC INFORMATION (PPI)

Prepared by Members of FLOAT with support provided by UNO-CHART

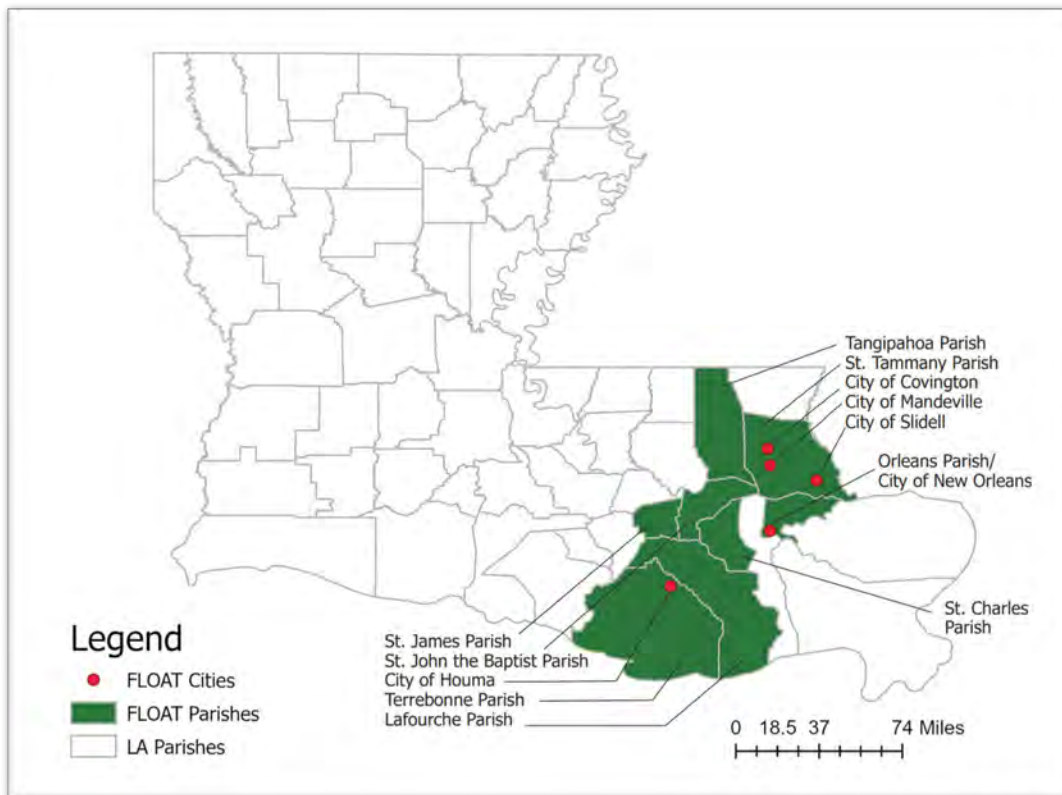


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Introduction

The Community Rating System (CRS) is a voluntary program that is available to all National Flood Insurance Program (NFIP) participating communities that incentivizes them to go beyond the minimum floodplain management regulations established by the NFIP to minimize risk in their communities. By taking on CRS activities aimed at increasing floodplain regulation and mitigating existing flood hazards and risks, communities receive “points” that are added together to establish that community’s CRS Class. Each class ranking carries with it a percentage discount that is applied to the participating community’s residents’ flood insurance premiums.

The Flood Loss Outreach & Awareness Task force (FLOAT) is a CRS Users Group. The purpose of a CRS Users Group is to serve as a support and educational resource for local communities who participate in or are interested in participating in the CRS. Essentially, FLOAT is a space for community officials to come together and share their best practices and greatest struggles with the CRS program.

FLOAT Background

In 2011, the member jurisdictions formed FLOAT with support from the State of Louisiana’s Floodplain Management Office, the CRS Specialist for the SE Louisiana Region for the Insurance Services Office (ISO), and the University of New Orleans’ Center for Hazards Assessment, Response and Technology (UNO-CHART). Since that time, FLOAT continues to work together to increase outreach to the public regarding natural hazard preparation, and to continue planning for sustainable communities.

FLOAT currently has 12 participating communities: St. Tammany Parish, the City of Slidell, the City of Mandeville, the City of Covington, Tangipahoa Parish, St. Charles Parish, St. James Parish, St. John the Baptist Parish, Terrebonne Parish, the City of Houma, Orleans Parish, and Lafourche Parish. The communities of FLOAT have been active participants in CRS since 1991, and currently the jurisdictions range from Class 6 (1), Class 7 (4), Class 8 (4), Class 9 (2), and one potential applicant (Lafourche Parish).

Additionally, the 12 communities in the FLOAT CRS Users Group:

- include 20% of the total number of CRS Communities in the State of Louisiana,
- hold 42% of the NFIP Policies in the State of Louisiana,
- pay 44% of the NFIP Premiums in the State of Louisiana, and
- earned 34% of the CRS Discounts in the State of Louisiana.

FLOAT members have developed educational and outreach projects over the years with input and support from numerous stakeholders. With such aggressive outreach programs spread out over multiple jurisdictions composed of eight parishes and four municipalities, several FLOAT members chose to coordinate and build upon their outreach activities to create a strategy for flood reduction related outreach for the future.

For various reasons, only eight of the twelve FLOAT members participated in the development of the PPI. Hence, the remainder of this document focuses on the following FLOAT member communities: City of Mandeville, City of New Orleans, City of Slidell, Lafourche Parish, St. John the Baptist Parish, St. Tammany Parish, Tangipahoa Parish, and Terrebonne Parish (including the City of Houma).

Goal of this Document

The Program for Public Information (PPI) provides participating communities with the opportunity to develop a strategy for informing residents about their risk from flooding and what they can do to reduce this risk. Guidance for the development of a Program for Public Information (PPI) is provided in Activity 330 Outreach Projects, Element c. Program for Public Information (PPI) of the National Flood Insurance Program, Community Rating System Coordinator's Manual FIA-15/2017 (referred to as the Coordinator's Manual throughout this document).

The goals of the PPI, set by the Multijurisdictional PPI Committee are:

1. to make the public aware of the flood threat;
2. to provide the public with information on how to protect themselves and their property from the flood threat;
3. to raise public awareness of the need for flood insurance; and
4. to provide a level of consistency in the public messages disseminated from the various public entities participating in this process.

PPI Committee (Step 1)

Per the Coordinator's Manual, the first step in developing a Program for Public Information is to establish a PPI committee. Each of the FLOAT communities invited community stakeholders to serve as committee members in addition to those designated from within the government.

Table 1 - 2021 FLOAT Multijurisdictional PPI Committee Members

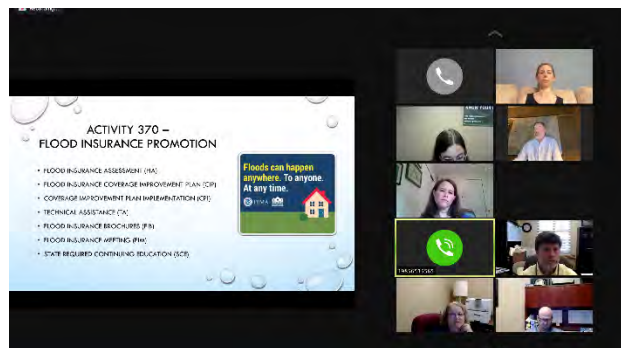
Community	Name	Department/Entity	Government / Stakeholder
City of Mandeville	Lauren Brinkman	Planning & Development	Government
City of Mandeville	David Bulloch	Bankers Insurance Group	Stakeholder
City of New Orleans	Brad Klamer, CFM*	Safety and Permits, Coastal and Floodplain Management Division	Government
City of New Orleans	Jerome Landry	Safety & Permits	Government
City of New Orleans	Luann Landry	Larry Landry Insurance	Stakeholder
City of New Orleans	Maggie Olivier	Resident	Stakeholder
City of New Orleans	Larry Landry	Larry Landry Insurance	Stakeholder
City of Slidell	Patrick Collins*	Planner	Government
City of Slidell	Melissa Guilbeau, AICP	Director, Planning	Government
City of Slidell	Lottie Marcot	Resident	Stakeholder
City of Slidell	Katherine Osterly	Resident	Stakeholder
Lafourche Parish	Darla Duet	Floodplain Manager	Government
St. John the Baptist Parish	Felicie Cornman	CRS Coordinator	Government
St. John the Baptist Parish	Tara Lambeth	Planning & Zoning	Government
St. John the Baptist Parish	Rebecca Hymel	Century 21	Stakeholder
St. John the Baptist Parish	Harold Flynn	Belle Terre Land	Stakeholder
St. John the Baptist Parish	Darin Helm	River Lands Insurance	Stakeholder
St. John the Baptist Parish	Ivy Mathieu	Resident	Stakeholder
St. Tammany Parish	deEtte Smythe, PhD, CFM	CRS Coordinator	Government
St. Tammany Parish	Kenneth Wortmann	Permits & Inspections	Government
St. Tammany Parish	Lottie Brock	Floodplain Administrator	Government
St. Tammany Parish	Ross Liner	Planning & Development	Government
St. Tammany Parish	Michael Vinsanau	Public Information	Government
St. Tammany Parish	Kyle Cooper	Northshore Homebuilders Assn.	Stakeholder
St. Tammany Parish	Ashley Mayfield	Resident	Stakeholder
St. Tammany Parish	Susan Brady	ReMax Alliance	Stakeholder
St. Tammany Parish	Ron Newson	State Farm Insurance	Stakeholder
St. Tammany Parish	Katherine Ostarly	St. Tammany Parish Public Schools	Government
Tangipahoa Parish	Bridget Bailey	Planning	Government
Tangipahoa Parish	Joseph Mier	Real Estate Appraiser	Stakeholder
Terrebonne Parish	Ben Rhodes	Planning & Zoning	Government
Terrebonne Parish	Lisa Ledet	Floodplain Manager	Government
Terrebonne Parish	Layla O'Brien	Insurance Agent	Stakeholder
Terrebonne Parish	Debbie Blackwell	Realtor	Stakeholder
Terrebonne Parish	Robbi O'Brien	Southgate Insurance Agency	Stakeholder
Terrebonne Parish	Rebecca Duroche	Insurance Agent	Stakeholder
State of LA	Pam Lightfoot	LA DOTD; CRS Coordinator	State
University of New Orleans	Monica Farris	UNO-CHART	Facilitator
University of New Orleans	Nicholas Phillips	UNO-CHART	Notetaker

*No longer with community.

The PPI Committee met on two occasions to discuss elements of the PPI. The meetings are described here:

Meeting #1

The first meeting of the FLOAT Multijurisdictional PPI Committee was held on Wednesday, June 10, 2021. The meeting was held via Zoom due to the pandemic. Tara Lambeth began the meeting with an overview of the agenda and introductions of everyone participating in the Zoom call. She proceeded to describe FLOAT, the CRS, and the importance of a PPI. Tara then led a discussion of Steps 1 and 2 (priority areas and audiences) of the PPI process. Brad Klamer then presented flood insurance information as part of Step 2 and Activity 370 – Flood Insurance Promotion. He then asked the group about other public information efforts before discussing Step 3 (formulating messages). Brad closed the meeting with a quick review of next steps and contact information for those committee members who would like to share more information and/or may have additional questions about the PPI process.



Detailed notes were taken during Meeting #1 and are integrated throughout this document. The PowerPoint slides presented during the meeting are found in the **Appendix A**.

Meeting #2

A second meeting of the Committee was held on Wednesday, October 14, 2021. Again, this meeting was held via Zoom due to the ongoing pandemic and the impacts of Hurricane Ida. Brad Klamer began Meeting #2 with introductions of everyone participating in the Zoom call; the introductions also included a check-in following Hurricane Ida. Following the check-in, Brad summarized Meeting #1 and reviewed the messages. Tara Lambeth then led a discussion of Step 4 – Identify Outreach Projects and asked for additional project ideas. She then presented Step 5 – Examine Other Project Information Initiatives with an emphasis on Activity 370 – Flood Insurance Promotion. Tara also led a discussion of Activity 332.b Flood Response Preparations. She closed the meeting with a review of next steps and a brief review of Risk Rating 2.0. Contact information was also provided for those committee members who would like to share more information and/or may have additional questions about the PPI process.

Detailed notes were taken during Meeting #2 and are integrated throughout this document. The PowerPoint slides presented during the meeting are found in the **Appendix A**.

Evaluation

Following Meeting #2, an online evaluation was shared with the PPI Committee members. As many of our FLOAT communities were significantly impacted by Hurricane Ida, FLOAT members made an extra effort to reach out to their stakeholders to solicit additional input for the PPI. The evaluation included questions regarding Steps 4 and 5, Activity 370, Activity 332.b, and outreach activities conducted. Respondents were also provided the opportunity to provide additional comments or questions. Four survey responses were received and are incorporated in later sections of this document.

Community Public Information Needs Assessment (Step 2)

Step 2 of the PPI process is to assess the community's public information needs. There are four sub steps to this assessment – identify priority areas, assess flood insurance coverage, determine priority audiences, and inventory other public information efforts. These steps are discussed in the following sections that include a general description of FLOAT's geography, a summary of social and economic data for each community, descriptions of the flood vulnerabilities of each community, and flood insurance data.

FLOAT's Geography

The communities that make up FLOAT are in Southeastern Louisiana. They include Lafourche Parish, St. Charles Parish, St. James Parish, St. John the Baptist Parish, Tangipahoa Parish, Terrebonne Parish, St. Tammany Parish, the City of Covington, the City of Houma, the City of Mandeville, the City of New Orleans, and the City of Slidell. All the areas in the FLOAT region contain or border bodies of water, and include areas of marsh, wetlands and swamp. Because of the proximity to water, much of each community is in a high flood risk area. In addition, most parishes and cities within the FLOAT region have a low land elevation. Therefore, most of the FLOAT region is susceptible to flooding.

Social & Economic Vulnerabilities

FLOAT communities include populations that may be more vulnerable than others; therefore, they may need specific messaging. These groups may include those who speak English as a second language, individuals over 65, and people living below the poverty level. The Committee also examined homeownership rates to gauge potential needs for outreach targeting renters. The population of the entire region is 1,093,039; the percentage of the population that meets these criteria differs in each area of the FLOAT

region. The tables below describe the specific socio-economic data for each FLOAT community and the state of Louisiana (for comparison) based on the most recent United States Census Bureau information.

In comparison to the State of Louisiana, the City of New Orleans, the City of Slidell, St. John the Baptist Parish, and St. Tammany Parish have higher rates of Spanish spoken at home. Also of note is the high percentage of Other Indo-European language spoken in Lafourche Parish (9.8%) and Terrebonne Parish (4.3%). Finally, the following parishes have higher percentages of Asian & Pacific Islander than the State of Louisiana (1.1%) – City of Mandeville (1.8%), City of New Orleans (2.2%) and Terrebonne Parish (1.4%). See Table 2 for details.

Table 2 - Language Spoken at Home

	Population	English	Spanish	Other Indo-European	Asian & Pacific Islander	Other
State of Louisiana	4,648,794	92.2%	3.9%	2.4%	1.1%	0.4%
City of Mandeville	12,448	93.3%	2.5%	2.2%	1.8%	0.2%
City of New Orleans	390,845	91.7%	4.1%	1.7%	2.2%	0.3%
City of Slidell	27,822	92.6%	5.5%	0.9%	0.9%	0.0%
Lafourche Parish	98,108	86.1%	3.4%	9.8%	0.7%	0.0%
St. John the Baptist Parish	43,242	93.2%	5.0%	1.5%	0.2%	0.1%
St. Tammany Parish	255,155	93.4%	4.0%	1.4%	0.9%	0.3%
Tangipahoa Parish	132,057	95.7%	2.9%	0.8%	0.5%	0.1%
Terrebonne Parish	112,054	90.2%	3.8%	4.3%	1.4%	0.3%

Table 3 presents information on age of the population across FLOAT communities. Specifically, the table focuses on the percentage of those who are over 65 years in age. In comparison to the State of Louisiana (15.9%), the city of Mandeville (18.3%) and St. Tammany Parish (16.4%) have slightly older percentages of Senior Citizens.

Table 3 - Age of Population 2019

	+65 years
State of Louisiana	15.9%
City of Mandeville	18.3%
City of New Orleans	14.1%
City of Slidell	15.9%
Lafourche Parish	15.0%
St. John the Baptist Parish	13.7%
St. Tammany Parish	16.4%
Tangipahoa Parish	14.0%
Terrebonne Parish	13.9%

<https://www.census.gov/quickfacts/fact/dashboard>

Table 4 contains data on the percentage of the populations that live under the poverty level. When compared to the state percentage (19%), two communities have higher percentages – the City of New Orleans (23.5%) and Tangipahoa Parish (21.7%).

Table 4 - Persons Living in Poverty 2019

	Poverty Rate
State of Louisiana	19.0%
City of Mandeville	10.3%
City of New Orleans	23.5%
City of Slidell	15.1%
Lafourche Parish	17.5%
St. John the Baptist Parish	16.0%
St. Tammany Parish	11.5%
Tangipahoa Parish	21.7%
Terrebonne Parish	19.0%

In a final look at socioeconomic data, Table 5 presents information on homeownership as the rate of homeowner occupied for each community. In comparison to the State (65.6%), all but two communities (City of Mandeville and City of New Orleans), have higher rates of homeownership. This highest rate is found in St. John the Baptist Parish (78.5%) followed by St. Tammany Parish (78.4%).

Table 5 - Homeownership Rate 2019

	Homeowner Occupied Rate
State of Louisiana	65.6%
City of Mandeville	64.9%
City of New Orleans	48.3%
City of Slidell	68.6%
Lafourche Parish	76.5%
St. John the Baptist Parish	78.5%
St. Tammany Parish	78.4%
Tangipahoa Parish	69.0%
Terrebonne Parish	71.5%

<https://www.census.gov/quickfacts/fact/dashboard>

Flood Threat

Per Table 6 presents a summary of the types of flooding experienced by FLOAT communities. Unfortunately, each of the FLOAT communities is vulnerable to several sources of flooding to include flash flooding, drainage issues, backwater flooding, riverine flooding, changes in lake levels and storm surge.

Table 6 - Summary of Types of Flooding

FLOAT Communities	Flash Flooding	Local Drainage or High Groundwater Levels	Backwater Flooding	Riverine Flooding	Fluctuating Lake Levels	Coastal Storm Surge/ Wind-driven wave action
Lafourche Parish	X	X	X	X		X
St. John the Baptist Parish	X	X		X	X	X
St. Tammany Parish	X	X	X	X	X	X
Tangipahoa Parish	X	X	X	X	X	X
Terrebonne Parish	X	X	X	X		X
City of Houma	X	X	X	X		X
City of New Orleans	X	X	X	X		X
City of Mandeville	X	X			X	X
City of Slidell	X	X			X	X

Additionally, FLOAT communities have an extensive history of repetitive flood losses. Table 7 provides a summary of the number of repetitive loss properties across the FLOAT communities in addition to percentage of those properties that have been mitigated. All FLOAT communities have over 50 repetitive loss properties and are considered CRS

repetitive loss Category C (i.e., 50 or more). As such, each must conduct an annual outreach project to its repetitive loss areas. All FLOAT members confirmed that an annual project is implemented annually – usually in the form of a letter or flyer to the repetitive loss areas.

Table 7 - Repetitive Loss Properties

FLOAT Communities	Total Repetitive Loss Properties	% Mitigated
City of Mandeville	236	31%
City of New Orleans	6,882	22%
City of Slidell	1,127	19%
Lafourche Parish	476	18%
St. John the Baptist Parish	336	16%
St. Tammany Parish	3,653	21%
Tangipahoa Parish	518	11%
Terrebonne Parish	2,016	43%

More details on the flood vulnerabilities are provided for each FLOAT community in the following sections.

Lafourche Parish

Lafourche Parish is in the southeast portion of Louisiana along the Gulf of Mexico.¹ The Parish is bisected from the northwest to the southeast by Bayou Lafourche and bordered to the east by St. Charles and Jefferson Parishes, to the north by St. James and St. John the Baptist Parishes, and to the west by Assumption and Terrebonne Parishes. Lafourche Parish includes a surface area of approximately 1,471 square miles (or 941,649 acres), of which 85% is wetlands or open water, and the remaining 4% is urban development. The largest concentration of urban development is found along Highways 1 and 308, which flank Bayou Lafourche to the east and west respectively. Coincidentally, this is also the area with the highest natural elevation in the parish.

Approximately 90% of the total land area of Lafourche Parish is located within FEMA’s 100-year floodplain. The only significant area outside the 100-year floodplain is the area along Bayou Lafourche from the northwestern parish boundary to the Town of Lockport. This area includes Highways 1 and 308 from the parish boundary to their respective intersections with Hwy 90, as well as the large majority of the City of Thibodaux. See Figure 1.

¹ Information for Lafourche Parish was extracted from the Lafourche Parish Multi-Jurisdiction Hazard Mitigation Plan Update (2020) and updated for this Program for Public Information. The original Hazard Mitigation Plan was prepared by Stephenson Disaster Management Institute (SDMI) for Lafourche Parish and is located at: hmplans.sdmi.lsu.edu/api/Parishes/2560.

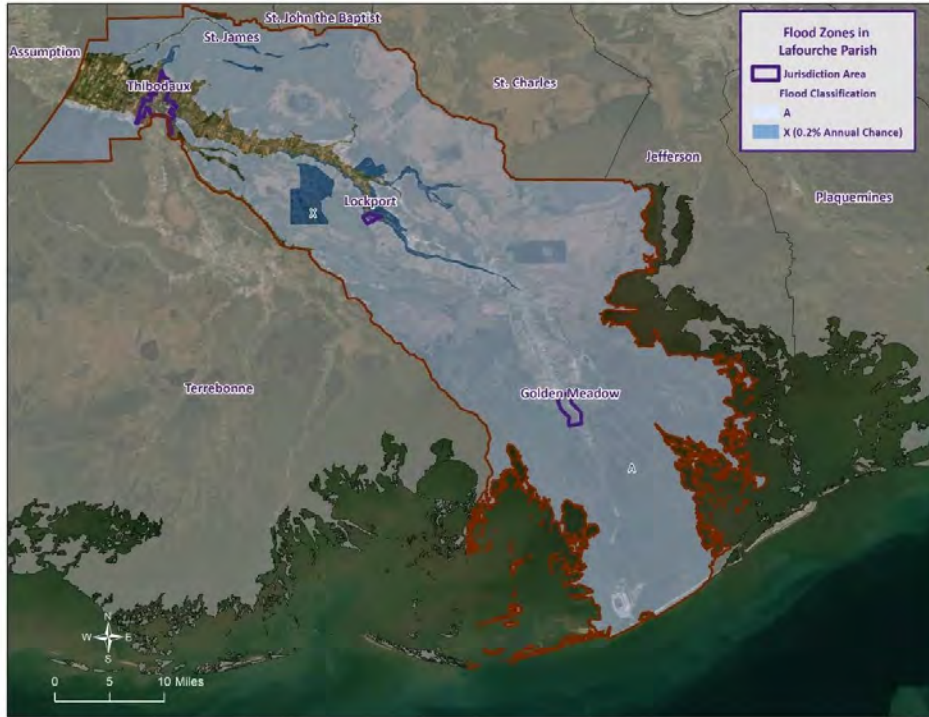


Figure 1 - Lafourche Parish Areas within the Flood Zones

Lafourche Parish is susceptible to several different types of flooding due to its geographical location, including riverine, flash, and storm surge. Since the year 2000, there have been 25 federally declared disasters that have caused flooding in the parish, with 11 of these occurring since 2020. Most recently, Hurricane Ida made landfall as a Category 4 storm at the southern tip of Lafourche Parish on August 29, 2021, causing catastrophic wind, storm surge and flood damage throughout the parish.

St. John the Baptist Parish²

St. John the Baptist Parish is located between the cities of Baton Rouge and New Orleans along the Mississippi River. Lake Maurepas and Manchac Pass form the watery northern border with Livingston and Tangipahoa Parishes. Lake Pontchartrain forms the eastern border with St. Charles Parish. Lac Des Allemands forms the southern border with Lafourche Parish, and to the west is St. James Parish. The parish is divided into two sections by the Mississippi River, with 70% of the land being east of the river and the remaining balance on the west bank. St. John the Baptist Parish consists of an area of 219 square miles (140,104 acres) of land and 129 square miles (82,529 acres) of water and is located in the terrace and Mississippi floodplain region of southeast Louisiana.

²Information for this section is taken from St. John the Baptist Parish 2016 Hazard Mitigation Plan found at [Final Plan 2016.pdf](#).

St. John the Baptist Parish’s topography is relatively flat with an average elevation throughout the parish of approximately 15 feet. The southern portion of the parish predominately consists of wetlands that are approximately 10 to 15 feet above sea level along the riverbanks but slope gradually down to five feet near Lac Des Allemands. The northern portion of the parish is mostly comprised of forested wetlands with elevations ranging from less than two feet up to five feet. This sloping resulted from natural levees formed by the Mississippi River.

St. John the Baptist Parish is primarily rural. Land uses within the parish consist of industrial, commercial, and residential areas, agricultural land, woodlands, and wetlands. Most of the industrial and commercial areas are located along the Mississippi River corridor. The residential areas are along the Mississippi River and in the northeast portion of the parish, near the intersection of I-10 and I-55. Agricultural land, woodlands, and wetlands comprise the rest of the parish’s acreage. Approximately 80% of the total land area of St. John the Baptist Parish is located within FEMA’s 100-year floodplain (see Figure 2). Most of the floodplain is found between I-10 and the parish’s northern boundary, as well as south of LA Highway 3127 to the parish boundary.

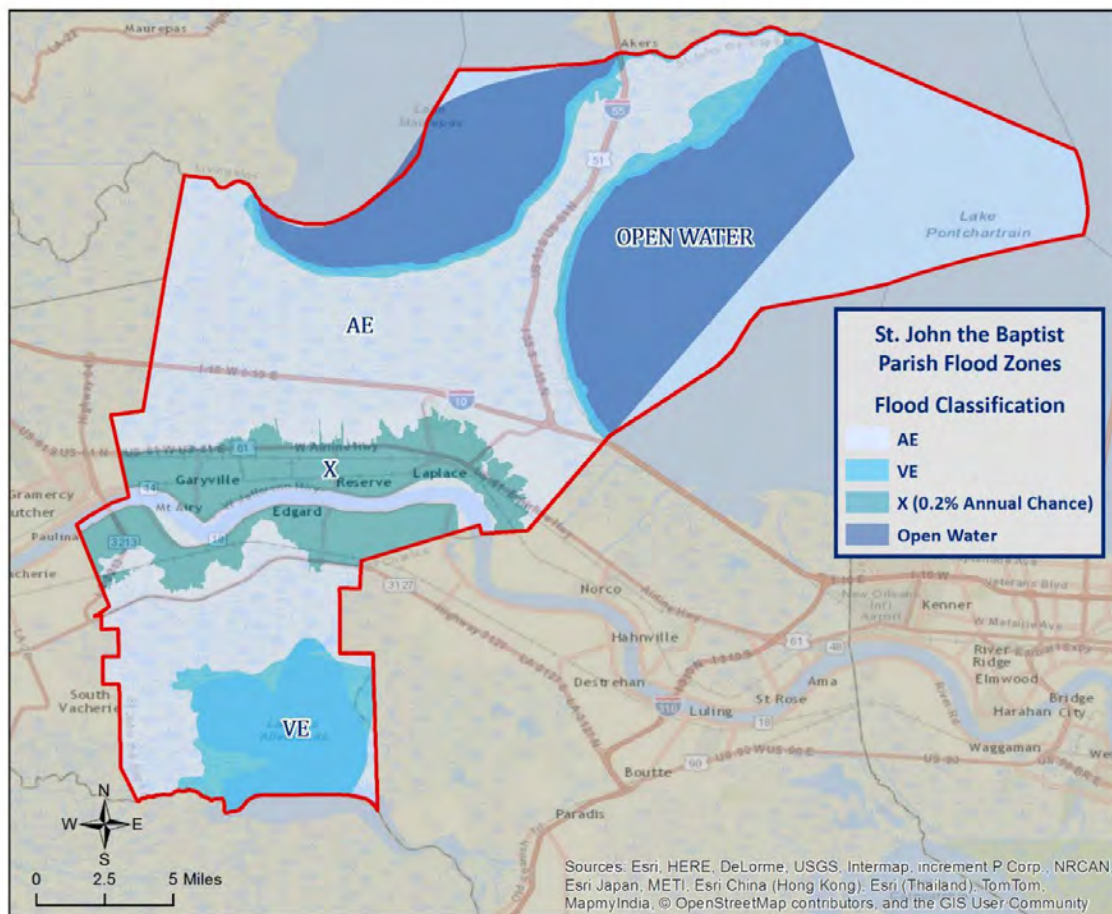


Figure 2 - The 100-Year Floodplain for St. John the Baptist Parish

St. John the Baptist Parish has experienced significant flooding in its history and can expect more in the future. St. John the Baptist Parish is susceptible to several different types of

flooding (riverine, flash, and storm surge) due to its geographical location. The Parish has been impacted by seven federally declared disasters related to flooding (e.g., flood, severe storms, tornadoes, coastal storms and hurricanes) since 2010 ([Declared Disasters | FEMA.gov](#)).

Storm water excesses primarily affect the low-lying areas of the parish, and these areas can expect flood depths of up to four to six feet. Areas located along the banks of the Mississippi River can expect flood depths of approximately five feet in the future. Based on historical record, the overall probability for the entire St. John the Baptist Parish planning area is 36%.

St. Tammany Parish³

St. Tammany Parish is located in southeastern Louisiana, on the north shore of Lake Pontchartrain. The Parish measures approximately 25 miles north to south and 35 miles east to west. It covers 877 square miles and is the fifth largest parish in the state. In the western part of the Parish are the cities of Covington, Mandeville, Madisonville and Abita Springs. Folsom, Sun and Pearl River are located to the north of the two larger population centers. Lake Pontchartrain is to the south. To the east is the Pearl River, the boundary between Louisiana and Mississippi. To the southeast is the City of Slidell and US Highways 11 and 90 and Interstate 10, the main roads to the eastern entry to New Orleans. In the northeast and east, the predominant landscape feature is the floodplain of the Bogue Chitto and Pearl Rivers. Along the lake to the south, the land is mostly marsh.

The population of St. Tammany Parish has nearly tripled since 1970, making it one of the fastest growing parishes in Louisiana. According to the 2020 Decennial Census, the present population is 264,570. While St. Tammany Parish is faced with a variety of natural hazards and all the problems that accompany fast growth, it also has the potential to mitigate adverse effects through current and new programs and projects.

St. Tammany Parish receives an average of 64 inches of rain each year from various sources to include tropical storms, convective thunderstorms, and storms caused by the interaction of warm moist air with colder air from the north. The amount of rain that falls varies from storm to storm and varies over an area. Where this rain goes depends on the watershed. St. Tammany Parish has seven major watersheds and within these major watersheds are

³ Information for this section was taken from the 2015 St. Tammany Parish Hazard Mitigation Plan https://covla.com/wp-content/uploads/2020/05/St-Tammany-Parish-Hazard-Mitigation-Plan_FINAL_2015.pdf

smaller subwatersheds that drain into the tributaries. All of these streams have adjacent floodplains that are inundated during a flood.

There are several watershed conditions that affect flooding. The first is the size of the watershed. Smaller watersheds will flood more quickly. The Pearl River has a much larger watershed in Mississippi upstream of St. Tammany Parish. As with most major rivers and watersheds, the Pearl River responds more slowly to rain and runoff than do the other, smaller streams in the parish. But when floods do occur on the Pearl River, the duration of the flooding can extend for much longer than it does for the smaller streams.

The second watershed factor that affects flooding is the slope of the land. More rain will run off the land and into the streams if the terrain is steep. Because much of St. Tammany Parish is so flat, water tends to pond where it falls and runs off slowly. This results in very localized flooding conditions before the water reaches the local drainage system.

A third factor is what development has done to the watershed and drainage system. Given the flat topography of the southern part of the parish, the natural outlets that drain runoff can be hard to discern and are often disrupted or even built on during construction. In areas that have been developed, farm fields and forests have been converted to pavements and rooftops. As a result, the amount of storm water that runs off increases. The original natural drainage system cannot handle the increased loads and localized flooding occurs. These watershed conditions mean that St. Tammany Parish is faced with two types of flooding: longer-lasting, overbank flooding from the larger rivers, and quick or “flash” storm water flooding in areas where the runoff overloads the local drainage system. The former may be caused by rain falling upstream in the watershed while the latter is caused by rain falling on the affected area. Because overbank flooding takes longer to occur, there may be advance warning time, but there is very little warning of local storm water flooding.

Communities that are fully located in the 100-year floodplain include Madisonville and nearly all of Slidell (see Figure 3). Those that are partially located in the floodplain are Abita Springs, Covington, Folsom, Mandeville, Pearl River and Sun.

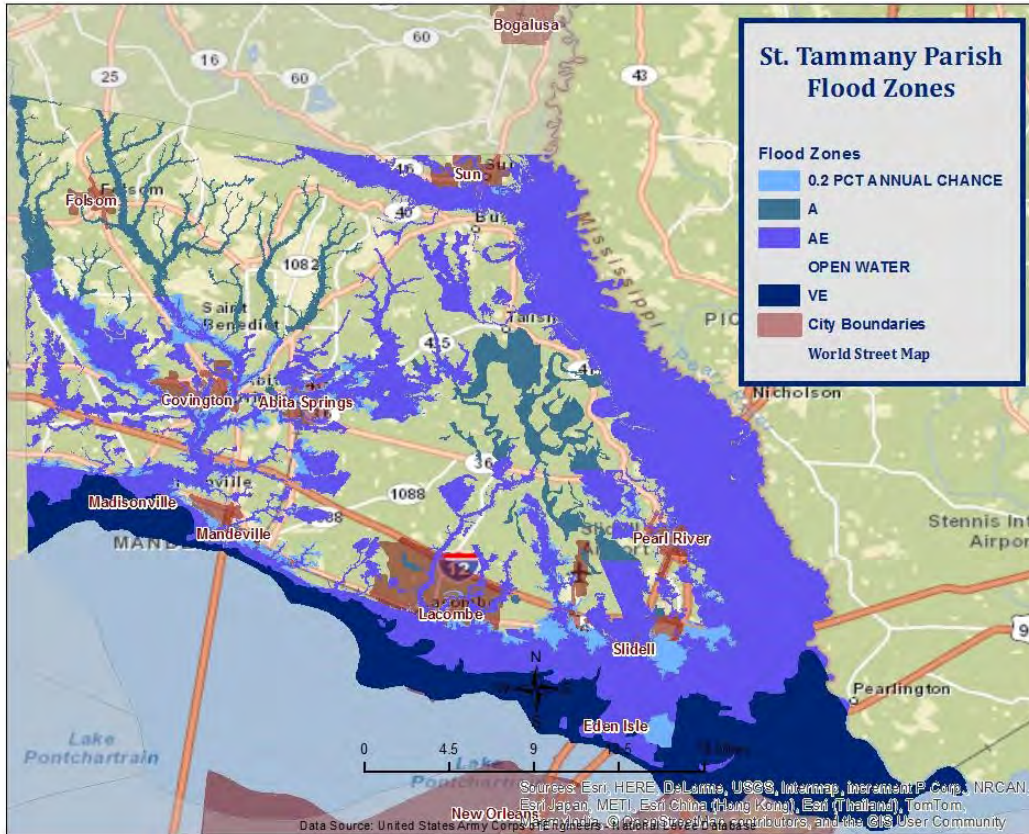


Figure 3 - The 100 Year Floodplain for St. Tammany Parish with Levee Systems

St. Tammany Parish has experienced significant flooding in its history and can expect more in the future. The parish is susceptible to riverine flooding from the Pearl River on its eastern border and the Tchefuncte River in the west which passes through the City of Covington and the Town of Madisonville. St. Tammany is also susceptible to storm surge along the north shore of Lake Pontchartrain where the elevation is less than 3 feet in most areas just north of the lake. Madisonville, Mandeville, and Slidell are at risk to storm surge as are the unincorporated areas of Lacombe and Eden Isle.

St. Tammany Parish has been impacted by seven federally declared disasters related to flooding (e.g., flood, severe storms, tornadoes, coastal storms and hurricanes) since 2010 ([Declared Disasters | FEMA.gov](https://www.fema.gov)).

Tangipahoa Parish⁴

Tangipahoa Parish is in southeastern Louisiana, north of Lake Pontchartrain. It is a predominantly rural parish that is approximately 51 miles long by 18 miles wide.

Tangipahoa Parish's terrain consists of gently rolling hills, with elevations that range from 370 feet along the northern state boundary, to zero feet in the wetlands along Lakes Maurepas and Pontchartrain. The Tangipahoa River, with a drainage area of 771 square miles ending at Lake Pontchartrain, flows from the northwestern to the southeastern part of the parish. The Natalbany River, with a drainage area of 218 square miles at its mouth, flows throughout the parish in a southern direction near its western border.

Tangipahoa Parish's low lying and higher risk areas are primarily below Ponchatoula. They consist of wetlands and are bordered by Lake Maurepas and Lake Pontchartrain, which make this area susceptible to storm surge. While most of the parish's elevation is above 25 feet, it is still susceptible to flooding due to its proximity to major water ways, particularly the Tangipahoa River, which runs parallel to most of the villages, towns and cities located within Tangipahoa Parish.

The parish's average rainfall is 62 inches and most flooding occurs during the winter and spring months. However, flooding can occur any time during the year. During the late summer and fall, very heavy rainfall associated with hurricanes can cause floods. Flooding along Lake Pontchartrain and Lake Maurepas can result from headwater floods, wind-driven wave action from hurricanes, or from a combination of both.

⁴ Information for this section was taken from the 2020 Draft Hazard Mitigation Plan for Tangipahoa Parish [https://tangipahoa.org/Portals/0/Emergency Prep/draft-tpg-hazard-mitigation-plan-2020.pdf](https://tangipahoa.org/Portals/0/Emergency%20Prep/draft-tpg-hazard-mitigation-plan-2020.pdf)

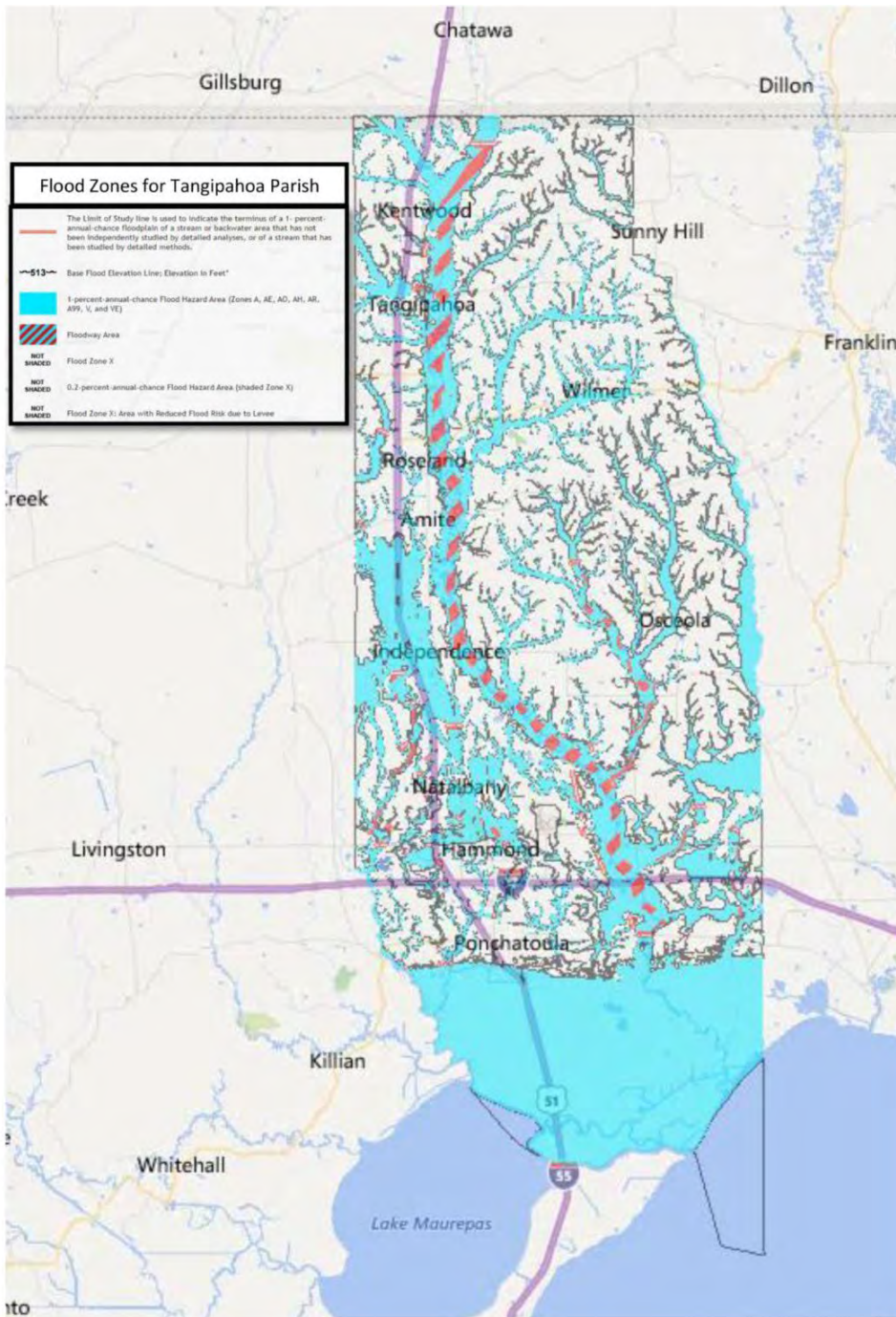


Figure 4 - 100 Year Floodplain (Source: LSU AgCenter)

The largest threat to flooding is in areas that are adjacent to the Tangipahoa River. Areas immediately adjacent can expect to see 5 to 7 feet of flooding and those areas outside the immediate area can expect to see 1 to 3 feet of flooding from heavy rains and backwater flooding from the Tangipahoa River and other primary waterways through the parish. See Figure 4 for a map of the 100 year floodplain for the Parish.

The overall flood probability for the entire Tangipahoa Parish Planning area is 68% with 17 events taking place over a 25-year period. Based on the amount of significant flood events that have taken place throughout the parish, Tangipahoa Parish can anticipate having a significant flood event every 1 to 2 years.

Terrebonne Parish/City of Houma

[Hazard Mitigation Plan Update \(tpcg.org\)](http://tpcg.org)

Terrebonne Parish is situated in southeast Louisiana along the state's Gulf of Mexico coastline. The parish includes approximately 2,100 square miles and is the second largest parish in Louisiana in terms of land area. More than 85% of the parish area is made up of water and wetlands. To the east is Lafourche Parish, to the west St. Mary Parish, and to the north Assumption Parish. The highest point in Terrebonne Parish is 13 feet above sea level. Major water and cultural features include five bayous, the Intracoastal Waterway, the Houma Navigational Canal, and various canals.

Terrebonne Parish is mostly water and wetlands. A combination of its deltaic creation, its proximity to the Gulf of Mexico, and a historical concentration of oil and gas exploration activities (construction of man-made access canals) are responsible for greater than 85% of the parish's total acreage being represented by either water or wetlands. Generally, from north to south, the wetlands include fresh marsh, intermediate brackish marsh, and salt marsh near the coastline. These marshes are intertwined with hundreds of lakes, bays, bayous, and canals. Some of the more notable water bodies within the parish include Bayou Black, Bayou Dularge, Bayou Grand Caillou, Bayou Petit Caillou, and Bayou Terrebonne.

These bayous are significant, as they have historically provided the land-building sediment that created the highest areas of the parish. The sediment was deposited during annual flooding cycles of Bayou Lafourche. It is upon these finger-like ridges that all urban and agriculture land exist in the parish today. Because of the formation of these ridges through alluvial processes, the three-foot contour clearly defines the ridges as the "high-ground" of the parish. Virtually all land area other than these ridge areas is susceptible to frequent flooding of some sort or would be without forced drainage systems, either stormwater, river flooding, storm surge, or backwater flooding. Flooding is both coastal, from storm surge during tropical events, and in the forced drainage areas from rain events.

Approximately 90% of the parish is considered environmentally sensitive and in the Special Flood Hazard Area. The graphic below (Figure 5) depicts the ridges that form the bulk of non-flooding urban and agricultural land in the parish.

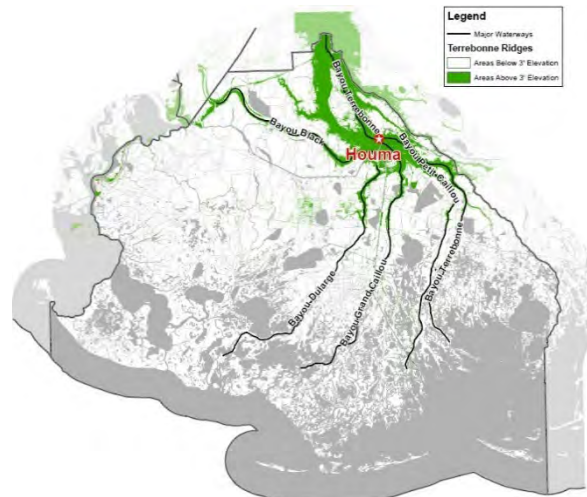


Figure 5 - Ridges in Terrebonne Parish

City of New Orleans/Orleans Parish⁵

New Orleans is in Southeast Louisiana and sits between the Mississippi River to the south and Lake Pontchartrain to the north. It is bordered by Jefferson, Plaquemines, St. Bernard, and St. Tammany Parishes. The boundaries of the City of New Orleans and Orleans Parish are coterminous.

The topography of New Orleans consists of mostly flat land with elevations across the parish close to, or below, sea level. Although there are a few natural ridges in New Orleans, such as the Metairie Ridge and the Gentilly Ridge, the highest spots in the City are still only a few feet above sea level and are generally closest to the Mississippi River. Except for the easternmost section of the parish, all of Orleans Parish is surrounded by levees. These levees along the Mississippi River and Lake Pontchartrain result in a topography that is often described as a bowl. As a result, virtually all rain that falls in New Orleans must be pumped out of the city by New Orleans' extensive network of drainage pumps. In addition to being located between the Mississippi River and Lake Pontchartrain, twenty-five percent of the parish is marshland.

Flooding in New Orleans can be the result of weather events such as hurricanes, thunderstorms (convectonal and frontal), storm surge, and winter storms. Excess precipitation, produced from thunderstorms or hurricanes, is often the major initiating condition for flooding. Flooding in New Orleans can also result from infrastructure failures

⁵ The information for this section was taken from the 2020 City of New Orleans Hazard Mitigation Plan accessed at <https://ready.nola.gov/NOLAReady/media/Assets/Hazard Mitigation Plan/2020-City-of-New-Orleans-Multi-Jurisdictional-Hazard-Mitigation-Plan-Draft-20210108.pdf>

such as levees, floodwalls, and water main breaks. The areas subject to the highest flood risk are designated as zones AE and VE on the City's FIRM (see Figure 6).

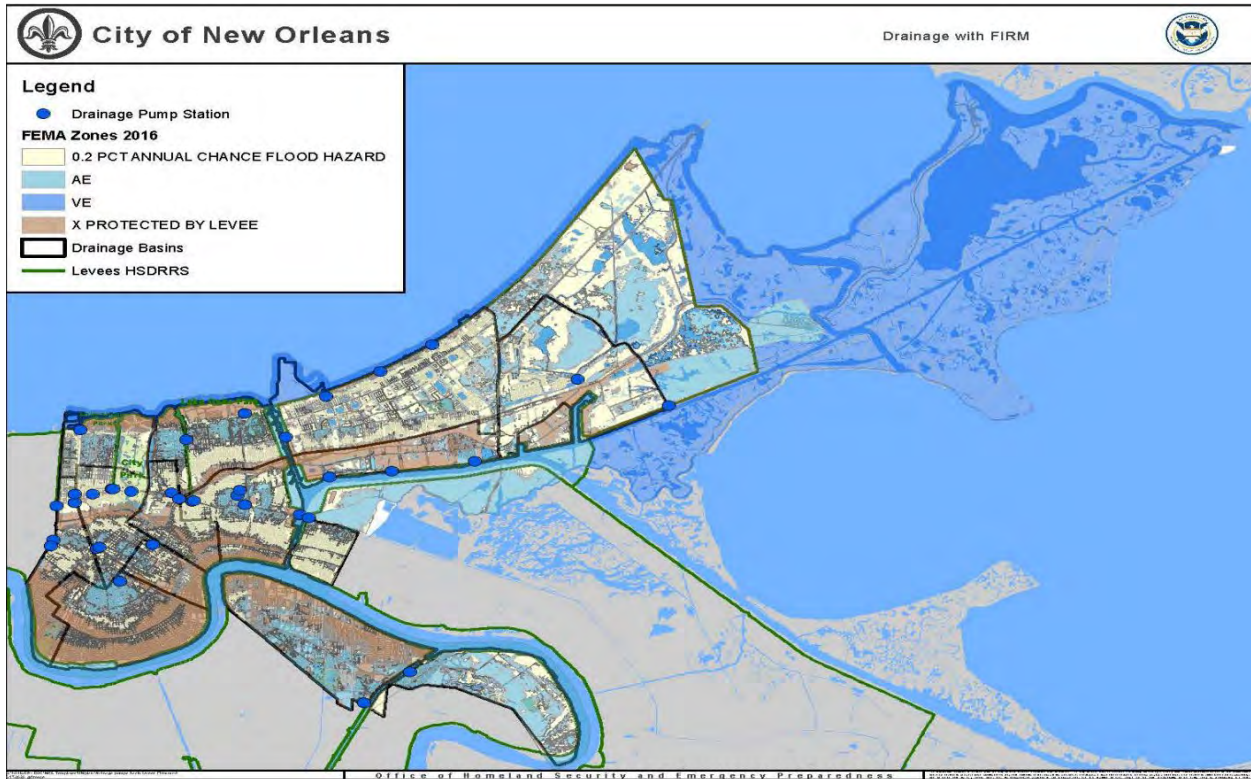


Figure 6 - City of New Orleans Drainage with FIRM
(<https://ready.nola.gov/NOLAReady/media/Assets/Hazard%20Mitigation%20Plan/2020-City-of-New-Orleans-Multi-Jurisdictional-Hazard-Mitigation-Plan-Draft-20210108.pdf>)

Across most of the parish, elevation varies by only a few feet. Most of New Orleans is below sea level and/or surrounded by flood levees. As such, the entire city is at risk of flooding. As a result of this minimal elevation change, when heavy rainfall events occur, water tends to pool rather than run off rapidly. Elevations below sea level combined with little slope in topography and an extensive levee system mean that rainwater cannot flow out of the parish and must be pumped out. New Orleans is drained by 24 pump stations with a total design capacity of 50,891 cubic feet per second. Rainfall amounts of greater than 1-2 inches an hour cause flooding of 6-10 inches in some low-lying areas, particularly those shown as being below ground elevation in the above map. Historically, there have been 69 flooding events that have created significant flooding in New Orleans between 1997 and 2019. Based on data over the past 25 years from 1994-2019, there is a 100% annual probability that there will be a flood in Orleans Parish.

City of Mandeville

The City of Mandeville is located in the western part of St. Tammany Parish, north of Lake Pontchartrain. Crossing the Lake from Mandeville is the Causeway, the 24-mile over-water

link to the western suburbs of New Orleans. As indicated in Figure 7, the portions of Mandeville located in the floodplain are along its southern border with the Lake.



Figure 7 - City of Mandeville areas within the Flood Zones

Mandeville is susceptible to storm surge along the north shore of Lake Pontchartrain where the elevation is less than 3 feet in areas just north of the lake. Therefore, Mandeville could experience up to 18 feet of flooding in the most southern parts of the city based on the current SLOSH Maximum Envelop of Water (MEOW) maps.

Based on the State's Hazard Mitigation Plan, the overall annual flood probability for the City of Mandeville is 44%. Based on the amount of significant flood events that have taken

place throughout the city, Mandeville can anticipate having a significant flood event every 2-3 years.

City of Slidellⁱ

The City of Slidell is located on the north shore of Lake Pontchartrain in the southeast portion of St. Tammany Parish. Nearly all of the City of Slidell is located in the 100-year floodplain (see Fig. 8) and is subject to flooding due to hurricane storm surge, back flooding of Bayou Bonfouca from an inundated Lake Pontchartrain, and localized drainage challenges during heavy storm events. Flooding can occur during any season of the year. Because much of the city's land is low lying and flat, all properties are potentially at risk; drainage systems can become overwhelmed causing streets and yards to flood with little or no warning.

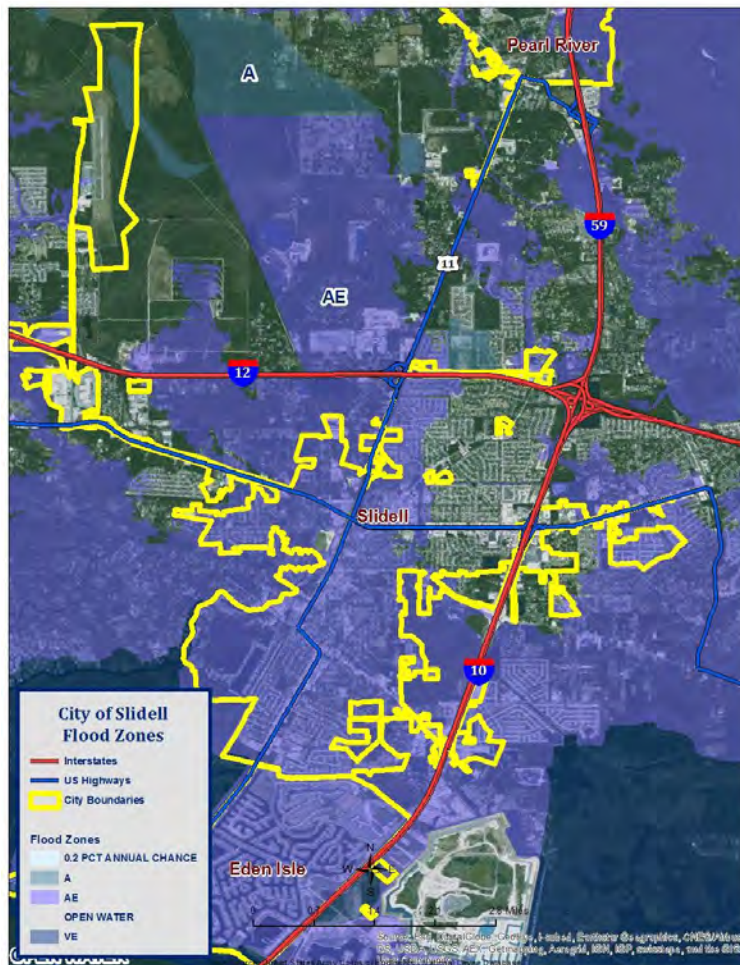


Figure 8 - City of Slidell areas within the Flood Zones

The annual probability for flooding in the City of Slidell is 80%. Based on the amount of significant flood events that have taken place in the city’s history, Slidell can anticipate having a significant flood event every 1 – 2 years.

Flood Insurance Assessment & Coverage Improvement Plan (Activity 370)

Flood insurance data were reviewed by the Committee as part of the overall community assessment process as well as to meet the requirements of **Activity 370 – Flood Insurance Promotion (FIA, CP, and CPI)**⁶. In addition to the review of data, the committee members developed a plan for education and outreach focused on the NFIP that included focused projects (See **Appendix D** for list of 370 projects).

The State CRS Coordinator, Pam Lightfoot, provided reports that included a breakdown of National Flood Insurance Program policies for each of the FLOAT communities. See **Appendix B** for copies of each community’s report.

Flood Insurance Assessment

Table 8 provides data on the amount of insurance coverage or “insurance in force” for each community. The committee divided the insurance in force number by the number of policies to determine the average coverage amount per community. Members then compared the average coverage to the median value of homes in each community. This comparison shows that the structures with coverage appear adequately insured.

Table 8 - Insurance Policies in Force (April 2021)

Community	# of Policies	Insurance in Force	Average Coverage (Calculated)	Median Home Value (Zillow ⁷)
City of Mandeville	3,212	\$967,137,900	\$301,101	\$303,304
City of New Orleans	82,490	\$24,129,898,700	\$292,519	\$243,080
City of Slidell	6,490	\$1,624,748,500	\$250,346	\$194,016
Lafourche Parish	11,215	\$2,810,371,500	\$250,590	\$147,113
St. John the Baptist Parish	7,122	\$2,054,848,600	\$288,521	\$153,124
St. Tammany Parish	40,006	\$12,212,912,900	\$305,277	\$246,727
Tangipahoa Parish	8,024	\$2,193,625,500	\$273,383	\$167,764
Terrebonne Parish	10,805	\$2,830,423,200	\$261,955	\$178,990

⁶ Information can be found on pages 370-1 through 370-14 of the 2017 CRS Coordinator’s Manual.

⁷ Data for median home value were collected using “home prices and values” search on Zillow.com; May 2021.

Table 9 provides an overview of the number of NFIP policies per community compared to the number of insurable properties. The percentage of properties with policies ranges from a low of 28.1% in St. John the Baptist Parish to as high as 72.1% in Terrebonne Parish. The committee discussed the potential reasons for property owners to choose not to purchase flood insurance. These reasons included: not being required to purchase flood insurance (i.e., property not located in SFHA or not having a mortgage), unable to afford flood insurance, and/or lack of understanding of flood hazard risk. Conversations emphasized unknowns related to Risk Rating 2.0 and how new rates may lead to a rise in NFIP premiums which may lead to unaffordable policies.

Table 9 - Number of Properties Compared to # of Policies

Community	# of Policies	# of Properties	% of Properties with Policies
City of Mandeville	3,212	4,978	64.5%
City of New Orleans	82,490	163,783	50.3%
City of Slidell	6,490	13,874	46.8%
Lafourche Parish	11,215	35,443	31.6%
St. John the Baptist Parish	7,122	25,374	28.1%
St. Tammany Parish	40,066	71,815	55.8%
Tangipahoa Parish	8,024	43,165	18.6%
Terrebonne Parish	10,805	14,985	72.1%

The data in **Table 10** allowed for the committee to better understand where the insured properties are located. Here, members could compare the percentage of buildings located in the Special Flood Hazard Area (SFHA) with flood insurance versus those buildings located in the non-SFHA. The numbers greatly vary across the communities but in all cases, the percentage buildings with policies appears to be higher in the SFHA than in the non-SFHA. In comparison to the data presented in Table 9, the percentage of buildings that are insured is greater in the SFHA than the community as whole.

Table 10 - SFHA v. non-SFHA Policies

Community	SFHA			Non-SFHA (B, C, & X)		
	# of Buildings	# of Policies	% Calculated	# of Buildings	# of Policies	% Calculated
City of Mandeville	1,538	1,427	92.8%	3,440	1,785	51.9%
City of New Orleans	22,718	20,898	92.0%	141,065	61,592	43.7%
City of Slidell	8,558	4,209	49.2%	5,315	2,281	42.9%
Lafourche Parish	16,830	6,411	38.1%	18,613	4,804	25.8%
St. John the Baptist Parish	5,163	2,541	49.2%	20,211	4,581	22.7%
St. Tammany Parish	21,351	13,444	63.0%	50,464	26,562	52.6%
Tangipahoa Parish	8,699	1,958	22.5%	34,466	6,066	17.6%
Terrebonne Parish	5,271	4,545	86.2%	9,714	6,260	64.4%

Committee members also looked at pre-FIRM versus post-FIRM policies (see Table 11). Per FEMA, a pre-FIRM structure is one for which “construction or substantial improvement occurred on or before December 31, 1974, or before the effective date of an initial Flood Insurance Rate Map (FIRM). FEMA defines a post-FIRM structure as “a building for which construction or substantial improvement occurred after December 31, 1974, or on or after the effective date of an initial Flood Insurance Rate Map (FIRM), whichever is later”.

For pre-FIRM policies, we see higher percentages in the SFHA for half of the communities Mandeville, Slidell, Lafourche Parish, and St. Tammany Parish. For post-FIRM policies, we see higher percentages across all but one of the communities in the non-SFHA; only Slidell had a higher percentage of policies in the SFHA than in the non-SFHA. Discussion included the notion that many properties have been moved from the SFHA due to map changes and LOMAs.

Table 11 - Pre-FIRM v. Post-FIRM Policies

	Pre-FIRM		Post-FIRM	
	% SFHA	% Non-SFHA	% SFHA	% Non-SFHA
City of Mandeville	60.3%	39.7%	38.5%	61.5%
City of New Orleans	23.7%	76.3%	27.2%	72.8%
City of Slidell	66.5%	33.5%	62.0%	38.0%
Lafourche Parish	64.4%	35.6%	49.4%	50.6%
St. John the Baptist Parish	21.4%	78.6%	42.4%	57.6%
St. Tammany Parish	56.3%	43.7%	32.0%	68.0%
Tangipahoa Parish	42.4%	57.6%	20.8%	79.2%
Terrebonne Parish	47.1%	52.9%	39.0%	61.0%

Also noteworthy is an examination of residential versus non-residential policies (Table 12). Across all FLOAT communities, the percentage of non-residential is quite small, ranging from only 2.7% in Tangipahoa Parish to 9.9% in the City of Slidell.

Table 12 - Residential v. Non-Residential Policies

	Residential	Non-residential
City of Mandeville	91.5%	8.5%
City of New Orleans	93.2%	6.8%
City of Slidell	90.1%	9.9%
Lafourche Parish	94.6%	5.4%
St. James Parish	95.9%	4.1%
St. John the Baptist Parish	95.3%	4.7%
St. Tammany Parish	96.9%	3.1%
Tangipahoa Parish	97.3%	2.7%
Terrebonne Parish	91.6%	8.4%

Flood Insurance Coverage Plan

In summary, the Committee reviewed flood insurance data, provided by Louisiana’s CRS Coordinator, for each of the FLOAT communities. This data was supplemented by building data provided by the communities and median home values provided by Zillow.com.

Results of our analysis include the fact that there are close to 170,000 policies with over \$48 billion in insurance coverage across the eight FLOAT communities. Although it appears that those with flood insurance have adequate coverage, in comparison to median home

values, there is still a lot of room for improvement in terms of overall policy counts. The percentage of buildings with policies ranged from only 18.6% to 72.1% but the percentage of properties in the SFHA with policies exceeded the percentage of insured properties within non-SFHA across all communities. Moreover, the percentage of buildings that are insured is greater in the SFHA than the community as whole.

Although the SFHA is an indicator of higher flood risks, there was a general consensus among the PPI committee members that residents must understand that they can flood regardless of their flood zone designation. Members agreed that outreach must be directed inside and outside of the SFHA, regardless of the current numbers. In fact, the potential for flooding outside of the SFHA must be included in education and outreach efforts focused flood risk (“know your flood hazard”).

Another noteworthy fact is that there appears to be a low number of policies across the FLOAT communities for non-residential structures. Committee members agreed that businesses may be a good target for education and outreach related to flood insurance. Members noted that outreach in utility bills and/or working with business groups (e.g., Chamber of Commerce, etc.) may be best way to reach non-residential structures.

Overall, the Committee suggested that education and outreach efforts, focused on increasing the number of NFIP policies, should be conducted throughout the FLOAT communities. Priority audiences should be the same as those discussed earlier in this document (see Priority Audiences for complete list). Additionally, the following messages and potential outcomes were discussed related to the promotion of flood insurance:

- Just 1 inch of water can cause \$25,000 damage to your home. Ask your Insurance Agent to verify that your flood policy is correctly rated according to your home’s specific flood risk. If you need assistance, call the Floodplain Manager at (XXX) XXX-XXXX. *Outcome: People will better understand the cost of not having flood insurance; Increase number of flood policies*
- Standard insurance policies do not cover flooding but flood insurance is available for homeowners, renters and business owners through the National Flood Insurance Program (NFIP). *Outcome: Increase number of flood policies.*
- No home is completely safe from potential flooding. More than 20% of flood insurance claims come from outside high-risk areas. Contact your insurance agent about for information on purchasing flood insurance. *Outcome: Increase number of flood policies.*
- In high-risk areas, there is at least a one-in-four chance of flooding during a 30-year mortgage. *Outcome: Increase number of flood policies.*

A list of specific projects focused on the promotion of flood insurance is found in **Appendix D**. Furthermore, a copy of this flood insurance assessment and coverage improvement plan was shared with FEMA Region VI flood insurance liaison, Gilbert Giron, Jr.

Priority Audiences

Based on data collected from the Community Assessment, the committee determined the following audiences/stakeholder groups as priority audiences upon which to focus specific outreach messages and projects:

- Businesses
- Flooded property owners
- Environmentally/Flood focused nonprofits
- Homeowners Associations
- Home Builders Associations
- Insurance agents
- Lenders
- LAPELS (Louisiana Professional Engineering and Land Surveying Board)
- Potential buyers
- Professional trade organizations in Louisiana for outreach
- Realtors
- Renters
- Repetitive Loss Property Owners
- Residents in the floodplain (in and out of SFHA)
- Residents outside the levee system
- Rotary and Kiwanis Clubs
- School age children
- St. Tammany Parish Emergency Preparedness Contact List

Other Public Information Efforts

The needs assessment must also inventory existing public information and outreach efforts being conducted in the community. These must include projects done by the community and projects implemented by other agencies and organizations, such as utility companies, local news stations, insurance agents, realtors, newspapers, the Red Cross, and/or environmental organizations. A list of these efforts and the subjects they cover were reviewed by the Committee.

Entities that were identified included the following:

- | | |
|-------------------------------------|------------------------------|
| - American Red Cross | - LA Department of Insurance |
| - CPRA | - LA GOHSEP |
| - LSU AgCenter (to include LaHouse) | - La Sea Grant |
| | - nola.com |

- UNO-CHART
- Fox News

- WDSU
- WWL

Many of the specific projects these entities implement are included in **Appendix C**. The projects are denoted with asterisks.

Formulate Messages (Step 3)

Priority Topics

1. Know your flood hazard.
2. Insure your property for your flood hazard.
3. Protect people from the hazard.
4. Protect your property from the hazard.
5. Build responsibly. Check with your local building department before you make a change to your building or yard.
6. Protect natural floodplain functions.

Additional Messages

7. Know the flood history for your area. Buildings in X zones are at risk of flooding.
8. Protect yourself and your property. Have a plan for hurricanes, tornadoes, and other natural events. Know your evacuation zone and route.
9. No Dumping - Help keep our water clean for the many plants and animals that live in our rivers, canals, and lakes.
10. Dumping in storm drains leads to flooding. Keep storm drains free and clear of debris.
11. Stay alert - Sign up with your local government to receive emergency notifications by text or email.

Identify outreach projects to convey the message (Step 4)

Please refer to **Appendix C** for a list of specific education and outreach projects and potential outcomes for each. This Appendix includes education and outreach projects implemented by FLOAT officials and/or stakeholders within the communities; listing includes projects implemented by multiple FLOAT communities (designated FLOAT 1, FLOAT 2, etc.) and projects implemented by specific communities (designated Community 1, Community 2, etc.).

Examine other public information initiatives (Step 5)

Each FLOAT community implements public information and outreach efforts related to other CRS activities to include Activities 320, 340, 350, 360, 370, and/or 540. See **Appendix E** for a list of these projects.

Activity 320 - Map Information Service

FLOAT communities provide their residents with flood hazard information such as flood zone, Base Flood Elevation (BFE), LOMAs, copies of elevation certificates, descriptions of repetitive flood loss areas, and information on historical flooding. The PPI committee agreed that these services should be maintained and publicized through various outreach projects. Map information services should be listed on annual community brochures/flyers, newspaper ads if possible, community websites, utility bill inserts, repetitive loss letters, and/or any realtor and lender mailers.

Activity 330 – Flood Response Preparations (FRP)

Members of the committee also discussed the importance of being prepared and the ability to provide the public with information prior to, during, and after a flood event. The Louisiana Floodplain Manager's Association (LFMA)'s Disaster Response Team (DRT) can provide a door hanger for properties that have flooded. The preprinted door hanger provides residents information on a healthy recovery and how to take mitigation steps during the recovery.

FLOAT communities also communicate immediately prior to, during, and post flood events via their websites and social media sites such as Facebook, Instagram, and Twitter.

Such communications often include:

- Have a plan. Know your evacuation route and where evacuation shelters are located.
- If a street is under water, turn around, don't drown.
- Don't walk through flood waters.
- You can pick up sandbags at the following location(s) XXX.
- Get a building permit before you start repairs.
- ICC can help mitigate your home if it is declared substantially damaged.
- During a flood, as water recedes, storm drains and manholes may become powerful suction devices that can sweep away a child or adult in an instant.
- Know what to do after a flood. Protect your property from the next flood.
- Know how to clean safely and effectively after storm damage.

Some FLOAT communities discussed developing pre-flood plans for public information activities that will include the messages discussed here. Projects that may be included in these plans are listed in **Appendix E**.

Activity 340 – Hazard Disclosure

CRS Activity 340 – Hazard Disclosure informs prospective buyers about the flood hazard and flood insurance requirements. The New Orleans Metropolitan Association of Realtors (NOMAR) and the Bayou Board of Realtors often work with FLOAT communities to help educate buyers and sellers on flood zones determinations and flood insurance issues. The communities have access to an online Flood Map Service to help agents to obtain flood information and a contact person for each community where they can get additional help whenever needed. Some communities have partnered to develop brochures for realtors to distribute to clients.

The State of Louisiana’s disclosure law requires that sellers must disclose the following information: whether a property has flooded; if the property is in a flood zone and the flood zone classification; if the property has flood insurance; and if the seller/previous owner received federal disaster aid and must maintain flood insurance as a requirement of the federal aid program⁵.

Activity 350 – Flood Protection Information / Website

PPI committee members agreed during both meetings that each community should have its own informational website that covers all six priority messages and the additionally messages approved by the committee. The websites should include links to FEMA’s FloodSmart, UNO-CHART’s flood website, LSU Ag Center’s Flood Map Portal, LA Sea Grant’s Homeowners Handbook to Prepare for Natural Hazards, GOHSEP, the National Weather Service and DHS’s Ready.gov. These sites have information about all message topics – flood hazards, flood insurance, flood protection for people and buildings, natural floodplain functions, information on how to prepare for a storm and flood event, and protection of storm drains. The website should be updated at least annually and/or when changes occur. FLOAT communities also provide information through the local libraries.

Activity 360 – Flood Protection Assistance

This activity includes the following elements that many FLOAT members already implement: Property protection advice (PPA), Protection advice provided after a site visit (PPV), and Financial assistance advice (FAA). The PPI committee suggests that each individual community offer technical assistance in a manner that best fits their community needs. Some communities can provide one-on-one consultation to inquirers about drainage and flooding issues, property protection measures, retrofitting techniques, drainage

improvements, and the availability of financial assistance for flooded structures. When necessary, some community officials can visit the site in question and provide advice based on that visit. The communities that can provide these types of assistance should publicize these services in outreach projects such as annual community brochures/flyers, newspaper ads, if possible, community websites, utility bill inserts, and repetitive loss letters. In doing so, the communities hope to increase the number of residents that will undertake activities to reduce flood damage to their property.

Activity 540 – Drainage System Maintenance

Each of the FLOAT communities rely heavily on their drainage systems to reduce potential for flooding in addition to the benefits of natural waterways. PPI committee members agreed that community “stream dumping regulations” should be publicized in multiple ways to include annual community brochures/flyers, newspaper ads if possible, community websites, utility bill inserts, and repetitive loss letters. Communities should also continue to maintain “no dumping signs” in addition to signs or etchings on storm drains and catch basins near accessible streams and channels.

Plan Adoption (Step 6)

As required, this PPI has been adopted by each participating community’s governing body. Please see **Appendix F** for documentation provided by each community.

Implementation & Evaluation (Step 7)

The FLOAT Multijurisdictional PPI committee will meet annually to monitor the implementation of the outreach projects. The committee will assess whether the desired project outcomes were achieved and if anything should be changed. This assessment will be described in an annual evaluation report. The report will be shared with each community’s governing body and will be submitted as part of each community’s annual CRS recertification.

Appendices

- A. Meeting PowerPoint Presentations
- B. Community Insurance Overview Reports
- C. List of Outreach Projects (330)
- D. Flood Insurance Promotion Projects (370)
- E. Other Public Information Efforts (320, 330 – FRP, 340, 350, 360, 540)
- F. Adoption Documents

¹ Information for this section was taken from the 2015 St. Tammany Parish Hazard Mitigation Plan accessed at myslidell.com/wp-content/uploads/2017/07/St-Tammany-Parish-Hazard-Mitigation-Plan_FINAL_DRAFT_FEMA_APPROVED-2.pdf.

Appendix A



1



2

INTRODUCTIONS

3

FLOAT

- LAFOURCHE PARISH
- ST. CHARLES PARISH
- ST. JAMES PARISH
- ST. JOHN THE BAPTIST PARISH
- ST. TAMMANY PARISH
- TANGIPAHOA PARISH
- TERREBONNE PARISH

- CITY OF COVINGTON
- CITY OF HOUMA
- CITY OF MANDEVILLE
- CITY OF NEW ORLEANS
- CITY OF SLIDELL

Legend

- FLOAT Cities
- FLOAT Parishes
- LA Parishes

St. James Parish
St. John the Baptist Parish
City of Houma
Terrebonne Parish
Lafourche Parish


Tangipahoa Parish
St. Tammany Parish
City of Covington
City of Mandeville
City of Slidell

Orleans Parish/
City of New Orleans

St. Charles Parish

0 18.5 37 74 Miles

4




OMB No. 1660-0022
Expires: March 31, 2020

National Flood Insurance Program
Community Rating System

Coordinator's Manual

FLA-15/2017



COMMUNITY RATING SYSTEM (CRS)

- VOLUNTARY PROGRAM
- IMPLEMENT ACTIVITIES BEYOND NFIP REQUIREMENTS
- EARN POINTS FOR PRESCRIBED ACTIVITIES
 - PUBLIC INFORMATION
 - MAPPING & REGULATIONS
 - FLOOD DAMAGE REDUCTION
 - WARNING & RESPONSE
- NFIP PREMIUM DISCOUNTS (5% - 45%)

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FLOAT

- LAFOURCHE PARISH (NA)
- ST. CHARLES PARISH (8)
- ST. JAMES PARISH (7)
- ST. JOHN THE BAPTIST PARISH (7)
- ST. TAMMANY PARISH (7)
- TANGIPAHOA PARISH (9)
- TERREBONNE PARISH (7)
- CITY OF COVINGTON (8)
- CITY OF HOUMA (7)
- CITY OF MANDEVILLE (6)
- CITY OF NEW ORLEANS (8)
- CITY OF SLIDELL (8)

Table 110-1. CRS classes, credit points, and premium discounts.			
CRS Class	Credit Points (cT)	Premium Reduction	
		In SFHA	Outside SFHA
1	4,500+	45%	10%
2	4,000-4,499	40%	10%
3	3,500-3,999	35%	10%
4	3,000-3,499	30%	10%
5	2,500-2,999	25%	10%
6	2,000-2,499	20%	10%
7	1,500-1,999	15%	5%
8	1,000-1,499	10%	5%
9	500-999	5%	5%
10	0-499	0	0

SFHA: Zones A, AE, A1-A30, V, V1-V30, AO, and AH
Outside the SFHA: Zones X, B, C, A99, AR, and D

Preferred Risk Policies are not eligible for CRS premium discounts because they already have premiums lower than other policies. Preferred Risk Policies are available only in B, C, and X Zones for properties that are shown to have a minimal risk of flood damage.

Some minus-rated policies may not be eligible for CRS premium discounts. Premium discounts are subject to change.

CRS Manual; page 110-3

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PROGRAM FOR PUBLIC INFORMATION (PPI)

- Element 332.c
- "... an ongoing public information effort to design and transmit the messages that the community determines are most important to its flood safety and the protection of its floodplains' natural functions." *CRS Coordinator's Manual 2017*
- Bonus points
- Related activities: 320, 340, 350, 360, 370, 510, 540, and 610

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PPI PROCESS

Source: [Developing a PPI for CRS Credit](http://Developing_a_PPI_for_CRS_Credit.crsresources.org)
(crsresources.org)

- Step 1: Establish a committee
- Step 2: Assess the community's public information needs
 1. Identify priority areas.
 2. Assess flood insurance coverage
 3. Determine priority audiences.
 4. Inventory other public information efforts.
- Step 3: Formulate Messages.
- Step 4: Identify Outreach Projects
- Step 5: Examine other Public Information Initiatives (320, 340, 350, 360, 370, 510, 540, 610)
- Step 6: Prepare & Adopt the Document
- Step 7: Implement, Monitor, Evaluate

8

STEP 1: PPI COMMITTEE MEMBERS



**PARTICIPATE IN
2-3 MEETINGS**



**PROVIDE
FEEDBACK**


9

STEP 2

**ASSESS THE COMMUNITY'S
PUBLIC INFORMATION NEEDS**



10



**IDENTIFY
PRIORITY
AREAS**

Lake Pontchartrain, St. Tammany Parish

11

TYPES OF FLOODING

FLOAT Communities	Flash Flooding	Local Drainage or High Groundwater Levels	Backwater Flooding	Riverine Flooding	Fluctuating Lake Levels	Coastal Storm Surge/ Wind-driven wave action
Lafourche Parish	X	X	X	X		X
St. James Parish	X	X	X	X		
St. John the Baptist Parish	X	X		X	X	X
St. Tammany Parish	X	X	X	X	X	X
Tangipahoa Parish	X	X	X	X	X	X
Terrebonne Parish	X	X	X	X	?	X
City of Houma	X	X	?	X		X?
City of New Orleans	X	X	?	X	?	X
City of Mandeville	X	X			X	X
City of Slidell	X	X			X	X

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HOME OWNERSHIP

	Homeowner Occupied Rate
State of Louisiana	65.6%
City of Mandeville	64.9%
City of New Orleans	48.3%
City of Slidell	68.6%
Lafourche Parish	76.5%
St. James Parish	79.0%
St. John the Baptist Parish	78.5%
St. Tammany Parish	78.4%
Tangipahoa Parish	69.0%
Terrebonne Parish	71.5%

<https://www.census.gov/quickfacts/fact/dashboard>

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LANGUAGE SPOKEN AT HOME

	Population	English	Spanish	Other Indo-European	Asian & Pacific Islander	Other
State of Louisiana	4,648,794	92.2%	3.9%	2.4%	1.1%	0.4%
City of Mandeville	12,448	93.3%	2.5%	2.2%	1.8%	0.2%
City of New Orleans	390,845	91.7%	4.1%	1.7%	2.2%	0.3%
City of Slidell	27,822	92.6%	5.5%	0.9%	0.9%	0.0%
Lafourche Parish	98,108	86.1%	3.4%	9.8%	0.7%	0.0%
St. James Parish	21,308	97.5%	1.3%	1.0%	0.1%	0.0%
St. John the Baptist Parish	43,242	93.2%	5.0%	1.5%	0.2%	0.1%
St. Tammany Parish	255,155	93.4%	4.0%	1.4%	0.9%	0.3%
Tangipahoa Parish	132,057	95.7%	2.9%	0.8%	0.5%	0.1%
Terrebonne Parish	112,054	90.2%	3.8%	4.3%	1.4%	0.3%

<https://www.census.gov/quickfacts/fact/dashboard>

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AGE OF POPULATION

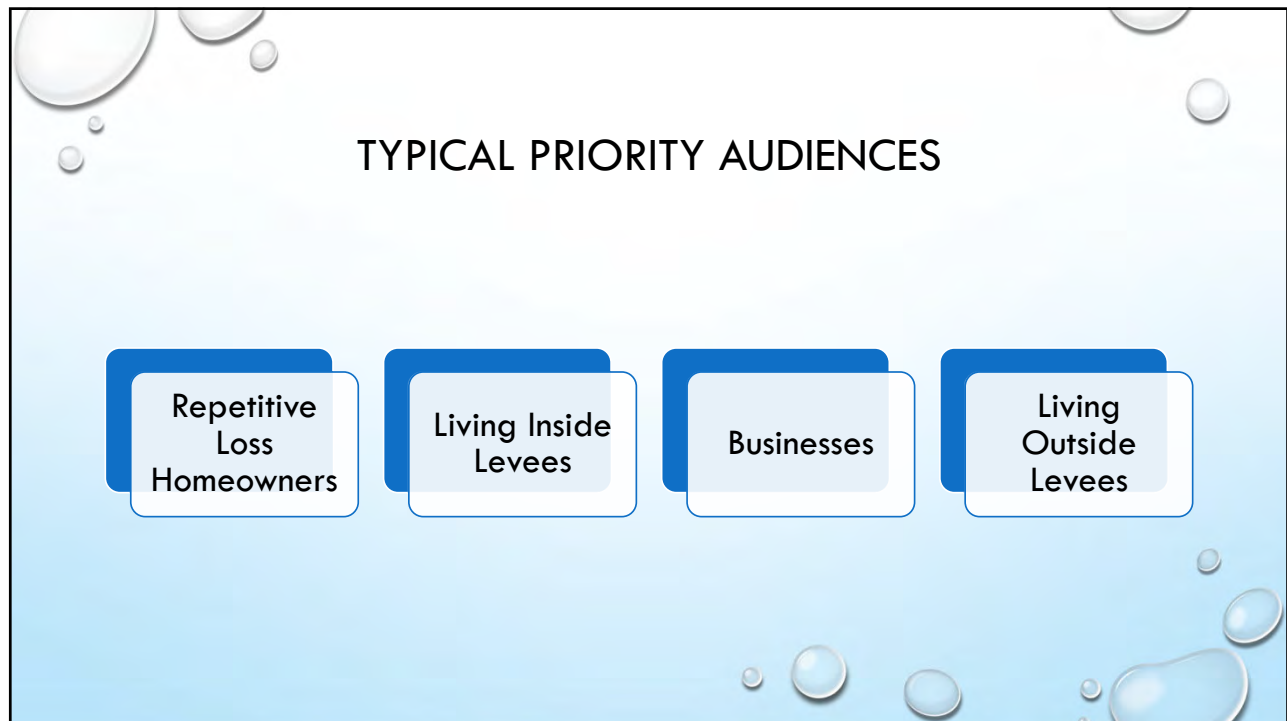
	+65 years
State of Louisiana	15.9%
City of Mandeville	18.3%
City of New Orleans	14.1%
City of Slidell	15.9%
Lafourche Parish	15.0%
St. James Parish	16.7%
St. John the Baptist Parish	13.7%
St. Tammany Parish	16.4%
Tangipahoa Parish	14.0%
Terrebonne Parish	13.9%

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POVERTY

	Poverty Rate
State of Louisiana	19.0%
City of Mandeville	10.3%
City of New Orleans	23.5%
City of Slidell	15.1%
Lafourche Parish	17.5%
St. James Parish	16.6%
St. John the Baptist Parish	16.0%
St. Tammany Parish	11.5%
Tangipahoa Parish	21.7%
Terrebonne Parish	19.0%

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ACTIVITY 370 – FLOOD INSURANCE PROMOTION

- FLOOD INSURANCE ASSESSMENT (FIA)
- FLOOD INSURANCE COVERAGE IMPROVEMENT PLAN (CIP)
- COVERAGE IMPROVEMENT PLAN IMPLEMENTATION (CPI)
- TECHNICAL ASSISTANCE (TA)
- FLOOD INSURANCE BROCHURES (FIB)
- FLOOD INSURANCE MEETING (FIM)
- STATE REQUIRED CONTINUING EDUCATION (SCE)



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ASSESS FLOOD INSURANCE COVERAGE

ACTIVITY 370

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INSURANCE POLICIES IN FORCE (APRIL 2021)

Community	# of Policies	Average Coverage (Calculated)	Median Home Value (Zillow)
City of Mandeville	3,212	\$301,101	\$303,304
City of New Orleans	82,490	\$292,519	\$243,080
City of Slidell	6,490	\$250,346	\$194,016
Lafourche Parish	11,215	\$250,590	\$147,113
St. James Parish	1,258	\$310,698	\$136,480
St. John the Baptist Parish	7,122	\$288,521	\$153,124
St. Tammany Parish	40,006	\$305,277	\$246,727
Tangipahoa Parish	8,024	\$273,383	\$167,764
Terrebonne Parish	10,805	\$261,955	\$178,990

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	SFHA	non-SFHA
City of Mandeville	44.4%	55.6%
City of New Orleans	24.9%	75.1%
City of Slidell	64.9%	35.1%
Lafourche Parish	56.6%	43.4%
St. James Parish	10.7%	89.3%
St. John the Baptist Parish	35.7%	64.3%
St. Tammany Parish	33.5%	66.5%
Tangipahoa Parish	24.4%	75.6%
Terrebonne Parish	41.3%	58.7%

POLICIES IN FORCE - ZONE

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	Residential	Non-residential
City of Mandeville	91.5%	8.5%
City of New Orleans	93.2%	6.8%
City of Slidell	90.1%	9.9%
Lafourche Parish	94.6%	5.4%
St. James Parish	95.9%	4.1%
St. John the Baptist Parish	95.3%	4.7%
St. Tammany Parish	96.9%	3.1%
Tangipahoa Parish	97.3%	2.7%
Terrebonne Parish	91.6%	8.4%

INSURANCE POLICIES IN FORCE - OCCUPANCY

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**BE SMART. TAKE PART.
PREPARE.**

Credit: Terrebonne Parish

INVENTORY OTHER PUBLIC INFORMATION EFFORTS

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Know Your Risk

CREDIT: [FEMA REGION II | COASTAL ANALYSIS AND MAPPING \(REGION2COASTAL.COM\)](https://www.region2coastal.com)

STEP 3 – FORMULATE MESSAGES

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MESSAGES

Priority Topics	Know your flood hazard.
	Insure your property for your flood hazard.
	Protect people from the hazard.
	Protect your property from the hazard.
	Build responsibly.
	Protect natural floodplain functions.

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ADDITIONAL MESSAGES

- Know the flood history for your area.
- Protect yourself and your property from hurricanes – have a hurricane plan.
- Be prepared for natural hazards – have plans for hurricanes, tornadoes and other natural events.
- Protect yourself and your property from hurricanes – know your evacuation zone and route.
- Build responsibly - Check with your local building department before you make a change to your building or yard.
- No Dumping - Help keep our water clean for the many plants and animals that live in our rivers, canals, and lakes.
- Stay alert - Sign up with your local government to receive emergency notifications by text or email.

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MESSAGES FOCUSED ON FLOOD INSURANCE (370)

- Hurricane season increases your area's flood risk. Just 1 inch of water can cause up to \$25,000 of damage to your home— damage that most homeowners' and renter's insurance policies won't cover. Flood insurance is the best way to ensure you're covered in the wake of a hurricane or other flood event.
- Did you know that hurricanes can bring heavy rains to your area? Even if you're nowhere near a coast, hurricanes can still increase your flood risk. Protect your home by securing flood insurance today. Find out more at [floodsmart.gov](https://www.floodsmart.gov).

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MESSAGES RELATED TO FLOOD RESPONSE (330)


- What should you do immediately after a hurricane hits and you need to file a flood insurance claim? Start by documenting any flood damage. Find out more at floodsmart.gov.
- A flood-damaged home needs special care to remove mold safely and effectively. Refer to LSU AgCenter's guidelines for mold removal. [MOLD REMOVAL GUIDELINES FOR YOUR FLOODED HOME \(LSUAGCENTER.COM\)](http://LSUAGCENTER.COM)

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NEXT STEPS

- REVIEW FEEDBACK
- BEGIN TO ADDRESS NEXT STEPS
 - Step 4: Identify Outreach Projects
 - Step 5: Examine other Public Information Initiatives
 - (320, 340, 350, 360, 370, 504, 510, 540, 610)
 - Continue focus on 370
 - Step 6: Prepare & Adopt the Document
 - Step 7: Implement, Monitor, Evaluate

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CONTACT
INFORMATION

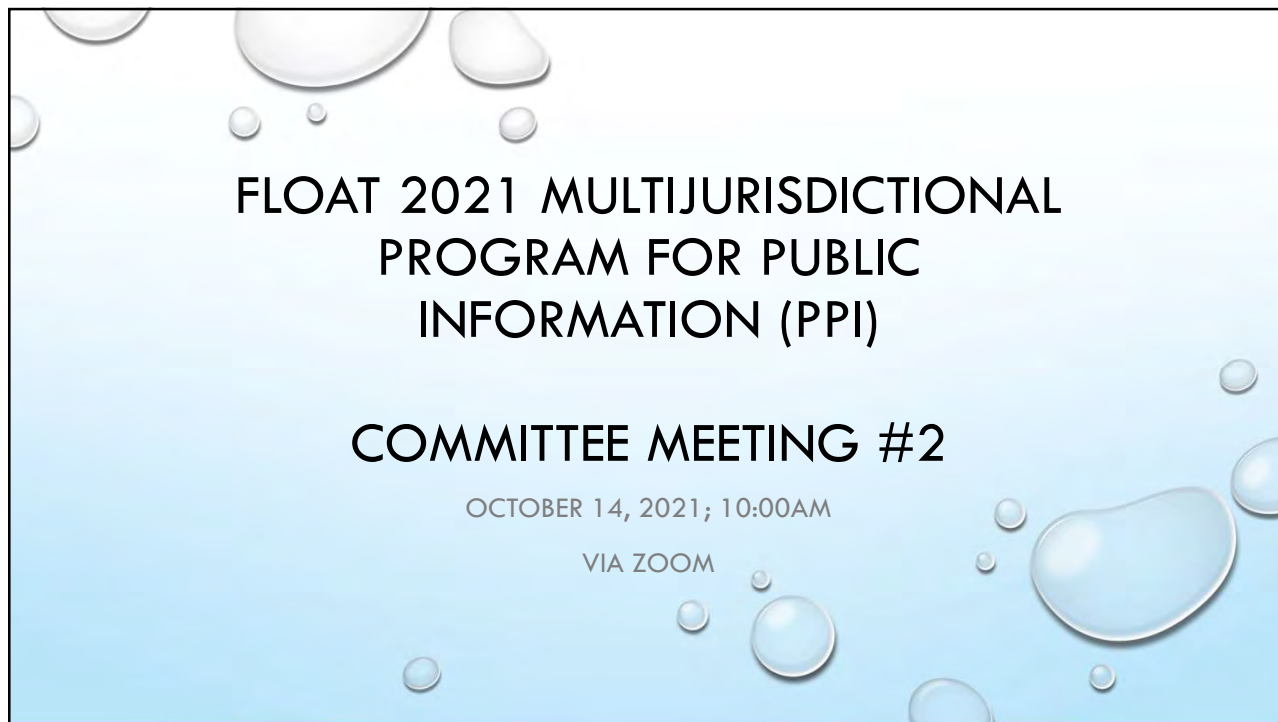
MONICA FARRIS, PHD, CFM
UNO-CHART
MATEETS@UNO.EDU

31

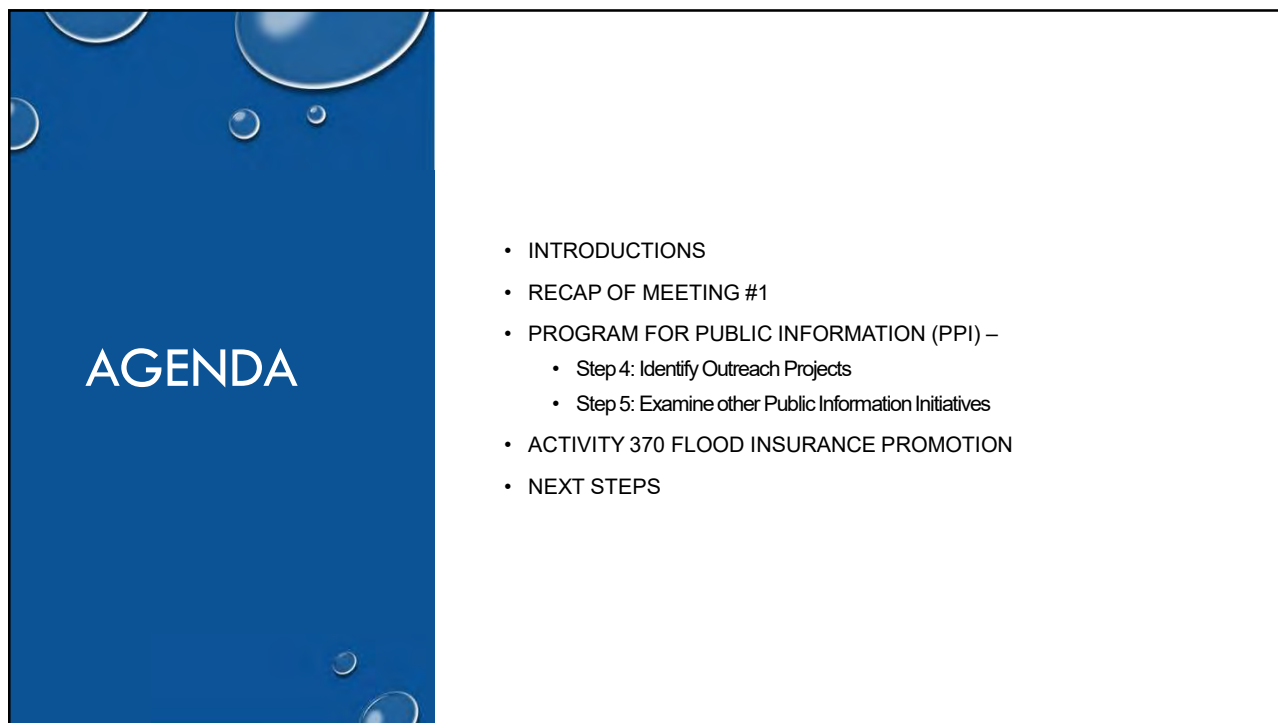


THANK YOU

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1



2

INTRODUCTIONS/COMMUNITY CHECK-IN

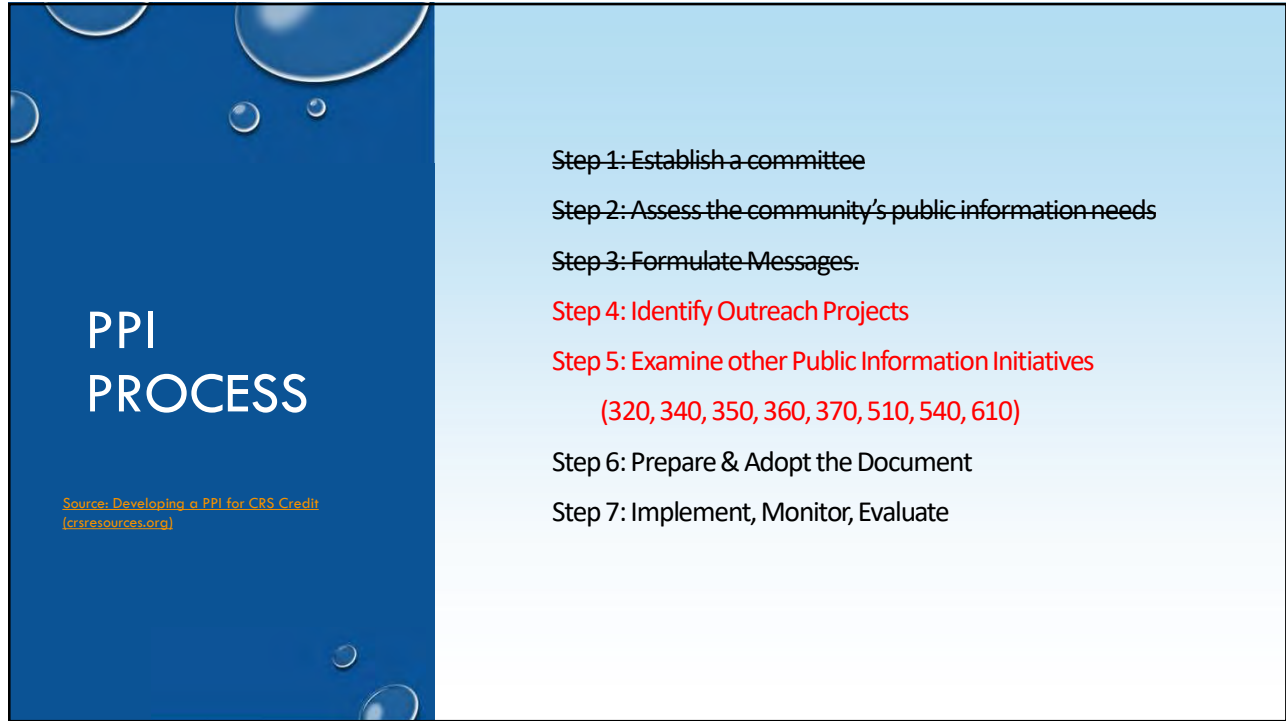
- LAFOURCHE PARISH
- ST. CHARLES PARISH
- ST. JAMES PARISH
- ST. JOHN THE BAPTIST PARISH
- ST. TAMMANY PARISH
- TANGIPAHOA PARISH
- TERREBONNE PARISH
- CITY OF COVINGTON
- CITY OF HOUMA
- CITY OF MANDEVILLE
- CITY OF NEW ORLEANS
- CITY OF SLIDELL

3

MEETING #1

- Introduced FLOAT, the CRS, & Activity 330
- Step 1: PPI Committee Members
- Step 2: Assessment of float communities' public information needs
 1. Identify priority areas.
 2. Assess flood insurance coverage
 3. Determine priority audiences.
 4. Inventory other public information efforts
- Step 3: Formulate messages
- Activity 370 – Flood Insurance Promotion

4



**PPI
PROCESS**

Source: [Developing a PPI for CRS Credit \(crsresources.org\)](http://crsresources.org)

- Step 1: Establish a committee
- Step 2: Assess the community's public information needs
- Step 3: Formulate Messages.
- Step 4: Identify Outreach Projects
- Step 5: Examine other Public Information Initiatives
(320, 340, 350, 360, 370, 510, 540, 610)
- Step 6: Prepare & Adopt the Document
- Step 7: Implement, Monitor, Evaluate

5



MESSAGES

Priority Topics	Know your flood hazard.
	Insure your property for your flood hazard.
	Protect people from the hazard.
	Protect your property from the hazard.
	Build responsibly.
	Protect natural floodplain functions.

6

ADDITIONAL MESSAGES

- Know the flood history for your area.
- Protect yourself and your property from hurricanes – have a hurricane plan.
- Be prepared for natural hazards – have plans for hurricanes, tornadoes and other natural events.
- Protect yourself and your property from hurricanes – know your evacuation zone and route.
- Build responsibly - Check with your local building department before you make a change to your building or yard.
- No Dumping - Help keep our water clean for the many plants and animals that live in our rivers, canals, and lakes.
- Stay alert - Sign up with your local government to receive emergency notifications by text or email.

7

STEP 4 – IDENTIFY OUTREACH PROJECTS



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SUGGESTIONS FOR OUTREACH PROJECTS

- WEBSITES
- SOCIAL MEDIA
- FLYERS
- LOTS OF FEMA BROCHURES
- VIDEOS / PUBLIC ACCESS TV, RADIO
- COMMUNITY MEETINGS (TABLES, SPEAKERS)
- PRESENTATIONS TO ASSOCIATIONS
- BROCHURES
- DIRECT MAIL (ANNUAL LETTERS TO RESIDENTS, UTILITY/ASSESSOR BILLS)
- BILLBOARDS
- **TRAINING FOR REALTORS (SUGGESTION FROM MEETING 1)**

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Step 5:
Examine
other Public
Information
Initiatives

- 320 – Map Information Services
- 340 – Hazard Disclosure
- 350 – Flood Protection Information
- 360 – Flood Protection Assistance
- 370 – Flood Insurance Promotion**
- 540 – Drainage System Maintenance

10

MESSAGES RELATED TO FLOOD RESPONSE (330) – IDEAS FOR PROJECTS??

What should you do immediately after a hurricane hits and you need to file a flood insurance claim? Start by documenting any flood damage. Find out more at floodsmart.gov.

A flood-damaged home needs special care to remove mold safely and effectively. Refer to LSU AgCenter’s guidelines for mold removal. [Mold Removal Guidelines for Your Flooded Home \(lsuagcenter.com\)](http://lsuagcenter.com)

11

ACTIVITY 370- FLOOD INSURANCE PROMOTION

MESSAGES FOCUSED ON FLOOD INSURANCE – IDEAS ON PROJECTS??

- Hurricane season increases your area’s flood risk. Just 1 inch of water can cause up to \$25,000 of damage to your home— damage that most homeowners’ and renter’s insurance policies won’t cover. Flood insurance is the best way to ensure you’re covered in the wake of a hurricane or other flood event.
- Did you know that hurricanes can bring heavy rains to your area? Even if you’re nowhere near a coast, hurricanes can still increase your flood risk. Protect your home by securing flood insurance today. Find out more at floodsmart.gov.

12

NEXT STEPS


- REVIEW FEEDBACK
- BEGIN TO ADDRESS NEXT STEPS
 - Step 6: Prepare & Adopt the Document
 - Step 7: Implement, Monitor, Evaluate

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RISK RATING 2.0

- [RISK RATING 2.0: EQUITY IN ACTION | FEMA.GOV](https://www.fema.gov/risk-rating-2.0-equity-in-action)
- **PHASE I**
 - New policies **beginning Oct. 1, 2021**, will be subject to the new rating methodology. Also beginning Oct. 1, existing policyholders eligible for renewal will be able to take advantage of immediate decreases in their premiums.
- **PHASE II**
 - All remaining policies **renewing on or after April 1, 2022**, will be subject to the new rating methodology.
- CRS DISCOUNTS WILL CONTINUE FOR POLICYHOLDERS IN COMMUNITIES WHO PARTICIPATE.
- CRS DISCOUNTS WILL BE UNIFORMLY APPLIED TO ALL POLICIES THROUGHOUT THE PARTICIPATING COMMUNITY, REGARDLESS OF WHETHER THE STRUCTURE IS INSIDE OR OUTSIDE OF THE SPECIAL FLOOD HAZARD AREA (SFHA)
 - *NOT WHILE ON GLIDEPATH*

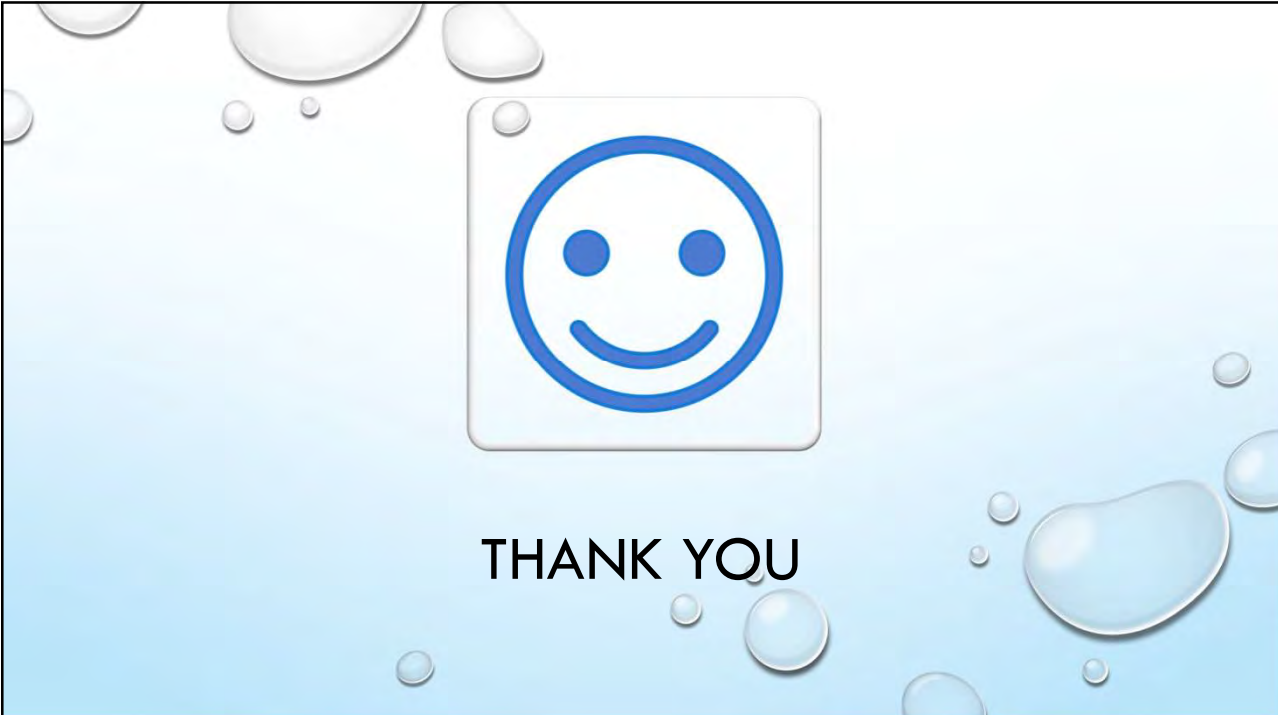
14



CONTACT
INFORMATION

MONICA FARRIS, PHD, CFM
UNO-CHART
MATEETS@UNO.EDU

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THANK YOU

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Appendix B

Insurance Overview

As of 04/02/2021

Community: LAFOURCHE State: LOUISIANA
PARISH*
County: LAFOURCHE PARISH CID: 225202

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	11,215	Total Number of Policies:	0
Total Premiums:	\$7,286,215	Total Premiums:	\$0
Insurance in Force:	\$2,810,371,500	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	4,766	Total Number of Closed Paid Losses:	86
\$ of Closed Paid Losses:	\$61,690,174	\$ of Closed Paid Losses:	\$668,180

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	86	Total Number of Policies:	554
A Zone Minus Rated Policies:	86	Total Number of Closed Paid Losses:	369
V Zone Minus Rated Policies:	11	\$ of Closed Paid Losses:	\$2,346,031

ICC

1316

Total Number of ICC Closed Paid Losses:	45	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$1,047,448		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	826
--	-----

Insurance Occupancy

As of 04/02/2021

Community: **LAFOURCHE PARISH*** State: LOUISIANA
 County: LAFOURCHE PARISH CID: 225202

Overview	Occupancy	Zone	Pre/Post FIRM			
				Number of Closed		
	Policies in Force	Premium	Insurance in Force	Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Single Family	10,407	\$5,800,072	\$2,549,128,100	4,154	\$45,781,524.59	\$2,350,864.57
2-4 Family	164	\$78,790	\$22,351,300	132	\$1,846,737.27	\$84,398.00
All Other Residential	43	\$29,173	\$9,993,900	52	\$1,464,354.29	\$50,602.68
Non Residential	601	\$1,378,180	\$228,898,200	428	\$12,597,558.01	\$518,806.51
Total	11,215	\$7,286,215	\$2,810,371,500	4,766	\$61,690,174.16	\$3,004,671.76

				Number of Closed		
	Policies in Force	Premium	Insurance in Force	Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Condo	5	\$2,507	\$1,620,000	9	\$75,029.98	\$4,370.00
Non Condo	11,210	\$7,283,708	\$2,808,751,500	4,757	\$61,615,144.18	\$3,000,301.76
Total	11,215	\$7,286,215	\$2,810,371,500	4,766	\$61,690,174.16	\$3,004,671.76

Insurance Zone

As of 04/02/2021

Community: **LAFOURCHE** State: LOUISIANA
PARISH*
 County: LAFOURCHE PARISH CID: 225202

Overview	Occupancy	Zone	Pre/Post FIRM			
	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	1,763	\$2,288,899	\$330,197,700	1,572	\$30,619,869.56	\$1,452,951.92
A Zones	1,211	\$1,350,944	\$220,805,600	857	\$10,996,110.16	\$442,359.10
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	50	\$48,584	\$7,080,500	19	\$75,086.58	\$6,445.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	3,216	\$1,453,535	\$784,146,900	881	\$4,946,790.04	\$361,171.35
V01-30 & VE Zones	29	\$144,915	\$5,738,600	129	\$1,337,355.99	\$90,090.51
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	2	\$19,472.29	\$670.00
B, C & X Zone						
Standard	62	\$65,119	\$9,211,500	165	\$2,396,464.93	\$106,647.69
Preferred	4,742	\$1,887,266	\$1,424,381,000	433	\$5,950,414.56	\$331,566.02
Total	11,073	\$7,239,262	\$2,781,561,800	4,058	\$56,341,564.11	\$2,791,901.59

Insurance Pre/Post FIRM

As of 04/02/2021

Community: **LAFOURCHE PARISH*** State: LOUISIANA
 County: LAFOURCHE PARISH CID: 225202

Overview	Occupancy	Zone	Pre/Post FIRM				
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	736	\$1,218,791	\$107,074,300	1,359	\$24,781,871.54	\$1,245,735.43
A Zones	420	\$578,115	\$60,316,100	768	\$10,256,278.11	\$390,591.72
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	38	\$41,130	\$5,624,000	17	\$72,895.79	\$5,800.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	2,231	\$889,914	\$506,302,200	717	\$4,399,616.50	\$301,940.98
V01-30 & VE Zones	7	\$20,223	\$721,500	62	\$901,189.36	\$43,691.00
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	2	\$19,472.29	\$670.00
B, C & X Zone	1,897	\$750,737	\$532,006,600	455	\$6,184,521.36	\$321,347.75
Standard	40	\$40,753	\$5,839,600	134	\$1,963,521.75	\$84,020.16
Preferred	1,857	\$709,984	\$526,167,000	323	\$4,423,047.63	\$242,707.42
Grand Total	5,329	\$3,498,910	\$1,212,044,700	3,380	\$46,615,844.95	\$2,309,776.88

Post-FIRM

	Policies in	Premium	Insurance in Force	Number of Closed	\$ of Closed Paid Losses	Adjustment Expense
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	Force			Paid Losses		
A01-30 & AE Zones	1,027	\$1,070,108	\$223,123,400	213	\$5,837,998.02	\$207,216.49
A Zones	791	\$772,829	\$160,489,500	89	\$739,832.05	\$51,767.38
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	12	\$7,454	\$1,456,500	2	\$2,190.79	\$645.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	985	\$563,621	\$277,844,700	164	\$547,173.54	\$59,230.37
V01-30 & VE Zones	22	\$124,692	\$5,017,100	67	\$436,166.63	\$46,399.51
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	2,907	\$1,201,648	\$901,585,900	141	\$1,960,310.11	\$111,486.13
Standard	22	\$24,366	\$3,371,900	31	\$432,943.18	\$22,627.53
Preferred	2,885	\$1,177,282	\$898,214,000	110	\$1,527,366.93	\$88,858.60
Grand Total	5,744	\$3,740,352	\$1,569,517,100	676	\$9,523,671.14	\$476,744.88

Insurance Overview

As of 04/02/2021

Community: **NEW** State: LOUISIANA
ORLEANS/ORLEANS
PARISH*
County: ORLEANS PARISH CID: 225203

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	82,490	Total Number of Policies:	0
Total Premiums:	\$54,513,558	Total Premiums:	\$0
Insurance in Force:	\$24,129,898,700	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	126,197	Total Number of Closed Paid Losses:	1,850
\$ of Closed Paid Losses:	\$7,291,502,512	\$ of Closed Paid Losses:	\$13,708,691

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	381	Total Number of Policies:	18
A Zone Minus Rated Policies:	381	Total Number of Closed Paid Losses:	39
V Zone Minus Rated Policies:	73	\$ of Closed Paid Losses:	\$370,961

ICC

1316

Total Number of ICC Closed Paid Losses:	6,522	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$110,922,843		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	51,485
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Insurance Occupancy

As of 04/02/2021

Community: **NEW ORLEANS/ORLEANS PARISH*** State: LOUISIANA
 County: ORLEANS PARISH CID: 225203

Overview	Occupancy	Zone	Pre/Post FIRM			
				Number of Closed		
	Policies in Force	Premium	Insurance in Force	Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Single Family	53,235	\$29,175,316	\$15,328,907,700	87,544	\$5,241,474,676.94	\$119,840,996.17
2-4 Family	16,579	\$9,172,959	\$4,457,071,100	25,436	\$1,151,934,618.24	\$31,320,188.16
All Other Residential	7,103	\$2,669,467	\$1,522,844,700	3,666	\$214,855,652.81	\$6,070,026.38
Non Residential	5,573	\$13,495,816	\$2,821,075,200	9,534	\$682,865,243.32	\$18,547,426.13
Total	82,490	\$54,513,558	\$24,129,898,700	126,180	\$7,291,130,191.31	\$175,778,636.84

				Number of Closed		
	Policies in Force	Premium	Insurance in Force	Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Condo	7,001	\$2,069,252	\$1,119,092,100	868	\$52,032,399.67	\$1,436,435.96
Non Condo	75,489	\$52,444,306	\$23,010,806,600	125,329	\$7,239,470,112.19	\$174,346,920.88
Total	82,490	\$54,513,558	\$24,129,898,700	126,197	\$7,291,502,511.86	\$175,783,356.84

Insurance Zone

As of 04/02/2021

Community: **NEW ORLEANS/ORLEANS PARISH*** State: LOUISIANA
 County: ORLEANS PARISH CID: 225203

Overview	Occupancy	Zone	Pre/Post FIRM				
					Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
	Policies in Force	Premium	Insurance in Force				
A01-30 & AE Zones	20,033	\$22,215,825	\$5,060,582,100	86,299	\$5,791,622,692.54	\$134,962,395.32	
A Zones	1	\$2,641	\$207,700	39	\$288,413.62	\$11,765.00	
AO Zones	106	\$88,600	\$30,756,800	2,178	\$155,768,879.26	\$3,896,941.42	
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00	
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00	
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00	
V01-30 & VE Zones	271	\$1,157,777	\$55,268,000	1,706	\$69,020,807.80	\$2,149,190.67	
V Zones	0	\$0	\$0	1	\$5,072.46	\$600.00	
D Zones	0	\$0	\$0	0	\$0.00	\$0.00	
B, C & X Zone							
Standard	6,876	\$4,865,849	\$1,358,069,900	20,518	\$551,814,403.08	\$16,165,299.95	
Preferred	54,716	\$26,047,233	\$17,502,866,000	10,625	\$456,829,173.76	\$13,321,869.49	
Total	82,003	\$54,377,925	\$24,007,750,500	121,366	\$7,025,349,442.52	\$170,508,061.85	

Insurance Pre/Post FIRM

As of 04/02/2021

Community:	NEW ORLEANS/ORLEANS PARISH*	State:	LOUISIANA
County:	ORLEANS PARISH	CID:	225203

Overview	Occupancy	Zone	Pre/Post FIRM			
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	12,351	\$17,656,294	\$2,864,522,700	72,092	\$4,278,784,427.60	\$104,635,683.64
A Zones	1	\$2,641	\$207,700	39	\$288,413.62	\$11,765.00
AO Zones	79	\$68,795	\$21,902,400	1,322	\$92,656,235.37	\$2,313,771.80
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	69	\$617,587	\$16,156,500	1,575	\$63,731,072.95	\$1,974,974.18
V Zones	0	\$0	\$0	1	\$5,072.46	\$600.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	40,319	\$20,252,894	\$12,277,467,900	27,041	\$817,896,488.25	\$24,424,065.61
Standard	3,795	\$3,130,735	\$750,234,900	18,293	\$452,740,361.16	\$13,614,285.59
Preferred	36,524	\$17,122,159	\$11,527,233,000	8,821	\$368,126,161.12	\$10,901,128.87
Grand Total	52,819	\$38,598,211	\$15,180,257,200	102,070	\$5,253,361,710.25	\$133,360,860.23

Post-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed	\$ of Closed Paid Losses	Adjustment Expense
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**Paid
Losses**

A01-30 & AE Zones	7,682	\$4,559,531	\$2,196,059,400	14,207	\$1,512,838,264.94	\$30,326,711.68
A Zones	0	\$0	\$0	0	\$0.00	\$0.00
AO Zones	27	\$19,805	\$8,854,400	856	\$63,112,643.89	\$1,583,169.62
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	202	\$540,190	\$39,111,500	131	\$5,289,734.85	\$174,216.49
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	21,273	\$10,660,188	\$6,583,468,000	4,016	\$186,872,657.16	\$4,950,798.50
Standard	3,081	\$1,735,114	\$607,835,000	2,225	\$99,074,041.92	\$2,551,014.36
Preferred	18,192	\$8,925,074	\$5,975,633,000	1,804	\$88,703,012.64	\$2,420,740.62
Grand Total	29,184	\$15,779,714	\$8,827,493,300	19,210	\$1,768,113,300.84	\$37,034,896.29

Insurance Overview

As of 04/02/2021

Community: **ST. JAMES PARISH*** State: LOUISIANA
County: ST. JAMES PARISH CID: 220261

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	1,258	Total Number of Policies:	0
Total Premiums:	\$605,267	Total Premiums:	\$0
Insurance in Force:	\$390,858,700	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	175	Total Number of Closed Paid Losses:	2
\$ of Closed Paid Losses:	\$3,160,582	\$ of Closed Paid Losses:	\$14,400

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	0	Total Number of Policies:	22
A Zone Minus Rated Policies:	0	Total Number of Closed Paid Losses:	6
V Zone Minus Rated Policies:	0	\$ of Closed Paid Losses:	\$18,322

ICC

1316

Total Number of ICC Closed Paid Losses:	0	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$0		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	11
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Insurance Occupancy

As of 04/02/2021

Community: **ST. JAMES PARISH*** State: LOUISIANA
 County: ST. JAMES PARISH CID: 220261

Overview	Occupancy	Zone	Pre/Post FIRM			
	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Single Family	1,205	\$509,832	\$363,334,100	163	\$2,034,107.54	\$136,709.71
2-4 Family	1	\$395	\$350,000	0	\$0.00	\$0.00
All Other Residential	0	\$0	\$0	1	\$79,090.81	\$2,785.49
Non Residential	52	\$95,040	\$27,174,600	11	\$1,047,383.94	\$28,836.87
Total	1,258	\$605,267	\$390,858,700	175	\$3,160,582.29	\$168,332.07

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Condo	1	\$362	\$280,000	0	\$0.00	\$0.00
Non Condo	1,257	\$604,905	\$390,578,700	175	\$3,160,582.29	\$168,332.07
Total	1,258	\$605,267	\$390,858,700	175	\$3,160,582.29	\$168,332.07

Insurance Zone

As of 04/02/2021

Community: **ST. JAMES PARISH*** State: LOUISIANA
 County: ST. JAMES PARISH CID: 220261

Overview	Occupancy	Zone	Pre/Post FIRM			
				Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
	Policies in Force	Premium	Insurance in Force			
A01-30 & AE Zones	118	\$65,258	\$25,108,900	6	\$49,262.95	\$3,270.00
A Zones	16	\$18,300	\$3,767,600	53	\$904,099.29	\$38,330.91
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	0	\$0	\$0	0	\$0.00	\$0.00
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone						
Standard	101	\$61,083	\$27,301,200	15	\$542,208.64	\$17,408.48
Preferred	1,023	\$460,626	\$334,681,000	97	\$1,634,471.41	\$107,977.68
Total	1,258	\$605,267	\$390,858,700	171	\$3,130,042.29	\$166,987.07

Insurance Pre/Post FIRM

As of 04/02/2021

Community: **ST. JAMES PARISH*** State: LOUISIANA
 County: ST. JAMES PARISH CID: 220261

Overview	Occupancy	Zone	Pre/Post FIRM
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	28	\$23,183	\$4,522,500	6	\$49,262.95	\$3,270.00
A Zones	5	\$3,753	\$1,228,600	34	\$361,787.08	\$18,715.48
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	0	\$0	\$0	0	\$0.00	\$0.00
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	402	\$186,183	\$120,435,200	69	\$1,603,727.03	\$73,265.55
Standard	51	\$30,879	\$13,841,200	13	\$542,208.64	\$16,958.48
Preferred	351	\$155,304	\$106,594,000	57	\$1,061,518.39	\$56,457.07
Grand Total	435	\$213,119	\$126,186,300	109	\$2,014,777.06	\$95,251.03

Post-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed	\$ of Closed Paid Losses	Adjustment Expense
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**Paid
Losses**

A01-30 & AE Zones	90	\$42,075	\$20,586,400	0	\$0.00	\$0.00
A Zones	11	\$14,547	\$2,539,000	19	\$542,312.21	\$19,615.43
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	0	\$0	\$0	0	\$0.00	\$0.00
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	722	\$335,526	\$241,547,000	42	\$572,953.02	\$51,970.61
Standard	50	\$30,204	\$13,460,000	2	\$0.00	\$450.00
Preferred	672	\$305,322	\$228,087,000	40	\$572,953.02	\$51,520.61
Grand Total	823	\$392,148	\$264,672,400	61	\$1,115,265.23	\$71,586.04

Insurance Overview

As of 04/02/2021

Community: **ST. JOHN THE BAPTIST PARISH*** State: LOUISIANA
County: ST. JOHN THE BAPTIST PARISH CID: 220164

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	7,122	Total Number of Policies:	0
Total Premiums:	\$5,546,190	Total Premiums:	\$0
Insurance in Force:	\$2,054,848,600	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	5,062	Total Number of Closed Paid Losses:	59
\$ of Closed Paid Losses:	\$267,003,912	\$ of Closed Paid Losses:	\$322,320

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	54	Total Number of Policies:	24
A Zone Minus Rated Policies:	54	Total Number of Closed Paid Losses:	26
V Zone Minus Rated Policies:	0	\$ of Closed Paid Losses:	\$92,106

ICC

1316

Total Number of ICC Closed Paid Losses:	9	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$159,254		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	1,413
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Insurance Occupancy

As of 04/02/2021

Community:	ST. JOHN THE BAPTIST PARISH*	State:	LOUISIANA
County:	ST. JOHN THE BAPTIST PARISH	CID:	220164

Overview	Occupancy	Zone	Pre/Post FIRM			
	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Single Family	6,620	\$4,603,612	\$1,831,587,800	4,855	\$249,354,436.74	\$8,381,533.70
2-4 Family	92	\$61,140	\$21,848,400	51	\$1,892,291.96	\$71,597.55
All Other Residential	76	\$48,149	\$14,197,000	27	\$1,745,069.04	\$48,599.85
Non Residential	334	\$833,289	\$187,215,400	129	\$14,012,114.64	\$455,899.77
Total	7,122	\$5,546,190	\$2,054,848,600	5,062	\$267,003,912.38	\$8,957,630.87

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Condo	91	\$47,661	\$10,571,300	26	\$1,763,827.89	\$50,807.77
Non Condo	7,031	\$5,498,529	\$2,044,277,300	5,036	\$265,240,084.49	\$8,906,823.10
Total	7,122	\$5,546,190	\$2,054,848,600	5,062	\$267,003,912.38	\$8,957,630.87

Insurance Zone

As of 04/02/2021

Community:	ST. JOHN THE BAPTIST PARISH*	State:	LOUISIANA
County:	ST. JOHN THE BAPTIST PARISH	CID:	220164

Overview	Occupancy	Zone	Pre/Post FIRM			
				Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Policies in Force		Premium	Insurance in Force			
A01-30 & AE Zones	2,481	\$3,056,410	\$651,755,700	2,792	\$181,035,722.40	\$5,638,015.11
A Zones	42	\$85,094	\$9,851,400	184	\$6,256,229.43	\$218,376.58
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	18	\$48,166	\$2,746,800	50	\$1,214,962.90	\$51,516.32
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone						
Standard	672	\$518,269	\$186,518,700	317	\$8,026,790.64	\$333,382.76
Preferred	3,909	\$1,838,251	\$1,203,976,000	1,646	\$70,367,451.13	\$2,702,178.86
Total	7,122	\$5,546,190	\$2,054,848,600	4,989	\$266,901,156.50	\$8,943,469.63

Insurance Pre/Post FIRM

As of 04/02/2021

Community:	ST. JOHN THE BAPTIST PARISH*	State:	LOUISIANA
County:	ST. JOHN THE BAPTIST PARISH	CID:	220164

Overview	Occupancy	Zone	Pre/Post FIRM				
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	475	\$742,842	\$97,001,800	518	\$28,791,982.45	\$954,747.93
A Zones	9	\$6,209	\$1,526,900	82	\$1,185,212.39	\$52,630.74
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	8	\$25,510	\$885,600	38	\$1,006,881.59	\$39,878.02
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	1,803	\$874,931	\$538,375,700	842	\$34,818,622.11	\$1,445,719.96
Standard	169	\$140,821	\$44,660,700	163	\$3,981,002.98	\$163,247.76
Preferred	1,634	\$734,110	\$493,715,000	681	\$30,887,208.76	\$1,285,413.05
Grand Total	2,295	\$1,649,492	\$637,790,000	1,480	\$65,802,698.54	\$2,492,976.65

Post-FIRM

Policies	Premium	Insurance in	Number	\$ of Closed	Adjustment
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	in Force	Force	of Closed Paid Losses	Paid Losses	Expense	
A01-30 & AE Zones	2,006	\$2,313,568	\$554,753,900	2,274	\$152,243,739.95	\$4,683,267.18
A Zones	33	\$78,885	\$8,324,500	102	\$5,071,017.04	\$165,745.84
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	10	\$22,656	\$1,861,200	12	\$208,081.31	\$11,638.30
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	2,778	\$1,481,589	\$852,119,000	1,117	\$43,331,140.29	\$1,581,312.90
Standard	503	\$377,448	\$141,858,000	154	\$4,045,787.66	\$170,135.00
Preferred	2,275	\$1,104,141	\$710,261,000	965	\$39,480,242.37	\$1,416,765.81
Grand Total	4,827	\$3,896,698	\$1,417,058,600	3,505	\$200,853,978.59	\$6,441,964.22

Insurance Overview

As of 04/02/2021

Community: **ST. TAMMANY
PARISH*** State: LOUISIANA
County: ST. TAMMANY
PARISH CID: 225205

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	40,006	Total Number of Policies:	0
Total Premiums:	\$24,153,401	Total Premiums:	\$0
Insurance in Force:	\$12,212,912,900	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	23,043	Total Number of Closed Paid Losses:	267
\$ of Closed Paid Losses:	\$1,167,686,639	\$ of Closed Paid Losses:	\$3,013,580

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	636	Total Number of Policies:	264
A Zone Minus Rated Policies:	636	Total Number of Closed Paid Losses:	177
V Zone Minus Rated Policies:	55	\$ of Closed Paid Losses:	\$2,201,204

ICC

1316

Total Number of ICC Closed Paid Losses:	409	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$8,363,649		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	7,049
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Insurance Occupancy

As of 04/02/2021

Community: **ST. TAMMANY PARISH*** State: LOUISIANA
 County: ST. TAMMANY PARISH CID: 225205

Overview	Occupancy	Zone	Pre/Post FIRM
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	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Single Family	36,964	\$20,822,696	\$11,305,893,600	21,430	\$1,065,713,095.00	\$32,248,750.04
2-4 Family	699	\$379,927	\$129,031,000	576	\$27,713,199.68	\$836,090.57
All Other Residential	1,122	\$554,733	\$226,488,700	360	\$27,698,788.12	\$726,053.31
Non Residential	1,221	\$2,396,045	\$551,499,600	676	\$46,555,839.39	\$1,316,289.42
Total	40,006	\$24,153,401	\$12,212,912,900	23,042	\$1,167,680,922.19	\$35,127,183.34

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Condo	1,541	\$648,739	\$238,239,200	555	\$25,021,372.60	\$764,107.87
Non Condo	38,465	\$23,504,662	\$11,974,673,700	22,488	\$1,142,665,266.66	\$34,363,425.47
Total	40,006	\$24,153,401	\$12,212,912,900	23,043	\$1,167,686,639.26	\$35,127,533.34

Insurance Zone

As of 04/02/2021

Community: **ST. TAMMANY PARISH*** State: LOUISIANA
 County: ST. TAMMANY PARISH CID: 225205

Overview	Occupancy	Zone	Pre/Post FIRM			
				Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
	Policies in Force	Premium	Insurance in Force			
A01-30 & AE Zones	11,216	\$9,838,332	\$3,096,988,500	12,783	\$836,705,686.79	\$23,335,995.44
A Zones	1,953	\$1,839,536	\$485,676,100	1,504	\$39,219,986.08	\$1,604,344.23
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	4	\$1,203	\$712,900	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	231	\$893,819	\$54,000,400	613	\$32,557,067.93	\$955,269.56
V Zones	0	\$0	\$0	1	\$104,879.91	\$3,000.00
D Zones	0	\$0	\$0	31	\$554,146.02	\$15,828.09
B, C & X Zone						
Standard	522	\$721,051	\$122,760,500	1,892	\$51,406,573.04	\$1,649,174.08
Preferred	26,040	\$10,843,018	\$8,439,337,000	5,982	\$205,432,373.01	\$7,476,170.20
Total	39,966	\$24,136,959	\$12,199,475,400	22,806	\$1,165,980,712.78	\$35,039,781.60

Insurance Pre/Post FIRM

As of 04/02/2021

Community: **ST. TAMMANY PARISH*** State: LOUISIANA
 County: ST. TAMMANY PARISH CID: 225205

Overview	Occupancy	Zone	Pre/Post FIRM			
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	1,258	\$2,068,721	\$260,809,200	4,571	\$188,484,538.20	\$5,957,461.52
A Zones	155	\$185,245	\$30,316,100	388	\$12,987,177.13	\$455,455.67
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	23	\$74,406	\$3,488,400	367	\$20,050,075.47	\$568,112.13
V Zones	0	\$0	\$0	1	\$104,879.91	\$3,000.00
D Zones	0	\$0	\$0	31	\$554,146.02	\$15,828.09
B, C & X Zone	1,114	\$569,804	\$345,280,100	1,193	\$31,260,393.51	\$1,093,973.74
Standard	76	\$114,748	\$18,449,100	689	\$16,006,301.41	\$498,273.90
Preferred	1,038	\$455,056	\$326,831,000	506	\$15,291,680.22	\$597,174.84
Grand Total	2,550	\$2,898,176	\$639,893,800	6,551	\$253,441,210.24	\$8,093,831.15

Post-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed	\$ of Closed Paid Losses	Adjustment Expense
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**Paid
Losses**

A01-30 & AE Zones	9,958	\$7,769,611	\$2,836,179,300	8,212	\$648,221,148.59	\$17,378,533.92
A Zones	1,798	\$1,654,291	\$455,360,000	1,116	\$26,232,808.95	\$1,148,888.56
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	4	\$1,203	\$712,900	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	208	\$819,413	\$50,512,000	246	\$12,506,992.46	\$387,157.43
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	25,448	\$10,994,265	\$8,216,817,400	6,647	\$224,259,796.52	\$7,987,542.28
Standard	446	\$606,303	\$104,311,400	1,203	\$35,400,271.63	\$1,150,900.18
Preferred	25,002	\$10,387,962	\$8,112,506,000	5,476	\$190,140,692.79	\$6,878,995.36
Grand Total	37,416	\$21,238,783	\$11,559,581,600	16,221	\$911,220,746.52	\$26,902,122.19

Insurance Overview

As of 04/02/2021

Community: TANGIPAHOA
PARISH*
County: TANGIPAHOA
PARISH

State: LOUISIANA
CID: 220206

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	8,024	Total Number of Policies:	0
Total Premiums:	\$4,278,782	Total Premiums:	\$0
Insurance in Force:	\$2,193,625,500	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	2,766	Total Number of Closed Paid Losses:	67
\$ of Closed Paid Losses:	\$116,047,454	\$ of Closed Paid Losses:	\$477,804

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	21	Total Number of Policies:	206
A Zone Minus Rated Policies:	21	Total Number of Closed Paid Losses:	100
V Zone Minus Rated Policies:	1	\$ of Closed Paid Losses:	\$1,574,400

ICC

1316

Total Number of ICC Closed Paid Losses:	47	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$1,150,060		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	611
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Insurance Zone

As of 04/02/2021

Community: **TANGIPAHOA PARISH*** State: LOUISIANA
 County: TANGIPAHOA PARISH CID: 220206

Overview	Occupancy	Zone	Pre/Post FIRM			
				Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
	Policies in Force	Premium	Insurance in Force			
A01-30 & AE Zones	874	\$720,104	\$170,583,100	661	\$30,251,791.68	\$1,367,299.88
A Zones	1,070	\$973,924	\$207,395,100	843	\$25,271,534.83	\$1,236,488.73
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	14	\$29,719	\$1,098,100	143	\$5,286,337.22	\$178,130.63
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone						
Standard	335	\$318,533	\$89,587,200	273	\$13,256,638.06	\$615,269.27
Preferred	5,731	\$2,236,502	\$1,724,962,000	669	\$40,434,402.84	\$1,762,937.01
Total	8,024	\$4,278,782	\$2,193,625,500	2,589	\$114,500,704.63	\$5,160,125.52

Insurance Pre/Post FIRM

As of 04/02/2021

Community: **TANGIPAHOA PARISH*** State: LOUISIANA
 County: TANGIPAHOA PARISH CID: 220206

Overview	Occupancy	Zone	Pre/Post FIRM				
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	286	\$318,287	\$50,543,800	371	\$16,956,448.22	\$837,835.72
A Zones	270	\$303,680	\$42,801,900	514	\$14,482,318.26	\$689,670.67
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	9	\$21,939	\$709,800	133	\$4,798,012.76	\$165,663.14
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	766	\$340,557	\$218,403,000	306	\$10,966,635.21	\$611,770.90
Standard	90	\$81,881	\$23,100,000	137	\$3,737,934.45	\$238,875.15
Preferred	676	\$258,676	\$195,303,000	169	\$7,228,700.76	\$372,895.75
Grand Total	1,331	\$984,463	\$312,458,500	1,324	\$47,203,414.45	\$2,304,940.43

Post-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed	\$ of Closed Paid Losses	Adjustment Expense
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**Paid
Losses**

A01-30 & AE Zones	588	\$401,817	\$120,039,300	290	\$13,295,343.46	\$529,464.16
A Zones	800	\$670,244	\$164,593,200	329	\$10,789,216.57	\$546,818.06
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	5	\$7,780	\$388,300	10	\$488,324.46	\$12,467.49
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	5,300	\$2,214,478	\$1,596,146,200	635	\$42,671,913.30	\$1,764,494.86
Standard	245	\$236,652	\$66,487,200	136	\$9,518,703.61	\$376,394.12
Preferred	5,055	\$1,977,826	\$1,529,659,000	500	\$33,205,702.08	\$1,390,041.26
Grand Total	6,693	\$3,294,319	\$1,881,167,000	1,264	\$67,244,797.79	\$2,853,244.57

Insurance Overview

As of 04/02/2021

Community: **TERREBONNE
PARISH*** State: LOUISIANA
County: TERREBONNE
PARISH CID: 225206

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	10,805	Total Number of Policies:	0
Total Premiums:	\$7,936,238	Total Premiums:	\$0
Insurance in Force:	\$2,830,423,200	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	11,902	Total Number of Closed Paid Losses:	619
\$ of Closed Paid Losses:	\$301,543,368	\$ of Closed Paid Losses:	\$7,068,068

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	159	Total Number of Policies:	513
A Zone Minus Rated Policies:	159	Total Number of Closed Paid Losses:	775
V Zone Minus Rated Policies:	7	\$ of Closed Paid Losses:	\$7,392,362

ICC

1316

Total Number of ICC Closed Paid Losses:	1,047	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$25,805,236		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	3,901
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Insurance Occupancy

As of 04/02/2021

Community: TERREBONNE State: LOUISIANA
 PARISH*
 County: TERREBONNE PARISH CID: 225206

Overview	Occupancy	Zone	Pre/Post FIRM			
	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Single Family	9,657	\$5,682,768	\$2,382,368,900	10,624	\$246,964,572.00	\$9,112,720.21
2-4 Family	189	\$146,503	\$44,486,400	84	\$1,217,814.25	\$67,092.70
All Other Residential	51	\$35,110	\$20,559,600	58	\$1,146,166.09	\$47,060.28
Non Residential	908	\$2,071,857	\$383,008,300	1,136	\$52,214,815.39	\$1,687,709.15
Total	10,805	\$7,936,238	\$2,830,423,200	11,902	\$301,543,367.73	\$10,914,582.34

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Condo	18	\$8,784	\$4,541,700	16	\$162,492.64	\$8,197.50
Non Condo	10,787	\$7,927,454	\$2,825,881,500	11,886	\$301,380,875.09	\$10,906,384.84
Total	10,805	\$7,936,238	\$2,830,423,200	11,902	\$301,543,367.73	\$10,914,582.34

Insurance Zone

As of 04/02/2021

Community: **TERREBONNE** State: LOUISIANA
PARISH*
 County: TERREBONNE PARISH CID: 225206

Overview	Occupancy	Zone	Pre/Post FIRM			
					Number of Closed	
	Policies in Force	Premium	Insurance in Force	Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	3,248	\$3,056,160	\$615,583,600	7,295	\$195,495,100.37	\$6,509,222.37
A Zones	962	\$1,230,299	\$193,507,600	1,385	\$42,503,495.27	\$1,533,925.88
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	96	\$125,303	\$24,440,200	52	\$1,472,238.09	\$60,144.17
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	102	\$311,118	\$14,803,300	680	\$15,021,080.24	\$721,485.57
V Zones	0	\$0	\$0	255	\$3,429,891.47	\$123,371.76
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone						
Standard	199	\$283,203	\$43,585,100	660	\$16,921,413.33	\$659,291.03
Preferred	6,061	\$2,863,623	\$1,883,816,000	921	\$19,183,049.19	\$915,807.18
Total	10,668	\$7,869,706	\$2,775,735,800	11,248	\$294,026,267.96	\$10,523,247.96

Insurance Pre/Post FIRM

As of 04/02/2021

Community:	TERREBONNE PARISH*	State:	LOUISIANA
County:	TERREBONNE PARISH	CID:	225206

Overview	Occupancy	Zone	Pre/Post FIRM
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	1,193	\$1,588,710	\$178,380,200	5,431	\$141,418,884.94	\$4,728,247.11
A Zones	177	\$354,429	\$31,463,600	633	\$20,215,754.71	\$692,434.04
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	51	\$60,965	\$10,119,100	27	\$400,517.65	\$23,794.28
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	44	\$115,384	\$4,114,500	585	\$13,489,570.96	\$658,878.10
V Zones	0	\$0	\$0	248	\$3,356,231.86	\$120,186.76
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	1,648	\$758,806	\$451,202,700	727	\$14,835,958.12	\$643,123.24
Standard	69	\$88,640	\$12,677,700	327	\$6,985,451.88	\$254,020.05
Preferred	1,579	\$670,166	\$438,525,000	402	\$7,866,097.76	\$390,928.19
Grand Total	3,113	\$2,878,294	\$675,280,100	7,651	\$193,716,918.24	\$6,866,663.53

Post-FIRM

Policies	Premium	Insurance in	Number	\$ of Closed	Adjustment
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	in Force	Force	of Closed Paid Losses	Paid Losses	Expense	
A01-30 & AE Zones	2,055	\$1,467,450	\$437,203,400	1,864	\$54,076,215.43	\$1,780,975.26
A Zones	785	\$875,870	\$162,044,000	752	\$22,287,740.56	\$841,491.84
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	45	\$64,338	\$14,321,100	25	\$1,071,720.44	\$36,349.89
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	58	\$195,734	\$10,688,800	95	\$1,531,509.28	\$62,607.47
V Zones	0	\$0	\$0	7	\$73,659.61	\$3,185.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	4,612	\$2,388,020	\$1,476,198,400	850	\$21,176,916.06	\$927,085.00
Standard	130	\$194,563	\$30,907,400	333	\$9,935,961.45	\$405,270.98
Preferred	4,482	\$2,193,457	\$1,445,291,000	519	\$11,316,951.43	\$524,878.99
Grand Total	7,555	\$4,991,412	\$2,100,455,700	3,593	\$100,217,761.38	\$3,651,694.46

Insurance Overview

As of 04/02/2021

Community: MANDEVILLE, CITY State: LOUISIANA
OF
County: ST. TAMMANY Parish CID: 220202

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	3,212	Total Number of Policies:	0
Total Premiums:	\$2,260,772	Total Premiums:	\$0
Insurance in Force:	\$967,137,900	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	1,798	Total Number of Closed Paid Losses:	5
\$ of Closed Paid Losses:	\$45,050,397	\$ of Closed Paid Losses:	\$55,242

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	98	Total Number of Policies:	0
A Zone Minus Rated Policies:	98	Total Number of Closed Paid Losses:	0
V Zone Minus Rated Policies:	7	\$ of Closed Paid Losses:	\$0

ICC

1316

Total Number of ICC Closed Paid Losses:	110	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$2,233,123		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	248
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Insurance Occupancy

As of 04/02/2021

Community: MANDEVILLE, CITY State: LOUISIANA
 OF
 County: ST. TAMMANY Parish CID: 220202

Overview	Occupancy	Zone	Pre/Post FIRM			
				Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
	Policies in Force	Premium	Insurance in Force			
Single Family	2,447	\$1,464,472	\$753,556,300	1,450	\$36,030,604.29	\$1,297,155.57
2-4 Family	337	\$157,258	\$53,094,900	115	\$2,020,461.93	\$74,386.77
All Other Residential	154	\$62,659	\$45,313,400	28	\$355,269.29	\$21,083.56
Non Residential	274	\$576,383	\$115,173,300	205	\$6,644,061.96	\$252,557.32
Total	3,212	\$2,260,772	\$967,137,900	1,798	\$45,050,397.47	\$1,645,183.22

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Condo	337	\$134,529	\$46,370,800	90	\$1,140,120.29	\$50,465.69
Non Condo	2,875	\$2,126,243	\$920,767,100	1,708	\$43,910,277.18	\$1,594,717.53
Total	3,212	\$2,260,772	\$967,137,900	1,798	\$45,050,397.47	\$1,645,183.22

Insurance Zone

As of 04/02/2021

Community: **MANDEVILLE, CITY** State: LOUISIANA
 OF
 County: ST. TAMMANY Parish CID: 220202

Overview	Occupancy	Zone	Pre/Post FIRM						
				Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones				1,388	\$1,134,880	\$365,062,400	1,041	\$28,026,709.17	\$1,026,098.42
A Zones				0	\$0	\$0	6	\$13,515.22	\$1,540.00
AO Zones				0	\$0	\$0	0	\$0.00	\$0.00
AH Zones				0	\$0	\$0	0	\$0.00	\$0.00
AR Zones				0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones				0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones				39	\$186,305	\$9,827,300	335	\$13,592,426.16	\$425,501.78
V Zones				0	\$0	\$0	0	\$0.00	\$0.00
D Zones				0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone									
Standard				86	\$101,107	\$24,042,200	153	\$1,871,545.17	\$85,443.64
Preferred				1,699	\$838,480	\$568,206,000	240	\$1,454,481.42	\$101,239.38
Total				3,212	\$2,260,772	\$967,137,900	1,775	\$44,958,677.14	\$1,639,823.22

Insurance Pre/Post FIRM

As of 04/02/2021

Community: **MANDEVILLE, CITY** State: LOUISIANA
 OF
 County: ST. TAMMANY Parish CID: 220202

Overview	Occupancy	Zone	Pre/Post FIRM
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	507	\$714,262	\$112,054,200	662	\$22,652,679.96	\$802,409.66
A Zones	0	\$0	\$0	0	\$0.00	\$0.00
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	20	\$117,170	\$5,012,000	277	\$11,472,703.61	\$356,369.45
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	347	\$180,569	\$112,710,700	155	\$1,274,251.49	\$66,135.31
Standard	18	\$19,244	\$5,717,700	77	\$648,860.24	\$32,446.63
Preferred	329	\$161,325	\$106,993,000	78	\$625,391.25	\$33,688.68
Grand Total	874	\$1,012,001	\$229,776,900	1,094	\$35,399,635.06	\$1,224,914.42

Post-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	881	\$420,618	\$253,008,200	379	\$5,374,029.21	\$223,688.76
A Zones	0	\$0	\$0	6	\$13,515.22	\$1,540.00
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	19	\$69,135	\$4,815,300	58	\$2,119,722.55	\$69,132.33
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	1,438	\$759,018	\$479,537,500	236	\$2,051,775.10	\$120,262.71
Standard	68	\$81,863	\$18,324,500	76	\$1,222,684.93	\$52,997.01
Preferred	1,370	\$677,155	\$461,213,000	162	\$829,090.17	\$67,550.70
Grand Total	2,338	\$1,248,771	\$737,361,000	679	\$9,559,042.08	\$414,623.80

Insurance Overview

As of 04/02/2021

Community: **SLIDELL, CITY OF** State: LOUISIANA
County: ST. TAMMANY PARISH CID: 220204

Overview	Occupancy	Zone	Pre/Post FIRM
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Total by Community

Group Flood Insurance

Total Number of Policies:	6,490	Total Number of Policies:	0
Total Premiums:	\$7,287,703	Total Premiums:	\$0
Insurance in Force:	\$1,624,748,500	Insurance in Force:	\$0
Total Number of Closed Paid Losses:	9,421	Total Number of Closed Paid Losses:	37
\$ of Closed Paid Losses:	\$447,081,644	\$ of Closed Paid Losses:	\$380,273

Post Firm Minus Rated Policies

Manufactured Homes

Total Number of Minus Rated Policies:	88	Total Number of Policies:	1
A Zone Minus Rated Policies:	88	Total Number of Closed Paid Losses:	13
V Zone Minus Rated Policies:	0	\$ of Closed Paid Losses:	\$219,873

ICC

1316

Total Number of ICC Closed Paid Losses:	170	Number of Properties by Community:	0
\$ of ICC Closed Paid Losses:	\$2,713,683		

Substantial Damage Losses

Number of Substantial Damage Closed Paid Losses:	3,661
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Insurance Occupancy

As of 04/02/2021

Community: **SLIDELL, CITY OF** State: LOUISIANA
 County: ST. TAMMANY PARISH CID: 220204

Overview	Occupancy	Zone	Pre/Post FIRM			
	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Single Family	5,392	\$5,052,037	\$1,284,185,700	8,133	\$366,078,778.08	\$11,110,372.35
2-4 Family	371	\$318,415	\$56,444,900	501	\$27,282,620.62	\$819,161.63
All Other Residential	84	\$119,063	\$17,719,200	226	\$14,140,278.92	\$400,424.43
Non Residential	643	\$1,798,188	\$266,398,700	561	\$39,579,965.93	\$1,074,205.41
Total	6,490	\$7,287,703	\$1,624,748,500	9,421	\$447,081,643.55	\$13,404,163.82

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
Condo	235	\$111,686	\$27,294,000	192	\$14,363,535.19	\$417,232.70
Non Condo	6,255	\$7,176,017	\$1,597,454,500	9,229	\$432,718,108.36	\$12,986,931.12
Total	6,490	\$7,287,703	\$1,624,748,500	9,421	\$447,081,643.55	\$13,404,163.82

Insurance Zone

As of 04/02/2021

Community: **SLIDELL, CITY OF** State: LOUISIANA
 County: ST. TAMMANY PARISH CID: 220204

Overview	Occupancy	Zone	Pre/Post FIRM			
	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	4,167	\$6,023,756	\$904,175,600	7,456	\$406,873,745.86	\$12,003,794.87
A Zones	42	\$121,702	\$7,608,800	236	\$4,805,220.73	\$159,131.61
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	0	\$0	\$0	0	\$0.00	\$0.00
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone						
Standard	93	\$144,857	\$24,009,100	440	\$12,664,722.86	\$397,461.80
Preferred	2,188	\$997,388	\$688,955,000	1,156	\$22,011,221.45	\$811,765.54
Total	6,490	\$7,287,703	\$1,624,748,500	9,288	\$446,354,910.90	\$13,372,153.82

Insurance Pre/Post FIRM

As of 04/02/2021

Community: **SLIDELL, CITY OF** State: LOUISIANA
 County: ST. TAMMANY PARISH CID: 220204

Overview	Occupancy	Zone	Pre/Post FIRM			
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Pre-FIRM

	Policies in Force	Premium	Insurance in Force	Number of Closed Paid Losses	\$ of Closed Paid Losses	Adjustment Expense
A01-30 & AE Zones	2,725	\$4,444,684	\$511,539,100	6,139	\$304,893,004.54	\$9,205,911.49
A Zones	42	\$121,702	\$7,608,800	224	\$3,942,810.27	\$135,783.10
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	0	\$0	\$0	0	\$0.00	\$0.00
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	1,397	\$618,801	\$421,265,600	1,075	\$20,310,350.70	\$731,884.31
Standard	53	\$69,174	\$11,199,600	323	\$9,744,720.65	\$300,183.92
Preferred	1,344	\$549,627	\$410,066,000	753	\$10,608,399.97	\$432,725.39
Grand Total	4,164	\$5,185,187	\$940,413,500	7,438	\$329,146,165.51	\$10,073,578.90

Post-FIRM

Policies in	Premium	Insurance in Force	Number of	\$ of Closed Paid Losses	Adjustment Expense
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	Force			Closed Paid Losses		
A01-30 & AE Zones	1,442	\$1,579,072	\$392,636,500	1,317	\$101,980,741.32	\$2,797,883.38
A Zones	0	\$0	\$0	12	\$862,410.46	\$23,348.51
AO Zones	0	\$0	\$0	0	\$0.00	\$0.00
AH Zones	0	\$0	\$0	0	\$0.00	\$0.00
AR Zones	0	\$0	\$0	0	\$0.00	\$0.00
A99 Zones	0	\$0	\$0	0	\$0.00	\$0.00
V01-30 & VE Zones	0	\$0	\$0	0	\$0.00	\$0.00
V Zones	0	\$0	\$0	0	\$0.00	\$0.00
D Zones	0	\$0	\$0	0	\$0.00	\$0.00
B, C & X Zone	884	\$523,444	\$291,698,500	520	\$14,278,653.69	\$475,243.03
Standard	40	\$75,683	\$12,809,500	117	\$2,920,002.21	\$97,277.88
Preferred	844	\$447,761	\$278,889,000	403	\$11,402,821.48	\$379,040.15
Grand Total	2,326	\$2,102,516	\$684,335,000	1,849	\$117,121,805.47	\$3,296,474.92

Appendix C

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
FLOAT1	Repetitive loss property owners	Topics 1-5	Increase number of inquiries related to flood risk, flood insurance, flood preparations and safety, mitigation projects, and floodproofing.	Repetitive Loss Letter	Floodplain Manager	Annually	
FLOAT2	Residents in the floodplain	Topics 1-6	Increase number of inquiries related to flood risk, flood insurance, flood preparations and safety, mitigation projects, floodproofing, and stream dumping.	FEMA Brochures in Government Buildings	Floodplain Manager	Year-round	
FLOAT3	Members of NOMAR & Bayou Board of Realtors	Topics 1, 2	Increase number of inquiries related to flood risk and flood insurance	Email to Realtors	NOMAR, Bayou Board	Annually	Realtors Associations
FLOAT4	Residents in the floodplain	Topics 1-6	Increase number of inquiries related to flood risk, flood insurance, flood preparations and safety, mitigation projects, floodproofing, and stream dumping.	Utility Bill Messages	Floodplain Manager	Annually	
FLOAT5	Residents in the floodplain	Topic 6, 9, 10	Reduce impact on natural functions; mitigate flooding; maintain water quality	No Dumping - Drainage Stickers/Signs	Floodplain Manager	Year-round	
FLOAT6	Residents in the floodplain	Topics 1-6, 7-11	Increase number of inquiries related to flood risk, flood insurance, flood preparations and safety, mitigation projects, floodproofing, and stream dumping.	Library tabling event	Floodplain Manager	Annually	
FLOAT7	Residents in the floodplain	Topics 1-6, 9-10	Increase number of inquiries related to flood risk, flood insurance, flood preparations and safety, mitigation projects, floodproofing, and stream dumping.	La Homeowners Handbook; https://www.laseagrant.org/wp-content/uploads/LA-Homeowners-Handbook-2020.pdf	Floodplain Manager	Annually	La Sea Grant
FLOAT8	Residents in the floodplain	Topics 3, 4, and 8	Increase hurricane preparedness; reduce loss of life and property during hurricanes	hurricane preparedness information	NOLA.com	Annually	NOLA.com
FLOAT9	Residents in the floodplain	Topics 1-8	Increase number of inquiries related to flood risk, flood insurance, flood preparations and safety, mitigation projects, floodproofing, and stream dumping.	Social media	Floodplain Manager / President / Mayor's Office / Emergency Manager	Year-round	
FLOAT10	Residents in the floodplain	Topics 1-6	Increase number of inquiries related to flood risk, flood insurance, flood preparations and safety, mitigation projects, floodproofing, and stream dumping.	UNO-CHART website	Floodplain Manager	Year-round	UNO-CHART

FLOAT11	Residents in the floodplain	Topics 1, 4	Increase number of inquiries related to flood risk and mitigation.	http://cims.coastal.louisiana.gov/floodrisk/	Floodplain Manager	Year-round	LA CPRA
FLOAT12	Residents in the floodplain	Topics 3, 4, and 8	Increase hurricane preparedness; reduce loss of life and property during hurricanes	hurricane preparedness stories, real time alerts through TV, social media	Fox 8	Year-round	Fox 8
FLOAT13	Residents in the floodplain	Topics 3, 4, and 8	Increase hurricane preparedness; reduce loss of life and property during hurricanes	hurricane preparedness stories, real time alerts through TV, social media	WDSU	Year-round	WDSU
FLOAT14	Residents in the floodplain	Topics 3, 4, and 8	Increase hurricane preparedness; reduce loss of life and property during hurricanes	hurricane preparedness stories, real time alerts through TV, social media	WWL	Year-round	WWL
FLOAT15	Residents in the floodplain	Topic 1	Increased knowledge of flood risk.	Flood Mapping Portal, http://maps.lsuagc	Floodplain Manager	Year-round	LSU AgCenter
FLOAT16	Residents in the floodplain	Topics 3, 4, and 8	Increase hurricane preparedness; reduce loss of life and property during hurricanes	La Emergency Preparedness Guide	Emergency Managers	Year-round	GOHSEP
FLOAT17	Residents in the floodplain	Topic 8	Increased hurricane preparedness	Evacuation Checklists (printed and online)	Floodplain Manager	Year-round	UNO-CHART
FLOAT18	Residents in the floodplain	Topics 3, 4, and 8	Increase hurricane preparedness; reduce loss of life and property during hurricanes	Parish Alert Systems	Emergency Managers	Year-round	UNO-CHART

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
City of Mandeville							
M1	City Wide	Topics 1-8	To increase the number of flood insurance policies and elevation and retrofit permits in the community.	Mandeville Flood Facts Mailer	Building, Permitting, and Enforcement	Annual	
M2	City Wide	Topics 1-8	To increase the number of insurance policies and retrofit and elevation permits in the community.	SFHA Letter (repross mail-out)	Building, Permitting, and Enforcement	Annual	
M3	Community	Topics 1-8	To increase the number of inquiries related to flood designation of properties in the community.	Ebriefs, website	Mayor	Three times a year	
M4	Old Mandeville	Topic 2	To increase the number of flood insurance policies in the community.	Outreach to Old Mandeville, mailer	Building, Permitting, and Enforcement	Annual	
M5	Community	Topics 1-11	To increase the number of inquiries related to retrofiting methods, and decrease the amount of damage following a flood event.	Messages on Water Bills,	Building/Permitting	Bi-Annual	
City of Slidell							
S1	General Public	Topics 1-11	To increase the number of inquiries related to flood safety, retrofiting methods, and decrease the amount of damage following a flood event.	Flood Safety brochure inserted into all City water bills in June, so all properties in the SFHA (~55% of City) and repetitive loss areas receive it (targeted outreach	Planning	Always Available	
S2	General Public	Topics 1-11	To increase the number of inquiries related to flood safety, retrofiting methods, and decrease the amount of damage following a flood event.	Flood Safety brochures posted on City website	Planning	Always Available	
S3	General Public	Topics 1-11	To increase the number of inquiries related to flood safety, retrofiting methods, and decrease the amount of damage following a flood event.	Documents placed in Main Lobby	Planning	Always Available	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
S4	General Public	Topics 1-11	To increase the number of inquiries related to flood safety, retrofitting methods, and decrease the amount of damage following a flood event.	Documents placed in Planning Lobby	Planning	Always Available	
S5	General Public	Topics 1-11	To increase the number of inquiries related to flood safety, retrofitting methods, and decrease the amount of damage following a flood event.	Documents placed in Finance Lobby	Planning	Always Available	
S6	General Public	Topics 1-11	To increase the number of inquiries related to flood safety, retrofitting methods, and decrease the amount of damage following a flood event.	Brochures in Slidell library	Planning	Always Available	
Orleans Parish							
NO1	Public	Topic 1, 2, 4, 5	To increase the number of policies and retrofit and elevation permits in the community.	Flyers and Technical Bulletins, Flyer in lobby of permit office, Flood protection information	Safety & Permits - Floodplain Management	Year Round	
NO2	Public	Topic 2, 8, 11	To increase the number of flood insurance policies in the community.	Open forum, Neighborhood Association, General information including flood safety & info	Safety & Permits - Floodplain Management	Ongoing	
NO3	SDL Owners	Topic 5	To increase the number of elevation permits in the community.	SD Recruitment, Mailing, Substantial Damage Elevation, ICC	Safety & Permits - Floodplain Management	Annual	
NO4	City Wide	Topics 1-6, 7	To increase the number of insurance policies and retrofit and elevation permits in the community.	SFHA Rep Loss Mail-out, Sewage & Water Board Billings, Information on repetitive loss properties	Safety & Permits - Floodplain Management	Annual	
NO5	Public	Topics 4, 5	To increase the number of retrofit permits in the community.	Homeowner Handbook, Homeowner Handbook, Natural Hazard Prep	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Year Round	
NO6	Public	Topics 4, 5, 8	To increase the number of retrofit permits in the community.	Emergency Prep Guide, Post Emergency Prep, Storm Readiness	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Seasonally	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
NO7	Public/Builder		To increase the number of retrofit and elevation permits in the community.	Mitigation Options, Mitigation Website, All mitigation measures	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Year Round	
NO8	Media Leaders/Real Estate Agents		To increase the number of flood insurance policies and elevation and retrofit permits in the community.	Outreach to Media, Leaders, Real Estate, Email, Availability of floodplain information	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Annual	
NO9	Public/Builder		To increase the number of retrofit and elevation permits and the number of flood insurance policies in the community, and to increase the number of flyers picked up annually.	Library Outreach, Flyer in Library, Mitigation Options	Safety & Permits - Floodplain Management	Year Round	
NO10	SFHA Property Owners		To increase the number of retrofit and elevation permits in the community; to increase the number of flood insurance policies in the community	Water Bill Insert, Mailing, Flood Safety & Warnings, Flood Protection Measures, Drainage System Maintenance	Safety & Permits - Floodplain Management	Bi-Annual	
NO11	Public	Topic 2	To increase the number of flood insurance policies in the community.	NFIP education, Insurance Promotion, Insurance and Benefits	Safety & Permits - Floodplain Management	Year Round	
NO12	Pontchartrain Park and Gentilly Woods Area	Topic 1, 4	To increase the use of green infrastructure projects in the community.	PONTILLY- Water Management Project Outreach, Door-to-Door Outreach, Water Mitigation, Water Management, Drainage Maintenance	NORA	Monthly	NORA
NO13	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	"Cheaper Flood Insurance: 5 Ways to Lower the Cost of Your Flood Insurance Premium", FEMA Brochure, Flood insurance	Orleans Floodplain Management Office and Permit Office	Always Available	
NO14	Homeowners and Contractors	Topic 2, 4, 5	To increase the number of elevation and floodproofing permits in the community.	Increased Cost of Compliance Coverage: Creating a Safer Future", FEMA Brochure, Increased Cost of Compliance	Orleans Floodplain Management Office and Permit Office	Always Available	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
NO15	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	"Flood Insurance Claims Handbook", FEMA NFIP Brochure, Flood Insurance	Orleans Floodplain Management Office and Permit Office	Always Available	
NO16	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	"Myths and Facts about the NFIP", FEMA NFIP Brochure, Flood Insurance	Orleans Floodplain Management Office and Permit Office	Always Available	
NO17	Homeowners and Contractors	Topics 1-6	To increase the number of flood insurance policies and elevation and retrofit permits in the community.	"Louisiana Homeowners Handbook to Prepare for Natural Hazards", LA Sea Grant Brochure, Preparing for natural hazards	Orleans Floodplain Management Office and Permit Office	Always Available	
NO18	Parish Wide	Topics 1-11	To increase the number of flood insurance policies and retrofit and elevation permits in the community, and increase the amount of website hits.	NolaReady, Email/Website: http://www.nola.gov/ready/ , Flood Awareness & Assistance	Homeland Security - Hazard Mitigation	Monthly	
NO19	Parish Wide	Topic 1, 2, 7	To increase the number of flood insurance policies in the community.	Rep Loss mail-out, Mailing, Elevation	Safety & Permits - Floodplain Management	Bi-Annual	
NO20	Parish Wide	Topic 1, 2, 7	To increase the number of flood insurance policies in the community.	GIS - Mapping Information, Map displayed throughout Orleans, Flood Maps, Drainage maps, Rep Loss maps	Nola.gov - Property Viewer	Year Round	
NO21	Public/Builder	Topic 1, 2, 3, 4, 5, 7	To increase the number of flood insurance policies and elevation and retrofit permits in the community, and increase the amount of website hits.	Flood Safety, Website, Flood Safety & Warnings, Flood Protection Measures, Drainage System Maintenance	Safety & Permits - Floodplain Management	Year Round	
NO22	Real Estate Agents	Topic 1, 2, 7	To increase the number of inquiries related to the flood designation of properties in the community and increase the number of flood insurance policies in the community.	Outreach to Realtors about Flood Zone disclosure recommendation; brochure provided to give out to homeowners, Mailing, Availability of floodplain information	Safety & Permits - Floodplain Management	Annual	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
NO23	State Wide	Topic 1, 2	To increase the number of inquiries related to the flood designation of properties in the community and increase the number of flood insurance policies in the community.	Property Disclosure Forms,Forms,Property disclosure	Realtor Association	Ongoing	NOMAR
NO24	UNO Students	Topic 1, 7	To increase the number of institutions who look for systems engineering services to address their flood risks.	INCOSE Resilient Systems Working Group, Class at the University of New Orleans, Systems engineering essentials for urban planners	Resilient Systems Engineering	Annual	Resilient Systems Engineering
NO25	Pontilly, Hollygrove, Tremé, 7th Ward and Gentilly Residents	Topic 1, 3, 6	To increase the use of green infrastructure projects in the community.	Water Wise NOLA, Water Wise Workshops, Mitigating flooding and subsidence through the use of green infrastructure	Global Green USA	Ongoing	Global Green USA
NO26	Realtors	Topics 1, 2	To increase the number of inquiries related to retrofitting methods, and decrease the amount of damage following a flood event.	Flood Insurance for Realtors, Brochures at Luncheons, Flood Insurance	Safety & Permits - Floodplain Management	Year Round	
NO27	Latino Forum	Topic 8	To increase website hits to Nola ready evacuation information; to increase 311 inquiries about evacuation.	Hurricane Preparedness,Presentation,Preparing for hurricanes and evacuation	Health Department	Annual	
NO28	General Public	Topic 11	To increase the number of people who sign up for the weather notification alert system.	Storm Ready Community,Signage,Signs placed around community advertising it is Storm Ready	Emergency Preparedness Office	Ongoing	
NO29	Neighborhood associations	Topic 1, 3, 4, 8, 11	To increase opt-ins for emergency alerts; to increase the number of flood insurance policies; to increase calls to 311 about evacuation; to increase NOLA Ready website traffic; to increase number of people on special needs registry	Hurricane Preparedness Training,Presentation,Hurricane season preparedness	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Monthly	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
NO30	Senior centers; senior living facilities	Topic 1, 3, 8, 11	To increase opt-ins for emergency alerts; to increase calls to 311 about evacuation; to increase NOLA Ready website traffic; to increase number of people on special needs registry	Hurricane season preparedness for seniors and people with special needs, Presentation, Hurricane season preparedness for seniors and people with special needs	New Orleans Health Department	Monthly	
NO31	Neighborhood Leaders Roundtable	Topic 1, 3, 8, 11	To increase opt-ins for emergency alerts; to increase the number of flood insurance policies; to increase calls to 311 about evacuation; to increase NOLA Ready website traffic; to increase number of people on special needs registry	Hurricane season preparedness for community organizations and leaders, Presentation, Hurricane season preparedness for community organizations and leaders	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Annually	
NO32	Faith leaders and congregations	Topic 1, 3, 4, 8, 11	To increase opt-ins for emergency alerts; to increase the number of flood insurance policies; to increase calls to 311 about evacuation; to increase NOLA Ready website traffic; to increase number of people on special needs registry	Hurricane season preparedness for faith-based organizations, Presentation, Hurricane season preparedness for faith-based organizations	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Annually	
NO33	Participants in festivals, health fairs, back-to-school events	Topic 1, 3, 4, 8, 11	To increase opt-ins for emergency alerts; to increase the number of flood insurance policies; to increase calls to 311 about evacuation; to increase NOLA Ready website traffic; to increase number of people on special needs registry	Hurricane Preparedness Tabling, Tabling, Hurricane season preparedness	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Monthly	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
NO34	Parish Wide	Topic 1, 3, 4, 8, 11, 11	To increase opt-ins for emergency alerts; to increase the number of flood insurance policies; to increase calls to 311 about evacuation; to increase NOLA Ready website traffic; to increase number of people on special needs registry	Hurricane Preparedness Social Media, Twitter, Facebook, Nextdoor.com, Hurricane season preparedness	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Monthly	
NO35	Parish Wide	Topic 1, 3, 4, 8, 11, 11	To increase opt-ins for emergency alerts; to increase the number of flood insurance policies; to increase calls to 311 about evacuation; to increase NOLA Ready website traffic; to increase number of people on special needs registry	Hurricane Season Media Spots with NOHSEP Director, Print, TV, Radio media, Hurricane season preparedness	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Annually	
NO36	Parish Wide	Topics 1-11	To increase the number of flood insurance policies; to increase NOLA Ready website traffic; to increase low-cost mitigation projects; to increase digital newsletter opt-ins; To increase opt-ins for emergency alerts	Annual Preparedness Calendar, Calendar distributed to residents, Seasonal preparedness tips	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Annually	
NO37	Parish Wide	Topics 1-11	To increase the number of flood insurance policies; to increase NOLA Ready website traffic; to increase low-cost mitigation projects; to increase digital newsletter opt-ins; To increase opt-ins for emergency alerts	Monthly Preparedness Digital Newsletter, Digital Newsletter -email, Seasonal preparedness tips	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Monthly	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
NO38	Residents who need help evacuating	Topic 8	To increase awareness of the City-assisted evacuation plan; to increase number of people on special needs registry	City-Assisted Evacuation Video, City-Assisted Evacuation Video, How City-Assisted Evacuation Works	New Orleans Office of Homeland Security & Emergency Preparedness (NOLA Ready)	Monthly	
NO39	Parish Wide	Topic 1, 10	To reduce debris blocking drains; to reduce trash & chemicals flowing into drain; to increase resident participation.	Adopt-a-Catch-Basin App,Catch Basin mobile website, emails to adopters, Adopt a catch basin to reduce street flooding and protect the floodplain	Information Technology Department	Seasonally, before storms	
NO40	Neighborhood leaders	Topic 1, 10	To reduce debris blocking drains; to reduce trash & chemicals flowing into drain; to increase resident participation.	Neighborhood Clean Up Days, Organized Neighborhood Clean Up Days, Adopt a catch basin to reduce street flooding; Clean up trash & debris to protect the floodplain	Mayor's Office of Neighborhood Engagement	Annually	
NO41	SRL property owners	Topic 1, 2, 7	To reduce the number of unmitigated SRL properties in the City.	Flood Mitigation Assistance Interest Letter, Direct Mailing, Informing homeowners of the availability of mitigation funding for their SRL property	New Orleans Office of Homeland Security & Emergency Preparedness (Hazard Mitigation)	Annually	
NO42	Public	Topic 1, 4, 6	To increase the number of homeowners implementing low cost retrofits on their property to reduce flood risk.	Front Yard Initiative Toolkit,FYI Brochure ,Green Infrastructure and retrofit measures to protect property from flooding	New Orleans Office of Homeland Security & Emergency Preparedness (Hazard Mitigation)	Year Round	
NO43	Public	Topic 1, 4, 6, 9, 10	To reduce debris blocking drains; to reduce trash & chemicals flowing into drain; to increase resident participation.	Stormwater 101,Informational Brochure ,Stormwater runoff, water quality, catch basin awareness	Sewerage & Water Board of New Orleans	Year Round	
NO44	Public	Topic 1, 4, 6, 9, 10	To reduce debris blocking drains; to reduce trash & chemicals flowing into drain; to increase resident participation.	By-You Drainscapes,Storm drain public art mural program, Stormwater runoff, water quality, catch basin awareness	Port of New Orleans	Annually	Port of New Orleans

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
NO45	Gentilly Residents	Topics 1-10	To increase number of homeowners implementing resilience projects on their property to reduce flood risk	Gentilly Resilience District - Creative Engagement and Communications Plan, Public meetings, media coverage, signage, branding, targeted mailings, brochures, newsletters, flyers, door-to-door canvassing, listening sessions, events, festivals, classrooms, tours, open houses, social media, Gentilly neighborhood is low-lying with increased flood risk. Homeowners can get involved and reduce flood risk.	Office of Resilience and Sustainability	Year Round	
NO46	City Wide	Topic 1, 3, 4, 6, 9, 10	To increase the number of flood protected people and properties	Earth Fest at Audubon Zoo,Enviroscape watershed education table, Flood awareness, watershed education, water quality education	Sewerage & Water Board of New Orleans	Annual	
NO47	City Wide	Topic 1, 3, 4, 6, 9, 10	To increase the number of flood protected people and properties	City Park Earth Day,Enviroscape watershed education table, Flood awareness, watershed education, water quality education	Sewerage & Water Board of New Orleans	Annual	
NO48	City Wide	Topic 1, 3, 4, 6, 9, 10	To increase the number of flood protected people and properties	Family Bayou Day,Enviroscape, water related games, tabling, activities, Flood awareness, watershed education, water quality education	Ripple Effect, Sewerage & Water Board of New Orleans, Office of Resilience and Sustainability	Annual	
NO49	City Wide	Topic 1, 3, 4, 6, 9, 10	To increase the number of flood protected people and properties	Water Words, Water related storytelling and book reading, Flood awareness, watershed education, water quality education	Sewerage & Water Board of New Orleans	Monthly	
NO50	Ben Franklin Elementary	Topic 1, 3, 4, 6, 9, 10	To increase the number of flood protected people and properties	Environmental Awareness Fair,Enviroscape, water related games, tabling, activities, Flood awareness, watershed education, water quality education	Sewerage & Water Board of New Orleans	Annual	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
NO51	City Wide	Topic 1, 3, 4, 6, 10	To increase the number of flood protected people and properties	Water Cycle Bike Tour, Tour water management facilities on bikes, Flood awareness, water management, infrastructure, drainage, flood risk	Groundwork New Orleans	Annual	Groundwork New Orleans
NO52	City Wide	Topic 1, 3, 4, 6, 10	Water Challenge awards \$15,000 in total start-up funding for solutions that will address our urban water, coastal environment, or local water economy.	Water Challenge, Contest and award for water issues, Urban water, coastal environment, or local water economy	Propeller, Greater New Orleans Foundation	Annual	Propeller, Greater New Orleans Foundation
NO53	City Wide	Topic 1, 3, 4, 6, 10	To increase the number of flood protected people and properties	Urban Water Series, Workshops, lectures, tours, training, ,Urban water, flooding, green infrastructure,	Greater New Orleans Foundation	Annual	Greater New Orleans Foundation
NO54	local contractors, designers, developers, and municipal agencies	Topic 1, 3, 4, 6, 10	To increase the number of flood protected people and properties	Lunch & Learn Series,Presentations,Urban water, flooding, green infrastructure,	Water Collaborative of Greater New Orleans	Monthly	Water Collaborative of Greater New Orleans
NO55	City Wide	Topic 1, 3, 4, 6, 10	To increase the number of flood protected people and properties	Walk and Learn, Educational tour of water and flood management projects, Urban water, flooding, green infrastructure, drainage pumping	Propeller	Annual	Propeller
NO56	Public	Topics 1-11	To increase the number of flood insurance policies; to increase the number of homeowners installing green infrastructure; to increase awareness of City-assisted evacuation; to increase the number of people on the special needs registry; to increase the number of homeowners implementing low-cost retrofits on their property to reduce flood risk.	Annual NOLA Ready Calendar, Wall Calendar, Season emergency preparedness information	New Orleans Office of Homeland Security & Emergency Preparedness	Annually	

St. John the Baptist Parish

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
SJB1	Garyville Area	Topics 1, 7, 8	Increase Insurance policies/Citizen awareness	SPECIFIC TOWN HALL MEETINGS, Get a Game Plan, Be Prepared, Be Flood Aware-Know your risk	OFFICE OF EMERGENCY PREPAREDNESS	Hurricane Season	
SJB2	Reserve Area	Topics 1, 7, 8	Increase Insurance policies/Citizen awareness	SPECIFIC TOWN HALL MEETINGS, Get a Game Plan, Be Prepared, Be Flood Aware-Know your risk	OFFICE OF EMERGENCY PREPAREDNESS	Hurricane Season	
SJB3	Edgard Area	Topics 1, 7, 8	Increase Insurance policies/Citizen awareness	SPECIFIC TOWN HALL MEETINGS, Get a Game Plan, Be Prepared, Be Flood Aware-Know your risk	OFFICE OF EMERGENCY PREPAREDNESS	Hurricane Season	
SJB4	LaPlace Area	Topics 1, 7, 8	Increase Insurance policies/Citizen awareness	SPECIFIC TOWN HALL MEETINGS, Get a Game Plan, Be Prepared, Be Flood Aware-Know your risk	OFFICE OF EMERGENCY PREPAREDNESS	Hurricane Season	
SJB5	Schools/Libraries	Topics 1, 7, 8	Increase Insurance policies/Citizen awareness	SPECIFIC TOWN HALL MEETINGS, Get a Game Plan, Be Prepared, Be Flood Aware-Know your risk	OFFICE OF EMERGENCY PREPAREDNESS	Hurricane Season	
SJB6	Chemical Plants/Marathon	Topics 1, 7, 8	Increase Insurance policies/Citizen awareness	SPECIFIC TOWN HALL MEETINGS, Get a Game Plan, Be Prepared, Be Flood Aware-Know your risk	OFFICE OF EMERGENCY PREPAREDNESS	Hurricane Season	
SJB7	Real Estate Agents	Topic 1, 2, 7	Increase awareness to Real Estate Agents and more assistance with Flood Ins. Outreach/Increase policies	REAL ESTATE AGENCIES, Brochure - Ask Before you Buy	DEPARTMENT OF PLANNING & ZONING	Year Round	
SJB8	Real Estate Agents	Topic 1, 2, 7	Increase awareness to Real Estate Agents and more assistance with Flood Ins. Outreach/Increase policies	REAL ESTATE AGENCIES, Meetings with Agents	DEPARTMENT OF PLANNING & ZONING	Year Round	
SJB9	Coastal Area Applicants	Topic 5	Encourage Coastal planning - Consistent w/State of La Coastal Zone Management Plan (CZMP)	COASTAL USE MANAGEMENT PERMITTING, newspaper ad	DEPARTMENT OF PLANNING & ZONING	Year Round	
SJB10	Parish Wide	Topics 1-11	Educate public regarding flood safety	Facebook/twitter/ Blackboard Emergency Notifications - multiple messages	PARISH COMMUNICATIONS OFFICE, EMERGENCY OPERATIONS CNTR., Admin	Year Round	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
SJB11	Parish Wide	Topics 1-11	Increased flood insurance purchase, prepared citizens, Get a Permit,	Weather Reporting as needed Parish Website/floodplain website	PARISH COMMUNICATIONS OFFICE, EMERGENCY OPERATIONS CNTR., Admin	Year Round	
SJB12	Parish Wide, business leaders	Topics 1, 3, 4, 7, 8	Increased flood insurance purchase, prepared citizens, Get a Permit,	FEMA Link/Channel 15/Telephone Blue Pages - flood protection, hurricane preparedness	PARISH COMMUNICATIONS OFFICE, EMERGENCY OPERATIONS CNTR., Admin	Year Round	
SJB13	Parish Wide	Topic 1	More permit awareness and applications	FLOOD VERIFICATION LETTER/INFO ASSISTANCE	DEPARTMENT OF PLANNING & ZONING	Year Round	
SJB14	Rep Loss Property	Topics 1, 7	Increase awareness by home owners w/ Rep Loss Prop.& areas.	REPETATIVE LOSS Letter	DEPARTMENT OF PLANNING & ZONING	Letters Once Yearly	
SJB15	Properties owners needing Additional Assistance Permits, etc.	Topic 5	More special permitting in high risk areas applied for	COMMUNITY ASSISTANCE VISIT (CAV)	DEPARTMENT OF PLANNING & ZONING	FEMA Cycle Visit	
SJB16	Parish Wide	Topics 1, 5	Increased awareness, increase questions regarding permits	GIS - Mapping Information, CAV Letter notification of permit needed	CODE ENFORCMENT	Year Round	
SJB17	Public	Topic 9, 10	Cleaner drains & promote backflow/Less flooding	MS-4 OUTREACH/CLEAN SWEEP; The House/Bus. You Flood May Be Your Own/Only Rain in the Drain/Clean Drains & Catch Basins	DEPARTMENT OF UTILITIES	Bi-Annually (Spring and Fall)	
SJB18	Parish Grass Cutters, business owners	Topic 9, 10	Educate - Mail Out to Contracted Grass Cutters	MS-4 OUTREACH/CLEAN SWEEP; Flyer- Only Rain in the Drain/Backflow Preventor Flyer	DEPARTMENT OF PLANNING & ZONING	Bi-Annually (Spring and Fall)	
SJB19	Parish Grass Cutters	Topic 9, 10	Encourage business owners to clean drains (Mail out)	MS-4 OUTREACH/CLEAN SWEEP; Mail out to Parish grass cutters -no grass clippings in drains	CODE ENF. DIVISION	Bi-Annually (Spring and Fall)	
SJB20	businesses	Topic 9, 10	Outreach during Clean Sweep Campaign	MS-4 OUTREACH/CLEAN SWEEP; Mail out to Business Owners/Keep St. John Beautiful	DEPARTMENT OF PUBLIC WORKS	Bi-Annually (Spring and Fall)	

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SJB21	Parish Wide/Outreaching	Topics 1, 2, 7, 8, 11	Increase flood insurance policies	ANDOUILLE FESTIVAL; Be Prepared Be Flood Aware - Know Your Risk!, NFIP - Facts - Insurance Benefits, Survival in a Hurricane, Mapping	DEPARTMENT OF PLANNING & ZONING	Annually (October)	
SJB22	Pet Owners, public	Topic 8	Encourage Citizens and Animal Shelter to promote pet safety during a disaster	ANIMAL SHELTER; Protect Your Pet/Pets Need Protection Too!!	DEPARTMENT OF PLANNING & ZONING	Year Round	
SJB23	Builders/Consumers	Topics 4, 5	Encourage residence/builders to get a permit/build safely	Home Depot Outreach; multiple construction and mitigation related topics	DEPARTMENT OF PLANNING & ZONING	Annually	
SJB24	Builders/Consumers	Topics 4, 5	Encourage residence/builders to get a permit/build safely	ACE Hardware Outreach; multiple construction and mitigation related topics	DEPARTMENT OF PLANNING & ZONING	Annually	
SJB25	Parish Business Owners Meeting	Topic 1, 8	Encourage business owners to be prepared	BUSINESS OWNERS - Protect Your Business/Protect Business Records and Inventory/Be prepared	ECONOMIC DEVELOPMENT OFFICE; EMERGENCY OPERATION CENTER/P & Z	Yearly Meeting	
SJB26	Public	Topics 1-6	Provide flood information to citizens along with cataloged mapping, Educate citizens regarding floodplain management	LIBRARY OUTREACH	ST. JOHN THE BAPTIST PARISH LIBRARY	Year round	
SJB27	School Children/Parents	Topics 1, 7, 8, 11	Educate parents & children regarding floodplain management and preparation	BACK TO SCHOOL BASH, BE PREPARED/BE FLOOD AWARE	PARISH ADMINISTRATION	Yearly	
SJB28	General Public	Topics 1 - 11	Educate public in area of floodplain management	LOBBY INFORMATION, Tech. bulletins, flood insurance, build safely, protection	PLANNING & ZONING /ADMINISTRATION	Year round	
St. Tammany Parish							
ST1	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "Cheaper Flood Insurance: 5 Ways to Lower the Cost of Your Flood Insurance Premium"	Lobbies of STP Departments of Development, Permits & Website: http://www.stpgov.org/floods	Always Available	

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ST2	Homeowners and Contractors	Topics 2, 4	To increase the number of elevated homes in the community.	FEMA Brochure, "Increased Cost of Compliance Coverage: Creating a Safer Future"	Lobbies of STP Departments of Development, Permits & Website: http://www.stpgov.org/floods	Always Available	
ST3	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA NFIP Brochure, "Flood Insurance Claims Handbook"	Lobbies of STP Departments of Development, Permits & Website: http://www.stpgov.org/floods	Always Available	
ST4	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA NFIP Brochure, "Flood Insurance Claims Handbook Spanish"	Lobbies of STP Departments of Development, Permits & Website: http://www.stpgov.org/floods	Always Available	
ST5	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA NFIP Brochure, "Myths and Facts about the NFIP"	Lobbies of STP Departments of Development, Permits & Website: http://www.stpgov.org/floods	Always Available	
ST6	General Public	Topic 11	To increase the number of people who sign up for the weather notification alert system.	Signage, Storm Ready Community	Department of Emergency Preparedness & Homeland Security	Year Round	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST7	Parish Residents	Topics 1, 8, 11	To increase the number of people who are informed about flooding and sign up for the weather notification alert system, and decrease the damage incurred by severe weather events.	websites: http://www.stpgov.org/residents/flood-prevention & http://www.stpgov.org/floods , Flood Prevention and Hurricane Preparedness Webpage	STP Department of Emergency Preparedness & Homeland Security	Year Round	
ST8	Public	Topics 2, 4, 5	To increase the number of flood insurance policies and elevation and retrofit permits in the community.	LA Sea Grant Handbook digitally available at websites: http://gom.stormsmart.org/handbook/ , http://www.stpgov.org/floods , "Louisiana Homeowners Handbook to Prepare for Natural Hazards"	STP Departments of Development and Permits	Always Available	La Sea Grant
ST9	Residents	Topics 1, 2, 7	To publicize flood depths in the parish in order to increase the number of flood insurance policies in the community.	Plaque inside parish Towers building (Slidell), High Water Marks	STP Public Information Office	Always Available	
ST10	Library Visitors	Topics 1, 4, 8	To increase the number of inquiries related to flood designation of properties, increase the number of inquiries related to retrofitting methods, and decrease the amount of damage following a flood event.	Pamphlets, Library Outreach (see also CRS 352.a & b)	STP Library Branches	Always Available	
ST11	Public/Builder	Topics 1, 2, 4	To increase the number of retrofit and elevation permits and the number of flood insurance policies in the community, and to increase the number of flyers picked up annually.	Library Assets, Library Outreach (see also CRS 352.a & b)	STP Library Branches	Always Available	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST12	Community	Topic 8	To increase the number of brochures picked-up and increase the amount of website hits.	Brochure, "Citizens Emergency Preparedness & Safety Information Guide"	STP Departments of Emergency Preparedness & Homeland Security, Public Information Office; talks by Director of Emergency Preparedness & Homeland Security; elevators in Administrative Building B; website: http://www.stpgov.org/floods	Year Round	
ST13	Repetitive Loss Areas	Topics 2, 4, 5	To increase the number of policies and retrofit and elevation permits in the community.	Postcard and website: http://www.stpgov.org/floods , Postcard regarding RL/SRL Areas	Departments of Development & Permits; postcards are placed in Lobby of STP Planning and Permit Offices and available digitally on website: http://www.stpgov.org/floods	Year Round	
ST14	Community	Topics 4, 5, 8	To increase the number of inquiries related to retrofiting methods, and decrease the amount of damage following a flood event.	eblasts, PSAs, social media & websites, Flood response preparations (FRP) (See also CRS 332.b).	Parish President & Public Information Office (PIO) who maintain: eblasts, PSAs, social media & websites:: http://www.stpgov.org/departments/hsep & http://www.stpgov.org/floods	Hurricane Season/ Events Year Round	

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ST15	New builders, renovations, improvements, potential purchasers	Topics 4, 5, 8	To increase the number of inquiries related to flood designation of properties, and increase the number of inquiries related to retrofitting methods.	Development permits, Building permits & response to inquiries, Map Information Service	Departments of Development & Permits	Permit application/inquiry/Year Round	
ST16	Residents, Businesses	Topics 1, 4, 7	To increase the number of inquiries related to flood designation of properties, provide flood mitigation projects & recommendations, and increase the number of inquiries related to retrofitting methods.	Advise residents and business owners via Social Media, Annual Tax Assessors Bill & website, Flood Protection Assistance (see also CRS 362.a & b)	Departments of Development, Permits & Public Works; STP Sheriff's Office (advertise on Tax Assessor bill)& website: http://www.stpgov.org/floods	Ongoing	
ST17	General Public	Topic 2	To increase the number of flood insurance policies in St. Tammany Parish.	Video, Video of Parish President discussing importance of flood insurance posted on Parish website and social media during flood awareness month	Parish President, Public Information Office	Ongoing	
ST18	Residents	Topics 9, 10	To publicize the stream dumping regulations in the area and improve drainage in the area by increasing the number of clean drains and culverts.	Signs, eblasts, social media and website: http://www.stpgov.org/floods , Protect Drains & Culverts	STP Departments of Public Works & Public Information Offices	Ongoing	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST19	Businesses	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "NFIP Preferred Risk Policy for Homeowners & Renters"	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	
ST20	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "Answers to Questions about the NFIP"	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	
ST21	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "Why You need Flood Insurance"	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	
ST22	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "Top 10 Facts for Consumers"	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	
ST23	Businesses	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "NFIP Preferred Risk Policy for Businesses"	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST24	Businesses	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "Keep Your Business in Business"	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	
ST25	Homeowners and Contractors	Topic 4	To increase the number of elevated homes in the community.	FEMA Brochure, "Flood Insurance Requirements for Recipients of Federal Disaster Assistance"	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	
ST26	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "A Small Investment Protects You from a Big Problem "	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	
ST27	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "Homeowner's Guide to Retrofitting: 6 Ways to Protect Your House from Flooding "	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	

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ST28	Homeowners and Contractors	Topic 2	To increase the number of flood insurance policies in the community.	FEMA Brochure, "Mold & Mildew: Cleaning up your Flood-Damaged Home"	Lobbies of STP Departments of Development & Permits, website: http://www.stpgov.org/floods	Always Available	
ST29	Pet Owners	Topic 2, 8, 11	To increase the number of people who sign up for the weather notification alert system, and to increase the number of flood insurance policies in the community	American Veterinary Medicine Foundation Brochure, "Saving the Whole Family - Disaster Preparedness."	STP Department of Animal Services, website: http://www.stpgov.org/floods	Always Available	
ST30	Pet Owners	Topic 2, 8, 11	To increase the number of people who sign up for the weather notification alert system, and to increase the number of flood insurance policies in the community	National Organization on Disability Brochure, "Disaster Readiness Tips for Owners of Service Animals" ."	STP Departments of Development and Animal Services, website: http://www.stpgov.org/floods	Always Available	
ST31	Public	Topic 8	To increase the resilience of the community. Through emergency preparedness, checklists, evacuation routes and "survival kits". In-store flyers & Website provide links to other agencies.	Flyer, checklist, evacuation routes, links & Website, Rouses Food Stores Emergency Preparedness	website: https://www.rouses.com/emergency-preparedness/	Always Available	Rouse's

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST32	Teachers & students Grades 6-12.		<p>The Teacher Packet is intended to help teachers & students understand the importance of stormwater detention/retention ponds and HWMs; provide them with Curriculum/classroom tools to teach students what to do before, during, and after major storms; why storm surge and floods happen, and what can be done to prevent or lessen storm impacts in the future. Trees also knock-down waves in coastal surge areas; slow velocity of water to reduce damages to property and the environment; increase percolation & evapotranspiration of water, allowing surge-prevention infrastructure to be more efficient;</p>	<p>STPSB Teacher Packet (with Curriculum & state standards), PowerPoint presentation and program by LSU AgCenter/LA SeaGrant, Adopt-A-Pond: St. Tammany Parish, STP School Board (STPSB), LSU AgCenter/LA SeaGrant, and community sponsors (Sunbelt Plastics, Duplantis Design Group (DDG) and Resources Environmental Solutions (RES))</p>	<p>STP Department of Development, STP School Board; LSU AgCenter/LA SeaGrant</p>	<p>Fall & Winter</p>	<p>LSU AgCenter/La Sea Grant</p>
ST34	Public	Topic 8, 11	<p>To increase the number of people who sign up for the weather notification alert system and decrease the damage incurred by severe weather events.</p>	<p>Brochure (NOAA), NOAA Extreme Weather Information Sheet</p>	<p>Lobbies of STP Departments of Emergency Preparedness & Homeland Security (HSEP) and Development; elevator in STP Admin. Building B and website: http://www.stpgov.org/floods, https://www.laseagrant.org/resources/floods/</p>	<p>Always Available</p>	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST35	Public		To increase the number of people who sign up for the weather notification alert system and decrease the damage incurred by severe weather events.	Cellphones, Social Media, Webpage, ALERT St. Tammany	STP OEP; Lobby of STP Department of Development; elevator in STP Admin. Building B and websites: http://www.stpgov.org/departments/hsep & http://www.stpgov.org/floods	Always Available	
ST36	Public		To increase the number of people who access the Parish OEP website and to decrease the damage incurred by severe weather events.	Cellphones, Social Media, STP HSEP & NOAA AHPS webpages, St. Tammany Parish Stream Gauging System	74 gauges on waterbodies Parish wide (19 USGS, 18 STP, 37 staff). Cellphones, Social Media, Online access is available to all users via: STP Department of Emergency Preparedness & Homeland Security (HSEP) webpage: http://www.stpgov.org/departments/hsep , & NOAA ahps website: https://water.weather.gov/ahps2/index.php?wfo=lix	Always Available	NOAA
ST37	Public officials, Floodplain Managers, First Responders		To publicize flood depths in the parish in order to increase the number of flood insurance policies in the community.	FEMA Program to provide Signage with public vetting of locations, High Water Marks (HWM) Initiative	STP Department of Emergency Preparedness & Homeland Security (HSEP)	Meetings in 2019. Plan for 2022	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST37a	Teachers & students Grades 3-12. Will be incorporated into Adopt-A-Pond Program (ST32)		The guide is intended to help teachers & students understand the importance of HWMs and provide them with some classroom tools to teach students what to do before, during, and after major storms, why storm surge and floods happen, and what can be done to prevent or lessen storm impacts in the future.	Guide and program by LA SeaGrant that includes State Standards, A Teachers Guide to High Water Marks (HWM)	LA SeaGrant/LSU AgCenter in collaboration with STP Department of Development & STPSB	Plan for distribution in 2022-2023	LSU AgCenter/La Sea Gra
ST38	Residents	Topics 1, 2, 7	To increase the number of inquiries about flood zones and increase the number of insurance policies in the parish.	STP President holds HOA meetings to allow homeowners to discuss issues of concern. Invariably, residents ask about drainage and flood protection. , Parish President's Meeting with Homeowner Associations & Residents	St. Tammany Parish President, PIO, HSEP and Floodplain Administrator	Annually	
ST40	General Public	Topics 1, 7	Increase number of inquiries related to flood designation of property	Website: http://maps.lsuagcenter.com/floodmaps/ , LSU FloodMaps (online resource for residents)	LSU AgCenter	Ongoing	LSU AgCenter/La Sea Gra
ST41	General Public	Topics 1, 7	Increase number of inquiries related to flood designation of property	Website: http://floodhelp.uno.edu/Portal.aspx , UNO-CHART website (online resource for residents)	UNO-CHART	Ongoing	UNO-CHART

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST42	General Public	Topics 1, 7	Increase number of inquiries related to flood designation of property	ASFPM brochure , "The Costs & Benefits of Building Higher" (ASFPM)	Lobbies of STP Development and Permit Offices and website: http://www.stpgov.org/floods	Always available	
ST43	General Public	Topics 1, 7	Increase number of inquiries related to flood designation of property	FEMA NFIP brochure , "The Benefits of Flood Insurance versus Disaster Assistance"	Lobbies of STP Development and Permit Offices and website: http://www.stpgov.org/floods	Always available	
ST44	General Public	Topic 8	To increase the resilience of the community. Through emergency preparedness, checklists, evacuation routes and "survival kits". Website provide links to other agencies.	Booklet by LA Governor's Office of Homeland Security & Emergency Preparedness, "LA Emergency Preparedness Guide"	It is distributed at the STP Emergency Management office or at: https://gohsep.la.gov/PREPAREDNESS-GUIDE	Always available	
ST45	Purchasers of Real Property	Topics 1, 7, 2	Make buyers aware of the flood hazard and insurance requirement of property they are interested in purchasing.	Property Form or Multiple Listing Service (MLS), Real Estate Agent Hazard Disclosure	Real Estate Agents in consultation with STP Development and Permit Offices	Ongoing	Realtors
ST46	Purchasers of Real Property	Topics 1, 7	Increase number of potential buyers that check a property's flood hazard.	Brochure, Real Estate Brochure	STP Development and Permit Offices, distributed by Real Estate Agents	Always Available	Realtors

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
ST47	Parish Residents	Topic 1, 7, 8, 11	To increase the number of people who are informed about flooding and sign up for the weather notification alert system, and decrease the damage incurred by severe weather events.	Brochure, Flood Safety Brochure	Lobbies of STP Development and Permit Offices and website: http://www.stpgov.org/floods	Year Round	
Tangipahoa Parish							
TA1	Home Builders	Topics 1-6	To increase the number of policies and retrofitted homes in the community.	Flyer and Technical Bulletins	Permit Office	Every Building Packet; Ongoing	
TA2	Average Citizen	Topics 1-6	To increase the number of policies and retrofitted homes in the community.	Flood Safety, website	Permit Office	Year Round	
TA3	Average citizen	Topics 1-10	To increase the number of policies and retrofitted homes in the community; to increase the number of calls to the floodplain manager	Flood outreach message phone book page	Permit Office	Annual	
TA4	Rep Loss Properties	Topic 2	To increase the number of flood insurance policies in the community.	Rep Loss Mail-out	Permit Office	Annual	
TA5	Rep Loss area	Topics 1-7	To increase the number of flood insurance policies and retrofit and elevation permits in the community.	Rep Loss Mail-out	Permit Office	Annual	
TA6	Homeowners with Secondary Homes	Topic 2	To increase the number of flood insurance policies on secondary homes in the community.	Flood Insurance for Secondary Homes, website	Permit Office	Year Round	
TA7	Rep Loss Properties	Topic 2, 4, 5	To increase the number of flood insurance policies and retrofit and elevation permits in the community.	Rep Loss Mail-out, Update of parish activities	Permit Office	Annual	
TA8	Parish Residents	Topics 6, 9, 10	To publicize the stream dumping regulations in the parish and improve drainage in the parish by increasing the number of clean drains and culverts	Protect Drains & Culverts, parish wide cleanup day	Parish Administration	Year Round	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
TA9	Parish Residents	Topics 1, 2, 7	To increase the number of inquiries about flood zones and increase the number of insurance policies in the parish.	Hurricane Education handouts and website	Parish Administration	Annually/ Hurricane kickoff day	
TA10	Community	Topic 1, 2, 7	To increase the number of flood insurance policies in the community.	Outreach to individual communities in parish, handouts and website	Health and Human Services	Annually/ Hurricane kickoff day	
TA11	Community	Topic 1, 7, 8, 11	To increase the number of homeowners who are prepared for hurricanes in the community, and to increase the number of flood insurance policies in the community	Emergency Preparedness flyers and social media	Parish Administration	Year Round	
TA12	Parish Residents	Topics 1-8, 11	To increase website hits on the parish Facebook, in order to get more residents to purchase flood insurance, prepare for hurricanes, and retrofit their homes.	Flood Protection Year Round social media, website	Emergency Operations Center	Year Round	
TA13	Parish Residents	Topic 11	To increase the number of people who sign up for the weather notification alert system and decrease the damage incurred by severe weather events	Tangi Alert- Emergency Notification	Emergency Operations Center	Year Round	
TA14	Parish Residents	Topics 1, 2	To increase the number of flood insurance policies in the community.	Hurricane Brochure	Parish Administration	Year Round	
TA15	Parish Residents	Topics 1, 2	To increase the number of flood insurance policies in the community.	Flood Verification Letters	Permit Office	Year Round	
TA16	Parish Residents	Topics 1, 2	To increase the number of flood insurance policies in the community.	GIS- Mapping Information, website	GIS Department	Year Round	

Terrebonne Parish

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
TE1	Council/Public	Topic 1, 2, 4, 5	To increase the number of flood insurance policies and retrofit permits in the community.	FloodSafe Minute,Email/Web Post,Flood/building safety	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Monthly	
TE2	SRL Owners	Topics 1, 2, 4, 5	To increase the number of flood insurance policies in the community.	SRL Recruitment,Mailing,Elevation	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Bi-Annual	
TE3	SDL Owners	Topics 1, 4, 5	To increase the number of elevated homes in the community.	SD Recruitment,Mailing,Substantial Damage Elevation	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Annual	
TE4	Public/Builder	Topics 1, 4, 5	To increase the number of retrofitted homes in the community.	Library Outreach,Library Assets,Mitigation Options	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Year Round	
TE5	Public	Topics 1, 4, 5	To increase the number of elevated and retrofitted homes in the community.	Program Publication,TPTV Announcement,All funding options	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Ongoing	
TE6	Public	Topic 2	To increase the number of flood insurance policies in the community.	NFIP education,Insurance Promotion,Insurance and benefits	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Year Round	
TE7	Public	Topics 2, 4	To increase the number of flood insurance policies and elevated homes in the community.	ICC Promotion,ICC Flier Posting,Funding for Sub Dam	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Year Round	
TE8	Public	Topic 1, 4, 5, 8	To increase the number of retrofitted homes in the community.	Handbook Provision,Homeowner Handbook,Natural Hazard Prep	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Year Round	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
TE9	Public	Topics 1, 8, 11	To increase preparedness, decrease flood damages	Emergency Prep Guide,Post Emergency Prep,Storm Readiness	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Seasonally	
TE10	Public/Builder	Topic 1, 4, 5	To increase the number of retrofit permits in the community.	Mitigation Options,Website,All manner of mitigation	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Year Round	
TE11	Media Leaders/Real Estate Agents	Topic 1, 2	To increase the number of flood insurance policies in the community.	Outreach to media, leaders, real estate,Mailing,Availability of floodplain information	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Annual	
TE12	SFHA Property Owners	Topics 1-6, 8, 10	To increase the number of retrofit and elevation permits in the community; to increase the number of flood insurance policies in the community	Residents in SFHA,Mailing,Flood safety & warnings, Flood Protection Measures, Drainage System Maintenance	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Annual	
TE13	Public	Topics 1, 4, 5	To increase the number of retrofit and elevation permits in the community.	Flyer in lobby of permit office,Flyer,Flood protection information	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Year Round	
TE14	Public	Topics 1-6, 8, 10	To increase the number of policies and retrofitted homes in the community.	Open forum style meetings at 7 different locations in parish,Town Hall Meetings,General information including flood safety & info	Floodplain Management Office, Recovery Assistance and Mitigation Planning	Bi-annual	
TE15	General Public	Topic 8	To increase the number of people who sign up for the weather notification alert system.	Storm Ready Community,Signage,Signs placed around community advertising it is Storm Ready	Emergency Preparedness Office	Ongoing	
TE16	General Public	Topics 1-6	To increase the number of flood-protected people and properties, and increase the number of flood insurance policies and mitigated homes in the community.	Coastal Day,Event,Flood Protection Update	TPCG	Annual	

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
TE17	Adult Ed Center	Topics 1-6	To increase the number of mitigated properties and flood insurance policies in the community.	Adult Education Materials,Flashcards,Planning for Storms in Louisiana	TPCG	Ongoing	

Appendix D

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
CPI1	Residents & Businesses in Floodplain	Topic 2	Maintain & increase number of NFIP policies	Flyer/brochure mailed annually and/or distributed with permits	Floodplain Managager/CRS Coordinator	Annual / ongoing	Utility Companies
CPI2	Residents & Businesses in Floodplain	Topic 2	Maintain & increase number of NFIP policies	Social Media Month focused on flood insurance	Floodplain Managager/CRS Coordinator	Annually	
CPI3	Residents & Businesses in Floodplain	Topic 2	Maintain & increase number of NFIP policies	Video focused on flood insurance by parish president/mayor	Floodplain Managager/CRS Coordinator	Annually	
CPI4	Residents & Businesses in Floodplain	Topic 2	Maintain & increase number of NFIP policies	FEMA Brochures in government offices	Floodplain Managager/CRS Coordinator	Ongoing	
CPI5	Residents & Businesses in Floodplain	Topic 2	Maintain & increase number of NFIP policies	Open House focused on flood insurance	Floodplain Managager/CRS Coordinator	Ongoing	La Department of Insurance

Appendix E

#	Priority Audience	Message	Outcome	Project	Assignment	Schedule	Stakeholder
FLOAT19	Residents/businesses in the floodplain	Topic 1	Increased understanding of flood hazard	Provide map information service (320)	Floodplain Manager/CRS Coordinator	Ongoing	
FLOAT20	Flooded residents/Residents in the floodplain	Topics 3, 4, 5, 8	Maintain/improve public health and safety before, during, and post flood event	Flood Response Preparations (FRP) (330) - flyers at government offices and other locations	Floodplain Manager/CRS Coordinator/Stakeholders	Ongoing	LSU AgCenter (LaHouse)
FLOAT21	Flooded residents	Topics 3, 4, 5	Maintain/improve public health and safety post flood event	FRP - Door Hanger (330)	Floodplain Manager/CRS Coordinator	Ongoing	LFMA - Disaster Response Team
FLOAT22	Flooded residents/Residents in the floodplain	Topics 3, 4, 5, 8, 11	Maintain/improve public health and safety post flood event	FRP - Social Media (330)	Floodplain Manager/CRS Coordinator	Ongoing	LSU AgCenter (LaHouse)
FLOAT23	Flooded residents/Residents in the floodplain	Topics 3, 4, 5	Maintain/improve public health and safety post flood event	FRP - Community Website (330)	Floodplain Manager/CRS Coordinator/Stakeholders	Ongoing	LSU AgCenter (LaHouse)
FLOAT24	Potential buyers	Topics 1, 2	Informed buyers; increase # of NFIP policies	Realtors disclosure of flood hazards (340)	Realtors	Ongoing	Realtors
FLOAT25	Potential buyers	Topics 1, 2	Informed buyers	Realtor brochure - advise to investigate flood hazard (340)	Floodplain Manager/Realtors	Ongoing	Realtors
FLOAT26	Residents/businesses in the floodplain	Topics 1-6, 7-11	Informed residents and business owners	Website (350)	Floodplain Manager/CRS Coordinator	Ongoing	
FLOAT27	Residents/businesses in the floodplain	Topics 1-6	Informed residents and business owners	Library (350) - FEMA documents & locally pertinent documents	Floodplain Manager/CRS Coordinator	Ongoing	
FLOAT28	Residents/businesses in the floodplain	Topics 1, 2, 4	Reduce impact of flooding on buildings	Provide protection advice (360)	CRS Coordinator/Building Official	Ongoing	
FLOAT29	Residents/businesses in the floodplain	Topics 1, 2, 4	Reduce impact of flooding on buildings	Provide protection advice after a site visit (360)	CRS Coordinator/Building Official	Ongoing	
FLOAT30	Residents/businesses in the floodplain	Topic 6, 9, 10	Reduce impact on natural functions; mitigate flooding; maintain water quality	Publicity (flyer, signage) for dumping regulations (540)	Floodplain Manager/CRS Coordinator	Ongoing	