

# Appendix D

## Community Rating System Strategy

### Introduction

The University of New Orleans' Center for Hazards Assessment, Response and Technology (UNO-CHART) was awarded a Flood Mitigation Assistance (FMA) grant to develop a statewide Community Rating System (CRS) Strategy for Louisiana as part of the 2019 State Hazard Mitigation Plan Update. UNO-CHART accomplished this work in partnership with the State of Louisiana and various stakeholders, including the State Hazard Mitigation Plan Committee, CRS Users groups, and local floodplain management officials. The goals of the strategy are to increase the resources available to Louisiana CRS communities, and to improve coordination among the various state and statewide or regional programs that can help communities reduce flood losses and protect natural floodplain functions. The strategy is based on an analysis of state and national CRS scores, a survey of state and local floodplain managers and state organizations, and suggestions from CRS Users groups and other stakeholders. The strategy includes recommendations on how CRS communities in Louisiana can work to improve their CRS scores, and how the state and other entities may support these efforts.

## The Community Rating System (CRS)

The CRS is a voluntary program, which provides incentives for communities to implement floodplain management activities that exceed those required by the National Flood Insurance Program (NFIP). The goals of the CRS are to (1) reduce flood damage to insurable property; (2) strengthen and support all insurance aspects of the NFIP; and (3) encourage a comprehensive approach to floodplain management. An incentive for communities to participate in the CRS is discounts on flood insurance premiums for local policyholders. A community earns points for each CRS activity completed; the number of points earned determines the amount of the flood insurance premium discount. Premium discounts for policies on properties located within the Special Flood Hazard Area (SFHA) range from 5% for a Class 9 community, to 45% for a Class 1. See Table 1 for the number of points needed per class, along with corresponding premium discounts.

Table 1 - Premium Reductions under the Community Rating System

Credit Points	Class	Premium Reduction	
		SFHA*	Non-SFHA**
4,500+	1	45%	10%
4,000 – 4,499	2	40%	10%
3,500 – 3,999	3	35%	10%
3,000 – 3,499	4	30%	10%
2,500 – 2,999	5	25%	10%
2,000 – 2,499	6	20%	10%
1,500 – 1,999	7	15%	5%
1,000 – 1,499	8	10%	5%
500 – 999	9	5%	5%
0 – 499	10	0	0

\* Special Flood Hazard Area also known as the A and V Zones on a Flood Insurance Rate Map

\*\* The Preferred Risk Policy does not receive premium rate credits under the CRS because it already has a lower premium than other policies

The Community Rating System is made up of four series of activities, numbered from 300 to 600. Each series has a number of activities within it, for a total of 19 activities. There are subsequent elements under each activity, totaling 94. Communities earn points for completing the elements under each activity. The 300 series includes public information activities, the 400 series includes activities that encompass mapping and regulations, the 500 series covers flood damage reduction activities, and the 600 series includes activities that cover flood warning and response.

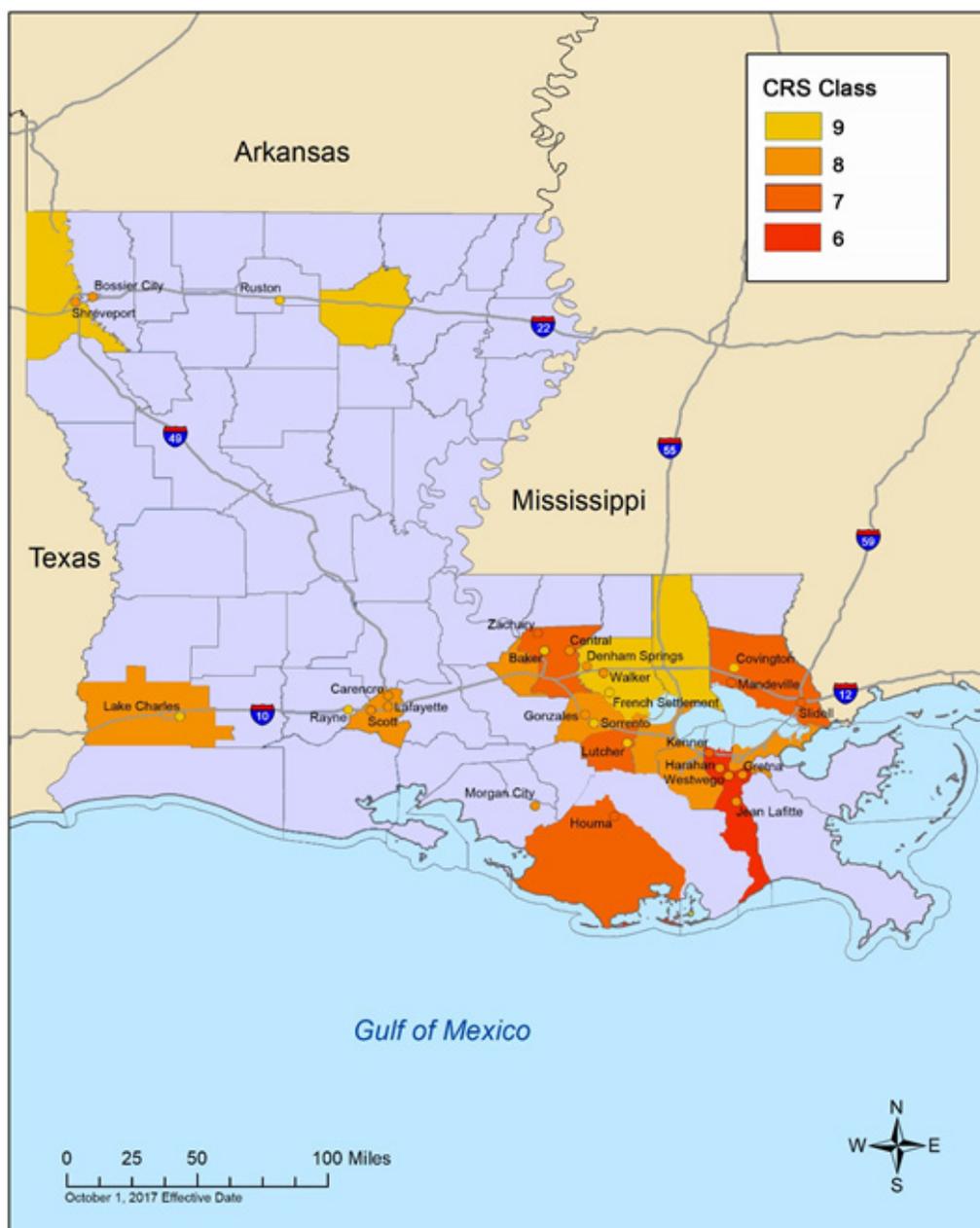
## Louisiana CRS Communities

There are 314 communities in Louisiana that participate in the NFIP. Of those, 43 also participate in the CRS. These 43 make up 14% of the communities in the NFIP, and 85% of the policies. Participation in the CRS provides these communities with an annual savings of over \$29,000,000. In comparison to the national rate of participation of 5%, Louisiana communities are very active in the CRS.

The map on the following page reveals that most of the CRS communities are in the southern portion of the state, with the large majority clustered around urban areas. The CRS communities in the northern part of the state are also clustered around urban areas.

1. These statistics were calculated per a June 2018 report from FEMA's Community Information System.
2. Per a June 2018 report from FEMA's Community Information System, Louisiana's total community savings was \$29,394,077.
3. [https://www.fema.gov/media-library-data/1507029324530-082938e6607d4d9eba4004890dbad39c/NFIP\\_CRS\\_Fact\\_Sheet\\_2017\\_5080K.pdf](https://www.fema.gov/media-library-data/1507029324530-082938e6607d4d9eba4004890dbad39c/NFIP_CRS_Fact_Sheet_2017_5080K.pdf)

## CRS Communities and Parishes in Louisiana



## Methods and Findings

The UNO project team relied on various sources of data to develop this CRS Strategy for the State of Louisiana.

The team developed and implemented a survey for local and state floodplain management officials to identify: (1) the types of assistance needed to implement CRS activities (CRS communities) and (2) the obstacles to enter the CRS for non-CRS communities. UNO-CHART conducted the survey in two phases with the assistance of the Louisiana Department of Transportation and Development (LA DOTD) Public Works and Water Resources Division and the Louisiana Floodplain Management Association (LFMA).

With the assistance of the Insurance Services Office, Inc. (ISO), which is FEMA's CRS management contractor, team members analyzed CRS data for communities across the State of Louisiana. This analysis provided the team with a baseline for further data collection and recommendations.

As this strategy is part of the State's Hazard Mitigation Plan Update, the project team also surveyed members of the Mitigation Plan Update Committee. As the committee is composed of local, regional and state entities, the survey results contribute to the list of potential resources for CRS communities. The survey also served as an education and outreach opportunity, allowing the agencies to become more familiar with specific CRS tasks – especially those in which they may be able to provide support.

Another important task in the development of this strategy was an inventory of state agencies. This allowed the project team to identify programs that can assist communities with floodplain management activities. The team also had the opportunity to reach out to other stakeholders including CRS Users Groups, participants at the 2018 Association of State Floodplain Managers (ASFPM) Annual Conference, and the 2018 LFMA Summer Workshop.

Finally, the team reviewed CRS programs in other states, as well as other states' CRS strategies and outside reports.

## CRS Activity Introduction

As an introduction, Table 2 lists each of the activities available for credit under the Community Rating System. CRS activities are numbered according to series 300 through 600. Each activity in the series lists elements for potential points. For example, 300 is the series for Public Information Activities, and 310 is the Elevation Certificate activity that has three elements: a, b, and c.

Table 2 – CRS Activity Breakdown

<b>300 Series: Public Information Activities</b>	
<b>310 (Elevation Certificates)</b>	
a	Elevation Certificates (after CRS application date)
b	Elevation Certificate on post-FIRM buildings
c	Elevation Certificate on pre-FIRM buildings
<b>320 (Map Information Service)</b>	
a	Providing insurance information from the FIRM
b	LIMWA/floodway info/CBRS area
c	Other flood problems not shown on FIRM
d	Flood depth data
e	Special flood-related hazards
f	Historical flood information/repetitive flooding
g	Natural floodplain functions
<b>330 (Outreach Projects)</b>	
a	Outreach projects
b	Flood response preparations
c	Program for Public Information bonus
d	Stakeholder bonus
<b>340 (Hazard Disclosure)</b>	
a	Real estate agent disclosure of SFHA
b	Other disclosure requirements
c	Real estate brochure
d	Disclosure of other hazards
<b>350 (Flood Protection Information)</b>	
a	Library
b	Locally pertinent documents in the library
c	Website
<b>360 (Flood Protection Assistance)</b>	
a	Property protection advice
b	Advice after a site visit
c	Financial assistance advice
d	Training

<b>370 (Flood Insurance Promotion)</b>	
a	Flood insurance assessment
b	Coverage plan
c	Plan implementation
d	Technical assistance
<b>400 Series: Mapping and Regulations</b>	
<b>403 Impact Adjustment Mapping</b>	
<b>410 (Floodplain Mapping)</b>	
a	New study
b	Leverage
c	State review
d	Higher study standards
e	Floodway standard
f	Special hazards mapping
<b>420 (Open Space Preservation)</b>	
a	Preserved open space
b	Deed restriction
c	Natural functions open space
d	Special hazards open space
e	Open space incentives
f	Low density zoning
g	Natural shoreline protection
<b>430 (Higher Regulatory Standards)</b>	
a	Development limitations
b	Freeboard
c	Foundation protection
d	Cumulative substantial improvements
e	Lower substantial improvements
f	Protection of critical facilities
g	Enclosure limitations
h	Building code
i	Local drainage protection
j	Manufactured home park
k	Coastal A Zone regulations
l	Special hazards regulations
m	Other higher standards

n	State mandated standards
o	Regulations Administration
<b>440 (Flood Data Maintenance)</b>	
a	Additional Map Data
b	FIRM maintenance
c	Benchmark maintenance
d	Erosion data maintenance
<b>450 (Stormwater Management)</b>	
a	Stormwater management regulations
b	Watershed master plan
c	Erosion and sedimentation control
d	Water quality regulations
<b>500 Series: Flood Damage Reduction Activities</b>	
<b>510 (Floodplain Management Planning)</b>	
a	Floodplain management planning
b	Repetitive loss area analyses
c	Natural floodplain functions plan
<b>520 (Acquisition and Relocation)</b>	
	Acquisition and relocation of buildings
<b>530 (Flood Protection)</b>	
<b>Retrofitted buildings</b>	
<b>540 (Drainage System Maintenance)</b>	
a	Channel debris removal
b	Problem site maintenance
c	Capital improvements program
d	Stream dumping regulations
e	Storage basin maintenance
<b>600 Series: Warning and Response</b>	
<b>610 (Flood Warning and Response)</b>	
a	Flood threat recognition system
b	Emergency warning dissemination
c	Flood response operations plan
d	Critical facilities planning
e	StormReady community
f	TsunamiReady community

<b>620 (Levees)</b>	
<b>a</b>	<b>Levee maintenance</b>
<b>b</b>	<b>Levee failure threat recognition system</b>
<b>c</b>	<b>Levee failure warning</b>
<b>d</b>	<b>Levee failure response operations</b>
<b>e</b>	<b>Levee failure critical facilities</b>
<b>630 (Dams)</b>	
<b>a</b>	<b>State dam safety program</b>
<b>b</b>	<b>Dam failure threat recognition system</b>
<b>c</b>	<b>Dam failure warning</b>
<b>d</b>	<b>Dam failure response operations</b>
<b>e</b>	<b>Dam failure critical facilities</b>

Note that the CRS activities in the table above are divided by series. The 300 series, or public information activities, includes activities that involve providing information through brochures, the library, a website, or in other mediums. The 400 series, or mapping and regulations, spans floodplain mapping, open space preservation, higher regulatory standards, flood data maintenance, and stormwater management. The 500 series, or flood damage reduction activities, involves floodplain management planning, acquisition and relocation, flood protection, and drainage system maintenance. The 600 series, or warning and response, includes activities that have to do with flood threats, levees, and dams. Each series has a number of activities and elements within it. The following section provides more details on the activities and elements in each series.

### 310: Elevation Certificates

This activity provides credit for communities to maintain elevation certificates on newly constructed buildings. Communities can also get credit for maintaining elevation certificates on buildings built before and after their current flood maps.

### 320: Map Information Service

This activity credits the community for providing information from the Flood Insurance Rate Map (FIRM). The 2017 CRS Coordinator's Manual expanded this credit from simply reading the FIRM to residents, to providing additional flood-related information that might be on other maps. This additional information can include repetitive flood loss areas, wetlands, and natural functions.

### 330: Outreach Projects

This activity credits projects that provide information to the public. Communities receive credit for outreach projects by distributing one or more messages, through one or more methods, at least once a year. For instance, communities can provide information on flood hazards by placing a brochure in residents' water bills on an annual basis.

### 340: Hazard Disclosure

This activity credits communities for advising people looking to purchase property in the flood hazard area. All communities in Louisiana receive 15 points under other disclosure requirements for state laws that require sellers to disclose a property's hazard.

### 350: Flood Protection Information

The flood protection information activity provides credit to communities who share information about flood protection with the public. These documents can include flood insurance information, flood protection information, general information about flood risk and how to prepare for future storms, and local plans pertaining to flood risk.

### 360: Flood Protection Assistance

This activity credits communities that give one-on-one flood protection advice to residents. This advice can include flood protection, advice after visiting a property, and financial assistance advice. Communities also get credit for training their staff on this type of assistance.

### 370: Flood Insurance Promotion

Activity 370 encourages communities to analyze their level of flood insurance coverage and promote flood insurance where it is most needed. This is a new activity, so few communities receive credit for it.

### 410: Floodplain Mapping

In this activity, communities receive credit for conducting new floodplain mapping studies, contributing to FEMA's studies, or having studies that use higher standards than FEMA's mapping criteria. Very few communities receive credit for this activity, as floodplain mapping studies take a large effort to accomplish.

### 420: Open Space Preservation

In this activity, communities receive credit for keeping land vacant through ownership or regulations. Open space areas are areas that are preserved as public land, which can include public beaches, state parks, or school playing fields intended to be kept as an open space; private wildlife or nature preserves; or preserved land that prohibits new development.

### 430: Higher Regulatory Standards

This activity provides credit to communities that require higher standards of floodplain protection. This activity has more elements than any other activity.

### 440: Flood Data Maintenance

The flood data maintenance activity offers credit for providing additional flood map data. This data can include flood map maintenance, information on benchmarks, and data on erosion.

### 450: Stormwater Management

This activity includes managing stormwater in the community. Credits for this activity include four different approaches to managing new development in the watershed:

- Requiring larger new developments to construct on site retention or detention basins;
- Developing and implementing a watershed master plan that addresses existing and

expected issues of drainage resulting from new or redevelopment;

- Requiring erosion and sediment control measures on construction sites; and
- Requiring water quality measures in new drainage and stormwater facilities.

### 510: Floodplain Management Planning

The Floodplain Management Planning activity provides points to communities who create plans to manage their floodplains. Activity 510 provides points to communities that develop and adopt three types of these plans:

- A floodplain management or multi-hazard mitigation plan to provide overall guidance for preventing and reducing flood problems;
- Area analyses for repetitive loss areas; or
- Plans that protect natural floodplain functions (typically, this credit is for existing plans).

### 520: Acquisition and Relocation

Under this activity, communities can receive credit for the removal, demolition, or relocation of a building from the regulatory floodplain. Points for this activity are based on the number of buildings cleared in proportion to the number of buildings that exist in the floodplain.

### 530: Flood Protection

Credit is available for flood protection projects such as elevating or retrofitting buildings, and constructing structural flood control and drainage projects. Points for this activity are based on the technique used, and the number of buildings protected by the technique. For example, as the most effective retrofitting technique, elevation projects receive the most points.

### 540: Drainage System Maintenance

The drainage system maintenance activity provides credit based on the community's drainage inspection and maintenance program. Communities receive points by making annual inspections and documenting the follow up maintenance. It is important to note that credit for this activity focuses on the maintenance of a community's natural drainage system; a number of Louisiana communities are unable to earn credit for this activity, as they do not have natural streams, creeks or rivers.

## 610: Flood Warning and Response

Communities receive credit for four flood warning and response activities:

- Receiving advanced notification of an impending flood (threat recognition);
- Issuing warnings to the threatened population (warning dissemination);
- Taking steps to protect life and reduce losses during the flood (response operations); and
- Coordinating with critical facilities (critical facilities planning).

Once credit from all four of these elements is verified, a StormReady community could receive additional credit. Under the 2017 CRS Coordinator's Manual, a community must receive some points under all four of these elements.

## 620: Levees

Under this activity, communities receive points for levee maintenance and levee failure warning and response procedures. Very few communities (none in Louisiana) receive any credit for this activity.

## 630: Dams

Communities can also receive credit for dam failure warning and response programs. The 2017 CRS Coordinator's Manual limits credit to those communities that can flood due to a dam failure.

## Louisiana CRS Communities by Class

The project team also examined classifications of Louisiana CRS communities. Figure 1 provides a comparison of Louisiana community CRS classifications to communities across the United States. A CRS Class 1 receives the maximum discount (45%), while a Class 9 receives the minimum flood insurance discount (5%). Most CRS communities in Louisiana are Class 8 communities, followed by Class 9 and Class 7. While there are communities with classifications of 5 and higher, Louisiana's highest scoring community is a Class 6. However, 50% of CRS communities in Louisiana, and over 30% of communities across the nation, are Class 8s, receiving a 10% discount on flood insurance rates in the SFHA, and 5% in the non-SFHA. In comparison, Class 1 communities receive a 45% flood insurance discount in the SFHA.

Figure 1 – CRS Participation by Class

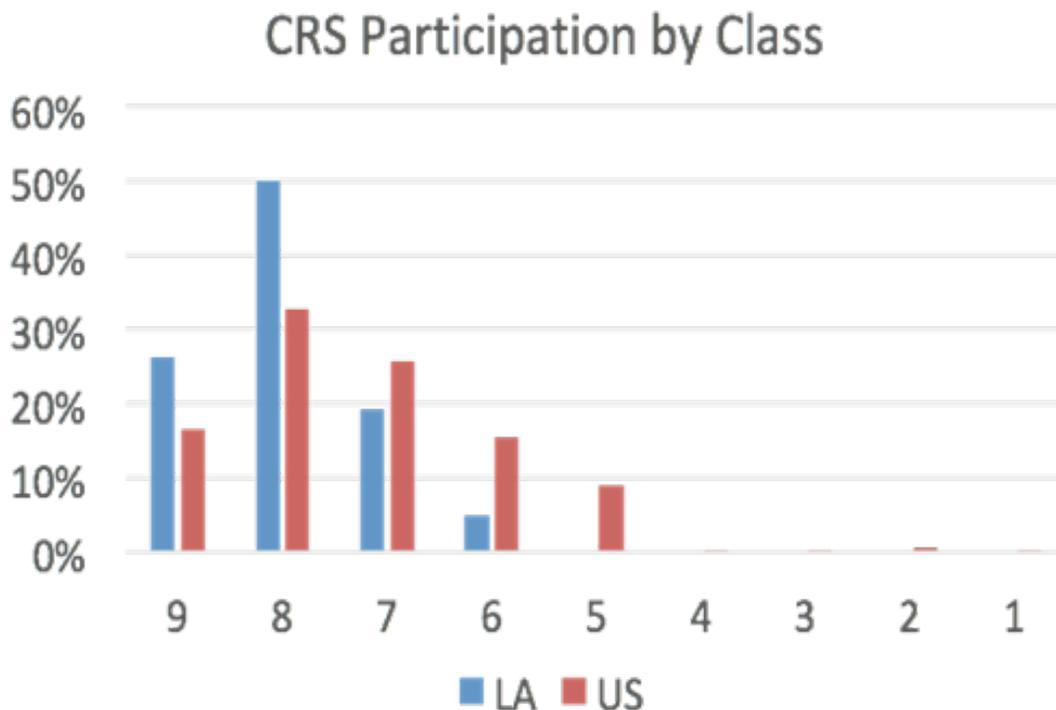
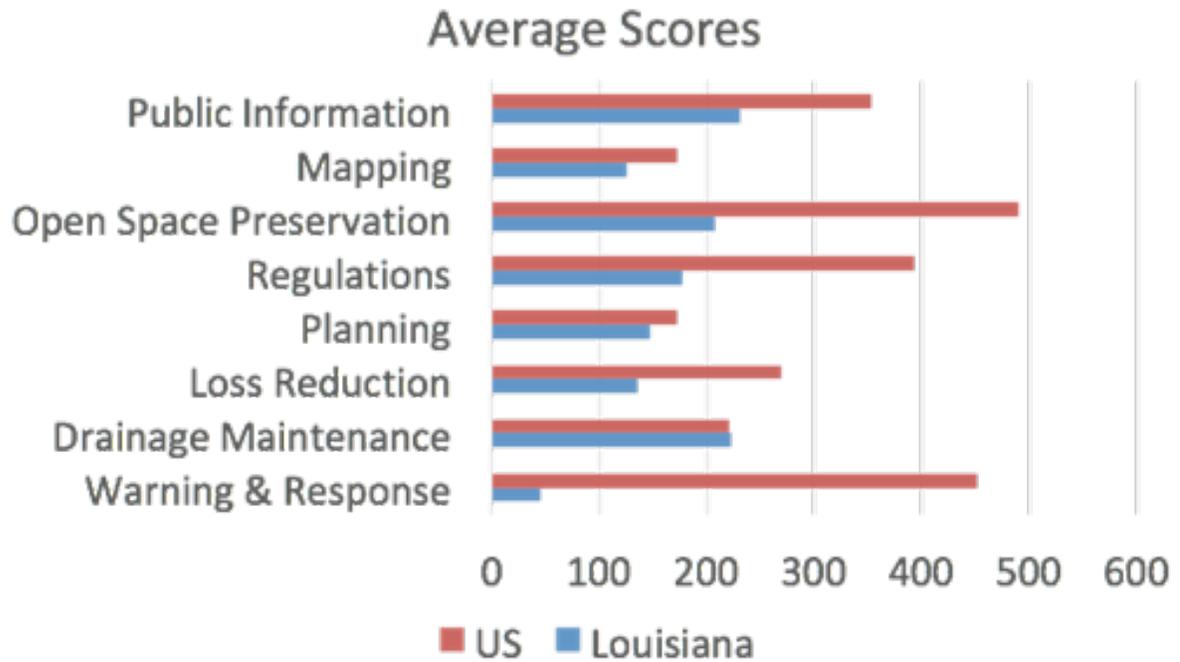


Figure 2 reveals the average scores of Louisiana and the nation in the main CRS activities. While Louisiana's averages are similar to nationwide averages in mapping, planning, and drainage maintenance, the state is behind in open

space preservation, regulations, and warning and response. The state could also improve in public information and loss reduction in comparison to the national average.

Figure 2 - Average CRS Scores



## Survey of Floodplain Managers

In addition to the CRS data analysis, UNO-CHART conducted a survey to collect perspectives on the CRS from floodplain managers, planners, CRS coordinators, and other local and state officials. The goal of the survey was to identify the CRS activities that Louisiana communities require more support for across the state, in order to participate, or more fully participate, in the CRS. The team received 61 survey responses, which indicate a range of floodplain management needs. Overall, the survey responses underlined the need for increased training, education, and resources across Louisiana. UNO-CHART conducted the survey in two phases. First, the team administered the survey at the 34th Annual LFMA Technical and Business Conference in April 2017, receiving 41 responses. Then, in order to broaden the reach of the survey, the team distributed an online survey to building officials, floodplain managers, CRS coordinators, and state officials throughout Louisiana in October 2017. The online survey garnered 20 responses, resulting in a total of 61 survey responses. The survey asked respondents to identify the top five CRS activities in which their community could use outside support, and the top three types of assistance that could help their community implement CRS activities. Other questions asked participants to specify their job title, and if their community participates in the CRS. The survey also asked participants to discuss any obstacles that prevent their community from participating in the CRS.

4. Credit for open space is determined by a ratio calculated by dividing the total area of preserved open space by the total area of the Special Flood Hazard Area (SFHA). The fact that many Louisiana communities have a significant SFHA makes it difficult for these communities to earn credit under the open space activity.

Figure 3 - Survey Participants

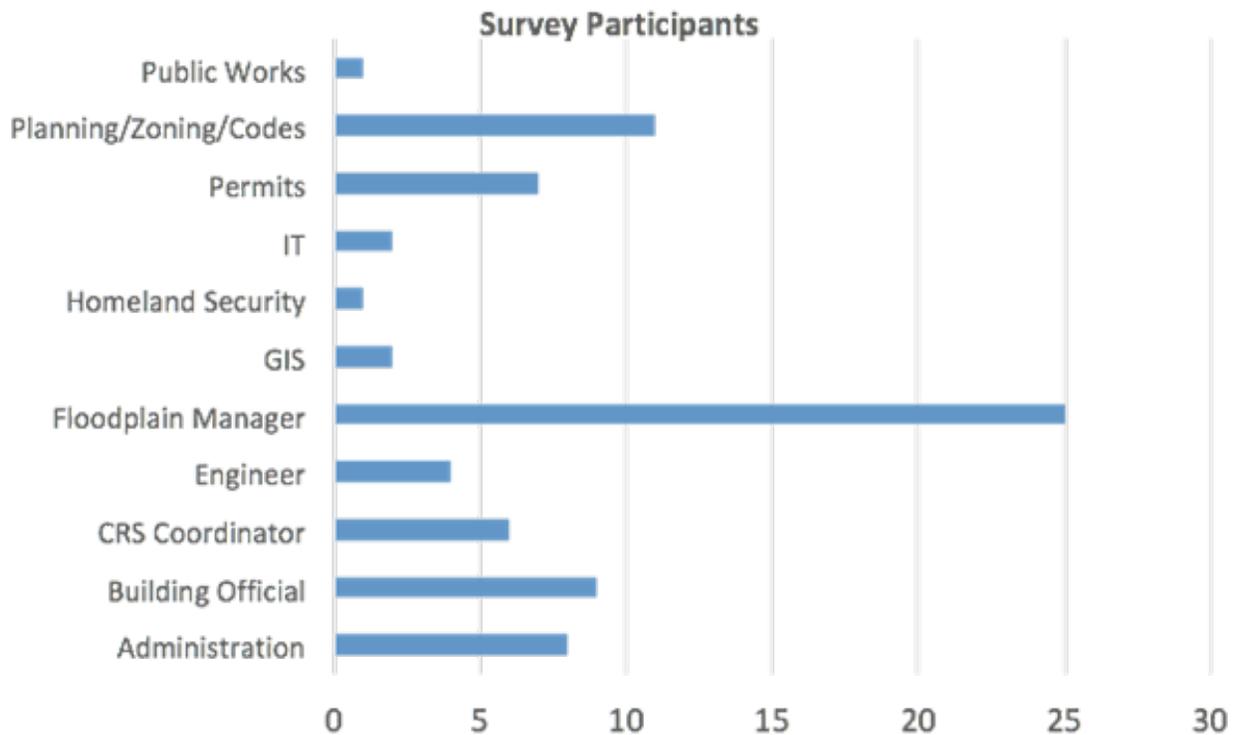
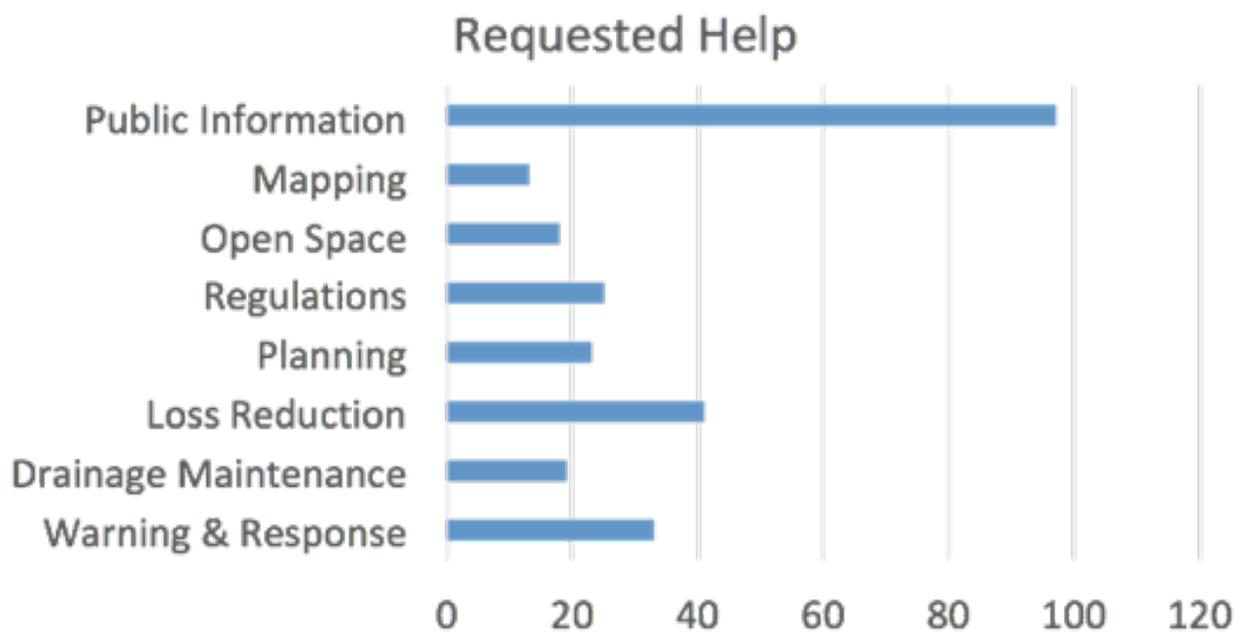


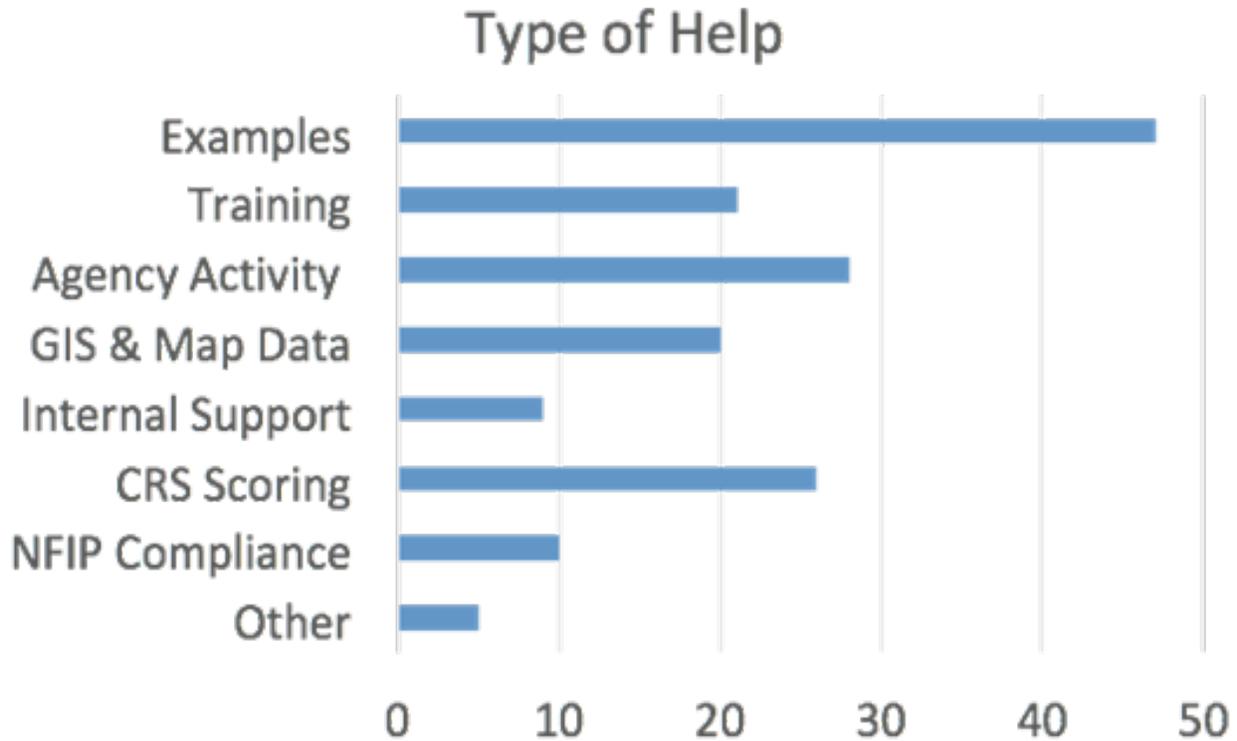
Figure 3 above depicts the survey participants. The vast majority of the 61 respondents were floodplain managers, but the respondents also included planning/zoning officials, building officials, administrative officials, permit department officials, and CRS Coordinators. Members of Engineering, GIS, IT, Public Works and Homeland Security departments also completed the survey. A total of 39, or 64%, of the survey respondents participate in the CRS.

Figure 4- Requested Help



Many survey participants requested help with public information activities. Respondents also noted the need for help in loss reduction and warning and response. The officials further requested help with regulations, planning, drainage maintenance, open space, and mapping. See Figure 4 for more information on requests.

Figure 5 - Type of Help



The survey participants also detailed the type of help that could support the implementation of their CRS programs (Figure 5). The majority of respondents asked for examples, or templates, of CRS activities. The officials also requested help with documenting outside agency activities, CRS scoring, and training. The other subjects identified for additional help were NFIP compliance and internal support. One community expressed difficulty in passing a Community Assistance Visit (CAV) conducted by or on behalf of FEMA. The purpose of a CAV is to provide technical assistance and to ensure a community is enforcing its floodplain management regulations. Passing a CAV is the most important obstacle for communities that consider joining the CRS, as it is the first step in becoming a CRS community.

Finally, the open-ended questions in the survey asked for non-participating communities to discuss any significant obstacles that may prevent the community from joining the CRS. Survey participants generally agreed on a lack of CRS personnel, lack of support from governing officials, and financial constraints as obstacles to CRS participation in their communities. Lastly, the survey asked respondents for any comments. One official said, "Any information would be helpful," and another participant stated, "The point system is very confusing." Respondents not in the CRS remarked that they were, "not sure what requirements are necessary," and emphasized a general "lack of knowledge" when trying to understand CRS objectives. These comments reveal that many communities would benefit from CRS training.

Overall, the survey results reveal that many communities do not have the resources available to implement a CRS program, and those that participate in the CRS need assistance with activity templates, particularly for outreach projects, CRS training, and would also benefit from information provided by state agencies, such as GIS maps.

Similarly, the Center for Planning Excellence, in a report entitled *The Community Rating System: Making it work for Louisiana*, suggests that small coastal communities with low incomes experiencing high insurance premiums are the communities most in need of CRS help. These communities could benefit from trainings, advice from users groups, and CRS Coordinator trainings.

## Discussion

Based on the data collected, it appears there are many opportunities for communities to improve their CRS scores across series and activities. The level of resources needed for implementation varies according to activity. Each community, of course, must consider the costs and benefits of each additional activity.

The project team analyzed current data for Louisiana CRS communities. After summarizing the data per activity across these communities, the team compared that data to summary data collected from communities across the United States. The CRS Activity Breakdown (Table 3) below shows CRS activities and elements for which Louisiana communities receive credit, based on the 2013 CRS Coordinator's Manual. CRS credit scores are based on community ISO CRS specialist visits. The US Percent column shows the percentage of communities in the nation that get credit for each activity; the LA Percent column shows the percentage of Louisiana communities that get credit for each activity. The US Average column shows the average points for each activity nationwide, and the Louisiana Average column shows the average points for each activity in Louisiana. The Max column shows the maximum amount of points available in each activity. The LA Points vs. US column shows the percentage of Louisiana points compared to the points nationwide. The Assistance Requests column is the percentage of surveyed floodplain managers that asked for help with each activity. This percentage only appears under the activities in which the floodplain managers asked for help. The cells highlighted in yellow show where Louisiana communities could use improvement in comparison to national participation rates and/or points earned. A further discussion of the underutilized CRS activities/elements in Louisiana follows the table.

Table 3 – CRS Activity Breakdown Based on the 2013 CRS Coordinator's Manual

Activity / Element		Participation		Points			LA points vs. US		Assistance Requests
		US Pct.	LA Pct.	US Avg.	LA Avg.	Max			
300 Series: Public Information Activities									
310 (Elevation Certificates)									
a	Elevation Certificates (after CRS application date)	100%	100%	33	33	38	100%		
b	Elevation Certificate on post-FIRM buildings	13%	26%	27	10	48	37%		
c	Elevation Certificate on pre-FIRM buildings	2%	0%	9	0	30	0%		
Activity total		100%	100%	37	35	116	95%	22%	

320 (Map Information Service)								
a	Providing insurance information from the FIRM	85%	100%	30	29	30	97%	
b	LiMWA/floodway info/CBRS area	57%	5%	20	20	20	100%	
c	Other flood problems not shown on FIRM	32%	5%	20	20	20	100%	
d	Flood depth data	33%	11%	20	20	20	100%	
e	Special flood-related hazards	11%	5%	20	20	20	100%	
f	Historical flood information/repetitive flooding	45%	11%	20	20	20	100%	
g	Natural floodplain functions	34%	0%	0	0	20	0%	
Activity total		88%	100%	73	35	90	48%	30%
330 (Outreach Projects)								
a	Outreach projects	94%	100%	89	48	200	54%	
b	Flood response preparations	11%	5%	35	6	50	17%	
c	Program for Public Information bonus	6%	5%	61	37	80	61%	
d	Stakeholder bonus	4%	5%	23	13	20	57%	
Activity total		94%	100%	92	48	350	52%	57%
340 (Hazard Disclosure)								
a	Real estate agent disclosure of SFHA	2%	0%	24	0	35	0%	
b	Other disclosure requirements	80%	100%	12	16	25	133%	
c	Real estate brochure	16%	42%	8	8	12	100%	
d	Disclosure of other hazards	1%	0%	8	0	8	0%	
Activity total		83%	100%	14	19	80	136%	
350 (Flood Protection Information)								

a	Library	80%	79%	8	7	10	88%	
b	Locally pertinent documents in the library	63%	47%	5	3	10	60%	
c	Website	73%	79%	34	21	105	62%	13%
Activity total		89%	89%	39	26	125	67%	
360 (Flood Protection Assistance)								
a	Property protection advice	43%	42%	26	25	40	96%	
b	Advice after a site visit	40%	37%	30	30	45	100%	
c	Financial assistance advice	4%	0%	10	0	15	0%	
d	Training	4%	5%	5	4	10	80%	
Activity total		473%	42%	55	52	110	95%	
370 (Flood Insurance Promotion)								
a	Flood insurance assessment	3%	5%	15	15	15	100%	
b	Coverage plan	2%	0%	15	0	15	0%	
c	Plan implementation	1%	0%	52	0	60	0%	
d	Technical assistance	2%	0%	15	0	20	0%	
Activity total		4%	5%	42	15	110	36%	30%
400 Series: Mapping and Regulations								
403 Impact Adjustment Mapping								
410 (Floodplain Mapping)								
	a	New study	16%	11%	*	*	350	
	b	Leverage	16%	11%	*	*	N/A	
	c	State review	18%	0%	*	*	60	
	d	Higher study standards	16%	0%	*	*	200	
	e	Floodway standard	14%	0%	*	*	140	
	f	Special hazards mapping	4%	0%	*	*	100	
Activity total			53%	37%	57	23	850	40% 17%
420 (Open Space Preservation)								

a	Preserved open space	87%	89%	438	203	1,450	46%	
b	Deed restriction	29%	0%	5	0	50	0%	
c	Natural functions open space	42%	37%	43	34	170	79%	
d	Special hazards open space	3%	0%	60	0	50	0%	
e	Open space incentives	15%	11%	36	15	250	42%	
f	Low density zoning	15%	0%	211	0	600	0%	
g	Natural shoreline protection	2%	0%	24	0	120	0%	
Activity total		91%	95%	490	207	2,870	42%	25%
430 (Higher Regulatory Standards)								
a	Development limitations	37%	11%	83	70	1,330	84%	
b	Freeboard	83%	42%	97	52	500	54%	
c	Foundation protection	20%	0%	33	0	80	0%	
d	Cumulative substantial improvements	34%	26%	44	60	90	136%	
e	Lower substantial improvements	8%	5%	11	20	20	182%	
f	Protection of critical facilities	20%	0%	32	0	80	0%	
g	Enclosure limitations	10%	5%	65	214	240	329%	
h	Building code	88%	100%	62	52	100	84%	
i	Local drainage protection	77%	89%	16	18	120	113%	
j	Manufactured home park	4%	0%	15	0	15	0%	
k	Coastal A Zone regulations	5%	0%	324	0	650	0%	
l	Special hazards regulations	4%	0%	88	0	100	0%	
m	Other higher standards	22%	5%	51	25	100	49%	

n	State mandated standards	78%	0%	13	0	20	0%	
o	Regulations Administration	67%	68%	17	12	67	71%	
Activity total		100%	100%	267	134	2,462	50%	19%
440 (Flood Data Maintenance)								
a	Additional Map Data	92%	95%	107	94	160	88%	
b	FIRM maintenance	49%	53%	11	11	15	100%	
c	Benchmark maintenance	26%	11%	23	27	27	117%	
d	Erosion data maintenance	3%	0%	15	0	20	0%	
Activity total		96%	95%	115	102	222	89%	
450 (Stormwater Management)								
a	Stormwater management regulations	59%	37%	125	59	380	47%	
b	Watershed master plan	7%	0%	126	0	315	0%	
c	Erosion and sedimentation control	86%	79%	17	11	40	65%	
d	Water quality regulations	66%	32%	20	20	20	100%	
Activity total		88%	84%	126	44	755	35%	19%
500 Series: Flood Damage Reduction Activities								
510 (Floodplain Management Planning)								
a	Floodplain management planning	67%	89%	171	147	382	86%	37%
b	Repetitive loss area analyses	2%	0%	140	0	140	0%	33%
c	Natural floodplain functions plan	6%	0%	23	0	100	0%	
Activity total		68%	89%	173	147	622	85%	
520 (Acquisition and Relocation)								
	Acquisition and relocation of buildings	28%	42%	201	79	2,250	39%	
530 (Flood Protection)								

	Retrofitted buildings	13%	26%	68	57	1,600	84%	30%
540 (Drainage System Maintenance)								
a	Channel debris removal	41%	79%	152	176	200	116%	
b	Problem site maintenance	25%	26%	39	41	50	105%	
c	Capital improvements program	21%	42%	31	28	70	90%	
d	Stream dumping regulations	32%	37%	22	22	30	100%	
e	Storage basin maintenance	11%	5%	64	120	120	188%	
Activity total		42%	79%	221	223	470	101%	29%
600 Series: Warning and Response								
610 (Flood Warning and Response)								
a	Flood threat recognition system	20%	0%	73	4	75	5%	
b	Emergency warning dissemination	20%	0%	62	0	75	0%	
c	Flood response operations plan	20%	0%	71	0	115	0%	
d	Critical facilities planning	20%	0%	37	0	75	0%	
e	StormReady community	11%	0%	25	0	25	0%	
f	TsunamiReady community	1%	0%	30	0	30	0%	
Activity total		20%	0%	258	0	395	0%	32%
620 (Levees)								
a	Levee maintenance	1%	0%	95	0	95	0%	
b	Levee failure threat recognition system	1%	0%	30	0	30	0%	
c	Levee failure warning	1%	0%	27	0	50	0%	
d	Levee failure response operations	1%	0%	22	0	30	0%	

e	Levee failure critical facilities	1%	0%	15	0	30	0%	
Activity total		1%	0%	157	0	235	0%	17%
630 (Dams)								
a	State dam safety program	35%	16%	35	45	45	129%	
b	Dam failure threat recognition system	1%	0%	25	0	30	0%	
c	Dam failure warning	1%	0%	22	0	35	0%	
d	Dam failure response operations	1%	0%	10	0	30	0%	
e	Dam failure critical facilities	1%	0%	5	0	20	0%	
Activity total		35%	16%	36	45	160	125%	0%

### Underutilized Activities

There are a number of activities where Louisiana scores low in comparison to other states across the nation. Communities can accomplish many of these activities in the short term through training, use of templates, and utilization of additional maps and/or map layers while other activities may serve as longer-term community goals.

### 320: Map Information Service

Louisiana could improve credit in multiple map information service activities, including other flood problems not shown on the FIRM, flood depth data, special flood-related hazards, historical flood information and/or repetitive flooding information, and natural floodplain functions. This type of map information is worth 20 points each, and can be created using GIS layers. Providing training to the individuals tasked with creating maps at the local level could help to improve these scores. Outside agencies may also have map layers that may be of use at the local level. Additionally, understanding how to communicate the information provided on the maps is also important.

### 330: Outreach Projects

In the outreach project activity, Louisiana receives only 52% of the total points earned nationwide. Louisiana communities could improve their scores through implementing more outreach projects, and creating specific outreach for flood response. All outreach projects can be listed in a Program for Public Information (PPI), which provides even more credit to communities who create outreach projects and evaluate them over time. CRS communities in the state could further improve in this category if outside agencies shared outreach project documentation, including templates and/or outreach schedules, and trained communities on PPIs and scoring methods.

### 350: Flood Protection Information

While the maximum points available for providing flood protection information on websites is 105, Louisiana's average is only 21. CRS communities in the state could improve in this category if state and/or regional agencies provided training and website templates.

### 360: Flood Protection Assistance

Louisiana currently receives an average of 4 points for training on flood protection, while the rest of the nation averages 10 points. State agencies could assist CRS communities by training their staff on this type of assistance.

### 370: Flood Insurance Promotion

Right now, Louisiana does not have any points in the flood insurance coverage plan and implementation categories. Many communities include flood insurance promotion plans in their Programs for Public Information (PPI) and hope to earn credit during future CRS cycle visits. Training on PPI implementation could help with this activity as well.

### 410: Floodplain Mapping

Louisiana has a low score in this activity, earning 23 points on average out of the 850 possible points. However, this activity is difficult to accomplish, as it requires creating new studies and plans. Still, training on the points possible from already existing studies could help communities increase their score.

### 420: Open Space Preservation

Compared to the nationwide average, Louisiana has low scores in the open space preservation activity. This activity involves policy as well as GIS mapping. Example policies and regulations, in addition to mapping training, could help communities to earn better scores.

### 430: Higher Regulatory Standards

Louisiana could improve in multiple categories under this activity. First, Louisiana is only earning about one-half of the points of the nationwide average in freeboard. Communities can improve their scores by implementing freeboard ordinances, and outside entities could provide regulatory language for those ordinances. Louisiana has little to no participation in protection of critical facilities, enclosure limitations, special hazards regulations and state mandated standards. Through example regulatory language, training of local regulatory staff on CRS scoring, and review of the state building code for better minimum standards, state/regional agencies and associations could help improve scoring in this activity.

### 450: Stormwater Management

In this activity, the Louisiana average is well below the national average. The state could improve this activity through the development and implementation of stormwater management regulations and water quality regulations. State agencies could provide example regulatory language and training on the scoring in this activity to help CRS communities improve their scores.

### 510: Floodplain Management Planning

The Louisiana average in the floodplain management category is over 400 points below the maximum, so there is room for improvement. Communities can receive more points in this activity by writing and implementing floodplain management plans, conducting repetitive loss area analyses, and developing and implementing natural functions plans. State agencies could draft planning process criteria to help with this activity. As well, UNO-CHART has conducted repetitive loss area analyses across the state, which CRS communities can access as a template ([floodhelp.uno.edu](http://floodhelp.uno.edu)). Further, there may be studies already in existence for which communities may earn credit. State agencies could provide training to help CRS communities identify these studies.

### 540: Drainage System Maintenance

While Louisiana on average scores well in this activity, there is room for improvement in storage basin maintenance. State/regional/local agencies could assist with this by providing a maintenance language template and training on the scoring in this activity.

## Locally Important Activities

There are activities that are difficult to earn credit for but are essential for the safety of Louisiana communities. These include flood warning and response and levees.

### 610: Flood Warning and Response

Currently, only one Louisiana community (Jefferson Parish) receives any points in this activity which is why the average score is quite low. However, this activity is important, as communities in Louisiana flood frequently. State agencies could provide training on flood threat recognition systems and emergency warning dissemination to help with this activity. In addition, state agencies could provide templates for flood response operations plans as well as critical facilities planning to help CRS communities with flood warning and response.

### 620: Levees

Louisiana communities do not receive any points for levees at this time. Even so, many Louisiana communities have levees. State and/or regional agencies could provide templates for levee maintenance, failure warning and response plans, and critical facilities to help with this activity. In addition, communities could coordinate with levee districts to receive points in this activity.

## Recommendations and Resources

The overall intent of this strategy is to identify potential sources of support for CRS communities, thereby increasing the number of activities that can be implemented at the local level. This section details a survey of state agencies that could assist with CRS activities. This section also includes a summary of potential sources of help per CRS activity. The section concludes with summary lists of needs for training, direct assistance, and models and templates, for various CRS activities. The final lists include federal agencies, state agencies, professional associations, and other stakeholders whose current work could potentially meet these needs.

### Survey of Hazard Mitigation Plan Update Committee

In a survey of the State Hazard Mitigation Plan Update Committee, six agencies and one local community indicated they could assist the state with the implementation of CRS activities. The agencies included The Water Institute of the Gulf (TWIG), the Coastal Protection and Restoration Authority (CPRA), Louisiana State University's Coastal Sustainability Studio (LSU CSS), the Louisiana Department of Insurance (LDI), Louisiana State University's Department of Construction Management (LSU DCM), and the Center for Planning Excellence (CPEX). The City of New Orleans also indicated ability to aid with CRS activities.

Table 4 provides a summary of the specific CRS activities in which the aforementioned groups could provide support. In addition to the entities listed in this table, Louisiana has a State Floodplain Manager and a CRS Coordinator who are overall resources to all CRS and non-CRS communities. These positions are housed in the Louisiana Department of Transportation and Development Public Works and Water Resources Division.

Activity	Agency						
	CNO	TWIG	CPRA	LSU CSS	LDI	LSU DCM	CPEX
320d: Flood depth data	X						
320e: Special flood-related hazards	X						
320f: Historical/repetitive flood information	X						
320g: Natural floodplain functions	X						
330: Outreach projects			X		X		
330a: Outreach projects	X			X		X	
330b: Flood response preparations	X						
330c: Program for public information bonus	X					X	
330d: Stakeholder bonus						X	
340: Hazard disclosure			X		X		
360a: Property protection advice	X						
360c: Financial assistance advice	X						
360d: Training	X						
370: Flood insurance promotion	X				X		
420: Open space preservation							
420a: Preserved open space		X					
420c: Natural functions open space		X		X			
420e: Coastal erosion open space		X					
420g: Low density zoning							X
420h: Natural shoreline protection		X					
430: Higher regulatory standards							X
430k: Coastal A zone regulations	X						
430f: Protection of critical facilities	X						
440: Flood data maintenance							
450: Stormwater management							
450a: Stormwater management regulations	X						X
450b: Watershed master plan		X					
450c: Erosion and sedimentation control	X	X					X
450d: Water quality regulations	X						
500: Flood damage reduction activities							X
510a: Floodplain management planning		X		X			
510b: Repetitive loss area analysis	X			X			
510c: Natural floodplain functions plan		X					
530: Flood protection	X						

540c: Capital improvements program	X						
610a: Flood threat recognition system	X	X					
610b: Emergency warning dissemination	X	X					
610c: Flood response operations plan	X	X					
610d: Critical facilities planning	X	X					
610e: StormReady community	X						
620b: Levee failure threat recognition		X					
620e: Levee failure critical facilities		X					

As depicted in Table 4, five of the seven responding agencies can assist with the 300 series, which includes all public information activities. A total of four of the seven agencies said they could provide help with the 400 series, which encompasses mapping and regulations. Only three of the seven organizations indicated the ability to help with the 500 series, which includes all flood damage reduction activities. Finally, two of the seven organizations responded that they could assist with the 600 series, which involves warning and response activities. The following section details how multiple agencies could assist communities with CRS activities.

## Sources of Assistance per CRS Activity

During the preparation of this strategy, the team contacted a variety of local, state, federal, and private agencies and organizations to determine their missions and duties, and how they could help communities implement CRS-credited activities. CPEX's report *The Community Rating System: Making it work for Louisiana*, suggests state agencies work together to more effectively combat flood risk and enhance floodplain management activities. This section reviews the current and potential things agencies are doing now, or could do in the future.

During this process, the research team found that missions and resources often change over the years. What an agency does today, it may not be doing (or it may not be funded to do) next year. Therefore, this section only summarizes what could be done. When there is interest in designing or implementing an activity, the interested community should contact the relevant agency or organization to learn about the programs that are in effect at that time. A list of state agencies and related contact information is provided in Attachment A, although that, too, could become outdated at the time of interest.

The three agencies listed below could conduct or organize training and provide other types of assistance on any of the 19 CRS activities:

- The Department of Transportation and Development's Floodplain Management Office. It is the state coordinating agency for the National Flood Insurance Program, and houses the State's CRS Coordinator.
- FEMA Region VI
- Louisiana Floodplain Management Association (LFMA)

The below list, categorized by CRS activity, includes recommendations related to agencies that could potentially provide support to CRS communities. A State Resource contact list is attached to the Strategy.

## 300 Series: Public Information Activities

### Activity 310 (Elevation Certificates)

- The Louisiana Society of Professional Surveyors could assist in training surveyors on completing Elevation Certificates.

### Activity 320 (Map Information Service)

- The US Army Corps of Engineers, the United States Department of Agriculture's Natural Resources Conservation Service, and the National Oceanic and Atmospheric Administration could provide assistance in obtaining maps or mapping data other than Flood Insurance Rate Maps.
- The Louisiana Geographic Information Center can help with GIS issues and locating other source materials.
- Local communities, like Jefferson Parish and the City of New Orleans, may provide guidance based on experience with flood depth data, special flood-related hazards, historical and repetitive flood information, as well as natural floodplain functions.

### Activity 330 (Outreach Projects)

- Brochures and publications from any agency can receive credit, as long as they have a message on one or more of the six credited outreach project topics. A good example is the Louisiana Sea Grant's Homeowners Handbook to Prepare for Natural Hazards. CPRA, LSU's Coastal Sustainability Studio and Construction Management Department, LSU AgCenter, LOI, and non-profits such as SBP, can also provide outreach materials.
- CRS users groups can be very helpful in organizing, implementing and sharing templates related to multi-jurisdictional Programs for Public Information.

### Activity 340 (Hazard Disclosure)

- All CRS communities receive credit for state laws that require sellers to disclose whether a property is in a wetland, has been flooded in the past, or is located in a flood zone.
- Communities or PPI committees should contact their local or regional real estate associations to determine what they are already doing and/or to mutually develop new activities or materials to advise house hunters about flood hazards.
- CPRA and LDI can also provide support for this activity.

### Activity 350 (Flood Protection Information)

- Publications from any organization that cover topics pertinent to the flood situation or natural floodplain functions in the area can receive credit.
- UNO-CHART has a model website that communities can link to for credit ([floodhelp.uno.edu](http://floodhelp.uno.edu)).
- Communities can link to other agencies with sites on creditable topics. Two website examples are the LSU Ag Center's information on property protection ([http://www.lsuagcenter.com/topics/family\\_home/home/la-house/my\\_house/home%20improvement/flood%20recovery](http://www.lsuagcenter.com/topics/family_home/home/la-house/my_house/home%20improvement/flood%20recovery)) and the National Weather Service's flood warning website (<https://water.weather.gov/ahps/>).
- Communities that do not have their own FIRMs online can link to <http://maps.lsuagcenter.com/floodmaps/>.
- The National Oceanic and Atmospheric Administration's Digital Coast details future flood hazards (<https://coast.noaa.gov/digitalcoast/>).
- Floodsmart.gov is a good source for links on flood risk and flood insurance.

The purpose of a CRS users group is to serve as a support and educational resource for the local communities who participate in the CRS. Users groups work together to take on activities aimed at increasing floodplain regulation and mitigating existing flood hazards and risks. There are four CRS users groups in Louisiana: the Capital Region Area Floodplain Taskforce (CRAFT), the Flood Loss Outreach and Awareness Taskforce (FLOAT), Jefferson Parish United Mitigation Professionals (JUMP), and the Louisiana Southwest Informational Floodplain Team (SWIFT). CRS users groups often work together to develop Programs for Public Information, share outreach projects, and, in JUMP's case, work together on updates to multijurisdictional hazard mitigation plans. Groups also host speakers and trainings, in order to learn updated information on the CRS and the resources available. Joining or forming a CRS users group gives communities access to knowledge, resources, and training that they may not typically have access to.



### Activity 360 (Flood Protection Assistance)

- The best training for implementing this activity is the Emergency Management Institute's retrofitting course, E0279 Retrofitting Flood-Prone Residential Buildings.
- There is also a home study course, Overview of Engineering Principles and Practices for Retrofitting Flood-Prone Residential Structures. Visit <https://www.firstrespondertraining.gov/frt/npccatalog/EMI#anc-search-results> to learn about both courses.
- Communities can obtain the information needed for the Financial Assistance Advice element (FAA) from the agencies that provide the assistance. These include GOHSEP, CPRA, and the Division of Administration's Office of Community Development (OCD).
- Local communities, such as the City of New Orleans and Jefferson Parish, can provide examples of model programs related to this activity.

### Activity 370 (Flood Insurance Promotion)

- Full credit is dependent on preparing a document following the Program for Public Information model, so most communities include what is needed in their PPI. As noted under Activity 330, users groups have been the best source of help for these.
- Upon request, LDI can provide brochures and assist with local presentations on flood insurance in support of this activity.
- Local communities, such as the City of New Orleans and Jefferson Parish, can also provide assistance with this activity.

### Activity 410 (Floodplain Mapping)

- A review of the Engineering Methods and the Bibliography and References sections of the community's Flood Insurance Study will show what agencies assisted in floodplain mapping. These sections will identify whether an agency other than FEMA provided mapping data. Where that is the case, the community may be able to obtain New Study (NS) credit for their earlier work.
- DOTD and the Water Institute of the Gulf are partners in FEMA's Cooperating Technical Partnership (CTP) Program.

### Activity 420 (Open Space Preservation)

- State parks and other public lands can qualify for open space credit. The owning agencies can provide materials that can document the property's natural floodplain functions.
- Properties purchased or improved with funding support from FEMA and some other agencies often have deed restrictions that the agencies can help locate.
- Nonprofit organizations that own or work on protecting natural floodplain functions can help with documentation. Examples are America's Wetland Foundation (<https://www.americaswetland.com/>) and the Nature Conservancy in Louisiana (<https://www.nature.org/en-us/about-us/where-we-work/united-states/louisiana/>).
- The Water Institute, LSU's Coastal Sustainability Studio, and CPEX can also provide support for this activity.

### Activity 430 (Higher Regulatory Standards)

- DOTD's model ordinance language could include creditable higher standards.
- All communities receive credit for the Louisiana State Uniform Construction Code. The Louisiana State Uniform Code Council could include creditable higher standards when the code is next revised.
- Local communities, such as the Cities of New Orleans and Mandeville and Jefferson Parish, can provide information on higher regulatory standards implemented at the local level.

### Activity 440 (Flood Data Maintenance)

- The Louisiana Geographic Information Center can help with GIS issues and locating source materials.
- FEMA and DOTD often have copies of old Flood Insurance Rate Maps. The first place to look is on FEMA's Flood Map Service Center website, <https://msc.fema.gov/portal/home>.
- Benchmark maintenance credit (BMM) requires documentation of the location and status of benchmarks. Entities that can help with this include the US Geological Survey, the National Geodetic Survey, the Louisiana Geological Survey, and the Louisiana Society of Professional Surveyors.

### Activity 450 (Stormwater Management)

- The Louisiana Department of Environmental Quality and the US Environmental Protection Agency can provide recommendations and regulatory language that would qualify for credit.
- Nonprofit organizations that focus on protecting water quality and natural floodplain functions can inform the public and support adoption of creditable regulatory standards. An example is the Louisiana Environmental Action Network (<https://leanweb.org/>).
- The City of New Orleans, Jefferson Parish, the Water Institute, and CPEX can also provide assistance with this activity.

### Activity 503 (Repetitive Losses)

- UNO-CHART has expertise in mapping repetitive loss areas and updating repetitive loss lists. Visit [floodhelp.uno.edu](http://floodhelp.uno.edu) for more information.

### Activity 510 (Floodplain Management Planning)

- The Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP) provides mitigation plan guidance. Guidance may include the ten-step planning process prescribed by the CRS.
- UNO-CHART has prepared more repetitive loss area analyses (RLAA) than any other organization in the country. These can be useful templates for others. Most are located online at [floodhelp.uno.edu](http://floodhelp.uno.edu).
- Communities should check with the natural resources agencies, such as state parks (Department of Culture, Recreation and Tourism), the Department of Wildlife and Fisheries, the Department of Natural Resources, and

the Department of Environmental Quality for natural floodplain functions plans that impact their area.

- The City of New Orleans, Jefferson Parish, the Water Institute of the Gulf, and LSU's Coastal Sustainability Studio can also provide assistance with this activity.

#### Activity 520 (Acquisition and Relocation)

- Funding support for acquiring and relocating buildings out of the floodplain and documentation assistance can be obtained from GOHSEP, CPRA, and OCD. GOHSEP manages FEMA funds, and both GOHSEP and OCD manage the Department of Housing and Urban Development's (HUD) Community Development Block Grant funds.

#### Activity 530 (Flood Protection)

- Funding support for elevating and retrofitting buildings and other flood protection projects and documentation assistance can be obtained from GOHSEP, CPRA, and OCD.
- The Corps of Engineers, the Natural Resources Conservation Service, and regional level authorities are the agencies that help with flood control and drainage improvement projects.
- Local communities, such as the City of New Orleans and Jefferson Parish, can also provide assistance with this activity.

#### Activity 540 (Drainage System Maintenance)

- As with some of the public information activities, this activity is essentially designed and managed locally. Users groups have been helpful with this activity by sharing procedures, records, and similar aspects of a maintenance program.
- The Cities of Covington and New Orleans can also provide assistance with this activity.

#### Activity 610 (Flood Warning and Response)

- Flood warning and response guidance comes from the CRS, but agencies such as GOHSEP, and organizations like the Louisiana Emergency Preparedness Association (<https://lepa.org/>) could provide training and more localized templates.
- The City of New Orleans, Jefferson Parish, and the Water Institute can also provide assistance with this activity.

#### Activity 620 (Levees)

- As with 610, GOHSEP, the Louisiana Association of Levee Boards, and individual regional levee authorities could help with templates and/or a model program.
- The Water Institute can also provide assistance with this activity.

#### Activity 630 (Dams)

- DOTD's Dam Safety Program is the source for the credit for the state dam safety program (SDS). It can also help with guidance for community programs.

Although multiple state agencies can assist communities with CRS activities, they may not always know the best way to do so. State agencies can assist communities with CRS activities in many different ways. The below lists detail the ways

agencies can assist with training, direct assistance, and models and templates. Trainings can be delivered by multiple entities and through multiple methods (i.e., webinars, workshops, one on one, etc.). For example, DOTD may be able to sponsor a training on a specific element of CRS scoring; the Water Institute could sponsor a training on a particular GIS driven activity; and/or UNO-CHART could collaborate with Jefferson Parish to facilitate a training on developing a multijurisdictional PPI.

## Training on CRS Scoring

<b>Activity 320: Map Information Service</b>	
	Communicating map information to the public
<b>Activity 330: Outreach Projects</b>	
	How to receive scores for outreach projects conducted by community officials and other stakeholders
	Developing a Program for Public Information (PPI)
<b>Activity 350: Flood Protection Information</b>	
	How to receive scores for websites
<b>Activity 370: Flood Insurance Promotion</b>	
	How to incorporate as part of a Program for Public Information (PPI)
<b>Activity 410: Floodplain Mapping</b>	
	How to score existing maps
	Help with impact adjustment mapping
<b>Activity 420: Open Space Preservation</b>	
	How to score open space in your community
<b>Activity 430: Higher Regulatory Standards</b>	
	Scores received from implementing higher regulatory standards
<b>Activity 450: Stormwater Management</b>	
	Scoring and implementing stormwater management regulations
<b>Activity 510: Floodplain Management Planning</b>	
	How to score existing plans
<b>Activity 540: Drainage System Maintenance</b>	
	How to conduct and score maintenance procedures
<b>Training on GIS Methods</b>	
<b>Activity 320: Map Information Service</b>	
	How to use GIS to map flood information
<b>Activity 410: Floodplain Mapping</b>	
	How to use GIS in floodplain mapping
<b>Activity 420: Open Space Preservation</b>	
	How to map open space in your community

<b>Direct Assistance</b>	
<b>Activity 430: Higher Regulatory Standards</b>	
	Change state standards to higher regulatory standards
<b>Activity 510: Floodplain Management Planning</b>	
	Conducting state, regional and local studies that impact floodplain management
<b>Activity 610: Flood Warning and Response</b>	
	Provide hands on assistance and training for flood warning and response procedure drafting, coordination, and updates
<b>Activity 620: Levees</b>	
	Provide hands on assistance and training for levee maintenance, warning and response procedure, drafting, coordination, and updates
<b>Models and Templates</b>	
<b>Activity 330: Outreach Projects</b>	
	Sample brochures, mailers, and other promotional materials
<b>Activity 350: Flood Protection Information</b>	
	What to include on a floodplain management website
<b>Activity 420: Open Space Preservation</b>	
	Open space preservation model ordinances and regulatory language
<b>Activity 430: Higher Regulatory Standards</b>	
	Model ordinances for implementing higher regulatory standards
<b>Activity 510: Floodplain Management Planning</b>	
	How to score existing plans
<b>Activity 540: Drainage System Maintenance</b>	
	Model ordinances and templates of maintenance procedures

Beyond the state, there are resources available from federal agencies. These resources can also include training, assistance, and templates.

## Federal Agencies

The table below lists resources available from federal agencies.

Table5 - Resources from Federal Agencies

Agency	Website	Resources Available
Community Rating System	crsresources.org	<ul style="list-style-type: none"> <li>• Best practices</li> <li>• Community Rating System manual</li> <li>• Informational webinar</li> <li>• Activity checklists</li> </ul>
Emergency Management Institute (EMI)	training.fema.gov/emi	<ul style="list-style-type: none"> <li>• In person CRS training in Emmitsburg, MD</li> <li>• Online CRS courses</li> </ul>

Federal Emergency Management Agency (FEMA)	FEMA.gov	<ul style="list-style-type: none"> <li>• Mitigation guidance</li> <li>• Outreach project templates</li> <li>• Preparedness and recovery materials</li> <li>• Risk MAP</li> <li>• Social media templates</li> <li>• NFIP/CRS Update Newsletter</li> </ul>
National Flood Insurance Program (NFIP)	www.floodsmart.gov	<ul style="list-style-type: none"> <li>• Information for homeowners and businesses on flood insurance claims and policies</li> </ul>
NOAA Digital Coast	coast.noaa.gov/digitalcoast	<ul style="list-style-type: none"> <li>• Flood exposure mapper</li> <li>• Historical hurricane tracks</li> <li>• Land cover data</li> <li>• Risk communication basics</li> <li>• Sea level rise viewer</li> </ul>

## Professional Associations

Floodplain managers and local officials can choose to join professional associations, which are available at the state-wide and national level. These associations host conferences, offer trainings, and provide an avenue for officials to network and share resources.

Table 6 – Resources from Professional Associations

Association	Website	Resources
Association of State Floodplain Managers (ASFPM)	<a href="https://www.floods.org/">https://www.floods.org/</a>	<ul style="list-style-type: none"> <li>• Annual conference</li> <li>• Webinars</li> <li>• Website</li> </ul>
Louisiana Floodplain Management Association (LFMA)	<a href="https://lfma.org/">https://lfma.org/</a>	<ul style="list-style-type: none"> <li>• Annual conference</li> <li>• Monthly newsletter</li> <li>• Workshops</li> <li>• Website</li> </ul>
Louisiana Emergency Preparedness Association (LEPA)	<a href="https://lepa.org">https://lepa.org</a>	<ul style="list-style-type: none"> <li>• Annual conference</li> <li>• Education and outreach</li> <li>• Can provide CRS related education and outreach opportunities for emergency managers</li> </ul>
Louisiana Municipal Association (LMA)	<a href="https://www.lma.org/">https://www.lma.org/</a>	<ul style="list-style-type: none"> <li>• Annual conference</li> <li>• Monthly newsletter</li> <li>• Website</li> <li>• Can provide CRS related education and outreach opportunities for local officials</li> </ul>
Louisiana Society for Professional Surveyors	<a href="https://lsps.net/">https://lsps.net/</a>	<ul style="list-style-type: none"> <li>• Education and outreach</li> <li>• Newsletter</li> <li>• Website</li> <li>• Can provide CRS related education and outreach opportunities for surveyors</li> </ul>

## Others

There are other nonprofits and educational institutions that provide resources to CRS communities. The table below lists these organizations and the resources available.

Table 7 – Resources from Other Institutions

Organization	Website	Resources Available
Climate Central	<a href="http://sealevel.climatecentral.org/crs">sealevel.climatecentral.org/crs</a>	<ul style="list-style-type: none"> <li>• Risk Finder</li> <li>• Risk Zone Map</li> <li>• Surging Seas CRS Guide</li> </ul>
Louisiana Sea Grant	<a href="https://www.laseagrant.org/">https://www.laseagrant.org/</a>	<ul style="list-style-type: none"> <li>• Training courses and workshops</li> <li>• Education and outreach</li> <li>• Local partner for grant opportunities</li> </ul>
Louisiana State University AgCenter's Louisiana Flood Maps	<a href="http://maps.lsuagcenter.com/floodmaps">maps.lsuagcenter.com/floodmaps</a>	<ul style="list-style-type: none"> <li>• Louisiana flood maps</li> <li>• FIRMs and dFIRMS</li> <li>• Information for homeowners</li> </ul>
The Nature Conservancy's Coastal Resilience Community Rating System Explorer	<a href="http://coastalresilience.org/project/community-rating-system-explorer">coastalresilience.org/project/community-rating-system-explorer</a>	<ul style="list-style-type: none"> <li>• Open space preservation credit information</li> <li>• Training materials</li> </ul>
RainReady	<a href="http://rainready.org">rainready.org</a>	<ul style="list-style-type: none"> <li>• Outreach and education</li> <li>• Training courses and workshops</li> </ul>
SBP	<a href="http://sbpusa.org">sbpusa.org</a>	<ul style="list-style-type: none"> <li>• Disaster recovery</li> <li>• Outreach materials</li> </ul>
University of New Orleans Center for Hazards Assessment, Response & Technology (UNO-CHART)	<a href="http://floodhelp.uno.edu">floodhelp.uno.edu</a>	<ul style="list-style-type: none"> <li>• CRS users group facilitation/information</li> <li>• CRS resources</li> <li>• Floodplain management resources</li> <li>• Planning for repetitive flood loss</li> </ul>
The Water Institute of the Gulf	<a href="https://thewaterinstitute.org/">https://thewaterinstitute.org/</a>	<ul style="list-style-type: none"> <li>• Natural system modeling</li> <li>• Real time data collection and monitoring</li> <li>• Outreach</li> </ul>

## Track Progress, Evaluate and Revise

State agencies can use the above recommendations to track their progress in providing assistance with the Community Rating System. The state could evaluate and revise these progress reports on an annual basis to understand what needs are being met, and which gaps agencies still need to fill to support communities in the implementation of CRS activities and ultimately, increase reductions in flood risks and flood insurance rates.

Overall, agencies and associations such as DOTD, GOHSEP, LFMA, and LMA can continue to promote the overall benefits of CRS; it is hoped that other agencies can follow their lead. This type of support may increase the likelihood that community leaders will better understand the benefits of the CRS and provide appropriate resources for implementation at the local level. Of course, each community must consider the benefits and costs of participation in the CRS as it is a prescriptive program that can be quite resource intense. CRS Users groups can be helpful to CRS and non-CRS communities that may have questions about the level of resources necessary to implement specific CRS activities.

Climate Central has prepared a guide specifically for the CRS. The Surging Seas web tool provides step-by-step instructions on how to access information and downloads that can help receive credit in activities 320, 330, 340, 350, 410, 420, 430, 450, 510, and 610.

CRS Activity 512a, Floodplain Management  
CRS Manual pg. 510-4

### CRS Activity 512a, Floodplain Management Planning (FMP)

CRS MANUAL: The maximum credit for this element is 182 points.

FMP credit is provided for a community-wide floodplain management plan that was prepared by following a standard planning process. To receive any credit under this activity, the planning process must receive some credit under each of the 10 steps listed below. If the plan was approved by FEMA as a multi-hazard mitigation plan and one step is missing, the mitigation plan may receive credit, but FMP credit will be limited to 50 points. If two steps are missing, there is no credit for a multi-hazard mitigation plan.

**What you get in the web tool**

- Users can obtain risk information within Surging Seas related to flood hazards in foot or meter increments above the high tide line, or for other hazard disclosure.
- Surging Seas provides analysis related to flood and sea level rise risk, projections, and maps.

**Reminders from CRS experts**

- FEMA representatives tell us Surging Seas could be utilized within steps 4(b) and 6(c).
- In particular, the mapping layers found in Section 2 of this document could be utilized within step 5(a) and (f) and step 7.
- We would be interested in hearing from additional CRS implementers, coordinators and experts regarding this section in order to expand this part of the guide.

Multi-hazard Mitigation Planning	CRS	Maximum
<b>Phase I - Planning process</b>		
512a Activity 1	1. Organize	10
512a Activity 2	2. Involve the public	120
512a Activity 4 (a)	3. Coordinate	30
<b>Phase II - Risk assessment</b>		
512a Activity 4 (b)	4. Assess the hazard	30
512a Activity 4 (c)	5. Assess the problem	52
<b>Phase III - Mitigation strategy</b>		
512a Activity 6	6. Set goals	2
512a Activity 7	7. Review possible activities	30
512a Activity 8	8. Draft an action plan	60
<b>Phase IV - Plan maintenance</b>		
512a Activity 9	9. Adapt the plan	2
512a Activity 10	10. Implement, evaluate, revise	38
<b>Total</b>		<b>182</b>

**Get started:** To access Surging Seas customizable maps, analysis, and downloads follow the step-by-step guide starting on page 22.

**Please note:** Your ISO/CRS Specialist determines whether you may receive points.

Agency	Contact Name	Contact Title	Address	Contact Phone Number	Contact Fax number	Contact Email
<b>Administration</b>						
<b>Division of Administration</b>						
Facility Planning and Control	Mark Gates	Assistant Director	1201 N. Third Street-7th Floor, Ste. 230, Baton Rouge, LA 70804	(225) 342-7000		mark.gates@la.gov
Facilities Planning and Control	John Hodnett	Assistant Director	1201 N. Third Street, Suite 7-160, Baton Rouge, LA 70802, P.O. Box 94095, Baton Rouge, LA 70804	(225) 342-0820	(225) 342-7624	john.hodnett@la.gov
Louisiana Property Assistance Agency	Steve Bice	Director		(225) 342-6890	(225) 219-7703	
Office of Commissioner	Jay Dardeene	Commissioner of Administration	1201 N. Third Ste. 7-210, Baton Rouge, LA 70802	225-342-7000		
Office of Community Development	Pat Forbes	Executive Director	1201 N. Third Ste. 7-210, Baton Rouge, LA 70802	(225) 342-7412	(225) 342-1947	
Office of General Council	Brandon Frey	Executive Council	1201 N. Third Ste. 7-210, Baton Rouge, LA 70802	(225) 342-9888	(225) 342-5610	Brandon.frey@la.gov
Office of State Risk Management	Brett Beoubay	State Loss Prev Manager	1201 N. Third Ste. 7-210, Baton Rouge, LA 70802	(225) 342-8500	(225) 342-8473	brett.beoubay@la.gov
<b>Agriculture &amp; Forestry</b>						
Animal Health and Food Safety	Mike Strain	Commissioner	5825 Florida Blvd., Baton Rouge, LA 70806	(225) 922-1234		commissioner@ldaf.state.la.us
Louisiana Department of Agriculture and Forestry	Bret Lane	Forestry Program Director	5825 Florida Blvd., Suite 6000, Baton Rouge, LA 70806	(225) 952-8005	(225) 922-1356	bret_l@ldaf.state.la.us
United States Department of Agriculture			1400 Independence Ave., S.W. Washington, DC 20250	(202) 720-2791		
Natural Resources Conservation Service Louisiana	Kevin Norton	State Conservationist	3737 Government Street, Alexandria, LA 71302	(318) 473-7751	(844) 325-6947	
<b>Climate Change</b>						

LA Department of Environmental Quality	Dr. Chuck Carr Brown	Secretary	602 N Fifth Street, Baton Rouge, LA 70802	(866) 896-5337		Chuck.brown@la.gov
Southern Climate Impacts Planning Program/LSU	Alan Black	Program Manager	227 Howe-Russell Building, Baton Rouge, LA 70803	(225) 578-8374		scipp@southernclimate.org; ablack@lsu.edu
<b>Coastal Restoration</b>						
America's Wetland Foundation	R. King Milling	Chairman of the Board	838 North Blvd, Baton Rouge, LA 70802	(504) 293-2610		
Coastal Protection and Restoration Authority (CPRA)	Zach B. Rosen	Coastal Resource Scientist	P.O. Box 44027, Baton Rouge, LA 70804	(225) 342-7308	(225) 342-9417	zachary.rosen@la.gov
<b>Community Rating Systems (CRS) Users Groups</b>						
Capital Region Area Floodplain Taskforce (CRAFT)	Monica Farris, PhD	CHART Director/ Group Facilitator	2000 Lakeshore Drive, 102 MH, New Orleans, LA 70148	(504) 280-5760		chart@uno.edu
Flood Loss Outreach and Awareness Taskforce (FLOAT)	Monica Farris, PhD	CHART Director/ Group Facilitator	2000 Lakeshore Drive, 102 MH, New Orleans, LA 70148	(504) 280-5760		chart@uno.edu
Jefferson Parish United Mitigation Professionals (JUMP)	John McCandless	Floodplain/CRS Specialist	1221 Elmwood Park Blvd, Suite 310, Jefferson, LA 70123	(504) 736-6732		jmccandless@jeffparish.net
Louisiana Southwest Informational Floodplain Team (SWIFT)	Dana Watkins	Floodplain/CRS Specialist	901 Lakeshore Drive, 5th Floor, Lake Charles, LA 70601	(337) 721-3600		dwatkins@cppj.net
<b>Educational</b>						
Louisiana Sea Grant College Program	Robert R. Twilley, PhD	Executive Director	237 Sea Grant Bldg, Louisiana State University, Baton Rouge, LA 70803	(225) 578-6710	(225) 578-6331	rtwilley@lsu.edu
LSU Agricultural Center	Pat Skinner	Disaster Recovery & Mitigation Specialist	107 E. B. Doran, Baton Rouge, LA 70803	(225) 578-2910	(225) 578-3492	pskinner@agcenter.lsu.edu
LSU Coastal Sustainability Studio	Traci Birch, PhD	Assistant Professor	LSU Coastal Sustainability Studio, Design Building, Room 212, Baton Rouge, LA 70803	(225) 578-4990		tbirch@lsu.edu
LSU Department of Construction Management	Charles Barryman	Department Chair	3319 Patrick F. Taylor Hall, LSU, Baton Rouge, LA 70803	(225) 578-5112	(225) 578-5109	cbarryman@lsuemail.net

Tulane Institute of Water Resources	Mark Davis	Director	6329 Feret Street, Ste. 155, New Orleans, LA 70118	(504) 865-5982	(504) 862-8846	msdavis@tulane.edu
University of New Orleans	Monica Farris, PhD	CHART Director	2000 Lakeshore Drive, 102 MH, New Orleans, LA 70148	(504) 280-5760	(504) 280-4023	mateets@uno.edu
University of New Orleans	Tara Lambeth, PhD	Asst CHART Director	2000 Lakeshore Drive, 102 MH, New Orleans, LA 70148			tlambet1@uno.edu
<b>Emergency Planning &amp; Disaster Relief</b>						
Capital Region Planning Commission	Drew Ratcliff	Regional Disaster Rec Mangr	333 North 19th Street, Baton Rouge, LA 70802	(225) 383-5203	(225) 383-3804	dratcliff@crpcla.org
City of New Orleans	Ryan Mast	HM Administrator				rcmast@nola.gov
Emergency Management Institute			16825 S. Seton Ave., Emmitsburg, MD 21727	(301) 447-1658		
Facility Planning and Control						
Office of State	Mark Moses	Commissioner of Administration	P.O. Box 94095, Baton Rouge, LA 70804	(225) 342-7000	(225) 342-1057	mark.moses@la.gov
Office of State Lands	Jonathan Robillard	OSL Administrator	1201 North Third Street, Baton Rouge, LA 70802	(225) 342-4578		jonathan.robillard@la.gov
GOHSEP	Steve Garcia	Senior PRO / Project Manager	7667 Independence Blvd, Baton Rouge, LA 70806		(225) 925-7501	steven.garcia@la.gov
Executive Staff	James B. Waskom	Director	7667 Independence Blvd, Baton Rouge, LA 70806	(225) 925-7345	(225) 925-7501	James.Waskom@la.gov
Hazard Mitigation Assistance Division	Jeffrey Giering	SHMO	7667 Independence Blvd, Baton Rouge, LA 70806	(225) 267-2516	(225) 925-7501	jeffrey.giering@la.gov
Interim Emergency Board	Sue Isreal	Board Secretary	P.O. Box 94095, Baton Rouge, LA 70804	(225) 342-7189	(225) 342-1057	ieb@la.gov
LA Emergency Preparedness Association	H. Bland O'Connor, Jr.	Executive Director	8550 United Plaza Bvd #1001, Baton Rouge, LA 70809	(225) 408-4757	(225) 408-4422	office@lepa.org, boconnor@pnassociations.com
LA Office of State Fire Marshal	Felicia H Cooper	Deputy Assistant Secretary	8181 Independence Blvd, Baton Rouge, LA 70806	(800) 256-5452		felicia.cooper@la.gov
National Guard	Col. Edward Bush	Public Affairs Officer	6400 St. Claude Ave., New Orleans, LA 70117			

Office of State Examiner						
Testing Services	Sherri Cobb	Testing Services Manager	8550 United Plaza Blvd., Suite 901, Baton Rouge, LA 70809	(225) 925-4567		
Resource Services	Kesha M. Feigley	Resource Service Manager	8550 United Plaza Blvd., Suite 901, Baton Rouge, LA 70809	(225) 925-4400		
Oil Spill Coordinator's Office	Marty J. Chabret	Coordinator	P.O. Box 66614, Baton Rouge, LA 70896	(225) 925-6606	(225) 925-7068	marty.chabert@la.gov
Sewerage and Water Board New Orleans	Jason Higginbotham	Emg. Mang Director	625 Saint Joseph Street, New Orleans, LA 70165			jhigginbotham@swbno.org
Energy & Economic Development						
Capital Region Planning Commission	Drew Ratcliff	Regional Disaster Rec Manager	333 North 19th Street, Baton Rouge, LA 70802	(225) 383-5203	(225) 383-3804	dratcliff@crpcla.org
Louisiana Department of Revenue			P.O. Box 201, Baton Rouge, LA 70821	(855) 307-3893		
Louisiana Community Development Authority (LCDA)	Ty E. Carlos	Executive Director	5420 Corporate Blvd., Suite 205, Baton Rouge, LA 70808	(225) 924-6150	(225) 924-6171	Ty.Carlos@louisianacda.com
Louisiana Economic Development (LED)			617 North Third Street, Baton Rouge, LA 70802	(225) 342-3000		
Business Development	Paige Carter	Senior Project Manager		(225) 342-4515		paige.carter@la.gov
Office of Community Development						
Baton Rouge Office	Pat Forbes	Executive Director	1201 North Third St, Baton Rouge, LA, 70802	(225) 342-7000		pat.forbes@la.gov
New Orleans Office	Pat Forbes	Executive Director	1340 Poydras Street, 10th Floor, New Orleans, LA 70112	(504) 658-4200		
Office of Financial Institutions (OFI)	Ronald Thompson	Executive Management Officer	8660 United Plaza Blvd, Baton Rouge, LA 70809	(225) 925-4660		ofila@ofi.la.gov
Office of Planning and Budget (OPB)	Barry Dusse	State Director of Planning & Budget	1201 North Third St, Baton Rouge, LA, 70802	(225) 342-7005		
Federal Agencies						
Coastal National Marine Fisheries Service (NMFS)						

Southeast Regional Office			263 13th Avenue South, St. Petersburg, FL 33701	(727) 824-5301	(727) 824-5320	
Environmental Protection Agency			144 Ross Avenue, Suite 1200, Dallas, TX 75202	(800) 887-6063		
<b>FEMA</b>						
Regional Office (Region VI)			FRIC 800 North Loop 288, Denton, TX, 76209	(940) 898-5399 (main); (225) 242-6000 (LA Recovery Office)		
National Flood Insurance Program (NFIP)			500 St SW, Washington, D.C. 20472	(800) 427-4661		
National Oceanic and Atmospheric Administration (NOAA)	Roy E. Crabtree, PhD	Regional Administrator	263 13th Avenue South, St. Petersburg, FL 33701	(727) 824-5301	(727) 824-5320	
US Army Corps of Engineers			7400 Leake Avenue, New Orleans, LA 70118	(504) 862-2001		askthecorps@usace.army.mil
U.S. Department of the Interior			1849 C Street, N.W. Washington, DC 20240	(202) 208-3100		
<b>Governance</b>						
House of Representatives			P.O. Box 94062, Baton Rouge, LA 70804			
Louisiana State Senate	Senator John A. Alario	President	P.O. Box 94183 Baton Rouge, LA 70804	(225) 342-2040		
Office of the Governor			P.O. Box 94004, Baton Rouge, LA 70804	(225) 342-7015		govpress@la.gov
<b>Health Care</b>						
Louisiana Department of Health and Hospitals	Rosanne Prats	Director of Emergency Preparedness	628 N 4th Street, Baton Rouge, LA 70802	(225) 342-9500	(225) 342-5568	Rosanne.Prats@la.gov
<b>Housing</b>						
Louisiana Housing Corporation	Barry E. Brooks	Confidential Assistant	2415 Quail Drive, Baton Rouge, LA 70808	(888) 454-2001	(225) 763-8746	bbrooks@lhc.la.gov
<b>Human Resources</b>						
Department of Public Safety	Ginger Krieg	Director	7979 Independence Blvd., Suite 201, Baton Rouge, LA 70806	(225) 925-6067		
<b>Indian Affairs</b>						

Governor's Office of Indian Affairs			150 North 3rd St., Baton Rouge, LA 70801	(225) 219-8715		indian.affairs@ la.gov
<b>Information Technology</b>						
Geographic Information Center	Alaa Shams	Administrative & Programmatic Support Manager	E313 Howe-Russell Geoscience Complex, School of the Coast & Environment, Special Programs, Louisiana State University, Baton Rouge, LA	(225) 578-8980	(225) 578-2796	ashams@lsu.edu
National Geodetic Survey			Communications & Outreach Branch, NOAA, N/NGS12, National Geodetic Survey, SSMC3 #9340, 1315 East-West Highway, Silver Spring, MD 20910	(301) 713-3242		
<b>Insurance</b>						
Louisiana Department of Insurance	James J. Donelon	Commissioner of Insurance	1702 N Third Street, Baton Rouge, LA 70802	(225) 342-5423		commissioner@ ldi.la.gov
	Warren Byrd	Deputy Commissioner	1702 N Third Street, Baton Rouge, LA 70802	(225) 342-5900		warren.byrd@ldi. la.gov
<b>Louisiana Private Agencies</b>						
Association of Levee Boards of Louisiana (ALBL)			P.O. Box 2961 Baton Rouge, LA 70821		(225) 243-4452	louisianalevee@ nulllive.com
Center for Planning Excellence	Camille Manning-Broome	President and CEO	100 Lafayette Street, Baton Rouge, LA 70801	(225) 267-6300		camille@cpex.org
Greater New Orleans Inc. Regional Development	Robin Barnes	Executive Director	1100 Poydras Street, Suite 3475, New Orleans, LA 70163			rbarnes@gnoinc. org
Louisiana Environmental Action Network	Michae Orr	Operations Coordinator	P.o. Box 66323, Baton Rouge, LA 70896	(225) 922-9247		
Louisiana Floodplain Managers Association	Kara Moree	Chairman				kara.moree@ csrsinc.com
Louisiana Society of Professional Surveyors			9643 Brookline Avenue, Ste 108, Baton Rouge, LA 70809	(225) 925-5800	(225) 925-5802	

Louisiana State Geological Survey			3079 Energy, Coastal and Environment Building, Baton Rouge, LA 70803	(225) 578-5320		
USGS Lower Mississippi Water Science Center	W. Scott Gain	Water Science Center Director	3535 South Sherwood Forest Blvd. Baton Rouge, LA 70816	(615) 837-4701		wsgain@usgs.gov
Louisiana State Uniform Construction Code Council	Mark Joiner	Administrator	8181 Independence Blvd., Baton Rouge, LA 70806	(225) 922-0817		mark.joiner@la.gov
LSPA Land Surveyors	Shannon Hubble	Applications Specialist	9643 Brookline Avenue, Suite 121 Baton Rouge, LA 70809-1433			shanna@lapels.com
National Association of Realtors			430 Michigan Ave., Chicago, IL 60611	(800) 874-6500		
SBP	Elizabeth Eglé	Chief Development Officer	2645 Toulouse Street, New Orleans, LA 70119	(504) 616-0140		eegle@sbpusa.org
The Nature Conservancy, Louisiana			4245 North Fairfax Drive, Suite 100, Arlington, VA 22203-1606	(703) 841-5300		
<b>Policy</b>						
Office of State Register			1201 North Third Street, Suite 7-210 Baton Rouge, LA 70122	(225) 342-7000		
<b>Preservation</b>						
<b>Louisiana Division of Historic Preservation</b>						
Office of Historic Preservation			Capitol Annex Building, 1051 North Third Street, Baton Rouge, LA 70802	(225) 342-8160		
<b>Public Affairs</b>						
Office of Inspector General	Stephen B. Street, Jr.	State Inspector General	525 Saint Charles Ave, New Orleans, LA 70130	(504) 681-3200		Stephen.street@la.gov
Office of State Procurement	Paula Tregre	Director	1201 N Third Street, Baton Rouge, LA 70802	(225) 342-9756	(225) 342-9756	paula.tregre@la.gov
Public Service Commission			602 N Fifth Street, Baton Rouge, LA 70821	(225) 342-4999	(225) 342-2831	
<b>Research</b>						

Pennington Bio-medical Research Center			6400 Perkins Road, Baton Rouge, LA 70808	(225) 763-2500		
The Water Institute of the Gulf (TWIG)	Ryan Clark	Research Scientist	1110 River Road South, Suite 200, Baton Rouge, LA 70802	(225) 448-2813		rclark@thewater-institute.org
<b>Tourism</b>						
Office of Lt. Governor Billy Nungesser			P.O. Box 44243, Baton Rouge, LA 70804			
Department of Culture, Recreation, & Tourism			Office of the Lt. Governor, P.O. Box 44243, Baton Rouge, LA 70804	(225) 342-7009	(225) 342-1946	ltgov@crt.la.gov
Louisiana Office of Tourism	Kyle Edmiston	Assistant Secretary of Tourism	Capitol Annex Building, 1051 North Third Street, Baton Rouge, LA 70802	(225) 342-8125		
<b>Transportation</b>						
LA DOTD Floodplain Management Office	Cindy O'Neal	CFM, Manager	P.O. Box 94245, Baton Rouge, LA 70804	(225) 379-3005		cindy.oneal@la.gov
Louisiana Department of Transportation and Development	Shawn D. Wilson, PhD	Secretary	2001 Mardi Gras Blvd., New Orleans, LA 70114	(225) 379-1200	(225) 379-1851	
<b>Wildlife &amp; Natural Resources</b>						
Barataria-Terrebonne National Estuary Program	Susan Testroet-Bergeron	Program Director	BTNEP P.O. Box 2663 Thibodaux, LA 70310	(985) 447-0868		
Department of Natural Resources	Donald Haydel	Interagency Affairs & Field Services Administrator	617 North Third Street, P.O. Box 44487, Baton Rouge Louisiana 70821-4487	(225) 342-8953		
LA Department of Wildlife and Fisheries	James Gomillion	Captain / Law Enforc	2000 Quail Dr., Baton Rouge, Louisiana 70808	(800) 256-2749	(225) 765-2800	jgomillion@wlf.la.gov
Southeast Louisiana Flood Protection Authority	Stephanie Aymond		1051 North Third St., Suite 138, Baton Rouge, LA 70802	(225) 342-3968	(225) 342-5214	
USDA Natura Resources and Conservation Service	Kevin Norton	State Conservationist	3737 Government Street, Alexandria, LA 71302	(318) 473-7751		