ALACHUA COUNTY PUBLIC WORKS OPERATING PROCEDURE

DIVISION: **Transportation & Development**

SECTION: **Development Review**

PROCEDURE #:   **EDR-4**

SUBJECT: **Flood Zone Request Processing**

DATE: **12/15/01**   **REVISION #:**

PREPARED BY: **Michael J. Fay**

APPROVED BY: **Matthew Dominy, P.E., Director Of Public Works**

POLICY: **To provide the general public with FEMA flood zone information upon request, in a timely, professional manner.**

Flood zone requests are divided into three categories:

1. Written Request

2. Flood Zone Request Line

3. In Person

Below are the procedures for each of these types of requests.

Written Request:

1. The written request form is received by mail and is distributed to the appropriate personnel. (Must be accompanied by the required fee.)

2. Verification is made that the property is located in the unincorporated area of the county. If it is located within a municipality:

    *   Write on the request which municipality the property is located in and state that the information requested must be obtained from the municipality.

3. Check the flood zone using the County's Geographic Information System (GIS) (FEMA file on Arc View). If GIS appears questionable, verify with the paper copy of the FIRM maps.

4. Provide the **ESTIMATED** flood zone, the community panel number, and the effective date on the request form.

5. Forward completed request forms to Civil Engineer II for signature.

6. If request does not include a self-addressed, stamped envelope, request will be faxed to the entity requesting the information.

Flood Zone Request Line:

1. Retrieve requests from the Flood Zone Request Line:

    - Call Flood Zone Request Line at 337-6140.

    - After message starts, press *.

    - Enter the password "2121".

    - Follow the instructions to play, delete, save, replay, and exit the system.

    - Record the name and phone number of the person requesting the information along with the tax parcel number and address of the subject property.

2. Verification is made that the property is located in the unincorporated area of the county. If it is located within a municipality:

    - Inform the requester which municipality the property is located in and state that the information requested must be obtained from the municipality.

3. Check the flood zone using the County's GIS (FEMA file on ArcView). If GIS appears questionable, verify with the paper copy of the FIRM maps.

4. Inform the requester by telephone of the **ESTIMATED** flood zone, the community panel number, and the effective date for the subject property.

In Person:

1. Record the name of the person requesting the information along with the tax parcel number and address of the subject property.

2. Verify the property is located in the unincorporated area of the county. If it is located within a municipality:

    - Inform the requester which municipality the property is located in and state that the information requested must be obtained from the municipality.

3. Check the flood zone using the County's GIS (FEMA file on ArcView). If GIS appears questionable, verify with the paper copy of the FIRM maps.

4. Inform the requester of the **ESTIMATED** flood zone, the community panel number, and the effective date for the subject property.

Additional Information:

1. **ALL** flood zone requests are to be recorded in the appropriate Access file (*Flood*) and monthly status reports are to be provided to the Administrative Assistant.

2. If written verification is requested, fees must be collected prior to providing written response. After fees have been paid, draft the response using the appropriate form letter. If the subject property is located within a flood zone area other then zone "C", include a copy of the flood map produced by our GIS system. Forward letter to Civil Engineer II for signature.

3. Anytime a map produced by the County's Geographic Information System is provided to the public, a letter with the appropriate disclaimer must be included.