



INSURANCE SERVICES OFFICE, INC.

BPW-2020-0593

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Phone: (856) 787-0412 or (800) 444-4554 FAX 1-800-777-3929
Please return CRS documents to: KanDee Davis, 7350 W. Centennial Parkway, Unit 1128, Las Vegas, NV. 89131

NFIP# 060137

January 9, 2020

Susan Shu, P.E., PMP
City of Los Angeles
1149 South Broadway, Suite 810
Los Angeles, California 90015

Dear Susan Shu:

This letter is to confirm our recent conversation regarding the City of Los Angeles's five year CRS cycle visit on **Wednesday, April 22, 2020, at 9:30 am.**

I estimate that the visit will take one full day, including field verification. You will need to be present throughout the entire session. Other community staff members, who assist in the implementation of any CRS activities, may also wish to participate in appropriate portions of our meeting.

It is the goal of the meeting to collect the documentation needed to verify your **Class 7** and discuss the documentation requirements for all CRS activities. Our time together will be maximized if you can have as much documentation as possible available, labeled, and organized when I arrive. Please refer to the detailed list of necessary documentation attached to this letter; while not exhaustive, it does list the most commonly requested documentation.

While I hope to leave your office with most of the documentation needed to process your application, in the event some documentation needs research or correction, your community will have a maximum of 30 days after the visit, to submit any additional documentation.

Your participation in the Community Rating System reflects your commitment to a sound floodplain management program for the benefit of your citizens. I look forward to working with you and my visit to your beautiful community. Please don't hesitate to contact me should you have any questions, or if I can be of further assistance.

Warmest regards,

KanDee Davis, CFM, ISO/CRS Specialist

Cc: Raul Barba, State NFIP Coordinator
Brian Trushinski, DHS/FEMA Region IX
Sherry Harper, ISO, Planning Technical

TRANSMITTAL NO. 4



CRS Crosswalk

Community:	Los Angeles, CA. (Los Angeles County)	Visit Date:	April 22, 2020
NFIP Number:	060137	CRS Class	7
Repetitive Loss:	(124) Category C Community	CRS Points	1700
Comm. Growth Rate:	1.03	BCEGS	

Since your last cycle visit, some of the activity requirements and required documentation has changed. Please review these new requirements and have the documentation listed for each activity available for our meeting, in order to support your continued implementation of each activity.

Note: I have included the activities your community has previously received credit for. If you want to maintain your current CRS class, please focus on these activities and ensure all required documentation supports continued credit. Please keep in mind that all creditable activities and their elements must be enacted and in place **before** our cycle visit.

Note: I have included the maximum credits for each element, but referring to average points credited in The Coordinator's Manual, as well as previous Verification Reports for your community will be a better estimation of anticipated credits.

CC230 FORM Community Verification <u>REQUIRED</u>	Please <u>return</u> the attached CC-230 Cover Sheet signed by Los Angeles's Chief Executive Officer (City Manager or Chairman of the Board of Supervisors. <u>By signing this sheet your CEO is attesting that the community maintains all flood insurance policies that it has been required to carry, is currently implementing and plans to continue implementing the activities the community has previously received credit for.</u>
Program Data Form <u>REQUIRED</u>	Please calculate the acreage of your SFHA (line #13) and the number of buildings in the SFHA (line #6) with an explanation of how these numbers were calculated and <u>submit</u> with the material below. These numbers are used to calculate credit for several activities and <u>must</u> be provided. See the attached PDT form.
ACTIVITY 310 ELEVATION CERTIFICATES <u>MANDATORY</u> <u>310-12 thru 310-15</u> EC Elevation Certificates after CRS application Max 38pts	Participating CRS communities are required to: collect EC's for all new or substantially improved buildings within the Special Flood Hazard Area. For EC credit , submit copies of EC's that: <ul style="list-style-type: none"> • Have been issued since your community's last cycle visit • Are for Finished Constructions • Are Correctly filled out <u>Submit a Permit List</u> for permits issued in your SFHA since your last CRS cycle visit, on (DATE) for all new buildings or substantially improved buildings located within the SFHA.

All CRS communities must maintain at least a 90% correct EC rate as a prerequisite for the CRS program.

ECPO Elevation Certificates on Post-FIRM buildings
Max 48pts

ECPR Elevation Certificates on pre-FIRM buildings **Max 30pts**

The format of the list must include:

Address	Building Type	New/Sub. Improvement/Non-Sub.Improvement	Date of Permit	Closing Date of Permit	Has EC been received
4 Main Street	Residential	Substantial Improvement	2/14/17	6/25/18	Yes

Note: EC credit will be based on my first review of your certificates. Please review them carefully prior to sending to me. Do not include EC's that you have received for insurance purposes, X zone EC's or EC's for accessory structures.

If there have been no new or substantially improved buildings built in the SFHA, please submit a letter signed by your CEO stating so.

For **ECPO credit**, provide copies of all completed final construction EC's for new buildings and substantial improvements constructed between the date of the communities initial FIRM and the date of application to the CRS. In addition, please provide the building count numbers for bECPO and bPO and an explanation of how those numbers were determined.

Provide a description or standard operating procedure (SOP) of how the community receives, maintains, stores, and provides copies of elevation certificates; including the County's procedure of how you deal with an incomplete or incorrect EC when submitted (see attached samples for your convenience).

ACTIVITY 320 MAP INFORMATION SERVICES
320-8 thru 320-15

Credit is assigned for providing interested citizens information about your community's Flood Insurance Rate Map (MI1).

To receive credit you must **(1)** annually publicize that this service is available in your community. For example: an outreach project to the entire community such as an article in a newsletter or a notice in a utility bill **or** notices sent to all local insurance agents, real estate agents, and lenders, or letters. If the publicity is sent via the second method, provide the mailing list. If the publicity is sent to ALL in the community, the mailing list is not needed.

You must submit a copy of the most recent publication.

Also, your community must **(2)** keep and submit a copy of a log showing when information was provided to inquirers, and what type of information was given. The seven types of creditable information are as follows:

<p>MI1 Providing Ins. info from FIRM Max 30pts</p> <p>MI2 LiMWA/floodway info/CBRS area Max 20pts</p> <p>MI3 Other flood probs. not on FIRM Max 20pts</p> <p>MI4 Flood depth data Max 20pts</p> <p>MI5 Special flood-related hazards Max 20pts</p> <p>MI6 Historic/repetitive flood info Max 20pts</p> <p>MI7 Natural floodplain functions Max 20pts</p>	<p>MI1: Basic FIRM Information (You're in an AE floodzone)</p> <p>MI2: Additional Flood Information (Did you know you live near a floodway?)</p> <p>MI3: Problems Not Shown on the FIRM (Do you know you're protected by levee? Down the road from a hazardous dam? Local areas prone flooding)</p> <p>MI4: Flood Depth Data (Map showing depth (not BFE) of 5ft)</p> <p>MI5: Special flood-related hazards (Ice jams, tsunami, mudflow, etc.)</p> <p>MI6: Historical Flood Data (Repetitive loss areas)</p> <p>MI7: Natural Floodplain Functions (Wetlands, habitats, conservation)</p> <p>Additionally, I will (3) need to <u>collect</u> a document or <u>SOP</u> which describes how you update and maintain your flood insurance maps, including annexations, new sub-divisions, LOMC's, etc.</p> <p>Finally, (4) <u>provide</u> face copies or digital photos of all FIRM's used by Los Angeles, past and present. Digital photos can be taken at the visit by the Specialist instead of making copies.</p>
<p>ACTIVITY 330 OUTREACH PROJECTS 330-6 thru 330-20</p> <p>OP Outreach projects Max 200pts</p> <p>FRP Flood response preparations Max 50pts</p>	<p>For OP credit, <u>provide</u> copies of all outreach projects that are conducted annually as part of the CRS program, and the mailing list for properties receiving targeted outreach credit.</p> <p>For each outreach project, please indicate and label which topic(s) are being covered (<u>Please refer to Table 330-2 of the 2017 Coordinator's Manual, Page 330-4, for more info. regarding the (6) creditable topics</u>)</p> <p>Remember, that the (6) creditable topics should direct your messages, and messages should be instructive and promote a change in behavior.</p> <p>To receive credit for providing flood information via social media, please <u>submit</u> a signed document stating what information will be distributed, when you plan to distribute said information and via what social media platform.</p>
<p>ACTIVITY 340 HAZARD DISCLOSURE 340-3 thru 340-10</p> <p>DFH Real estate agent disclosure SFHA Max 35pts</p>	<p>For DFH credit, <u>provide</u> copies of completed disclosure notices from at least five local real estate agencies showing that they are advising potential property purchasers of the flood hazard and the flood insurance purchase requirement, if available.</p> <p>For REB credit, <u>provide</u> the brochure provided to local real estate agents advising potential buyers to investigate the flood hazard for a property.</p>

<p>ACTIVITY 350 FLOOD PROTECTION INFO. <u>350-3 thru 350-7</u></p> <p>LIB Library Max 10pts</p> <p>LPD Locally pertinent documents in library Max 10pts</p> <p>WEB Website Max 105pts</p>	<p>For LIB credit, <u>provide</u> a list of FEMA flood protection publications or other qualifying publications and a list of locally pertinent documents catalogued, maintained, and available in the public library that is accessible and most widely used by a community's residents.</p> <p>For WEB credit, <u>provide</u> documentation showing there is flood information on the county or city home page that is readily found by either 1.) A link on the community's home page or 2.) Using the website's search feature; along with a link to DHS/FEMA, www.Floodsmart.gov.</p> <p>Consider placing the language developed in your Activity 330 outreach project to your flood protection web page for maximum credit.</p> <p>Additional WEB credit can be obtained if warning, safety and evacuation information is provided along with real-time stream gauge data and posting your elevation certificates.</p>
<p>ACTIVITY 360 FLOOD PROTECTION ASSISTANCE <u>360-4 thru 360-10</u></p> <p>PPA Property protection advice Max 40pts</p> <p>PPV Advice after a site visit Max 45pts</p> <p>FAA Financial assistance advice Max 10pts</p> <p>TNG Training Max 10pts</p>	<p>For credit, the community must have a knowledgeable person directly (one-on-one) advise property owners about flood protection measures appropriate for the owner's situation (relocation, elevation, small floodwalls, wet floodproofing, sewer backup protection, dry floodproofing).</p> <p><u>Provide</u> a description of the technical qualifications for those person(s) providing the service for each element. The description must include which staff will be making site visits and why they are qualified to make recommendations.</p> <p><u>Provide</u> information on how site visits are conducted with records noting the date and type of assistance given. The records must include the details of the findings and recommendations provided to the inquirer.</p> <p>Availability of this service must be <u>publicized at least annually</u> to either all residents or all floodplain residents. Please <u>provide</u> a copy of said publication.</p>
<p>ACTIVITY 370 FLOOD INSURANCE INFO. <u>370-3 thru 370-12</u></p> <p><u>NEW</u></p> <p>FIA Flood Insurance Assessment Max 15pts</p>	<p>Communities can receive credit for assessing their flood insurance needs and improving their coverage over time.</p> <p>For Flood Insurance Coverage Assessment (FIA), please <u>submit</u> the assessment document that follows the 5 steps outlined in the CRS Manual. Please also see the (3) insurance sheets attached and a sample FIA document that will help you through the process.</p>
<p>ACTIVITY 420 OPEN SPACE PRESERVATION <u>420-3 thru 420-30</u></p>	<p>Your community may receive Open Space Credit (OSP) by preventing flood damage, protecting and enhancing the natural functions of floodplains, by keeping flood-prone lands free of development.</p>

<p>OSP Preserved open space Max 1450pts</p> <p>DR Deed restriction Max 50pts</p> <p>NFOS Natural functions open space Max 350pts</p> <p>LZ Low density zoning Max 600pts</p>	<p>Public land, such as state and local parks and easements, publicly owned beaches or natural areas, school playing fields, etc. are examples of common open spaces.</p> <p><u>Eligible parcel's must be in the SFHA</u> (or regulatory floodplain) and must be open space and preserved as open space. Buildings fill, or storage of materials on these parcels <u>must be prohibited</u>.</p> <p><u>Provide (1)</u> a list of all open space properties listing: name, owner and acreage in the SFHA and <u>(2)</u> a map of all open space properties that correspond to the list.</p> <p>If an open space parcel is preserved or has been restored to its natural state, NFOS credit may be available. Additional credit is given for parcels of open space that are protected by deed restrictions (DR) or that protect natural channels and shorelines.</p> <p>For OSP credit, <u>provide</u> a description of the parcels preserved as open space. This must be a map and parcel list that notes which parcels also qualify for DR, NFOS, or SHOS credit.</p> <p>If the parcel is privately owned (church retreats, golf clubs, Boy/Girl Scout camping areas, etc.) <u>provide</u> documentation that the owner will keep the parcel open.</p> <p>For each parcel that is preserved as open space because of a regulatory requirement <u>provide</u> the ordinance language that prohibits structures and fill in part or all of the regulatory floodplain.</p> <p>For each parcel that is preserved as open space outside the SFHA, <u>provide</u> documentation showing that floodplain regulations are in effect in the area.</p> <p>For NFOS credit please <u>provide</u> documentation that the parcel meets the definition of natural functions open space, describe its function and <u>provide</u> a memo, letter or form signed by a professional in a natural science such as botany, biology, forestry, or landscape architecture stating that these areas are preserved as natural and beneficial areas.</p> <p>If your community has zoning districts that require lot sizes of 5 acres or larger, resulting in fewer buildings constructed in the floodplain, you may qualify for LZ credit, <u>provide</u> the zoning ordinance language that explains the density requirement.</p>
<p>ACTIVITY 430 (HIGHER REG. STANDARDS) <u>430-6 thru 430-55</u></p>	<p>CRS credits regulations to protect: existing development, future development, and natural floodplain functions, that <u>exceed</u> the minimum criteria of the National Flood Insurance Program (NFIP)</p>

<p>DL Development limitations Max 1330pts</p> <p>RA Regulatory administration Max 67pts</p> <p>FRB Freeboard Max 500pts</p>	<p>Development Limitations (DL) such as: Freeboard (FRB), Protection of critical facilities (PCF), and Special flood-related hazards regulations (SHR), may be creditable activities.</p> <p><u>Provide</u> a copy of the floodplain ordinance (I will need the entire ordinance) which specifically addresses these higher regulations, <u>along with</u> applicable permit records to show enforcement of these ordinances.</p> <p>If you have any Certified Floodplain Managers (CFM's) in your office, please <u>provide</u> a list of their names for RA credit.</p>
<p>ACTIVITY 440 FLOOD DATA MAINTENANCE <u>440-3 thru 440-13</u></p> <p>AMD Additional map data Max 160pts</p> <p>FM FIRM maintenance Max 15pts</p>	<p>Making community floodplain data more accessible, current, useful, and/or accurate, so that the information contributes to the improvement of local regulations, insurance rating, planning, disclosure, and property appraisals, is credible.</p> <p>For AMD credit, <u>provide</u> screenshots of the GIS layers your community uses for regulatory, development and building permit purposes (SFHA boundaries, streets, building footprints, floodways, FIRM zone attributes, the 500-year floodplain elevations and boundaries, etc.)</p> <p><u>Provide</u> a document briefly explain how your maps are updated in daily floodplain management and how often they are updated.</p> <p>For FM credit, <u>provide</u> face copies of all past FIRM's, FIS and flood boundary and floodway maps.</p>
<p>ACTIVITY 450 STORMWATER MANAGEMENT <u>450-4 thru 450-20</u></p> <p>SMR Stormwater management regulations Max 380pts</p> <p>WMP Watershed and master plan Max 315pts</p> <p>ESC Erosion and sediment control Max 40pts</p> <p>WQ Water quality regulations Max 20pts</p>	<p>Four approaches to managing and regulating new development, to ensure that peak flow and volume of stormwater runoff that leaves a development site, will be no greater than the runoff from the site before it was developed, are credited in this activity.</p> <p>(1) Regulating on a case-by-case (each building project) for SMR credit (2) taking a more comprehensive approach which not only considers the effects of existing development, but also considers expected development and redevelopment on drainage throughout the watershed (an area that drains into a lake, stream or other body of water) for WMP credit.</p> <p>(3) Regulating activities throughout the watershed to minimize erosion on construction sites that could result in sedimentation and water pollution ESC credit (4) Improving water quality by implementing best management practices and measures which limit untreated substances which might enter lakes, rivers, and other receiving bodies of water, WQ credit.</p> <p>For SMR and WMP credit, please <u>complete and return</u> the Stormwater Management activity check sheet provided and include the documentation showing enforcement of these elements.</p>

	<p><u>Provide</u> five sets of plans for current development for erosion and sediment control plans for ESC credit with the ordinance that enforces each item.</p> <p>For WQ credit <u>provide</u> a list of five water quality facilities within the City and the as-built plans for each. Each site will be visited during the field verification portion of the visit.</p>
<p>ACTIVITY 501 REPETITIVE LOSS <u>500-3 thru 500-20</u></p> <p>REQUIRED</p>	<p>The City of Los Angeles now has <u>124</u> Repetitive Loss properties. (1) <u>Provide</u> a copy of your 2018 outreach letter to the repetitive loss areas (see attached sample) (2) <u>along with</u> a list of addresses and the number of buildings in the mapped areas (3) <u>a map of your Repetitive Loss areas,</u> and (4) <u>the cause of flooding for each area.</u></p> <p>Some information on Repetitive Loss properties is subject to the Privacy Act. Do not map individual RL properties, only the RL areas.</p> <p><u>Review and submit</u> a signed CC-RL Repetitive Loss List.</p>
<p>ACTIVITY 510 FLOODPLAIN MANAGEMENT PLANNING <u>510-4 thru 510-35</u></p> <p>FMP Floodplain management planning Max 382pts</p> <p>RLAA Repetitive loss area analysis Max 140pts</p> <p>NFP Natural floodplain functions plan Max 100pts</p>	<p>Developing and implementing a floodplain management or hazard mitigation plan that identifies, assesses and set goals to mitigate flood-related hazards, involves and educates residents about said hazards and builds public and political support for activities which support these goals, is creditable.</p> <p>For FMP credit, <u>provide</u> a copy (no more than 5 years old) of said plan <u>along with</u> a completed activity worksheet (see attached) <u>and</u> the resolution adopting that plan. <u>If</u> this plan has been approved by your FEMA Region, <u>please include</u> a copy of the approval letter.</p> <p><u>Provide</u> a copy of the annual progress report, documentation showing the report has been provided to your governing body and made available to local media</p> <p>Adopting plans which specifically address repetitive loss areas RLAA credit and/or protect natural functions with the SFHA, NFP credit may garner additional credit.</p>
<p>ACTIVITY 540 DRAINAGE SYSTEM MAINTENANCE <u>540-5 thru 540-18</u></p> <p>CDR Channel debris removal Max 200pts</p>	<p>Keeping streams, channels, and storage basins clear of debris, by <u>annual</u> inspection, problem identification and removal of debris, helping to ensure that their flood carrying and storage capacity are maintained, is a creditable activity.</p> <p><u>Provide</u> an updated 2018/2019 Standard Operating Procedure (SOP) for your drainage system maintenance program. This SOP must meet the criteria on page 540-9 of the CRS manual.</p>

<p>PSM Problem site maintenance Max 50pts</p> <p>CIP Capital improvements program Max 70pts</p> <p>SDR Stream dumping regulations Max 30pts</p> <p>SBM Storage basin maintenance Max 120pts</p>	<p><u>Provide</u> an inventory list (preferably in Excel) of all your natural conveyance drainage facilities (open channels, all natural and man-made watercourses, conduits and storage basins) <u>and</u> an impact adjustment map indicating where drainage is and is not maintained (see specific mapping standards in section 542.a.).</p> <p>The map should show and label all channels and storage basins in the developed part of the county and identify which channels and facilities are covered by the channel and basin debris removal program. <u>The labels on the map should correctly correspond to the for your natural conveyance system.</u></p> <p>I will choose samples of your inspection and maintenance records from your components list once received.</p> <p><u>Provide</u> a completed and signed 540-EHP form. See attached.</p> <p><u>If</u> the City has a Capital Improvements Plan for drainage system improvements please <u>provide</u> a copy of that plan. For full CIP credit, <u>provide</u> an engineering analysis that identifies the problem and provides a solution.</p> <p>For PSM Credit <u>Provide</u> a list of chronic flooding areas or ‘hot spots’ within the city that require additional maintenance. These areas can be listed in your SOP and should also be mapped.</p> <p>For SDR Credit <u>Provide</u> a copy of the regulation prohibiting dumping in the drainage system and, if publicized, a copy of the outreach project.</p>
<p>ACTIVITY 630 DAMS 630-5 thru 630-12</p> <p>SDS State dam safety program Max 45pts</p>	<p>For SDS credit, <u>provide</u> dam inundation maps and descriptions of the threat from failure of a high-hazard-potential dam, in the county. Only high hazard dams will be considered for credit so please <u>provide</u> information from the City or State classifying your dams as high hazard.</p> <p><u>An impact adjustment map</u> showing the area(s) affected by each element and documentation showing how the numbers of buildings used in the calculations were determined.</p>

All letters or written descriptions requested should be on City letterhead and signed by appropriate County staff.

Several activities require an activity worksheet to be completed. Please remember to completely fill in the Activity Checklists and indicate for each element where to find the corresponding documentation (chapter, section number, page number, etc.). All incomplete checklists will be sent back for completion.

Map Note: All maps produced for CRS Activities must include at least the following basic information; map title, regulatory floodplain with acreage, street names, parcels, and map date.

You may submit documentation in hard copy or in digital format. If hard copy, please separate the material by activity. If digital, please submit the material on a USB flash drive. Your digital material should be separated by activity and in PDF format with the exception of spreadsheets. Those can be submitted in Excel.

If possible, please reserve a conference type room with a large table and a power supply for a laptop computer. During the course of our meeting we will most likely be reviewing maps and other paperwork and it is helpful that we have a large table available.

Please review the 2017 CRS Coordinator's manual, particularly the documentation sections, which will identify what is required for each activity if you wish to receive credit for them.

If you need any additional information or assistance, **please feel free to contact me at (661) 382-9871 or by e-mail at kandee.davis@iso.com**.