New Hampshire Floodplain Management Program
Five-Year Work Plan

Community Assistance Program/State Support Services Element
October 2004

I. Introduction

New Hampshire's Floodplain Management Program is focused on ensuring that communities participate in the National Flood Insurance Program (NFIP) to the maximum extent possible, and thereby achieve the flood loss reduction objectives of the NFIP.

Unlike many other coastal states, New Hampshire has a relatively small coastal area, but extensive inland water resources which are the focus of this effort. Flooding in New Hampshire generally is the result of spring rains, rapid snow melt, runoff, ice jams and coastal storms. When comparing the populations of all 234 communities the "mode community" is the Town of Chichester at 2,236 people. This is significant because this tells us that half of the communities in the state have smaller populations than Chichester.

Some of New Hampshire's physical characteristics include:

- Total area of New Hampshire: 5,940,589 acres (9282 square miles)
- Dimensions: Length is 180 miles north to south; varies in width (east/west direction) from 17 miles in the north to 94 miles in the south
- Ten Counties: ranging in size from Strafford (382.6 square miles) to Coos (1831.2 sq. mi.)
- 259 communities, consisting of:
  - -221 towns
  - -13 cities
  - -25 unincorporated places (townships)
- State population: 1,288,000 (U.S. Census Bureau 2003 estimate)
  138.8 persons per square mile
- 1176 lakes and ponds (ten acres or larger)
- 4.6 million acres of forest (77.5% of state area)
- 238 miles of tidal coastline, including 18 miles on the open ocean

- New Hampshire follows the New England township pattern (i.e. generally towns go boundary to boundary)

II. State Authority

The New Hampshire Program is coordinated by the Office of Energy and Planning (OEP). Governor Benson designated OEP as the lead agency for the NFIP in New Hampshire in a letter dated September 21, 2004 to Ken Horak, Acting Regional Director, FEMA, Region I. Effective October 1, 2004, this designation implements OEP's state enabling legislation (RSA 4-C:1) which states that:

> " I. There is established the office of energy and planning within the office of the governor. The office of energy and planning shall be under the supervision and direction of the governor or the governor's designee. The governor's designee shall be known as the director of the office of energy and planning.
>
> II. The office of energy and planning shall:
>
> (a) Plan for the orderly development of the state and the wise management of the state's resources.
>
> (b) Compile, analyze, and disseminate data, information, and research services as necessary to advance the welfare of the state.
>
> (c) Encourage and assist planning, growth management, and development activities of cities and towns and groups of cities and towns with the purpose of encouraging smart growth.
>
> (d) Encourage the coordination and correlation of state planning by agencies of state government.
>
> (e) Participate in interstate, regional, and national planning efforts.
>
> (f) Administer federal and state grant-in-aid programs assigned to the office by statute or executive order.
>
> (g) Participate and advise in matters of land use planning regarding lakes and rivers management programs.
>
> (h) Take a leadership role in encouraging smart growth and preserving farmland, open space land, and traditional village centers.
>
> (i) Administer the following programs: **[**the coastal zone management program, the New Hampshire estuaries project, the saltmarsh restorability program, the southeast New Hampshire groundwater sustainability program**]**[1], the statewide comprehensive outdoor recreation plan, the **national flood insurance program**, the land conservation investment program, the scenic and cultural byways system, fuel assistance contracts, and weatherization contracts. The office shall employ necessary personnel to administer these programs.
>
> (j) Perform such other duties as the governor may assign.

Although OEP is now designated as the lead agency for the NFIP, the staff will continue to coordinate its efforts with the NH Bureau of Emergency Management (BEM) as appropriate.

[1] **[ ]** Effective July 1, 2004, these programs were transferred to NH Department of Environment Services.

III. Five Year Strategy

The state's NFIP provides general and technical assistance to the full complement of players involved in the program, and interacts with other state agencies on policies, programs, and projects that relate to floodplain management. Education and outreach play a key role in promoting and building floodplain management activity throughout the state. Educational activities include training workshops and presentations for local officials and other program stakeholders, as well as to various state agencies and programs. Community Assistance Visits and Contacts are conducted with communities participating in the NFIP, providing valuable one-on-one opportunities to address local concerns with floodplain regulations, flood maps, floodplain development and permitting, and hazard mitigation planning.

The overall vision for the NFIP is to:

- create a continuously improving program for floodplain management through effective leadership and partnerships
- foster an environment to build state and local capabilities
- promote floodplain management excellence within the state of New Hampshire

New Hampshire's focus over the next five years will be in three areas:

Program Management: develop and provide a continually improving program management structure that motivates partners to collaborate on the overall goal of reducing New Hampshire's vulnerability to floods.

Partnerships: provide opportunities whenever possible to strengthen collaborations between potential partners.

Outreach and Assistance: foster public and stakeholder understanding of where and how to obtain flood and other hazard data and how to analyze it for making sound decisions related to floodplain management.

New Hampshire's progress in achieving its vision is reliant on the level of funding received for the NFIP. Currently, the state receives approximately $81,000 to manage the NFIP. To realize the full vision of the program outlined below, additional technical and program management capability and capacity are needed. Specifically, OEP is proposing a new mapping initiative to provide a web-based mapping system to provide easier and more efficient access to the complete range of floodplain data sets, including the standard DFIRM suite, as well as related data sets archived in the GRANIT database. Implementation of this initiative will result in a more efficient delivery system of floodplain management information to a broad range of users.

IV. Floodplain Management Strategies

New Hampshire's Floodplain Management Program will focus on eight key strategic areas:

A. Technical assistance
B. Ordinance assistance
C. Community assistance visits
D. Community assistance contacts
E. Workshops and training
F. Mapping assistance
G. Coordination with other governmental programs and agencies
H. Post-disaster assistance.

A. Technical Assistance

Technical assistance is the largest of the activities provided by the NH Floodplain Management Program. NFIP staff answer many calls every day from architects, community officials, lenders, insurance agents, professional land surveyors, professional engineers, realtors, state and federal agencies, appraisers, attorneys, and property owners about floodplain development regulations, insurance issues, design issues, lending matters as well as requests for map interpretations and copies of the maps.

Currently, there are 193 communities in New Hampshire that participate in the National Flood Insurance Program, accounting for 5,170 flood insurance polices, and coverage totaling more than $500 million. For the past several years the New Hampshire Floodplain Management Program assistance has included providing:

- Technical information
- Floodplain maps and studies
- Model ordinances to communities interested in joining the NFIP, as well as to participating communities
- Flood mitigation assistance
- Forms, bulletins and brochures
- Community status lists
- Workshops
- Website with specific information on the NFIP

The Program offers technical assistance through researching and answering questions, providing specific one-on-one training via telephone or email, supplying communities with NFIP related materials, and acting as a liaison with FEMA as needed. New Hampshire's website for floodplain management is outdated due to recent changes in the program's location within state government and new staff. New educational materials are also needed, especially model ordinances and technical bulletins focusing on the development on shorelines and other flood-prone areas. OEP will update the website (FY 05), revise the "New Hampshire Flood Insurance Handbook" (FY 06), and develop new Technical Bulletins on topics related to floodplain management (FY 06 – 09). One goal of the NFIP is to reduce the number of assistance requests by providing more information on the website and in an updated Flood Insurance Handbook.

Assistance is also provided to those communities in the NFIP that seek to:

- Lower their flood insurance premiums through the Community Rating System (CRS)
- Reduce repetitive losses from flooding within their communities through the Flood Mitigation Assistance (FMA) Program.
- Correct or update their floodplain maps and/or studies through the Limited Map Maintenance Program (LMMP).

One of the major goals of the New Hampshire Floodplain Management Program is to bring the remaining non-participating communities into the National Flood Insurance Program, and to increase the number of policies held in all communities. These steps will better protect New Hampshire's communities, and the property owners within them, during future flooding events.

Technical Assistance

Benchmarks	Handle approximately 50 technical assistance inquiries per month.
Outputs	Process all requests for assistance within one working day.
Deliverables	Technical support to Communities, Professional Land Surveyors, Lenders, Insurance Agents, Realtors, and Public in the form of phone responses, letters, e-mail, website development, and other publications and technical bulletins related to floodplain management.
Outcomes	▪ A better informed partnership in which floodplain management decisions are made with a better understanding of the regulations and how and where to get needed information to make the correct decisions. ▪ Greater efficiency of program functions, i.e., determinations, LOMCs, and regulatory interpretation.

5-Year Plan	**2005**	**2006**	**2007**	**2008**	**2009**
Tech. Assist. Inquiries	600	575	550	525	500
Total Cost	$ 33,521	$ 32,536	$ 31,637	$ 31,766	$ 31,296

The NFIP Staff is the primary contact for General Technical Assistance.

Partners: OEP and FEMA Region I.

B. Ordinance Assistance

OEP provides assistance to any community whose ordinance is in need of updating or amending. In addition, OEP will continue to assure that the State model ordinances are consistent with federal and state law. The current model ordinances need updating, and that is a goal for the first year.

In New Hampshire, communities' floodplain management regulations are typically adopted as part of the zoning ordinance, but some communities have adopted them as part of their local Building Code. New Hampshire RSAs 674:16 and 674:18 authorize municipalities to adopt or amend a zoning ordinance, and RSA 155-A:2 enables local communities to adopt the State Building Code and any related regulations. Prior to adopting Floodplain Management

regulations communities should have a local master plan which has identified floodplain management as an objective. New Hampshire RSA 674:2 outlines the purpose and description of a local master plan, and recommends the inclusion of Natural Resource and Natural Hazards sections. Relevant state statutes are listed below:

674:16 Grant of Power.

I. For the purpose of promoting the health, safety, or the general welfare of the community, the local legislative body of any city, town, or county in which there are located unincorporated towns or unorganized places is authorized to adopt or amend a zoning ordinance under the ordinance enactment procedures of RSA 675:2-5. The zoning ordinance shall be designed to regulate and restrict:

(a) The height, number of stories and size of buildings and other structures;
(b) Lot sizes, the percentage of a lot that may be occupied, and the size of yards, courts and other open spaces;
(c) The density of population in the municipality; and
(d) The location and use of buildings, structures and land used for business, industrial, residential, or other purposes.

II. The power to adopt a zoning ordinance under this subdivision expressly includes the power to adopt innovative land use controls which may include, but which are not limited to, the methods contained in RSA 674:21.

III. In its exercise of the powers granted under this subdivision, the local legislative body of a city, town, or county in which there are located unincorporated towns or unorganized places may regulate and control the timing of development as provided in RSA 674:22.

IV. Except as provided in RSA 424:5 or RSA 422-B or in any other provision of Title XXXIX, no city, town, or county in which there are located unincorporated towns or unorganized places shall adopt or amend a zoning ordinance or regulation with respect to antennas used exclusively in the amateur radio services that fails to conform to the limited federal preemption entitled Amateur Radio Preemption, 101 FCC 2nd 952 (1985) issued by the Federal Communications Commission.

V. In its exercise of the powers granted under this subdivision, the local legislative body of a city, town, or county in which there are located unincorporated towns or unorganized places may regulate and control accessory uses on private land. Unless specifically proscribed by local land use regulation, aircraft take offs and landings on private land by the owner of such land or by a person who resides on such land shall be considered a valid and permitted accessory use.

674:18 Adoption of Zoning Ordinance. – The local legislative body may adopt a zoning ordinance under RSA 674:16 only after the planning board has adopted the mandatory sections of the master plan as described in RSA 674:2, I and II.

155-A:2 State Building Code.

I. Except as provided in paragraphs II and III, all buildings, building components, and structures constructed in New Hampshire beginning one year after the effective date of the section, shall comply with the state building code and state fire code. The construction, design, structure, maintenance, and use of all buildings or structures to be erected and the alteration, renovation, rehabilitation, repair, maintenance, removal, or demolition of all buildings and structures previously erected shall be governed by the provisions of the state building code.

II. Standards, including definitions, established by the most recent edition of the Life Safety Code, NFPA Doc. No. 101, shall take precedence over all standards in the state building code relative to means of egress.

III. All new buildings shall conform to the requirements of the state fire code adopted pursuant to RSA 153:5 and to the extent that there is any conflict between the state building code and the state fire code, the state fire code shall take precedence unless otherwise determined by the board, subject to the review provisions contained in RSA 155-A:10.

IV. To the extent that it does not conflict with any other provision of law, the issuance of permits and the collection of fees pursuant to the state building code is expressly reserved for counties, towns, cities, and village districts.

V. Except for buildings owned by the state or the university system, the issuance of certificates of occupancy pursuant to the state building code is expressly reserved for counties, towns, cities, and village districts.

VI. Counties, towns, cities, and village districts may adopt by ordinance pursuant to RSA 674:51 any additional regulations provided that such regulations are not less stringent than the requirements of the state building code pursuant to this chapter and the state fire code pursuant to RSA 153.

VII. For any municipality which has not adopted an enforcement mechanism under RSA 674:51, the contractor of the building, building component, or structure shall notify the state fire marshal concerning the type of construction before construction begins excluding one- and 2-family dwellings.

VIII. The contractor of a building, building component, or structure shall be responsible for meeting the minimum requirements of the state building code. No municipality shall be held liable for any failure on the part of a contractor to comply with the provisions of the state building code.

IX. Nothing in this chapter shall be construed as amending, repealing, or superseding any local law, ordinance, code, or regulation, except local building code requirements that are less stringent than the state building code, and all buildings, building components, and structures shall comply with all applicable state or local building and fire code requirements, land use restrictions including but not limited to subdivision regulations, use and location restrictions, density and dimensional limitations, or historic district laws or ordinances.

X. Nothing in this chapter shall be construed to permit or encourage the state to initiate or assume an independent role in the administration and enforcement of the New Hampshire building code for a building or structure that is not owned or operated by the state unless otherwise authorized by law.

XI. No state agency, authority, board, or commission shall modify the state building code, unless approved by the state building code review board pursuant to RSA 155-A. Nothing in this chapter shall affect the statutory authority of the public utilities commission, the state board for the licensing and regulation of plumbers, or the state electricians' board, to administer their respective programs, provided that any changes to codes adopted under the rulemaking authority of these agencies shall not be implemented until approved by the state building code review board.

674:2 Master Plan; Purpose and Description.

I. The purpose of the master plan is to set down as clearly and practically as possible the best and most appropriate future development of the area under the jurisdiction of the planning board, to aid the board in designing ordinances that result in preserving and enhancing the unique quality of life and culture of New Hampshire, and to guide the board in the performance of its other duties in a manner that achieves the principles of smart growth, sound planning, and wise resource protection.

II. The master plan shall be a set of statements and land use and development principles for the municipality with such accompanying maps, diagrams, charts and descriptions as to give legal standing to the implementation ordinances and other measures of the planning board. Each section of the master plan shall be consistent with the others in its implementation of the vision section. The master plan shall be a public record subject to the provisions of RSA 91-A. The master plan shall include, at a minimum, the following required sections:

(a) A vision section that serves to direct the other sections of the plan. This section shall contain a set of statements which articulate the desires of the citizens affected by the master plan, not only for their locality but for the region and the whole state. It shall contain a set of guiding principles and priorities to implement that vision.

(b) A land use section upon which all the following sections shall be based. This section shall translate the vision statements into physical terms. Based on a study of population, economic activity, and natural, historic, and cultural resources, it shall show existing conditions and the proposed location, extent, and intensity of future land use.

III. The master plan may also include the following sections:

(a) A transportation section which considers all pertinent modes of transportation and provides a framework for both adequate local needs and for coordination with regional and state transportation plans. Suggested items to be considered may include but are not limited to public transportation, park and ride facilities, and bicycle routes, or paths, or both.

(b) A community facilities section which identifies facilities to support the future land use pattern of subparagraph II(b), meets the projected needs of the community, and coordinates with other local

governments' special districts and school districts, as well as with state and federal agencies that have multi-jurisdictional impacts.

(c) An economic development section which proposes actions to suit the community's economic goals, given its economic strengths and weaknesses in the region.

(d) A natural resources section which identifies and inventories any critical or sensitive areas or resources, not only those in the local community, but also those shared with abutting communities. This section provides a factual basis for any land development regulations that may be enacted to protect natural areas. A key component in preparing this section is to identify any conflicts between other elements of the master plan and natural resources, as well as conflicts with plans of abutting communities. The natural resources section of the master plan should include a local water resources management and protection plan as specified in RSA 4-C:22.

(e) A natural hazards section which documents the physical characteristics, severity, frequency, and extent of any potential natural hazards to the community. It should identify those elements of the built environment at risk from natural hazards as well as extent of current and future vulnerability that may result from current zoning and development policies.

(f) A recreation section which shows existing recreation areas and addresses future recreation needs.

(g) A utility and public service section analyzing the need for and showing the present and future general location of existing and anticipated public and private utilities, both local and regional, including telecommunications utilities, their supplies, and facilities for distribution and storage.

(h) A section which identifies cultural and historic resources and protects them for rehabilitation or preservation from the impact of other land use tools such as land use regulations, housing, or transportation.

(i) A regional concern section, which describes the specific areas in the municipality of significant regional interest. These areas may include resources wholly contained within the municipality or bordering, or shared, or both, with neighboring municipalities. Items to be considered may include but are not limited to public facilities, natural resources, economic and housing potential, transportation, agriculture, and open space. The intent of this section is to promote regional awareness in managing growth while fulfilling the vision statements.

(j) A neighborhood plan section which focuses on a specific geographical area of local government that includes substantial residential development. This section is a part of the local master plan and shall be consistent with it. No neighborhood plan shall be adopted until a local master plan is adopted.

(k) A community design section to identify positive physical attributes in a municipality and provide for design goals and policies for planning in specific areas to guide private and public development.

(l) A housing section which assesses local housing conditions and projects future housing needs of residents of all levels of income and ages in the municipality and the region as identified in the regional housing needs assessment performed by the regional planning commission pursuant to RSA 36:47, II, and which integrates the availability of human services with other planning undertaken by the community.

(m) An implementation section, which is a long range action program of specific actions, time frames, allocation of responsibility for actions, description of land development regulations to be adopted, and procedures which the municipality may use to monitor and measure the effectiveness of each section of the plan.

Since the adoption of the new digital FIRM maps will occur over the next four to five years, Ordinance Assistance will be an important part of the NH Floodplain Management Program in this time period. It is anticipated that new maps will be produced for two to three counties per year. While the number of communities in each county differ, we anticipate approximately 50 communities per year will need assistance in ordinance preparation and review. Given New Hampshire's form of local government, most communities have only one opportunity per year (at the annual Town Meeting) to amend ordinances so it is critical that the NH Floodplain Management Program is prepared to provided assistance in amending ordinances and other

regulations related to floodplain management. Research on the communities' type of government (council or board of selectmen) and the timing of their town meetings is needed in order to ensure the timely adoption of the maps. NH's village districts with zoning authority also need to be identified. New Hampshire's goal is to have all communities adopt the new maps not only before the FIRM effective date but prior to the "30-day" letter from FEMA to affected communities.

Ordinance Assistance

Benchmarks	Assist a total of approximately 50 communities a year.
Outputs	Customized local floodplain management ordinances
Deliverables	Increased number of communities with customized current floodplain management ordinances, including the adoption of the new D-FIRMs.
Outcomes	The model ordinance will also keep the community compliant with the state and federal minimum criteria. The community will adopt a compliant ordinance much quicker and be able to defend it easier if a model ordinance is customized to fit the town's local needs. Workshop training in ordinance enforcement is focused on the state's model ordinance.

5-Year Plan	**2005**	**2006**	**2007**	**2008**	**2009**
Number of Ordinance Assists	50	50	50	50	50
Total Cost	$ 10,727	$ 10,845	$ 11,004	$ 11,551	$ 11,922

Ordinance Assistance is provided primarily by the NFIP Coordinator and other Municipal and Regional Assistance staff at OEP. The pertinent Regional Planning Commissions will also assist in coordination efforts.

Partners: OEP, Regional Planning Commissions, and FEMA Region I

C. Community Assistance Visits (CAVs)

The Office of Energy and Planning (OEP) conducts Community Assistance Visits (CAVs) using the procedures outlined in the FEMA manual, "Guidance for Conducting CACs and CAVs." Due to the nature of local government in New Hampshire, which has both a constant turnover of local officials and a heavy reliance on volunteers, OEP considers CAVs to be an extremely important factor in achieving flood loss reduction in participating communities. The selection of towns is generally based on the number of years since the last CAV was conducted, and the goal is to conduct a CAV every five years. A CAV typically involves:

- One day of preparation: reviewing files, maps, databases and contacting other agencies;
- One day in the community conducting interviews and touring the floodplain; and
- One day of report writing as well as follow-up correspondence and reporting.

Community Assistance Visits

Benchmarks	Conduct a total of 30-40 CAVs/yr.
Outputs	Visit within the community.
Deliverables	Report to FEMA via CIS with a 6-12 page report with supporting documentation + follow-up letter to the community.
Outcomes	FEMA views CAVs as a primary compliance tool. CAVs lead to better floodplain management throughout the community. They also allow the state: • A better understanding of where to focus its training and resources • Brings the Program into focus as to how it affects existing and potential development.

5-Year Plan	**2005**	**2006**	**2007**	**2008**	**2009**
Number of CAVs	36	37	38	39	40
Total Cost	$ 35,044	$ 35,920	$ 36,841	$ 38,077	$ 39,249

Note: An increase in the number of CAV's is based on the goal of increased participation in the NFIP.

CAVs are completed primarily by the NFIP Coordinator and through a contract with the Regional Planning Commissions. Each Community Assistance Visit accounts for approximately three days.

Partners: Municipalities, OEP, Regional Planning Commissions, and FEMA Region I.

D. Community Assistance Contacts (CACs)

A Community Assistance Contact (CAC) is a tool employed by the National Flood Insurance Program through the New Hampshire Floodplain Management Program to periodically contact communities to see if they are having any difficulties in administering the local floodplain management ordinance or program, and to gauge their interest in participating in the Community Rating System (CRS). OEP follows up with communities that have been found through the CAV process to have either administrative/enforcement problems, or deficiencies in their regulations, or both. Some research is necessary to pinpoint the issues that were noted in the CAV report that necessitated the CAC. New Hampshire's goal is to increase compliance with the NFIP through renewed contact on any of the issues identified through the CAV process. OEP anticipates an increase initially in the number of CACs since they have not been conducted in the past two years due to staff turnover.

Community Assistance Contacts

Benchmarks	Conduct a total of 16-25 CACs/yr.
Outputs	Phone call and interview, and an occasional visit, with the individual responsible for administering the community's Floodplain Management Ordinance.
Deliverables	Report to FEMA via CIS and detailed follow-up letter with supporting materials to the community.
Outcomes	Better Floodplain Management through development of a greater understanding of the community's role in the NFIP. This contact helps the state identify where it needs to focus attention in workshops and future CAVs.

5-Year Plan	**2005**	**2006**	**2007**	**2008**	**2009**
Number of CACs	16	20	25	20	20
Total Cost	$ 4,291	$ 5,423	$ 6,878	$ 5,776	$ 5,961

The NFIP Coordinator will complete the CACs. If additional funding becomes available the RPCs may assist with the completion of CACs. Each CAC accounts for two hours preparation, two hours for the phone interview with a local official, and 8 hours of report writing and follow-up - a total of 12 hours. There is usually no travel involved.

Partners: Municipalities, OEP, Regional Planning Commissions, and FEMA Region I.

E. Workshops and Training

OEP, in conjunction with the Regional Planning Commissions, will conduct at least four (4) workshops for local officials responsible for the administration and enforcement of the National Flood Insurance Program. Three of the workshops will be part of larger events, such as annual conferences of the NH Office of Energy and Planning, NH Association of Building Officials and the Local Government Center. This approach will target specific groups such as local Planning Boards, Building Officials and other local officials and volunteers. In addition, each year a statewide workshop will be offered to all communities. Each workshop will last a minimum of 2 hours. OEP will work with the Regional Planning Commissions and other applicable parties to make arrangements for dates, locations, materials, etc. OEP staff are available to conduct other workshops and training as needed and requested to all interested parties. If funding is available for Activity 6 in FY 06, Mapping Assistance, additional workshops will be added to provide training on the proposed web based mapping program.

Workshops and Training

Benchmarks	Invite all NH communities to regional workshops. The goal is to reach a total of 80 communities in attendance at the 4-6 workshops/yr.
Outputs	Information and materials related to the National Flood Insurance Program
Deliverables	Increased number of communities participating in, and complying with, the National Flood Insurance Program.
Outcomes	Better Floodplain Management through development of a greater understanding of the community's role in the NFIP.

5-Year Plan	**2005**	**2006**	**2007**	**2008**	**2009**
Workshops and Training	4	4-6	4-6	4-6	4-6
Total Cost	$ 4,805	$ 5,371	$ 5,411	$ 5,548	$ 5,641

Partners: OEP, Regional Planning Commissions, UNH Complex Systems Research Center, FEMA Region I, Local Government Center, NH Association of Building Officials, and the NH Land Surveyors Association.

F. Mapping Assistance

Mapping Assistance will be provided as a component of the Map Update Project, a new initiative for New Hampshire. Participating in the Map Update Project is a priority for OEP, in coordination with the University of New Hampshire's (UNH) Complex Systems Research Center (CSRC), an existing Cooperative Technical Partner and the host of the state's GIS clearinghouse. Both entities will continue to participate in the development of mapping priorities, scoping studies, and community meetings held as part of the mapping process. The NH Floodplain Management Program will continue to work with USGS and FEMA on map updates through the Limited Map Maintenance Program, support CSRC's work through the Cooperating Technical Partners initiative to digitize flood maps in the state; and involve the regional planning commissions, as appropriate, in scoping studies and local meetings.

New Hampshire's Flood Map Modernization Business Plan, submitted in July of 2004, proposes the completion of digital mapping for the entire state by 2007, with all maps becoming effective by 2008/2009. The web services described below to some degree mirror those included in the Business Plan. To the degree that there is duplication, they are presented in this document in an effort to increase the likelihood of funding these essential services. However, it is important to recognize that the services described herein extend those previously submitted in two important functional areas: ability to upload local data sets, and delivery of geocoding services. Each of these enhancements is proposed to extend the utility of the web component to address specific local needs and uses.

CSRC and OEP envision a web-based mapping system to complement, support and improve the efficiency of the community assistance activities proposed in this strategic plan. The system will be an enhancement of the GRANIT site (www.granit.sr.unh.edu). It is anticipated that a half-time web developer, housed at UNH CSRC and with some oversight by the GRANIT manager, is needed to implement the activities listed below. Accordingly, if the Flood Map Modernization component is fully funded, the amount requested under the CAP will be revised to the numbers included in parentheses in the cost table at the end of this section.

Among the capabilities anticipated for the expanded system are the following:

- Online mapping of New Hampshire's floodplain maps and related data sets. This service will support users displaying and querying data via a standard web browser. Access to a number of data sets will be offered, including the standard DFIRM suite (floodplains, floodways, BFE's, cross sections, surface water features, corporate limits, and digital orthophotoquads), as well as a range of related data sets archived in the GRANIT database. For those users with local mapping/GIS capability, the web service will also support the display of GRANIT data on the user's desktop system.
- Ability to upload local data sets. The targeted audience for this web site will be comprised of municipal officials and planners who may have knowledge of or access to local data developed by GIS practitioners, but will likely have limited access to desktop mapping software. The site will support users uploading locally relevant data sets for display in the online mapping system in conjunction with data sets archive in GRANIT.
- Display of Letters of Map Amendment (LOMA's). LOMA's are submitted to and archived by FEMA on a regular basis. Within the New England region alone, it is

reported that in excess of 400 such requests are processed on an annual basis. NFIP staff have seen a problem with communities' often unable to locates LOMA's in their files. To address this problem, we propose to map the location of these requests and to incorporate the data in the online mapping system, thereby making them broadly viewable and accessible. The ability to view the distribution of these requests on a map base will be a valuable resource in prioritizing map update requests.

- Delivery of geocoding services. This capability will allow a user to enter a street address, and retrieve from the site a map of the general location of interest via the online mapping functionality described above. The intent is not to provide a final determination on whether or not a home falls within a floodplain, but rather, to provide a tool for the user to make a general assessment of a location.

Through CAV's, CAC's and workshops, OEP will provide mapping assistance to communities to help train them in using the digital maps. Better access to the floodplain maps and data via the GRANIT site, will help individuals and communities understand flood zones, their location and floodplain management techniques. In order to implement this activity, New Hampshire must receive approximately $90,000 per year in additional funding. If this funding became available, work would be initiated in FY06.

Mapping Assistance

Benchmarks	By 2009, all NH communities will have received training and be able to access the DFIRM suite and other related datasets.
Outputs	Online mapping and access to floodplain and other data sets for use at the local level.
Deliverables	Increased number of communities with updated digital floodplain maps and ability to access online mapping, including other data layers in the GRANIT system.
Outcomes	Better floodplain management and local land use decisions at the local level through improved access and information on the location and extent of flood zones.

5 Year Plan	2005	2006	2007	2008	2009
Total Cost	$ 2,682	$ 121,575	$ 118,803	$ 124,480	$ 130,392

Partners: OEP, UNH's Complex Systems Research Center, FEMA Region I, Other State and Federal Agencies.

G Coordination with Other State Programs and Agencies

The NFIP Coordinator and the State Hazard Mitigation Officer at BEM will coordinate in any activities related to flood mitigation, keying on the repetitive loss information provided by FEMA. OEP will participate as needed and/or provide assistance to BEM in the management of Hazard Mitigation, and Pre-Disaster Mitigation. In addition, OEP will continue to coordinate and meet regularly with the NH Departments of Environmental Services and the NH Department of Transportation, and other state and federal agencies and programs on issues relevant to the NFIP. OEP staff participate in DOT advisory committee meetings on the Long Range Transportation Plan, corridor studies, and highway improvement projects. These are unique opportunities to increase the visibility and lessen the potential impacts to floodplain areas.

OEP also participates in interagency reviews of state funded projects. The purpose of these reviews is to assure compliance with floodplain management regulations and to meet the objectives of Executive Order 96-4 issued by Governor Merrill directing state agencies to comply with the flood plain management requirements of local communities participating in the NFIP whenever state-owned properties are involved in activities that impact the floodplain.

Coordination

Benchmarks	Participate in 50 coordination meetings/yr.
Outputs	Improved coordination between all state and federal agencies.
Deliverables	Quarterly reports documenting coordination.
Outcomes	Floodplain management and issues will receive higher visibility.

5-Year Plan	**2005**	**2006**	**2007**	**2008**	**2009**
Coordination Meetings with Others	50	50	50	50	50
Total Cost	$ 13,408	$ 13,556	$ 13,755	$ 14,439	$ 14,903

Partners: OEP, FEMA Region I, DOT, DES, Council on Resources and Development (CORD), USGS, CDBG, and Other State and Federal Programs and Agencies.

H. Post-Disaster Assistance

When a flooding disaster impacts a New Hampshire community, the New Hampshire Floodplain Management staff offer assistance to the affected community, other state agencies, and individuals as it relates to flood hazard mitigation and the NFIP. The NFIP staff also serves on the State Hazard Mitigation Planning Committee. The NFIP staff attend briefings and meetings related to disaster assistance.

Post Disaster Assistance

Benchmarks	Participation in meeting(s) following a flooding event.
Outputs	Attendance at briefings and meetings.
Deliverables	Assistance to those impacted by analyzing information, answering questions and providing guidance.
Outcomes	Staff attendance and input assists in helping communities and individuals work toward mitigation solutions to flooding problems.

5-Year Plan	**2005**	**2006**	**2007**	**2008**	**2009**
Disaster Assistance	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Total Cost	$ 1,341	$ 1,356	$ 1,376	$ 1,444	$ 1,490

Note: As this task becomes necessary due to a flooding event, the program will allocate resources from other areas to meet the demand.

Partners: Affected Municipalities, OEP and BEM Staff, FEMA Region I, Other State and Federal Agencies.

I. Administration

Paper work, documentation, filing and numerous meetings challenge the program hours to produce the necessary work activities that are the backbone of the Program. Budgeting, grant applications, supervision of staff and keeping abreast of the latest technologies and methodologies all take a significant part out of the daily schedules. In addition, updates of this Strategic Plan are also planned on an annual basis. The activity requires participation by all staff.

Administration

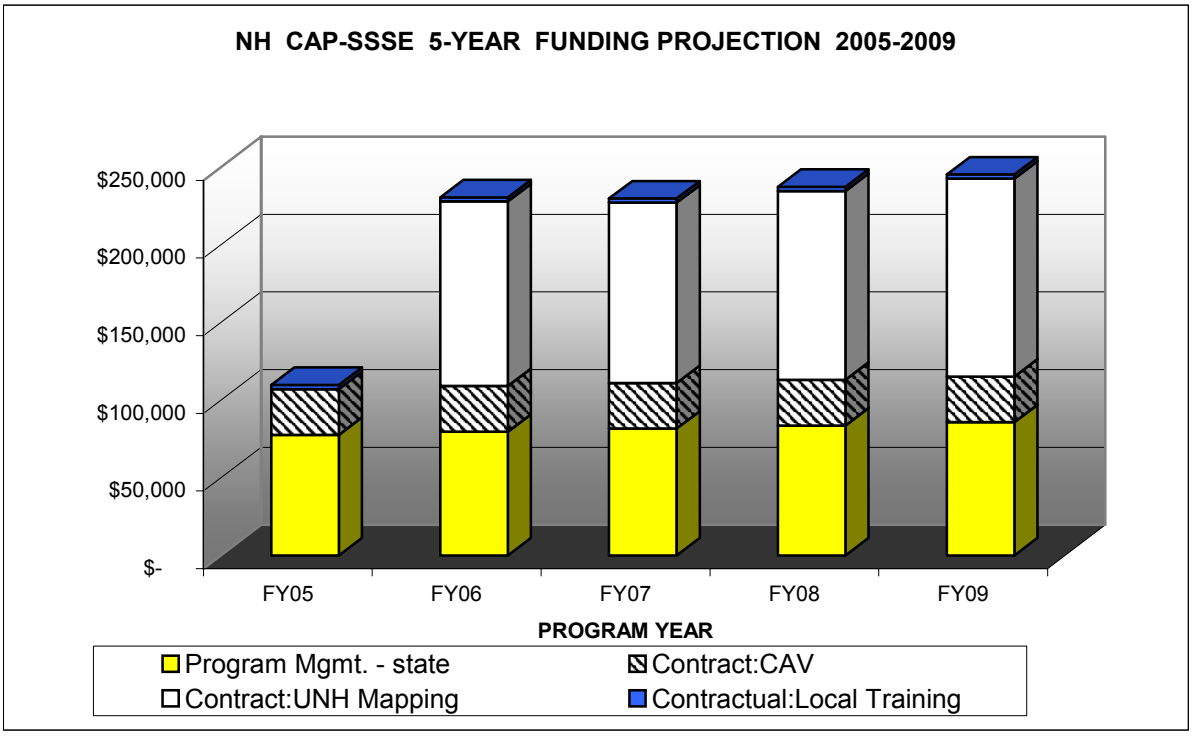
Benchmarks	Bi-monthly Coordination meetings with FEMA, monthly conference calls, and participation in strategic planning updates.
Outputs	Attendance at staff meetings, leadership and technological training, completed time sheets, annual budget.
Deliverables	Time sheets, annual budget and participation in Strategic Planning process for OEP. Updated Strategic Plan.
Outcomes	Teamwork, accountability, and better coordination with other programs at OEP, and other agencies and programs.

5-Year Plan	**2005**	**2006**	**2007**	**2008**	**2009**
Administrative functions	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing
Total Cost	$ 4,022	$ 4,067	$ 4,127	$ 4,332	$ 4,471

Partners: OEP and FEMA Region I.

Summary

	FY05	FY06	FY07	FY08	FY09
Program Management	$ 77,768	$ 79,712	$ 81,705	$ 83,748	$ 85,841
Contractual-CAV	$ 29,413	$ 29,413	$ 29,413	$ 29,413	$ 29,413
UNH Mapping		$ 118,863	$ 116,052	$ 121,593	$ 127,411
Training	$ 2,660	$ 2,660	$ 2,660	$ 2,660	$ 2,660
TOTAL	**$ 109,841**	**$ 230,649**	**$ 229,830**	**$ 237,413**	**$ 245,326**
**include 25% costshare					



V. Gap Analysis

This 5 Year Work Plan has been developed based on the historical approach to the NFIP. In fiscal year 2005, the program is being managed to meet the expected amount of level funding that we have received in recent years. Due to the high rate of staff turnover in the NFIP program in recent years, the position that supports the CAP Program has been upgraded from an assistant to a principal planner. In order to cover the increase in staff salaries, it is necessary to use a larger percentage of state funds to cover these costs.

In future years, without an increase in funding, the State of NH will find it difficult to continue the level of service being provided to communities. Cost of living increases combined with a projected reduction in OEP's state budget over the next two years may reduce our ability to use

state funds to cover the NFIP. Without additional federal funding, there may be a decrease in the number of Community Assistance Visits and Contacts. We believe this will compromise the NFIP in future years, especially due to the anticipated increase in New Hampshire's growth and development.

The work tasks involving Mapping Assistance and work contracted out to the Regional Planning Commissions will not be possible in the absence of adequate funding. This would result in a loss of contact with the municipalities, a significant reduction in the number of CAVs and workshops, no improved access to mapping information, and a much slower response rate to requests for assistance.

Decisions will be made in the out years as to which program activities will be cut in the absence of adequate funding. This 5 Year Work Plan is, and will continue to be, a work in progress.