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News from Region 10



Requirements for the Design and Certification of Dry Floodproofed Non-Residential and Mixed-Use Buildings

Located in Special Flood Hazard Areas in Accordance with the National Flood Insurance Program
NFIP Technical Bulletin 3 / January 2021



Requirements for Dry Floodproofed Below-Grade Parking Areas Under Non-Residential and Mixed-Use Buildings

Located in Special Flood Hazard Areas in Accordance with the National Flood Insurance Program
NFIP Technical Bulletin 6 / January 2021



Technical Bulletin Updates: 2021

Technical Bulletins 3 & 6

The National Flood Insurance Program (NFIP) Technical Bulletins provide guidance for complying with the NFIP's building performance requirements. The bulletins help state and local officials interpret the NFIP regulations and are also useful resources for homeowners, insurance agents, building professionals, and designers. Eleven Bulletins, covering a range of topics, were released from 1993 to 2010 and are continually updated with the most relevant guidance and resources.

Technical Bulletin (TB) 3 offers guidance on the NFIP requirements for the design and certification of dry floodproofing systems for new and substantially improved non-residential and mixed-use buildings with lowest floors below BFE. This guidance can also be used to implement best practices for buildings that are not substantially improved.

Technical Bulletin 6 is used in conjunction with TB 3 and offers guidance on the NFIP requirements

for the design and construction of dry floodproofing below-grade parking areas under new and substantially improved non-residential and mixed-use buildings.

Some of the best practices for floodplain management and flood hazard-resistant construction that are described in the Technical Bulletins are recommendations for increasing hazard resistance in buildings and their utility systems and for reducing the loss of life and property and economic and social hardships.

FEMA strongly encourages that these best practices be incorporated into state or community floodplain management ordinances or building codes, implemented by designers, builders, or other stakeholders to reduce risk and improve resilience, and used to potentially lower NFIP flood insurance premiums. Many of these best practices are based on field-verified data including data from decades of post-disaster building performance assessments.

For more information and to view these Technical Bulletins, please visit the [NFIP Technical Bulletins webpage on FEMA.gov](https://www.fema.gov/nfip-technical-bulletins).

CRS News: 2021 Addendum to the Coordinator's Manual

For those communities participating in the Community Rating System (CRS), The [2021 Addendum](#) to the 2017 CRS Coordinator's Manual is now available and became effective January 1st. The 2021 Addendum and the 2017 Manual together constitute the official statement of CRS credits and procedures.

From time to time, the Coordinator's Manual is revised, to respond to improvements in floodplain management and insurance practice, advances in technology, input from communities and other program stakeholders, and other factors. These changes normally take place under a revised edition issued every 3 years, ensuring that the CRS continues to encourage, support, and recognize communities for ongoing efforts to minimize flood losses and protect floodplain resources.

This 2021 Addendum includes new prerequisites for advancing in CRS class — one for attaining Class 9 and one for Class 8 — as well as new opportunities for communities to earn credit for protecting threatened and endangered species, mitigating substantial damage, and promoting flood insurance. A collection of frequently asked questions about the 2021 Addendum are also available at fema.gov/community-rating-system and <https://crsresources.org/manual/>.

Ask the Help Desk

The Region 10 Service Center is here to help local community officials and stakeholders with technical, training, mitigation, and mapping questions.

Email RegionXHelpDesk@starr-team.com.

New FEMA Support Email Addresses

MIP Help, FMIX, and Hazus Help Desk

As FEMA transitions its customer relationship management (CRM) software to Salesforce, Risk MAP related Help Desks will have new support email addresses.

The FEMA Mapping and Insurance eXchange (FMIX) Customer Care Center can help you with questions about flood mapping and insurance. The FMIX provides a full range of information needed to make informed decisions about insurance and risk.

Starting February 1st, 2021, the new FMIX Customer Care Center email address will be FEMA-FMIX@fema.dhs.gov.

Starting February 8th, 2021, MIP Help will change its name to **Risk MAP IT Help** to reflect the support it provides to users across all Risk MAP applications. Risk Map IT Help (formerly MIP Help) also has a new email address: FEMA-RiskMAP-ITHelp@fema.dhs.gov. This email address will also handle any SharePoint-related inquiries and requests from users.

Lastly, on February 8th, 2021, the new email address for the Hazus Support Team email will be FEMA-Hazus-Support@fema.dhs.gov.

Newsletter Ideas?

Want to spread the word about an upcoming event or recent success story? Let us know what you want to see in future issues! Articles can be up to 500 words and may include pictures.

Email RXNewsletter@starr-team.com.

Please update your contacts, as the previous email addresses for these systems will no longer be in use.

For more information about these support email addresses, please contact the [Outreach Team](#).

Message from Mitigation: Storytelling Works Better than Fact Sharing

Facts can be communicated, then quickly ignored. Our brains are wired for stories. What if we changed our communication default from fact-sharing to story-sharing; using personal experiences to create a better and more memorable connection with our audience?

To support increasing the ability to more effectively communicate important messages, FEMA Region 10 hosted a virtual Storytelling Training on January 13. The training was advertised to Region 10 state, local, tribal, and territorial partners engaged in emergency management activities, and roughly 85 people attended this active and engaging virtual workshop. Attendees learned about the science behind people's decision-making schema and discussed the power of story as a risk communication tool, ultimately learning how to better engage with homeowners, elected officials and other key stakeholders. Through practice and small breakout group activities, attendees gained necessary storytelling tools and learned how to build compelling narratives that drive action.

If you have any questions about this training or are interested in future storytelling opportunities, please reach out to the Idaho FIT Mitigation Planner, [Kyle McCormick](#) and the R10 Mitigation Champion, [Leanne Rutland](#).



Online Training

(All times Pacific)

CRS: The 2021 Addendum to the CRS Manual

February 16, 10 am
Online - 1 CEC

CRS: Changes to Activity 310 Elevation Certificates

February 17, 10 am
Online - 1 CEC

STARR: Tools for Determining BFE

February 18, 10 am
Online - 1 CEC

CRS: Preparing a Verification Visit

March 16, 10 am
Online - 1 CEC

CRS: Credit for Conservation and Recovery of T&E Species

March 17, 10 am
Online - 1 CEC

STARR: Permitting Floodplain Development

March 18, 9 am
Online - 1 CEC

STARR: Inspecting Floodplain Development

March 18, 10:30 am
Online - 1.5 CEC

To register for online courses, visit STARR's training site: j.mp/starronlinetraining, or email RXTraining@starr-team.com.