

City Of Hanahan



Program for Public Information

2017

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I. Planning Process Description

In 2015, the City of Hanahan determined that it would enter the National Flood Insurance Program's Community Rating System (CRS), an insurance rating schedule that provides discounts in flood insurance premiums to residents within participating communities based upon activities undertaken within the community to reduce flood and other hazard event-related losses. One of several activities being undertaken by the City as a part of the Community Rating System (CRS) is the development of a Program for Public Information to guide activities aimed at educating the public about floods, hurricanes, and other hazards. This program is an on-going activity being performed by the City's Hazard Mitigation Planning/Program for Public Information Committee. This committee is comprised of residents of the City of Hanahan and representatives from the insurance, banking, real estate, home construction, and retail sectors in Hanahan, as well as representatives from the City's Building and Codes Department (CRS Coordinator), Police Department, Fire Department, and its Public Information Officer. A list of the members of the committee is provided in Table 1 of this document. The committee had 64% of its membership from the public and 36% from City staff. This committee was formally recognized by the City of Hanahan City Council at its meeting on July 12, 2016. This committee also developed a Flood Insurance Analysis and Coverage Improvement Plan and updated and supplemented the City's portion of the *Berkeley County Hazard Mitigation Plan*, both of which are considered as including this Program for Public Information for applicable public information activities.

The committee met two times to develop the *City of Hanahan Program for Public Information (October 15, 2016, November 15, 2016)*. Carolina Flood Solutions, LLC provided consulting services to the committee. This committee reviewed current activities being implemented within the City to promote Flood Insurance, including those being done by FEMA, FloodSmart, Risk MAP, other Federal government agencies (NOAA National Weather Service and Office of Coastal Management, USGS, US Fish & Wildlife Service, U.S. Army Corps of Engineers, Natural Resource Conservation Service); State of South Carolina agencies (SC Emergency Management Division, SC National Flood Insurance Program Office, S.C. Department of Health and Environmental Control, S.C. Department of Transportation, College of Charleston, Medical University of South Carolina); surrounding counties and cities (Berkeley, Charleston, Dorchester, North Charleston); local media (3 local television stations, *Charleston Post and Courier*); the South Carolina Aquarium; Hanahan High School; a local insurance company (Blackwell & Sons), bank (First Citizens' Bank), and hardware store (True Value store in Hanahan); the S.C. Association for Hazard Mitigation; U.S. Flood

Solutions, and the Community Rating System representative for coastal South Carolina as a part of its Program for Public Information. The committee also considered additional public information activities to educate Hanahan residents about measures to take to reduce flood-related losses, including flood insurance. The committee set priorities and desired outcomes for these projects. Table 2 in the Messages and Public Outreach Project section of this document contains a detailed listing of public information projects proposed to be undertaken. The committee will monitor and meet annually to evaluate projects and report as to the progress on these projects to City Council. The annual evaluation report will be made available to FEMA and/or its Community Rating System evaluators annually as a part of the Community Rating System recertification process. This program for public information was formally adopted by resolution by the City Council on March 14, 2017. The City’s adopting resolution is included in Section IV of this document.

Table 1: Composition of the City of Hanahan, SC Hazard Mitigation Planning/Program for Public Information Committee

Name	Position	Organization
Larry Sturdivant	Building Official and Floodplain Manager	City of Hanahan
David Kornahrens	Public Information Officer	City of Hanahan
Captain Michael Fowler	Police Department	City of Hanahan
Sr. Captain Mike Langan	Fire Department	City of Hanahan
Denise Farmer	Insurance Agent	Blackwell & Sons Insurance
Samantha Kelly	Banker	First Citizens Bank
Marty Chandler	Real Estate Agent	Coldwell Banker Real Estate
Chad Chinnors	Owner	Blackwell True Value Store
Jennifer Mitchun	Resident	Hanahan
Chris Crawford	Resident	Hanahan
Daniel Kary	Builder and Member	Charleston Trident Homebuilders’ Association

Lisa Sharrard, ANFI, CFM and Joni Rennhack, CFM, CBO also provided floodplain management and planning consulting services for this committee.

II. Assessment of Public Information Needs And Examination of Other Public Information Initiatives

Specific target areas for the City of Hanahan's Program for Public Information were determined through an analysis of flood insurance claims in the City performed for its *Flood Insurance Coverage Assessment and Coverage Improvement Plan*, which is considered to be fully included within this document. Areas identified as needing targeted outreach on flood insurance were mapped as areas A (*near Goose Creek Reservoir*) and B (*near Turkey Creek*). The City's repetitive flood loss areas were also selected as a target area for public information activities aimed at flood insurance retention and measures to take to reduce future flooding potential. These projects were determined to be of highest priority.

Additional target audiences, such as real estate agents and home buyers; insurance agents and their insureds; internet users; hardware store customers; visitors to City offices; City Facebook followers; Spanish-speaking residents; school students; attendees at the Red, White and Blue Festival; Local TV viewers; and Local newspaper readers were determined for specific projects performed by stakeholders and the City for these audiences. These projects were determined based on an inventory of existing public information and outreach efforts being performed in Hanahan and surrounding communities. There were 45 existing educational materials/projects and 24 other recommended initiatives identified through this inventory (*these are listed in the Index of Abbreviations for Table 2 in Section III of this document*). Priority for these projects is not as high as for the targeted outreach on flood insurance.

Four other public information activities for the entire community were also determined to be included in the City's Program for Public Information based on this inventory. The Mayor's letter to residents encouraging them to purchase/maintain flood insurance is the highest priority of these initiatives. The City web site as a source for disseminating public information is second in priority of the initiatives for all Hanahan residents, surpassed only by the aforementioned Mayoral letter. Sending message(s) through the City of Hanahan non-emergency alert system regarding flood-related topics is also recommended, at least once per year (in May to address the flood insurance purchase recommendation), and at other times throughout the year as the City deems appropriate. The fourth initiative for the entire community is for post-event only use (*Flood Response Preparations*). This activity will involve projects for the distribution of flood and other emergency-related information, as detailed in Section III of this document, through the City's Facebook page, emergency and non-emergency alert systems, web site, and e-mail lists to residents when there is an actual event with the potential for causing flooding and related damages or when flooding conditions are actually present. The City will distribute these messages based on weather conditions such as flood or hurricane warnings being posted by the National Weather Service and/or when actual flooding

is reported by its Emergency Responders. These projects will be implemented only on an as-needed basis.

The City of Hanahan will also utilize its public information program to advertise the following services that it provides to residents.

- **Elevation Certificates (CRS Activity 310):** The City maintains flood elevation certificates on properties constructed or substantially improved within its corporate limits. These certificates are available for review by all interested parties. This service will be advertised at least once per year in the aforementioned Mayor letter, on the City's web site and Facebook page, and through other public outreach activities as appropriate.
- **Flood Map (Zone) Determination Service (CRS Activity 320):** The City determines the flood zone for land parcels within its corporate limits when requested. This service will be advertised at least once per year in the aforementioned Mayor letter, on the City's web site and Facebook page, and through other public outreach activities as appropriate.
- **Hazard Disclosure (CRS Activity 340):** The Real Estate member of the City's Hazard Mitigation Planning/Program for Public Information will advise house hunters about flood hazards and will distribute the aforementioned Mayor letter and other information from FEMA on the flood hazard and steps to reduce potential flood damages to purchasers of homes in the City of Hanahan. They will also distribute Spanish-language versions of these materials to those home purchasers whose primary language is Spanish.
- **Flood Protection Information (CRS Activity 350):** The City's web site and Facebook page will be provided with messages on the 10 topics discussed in Section III of this document, including flood warning and safety information and links to applicable outreach materials and the web sites for other entities with flood-related information. The City's web page with the flood-related information will be easily accessible from the City's home page. The web site will also be utilized to distribute applicable actual flood event-related messages, as applicable, as a part of its flood response program.
- **Flood Protection Assistance (CRS Activity 360):** The City offers a service whereby they will send an inspector, upon request, to perform site visits and meet one-on-one with property owners to discuss flooding problems and potential mitigation measures to reduce future flooding. The inspector(s) will also provide information regarding potential sources of funding/financial assistance to complete these measures. The City

will advertise this service at least annually in the aforementioned Mayor letter, on its web and Facebook pages, and through other applicable outreach projects, as appropriate.

- **Flood Insurance Promotion (CRS Activity 370):** The City has developed a Flood Insurance Coverage Improvement Plan, which includes an analysis of the flood insurance coverage and claims in the City, and lists specific projects to promote the purchase/retention of flood insurance. These projects, including the aforementioned Mayor letter and targeted outreach activities to areas determined by the City's Hazard Mitigation Planning/Program for Public Information Committee, are included in Section III of this document and will be performed at least annually. This Flood Insurance Coverage Improvement Plan is considered to be fully included within this Program for Public Information.
- **Drainage System Maintenance (CRS Activity 540):** The drainage system within the City of Hanahan is maintained by Berkeley County and the South Carolina Department of Transportation. The City will provide information on how to report problems with the drainage system at least annually to its residents through the aforementioned Mayor letter, its web site, Facebook page, and other outreach projects as it deems appropriate. These outreach projects will also include messages encouraging residents to not dump debris and other items into the storm drainage system.
- **Flood Warning and Response (CRS Activity 610):** The City has a Reverse 911 emergency alert system and a comprehensive non-emergency alert system in place to provide residents with information regarding all types of emergency situations, including flooding. The availability of this service will be included in the annual Mayor letter, on the City's web site and Facebook page, and in other applicable outreach activities.

III. Messages and Outreach Projects

The City's Hazard Mitigation Planning/Program for Public Information Committee considered messages contained in 40 existing publications, web sites, and You Tube Public Service Announcements to formulate messages to include in this Program for Public Information. These messages are in ten subject areas: (1) Know your flood hazard (2) Insure your property for your flood hazard; (3) Protect people from the hazard; (4) Protect your property from the hazard; (5) Build responsibly; (6) Protect natural floodplain functions; (7) Hurricane preparedness; (8) General preparedness; (9) Water quality; (10) Flood Education. These messages are included in the existing outreach project inventory discussed in the previous section. Many of the messages included in this *Program for Public Information* are intended to be utilized Flood Response Preparations when there is an actual flooding event and/or hurricane in the Hanahan area. These messages are listed separately within this section for prompt reference when needed. The specific messages are listed in the Index of Abbreviations for Table 2 in this section.

The committee also determined that 19 additional/other public outreach initiatives/activities were occurring or potentially available in the community and these should likewise be included in its Program for Public Information. Projects to be spearheaded by members of the committee are included in these initiatives. These additional public outreach initiatives/activities include but are not limited to the City's web site, flood zone determination service, and provision of technical assistance to residents regarding flooding problems. Information on these services will be provided on the City's web site, distributed through the City's Facebook and through the aforementioned Mayor's letter to residents. These initiatives are likewise listed in the Index of Abbreviations for Table 2 in this section.

One additional initiative to be performed only in the event of a flood event in Hanahan is also included in the additional public outreach list. These Flood Response Preparation messages are prepared in advance for when needed in an actual event and will be disseminated by the City's Public Information Officer in coordination with applicable Emergency Management officials, as appropriate.

Additional messages or projects may be added to this list as deemed appropriate by the City's Public Information Officer and/or its Hazard Mitigation Planning/Program for Public Information Committee. These messages will be considered as a part of this document, if applicable.

Index of Abbreviations in PPI Projects and Initiatives (Table 2)

Messages By Topic:

*(Messages indicated with an * are CRS creditable)*

A. Know Your Flood Hazard

1. The risk of flooding is real (F001)(F683)(MUSC)
2. Floods are the most common and most costly natural disaster (F001) (F697) (FEMA AYR) (F683)
3. In the past several years, 75% of declared disasters involved flooding (F001)
4. In the areas with the greatest risk of flooding, Special Flood Hazard Areas (SFHA), a building has a 26% chance of being flooded over the duration of a 30 year mortgage (F001)
5. On average, 25-30% of all flood insurance claims paid by the NFIP are for property outside of the SFHA (F001)(F696)(F697)(FMA PSA Ins) (F683)
6. Floods can happen any time anywhere (F080)(F002)(F696)(F697)(1st Cit)(F080S)
7. * Determine if your property is in a Special Flood Hazard Area (SFHA)by contacting your local government or on line at <http://msc.fema.gov> (F084)(F696) (RMFAQ)(TV2)(City Facebook, City web)
8. Everyone lives in a flood zone. (F301) (F683)
9. *Visit FloodSmart.gov to learn about flood risk, flood insurance and steps to take to protect your home and finances against flood damage (F695) (FSKYFR)
10. * Know the flood risks (FEMA AYR)(City Facebook, City web)
11. * Check for historical flooding records in your area by contacting the City or media outlets. (City Facebook; City web).
12. * Check for existing flood elevation certificates with the City or your insurance agent. (City Facebook, City web)
13. * Check the depth of the Base Flood Elevation (BFE) for your structure above or below the building's first floor or above existing grade on a vacant parcel. (City Facebook, City web)

B. Insure your property for your flood hazard

1. Homeowners, business owners and renters can all buy flood insurance (F001)(F061)(F080) (F084) (F697)(1st Cit) (TV2) (F061S)(F080S)
2. Separate contents coverage is available for flood insurance, so renters can also buy protection (F001) (F061)(F080)(F679)(F002)(F301)(F697)(1st Cit)(F061S)(F080S)(F679S)
3. Most homeowners insurance does not cover floods, but federal flood insurance does. (F061) (F301) (F697) (SCEMDHG)(FEMA AYR) (BCFAQ) (1st Cit) (F683)(TV2)(F061S)
4. * Call your insurance agent of company to ask about the National Flood Insurance Program (F061) (F025)(F301)(F695)(F696)(F697)(SCEMDHG)(FEMA PSA Ins)(City Facebook, City web) (F061)(USFS)
5. For federally-secured financing in a Special Flood Hazard Area (SFHA) the law requires flood insurance (F080)(F025)(F084)(F080S)

6. Flood insurance covers direct physical loss covered by a “flood” (excess of water on land that is normally dry) (F679)(F002)(F679S)
7. Who needs flood insurance? Everyone! (F002)
8. There is generally a 30-day waiting period for flood insurance before the policy is effective (F002)(F084)(F663)(F697)(BCFAQ)(1st Cit) (F683) (TV2)
9. Individuals who received federal disaster assistance for flood losses to real or personal property are required to purchase and maintain flood insurance coverage. (F084) (F663)(F695)(F696)
10. You can buy flood insurance no matter your flood risk. (F301)
11. *Purchase flood insurance regardless of your flood zone, as flooding can occur anywhere. (City Facebook, City web)
12. * Do not procrastinate in buying flood insurance – there is typically a 30-day waiting period for flood insurance to take effect. (City Facebook, City web)
13. *Make sure your flood insurance agent is using the correct information in determining your flood insurance premium. (City Facebook, City web)
14. *Inquire about flood insurance discounts that may apply when purchasing flood insurance. (City Facebook, City web)
15. *Research building permit records for a history of when your building was constructed and for property improvements. (City Facebook, City web)

C. Protect people from the hazard

1. *If flooding is imminent, keep yourself safe. (F687)
2. *Keep away from downed power lines. (F687) (FEMA AYR) (TV2) (City Facebook, City web)
3. *Heed flood warnings by leaving early and removing belongings that may be damaged in the event of a flood. (SCEMDHG) (City Facebook, City web)
4. *Be alert for washed-out roads and bridges. Do not drive into flooded areas. (FEMA AYR) (DHEC) (City Facebook, City web)
5. *Discard any food that has come in contact with contaminated flood water. (FEMA AYR) (DHEC) (City Facebook, City web)
6. *Turn Around Don’t Drown (FEMA PSA Turn Around) (TV2) (City Facebook, City web)
7. Most deaths attributed to hurricanes are from drowning, most often in a vehicle. (DHEC)
8. *Avoid wading in water (DHEC) (City Facebook, City web)

D. Protect your property from the hazard

1. Methods to help reduce flood damage are floodproofing, relocation, elevation or demolition. (F300)
2. *Comply with your community’s building code and floodplain ordinance to reduce future flood losses. (F663) (City Facebook, City web)
3. NFIP Increased Cost of Compliance ICC) Coverage may be used for elevating, relocating, demolishing or floodproofing. (F663)

4. *If flooding is imminent, move valuables to a higher level. (F687) (TV2)(WCSC hurr) (City Facebook, City web)
5. *Have the main breaker or fuse box and utility meters elevated above expected flood levels. (SCEMDHG) (FEMA AYR) (City Facebook, City web)
6. *Consider elevating your home/business. (SCEMDHG) (City Facebook, City web)
7. *Elevate furnace and water heater if susceptible to flooding. (FEMA AYR) (City Facebook, City web)
8. *Install check valves on sewer traps to prevent flood waters from backing up into the drains of your home. (FEMA AYR) (City Facebook, City web)
9. *Elevate furniture (when a flood is imminent) (B & S)

E. Build responsibly

1. All development in the Special Flood Hazard Area (SFHA) requires permits. (F084)
2. *If your building is damaged by a flood, you may be required to meet certain building requirements to reduce future flood damage before you repair. Check with the City. (F300) (City Facebook, City web)
3. By rebuilding higher you can reduce or perhaps avoid future flood losses. (FEMA BBS)
4. *Before you build, consult your local government officials to determine the mandatory elevations for your home or building. (FEMA BBS) (City Facebook, City web)
5. If you rebuild to pre-flood conditions, your flood insurance premium could increase dramatically in the future. (FEMA BBS)
6. * Note address, telephone number, and license numbers of contractors (TV2) (City Facebook, City web)
7. * Obtain permits before you build. Permits are required even when the property owner does his/her own work. (City Facebook, City web)
8. *Hire only licensed contractors. (City Facebook, City web)
9. * Check the City's flood ordinance for local construction requirements. (City Facebook, City web)
10. *Ensure that building inspections for construction work are properly arranged, completed and approved. (City Facebook, City web)

F. Protect natural floodplain functions

1. Living Shorelines reduce erosion and property loss (CCS)
2. Rain gardens create habitat for wildlife (CCS)
3. Rain gardens store and absorb water that might otherwise contribute to flooding (CCS)
4. A rain garden can easily be installed to protect the quality of streams, lakes, wetlands and oceans. (CCRG) (CCRG)
5. Riparian zones temporarily slow or store runoff, lessening the chance of downstream flooding problems during storms. (CCRB)
6. Riparian forest buffers strengthen stream banks and protect banks from erosion (CCRB)
7. Riparian forest buffers provide habitat for wildlife (CCRB)

8. *Protect wildlife habitat areas from construction activities and pollution. (City Facebook, City web)
9. *Preserve wetlands as these protect against flooding, clean the water, and provide a habitat for wildlife. (City Facebook, City web)
10. *Plant only native plants, particularly around water bodies. (City Facebook, City web)
11. *Set buildings back from wetlands and/or water bodies. (City Facebook, City web)
12. *Don't dump boat sewage into waterways. Use pump-out stations.(City Facebook, City web)

G. Hurricane Preparedness

1. *Plan an emergency contact (F687) (SCEMDHG) (City Facebook, City web)
2. *During a hurricane watch, prepare your home and review your plan for evacuation. (SCEMDHG) (DHEC) (City Facebook, City web)
3. *Collect or secure outdoor furniture, grills, potted plants, toys, etc. to prevent them from blowing away (SCEMDHG) (B & S) (DHEC) (TV 2)(WCSC hurr) (City Facebook, City web)
4. * Install braces to give additional support to garage doors (SCEMDHG) (TV2) (City Facebook, City web)
5. *Do not attempt to tie generators into the house circuit. (SCEMDHG) (TV2) (City Facebook, City web)
6. *Be sure trees and shrubs around your home are well trimmed. (FEMA AYR) (B & S) (DHEC) (City Facebook, City web)
7. *Install permanent hurricane shutters or board up windows with plywood. (FEMA AYR) (B&S) (DHEC) (TV2) (WCSC hurr) (City Facebook, City web)
8. *Clean out gutters and downspouts (B & S) (City Facebook, City web)
9. *Use generators in well ventilated areas and never indoors or in your garage(DHEC)(TV2) (City Facebook, City web)
10. You don't have to live in a floodplain to experience storm surge from a hurricane or other storm (NOAA)
11. *You should plan now to evacuate. Leave as early as possible. Know Your Evacuation Zone. (SCEMDHG) (TV2) (MUSC) (City Facebook, City web)
12. *Remember your ABC's: Anchor your roof; Brace entry and garage doors; Cover your windows (TV2) (City Facebook, City web)

H. General Preparedness

1. *Create an emergency kit with a large flashlight, battery powered radio, spare batteries and more. Go to (www.cityofhanahan.com) for more details. (F687) (SCEMDHG) (FEMA AYR) (B & S) (FEMA Smart) (DHEC) (WCSC kit) (City Facebook, City web)
2. *Listen to the radio and television stations for emergency information. (SCEMDHG) (FEMA AYR) (Cofceduweb) (FEMA Smart) (DHEC) (MUSC) (City Facebook, City web)

3. *Obtain a weather radio and set it to frequency 162.550 and 162.475 and make sure batteries are charged (SCEMDHG) (FEMA AYR) (DHEC) (TV2) (WCSC hurr) (City Facebook, City web)
4. *Before a flood, take an inventory of your home or business contents and /or personal property. Include photos or videos (F687) (SCEMDHG) (FEMA AYR) (B & S) (TV2) (City Facebook, City web)
5. *Be prepared to follow instructions of public officials. (SCEMDHG)(FEMA AYR) (NOAA) (City Facebook, City web)
6. *Include your pets in your family disaster plan (SCEMDHG) (DHEC)TV2)(MUSC) (City Facebook, City web)
7. *Charge your cell phone, laptop and mobile device if a storm is approaching South Carolina (SCEMDHG) (B & S) (TV2) (City Facebook, City web)
8. *Be prepared to shut off power, water and gas if ordered to do so. (B & S) (DHEC) (TV 2) (WCSC hurr) (City Facebook, City web)
9. *Use a flashlight (not a candle or lantern) to inspect damage. (SCEMDHG) (TV2)
10. *Make a plan (FEMA Smart)

I. Water Quality

1. We all live downstream (CCBS)
2. Rainwater that runs over land can pick up oil, pesticides, fertilizers and wash them into ditches, rivers and estuaries. (CCBS)
3. Stormwater ponds benefit flood control (storage during rain events)(CCS)
4. *Don't Pitch in the Ditch (CCS) (City Facebook, City web)
5. *Keep ditches free of trash and yard debris preventing clogging and flooding (CCS) (City Facebook, City web)
6. *Don't dump trash, debris or yard waste in storm drain (CCS) (TV2) (City Facebook, City web)
7. *Use pervious systems for site improvements rather than impervious surfaces. ((City Facebook, City web)
8. *Pick-up and properly dispose of animal waste. (City Facebook, City web)
9. *Don't dump household items such as cleaners, insecticides, chemicals, etc. into the drainage system. (City Facebook, City web)
10. *Minimize the use of fertilizers and other chemicals on lawns to protect water quality. (City Facebook, City web)

J. Flood Education

1. * Gather information on preparing for floods at City Hall or public events. (City web;City Facebook)
2. *Educate youth on flooding events and environmental issues. (Teacher)

3. *Look at social media sites (Facebook, You Tube) for information on hazard preparations and environmental protection. (City web)
4. *Search the internet for flood and hurricane information. (City Facebook)
5. *Listen to the media regarding hurricane season and proper preparations. (City Facebook)

K. Flood Response Preparations Messages *(for actual flood event usage)*

1. A flood insurance policyholder should immediately report a flood loss to the insurance company or agent who wrote the policy. (F084)
2. A NFIP policyholder must file a “proof or loss” within 60 days of the date of loss (F084) (F687)
3. Do not throw anything away until an insurance adjuster has seen it, unless required by local law to do so. Take photos of property before disposing of it and save a sample. (F687)
4. Federal Disaster Assistance is available only if the President declares a disaster. (F301) (F697) (F683)
5. Federal Disaster Assistance is usually in the form of a loan that has to be repaid with interest. (F697)
6. Wait until an area is declared safe before entering. (SCEMDHG)
7. Register with FEMA After a Flood Disaster Declaration (FEMA PSA Reg)
8. Reunite with your pet after a flood(FEMA PSA Pet)
9. Call 2-1-1 for help after a disaster (FEMA PSA 211)
10. Be cautious of anyone coming to your home uninvited and offering to do home repairs (TV2)
11. Obtain a written estimate or contract for repair work (TV2)
12. Never pay a contractor with cash (TV2)
13. Do not pay the final balance on repair work until the work is completed to your satisfaction (TV2)
14. * Note address, telephone number, and license numbers of contractors (TV2) (City Facebook, City web)
15. * Obtain permits before you rebuild. Permits are required even when the property owner does his/her own work. (City Facebook, City web)
16. *Hire only licensed contractors. (City Facebook, City web)
17. * Check the City’s flood ordinance for local construction requirements. (City Facebook, City web)
18. *Ensure that building inspections for construction work are properly arranged, completed and approved. (City Facebook, City web)
19. *Before you rebuild, consult your local government officials to determine the mandatory elevations for your home or building. (FEMA BBS) (City Facebook, City web)
20. *Don’t dump trash, debris or yard waste in storm drain (CCS) (TV2) (City Facebook, City web)
21. *Sort debris by category for the removal contractor to collect it. (City Facebook, City web)

22. *Purchase flood insurance regardless of your flood zone, as flooding can occur anywhere. (City Facebook, City web)
23. *Listen to the radio and television stations for emergency information. (SCEMDHG) (FEMA AYR) (Cofceduweb) (FEMA Smart) (DHEC) (MUSC) (City Facebook, City web)
24. *Know how to read tidal information and how to use links to view the tide tables
25. * Know areas to use sand bags, the amount needed and how to set them up properly *Have a location designated with permission to relocate vehicles prior to the point of flooding
26. * Have a dedicated “flood-kit” prepared similar to a hurricane survival kit
27. *Make considerations for pets. Have crates ready in the case of an evacuation. Have pet food on hand, store in water proof bags or containers if the food is dry style
28. *Refill all prescription medications as soon as possible when a disaster is anticipated to occur
29. *Have waterproof bags, totes and/or containers prepared to store items that must stay dry (medications, phones, keep-sakes, firearms)
30. *Keep aware of the situation, in high risk areas monitor water levels regularly
31. *Be familiar with wild life, especially snakes and alligators, and be prepared for high-risk of encounters
32. *Be aware of electrical safety, be prepared for lengthy power outages
33. *If water breaches your home, secure power at the main breaker to prevent electrical hazards and potential deadly injuries
34. *Be prepared for extended response times for Fire, Police and EMS Personnel to reach areas affected by flood waters
35. *Be aware and prepared for unstable trees, primarily shallow rooted trees that have a high-risk of uprooting and falling due to saturated grounds
36. *Be prepared for extended power outages
37. *Understand the risk of driving into water covered roads (wash-outs, man hole covers missing etc.)
38. *Boil all tap water used for drinking and cooking as well as for pets
39. *Be aware of possible looting of homes, businesses and vehicles. Criminals take advantage of disaster situations due to mass-diversion of Police, unattended areas, loss of power to alarms, unlit areas due to loss of power and other related opportunities

Existing Outreach Projects and Number of Messages

1. FEMA F001 – *What You Need to Know about Federal Disaster Assistance* – **7 messages, 0 CRS creditable**
2. FEMA F080 – *Nothing Could Dampen the Joy of Home Ownership* – **4 messages, 0 CRS creditable**
3. FEMA F300 – *Increased Cost of Compliance Coverage – How You Can Benefit* – **2 messages, 1 CRS creditable (E2)**

4. FEMA F679 – *NFIP Summary of Coverage* – **2 messages, 0 CRS creditable**
5. FEMA F002 – *Myths and Facts About the NFIP* – **5 messages, 0 CRS creditable**
6. FEMA F025 – *How the NFIP Works* – **2 messages, 1 CRS creditable (B4)**
7. FEMA F084 – *Answers to Questions About the NFIP* – **8 messages, 0 CRS creditable**
8. FEMA F301 – *Top 10 Facts Every Consumer Needs to Know About the NFIP* – **6 messages, 1 CRS creditable (B4)**
9. FEMA F663 – *Increased Cost of Compliance Coverage – Creating a Safer Future* – **4 messages, 1 CRS creditable (D2)**
10. FEMA F687 – *Flood Insurance Claims Handbook* – **8 messages, 3 CRS creditable (C2, D4, H1)**
11. FEMA F695 – *Flood Insurance Requirements for Recipients of Federal Disaster Assistance* – **3 messages, 2 CRS Creditable (A9, B4)**
12. FEMA F696 – *Real Estate Fact Sheet – Help Protect Your Customer’s New House* – **5 messages, 2 CRS creditable (A7, B4)**
13. FEMA F697 – *Protect Your New Home - What To Ask Your Insurance Agent* – **10 messages, 1 CRS creditable (B4)**
14. FEMA F683- *Why You Need Flood Insurance* – **7 messages, 0 CRS creditable**
15. FEMA “Are You Ready” (FEMA AYR) – **16 messages, 14 CRS creditable (A10;C2,4,5;D5,7,8; G6,7; H1,2,3,4,5)**
16. FEMA Build Back Stronger (FEMA BBS) – **3 messages,1 CRS creditable (E4)**
17. FEMA You Tube PSA Register with FEMA after a Flood (FEMA PSA Reg) – **0 messages**
18. FEMA You Tube PSA Reuniting with your pet after a flood (FEMA PSA Pet) – **0 messages**
19. FEMA You Tube PSA Call 2-1-1 for help after a disaster (FEMA PSA 211) – **0 messages**
20. FEMA You Tube PSA Turn Around Don’t Drown (FEMA PSA Turn Around) – **1 CRS creditable message (C6)**
21. FEMA You Tube PSA “Got Flood Insurance” (FEMA PSA Ins) – **1 CRS creditable message (B4)**
22. FEMA You Tube PSA Flood Preparedness FloodSmart (FEMA Smart) – **3 CRS creditable messages (H1,2,10)**
23. *Flood Smart Know Your Flood Risk (FSKYFR)* – **1 CRS creditable message (A9)**
24. Risk Map FAQ web site (RMFAQ) – **1 CRS creditable message (A7)**
25. Blackwell & Sons Insurance Agency Facebook Page (B & S)- **9 CRS creditable messages (D9;G3,6,7,8;H1,4,7,8)**
26. First Citizens Bank web page (1st Cit) – **4 messages, 0 CRS creditable**
27. Storm Team 2 Hurricane Guide (TV2) – **18 messages, 17 CRS creditable (A7; C2,6; D4; E6; G4,5,7,9,11,12; H3,4,6,7,8; I6)**
28. WCSC on-line article How To Build a Hurricane Disaster Kit (WCSC kit) – **1 CRS creditable message (H1)**
29. WCSC on-line article Hurricane Watch and Warnings (WCSC Hurr) – **5 CRS creditable messages (D4; G3,7; H3,8)**
30. SC EMD Hurricane Guide (SCEMDHG) – **19 messages, 18 CRS creditable (B4;C3;D5,6;G1,2,3,4,5; H1,2,3,4,5,6,7,9)**
31. Berkeley County FAQ web site (BCFAQ) – **2 messages, 0 CRS creditable**
32. NOAA’s Storm Surge Can Be Deadly (NOAA) – **3 messages, 1 CRS creditable (H5)**

- 33. Carolina Clear Bill Stuffer (CCBS) – **2 messages, 0 CRS creditable**
- 34. Carolina Clear Signs (CCS) – **7 messages, 1 CRS creditable (15)**
- 35. Carolina Clear Rain Garden Trifold (CC RGT) – **1 message, 0 CRS creditable**
- 36. Carolina Clear Riparian Buffers brochure (CCRB) – **3 messages, 0 CRS creditable**
- 37. S.C. DHEC web site (DHEC) – **14 CRS creditable messages(C4,5,6,8; G2,3,6,7,9; H1,2,3,6,8)**
- 38. College of Charleston web site (CofCeduweb) – **0 messages**
- 39. MUSC web site (MUSC) – **3 CRS creditable messages (H11; G2,6)**
- 40. FEMA F061 Your Homeowners Insurance Doesn't Cover Floods – **4 messages, 1 CRS creditable (B4)**
- 41. U.S. Flood Solutions web site (USFS) - **1 CRS creditable message (B4)**
- 42. Homeowners' Associations Web Sites (HOA)

Spanish Language Existing Outreach Projects and Number of Messages

- 43. FEMA F-061S Your Homeowners Insurance Doesn't Cover Floods (Stuffer) – **4 messages, 1CRS creditable (B4)**
- 44. FEMA F-080S Nothing Can Dampen the Joy of Home Ownership – **4 messages, 0 CRS creditable**
- 45. FEMA F-679S NFIP Summary of Coverage – **2 messages, 0 CRS creditable**

Additional Outreach Activities/Distribution Points

1. Real Estate Agent Outreach (Realty) – 16 messages - topics A,B,C,D,G,H
2. Insurance Agent Outreach (Agent) – 7 messages – topics A,B,C,D,E,H
3. True Value Store Display (True Value) – 29 messages – topics A,B,C,D,E,F,G,H,I,J
4. Storm Team WCBC TV 2 Broadcasts (TV2 broadcasts)
5. WCIV TV 4 Broadcasts (TV4)
6. WCSC TV 5 Broadcasts (TV5)
7. Charleston *Post and Courier* articles (P & C)
8. City of Hanahan Mayor letter to all residents (Mayor) – **10 messages- topics A,B,C,D,E,F,G,H,I,J**
9. City of Hanahan web site and Facebook Page (City web) – 69 **messages, topics A,B,C,D,E,F,G,H,I,J**
10. City of Hanahan Flood Map Determination Service (City map)
11. City of Hanahan Technical Assistance on Flooding Problems (City Tech)
12. City of Hanahan Information at Offices (City office) – **69 messages, topics A,B,C,D,E,F,G,H,I,J**
13. City of Hanahan Press Releases (City press)
14. City of Hanahan targeted outreach on flood insurance to Flood Map Areas A & B. (City Map A & B) – **17 messages, topics A,B,C,D,F,G,H**
15. City of Hanahan targeted outreach to repetitive flood loss area property owners. (City Rep Loss) – **27 messages, topics A,B,C,D,E,G,H**
16. City of Hanahan Facebook communications (City Facebook) – **50 messages (~1 per week)- topics A,B,C,D,E,F,G,H,I,J**
17. City of Hanahan Red, White and Blue Festival (City RWB) –**27 messages- topics A,B,C,D,E,F,G,H,I,J**
18. City of Hanahan Non-Emergency Alert System (City Alert) – **10 messages-topics A,B,C,D,E,F,G,H,I,J**
19. City of Hanahan Flood Response Preparations - **39 messages- topic K**
20. School Teacher distribution of take home information to students (Teacher) – 10 messages – topics A,B,C,D,E,F,G,H,I,J
21. Spanish speaker outreach (Spanish) – 1 message , topic B
22. Residents in neighborhoods with Homeowners’ Associations web sites – 69 **messages, topics A,B,C,D,E,F,G,H,I,J**
23. City of Hanahan sandbag & flood information distribution (sandbag) - **10 messages- topics A,B,C,D,E,F,G,H,I,J**

Table 2 City of Hanahan, SC Program for Public Information Projects and Initiatives

(See Index of PPI Abbreviations for details of messages and projects)

Target Audience	Messages	Proposed Projects to Relay Messages	Assignment	Stakeholder	Proposed Schedule	Desired Outcome
Flood Insurance Coverage Improvement Plan Map Area A and B Property Owners	A 7,9,10; B 4 C2,4,5;D5,7,8; G6,7; H1,2,3,4,5	City Map A & B (letter); F061; FEMA AYR; F301	City Building & Codes	No	March	Increased % flood insurance coverage in map areas A and B
Repetitive Flood Loss Property Owners	A10;B4;C2,3,4,5;D2,5,6,7,8;E2; G1,2,3,4,5,6,7; H1,2,3,4,5,6,7,9)	City Rep Loss (letter)FEMA AYR; F301; F663; F300; SCEMDHG; City Tech; City Map	City Building & Codes	No	January	Stability in number of insurance policies in Repetitive Flood Loss Areas; Technical and map information requests
All Residents in Hanahan	A7,B11,C4,D2,E7,F9,G6; H1;I5; J5	Mayor (letter)	Mayor; City PIO	No	April - May	Increased city-wide % flood insurance policies and coverage
All Residents in Hanahan	All CRS creditable messages	City web <i>(with links to existing outreach projects on Index to this table)</i>	City PIO	No	All Year	Increased number of web site visits

Target Audience	Messages	Proposed Projects to Relay Messages	Assignment	Stakeholder	Proposed Schedule	Desired Outcome
All Residents in Hanahan	A7,B11,C4,D2,E7,F9,G6; H1;I5; J5	City Alert	City PIO	No	May	Verification of function of system
City of Hanahan Facebook Followers	A7,10-13; B11-15;C2-6; D2-7; E6-10; F8-12; G2,4,6-8;H1-4,6;I4,5,8-10; J1-5	City Facebook (~weekly messages to Facebook Followers – 50 messages)	City PIO	No	Refer to Outreach Project Schedule	Public Awareness and Preparedness
Attendees at Red, White and Blue Festival	A10;B4;C2,3,4,5;D2,5,6,7,8;E2; G1,2,3,4,5,6,7; H1,2,3,4,5,6,7,9)	City Red, White and Blue Festival; F301;FEMA AYR; SCEMDHG; F663; Mayor (letter)	City Building & Codes	No	November	Public Awareness of Flood Risk
Visitors to City Offices	A7,B11,C4,D2,E7,F9,G6; H1;I5; J5	City Office; F001, F080, F300, F679, F002, F025, F084, F301, F663, F687, F695, F696, F697, F683, FEMA AYR, FEMA BBS, SCEMDHG, TV2?, NOAA, CCBS, CCS?, CCRGT, CCRB, City Map, City Tech; Mayor (letter)	City Building & Codes	No	All Year	Public Awareness of Flood Risk, Flood map determinations, Flood Technical Assistance
Realtors and Home Buyers in Hanahan	A7, 10; B4,11;C2,4,5;D2,5,7,8;E7; F9 G6,7; H1,2,3,4,5;I5;J5	Realty, F080,F696, F697, FEMA AYR, F061, F061S, F080S, Mayor(letter)	Board of Realtors & Real Estate Agents	Yes	All Year	Public Awareness of Flood Risk and Flood Insurance
Flood Insurance Policy Holders with Blackwell & Sons Agency in Hanahan	A9;B4;C2;D2,4;E2;H1	Agent,F679; F002; F025; F084; F301; F663; F687; F695; F300,F061, F061S,F679S	Blackwell & Sons Agents	Yes	All Year	Understanding of NFIP by policy holders

Target Audience	Messages	Proposed Projects to Relay Messages	Assignment	Stakeholder	Proposed Schedule	Desired Outcome
Hanahan Local Television Viewers	Any or all messages pre or post event; A7; C2,6; D4; E6; G4,5,7,9,11,12; H3,4,6,7,8; I6	TV2, TV2 Broadcasts, TV4, TV5, WCSC kit; WCSC Hurr	TV2, TV4, TV5	Yes	May, June, July, August, September, October, November	Public Awareness and Preparedness
Hanahan Newspaper Readers	Any or all messages	P & C	Charleston Post & Courier	Yes	May, June, July, August, September, October, November	Public Awareness and Preparedness
Local Students and Faculty	A7,B11,C4,D2,E7,F9,G2,6; H1,11;I5; J1-5	CofCedu.web; MUSC;Teacher; Mayor (letter)	College of Charleston; Medical University of SC; Hanahan school teachers	Yes	All Year	Student and Faculty Preparedness
Hanahan Internet Users	All CRS creditable messages	City web; DHEC, BCFW, 1st Cit, B & S, RMFAQ; FEMA PSA reg; FEMA PSA pet; FEMA PSA 211; FEMA PSA Turn Around; FEMA PSA Ins; FEMA Smart, Mayor (letter)	S.C. DHEC; Berkeley County; 1st Citizens' Bank; Blackwell & Sons Insurance; Risk Map; FEMA	Yes	All Year	web site views, public awareness and preparedness

Target Audience	Messages	Proposed Projects to Relay Messages	Assignment	Stakeholder	Proposed Schedule	Desired Outcome
All Residents in Hanahan	C2,4-8; E1-6; G5; H 4-5; K1-39	City web; City Facebook, and City non-emergency alert system (if applicable); FEMA PSA Turn Around; FEMA PSA reg; FEMA PSA 211; FEMA PSA pet, Mayor (letter)	City PIO	No	After flood event	Web site views, public response to event
Patrons to True Value Hardware Store In Hanahan	A7,10;B4,11;C2,3,4,5;D2,5,6,7,8; E7;F9;G1-7; H1,2,3,4,5;I5;J5	FEMA AYR, SCEHDHG,, Mayor (letter)	True Value Hardware employees	Yes	May, June, July, August, September, October, November	Public Awareness
Spanish-speakers	B4	F0615S,F0805S,F679S	Building & Codes	No	All Year	Public Awareness
Residents in City of Hanahan neighborhoods with Homeowners' Associations	All CRS creditable messages	City web, HOA, Mayor Letter	City PIO; HOA webmasters	Yes	All Year	Public Awareness
Residents obtaining sandbags	A7,B11,C4,D2,E7,F9,G6; H1;I5; J5	Sandbag, Mayor (letter)	City Police City Fire Department	No	When flood conditions imminent	Public Awareness

IV. Adopting Resolution

RESOLUTION NO. 2-2017

A RESOLUTION FOR THE ADOPTION OF THE CITY OF HANAHAN, SOUTH CAROLINA PROGRAM FOR PUBLIC INFORMATION; THE CITY OF HANAHAN, SOUTH CAROLINA FLOOD INSURANCE COVERAGE ASSESSMENT AND COVERAGE IMPROVEMENT PLAN; AND THE CITY OF HANAHAN, SOUTH CAROLINA SUPPLEMENTS AND UPDATE TO THE BERKELEY COUNTY HAZARD MITIGATION PLAN FOR 2017-2018 BY THE HANAHAN, SOUTH CAROLINA CITY COUNCIL

WHEREAS the City of Hanahan has experienced the effects of natural and man-made hazard events; and

WHEREAS the City of Hanahan intends to join the National Flood Insurance Program's Community Rating System to reduce flood insurance premiums for its residents and to reduce future flood losses in the City; and

WHEREAS the City of Hanahan City Council established and recognized its Hazard Mitigation Planning/Program for Public Information Committee on July 12, 2016; and

WHEREAS the City of Hanahan's Hazard Mitigation Planning/Program for Public Information Committee developed a Program for Public Information for the City; and

WHEREAS the City of Hanahan's Hazard Mitigation Planning/Program for Public Information Committee developed a Flood Insurance Coverage Assessment and Improvement Plan for the City; and

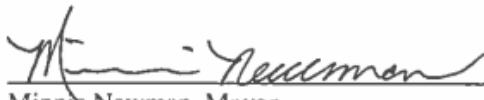
WHEREAS the City of Hanahan's Hazard Mitigation Planning/Program for Public Information Committee supplemented and updated for 2017-2018, in accordance with National Flood Insurance Program Community Rating System requirements, the City of Hanahan's portions of the 2014 *Berkeley County Hazard Mitigation Plan*; and

NOW THEREFORE be it resolved that

1. The *City of Hanahan, South Carolina Program for Public Information* is hereby adopted as an official program and document for the City of Hanahan; and
2. The *City of Hanahan, South Carolina Flood Insurance Coverage Assessment and Coverage Improvement Plan* is hereby adopted as an official plan for the City of Hanahan; and
3. The *City of Hanahan, South Carolina Supplements and Update to the Berkeley County Hazard Mitigation Plan for 2017-2018* is hereby adopted as an official plan update for the City of Hanahan; and

4. The City of Hanahan Hazard Mitigation Planning/Program for Public Information Committee is recognized as a continuing entity charged with reviewing, maintaining in accordance with Community Rating System requirements, and periodically reporting on the progress towards the City of Hanahan portions of and any revisions and/or supplements for the City of Hanahan to the *Berkeley County Hazard Mitigation Plan*. This continuing committee is also recognized to review and make updates/reports on the *City of Hanahan Program for Public Information* and *The City of Hanahan Flood Insurance Coverage Assessment and Coverage Improvement Plan* and to report to City Council periodically on their progress.

Effective this 14TH Day of March, 2017



Minnie Newman, Mayor

ATTEST:



Kim Peters, Clerk of Council

Resolution No. 2-2017

V. Resolution Recognizing Hazard Mitigation Planning/Program for Public Information Committee

A RESOLUTION FOR THE RECOGNITION OF THE HAZARD MITIGATION PLANNING/PROGRAM FOR PUBLIC INFORMATION COMMITTEE BY THE HANAHAN, SC CITY COUNCIL

Resolution No. 3-2016

WHEREAS the City of Hanahan has experienced the effects of natural and man-made hazard events; and

WHEREAS the City of Hanahan participated in the development of the *2014 Berkeley County Hazard Mitigation Plan* and adopted said plan on October 14, 2014; and

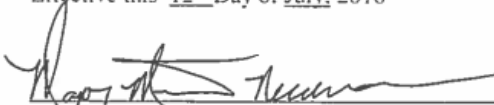
WHEREAS the City of Hanahan plans to reduce the flood insurance premiums paid by its residents through its participation in the National Flood Insurance Program's Community Rating System, and

WHEREAS as a part of the City's participation in the Community Rating System, the City is establishing a committee to review and update its portions of the *2014 Berkeley County Hazard Mitigation Plan* to include a Program for Public Information and other updates deemed necessary by the committee for credit under the Community Rating System, and

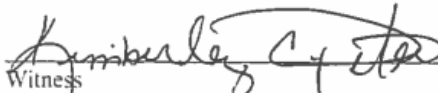
NOW THEREFORE be it resolved that

1. The City of Hanahan Hazard Mitigation Planning/Program for Public Information Committee is recognized as a continuing entity charged with reviewing, maintaining in accordance with Community Rating System requirements, and periodically reporting on the progress towards the City of Hanahan portions of and any revisions and/or supplements for the City of Hanahan to the *2014 Berkeley Hazard Mitigation Plan*. This continuing committee is also recognized to review and make updates/reports on the City of Hanahan Program for Public Information and report to City Council periodically on their progress, and
2. The Chairperson of the City of Hanahan Hazard Mitigation Planning/Program for Public Information Committee, who is to be appointed by the City Administrator, is hereby authorized to appoint members to the committee as he/she deems necessary for Community Rating System credits.

Effective this 12th Day of July, 2016



Mayor Minnie Newman



Witness

Mitigation
Committee