



CONTRACT# ENG/220321

CITY OF OCALA

CONTINUING PROFESSIONAL SERVICES

CONTRACT WORK ORDER

WORK ORDER NUMBER # 7

EFFECTIVE DATE: 3/11/25

Contracting Officer
Approval/Initials

Project Title: Community Rating System Support and Reverification

To: Black & Veatch
201 South Orange Ave
Suite 500
Orlando, FL 32801

Attn: Mr. Sam Miller, PE

FUNDING SOURCE: _____

**EXPENDITURE
ACCOUNT NUMBER:** _____

158-020-430-538-53-31010

In accordance with your executed City Council Agreement, you are hereby authorized to commence the work outlined in the attached scope of work. The approved work order amount as a maximum limiting amount shall not to exceed **\$165,725.00**.

Requested By: _____

Sean Lewis
Department Director

Date: _____

3/12/25

Approved By: _____

Deputy/Assistant City Manager

Date: _____

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TASK ORDER NO. ~~10~~ TO THE AGREEMENT ENG/220321

SCOPE OF SERVICES

Owner: City of Ocala, Florida
Engineer: Black & Veatch Corporation
Project: Community Rating System Support & Reverification

BACKGROUND

The City of Ocala (City) has requested professional services in the form of support to prepare for the Community Rating System (CRS) to achieve Class 2 and their reverification process. The scope for this project involves two goals; establishing new creditable activities in the City's floodplain management program that could help improve the City's CRS class rating and support the City's upcoming verification visit, including the submittal of new information. This will enable the City to maximize its classification potential under the CRS program and pass that benefit on to the rate payers within the city. The principal objectives of this project are as follows:

- Develop a Repetitive Loss Area Analysis (RLAA) pursuant to CRS requirements.
- Develop a Substantial Damage Response Plan (SDRP) pursuant to the requirements established in the 2021 Addendum to the 2017 CRS Coordinators Manual.
- Develop a Natural Floodplain Functions Plan (NFP) pursuant to the requirements specified under section 512.c of the 2017 CRS Coordinators Manual and new credits for the element identified in the 2021 Addendum to the 2017 CRS Coordinators Manual.
- Coordinate the review of plans with FEMA's CRS contractor, Verisk.
- Support the development of an outreach brochure to be distributed by real estate agents.
- Maximize potential scoring for flood related materials available at local libraries.
- Support the City's CRS verification visit.

Scope of Services

The Scope of Services, by Task, included is summarized below.

Task 1 – Project Kick-Off Meeting and Data Collection

The Consultant will schedule and conduct one (1) project kickoff meeting. Attendees will include the Consultant's Project Manager, the Project Engineer, the City's Project Manager, and other key City staff. The goal of the meeting will be to confirm project goals, roles, and responsibilities and to review the scope of services and schedule to ensure mutual understanding and enhance collaboration among project stakeholders and participants. The data request will include.

- best available digital elevation model (LiDAR if available) that is contiguous for the entire City.
- All available FEMA elevation certificates (scanned or digital format)
- Access to County Assessor data
- The Most current list of FEMA identified Repetitive Loss properties for the City
- Any repetitive loss area delineations that have already been conducted by the City.
- Confirmation of any mitigation actions that have occurred on targeted RL properties.

The Consultant will prepare a project data request for the City that will be discussed in the Kick-Off Meeting.

This task will be billed on a lump sum basis.

Task 2 – Natural Floodplain Functions Plan (NFP) Review

Conduct a review of existing plans and/or programs within the City that will qualify for credit under the NFP element of Activity 510. Examples of creditable plans/programs may include habitat conservation plan, green infrastructure plan, or a plan or section of a comprehensive or other community plan that includes an inventory of the ecological attributes of the watershed and/or the floodplain and recommends appropriate actions. The key objectives for this review will be the identification of eligible plans/programs, determination of their current relevance if they are over 5-years old, and identification of points of integration into the City's next creditable floodplain management plan (LMHP). Up to four existing plans can be credited under the FFP element. To be creditable for the NFP element, each creditable plan identified must be less than 10-years old and have been formally adopted by the City.

This task will be billed on a time and material basis.

Task 3 – Substantial Damage Response Plan

Prepare a Substantial Damage Response Plan (SDRP) that will be in full compliance with the CRS requirements specified in Section 510.d of the 2021 Addendum to the 2017 CRS Coordinators Manual. A SDRP is a management plan for substantial damage within the community and is a detailed community plan, developed before a flood or other hazardous event, which describes the community's process for evaluating damage to buildings and addressing those that have been substantially damaged, as required by the NFIP. It is important to note that the SDP is the result of a planning process that includes the following steps:

Community Assessment: Schedule a workshop to conduct a “community assessment” to learn capabilities for addressing substantial damage.

Ordinance Review: Under this task, CONSULTANT will conduct a review of the City's Flood Damage Prevention Ordinance (FDPO) and will determine how the City enforces bringing a structure(s) into compliance when damaged and deemed a substantial damaged structure. This review will also determine if higher regulations or standards are enforced above the NFIP. A discussion with the City is likely to verify all aspects of the FDPO.

Development of the Substantial Damage Response Plan: Under this task, CONSULTANT will develop the SDRP for the City. Sections included in the SDRP:

- Assess local flood vulnerability following FEMA requirements.
- Documenting repetitive loss and previously damaged structures.
- Out of compliance structures.
- Inventory of the SFHA.
- Floodplain Administrator responsibilities (pre/post-incident).
- Staff responsibilities and surge staff.
- SD capability to include permitting, record-keeping, and inspections.
- Emergency Management support for annual evaluation report.
- Mitigation options.
- Inform elected officials.

Development of the Structure Inventory Database (SID): Under this task, CONSULTANT will develop the Structure Inventory Database (SID) for the City inside the Special Flood Hazard Area (SFHA). Sections included in the SID:

- GIS Capabilities to build the database.

- Pre-Firm structures
- Repetitive Loss Properties
- Inventory Overview of SFHA
- Properties by Vulnerability Factor
- Structures that trigger Depth-Damage Correlation
- Watershed Map Inventory
- Privacy Act Considerations
- Data in an Excel format to upload to FEMA's Substantial Damage Estimator tool.

This task will be billed on a time and material basis.

Task 4 – Repetitive Loss Area Analysis (RLAA)

The Consultant will perform the required analysis to determine the repetitive loss areas as defined under section 512.b of the 2017 CRS Coordinators Manual. This will include and identification of each structure within each area, the expected depth of flooding (if available) and determination of the cause of repetitive flooding. Each repetitive loss area will be mapped, and the inventory will be segregated by repetitive loss area. Site visits may be necessary to complete this task, but access to structures will not be necessary. A key step to this task will be updating the Repetitive Loss (RL) inventory with new data received from FEMA under the city's "Information Sharing Access Agreement" (ISAA) with FEMA.

Data Formatting: Once all data has been acquired by the Consultant, that data will be formatted and processed for use in completing the RLAA. This will include the creation of a general building stock inventory utilizing Marion County assessor data following the "user-defined" protocol from FEMA's Hazus-MH risk assessment platform. The construction of this building inventory is mission critical to the application of the "Reverse Damage Function" methodology discussed below.

Validate the Repetitive Loss List: The Consultant will review the most current list of Repetitive Loss properties received by the City and validate entries that would be eligible for the "correction" "process as defined under section 501.c. of the CRS Coordinators Manual. This would include but not be limited to:

- The property is not located in the community's jurisdiction.
- There was an error in the repetitive loss data base, such as a duplicate listing or an incorrect address.
- The property has subsequently been protected from the types of events that caused the losses.
- The property is protected from damage by the base flood shown on the current Flood Insurance Rate Map (FIRM).

Any property identified as eligible for correction, will be processed under the "correction protocol" provided by FEMA. Please note, that if the City does not have its current list, it will need to request this data from FEMA via the FEMA "Information Sharing Access Agreement" (ISAA) protocol.

Map the RLAs: The Consultant will apply a "reverse damage function" (RDF) methodology to map and delineate the RLA's for the City. The RDF applies the principles of FEMA's risk assessment platform, Hazus-MH in a reverse fashion, to establish a depth of flooding associated with the repetitive loss properties. Utilizing the concepts of depth-damage correlation, Hazus estimates losses by associating damages to depth of flooding. The RDF techniques takes the same principle but works backwards by estimating flood depth from known damages. Once the depths are determined, a depth can be placed over the centroid of a RL structure to see what other structures that depth would impact. This methodology utilizes technology to streamline what can be a cumbersome process, done manually. Under this task, the Consultant will refine the City RLP list utilizing the RDF methodology. RLP's will be grouped where

feasible by neighborhood, flood depth, cause of flooding, building type or floodplain designation. Maps will be created in a GIS format that illustrates each RLA within compliance with the Privacy act.

Determine Causes of Repetitive Flooding: Once the RLA's have been delineated, the Consultant team will review relevant and available data to determine the approximate cause(s) of flooding for each identified RLA. Once a cause of flooding has been identified, potential mitigation actions that would address the identified cause will be cataloged for each RLA.

Create a Repetitive Loss Area Property Inventory: Once previous Task 4 efforts have been completed, the Consultant will create an inventory of each Repetitive Loss Area Property (RLAP) that will include the following:

- Unique Identifier that associates each property with a designated RLA
- Assessor parcel Number
- Mailing Address
- Lat/Long of the building centroid
- Identified cause(s) of flooding.
- Identified mitigation alternatives.

Contact Property Owners: The RLAP inventory will be utilized to advise the properties in the repetitive loss areas that the analysis will be conducted and request their input on the hazard and recommended actions. The notice (or any public document) cannot identify which properties are on FEMA's repetitive loss list (see the box on flood insurance data and the Privacy Act) in CRS Manual page 510-31 "The Privacy Act." There are no restrictions on publicizing what properties are in repetitive loss AREAS that have more than one property and there are no restrictions on publishing aggregate data, such as how many properties received claims or the average value of those claims.

- The notice can be sent to owners OR residents at the City's discretion, as long as a representative of each property is notified.
- The notice cannot be done via a newspaper or newsletter notice or article.
- The notice must advise the recipients when and how copies of the draft report can be obtained and ask for their comments on the draft.

Contact Other Agencies: The Consultant will contact organizations that may have plans or studies that could be relevant to the analysis. These agencies will be identified during data collection. These agencies or organizations will be documented in the RLAA report.

Collect Data (Building Condition Assessment): Under this task, the Consultant will perform a build condition assessment that will strive to identify information about each property in the delineated repetitive loss areas. These assessments will be applied utilizing web-based tools such as: assessor's data, when available, Google Earth, Street view or available real estate data from multiple listing services. Where these tools are not sufficient to provide the data necessary for property assessment, a physical site visit will be performed. The Consultant will expand the RLAP inventory created with all information garnered as part of the condition assessment. The Consultant will create a list of properties by repetitive loss area that will need a site visit due to identified data gaps. These site visits will be performed from the street, and members of the planning team will not enter private property. Photos of each property visited will be taken by the field evaluator for future use.

Consider Mitigation Alternatives: Under this task, the Consultant will utilize the catalog of mitigation alternatives that were identified to assign appropriate mitigation alternatives for each RLAP based on the condition of the structure and the cause of repetitive flooding. The Consultant will document that measures listed in Figure 510-4 of the 2017 CRS Coordinator's Manual are considered.

Document the Findings: The Consultant will compile the analysis into a single report, organized by repetitive loss area. The report will include a summary of the analysis process and how property owners were involved. For each repetitive loss area, the report will include a problem statement and map, a table showing basic information for each building, potential mitigation approaches that were considered, and a set of action items. Per FEMA, the map of repetitive loss areas cannot show which individual properties or parcels are on the repetitive loss list. The Consultant will verify that no private or sensitive information is included in the report. The City will review the draft and will provide comments and requested changes within two weeks of receiving the draft. The Consultant will update the draft based on City feedback within ten business days of receiving the comments from the City. The Consultant will then work with the City to post the draft report to an appropriate web site for public review and comment.

Collect Feedback and Revise the Report: Under this task, The Consultant will develop a letter that the City will send to all properties in the Repetitive Loss Areas, advising them that the draft report is finished and how they can obtain a copy for review, and request comments on the draft. The Consultant will accept comments for three weeks after the letters are sent. The Consultant will then review the comments received with the City. The City will identify changes to make to the draft based on the comments received. The Consultant will update and finalize the report within two weeks of the City providing the recommended revisions.

Facilitate Adoption of the Repetitive Loss Area Analysis Report: Under this task, the Consultant will work with the City to post the final report on the designated web site and support the adoption process as requested by the City.

This task will be billed on a time and material basis.

Task 5 – Ordinance Amendment

The Consultant will assist the City in amending the current floodplain ordinance to include a prohibition on enclosures under elevated structures. The Consultant will provide language to include prohibition on enclosures under elevated structures in the floodplain.

This task will be billed on a lump sum basis.

Task 6 – Increase 300 Series Credits

The Consultant will develop outreach materials to increase scoring in the 300 Series. Development of a real estate agents' brochure (REB) and identifying flood related publications to be hosted at the public library (LIB and LPD).

This task will be billed on a time and material basis.

Task 7 – Application to StormReady Program

The Consultant will assist the City in the application to join the NWS StormReady program.

This task will be billed on a lump sum basis.

Task 8 – CRS Verification Visit

The Consultant will provide technical support to the City in the preparation of the documentation for its pending cycle re-verification visit scheduled for late Spring of 2025. This support will include the following tasks:

Meetings and Communications: Meet and coordinate with City staff involved in producing the CRS documentation. An initial meeting will be held to kick off the project and understand roles, responsibilities, and documentation deadlines. The Consultant shall communicate, individually or in groups as necessary to obtain the necessary documentation. All meetings of two or more shall be virtual. Individual or small group communications shall be by email or phone. The level of effort for this task has estimated that a minimum of 4 staff meetings will need to be conducted prior to the cycle verification visit scheduled for late Spring 2025.

Assembly/Preparation of Documentation for Cycle Visit: Support the City in the assimilation of all documentation into the proper format for documenting creditable CRS activities for Ocala's cycle re-verification according to the 2021 Addendum to the 2017 CRS Coordinators Manual (FIA-15/2017), which has been set for late Spring, 2025. This will include the facilitation of the technical review of those CRS activities that will require outside review by the CRS process (CRS Activities: 410, 420, 450, 510, and 610).

Participation in CRS verification visit: Participation and support in the City of Ocala CRS cycle re-verification visit once the date for this visit has been established. Specifically, the Consultant will support City staff throughout the process, and assist to mediate any discrepancies that may arise between ISO and the City. The Consultant will support City personnel in the preparation of all follow-up documentation requested by the ISO/CRS specialist during the verification visit. Please note that the LOE for this task has assumed that the cycle re-verification performed by ISO for the City will be virtual. Should this meeting be conducted as an in-person meeting, the Consultant will provide key personnel in-person at the City's request. Should this situation occur, the City will be invoiced for all expenses incurred for travel and per diem. The deliverable for this task will be a technical memorandum summarizing conclusions of the re-evaluation.

This task will be billed on a time and material basis.

Project Deliverables

Task 1 Project Kick-Off Meeting and Data Collection

- Kick-Off Meeting Agenda
- Meeting Minutes
- Data Request Log

Task 2 Natural Functions Plan and Program Reviews

- Review of existing plans/programs that discuss and support natural floodplain functions.
- Develop a summary of identified plans and programs (up to 4) NFP that meets CRS section 512.c.1 requirements.

Task 3 Substantial Damage Response Plan

- Completion of the Community Assessment
- Completion of the ordinance review
- Completion of the Structure Inventory Database (SID)
- Completion of the SDRP

Task 4 Repetitive Loss Area Analysis

- Maps of each RLA identified suitable to meet CRS Activity 502 documentation requirements.
- Completed RLAA in 2 formats. One Format will be a FOUO version for City use only that is inclusive of all addresses and unique identified for all properties. The second version will be for public disseminations that has all information subject to the Privacy Act removed or redacted.
- Submit the completed RLAA for technical review and scoring.

Task 5 Ordinance Amendment

- Review of the current floodplain ordinance
- Provide language to amend the existing ordinance to include a prohibition on enclosures under elevated structures in the floodplain.

Task 6 Increase 300 Series Credits

- Development of a real estate agents' brochure (REB)
- Identifying flood related publications to be hosted at the public library (LIB and LPD)

Task 7 Application to StormReady Program

- Development of application to join NWS StormReady Program.

Task 8 CRS Verification Visit

- Copies of all documentation acquired, formatted, and assembled by the Consultant Team for the verification process.

City Responsibilities

- City will provide primary point of contact.
- Natural Function Plans have been prepared and Consultant are reviewing to confirm CRS requirements are met.
- Provide Repetitive Loss, insurance policy and claims data received from FEMA via an Information Sharing Access Agreement (ISAA).
- Participate in the Community Assessment.
- Adoption of the RLAA once it has been reviewed and scored by FEMA.
- Adoption of the amended floodplain ordinance.
- Coordinate distribution of real estate agents' brochure.
- Provide flood related publications to the public library.
- Supporting documentation for NWS StormReady Program application.
- Submittal of StormReady application.
- Copies of all correspondence received relative to the Cycle verification visit and scheduling.
- Invitation to the scheduled cycle verification visit.

Project Schedule (Based on Calendar Days from NTP)

Description	Days Elapsed from Notice to Proceed
Task 1 – Project Kick-Off Meeting and Data Collection	14
Task 2 – Natural Functions Plan and Program Reviews	45
Task 3 – Substantial Damage Response Plan	120
Task 4 – Repetitive Loss Area Analysis	120
Task 5 – Ordinance Amendment	180
Task 6 – Increase 300 Series Credits	120
Task 7 – Application to StormReady Program	30
Task 8 – CRS Verification Visit	180

Attachments: A – Fee Worksheet

OCALA - Task Order No.10

Community Rating System Support & Reverification

Attachment A