

**Community Rating System (CRS) ACTIVITY 510  
Progress Report on Implementation of Credited Plan**

**Date This Report Was Prepared:** July 11, 2022

**Name of Community:** City of New Bern

**Name of Plan:** *Pamlico Sound Regional Hazard Mitigation Plan*

**Date of Adoption of Plan:** June 9, 2020

**5 Year CRS Expiration Date:** April 1, 2027

**1. How can a copy of the original plan or area analysis report be obtained:**

A copy of our *Pamlico Sound Regional Hazard Mitigation Plan* can be found on the City's website [https://www.newbernc.gov/departments/development\\_services/plans\\_and\\_projects.php](https://www.newbernc.gov/departments/development_services/plans_and_projects.php). A copy of this plan can also be viewed at the City of New Bern's Development Services office.

**2. Describe how this evaluation report was prepared and how it was submitted to the governing body, released to the media, and made available to the public:**

This report was prepared by the City of New Bern's Development Services staff. As required by CRS Activity 510 the report was provided to the City Clerk who distributed the information to the Board of Aldermen through their individual mailboxes at City Hall. A copy of this activity was also provided to our Public Information Officer who will place this document on our website as a press release for the public to view.

**3. Provide a description of the implementation on each recommendation or action item in the action plan or area analysis report, including a statement on how the project was implemented or not implemented during the previous year:**

**Action Item #'s CR1; CR7; CR8; CR10; CR11; CR14; CR18; CR19; of the *Pamlico Sound Regional Hazard Mitigation Plan*** are implemented through City policy on an ongoing basis. These strategies, as defined in our Hazard Mitigation Plan, provide the platform for a large portion of our flood plain regulation(s), preparedness, and response. We have had great success with these items, particularly in advance notification aspects such as mail outs, door to door handouts and our newly implemented New Bern Alerts notification system. The above referenced items help our city become more resilient to future flooding and natural disaster events especially enforcing our regulatory 2' freeboard for all new single-family homes or substantially improved/damaged homes.

**Action # CR2-** On May 26<sup>th</sup>, 2020, the Board of Aldermen adopted the revised Flood Damage Prevention Ordinance, with the associated new Flood Insurance Rate Maps. The adoption date was set to coincide with the States mandated June 19<sup>th</sup>, 2020, deadline to have our revised ordinance match the effective date of the new flood maps. These new updates were based on the State's model ordinance with only a few exceptions that were unique to the City of New Bern such as: Freeboard requirements and the addition of VE and Coastal A Zones within our Jurisdiction. On June 8<sup>th</sup>, 2021, the city amended all development ordinances to remain in compliance with general statute updates from the State, which included the Flood Damage Prevention Ordinance. These required amendments stem from the new 160 D chapter in the general statutes that give units of local government authority to regulate land development in their jurisdictions. The Flood Damage Prevention Ordinance was largely left unaffected; however, the amendments outline a clearer administrative and governing body process for approvals, denials, variances etc.

**Action Item # CR3-** The City of New Bern is required to obtain and maintain an NPDES MS4 permit. This permit requires us to implement six minimum measures that affect the quality of the stormwater run-off leaving the city. We also are required to maintain a Nutrient Management Strategy, which requires us to enforce strict nutrient exports from new and existing developments. We accomplish this by requiring developer to implement best management practices that control nitrogen export. The city is also in the process of implementing green infrastructure and other retrofits in area that were here before the rules were started.

**Action Item # CR4-** Proposals to the State have been made to remove city infrastructure out of the flood zone either through either relocation or elevation methods. The city is currently retrofitting our well sites and water plant with a SCADA system for better communication with our wells during flood events. This technology will allow us to have reliable communication and control over the water system during disaster events.

**Action Item # CR5-** The city has been active in seeking out grant funding to help in the assistance of mitigating RL properties citywide. The city has recently finished implementing the 407 Expedited Buyout Program and has demolished 3 residential homes and acquired the property removing all future flood risk at these locations. We were recently approved and funded to elevate 13 residential homes that were flooded by Hurricane Florence through the Hazard Mitigation Grant Program (HMGP) 4393 funds.

**Action Item # CR6-** The City of New Bern is offering New Bern Alerts, powered by Civic Ready, this will be used to notify citizens of emergencies including hurricane warnings. To receive these notifications, you must register your address and telephone number then you will receive alerts via text, email or telephone based on your contact information as well as notification preferences. You can register through the city's website: [https://www.newbernnc.gov/residents/new\\_bern\\_alerts.php](https://www.newbernnc.gov/residents/new_bern_alerts.php) or via text message only, by texting your zip code to 38276.

**Action Item # CR9-** Most of the City's critical facilities are outside of the regulatory floodplain and are largely not subject to localized drainage issues. Over time as drainage basins change or become increasingly taxed due to development and more impervious surface, flooding issues are always a possibility. Knowing this requires us to continuously monitor these situations in the event access is restricted to these facilities.

**Action Item # CR13-** The City of New Bern is offering New Bern Alerts, powered by Civic Ready, this will be used to notify citizens of emergencies including hurricane warnings. To receive these notifications, you must register your address and telephone number then you will receive alerts via text, email or telephone based on your contact information as well as notification preferences. You can register through the city's website: [https://www.newbernnc.gov/residents/new\\_bern\\_alerts.php](https://www.newbernnc.gov/residents/new_bern_alerts.php) or via text message only, by texting your zip code to 38276. If you have special needs, you may fill out a Special Needs Registry form if you would like to be added to this list to provide additional assistance during the hazard.

**Acton Item # CR15-** The city promotes and advertises the "Know Your Zone" application which is a tiered evacuation system that highlights areas most vulnerable to impacts from hurricanes, tropical storms, and other hazards. The Know Your Zone evacuation lookup tool is a color-coded interactive map that you can use to determine the evacuation zone for where you live, work or are visiting within

the 20 coastal counties based upon the street address. You can access this information through the City's website or by using the Know Your Zone online tool at the North Carolina Department of Public Safety. In the event of an evacuation, local officials will determine which zones to be evacuated first, as well as which zones will not be evacuated. Sheltering and evacuation procedures are based upon the individual disaster and is consistently updated and released via the City website as well as disbursed to the local media.

**Action Item # CR16-** The City's Development Services Department has 2 Certified Floodplain Managers on staff as well as a Floodplain Administrator. Flood zone determinations are provided to the public daily and are logged into a spreadsheet for record keeping. The Flood Determination Log records information such as: date of request, address of property, parcel ID number, FIRM map and panel number, flood zones affecting the property, Base Flood Elevation (BFE), notification of flood insurance, depth of BFE, Repetitive Loss Property information and if the property is in a sensitive/wetland area.

**Action Item # CR17-** The City is very involved in public education and strives to release as much information to our citizens as possible. Materials dedicated to floodplain development are available on our website as well as readily available within the lobby of the City's Development Services Department and the local library. Also, on an annual basis, outreach letters are mailed to our local realtors, mortgage lenders, and insurance providers in efforts to educate them about responsible floodplain development as well as services provided to them by the City. Upon request, our staff will provide additional material and give presentations to other organizations to help keep them up to date on flood development regulations.

**Action Item # CR21-** The Stanley White Recreation Center was substantially damaged during Hurricane Florence and subsequently demolished. When rebuilt, this building will serve as a supplemental emergency shelter. We will continue to seek funding through NCEM and FEMA for resiliency opportunities within our communities to assist in the operation of critical facilities during a disaster event.

**4. Discuss why any objectives were not reached or why implementation is behind schedule:**

Most incomplete strategies within the *Pamlico Sound Hazard Mitigation Plan* are due to lack of funding. City staff is currently looking toward grant opportunities to help assist in funding these proposed projects within this report.

**5. What are the recommendations for new projects or revised recommendations?**

The City of New Bern has been actively seeking to become more resilient in our preparedness, response, and recovery during times of crisis, more specifically by way of Natural Disasters. By addressing inadequacies in the placement and resilience of our infrastructure we can better serve the citizens of New Bern. The City of New Bern has undertaken a bold approach to hazard mitigation with the development of a Resiliency and Hazard Mitigation Plan, which was adopted by the Board of Aldermen on March 22, 2022. With the adoption of this plan, city staff have begun development of an outreach plan to help the community understand resiliency, engage in efforts to reduce vulnerability, and partner towards building and planning a more resilient New Bern. Staff continue to pursue local, state, federal, and other funding sources for implementation.