Appendix H – CAC/CAV Documentation

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Overview

The National Tool (NT) that historically has been used to document Repetitive Loss properties has been modified to standardize the data collection from a disaster Preliminary Disaster Assessment (PDA), site-visit Community Assistance Contact (CAC), Community Assistance Visit (CAV), Coastal Barrier Resources Act (CBRA) site, Repetitive Loss, or Severe Repetitive Loss related to a CAC/CAV. This capability has been added into a new CAC/CAV View section of the NT.

The NT allows for documenting site information through the CAC/CAV View by collecting photographs, GPS coordinates, and site data. The CAC/CAV report contains all of this information per site and can be sent with a follow-up letter to the community, in either electronic or paper format. The CAC/CAV View portion of the NT will save processing time and provide the community with more site information than was provided in the past.

Once the permitting documentation is returned by the community, the CAC/CAV View has a location to enter the final status (compliant, violation, potential violation, etc.), and also has the capability to upload the submitted documents (permit, Elevation Certificate (EC), other certifications) onto the site record for centralized storage. The system builds one complete record with all associated file material. FEMA HQ is working on the ability to merge the collected information into the Community Information System (CIS) for permanent storage and reference.

Equipment

Software
National Tool Database
Microsoft Streets & Trips

Hardware
Laptop
GPS Receiver (Pharos button or hand held) – Remember the " –" in the Longitude
Camera (set photo size to no more than 800x600 pixel size and .JPEG)
USB Port(s)
Batteries

Certain equipment can expedite the intake of data. There are cameras available that also document the GPS coordinates, which can reduce the pieces of equipment being taken into the field. However, a regular digital camera and hand-held GPS unit can be utilized. Region 6 has used a GPS button that connects with the laptop. They have also used Microsoft Streets & Trips with this GPS tracking to locate roads that might not

show up on the FEMA Flood Insurance Rate Map. Be careful though, because some of these have been deer trails that lead into "unchartered territory."

Process Steps

When gathering data for large communities, Region 6 has used the team concept, utilizing multiple staff members and NT databases. Each staff member is set up with an NT database on their local hard drive. After site visits are finished, the local databases are merged into one database on the server.

1. Start with an empty "Master" NT database on the server.

2. Create the record number identifier for each of the properties you'll be visiting and enter it into the tool (13 digits).
   The ID consists of:
   [ID number]+[CID#]+[CAV Year(2 digits)]+[sequential number(3 digits)]
   Example: R622000010001
   (This can be input through the use of the Property Data Template. See tip number 3 in the Tips section of this appendix.)

3. Key in addresses and other generic information – CID # and other site information for each of the properties. (This can be input through the use of the Property Data Template. See tip number 3 in the Tips section of this appendix.)

4. Create a subset database for each staff member to take into the field, or give each staff member a copy of the master database and instruct them as to which properties to collect data for.

5. Staff member copies NT database onto laptop, along with the NFMDCT folder that comes with the NT database.

6. Staff member goes into the field to collect the data, take pictures, etc., for their properties.

7. Staff member returns to the office.

8. Staff member uploads photos into the NT database. This step could also be done in the field as well. (See tip number 8 in the Tips section of this appendix).

9. The staff member's database is appended into the master NT database on the server. Appending a database is accomplished from the master NT database's utility menu. For more information on appending databases, see Section 4.6.4, Appending Properties.

10. Generate the CAC/CAV report and send to each community, requesting permits, information, etc.

11. Each community returns the required information. This step may take up to 30 days.

12. Staff receives the requested community data and keys the final results into the "Master" NT database on the server.

Tips

1. Keep an empty copy of the NT database on the server. Since it is used as the starting point of a new community visit, you will use it again and again.

2. Be sure to rename the database you're creating to include the community that you are working on and the year of the CAV.

3. Unique record numbers and static information can be preloaded prior to site visits. Fields like: Community name, number, county/parish, state, purpose, disaster number, date of meeting (CAV), FIRM Index date, etc. These fields can be entered into the NT's property data template (Excel file) and imported directly into the database, easing data entry and saving time. The Property Data Template is found on the Utilities menu. Export the template, populate it with the data you want, and then import it back into the tool. For detailed information, see Section 4.6.3, Importing Property Data. This can be accomplished prior to leaving the office.

4. Do not try to access the database over the internet.

5. Refer to the NT User's Guide for detailed information on the fields in the CAC/CAV View.

6. Check the **View Thumbnail Image** checkbox in the NT to see the main image loaded for the property.

7. When performing a Save in the CAC/CAV View, always check the **Site Inspection** box. This will insert the inspector's name into the **Inspector** field on the Site Observation tab.

8. Loading Images into the NT:
    a. Set photo size in camera to no more than 800 x 600 pixels.
    b. Take photo.
    c. Remove memory stick and install into computer or connect camera directly to computer with USB cable.
    d. In the NT database, navigate to the record associated with the images you would like to upload.

e. Select “View” from the toolbar.
f. Select “Images” from the menu.
g. Double click the record number identifier to highlight it, and then press [Control] + [C] to save the number on the clipboard.
h. Select “Load” at the bottom of the screen.
i. Browse to the drive letter containing the image to upload (memory stick/camera).
j. Select the photo and rename it by pasting in the record number into the filename before the file extension.
k. Highlight the photo and select “Open” to load it into the tool.