



SAN JOAQUIN COUNTY
FLOOD CONTROL & WATER
CONSERVATION DISTRICT



SAN JOAQUIN COUNTY & CITY OF STOCKTON FLOOD PROTECTION RESOURCE SHEET

SAN JOAQUIN COUNTY DEPARTMENT OF PUBLIC WORKS FLOOD MANAGEMENT DIVISION

Phone Number: (209) 468-3060
Operating Hours: 8:00 AM – noon, 1:00 PM - 5:00 PM, Monday – Friday
Website: www.sjgov.org/pubworks
Address: 1810 E. Hazelton Avenue
Stockton, CA 95205

Services Provided:

- Map Services - Flood zone determination for properties within unincorporated county
- Building restriction information and plan review
- Elevation Certificate repository
- Basic flood insurance information
- Assistance with LOMC applications
- Online “Flood Zone Viewer”
- Site inspections to determine areas that can be improved to reduce flood damage
- Watercourse and levee encroachment permits

CITY OF STOCKTON COMMUNITY DEVELOPMENT DEPARTMENT BUILDING DIVISION

Phone Number: (209) 937-8561
Operating Hours: 8:00 AM – noon, 1:00 PM - 5:00 PM, Monday - Friday
Website: www.stocktongov.com/flood
Address: 345 N. El Dorado Street
Stockton, CA 95202

Services Provided:

- Map Services - Flood zone determination for properties within City of Stockton
- Building restriction information and plan review
- Elevation Certificate repository
- Basic flood insurance information
- Assistance with LOMC applications
- Site inspections to determine areas that can be improved to reduce flood damage



FEMA CALL CENTER REFERENCE SHEET

FEMA MAP SERVICE CENTER

Website: www.floodsmart.gov

Phone Number: 1-800-358-9616

Operating Hours: 8:00 AM - 8:00 PM, ET, M-F

Services Provided:

- Assistance navigating the FEMA Flood Map Store and creating FIRMettes
- Placing orders (e.g., flood maps, FIS reports, LOMC subscription CDs, NFIP manuals, etc.)
- Checking order status
- Providing price quotes on products
- Basic mapping information research (e.g., map panel, map effective dates, community)

FEMA MAP ASSISTANCE CENTER (FMAC)

Website: www.fema.gov

Phone Number: 1-877-336-2627 (877-FEMA MAP)

Operating Hours: 8:00 AM - 6:30 PM, ET, M-F

Services Provided:

- Basic support for obtaining Letters of Map Change (LOMCs)
 - Obtaining LOMC application forms
 - Answering questions related to LOMC requests
 - Checking status of an on-going case
- Subject Matter Experts -Support for technical questions concerning FEMA's regulations
- Answering questions about archived technical support data
- Assistance with online FEMA tutorials

TECHNICAL RESPONSE CENTER (A.K.A. NFIP CALL CENTER)

Phone Numbers: 1-800-427-4661 -General information about the NFIP

1-800-638-6620 -Direct for agents and policy holders

1-800-767-4341 -Direct for agents and policy holders for claims

Operating Hours: 24 hours, 7 days a week

Services Provided: Helps answer general questions for future policy holders and specific questions for policy holders and agents. Also, provides assistance to agents and policy holders with filing claims

FEMA PUBLICATIONS WAREHOUSE

Phone Numbers: 1-800-480-2520

Operating Hours: 8:00 AM - 5:00 PM, ET, M-F

Services Provided: Helps customers with locating and placing orders for FEMA and NFIP publications and public awareness materials

FEMA DISASTER ASSISTANCE

Phone Numbers: 1-800-621-3362 (800-621-FEMA)

Operating Hours: 7:00 AM - 3:00 PM, ET, M - F; 12:00 PM - 8:00 PM, ET, Sat.& Sun.

Services Provided: Helps victims of disasters with obtaining information and filing claims