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 MAP SERVICE CENTER**  
Website: [www.floodsmart.gov](http://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](http://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