

Question/Comment	City Response
Is it necessary to extend the "82nd-Purdue" boundaries?	The City has requested that the boundaries of the study area be expanded to include additional areas in the floodplain impacted by the recent storm.
Is the Corp of Engineers area for Groby-Mona part of the buyout? For Olive on Mona that is off Mt. Olive, included?	Mt. Olive south of Olive is included in the current study area.
Where information about the Small Business Administration be found?	You may contact the SBA at the following link - http://www.sba.gov/localresources/district/mo/
If to be bought out, when? Can it be assured that this will not happen again, why did this happen?	The City is considering buy-outs along the river side of Wilson Ave. The time-frame for buy-outs in other areas are undetermined at this time. Flooding can occur at anytime in the floodplain. This flood occurred due a large rain water accumulation during a short time period.
Would our home be included on the buyout?	Some homes along Shaftesbury are recommended for buy-out in the Corp's of Engineers Draft Flood Mitigation Plan.
Does the Corps of Engineers wish to buy the floodplain and riverbed owned by the Village of University Place subdivision?	Currently this property is not recommended for buy-outs in the Corp's of Engineers Draft Flood Mitigation Plan.
What is the time- frame of fix it, chances of it happening again?	Properties within the floodplain have a 1% chance of getting flooded in any given year. The time-frame for the completion of all recommended flood mitigation strategies is undetermined.
For those of us not selected in the buyout, will there be some type of prevention of flooding to help us maintain safe living conditions?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing. Flood proofing can help mitigate flood damage. Additionally, properties located in the floodplain should consider purchasing flood insurance to help recover from flooding. The City participates in the National Flood Insurance Program.
Are your power points posted anywhere? What is your time line on Wilson for tear-down and re-design of river bank?	The PowerPoint Presentations are posted on the City's website at www.ucitymo.org . The time-frame for completing the buy-outs of the Wilson properties is currently being developed. If the City's grant application is approved, we estimate the total time frame for completion of the buy-outs, demolition of the structures and re-design of the river banks to be approximately 2 - 3 years.

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When will buyouts start - what will be done with property?	If approved, the State Emergency Management Agency (SEMA) buyout process could start in Fall 2009. The properties will be demolished and the area will stay as an open space.
What specifically is the plan?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing as a way to mitigate flood damage to structures in the flood plain.
Why did some residents on Wilson get \$2400.00 from MSD and others did not? How much MSD \$ was spent on the "study" two years ago? Why was recommended plan not in effect?	Residents with backflow problems received \$2,400 from MSD. The ones with combined sewer backups and overland flooding did not meet the criteria. MSD contributed \$167,000 to the Corps of Engineers Draft Flood Mitigation Study. The Corps of Engineers Authorized Flood Mitigation Plan from 1988 was not implemented because funds were not appropriated.
Need advice about sewer backup prevention device that MSD has offered us, will I be giving up more than I gain? Will it really work??	Please contact MSD at the following link - http://mkasmtp1.stlmsd.com/MSD
What plans are in effect for River Des Peres?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing as a way to mitigate flood damage to structures in the flood plain.
MSD-(1) Why didn't they show up the day of the flood to help people? (2) Was concerns of flooding in U-City put on bond issue?	Please contact MSD at the following link - http://mkasmtp1.stlmsd.com/MSD
Don't Channelize the river! Widen the river basin to handle more water. Why don't you tell people about the raw sewage in the water? What about restoring the river to a natural state? What about increasing pervious surfaces, reducing impervious surfaces, and starting a rain barrel program?	The Corps of Engineers Draft Flood Mitigation Plan does not recommend channelization of the river. The City has a grant from DNR to implement several storm water quality best management practices such as rain gardens, pervious surfaces for driveways, and rain barrels. See the City website for more information on these and other environmental programs at www.ucitymo.org .

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<p>Bottleneck at flood water entry into tunnel at Kingsland needs to be ameliorated. Our basement experiences 5" sewer backup suddenly in Sept 08 Flood; however MSD did something at about 9am that day that opened up the drainage suddenly: within 5 minutes, the basement backup disappeared. Whatever channel-opening measure was taken, <u>let's make it permanent</u>, and not wait until a flood crisis. Why couldn't better overall flood control be a project helped by the federal stimulus package?</p>	<p>Please contact MSD at the following link - http://mkasmtmp1.stlmsd.com/MSD</p>
<p>What causes the water channel to change? Are homes on Drexel being bought out?</p>	<p>The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing as a way to mitigate flood damage to structures in the flood plain. On Drexel, flood proofing is recommended.</p>
<p>Why I have not heard from MSD about flood in my basement?</p>	<p>Please contact MSD at the following link - http://mkasmtmp1.stlmsd.com/MSD</p>
<p>Need info about backup sewage protection and flood proofing?</p>	<p>Please contact MSD at the following link - http://mkasmtmp1.stlmsd.com/MSD for backup sewage protection. For flood proofing strategies you may contact FEMA at 1-800-480-2520 or SEMA at http://www.sema.dps.mo.gov</p>
<p>How to contact MSD regarding Basement Sewer Backup?</p>	<p>Please contact MSD at the following link - http://mkasmtmp1.stlmsd.com/MSD for backup sewage protection.</p>
<p>What are MSD's plans to not just look at River Des Peres area but all of City? What percentage or amount of homes outside of flood plain that experiences damage? Has there been a study to see if the sewer system pushes the overflow throughout the city? (Will there be a study)? MSD always says it's not their system.</p>	<p>The City collected data at meetings held to discuss the Corps of Engineers Draft Flood Mitigation Study. See the City's website for a summary of the information provided by attendees on their flooding experience. Please contact MSD at the following link - http://mkasmtmp1.stlmsd.com/MSD for information on the combined sewers in University City.</p>

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Request for MSD to call	Please contact MSD at the following link - http://mkasmtmp1.stlmsd.com/MSD
(1) Can we get a trash Dumpster on Raisher again? (2) Why want MSD give out the in line???? to prevent backups? (3) Why want MSD pay us the \$2400.00 damage fee?	The City has provided roll-out dumpsters throughout the city to assist residents with the disposal of flood damaged items. Please contact MSD at the following link - http://mkasmtmp1.stlmsd.com/MSD
How can local volunteer groups (e.g. Green Center Missouri Stream teams, River Des Peres watershed) coordinate with the city to remove trash from river sections and reduce flooding effects?	The City has a Neighborhood Services program to assist local volunteer groups coordinate clean-ups of the River des Peres in cooperation with MSD. Please contact the Public Works Department at 314-505-8560 or the City's website for more information.
We need a comprehensive flood control plan covering the entire Des Peres watershed, similar to the Tennessee Valley Authority. Perhaps develop flood plain areas for flood relief along the entire river. Heman Park could act as one of these.	The River des Peres Coalition seeks to address issues that cross multiple disciplines and jurisdictions. You may contact the Green Center at http://www.thegreencenter.org/rdp for more information.
There are no guarantees that buying 26 homes and making a green space are going to prevent the west side of Wilson from flooding. What does the city propose the residents do in their homes to prevent flooding and the backup of sewer until the Corp comes back with a plan?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing as a way to mitigate flood damage to structures in the flood plain. Property owners are encouraged to implement flood proofing measures as soon as possible and purchase flood insurance to mitigate future damage.
Why can't Heman Park be adapted as a Basin for Flood Water?	The Corps of Engineers Draft Flood Mitigation Plan evaluated several basin-wide flood reduction measures within the study area. If the Corps' study area is expanded to include all of University City, additional storage flood reduction strategies may be evaluated.
Three (3) years is not long enough, am I in danger?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing. Flood proofing can help mitigate flood damage. Additionally, properties located in the floodplain should consider purchasing flood insurance to help recover from flooding. The City participates in the National Flood Insurance Program.

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<p>Will proposed changes alleviate high water problems at my house? Which is upstream from the problem area?</p>	<p>The Corps of Engineers Draft Flood Mitigation Plan evaluated several basin-wide flood reduction measures within the study area. If the Corps' study area is expanded to include all of University City, additional storage flood reduction strategies may be evaluated which may help mitigate flooding problems.</p>
<p>Needs mold ventilation assistance?</p>	<p>The St. Louis Long Term Recovery Committee is a collaboration of non-profits and local government organizations providing assistance with mold remediation.</p>
<p>Recommend to build a cave tunnel and put a top over it. A pump to keep water moving- To take all flood inn, 12 feet tall and 40 feet wide and put top over</p>	<p>The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing as a way to mitigate flood damage to structures in the flood plain. Structural solutions to address flooding problems are not recommended in the existing study area.</p>
<p>When will they help more on the Westover Area?</p>	<p>The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing in the study area. The City has requested that the Corps expand its study area to include all of University City. The time-frame for conducting the expanded study is undetermined.</p>
<p>Is my house in the buyout! I hope so!</p>	<p>The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing in the study area. The City has requested that the Corps expand its study area to include all of University City. The time-frame for conducting the expanded study is undetermined. Midland View is not included in the current study.</p>
<p>Please keep me informed. Please us email as my preference</p>	<p>The City posts periodic updates regarding the Corps of Engineers Draft Flood Mitigation Plan and other environmental programs on its website - www.ucitymo.org.</p>
<p>Agree with buyout. Need to convert that property to greenway for channel the recreation and flood control and restore the Rd channel into its natural condition to the greatest instant possible.</p>	<p>The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs, flood proofing, planting of a variety of vegetation in appropriate channel segments, grade control and the exploration of recreational opportunities.</p>

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The creek has never overtopped its bank along my stretch-When flood mitigation is complete upstream, can my house be removed from the flood plain?	The Federal Emergency Act Administration (FEMA) will require a Letter of Map Amendment to remove a structure from the floodplain - for more information visit - FEMA at www.fema.gov/hazard/map/lomc
The St. Louis Long Term Recovery Committee is a collaboration of non-profits and local government organizations available to assist with mold remediation.	The City will provide information on your agency, as requested.
1. Options/Plans for Glenside Lane/Mona Area (Mona to Groby) 2. Are maps available online?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing of certain flood prone properties in the study area. Glenside Lane and Mona are part of the study area. Floodplain maps can be found at www.msc.fema.gov
Something needs to be done about flooding east of Midland. 1214 Ferguson really need help. Buyout would be best.	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing in the study area. The City has requested that the Corps expand its study area to include all of University City. The time-frame for conducting the expanded study is undetermined. Ferguson is not included in the current study.
Are there any flood gates to control the flood water in the area? Since 1950 or prior, how many recorded times did the river flood that caused multiple damage in this area (dwelling & other properties) what about the areas around McKnight & Olive and coming from Olivette area from the river. What statistics show regards to these areas?	The City collected data at meetings held to discuss the Corps of Engineers Draft Flood Mitigation Study. See the City's website for a summary of the information provided by attendees on their flooding experience. For background data on flooding visit - FEMA at www.fema.gov
I was told to request information because of mold & mildew in the house now.	The St. Louis Long Term Recovery Committee is a collaboration of non-profits and local government organizations providing assistance with mold remediation. Contact the St. Louis United Way for more information.
Why weren't new home buyers inform of flood problems? We moved in 1965.	The City encourages all property owners in the flood plain to obtain and maintain flood insurance. The City participates in the National Flood Insurance Program. The Flood Insurance Rate Maps became effective in 1973.

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What happens to the new equipment (air-Conditioner, furnace, hot water) placed in homes after the flood?	New equipment placed in homes after the flood are subject to damage from future flood events. The City encourages all property owners in the flood plain to implement flood proofing measures to mitigate damage to private property. The City also encourages property owners to obtain and maintain flood insurance to help with damage recovery. The City participates in the National Flood Insurance Program.
Will our 2007 appraisal be accepted? Can we get our own Appraisal?	If the State Emergency Management Agency (SEMA) grant is received, the City is required to obtain a current appraisal for each property by a certified appraiser. If you do not agree with the appraisal, there is a SEMA appeal process.
Our property is located on the first block west of Wilson. We're negatively impacted by ground water coming from the rear of our property. How will this proposal help our property?	The Corps of Engineers Draft Flood Mitigation Plan evaluated several basin-wide flood reduction measures within the study area. If the Corps' study area is expanded to include all of University City, additional storage flood reduction strategies may be evaluated which may help mitigate flooding problems.
How will the remaining homes be protected? What is the certainty that the remaining homes be protected? Will the remaining considered in the floodplain?	Structures located within the floodplain are at risk of flooding. The flood plain boundaries are established by the Federal Emergency Management Administration. The City encourages property owners to acquire flood insurance.
You hope we will relocate in U City but how will we know which neighborhoods are safe from flooding and sewer back-up? Is a map showing 5-, 10-, or 100 year flood plain available?	Information regarding whether a University City property is in the flood plain can be obtained by visiting the FEMA website at www.msc.fema.gov and viewing the floodplain map.
Where can I find an up-to-date and accurate flood plain map?	The most up-to-date flood plain maps can be found at the Federal Emergency Management Agency website at www.msc.fema.gov
The bank of the creek opposite the houses on Wilson is a wooded area and could accept flood water so we could build a levy on the house side of the creek.	The Corps of Engineers Draft Flood Mitigation Plan evaluated several structural flood reduction measures within the study area. Structural strategies are not recommended by the Corps, at this

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	time. If the Corps' study area is expanded to include all of University City, additional structural flood reduction strategies may be evaluated.
Will they consider buyouts of other properties? Are there any city funds/loans to help residence w/improving their properties? Since the flood Wildlife has been running rapid (raccoons) are there any funds to help with this?	The City may consider additional buyouts based on the Corps recommendations and repetitive flood claims. The City is not responsible to repair flood damages to structures. The homeowner is responsible to keep flood insurance to help with these. The City assisted flood victims with in-kind services. Funds to help with wildlife may be found by contacting the Department of Natural Resources at http://www.dnr.mo.gov/
Regarding vacant lot next to my house that is a threat for flooding to my home.	The City encourages all property owners in the flood plain to obtain and maintain flood insurance. Any structure within the flood plain is subject to damage during a flood. The City participates in the National Flood Insurance Program. Vacant lots do not have to be insured.
Will the City of U City join as a Plaintiff in the lawsuit against MSD/ If not, why not? Why hasn't U City compelled MSD to clean up the silt in the channel? Silt is 8 to 10 feet deep just 50 feet from the back door of the Community Center.	This legal matter is currently under review by the City's attorney.
How could you all let this happen? When will we be bought out, what can we do to prevent anything of this sort to happen again, before the buyout? How can FEMA come help everyone including people not in the flood and I couldn't get any help.	The City has worked in cooperation with the Corps of Engineers and MSD to mitigate flood damage to private property for more than 20 years. See the City's website for a summary of its progress for addressing this complex issue at www.ucitymo.org .
Is there any relief or partial "buyout" for those homes not being bought but property value has been greatly diminished due to Sept "08" flood?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing for certain flood prone properties in the study area. The City recommends that property owners implement flood proofing strategies as soon as possible. The City also recommends that property owners obtain and maintain flood insurance.

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What about my area?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing in the study area. The City has requested that the Corps expand its study area to include all of University City. The time-frame for conducting the expanded study is undetermined. Raymond is not included in the current study.
If the City/State government knew the area was a flood plain why were homes built there?	Construction is allowed in special flood hazard areas as long as the flood plain requirements are met.
I believe we are not in the official floodplain but we have had many wet basement floods due to storm sewer backup. Any advice? P.S. MSD offered us a "Storm water disconnect" Does this eliminate our rights to future reimbursement if we still get flooded?	Midland Dr is not within the floodplain. Please contact MSD at the following link - http://mkasmtmp1.stlmsd.com/MSD for more information regarding the storm sewer back-up program and the impact of participating in the Storm water disconnect program.
What is the fair market value? What is buyout?	With a buyout, properties may be purchased by the City at their (generally pre-flood) fair market value, as established by a State-board certified appraiser procured by the City. There is an appeals process if the property owner does not agree with the appraisal.
Is my address one of the 148 properties to be purchased?	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing in the study area. The structure located at 1067 Raisher is one of the 148 total structures recommended for buy-out by the Corps.
Can my house be moved to another location? If it is cost effective?	Relocation of homes is possible as long as it is cost effective. At this point, that alternative has not been considered cost effective for houses in the east side of Wilson.
My home flooded in 05 and 09. I am the first house after the channeling near Royal Bank. What are you going to do to help me and other homeowners?	The City provided many services to flood victims to assist with damage recovery. The city is working with the Corps and MSD to further mitigate flooding in flood prone areas. The City encourages property owners to acquire and maintain flood insurance.
1. For those properties that are not bought out, is any assistance available to property owners for preventive (mitigation) work, e.g. installing glass-block basement windows, flood wall around walk out stairs, etc?	Please visit www.sema.dps.mo.gov

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<p>Will the property values be affected because of the buyout? – For the green space are there ideas? Is there a scope compensation for recommendations already made? Why electrical wiring is not compensated for by insurance FEMA paybacks?</p>	<p>The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs, flood proofing, planting of a variety of vegetation in appropriate channel segments, grade control and the exploration of recreational opportunities. The scope of work has not been developed. Implementation of a recreational use in the open space created by the buy-out project is expected to maintain or improve property values. Please contact your insurance representative regarding the details of coverage.</p>
<p>What will happen to the land after property buyout?</p>	<p>For FEMA funded residential property voluntary flood buyouts, once the properties are acquired, existing structures will be removed, the utilities are capped, the ground leveled, and the property deed restricted to open space/recreational use.</p>
<p>I have an appraisal of my home from 3 years ago will this be used?</p>	<p>If the State Emergency Management Agency (SEMA) grant is received, the City is required to obtain a current appraisal for each property by a State-board certified appraiser. There is an appeals process if the property owner does not agree with the appraisal.</p>
<p>I live behind U-City High school, how can I get help and more questions answered?</p>	<p>Depending on your questions, you can contact American Red Cross, (314) 516-2700, the Community Action Agency of St. Louis County, (314) 863-0015, the Missouri Department of Insurance, consumer hotline, (800) 726-7390, Legal Services of Eastern Missouri, (314) 534-4200, Lawyer Referral and Information Service, referral to private attorneys, (314) 621-6681, the Metropolitan Sewer District, (314) 768-6260, the Missouri Department of Health & Senior Services, http://www.dhss.mo.gov/BT_Response/Nat_Disaster/index.htm, Behavioral Health Response, crisis counseling, (314) 469-6644, the St. Louis County Department of Health, (314) 679-7810; FEMA www.fema.gov, United Way (800) 427-4626 by cell phone, or the City at www.ucitymo.org.</p>
<p>Buy me out please - last flood 09-14-09 was very dangerous.</p>	<p>Yes, houses in the east side of Wilson are currently listed for the buyout.</p>

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How many families had to leave their homes? Where are they living now?	There were approximately 200 properties affected by the September 2008 flood. Most property owners have returned to their homes.
I have a problem with paying over \$1500 in taxes in the next three years and I can't sale my home.	The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs and flood proofing for certain flood prone properties in the study area. Glenside Lane is in the study area. The City recommends that property owners implement flood proofing strategies as soon as possible. The City also recommends that property owners obtain and maintain flood insurance. Approximately 200 homes were impacted by the September 2008 flood. Most property owners have returned to their homes which should stabilize the neighborhoods and home values.
What does buyout mean? Does it mean the structure is leveled so no one can purchase in the future?	With a buyout, properties may be purchased by the City at their (generally pre-flood) fair market value, as established by a State-board certified appraiser procured by the City. There is an appeals process if the property owner does not agree with the appraisal. The houses are demolished and deed restricted to stay as an open space.
What can residents do to speed up and keep focus on the buyout efforts?	The City posts periodic updates regarding the Corps of Engineers Draft Flood Mitigation Plan and other environmental programs on its website - www.ucitymo.org .
My home has been severely damaged not directly by latest flood but cumulative effects of storm water backup in to basement. I have contacted my insurance company but they have denied claim stating it is a chronic problem	Customers who experienced a backup are asked to call MSD's customer service number at 768-6260--24 hours a day, 7 days a week for more information. You can also visit the following link - http://mkasmtmp1.stlmsd.com/MSD
Aside from FEMA, are there sources of support available to correct problems left by sewerage back up?	Please visit http://mkasmtmp1.stlmsd.com/MSD
The majority of the water that entered my home was due to sewer back up. I do not believe I am included in the buyout region. Are there funds available to me to help prevent another back up in my home?	Customers who experienced a backup are asked to call MSD's customer service number at 768-6260--24 hours a day, 7 days a week for more information. You can also visit the following link - http://mkasmtmp1.stlmsd.com/MSD

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<p>Will any effort be made to use this unfortunate incident & subsequently necessary & large project as an opportunity to clean up the river (i.e. make it safe for our children to be exposed to)</p>	<p>The Corps of Engineers Draft Flood Mitigation Plan recommends buy-outs, flood proofing, planting of a variety of vegetation in appropriate channel segments, grade control and the exploration of recreational opportunities. The River Des Peres Coalition constantly organizes clean ups for the river. You can visit http://www.thegreencenter.org/rdp</p>
<p>My basement has flooded 3 times what can I do?</p>	<p>Please contact MSD at the following link - http://mkasmtp1.stlmsd.com/MSD</p>
<p>MSD repaired the fence of neighbor on the river side & did not repair @ 1150 Wilson. Why?</p>	<p>Please contact MSD at the following link - http://mkasmtp1.stlmsd.com/MSD</p>
<p>I have continuing flooding in my basement and it comes thru my drain pipe. What is been done about it? And when?</p>	<p>Please contact MSD at the following link - http://mkasmtp1.stlmsd.com/MSD</p>
<p>Since the inadequacy of the tunnel under forest park is major contributor to the problem, are there long range plans to address that problem.</p>	<p>Please contact MSD at the following link - http://mkasmtp1.stlmsd.com/MSD</p>
<p>Request more information</p>	<p>The City posts periodic updates regarding the Corps of Engineers Draft Flood Mitigation Plan and other environmental programs on its website - www.ucitymo.org.</p>