



# Federal Emergency Management Agency

Washington, D.C. 20472

September 11, 2000

MEMORANDUM FOR: See Distribution List

FROM: John Magnotti, Task Leader  
FEMA Map Assistance Center (FMAC)

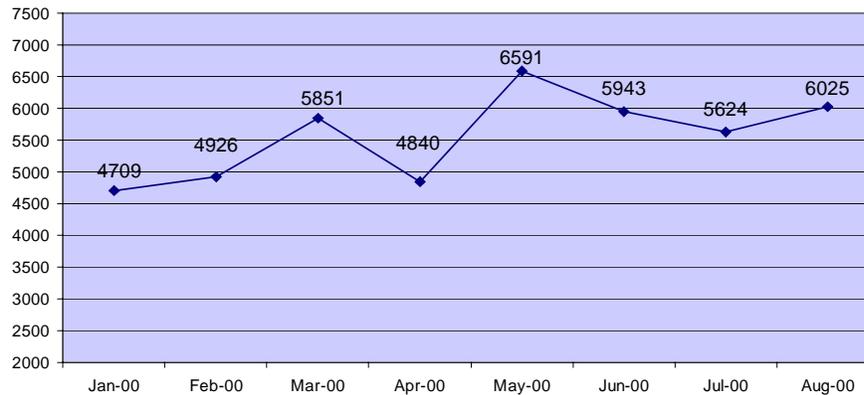
SUBJECT: FMAC Activities for August 2000

This memo includes a summary of the FEMA Map Assistance Center (FMAC) activities for the month of August. The mission for FMAC is to offer help and information on the NFIP Flood Mapping Program to the public and obtain feedback from the public on how the program can be improved.

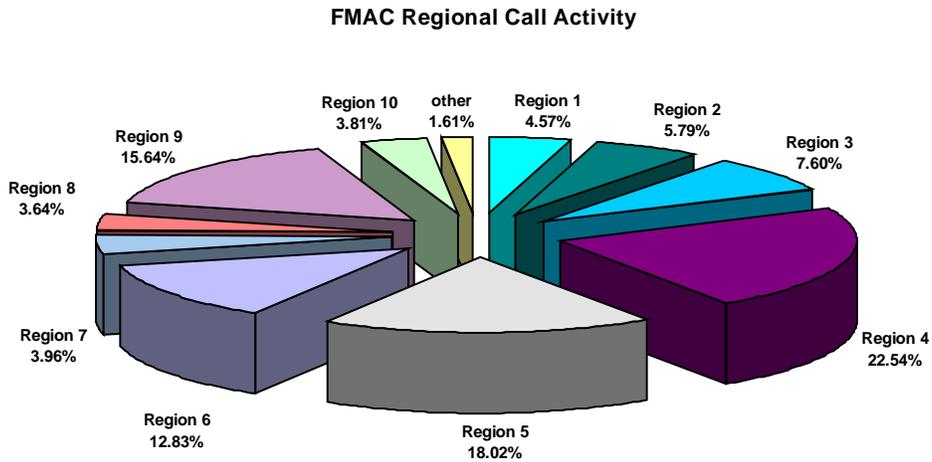
## *FMAC Summary*

**Calls received to date:** This month the FMAC received a total of 6025 calls. Spanish calls totaled 36. This total represents a 7% increase over July totals. The FMAC foresees the overall trend for FY2000 and beyond to continue to increase.

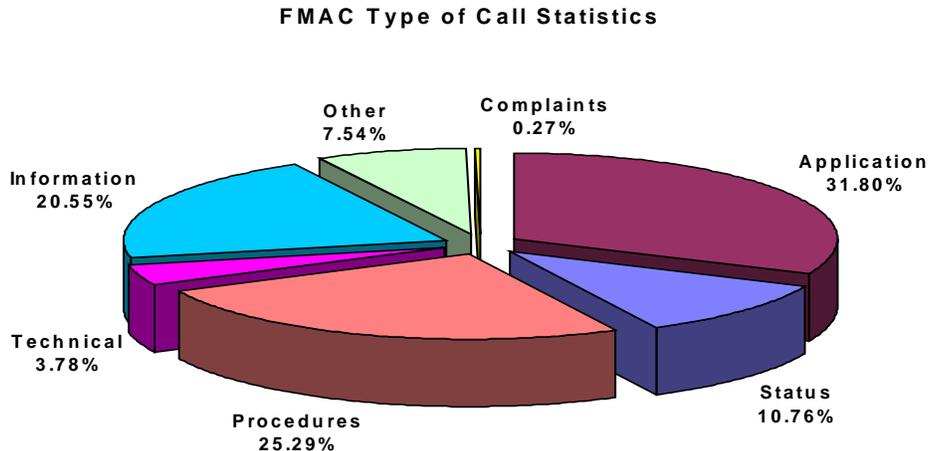
FMAC Monthly Call Volume



**Regional call activity:** For August, Region IV continues to lead in call volume with 1,332 calls. Region V followed with 1065 calls, and Regions IX and VI came next with 924 and 758 calls, respectively.

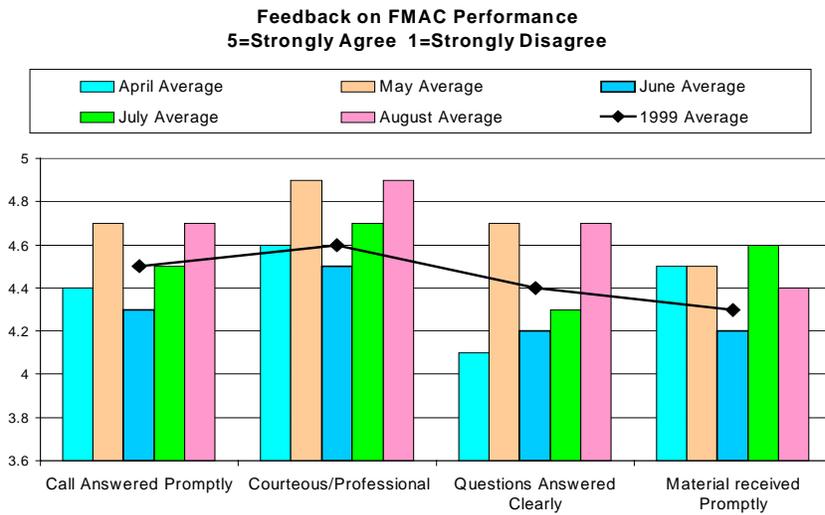


**Type of Calls:** LOMA/LOMR application and procedural requests continue to represent over 50% of the calls to the FMAC. However, informational, technical and status calls, accounting for 35% of calls handled this month, are on the rise.

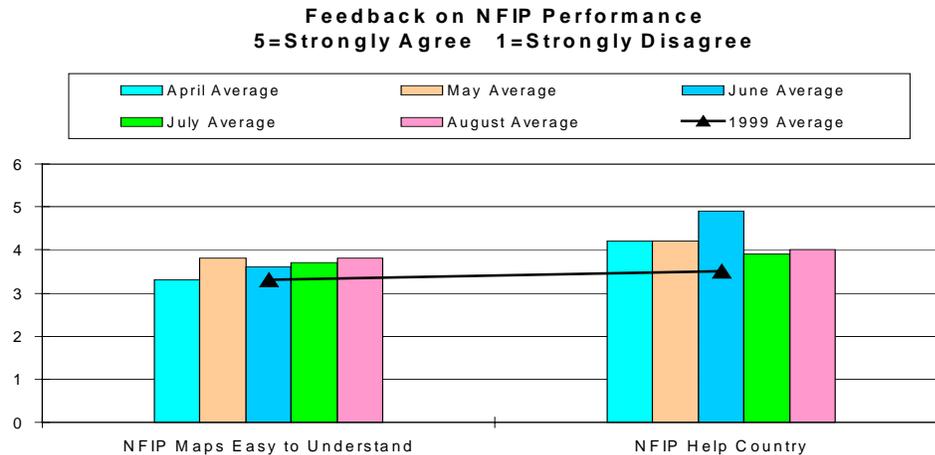


**Combined Call Back Report.** This report provides total feedback from the month of August. The following charts show monthly ratings over time.

- Feedback on FMAC performance shows mixed results from last month but continues to illustrate positive perceptions of the FMAC overall. Out of a highest possible score of 5, the FMAC scored 4.71 on the promptness of call pick-up, 4.88 on courteousness, 4.69 on the clarity of our explanations, and 4.38 on the prompt delivery of requested materials.
- Feedback on NFIP performance shows some changes as well. For the month of August,



the question: “Are the maps easy to understand?” scored 3.8 and the question “Does the NFIP help our country?” scored 4.00.



**FMAC Service Level:** The FMAC's goal to answer 90% of the calls within 30 seconds or less was exceeded for August. The FMAC answered 96% of calls within 22 seconds on average.

**E-Mail and Voice-Mail increase:** The FMAC E-mail and Voice Mail inquiries saw resurgence in August. E-mails increased by 20% and Voice Mail increased by 40%. The overall trend for both E-mails and Voice Mails has increased since the FMAC has been operational.

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