



# Federal Emergency Management Agency

Washington, D.C. 20472

January 4, 2001

MEMORANDUM FOR: See Distribution List

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

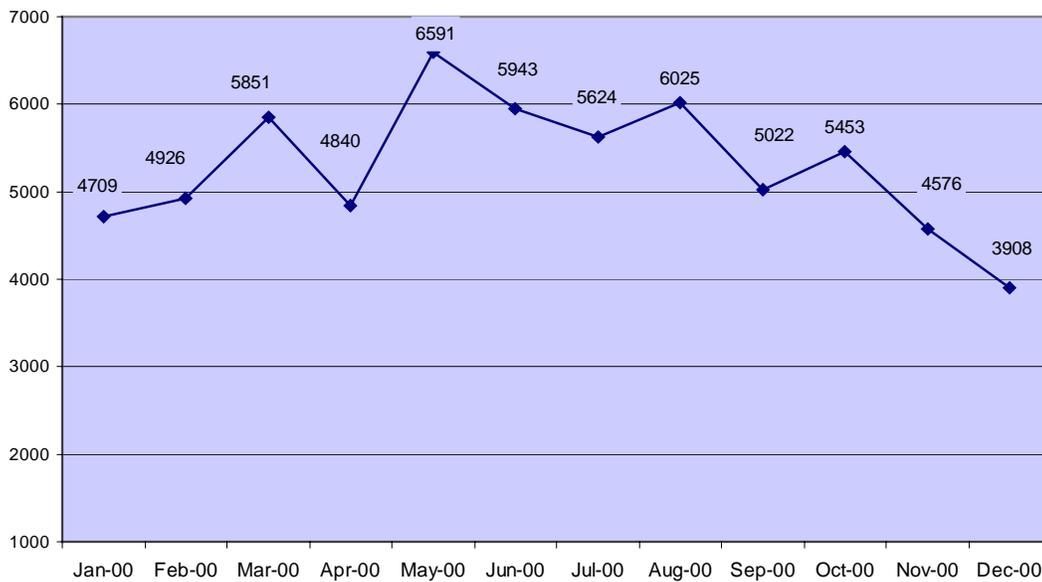
SUBJECT: FMAC Activities for December 2000

This memo includes a summary of the FEMA Map Assistance Center (FMAC) activities for the month of December. The mission for the FMAC is to offer help and information on the NFIP Flood Mapping Program to the public.

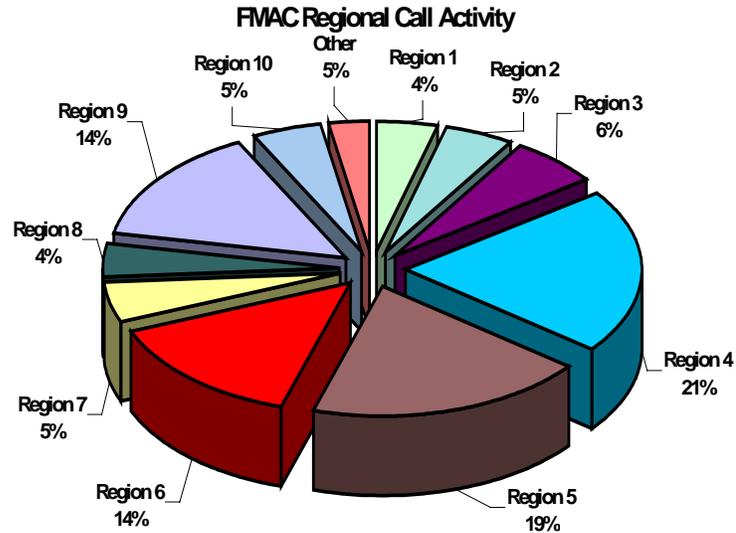
## *FMAC Summary*

**Calls received to date:** This month the FMAC received a total of 3908 calls. This total represents a 15% decrease over November totals. Of that total, Spanish calls remain low as in past months. This decrease was expected due to the holiday period. It is anticipated that the public's use of the FMAC's services will rise after the holiday period and continue to increase in FY 2001.

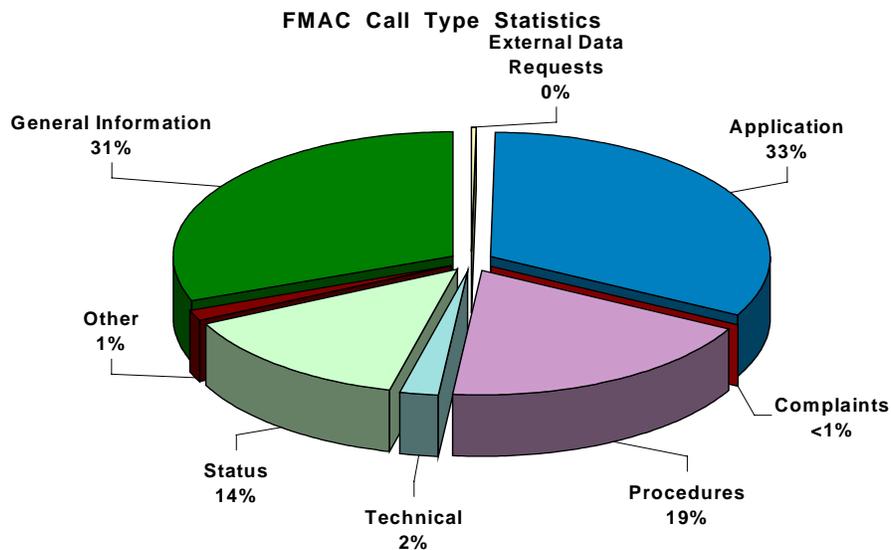
**FMAC Monthly Call Volume**



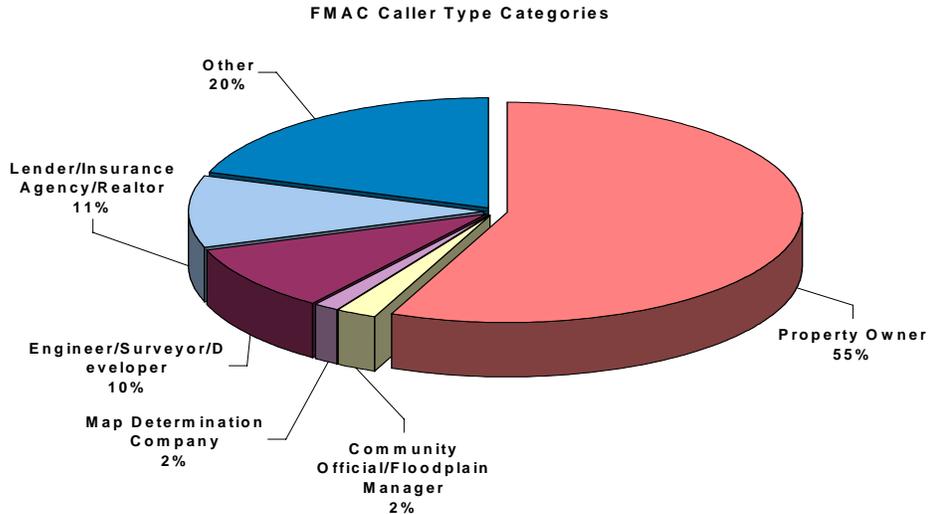
**Regional Call Activity:** During December, Region IV continued to lead the call volume with 806 calls followed by Region V with 751 calls. Regions IX and VI came next with 566 and 549 calls, respectively. The following chart shows the complete regional call activity for December.



**Type of Calls:** LOMA and LOMR application and procedural requests continue to represent over 50% of the calls to the FMAC. This month general informational calls accounted for 31% with status and technical calls registering 16% of calls received. The following chart shows a total breakdown of all call request activity.



**FMAC Caller Type Categories:** Property owners accounted for 55% of callers using the FMAC service in December. Other caller categories were Lending institutions at 11% and Engineers/Surveyors following at 10% of callers to the FMAC. The type of caller FMAC provides NFIP guidance and information to are broken down in the following chart.



**FMAC Service Levels:** The FMAC's goal is to answer 95% of calls within 30 seconds. Both goals were met this month as the FMAC answered 96% of all calls within 25 seconds.

**E-Mail and Voice-Mail Messages:** The FMAC E-mail inquiries decreased by 26% in December as a result of the holiday period. Voice mails remained the same as the previous month.

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