



# Federal Emergency Management Agency

Washington, D.C. 20472

February 5, 2001

MEMORANDUM FOR: See Distribution List

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

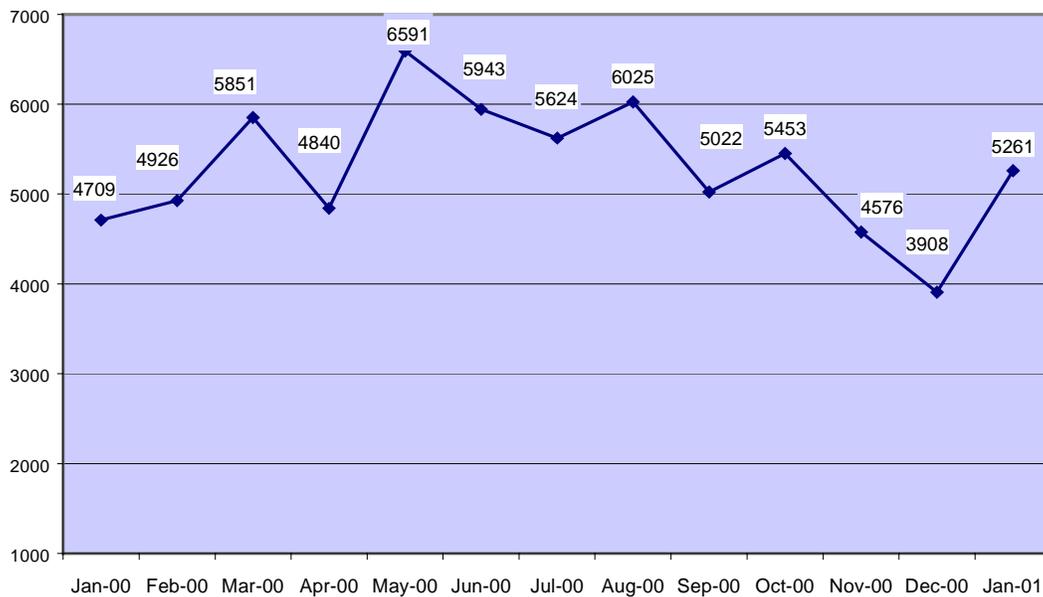
SUBJECT: FMAC Activities for January 2001

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

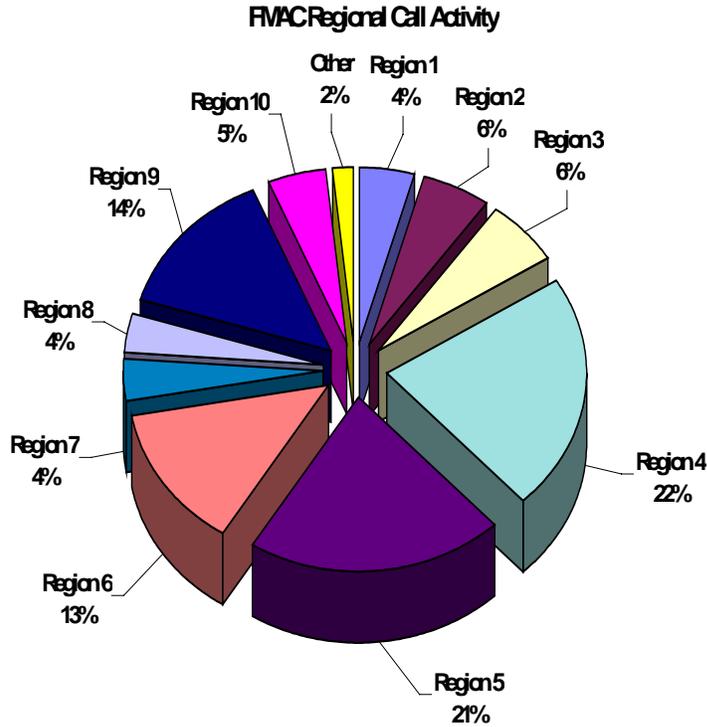
### *FMAC Summary*

**Calls received to date:** This month the FMAC received a total of 5261 calls. This total represents a 35% increase over December totals. Of that total, Spanish calls remain low as in past months. It is anticipated that the public's use of the FMAC's services will continue to increase in FY 2001.

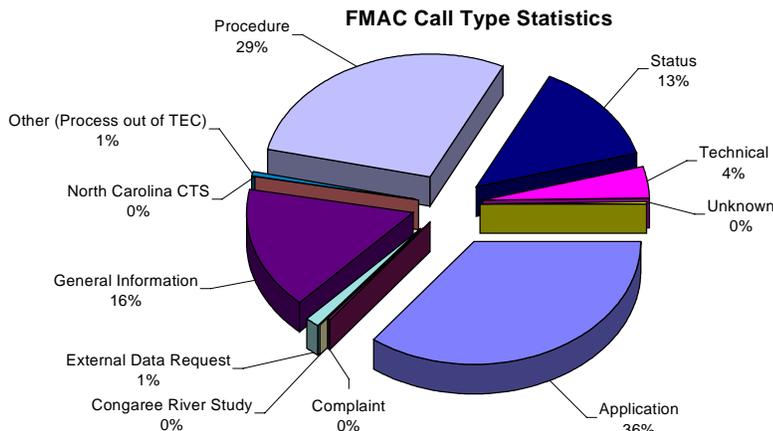
**FMAC Monthly Call Volume**



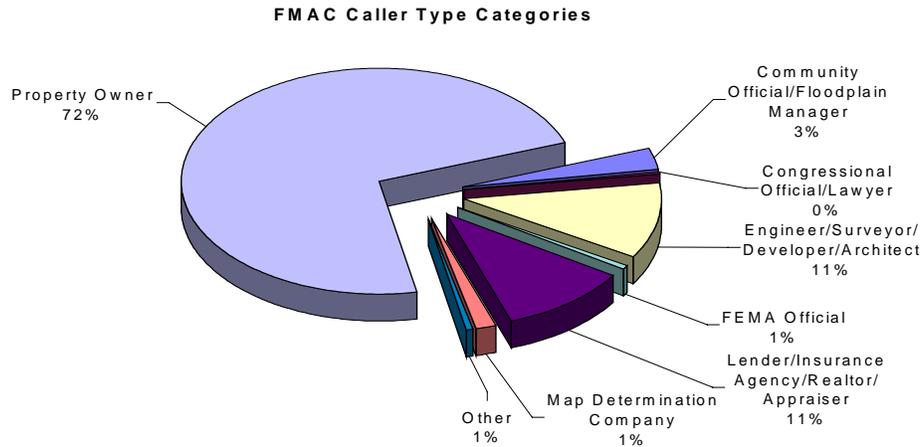
**Regional Call Activity:** During December, Region IV continued to lead the call volume with 1158 calls followed by Region V with 1091 calls. Regions IX and VI came next with 739 and 701 calls, respectively. The following chart shows the complete regional call activity for January.



**Type of Calls:** LOMA and LOMR application and procedural requests have increased and represent over 60% of the calls to the FMAC. This month general informational calls accounted for 16% with status and technical calls registering 17% of calls received. The following chart shows a total breakdown of all call request activity.



**FMAC Caller Type Categories:** Property owners accounted for 72% of callers using the FMAC service in January. Other caller categories were Lending institutions at 11% and Engineers/Surveyors following at 11% 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 27 seconds.

**E-Mail and Voice-Mail Messages:** The FMAC E-mail inquiries increased by 25% in January. Voice mails increased slightly over January.

**Monitoring Program:** The FMAC has implemented a monitoring program to ensure that accurate information and a high level of service is provided to callers. We will begin to report monthly results of this program in February.

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