



Federal Emergency Management Agency

Washington, D.C. 20472

August 4, 2000

MEMORANDUM FOR: See Distribution List

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

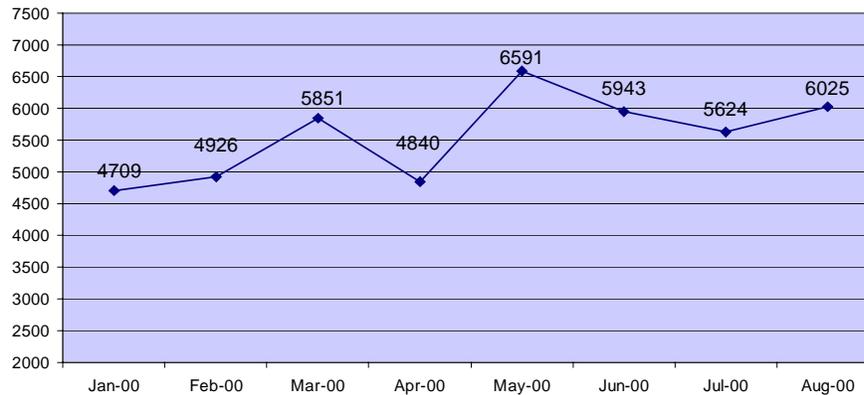
SUBJECT: FMAC Activities for July 2000

This memo includes a summary of the FEMA Map Assistance Center (FMAC) activities for the month of July. 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. JFM

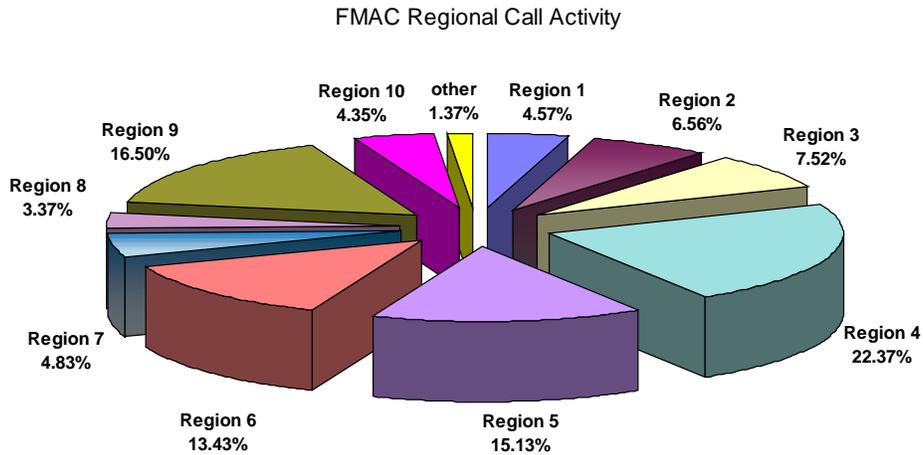
FMAC Summary

Calls received to date: This month we received a total of 5624 calls. We also had 29 Spanish calls. This decrease of 319 calls was anticipated due to summer vacations. The FMAC foresees the overall trend for FY2000 to continue to increase.

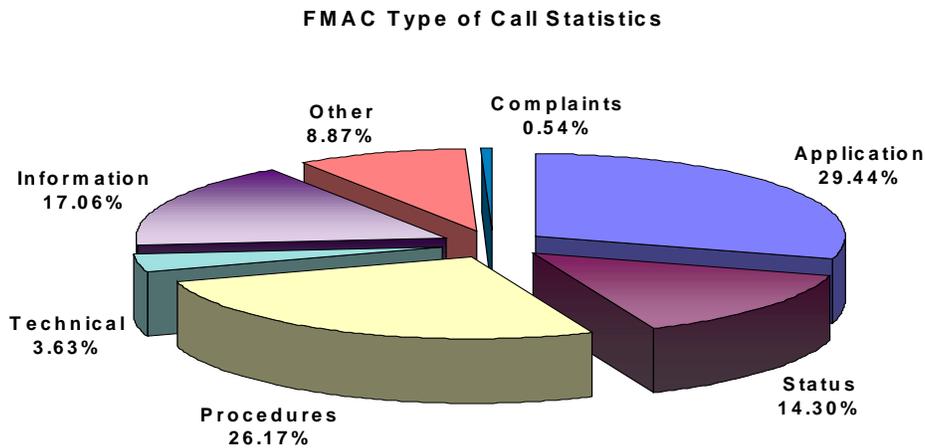
FMAC Monthly Call Volume



Regional call activity: Region IV continues to lead in call volume with 1,208 calls in July. Region IX followed with 891 calls, and Regions V and VI came next with 817 and 725 calls, respectively.

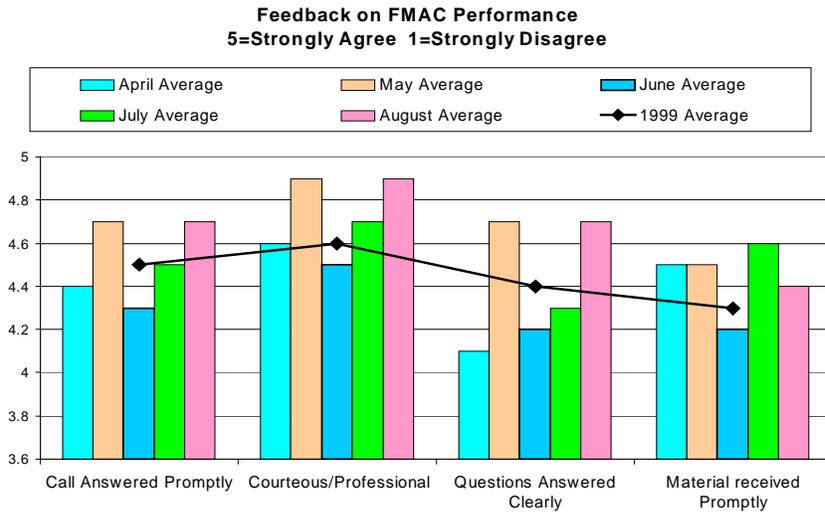


Type of Calls: LOMA/LOMR application and procedural requests continue to represent over 50% of the calls to the FMAC. However, informational, technical and status calls, accounting for 35% of calls handled this month, are on the rise.

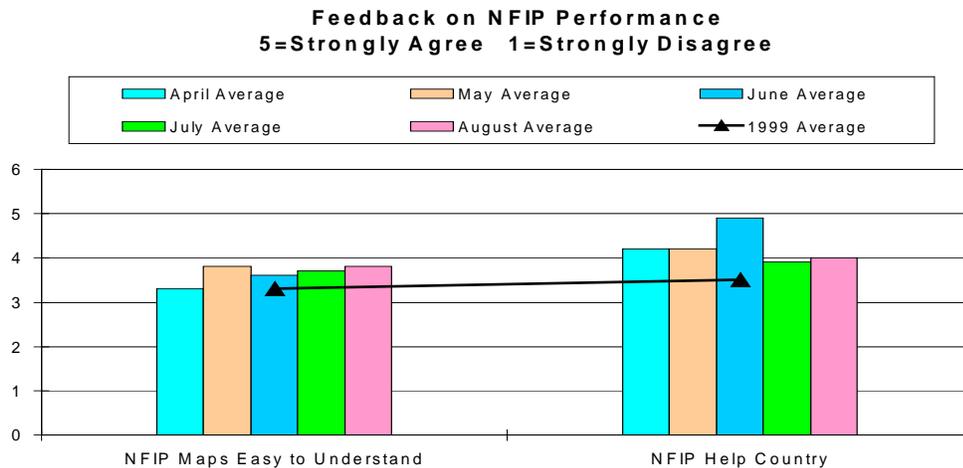


Combined Call Back Report. This report provides total feedback from the month of July

- Feedback on FMAC performance shows an increase from last month and continues to illustrate positive perceptions of the FMAC overall. Out of a highest possible score of 5, the FMAC scored 4.54 on the promptness of call pick-up, 4.69 on courteousness, 4.28 on the clarity of our explanations, and 4.59 on the prompt delivery of requested materials.
- Feedback on NFIP performance shows some changes as well. For the month of July, the



question: “Are the maps easy to understand?” scored 3.66 and the question “Does the NFIP help our country?” scored 3.88. The attached chart breaks these ratings out by month so you are able to see trends in feedback over time.



FMAC Service Level: The FMAC's goal to answer 90% of the calls within 30 seconds or less was exceeded for July. The FMAC answered 97% of calls within 24 seconds on average.

E-Mail and Voice-Mail increase: The FMAC E-mail and Voice Mail inquiries saw a decrease in July due to summer vacations. However, the trend for both E-mails and Voice Mails has increased since the FMAC has been operational.

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