



Federal Emergency Management Agency

Washington, D.C. 20472

July 15, 2000

MEMORANDUM FOR: See Distribution List

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

SUBJECT: FMAC Activities for June 2000

This memo includes a summary of the FEMA Map Assistance Center (FMAC) activities for the month of June. 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. Please call me at (202) 626-3932 or page me at (800) sky-page, code 1104131 if you have questions about, or would like to discuss, any of the information provided here. If you would like to discontinue receiving this monthly memo, please let me know as well. --JFM

FMAC Summary

FMAC Flyer: A FMAC flyer will be sent out to all 20,000 FMAC communities. Our plan is to inform the communities of all of the resources available by FEMA to assist the public with flood hazard map questions and concerns. The flyer provides the NFIP toll free numbers, the FMAC toll free number as well as information promoting the use of the FEMA Web Site.

FMAC Outreach: We provided magnetic promotional cards and FMAC flyers to the Association of State Flood Plain Managers conferences that was held this month in Texas. It is our continued goal to reach professionals who would benefit from learning more about what FMAC has to offer to them and their customers.

Calls received to date: This month we received a total of 5,943 calls. Even though this was a decrease of 701 calls from last month's call volume, we look for the overall trend for FY2000 to continue to increase.

Regional call activity: Region IV continues to lead in call volume with 1,381 calls in June. Region IX followed with 1,001 calls, and Regions V and VI came next with 887 and 819 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 20% of calls handled this month, are on the rise. The FMAC monitors and defines call categories to ensure callers are given a consistent explanation of all phases of the application process.

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

- Feedback on FMAC performance shows a slight change from last month but continues to be positive overall. Out of a highest possible score of 5, the FMAC scored 4.41 on the promptness of call pick-up, 4.61 on courteousness, 4.12 on the clarity of our explanations, and 4.47 on the prompt delivery of requested materials.
- Feedback on NFIP performance shows some changes as well. For the month of June, the question: “Are the maps easy to understand?” scored 3.28 and the question “Does the NFIP help our country?” scored 4.20. The attached chart breaks these ratings out by month so you are able to see trends in feedback over time.

FMAC Service Level: With a new goal of 90% of calls answered in 30 seconds or less, the FMAC achieved 96% of calls answered in 25 seconds on average.

E-Mail and Voice-Mail increase: The FMAC E-mail and Voice Mail inquiries held steady and matched the previous monthly counts Overall however, the trend for both E-mails and Voice Mails has increased since the FMAC has been operational.

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