



# Federal Emergency Management Agency

Washington, D.C. 20472

June 26, 2000

MEMORANDUM FOR: See Distribution List

FROM: John Magnotti, Task Leader  
FEMA Map Assistance Center (FMAC)  
Flood Hazard Mapping (FHM) Web

SUBJECT: FMAC Activities for May 2000

This memo includes a summary of the FEMA Map Assistance Center (FMAC) activities for the month of May. 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:** The FMAC flyer will be included with the Biennial Reports being sent out to all 20,000 NFIP communities shortly. Our plan is to inform community officials of FMAC resources available 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 Plan:** In an outreach effort, we will be providing magnetic promotional cards to conferences being held by the National Association of Realtors and the Mortgage Bankers Association of America. Conference attendees include lenders and real estate 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 6,591 calls, an increase of 1,804 calls from last month's call volume. The overall trend for FY2000 is to continue to increase.

**Regional call activity:** Region IV continues to lead in call volume with 1,465 calls in May. Region V followed with 1,003 calls, and Regions IX and VI came next with 934 and 912 calls respectively. The FMAC saw a call volume increase in Region II of 780 calls for May, which represents a 238% increase over Region II calls received in April. The FMAC was successful in assisting the public with information on preliminary FIRM release notices for: Staten Island, New York; Orange County, California; and Harris County, Texas and Dearborn Heights, Illinois.

**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 33% of calls handled this month, continue to rise. The FMAC monitors and defines all call categories to ensure consistency in tracking.

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

- Feedback on FMAC performance shows an overall increase from last month and continues to reflect positive results on FMAC's performance. Out of a highest possible score of 5, the FMAC scored 4.7 on the promptness of call pick-up, 4.9 on courteousness, 4.7 on the clarity of our explanations, and 4.5 on the prompt delivery of requested materials.
- Feedback on NFIP performance shows mixed results from last month. For the month of May, the question: "Are the maps easy to understand?" scored 3.8 and the question "Does the NFIP help our country?" scored 4.2. The attached chart breaks these ratings out by month to show changes in feedback results over past months.

FMAC Service Level: With a new goal of 90% of calls answered in 30 seconds or less, the FMAC achieved 94% of calls answered in 29 seconds on average.

Email and Voice-Mail increase: The FMAC Email and Voice Mail inquiries saw a marked increase over April's volume. Email queries increased by 20% with a total of 175 and Voice-mails more than doubled at 145% for a total of 76. Email and Voice Mail traffic is anticipated to continue this upward increase throughout the year.

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