



Federal Emergency Management Agency

Washington, D.C. 20472

November 9, 2000

MEMORANDUM FOR: See Distribution List

[Original Signed]

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

SUBJECT: FMAC Activities for October 2000

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

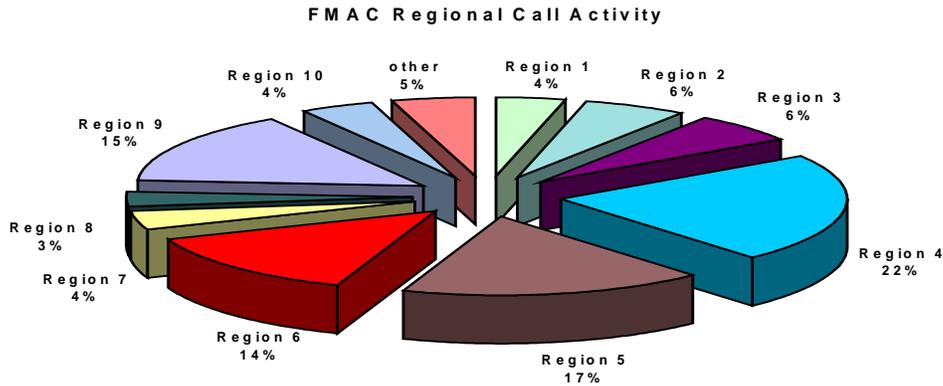
FMAC Summary

Calls received to date: This month the FMAC received a total of 5453 calls. This total represents a 7% increase over September totals. Of that total, Spanish calls to the FMAC remain low as in past months. This increase reflects an overall upward trend of the public's use of the FMC's services and it is expected that these services will continue to increase in FY 2001.

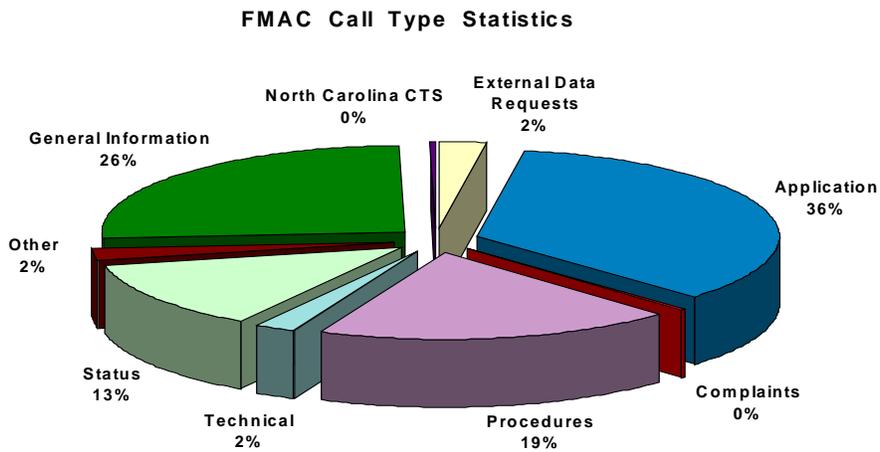
FMAC Monthly Call Volume



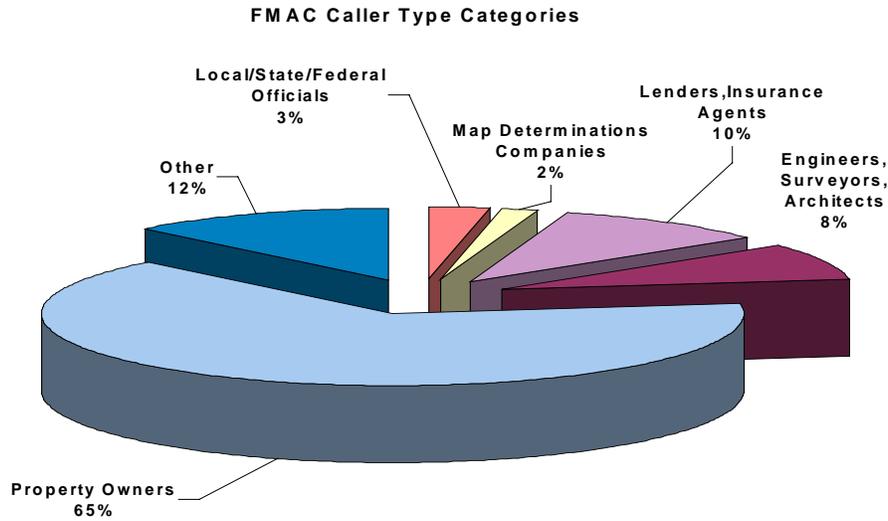
Regional Call Activity: During October, Region IV continued to lead the call volume with 1,221 calls followed by Region V with 941 calls. Regions IX and VI came next with 813 and 750 calls, respectively. The following chart shows the complete regional call activity for October.



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 26% with status and technical calls registering 15% of calls received. The FMAC is still assisting callers from North Carolina under the Community Technical State status with their Flood Mapping Program. The following chart shows a total breakdown of all call request activity.



FMAC Caller Type Categories: Property owners accounted for 65% of callers using the FMAC service in October. Other caller categories were Lending institutions and Map Determination Companies at 12% and Engineers/Surveyors following at 8% 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. This month the FMAC answered 94% of all calls within 28 seconds.

E-Mail and Voice-Mail Messages: The FMAC E-mail and Voice Mail inquiries showed mixed results for the month of October. E-mails decreased by less than 10% and voice mails increased by 20% over September totals.

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