



# Federal Emergency Management Agency

Washington, D.C. 20472

October 10, 2000

MEMORANDUM FOR: See Distribution List

[Original Signed]

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

SUBJECT: FMAC Activities for September 2000

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

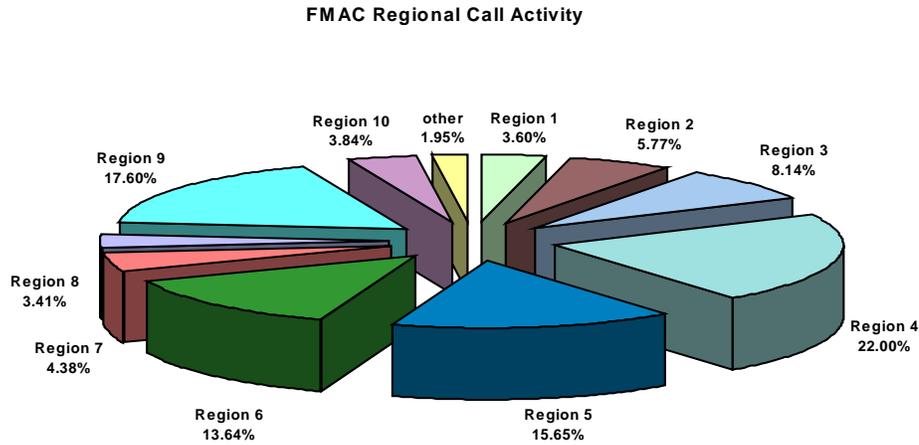
## *FMAC Summary*

**Calls received to date:** This month the FMAC received a total of 5022 calls. Spanish calls totaled 39. This total represents a 17% decrease over August totals. This decrease was anticipated due to the Labor Day holiday. The FMAC saw the overall trend for FY 2000 rise and expects that the FMAC services offered to the public will continue to increase.

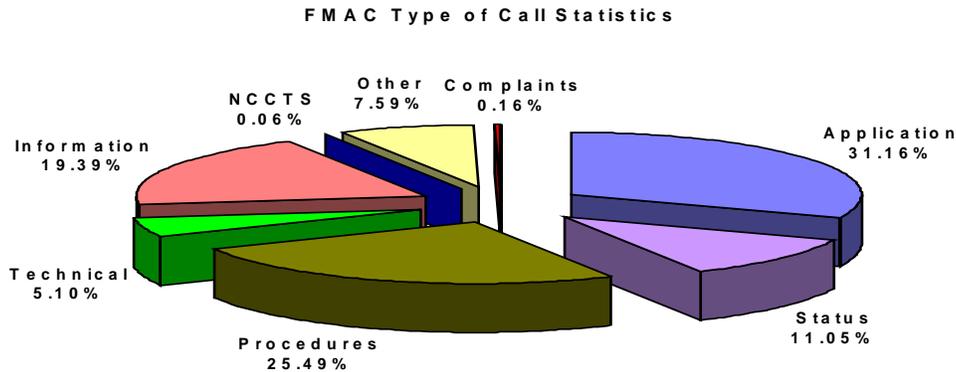
FMAC Monthly Call Volume



**Regional call activity:** For September, Region IV continues to lead in call volume with 1,105 calls. Region IX followed with 884 calls, and Regions V and VI came next with 786 and 685 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 36% of calls handled this month, and are on the rise. This month the FMAC began tracking calls from North Carolina designated a Cooperating Technical State (NCCTS), for their Flood Mapping Program.



**Combined Call Back Report:** This month the FMAC did not obtain feedback data for FMAC or NFIP performance due to the administrative efforts to consolidate the FMAC into

a centralized Map Assistance Center. However, feedback statistics for FY 2000 are being evaluated and an overall yearly feedback report will be forthcoming in October.

**FMAC Service Level:** The FMAC's goal to answer 90% of the calls within 30 seconds or less was exceeded for August. The FMAC answered 97% of calls within 21 seconds on average.

**E-Mail and Voice-Mail increase:** The FMAC E-mail and Voice Mail inquiries showed mixed results for the month of September. September E-mails increased by 9% and Voice Mail decreased by 50% over August totals. The overall trend for both E-mails and Voice Mails has increased since the FMAC has been operational.

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