



FEMA

FEMA Flood Map Service Center Redesign

Customer and Data Services
June 2014

Agenda

- **Background**
- **Key Features**
- **Demonstration**
- **Help Resources**

Background and Challenges

■ Map Service Center (MSC) is in high demand

- Millions of visits each year
- ¼ of customer orders are from everyday citizens
- More than 500,000 products distributed in FY13
- 1.5 million FIRMettes created in FY13



Physical Distribution



Online Distribution of Digital and Physical Products

Project Rationale

■ Historical role

- The existing MSC was built several years ago, focused on collecting fees for paper maps online

■ Evolving role

- As the products have become more digital and less paper, we collected far less in fees and more and more the store interface was an impediment to customers finding what they needed

■ Improving data access

- A major investment was needed to update the MSC technology
- FEMA decided to make a significant change to the interface to improve access and reduce long-term operating costs



Physical Distribution

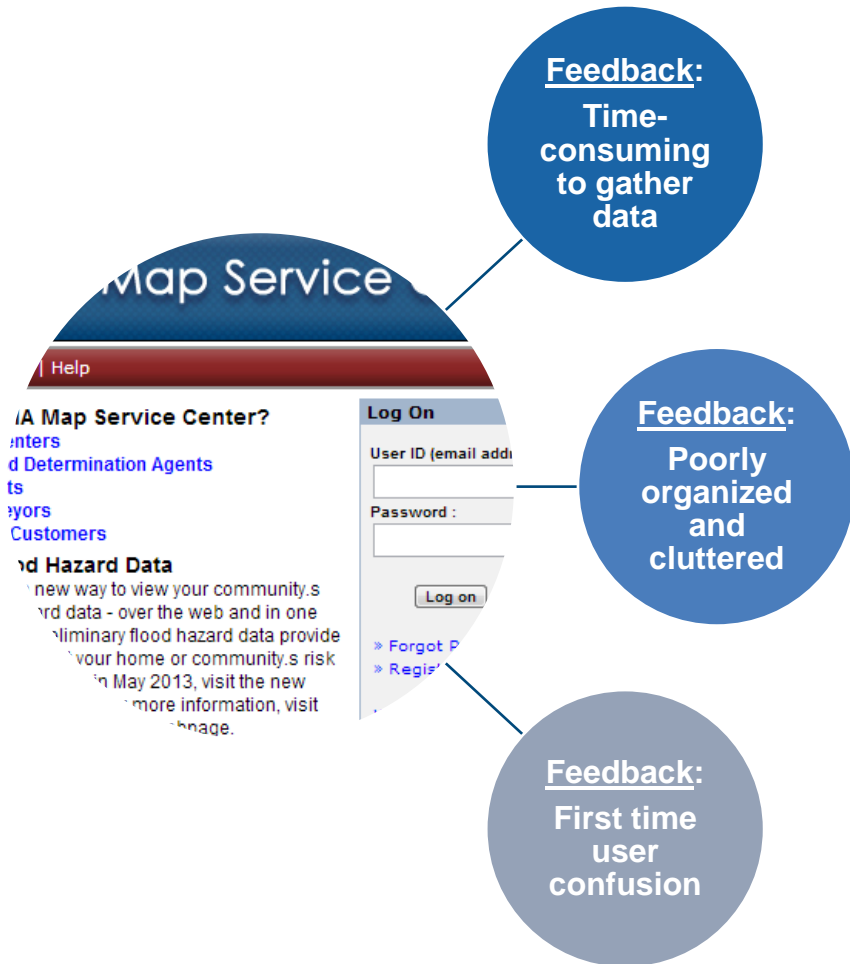


Online Distribution of Digital and Physical Products

We Heard our Stakeholders!

- Conducted several focus groups in spring 2013 to identify areas for improvement

In summer 2014, FEMA will launch significant access and usability enhancements to the MSC



Coming Soon...

The screenshot shows the old FEMA Map Service Center website. It features a dark blue header with the FEMA logo and the text 'Map Service Center'. Below the header is a navigation bar with links for 'Product Catalog', 'Map Search', 'Quick Order', 'Digital Post Office', and 'Help'. The main content area is divided into several sections: 'Product Search by...' with a search box and a 'Search' button; 'New to the FEMA Map Service Center?' with a list of services; 'Log On' with fields for 'User ID (email address)' and 'Password'; 'Try our Live Chat service!' with a 'Live chat open!' button; and 'Announcements' with a list of updates. A green dashed arrow points from the 'Search All Products' link in the new interface to the 'Search' button in this old interface.

Online Distribution
of Digital and
Physical Products

New Streamlined
Interface, Ready for
Digital-only Delivery

The screenshot shows the new FEMA Flood Map Service Center website. It features a dark blue header with the FEMA logo and a search bar. Below the header is a navigation bar with links for 'Home', 'Search', 'Products and Tools', 'How-To', and 'Email Subscriptions'. The main content area is divided into several sections: 'Welcome to FEMA's Flood Map Service Center!' with a map showing 'ZONE A' and 'RUTLAND RD'; 'Looking for a Flood Map?' with a search box and a 'Search' button; 'About Flood Map Service Center' with a paragraph of text; and 'Announcements' with a list of updates. A green dashed arrow points from the 'Search All Products' link in the old interface to the 'Search All Products' link in this new interface.

... Summer 2014

MSC Redesign Goals

Streamline the user experience to access key data

Design a site that's user friendly for both professionals and homeowners

Reduce long term operational costs

Upgrade technology infrastructure to serve increasing digital needs

■ Redesign will benefit all MSC users

- View and download all products... for free!
- All-in-one search results for all products
- Direct file downloads from search results
- Simplified navigation
- Quick, intuitive access to products
- Enhanced supporting information

MSC Homepage Features

- **Clutter-free homepage, ideal for quick-access to a community's flood map**
- **Active announcements**
 - Maintenance windows
 - New site enhancements
 - Other important messages
- **Intuitive navigation**
 - Search All Products
 - Products and Tools
 - How-to
 - Email Subscriptions

FEMA

Before, During & After a Disaster | Hurricane Sandy, Apply for Assistance, Disaster Declarations | Tools, Teams, Individual & Public Assistance | Grants, How to Help, Private Sector, Think Tank, Tribal | News Releases, Social Media, Mobile, Data Feeds | Offices, Careers, Employee Info, Policies, FAQs

Flood Map Service Center [Need Assistance?](#)

Home | Search | Products and Tools | How-To | Email Subscriptions

Welcome to FEMA's Flood Map Service Center!

Looking for a Flood Map? [Search All Products](#)

Enter an address or a place:

About Flood Map Service Center

The FEMA Flood Map Service Center (MSC) is the official public source for flood hazard information produced in support of the National Flood Insurance Program (NFIP). Use the MSC to find your official flood map, access a range of other flood hazard products, and take advantage of tools to better understand flood risk.


Announcements

JULY 28, 2014 — Welcome to the New FEMA Flood Map Service Center. A series of major changes, including a complete site redesign, have taken effect on the MSC. All flood hazard products are now available for free of charge, and the former products catalog has been replaced with an integrated Search All Products feature that allows you to find and download all products for a geographic area. The enhanced Search By Address enables you to download FIRMs and LOMCs directly from the search results page. As a result of these changes, the MSC Store, the Digital Post Office (DPO), Express Document Delivery (EDD), and EDDie for Disasters tools are no longer required and have been discontinued. Finally, all users are now able to sign up for free email notifications of when new products of interest are released.

To learn more and see a complete list of the change, see the New MSC Fact Sheet [Flyer FEMA Library Link].

All Products Free of Charge

- All products are free for download
- Physical orders will be discontinued
 - All products are downloadable from the MSC
 - **Exception** – Communities will continue to receive a single set of printed maps and FIS report, as well as digital data on hard disk



The screenshot shows the FEMA Flood Map Service Center website. The header includes the title "Flood Map Service Center" and a "Need Assistance?" link. The navigation menu has "Home", "Search", "Products and Tools" (highlighted), "How-To", and "Email Subscriptions". The main content area is titled "Products & Tools available on the FEMA Flood Map Service Center". Below this, there is a paragraph explaining the MSC's role as the official source for flood risk products. A section titled "Regulatory Mapping Products" lists several categories: "Flood Insurance Rate Map (FIRM)", "Flood Insurance Study (FIS)", "Letters of Map Change (LOMC)", and "GIS Databases (FIRM DB and NFHL DB)". Each category has a brief description. A "Regulatory Product Status" section follows, defining "Preliminary Products", "Pending Products", and "Effective status". A large red watermark with the text "UNDER DEVELOPMENT" is overlaid diagonally across the right side of the page.

Decommissioned applications

- **Legacy applications that supported purchases will be retired**
 - Digital Post Office (DPO)
 - Express Document Delivery (EDDie)
- **MSC service during disasters**
 - All products are available for quick download by county from the MSC
 - CDS will work with FEMA to establish an FTP link or similar location with all CDS-maintained data for the impacted areas for quick access by FEMA personnel

MSC Products and Tools

■ Regulatory Mapping Products

- FIRM
- FIS
- LOMC
- GIS Databases (FIRM DB & NFHL)

■ Regulatory Product Status


- Preliminary flood hazard data
- Pending products
- Historic products

■ Non-regulatory Products

- Flood Risk Products

■ Tools

- FIRMette Web and Desktop
- Hazus



Flood Map Service Center Need Assistance?

Home Search **Products and Tools** How-To Email Subscriptions

Products & Tools available on the FEMA Flood Map Service Center

The FEMA Flood Map Service Center (MSC) is the official source for a variety of products detailing communities' flood risk. Effective flood maps and any amendments or revisions that apply to them may be accessed through the [Address Search](#). The complete range of products available on this site is accessible through the [Search All Products](#) page.

Regulatory Mapping Products

[Flood Insurance Rate Map \(FIRM\)](#) - The official map of a community on which FEMA has delineated both the special hazard areas and the risk premium zones applicable to the community. Full FIRM panels are quite large (36' x 25.875'), so most users will prefer to print out a smaller selected portion called a FIRMette. This can be accomplished by selecting "View" once you have located your FIRM or by using the FIRMette - Desktop application. Please see the [FIRMettes page](#) for additional information.

[Flood Insurance Study \(FIS\)](#) - A compilation and presentation of flood risk data for specific water courses, lakes and coastal flood hazard areas within a community. The FIS report provides a detailed written account of a flood hazard mapping study and its findings.

[Letters of Map Change \(LOMC\)](#) - Documents, including different types of Letters of Map Revision (LOMR) and Letters of Map Amendment (LOMA), that are issued by FEMA to revise or amend the flood hazard information shown on a FIRM without requiring the FIRM to be physically revised and republished. In addition, FEMA issues a formal determination letter called a "VNO" (Validation or LOMC) and letter - when one or more previously issued LOMCs are found to still be valid during a new flood hazard study for an area. Revision letters are included in the LOMC product results on this site.

[GIS Databases \(FIRM DB and NFHL DB\)](#) - Compilations of digital Geographic Information System (GIS) data used in the map production process, as well as tabular information inside the FIS report. When in Preliminary or Pending status, these datasets are referred to as FIRM Databases (FIRM DB). When the study for which a particular database was generated is the regulatory effective date, that data is incorporated into the National Flood Hazard Layer (NFHL). The NFHL is a continuously updated data dataset that represents the current effective flood data for those parts of the country where maps have been digitized. State- and County-level NFHL data are referred to as NFHL Databases (NFHL DB).

Regulatory Product Status

Preliminary Products - [Preliminary flood hazard data](#) provides the public an early look at the projected risk identified by an in-progress flood hazard study. Preliminary Products are not final and are presented on the MSC as the best information available at the time, subject to revision prior to final issuance. Preliminary data include new or revised FIRMs, FIS reports and FIRM Databases.

Pending Products - Products with this status are released at the conclusion of a regulatory flood mapping project and have an effective date on which they will become official for the purposes of legal determinations in fulfillment of National Flood Insurance Program (NFIP) requirements. When a FIRM, FIS or FIRM DB is posted to the MSC prior to its effective date, it is categorized as a Pending Product until it reaches that date and changes to Effective status.

Product Availability

- **View availability of final and preliminary regulatory products**
 - Sortable by Community ID, Community Name, State, Effective Date, # of FIRM Panels, MSC Posting Date
- **Table displays the last 12 months of product updates**
- **Select the CID or FIPS code to view or download**

Product Availability

Regulatory Final Products ?

Regulatory Final Products Regulatory Preliminary Products

Community (CID)/ County (FIPS+C) ?	Community Name	State	Effective Date ?	# of FIRM Panels ?	MSC Posting Date ?	NTU ?
09011C	New London County-wide	CT	08/05/2013	53	08/05/2013	
10001C	Kent County-wide	DE	07/07/2013	211	05/15/2014	
10003C	New Castle County-wide	DE	01/17/2007	52	05/15/2014	
10005C	Sussex County-wide	DE	01/08/2005	96	05/21/2014	

Showing 1 to 4 of 4 entries

UNDER DEVELOPMENT

Enhanced Address Search

■ Address Search

- Find the effective FIRM panel and all LOMC for the FIRM panel through one address search
- Download products directly from the search results
- Access FEMA's National Flood Hazard Layer (NFHL), where available on the FEMA GeoPlatform via a direct link

■ Get additional products

- Opens pre-populated "Search All Products" page
- Results include Pending, Historic, Preliminary, and Flood Risk Products

The screenshot shows the Flood Map Service Center interface. At the top, there are navigation tabs: Home, Search (selected), Products and Tools, How-To, and Email Subscriptions. Below the navigation, there is a search bar with the address "1800 South Bell Street, Arli" entered. The search results indicate that the location is in ARLINGTON COUNTY and that the flood map for the selected area is number 51013C0081C, effective on 08/19/2013. There are buttons for VIEW and DOWNLOAD. Below the map, there is a section for "Letters of Map Change" with sub-sections for Revisions (0), Amendments (0), and Revalidations (0). A large red watermark reading "UNDER DEVELOPMENT" is overlaid on the map area. The map itself shows a grid of flood map boundaries with various panel numbers like 51013C0081C, 51013C0083C, 1100010018C, etc. The map is powered by Esri and uses data from HERE, DeLorme, USGS, METI/NASA, and VITA.

Address Search Results

■ View or Download FIRM

- View opens FIRM in the Intranetix viewer, where users can make a FIRMette
- Download FIRM as a PNG or TIF file, with accompanying World File for georeferencing
- Direct link to NFHL on GeoPlatform

■ LOMC displayed in left-hand navigation

- Expand collapsible menu to view details
- Download Letter of Final Determination (LFD) from Map Search

The screenshot displays the 'Flood Map Service Center' website. The search bar contains the address '500 C Street SW, Washing'. The results show the location in the 'DISTRICT OF COLUMBIA' with a flood map number '1100010019C' effective on '09/27/2010'. The map view shows a street grid in Washington, D.C., with a red location pin and a legend for 'Selected Flood Map Boundary', 'Printed Flood Map Boundary', 'Non-printed Flood Map Boundary', and 'Unmapped Area'. A large red watermark reading 'UNDER DEVELOPMENT' is overlaid on the map.

Address Search Results, continued

- **Choose Street or Satellite view**
- **Edit your search from the results page**
 - Pan, zoom, or point-and-click in the map result to chose a different FIRM panel of interest

The screenshot shows the Flood Map Service Center interface. At the top, there is a navigation bar with links for Home, Search, Products and Tools, How-To, and Email Subscriptions. The main content area is titled "Search by Address" and includes a search input field with the text "Enter an address or a place:". Below the search field, it indicates that a location has been selected in "ALEXANDRIA, CTY./IN. CITY". The flood map for the selected area is displayed, showing a blue boundary for the selected flood map and a red boundary for the printed flood map. A red stamp with the text "UNDER DEVELOPMENT" is overlaid on the map. The map also shows various flood map boundaries and un-mapped areas. A legend in the bottom right corner identifies the different boundary types: Selected Flood Map Boundary, Printed Flood Map Boundary, Non-printed Flood Map Boundary, and Un-mapped Area. The map is powered by Esri and includes a "Need Assistance" link in the top right corner.

Search All Products

- **Advanced search for products by:**
 - Jurisdiction (drill-down options), jurisdiction name or FEMA ID, or Product ID
 - Results include Effective, Pending, Historic, and Preliminary Products as well as Flood Risk Products
- **All products are available for download**
- **Collapsible menus allow selective view of details**
- **Subscribe option**
 - Select this link to subscribe to alerts for the area searched

The screenshot displays the 'Flood Map Service Center' website. The navigation bar includes 'Home', 'Search', 'Products and Tools', 'How-To', and 'Email Subscriptions'. The main heading is 'Search All Products'. Below this, there are three search options: 'Jurisdiction', 'Jurisdiction Name', and 'Product ID'. The 'Jurisdiction' section has a dropdown menu for 'State' (set to '-- Select --') and a text input for 'Jurisdiction Name or FEMA ID' (with an example: 'Fairfax County-wide or 51059C'). The 'Product ID' section has a text input (with an example: 'Panel Number, LOMC Case Number').

Below the search options, there is a 'Search Results for WETUMPKA, CITY OF' section. It includes a link to 'Click [subscribe](#) to receive email notifications when products are updated.' and a list of product categories with counts and download links:

- Effective Products (120)
 - FIRM Panels (16) [DL ALL]
 - FIS Reports (1) [DL ALL]
 - LOMC (101) [DL ALL]
 - LOMR (0)
 - LOMA (92)
 - Revalidations (9)
- NFHLData-State (1)
- NFHLData-County (1)
- Pending Product (15)
- Historic Products (52)
- Preliminary Products (0)
- Flood Risk Products (5)

A table of product details is shown below the categories:

Product ID	Effective Date	Download
09-04-7728V-010070	07/19/2011	[DL]
09-04-7728V-010406	07/19/2011	[DL]
09-04-7728V-010406	07/19/2011	[DL]
09-04-7728V-010406	07/19/2011	[DL]
09-04-7728V-010069	07/19/2011	[DL]
09-04-7728V-010070	07/19/2011	[DL]
09-04-7728V-010070	07/19/2011	[DL]
09-04-7728V-010070	07/19/2011	[DL]
09-04-7728V-010070	07/19/2011	[DL]
09-04-7728V-010070	07/19/2011	[DL]

A large red diagonal stamp reading 'UNDER DEVELOPMENT' is overlaid on the right side of the screenshot.

Subscription Service

- **Free email subscription service**
 - Alerts subscribers when new products matching their provided parameters become available
 - Subscribe to multiple alerts from the same account
 - Download products directly from your subscription account
 - View products posted in the last 45 days
- **Business process changes**
 - Prior paid subscription services are discontinued
 - DVDs no longer sent to subscribers, only to local officials

Email Subscriptions

Product Subscriptions on the FEMA Flood Map Service Center

The subscriptions feature enables users to create and manage automated email notifications for when new products are posted to the MSC. Subscriptions are configurable by geography and product type, and newly available products that match subscription criteria may be downloaded directly through the Manage Email Subscriptions page. Subscriptions are free of charge and may be created, edited or discontinued at any time. They are particularly useful for state, county and community officials who wish to be notified whenever new information is available for their jurisdiction of interest.

Using the subscriptions feature requires the creation of a subscriptions account. To get started, please click on the "New User? Create a profile now!" option below.



Email Subscriptions to Flood Hazard Mapping and other FEMA Information

FEMA provides a free email subscription service that sends notifications when new information is available about a selected topic. This service allows users to select one or more topic-specific channels — such as Map Service Center, Flood Hazard Mapping or Hazus — through which they will receive notices. To get started, please visit the [FEMA Email Subscriptions page](#).

Warning: You are about to access a Department of Homeland Security computer system. This computer system and data therein are property of the U.S. Government and provided for official U.S. Government use only. Privacy and use: there is no expectation of privacy when you use this computer system. The use of a password or any other security measure does not establish an expectation of privacy. By using this system, you consent to the terms set forth in this notice. You may not store, disseminate, or use classified national security information on this computer system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this system or of data contained herein, or in transit to/from this system, may constitute a violation of section 1030 of title 18 of the U.S. Code and other criminal laws. Anyone who accesses a Federal computer system without authorization, exceeds access authority, or obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer system, may be subject to penalties, fines or imprisonment. This computer system and any related equipment is subject to monitoring for administrative oversight, law enforcement, criminal investigative purposes, inquiries into alleged wrongdoing or misuse, and to ensure proper performance of applicable security features and procedures. DHS may conduct monitoring activities without further notice.

Subscription Service Account

- **Get started by registering with your email address**
 - Temporary password is emailed to you from msc-noreply@riskmapcds.com
 - No additional information is needed
 - You will be prompted to update your password after your first log in
- **Reset forgotten passwords**
 - Enter your email address and the MSC will send you a temporary password from msc-noreply@riskmapcds.com

Email Subscriptions

Product Subscriptions on the FEMA Flood Map Service Center

The subscriptions feature enables users to create and manage automated email notifications for when new products are posted to the MSC. Subscriptions are configurable by geography and product type, and newly available products that match subscription criteria may be downloaded directly through the Manage Email Subscriptions page. Subscriptions are free of charge and may be created, edited or discontinued at any time. They are particularly useful for state, county and community officials who wish to be notified whenever new information is available for their jurisdiction of interest.

Using the subscriptions feature requires the creation of a subscriptions account. To get started, please click on the "New User? Create a profile now!" option below.

Subscribe to receive email notifications when products are updated!

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Edit Profile

- Change your MSC email address or password at any time

Email Subscriptions

Welcome, cmt@arcaspicio.com.

Manage Email Subscriptions

Recently Posted Products

Edit Profile

Edit Profile

You must enter your current password and select the "Save" to save edits to your profile. If you forget your password, please log out and select the "Forgot Password?" link on the Login screen.

*Email Address

*Current Password

New Password

Confirm New Password

Save

Delete Profile

Cancel

**UNDER
DEVELOPMENT**

Creating a Subscription

■ Flexible and customizable

- Add, modify, or remove individual subscriptions at any time

1. Select email frequency

- Monthly, weekly, daily

2. Choose a product type

- Future FIRM Panels, Future FIS Reports, LOMR, LOMA, Revalidations, NFHL Database, Future FIRM DB, Flood Risk Products, Preliminary Products

3. Select an area

- Select State, County, Community, and/or Region

4. Save your subscription

Manage Email Subscriptions: Products

Email Frequency

I want to receive emails for all subscriptions: Monthly Weekly Daily

[Save](#)

Create New Email Subscription

[Create](#)

CREATE EMAIL SUBSCRIPTION

Complete the following fields. To receive notifications, select "Save Email Subscription".

I want to receive email subscriptions for:

State:

County:

Community:

Region:

I want to receive the following products:

- Final Products
- Future FIRM Panels
- Future FIS Reports
- LOMA
- LOMR
- Revalidations
- NFHL Database
- Future FIRM DB
- Flood Risk Products
- Preliminary Products

[Save Email Subscription](#)

Current Email Subscriptions

You currently receive the following email subscriptions:

Select	Description	Products
--------	-------------	----------

[Edit Email Subscription](#) [Delete Email Subscription](#)

Manage Subscriptions

- **Create and save multiple subscriptions**
 - Manage all subscriptions from your single subscription page
 - Edit subscriptions to change area or products of interest
- **Set a single email frequency for all subscriptions**

Current Email Subscriptions

You currently receive the following email subscriptions:

Select	Description	Products
<input checked="" type="radio"/>	MANUA DISTRICT, American Samoa, American Samoa	<ul style="list-style-type: none">• Future FIRM Panels• Future FIS Reports• LOMR• LOMA• Revalidations• NFHL Database• Future FIRM DB
<input type="radio"/>	HERCULES, CITY OF, Contra Costa County, California	<ul style="list-style-type: none">• Flood Risk Products• Preliminary Products
<input type="radio"/>	EFFINGHAM, CITY OF, Atchison County, Kansas	<ul style="list-style-type: none">• LOMR• LOMA• Revalidations• Flood Risk Products• Preliminary Products
<input type="radio"/>	Region VI	<ul style="list-style-type: none">• Future FIRM Panels• Future FIS Reports• LOMR• LOMA• Revalidations• NFHL Database• Future FIRM DB• Preliminary Products

UNDER DEVELOPMENT

Edit Email Subscription Delete Email Subscription

Recently Posted Products

- **Based on your subscriptions, view all products posted to the MSC within the last 45 days**
 - Download products directly from this page

The screenshot shows a web interface titled "Email Subscriptions" with a welcome message for user "cmt@arcaspicio.com". It features three tabs: "Manage Email Subscriptions", "Recently Posted Products" (which is active), and "Edit Profile". Under the "Recently Posted Products" tab, there is a section for "Product Updates" with the text "You are viewing products posted in the last 45 days." Below this, it lists "Region 06" and a bulleted list of Louisiana parishes: Louisiana, Acadia Parish, Allen Parish, Ascension Parish, Assumption Parish, Avoyelles Parish, Beauregard Parish, Bienville Parish, Bossier Parish, Caddo Parish, Calcasieu Parish, and Caldwell Parish. A large, red, tilted stamp with the text "UNDER DEVELOPMENT" is overlaid on the right side of the screenshot.

Subscription Refunds

■ Who is eligible?

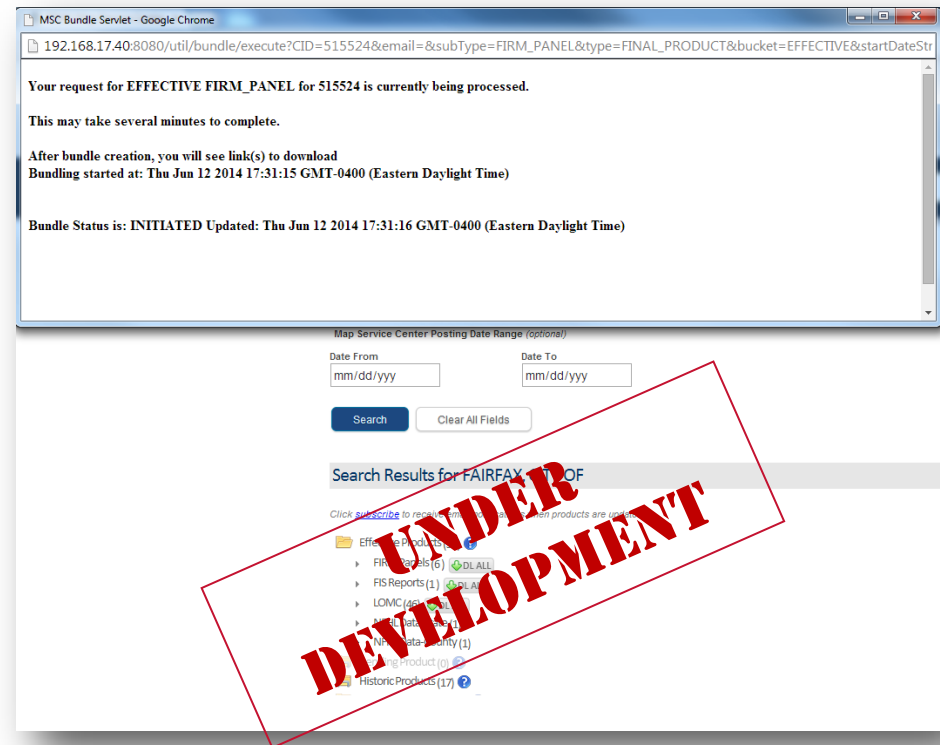
- Current annual subscribers will receive a refund if your subscription is canceled by the launch of the new MSC before its expiration date
- MSC users with revolving accounts that currently have positive balances

■ Refund process

- User will receive a refund via the method of payment they used for the subscription, typically a credit card or check
- Annual subscriptions will be refunded on a prorated basis, based on the MSC redesign launch date and the subscription expiration date
- Will be distributed in the weeks following deployment of the new MSC

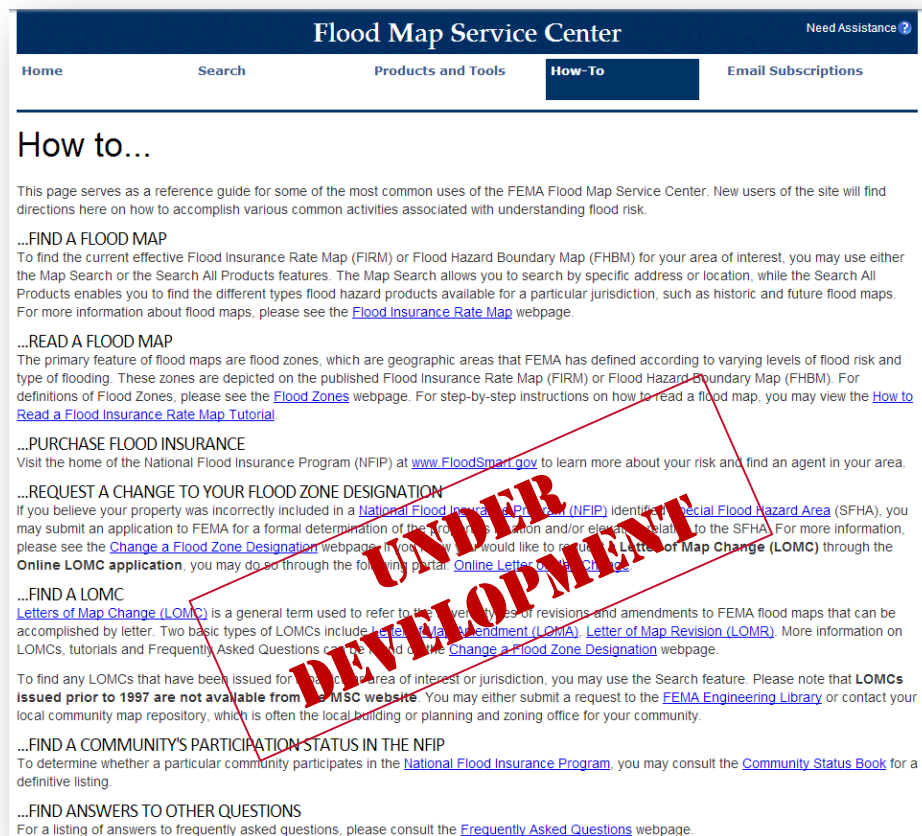
Multi-File Downloads

- **Download individually or bundle files together**
 - Bundles under 2 GB can be downloaded directly through the browser
 - Larger bundles require users to submit an email address for an email notification when the bundle is available
 - Combines multiple products into a single zip file



How-to

- Created to address common purposes for visiting the MSC
- Acts as a quick reference for how to...
 - Find a Flood Map
 - Read a Flood Map
 - Request a change to your flood zone designation
 - Find a LOMC
 - Find a community's participation status in the NFIP
 - Find answers to other questions



The screenshot shows the FEMA Flood Map Service Center website. The header includes the title "Flood Map Service Center" and a "Need Assistance" link. The navigation menu has "Home", "Search", "Products and Tools", "How-To" (highlighted), and "Email Subscriptions". The main content area is titled "How to..." and contains several sections with links to various services. A large red watermark reading "UNDER DEVELOPMENT" is overlaid diagonally across the page.

Flood Map Service Center Need Assistance

Home Search Products and Tools **How-To** Email Subscriptions

How to...

This page serves as a reference guide for some of the most common uses of the FEMA Flood Map Service Center. New users of the site will find directions here on how to accomplish various common activities associated with understanding flood risk.

...FIND A FLOOD MAP
To find the current effective Flood Insurance Rate Map (FIRM) or Flood Hazard Boundary Map (FHBM) for your area of interest, you may use either the Map Search or the Search All Products features. The Map Search allows you to search by specific address or location, while the Search All Products enables you to find the different types flood hazard products available for a particular jurisdiction, such as historic and future flood maps. For more information about flood maps, please see the [Flood Insurance Rate Map](#) webpage.

...READ A FLOOD MAP
The primary feature of flood maps are flood zones, which are geographic areas that FEMA has defined according to varying levels of flood risk and type of flooding. These zones are depicted on the published Flood Insurance Rate Map (FIRM) or Flood Hazard Boundary Map (FHBM). For definitions of Flood Zones, please see the [Flood Zones](#) webpage. For step-by-step instructions on how to read a flood map, you may view the [How to Read a Flood Insurance Rate Map Tutorial](#).

...PURCHASE FLOOD INSURANCE
Visit the home of the National Flood Insurance Program (NFIP) at [www.FloodSmart.gov](#) to learn more about your risk and find an agent in your area.

...REQUEST A CHANGE TO YOUR FLOOD ZONE DESIGNATION
If you believe your property was incorrectly included in a [National Flood Insurance Program \(NFIP\)](#) identified [Special Flood Hazard Area \(SFHA\)](#), you may submit an application to FEMA for a formal determination of the flood zone location and/or elevation relative to the SFHA. For more information, please see the [Change a Flood Zone Designation](#) webpage. If you would like to request a [Letter of Map Change \(LOMC\)](#) through the [Online LOMC application](#), you may do so through the following portal: [Online Letters of Map Change](#).

...FIND A LOMC
[Letters of Map Change \(LOMC\)](#) is a general term used to refer to the various types of revisions and amendments to FEMA flood maps that can be accomplished by letter. Two basic types of LOMCs include the [Letter of Map Amendment \(LOMA\)](#), [Letter of Map Revision \(LOMR\)](#). More information on LOMCs, tutorials and Frequently Asked Questions can be found on the [Change a Flood Zone Designation](#) webpage.

To find any LOMCs that have been issued for a specific area of interest or jurisdiction, you may use the Search feature. Please note that **LOMCs issued prior to 1997 are not available from the MSC website**. You may either submit a request to the [FEMA Engineering Library](#) or contact your local community map repository, which is often the local building or planning and zoning office for your community.

...FIND A COMMUNITY'S PARTICIPATION STATUS IN THE NFIP
To determine whether a particular community participates in the [National Flood Insurance Program](#), you may consult the [Community Status Book](#) for a definitive listing.

...FIND ANSWERS TO OTHER QUESTIONS
For a listing of answers to frequently asked questions, please consult the [Frequently Asked Questions](#) webpage.

Frequently Asked Questions

- Provides additional level of detail for common questions
- Short answers point users to fema.gov for further resources

Flood Map Service Center Need Assistance?

Home Search **Products and Tools** How-To Email Subscriptions

Frequently Asked Questions

General Information

- 1. How do I read a flood map?**

The primary feature of flood maps are flood zones, which are geographic areas that FEMA has defined according to varying levels of flood risk and type of flooding. These zones are depicted on the published Flood Insurance Rate Map (FIRM) or Flood Hazard Boundary Map (FHBM). For step-by-step instructions on how to read a flood map, you may view the [How to Read a Flood Insurance Rate Map Tutorial](#).
- 2. Where can I find flood zone definitions?**

For definitions of Flood Zones, visit the [Flood Zones](#) webpage on the FEMA website.
- 3. Does my community participate in the National Flood Insurance Program?**

To determine whether a particular community participates in the [National Flood Insurance Program](#), you may consult the [Community Status Book](#) for a definitive listing.
- 4. How do I request a change to my flood zone designation?**

If you believe your property was incorrectly included in a [National Flood Insurance Program](#) - Identified **Special Flood Hazard Area (SFHA)**, you may submit an application to FEMA for a formal determination of the property's location and/or elevation relative to the SFHA. For more information, please see the following page: [Change a Flood Zone Designation](#). If you know you would like to request a **Letter of Map Change (LOMC)** through the Online LOMC application, you may do so through the following portal: [Online Letter of Map Change](#).
- 5. How often does FEMA update flood maps? When is my area going to be updated?**

Flood zone designations may be established or revised when new and more accurate information becomes available because of a FEMA-funded restudy or because the community makes the information available to FEMA. Several factors influence the frequency with which flood maps may be updated, such as the extent of new development and the construction of flood-control projects.

To learn when an area is going to be updated, please visit the [FloodSmart.gov](#) website where you can **search by zip code**.
- 6. When will my preliminary map take effect?**

To learn when preliminary flood maps will take effect for your community, please visit the [FloodSmart.gov](#) website where you can **search by zip code**.
- 7. How can I receive updates for new mapping products published for my community?**

To learn when new mapping products are published to the MSC website for your community, you may sign up for an email [subscription service](#).
- 8. How does FEMA create flood maps, or Flood Insurance Rate Maps?**

Floodplain designations are established or revised when new and more accurate information becomes available because of a FEMA-funded restudy or when the community makes the information available to FEMA. **Flood Insurance Rate Maps (FIRMs)** are developed based on statistical

Related Changes on fema.gov

- **fema.gov and fema.gov/library**

- Updates are underway to reflect MSC business process/operational changes associated with product fees, subscriptions, and other information as necessary

- **Select content is being enhanced to serve as a more robust authoritative source for MSC-related information**

- National Flood Hazard Layer webpage
- FEMA Flood Map Service Center page on FEMA.gov
- Historic Flood Hazard Information webpage
- Variety of documents: LOMC Subscription flyer, FMIX flyer, select NFIP documents

Help Resources

■ On-screen user support

- “?” icons provide quick clarification for terminology or functions
- FAQ page

■ FEMA Map Information eXchange (FMIX) Map Specialist

- Chat
- Phone: 877-FEMA-MAP
- FEMAMapSpecialist@riskmapcds.com

■ Webinar

- June 20th, 2 pm EST, 1-800-320-4330, Participant Code: 221218
<https://fema.connectsolutions.com/femafloodmsc3/>
- July 1st, 2 pm EST, 1-800-320-4330, Participant Code: 400230
<https://fema.connectsolutions.com/femafloodmsc4/>