FEMA Flood Map Service Center (MSC) Re-Architecture

ASFPM
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Introductions

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FEMA Flood Map Service Center… where we are now

IN THE BEGINNING…

Is my home in a flood zone?

Map Service Center

Current MSC
Online Distribution of Digital and Physical Products

Physical Distribution
Current MSC: Demand meets limitations

- **Map Service Center is in high demand**
  - **System Users:**
    - Millions of visits each year
    - ¼ of customer orders are from everyday citizens
  - **Usage:**
    - More than 500,000 products distributed in FY13
    - 1.5 million FIRMettes created in FY13

- **Known challenges**
  - Outdated technology
  - Cluttered design
  - Uneven development
MSC Goals

- Increase usability and understanding of products by communities and partners
- Serve as the central repository for the NFIP and Risk MAP data and tools
- Maximize data accessibility for all web site users
- Public face for Risk MAP data to enable communities to build a safer tomorrow
We Heard You!

CDS conducted several focus groups in spring 2013 to identify areas for improvement.

Feedback:
- Time-consuming to gather data
- Poorly organized and cluttered
- First time user confusion
Map Service Center … transition from paper to digital

IN THE BEGINNING…

Is my home in a flood zone?

Map Service Center

Online Distribution of Digital and Physical Products

Current MSC

Updated MSC

New Streamlined Interface, Ready for Digital-only Delivery

Physical Distribution
MSC Enhancement Highlights

- All Products and Services Free of Charge
- Improved User Interface
- Enhanced Address Search
- Free LOMC Subscriptions
- Upgraded Help Text and FAQs
- Custom Subscription Service
- Integrated Product Search

Coming Soon... Summer 2014
New FEMA Flood Map Service Center (MSC): Simplified User Interface

Looking for a Flood Map?

Enter an address or a place:
Enter an address or a place  Search

Full Catalog Search

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 for better understanding flood risk.

Announcements

JULY 23, 2014 — Welcome to the New FEMA Flood Map Service Center! A series of major changes, including a complete site redesign, has taken effect on the MSC. All flood hazard products are now available 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 feature enables you to download FIRM and LUCMs directly from the search results page. As a result of these changes, the MSC Store, the Digital Post Office (DPO), Express Document Delivery (EDDD), and EDDD for Disasters tools are no longer required and have been discontinued. Final users are now able to sign up for free email notifications when new products of interest are released.

To learn more and see a complete list of the changes, see the New MSC Fact Sheet [FEMA Library Link]
Simplified User Interface

Search Results for Washington, DC (110001)

Full Catalog Search

Choose one of the three search options below and optionally enter a posting date range.

Jurisdiction
- State [Select -- ▼]
- County [Select -- ▼]
- Community [Select -- ▼]

Jurisdiction Name (Community Only)
- Jurisdiction Name or FEMA ID
  - (Ex: Fairfax County-wide or 51005)

Product ID
- Product ID
  - (Ex: Panel Number, LOMA ID)

Map Service Center Posting Date Range (optional)
- Date From
- Date To

Search
Reset

- Effective Products
  - FIRM Panels (68)
    - 51552400G3C eff 09/24/2010
    - LOMC VIEW DL ALL
  - LOMR (2)
    - 10-03-1209P eff 01/14/2011
    - 11-03-0289P eff 05/25/2011
  - LOMA (2)
  - Revalidation (2)

- Pending Products
  - FIRM Panels (74)
  - FIS Reports (12)
  - FIRM Databases (1)

- Historic Products
  - FIRM Panels (38)
  - FIS Reports (10)

Click subscribe to receive email notifications when products are updated.

Search
Reset

UNDER DEVELOPMENT
Updated subscription services

Login

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 information and use; there is no expectation of privacy when using this computer system. The use of a password or any other security measure does not establish expectation of privacy. Accessing this system is consent to the terms set forth in this notice. You may not process 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 for 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 information system without authorization or 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 or connected system 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.
Updated subscription services

Redesign makes it easier to track changes and stay informed!

- Sign up to receive email notification when new MSC products are released for a geographic area of interest

- Target Audience:
  - Community officials
  - Flood plain administrators
  - State or regional managers
  - Flood determination companies
  - Insurance companies & agents
  - Lenders
# New Active Product Availability Table

- Easily discover newly published products
- Advance directly to the download screen for the products

## Product Availability

### Regulatory Final Products

<table>
<thead>
<tr>
<th>Community (CID)</th>
<th>Community Name</th>
<th>State</th>
<th>Effective Date</th>
<th># of FIRM Panels</th>
<th>MSC Posting Date</th>
<th>NTU</th>
</tr>
</thead>
<tbody>
<tr>
<td>16081C</td>
<td>Kent County-wide</td>
<td>DE</td>
<td>07/07/2014</td>
<td>211</td>
<td>05/06/2014</td>
<td>F</td>
</tr>
<tr>
<td>16083C</td>
<td>New Castle County-wide</td>
<td>DE</td>
<td>01/17/2007</td>
<td>52</td>
<td>05/06/2014</td>
<td>F</td>
</tr>
<tr>
<td>16085C</td>
<td>Sussex County-wide</td>
<td>DE</td>
<td>01/05/2005</td>
<td>96</td>
<td>05/06/2014</td>
<td>F</td>
</tr>
</tbody>
</table>

Showing 1 to 3 of 3 entries
Improved User Resources

How to...

This page serves as a reference guide for some of the most common uses of the FEMA Flood Map Service Center.

FIND A FLOOD MAP
To find the current effective Flood Insurance Rate Map (FIRM) or Flood Hazard Boundary Map (FHB) online, visit the Flood Insurance Rate Map (FIRM) or the Search All Products feature. The Map search allows you to search for Flood Insurance Rate Map (FIRM) definitions for your area. For more information about flood maps, please see the Flood Insurance Rate Map web page.

READ A FLOOD MAP
The primary feature of flood maps are flood zones, which are geographic areas that FEMA designates as being subject to flooding. Flood maps are the best source of information on flood hazards for buildings in your community. Flood maps can be purchased directly from FEMA or from our product list.

PURCHASE FLOOD INSURANCE
Visit the main page of the National Flood Insurance Program (NFIP) at www.FloodSmart.gov to learn more about the benefits of NFIP and to apply for coverage. You can also purchase flood insurance by contacting your local insurance agent.

REQUEST A CHANGE TO YOUR FLOOD ZONE DESIGNATION
If you believe your property was incorrectly included in a National Flood Insurance Program (NFIP) flood zone, you can request a change to your flood zone designation. Please see the Change a Flood Zone Designation web page if you have questions on how to request a change to your flood zone designation.

FIND A LOCOM
Letters of Map Change (LOC/M) is a general term used to refer to the several types of LOCMs, accomplished by letter. Two basic types of LOCMs include Letter of Map Amendment (LOMA) and Letter of Map Revision (LOMR). These LOCMs are submitted by local community map repository, which is often the local building or planning and zoning office.

FIND A COMMUNITY'S PARTICIPATION STATUS IN THE NFIP
To determine whether a particular community participates in the National Flood Insurance Program (NFIP). Visit the National Flood Insurance Program (NFIP) website for more information.

FIND ANSWERS TO OTHER QUESTIONS
For a listing of answers to frequently asked questions, please consult the Frequently Asked Questions (FAQ) section on the NFIP website.
# Summary of Changes

<table>
<thead>
<tr>
<th>Current MSC Store</th>
<th>New FEMA Flood MSC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orders, shopping carts, fee processing</td>
<td>All products, free for download</td>
</tr>
<tr>
<td>Paid subscriptions for only a few products</td>
<td>Free subscriptions, for any area, for any product</td>
</tr>
<tr>
<td>Multiple Product Catalog URLs</td>
<td>Search all products available for a geographic area through one search</td>
</tr>
<tr>
<td>View the FIRM panel on a map, then advance to a shopping screen to acquire it</td>
<td>View or download the FIRM on the same screen as the map</td>
</tr>
<tr>
<td>Find your map, then find it again in the NFHL services</td>
<td>Send the geographic search to the GeoPlatform to view the NFHL data (if available)</td>
</tr>
<tr>
<td>Find new products on Product Availability, then search the catalog</td>
<td>Find new products and link directly to the catalog results</td>
</tr>
<tr>
<td></td>
<td>Free text entry with auto-fill for geography searches</td>
</tr>
<tr>
<td></td>
<td>Concise, easy to see, help information</td>
</tr>
<tr>
<td></td>
<td>Streamlined and clean homepage</td>
</tr>
</tbody>
</table>
Help Resources

- **On-screen user support**
  - “?” icons provide quick clarification for terminology or functions
  - FAQ page is available from the MSC home page

- **FEMA Map Information eXchange (FMIX) Map Specialist**
  - Phone: 877-FEMA-MAP
  - FEMAMapSpecialist@riskmapcds.com
  - Chat – from MSC home page

- **Training Webinars**
  - June 20, 2 pm ET, 1-800-320-4330, Participant Code: 221218
    [https://fema.connectsolutions.com/femafloodmsc3/](https://fema.connectsolutions.com/femafloodmsc3/)
  - July 1, 2 pm ET, 1-800-320-4330, Participant Code: 400230
    [https://fema.connectsolutions.com/femafloodmsc4/](https://fema.connectsolutions.com/femafloodmsc4/)
Thank You for Joining Us!

Stop by the IBM booth for more information and a demo!