

Appendix B

How To Obtain FEMA Publications and Backup Data

To comply with the requirements for supporting data discussed in this *Guide*, community officials and others who wish to submit Appeals, Protests, or requests for Map Revisions or Map amendments may find it necessary to obtain copies of effective Flood Hazard Boundary Maps (FHBMs), Flood Insurance Rate Maps (FIRMs), Flood Boundary and Floodway Maps (FBFMs), Digital Flood Insurance Rate Maps (DFIRMs), and Flood Insurance Study (FIS) reports; backup data for NFIP maps; or FEMA publications that explain the map change processes further. As discussed in the paragraphs that follow, those materials are available from the FEMA Map Service Center (MSC), Regional Offices, or Headquarters Office. (See Appendix D of this *Guide* for contact information.)

Maps and Reports

The location and availability of the maps, reports, and directly related products (e.g., the DFIRM Database) will depend on whether the processing of the maps, reports, and other products is still in progress or they have been completed and are effective for NFIP flood insurance and floodplain management purposes.

In-Progress Maps, Reports, and Other Products

After Preliminary versions of the NFIP map, report, and associated products for a community have been issued, and again after Revised Preliminary versions have been issued by FEMA as a result of appeals or other comments submitted by community officials or by individuals through community officials, copies of the maps and, if applicable, the accompanying FIS report and other products are sent to the community.

After FEMA issues the Letter of Final Determination for a study/mapping project or Physical Map Revision (PMR) and before the affected NFIP map panel(s), the FIS report, and associated products become effective, the MSC will prepare and distribute a limited number of paper copies of these final products to the community along with a digital version on a CD or DVD.

Communities that are participants in good standing in the NFIP are to store the paper copies of the maps, reports, and associated products in an official local Community Map Repository, where they are to be made available for community residents and other interested parties to review. The Community Map Repository is often in the office of a community floodplain administrator, engineer, planner, or clerk. To locate the Community Map Repository, interested parties may call a Map Specialist in the FEMA Map Assistance Center (FMAC), toll free, at 1-877-FEMA MAP (1-877-336-2627).

FEMA also sends copies of completed Letters of Map Amendment (LOMAs) that amend NFIP maps and copies of Letters of Map Revision Based on Fill (LOMR-Fs) and Letters of Map Revision (LOMRs) that revise maps to the Community Map Repository.

In some communities and States, these products also are made available online through a State- or community-maintained Website; information on such Websites should be obtained from the staff at the local Community Map Repository.

Completed Maps, Reports, and Other Products

After a new or updated NFIP map, FIS report, database, LOMA, LOMR-F, or LOMR becomes effective, a digital version of the product is maintained at the MSC and is accessible for viewing or download through the MSC Website:

<http://www.msc.fema.gov/>. The home page for the MSC Website is shown in Figure B-1. After reviewing a copy of the completed product on the MSC site, requesters may want to order a digital copy of their own from the MSC. Effective October 1, 2009, the MSC distributes only digital versions of the flood maps and FIS reports.

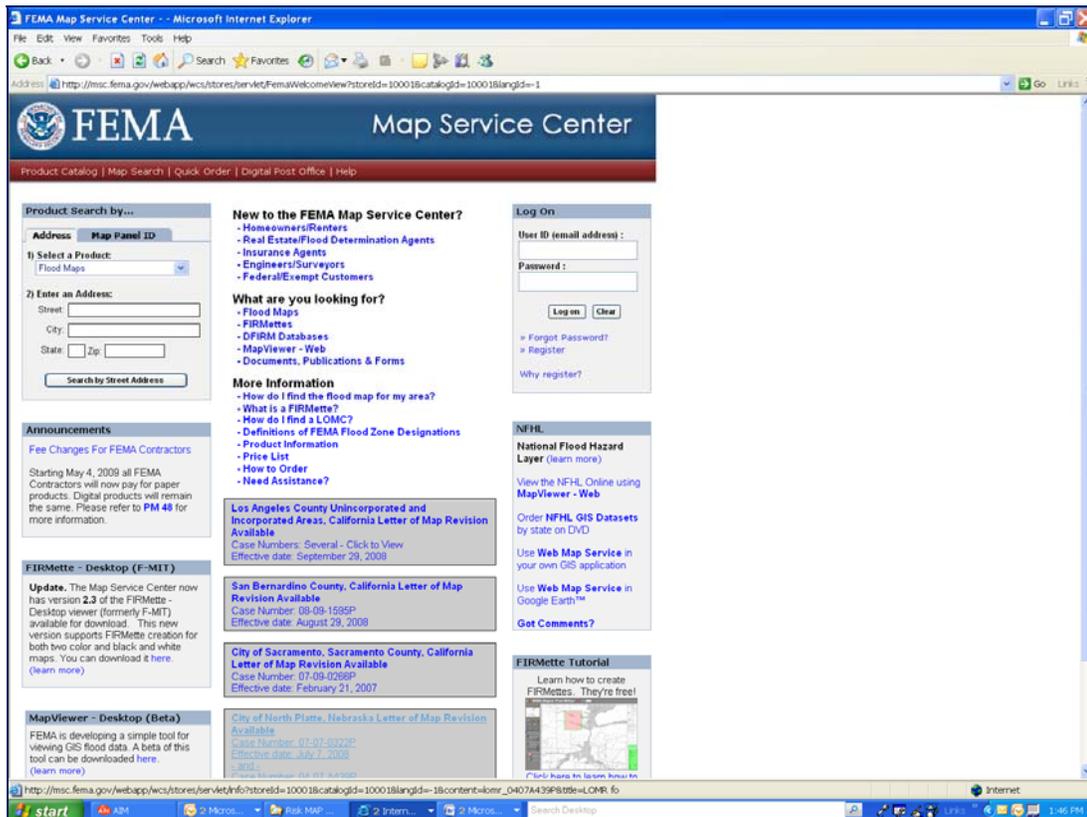


Figure B-1. Map Service Center Home Page

Written requests for digital copies of effective NFIP maps, reports, and related products should be sent to the following address:

Federal Emergency Management Agency
Map Service Center
P.O. Box 1038
Jessup, MD 20794-1038

Requesters can also place an order for NFIP products by calling the MSC staff, toll-free, at 1-800-358-9616, or by sending a request by facsimile, toll free, to (800) 358-9620.

Complete ordering information, including the products that are available and the nominal fees that apply to the products, also area accessible through the MSC Website.

Other Mapping-Related Resources

To help communities and individual map users, FEMA has prepared a number of resources that provide additional information about the NFIP, NFIP maps, and the map change processes. These documents, which are accessible through the FEMA Library, include the following:

- ***National Flood Insurance Program and Related Regulations*** is a reprint of the regulations that govern the administration of the NFIP, including the map change processes discussed in this *Guide*. Individual parts of the NFIP regulations also are accessible through the following page on the FEMA Website:
(http://www.fema.gov/plan/prevent/fhm/frm_docs.shtm).

- ***Answers to Questions about the NFIP (MitDiv-2)*** provides answers to frequently asked questions about the purpose and operation of the NFIP, flood insurance and floodplain management requirements, and the mapping of flood hazards under the NFIP. An HTML version of the questions and answers is also accessible through <http://www.fema.gov/business/nfip/qanda.shtm>.
- ***Guidelines and Specifications for Flood Hazard Mapping Partners*** – This publication defines technical requirements, product specifications for Flood Hazard Maps and related NFIP products, and associated coordination and documentation activities. More information on this publication is provided on the FEMA Website at http://www.fema.gov/plan/prevent/fhm/gs_main.shtm.
- ***Document Control Procedures Manual*** provides guidance for the processing of the standard and non-standard documents used by FEMA, FEMA mapping partners, and contractors in the processing the map change requests discussed in this *Guide*. More information on this publication is provided on the FEMA Website at http://www.fema.gov/plan/prevent/fhm/gs_dcpm.shtm.
- ***Use of Flood Insurance Study (FIS) Data As Available Data*** (Floodplain Management Bulletin 1-98) provides guidance on the use of FEMA draft or preliminary study data as "available data" for

regulating floodplain development in an NFIP participating community. An HTML version of this bulletin is accessible at http://www.fema.gov/plan/prevent/floodplain/fis_data.shtm.

- ***Managing Floodplain Development in Approximate Zone A Areas: A Guide for Obtaining and Developing Base (100-Year) Flood Elevations (FEMA 265)*** provides engineering guidelines for determining Base Flood Elevations in Special Flood Hazard Areas studied by approximate methods only. FEMA 265 is accessible through the following page: http://www.fema.gov/plan/prevent/fhm/frm_docs.shtm.

- ***Adoption of Flood Insurance Rate Maps by Participating Communities (FEMA 495)*** provides a high-level overview of a community's role in adopting the NFIP flood maps as a participant in the NFIP. FEMA 495 is accessible through the "Floodplain Management Publications" page on the FEMA Website:

<http://www.fema.gov/plan/prevent/floodplain/publications.shtm>

- ***Joining the National Flood Insurance Program (FEMA 496)*** provides a high-level overview of the steps a community must take to become a participant in the NFIP for the first time. FEMA 496 is accessible through the Floodplain Management Publications" page on the FEMA Website.

The MT-EZ, MT-1, and MT-2 application forms and instructions

referenced throughout this *Guide* describe the map revision, map amendment, and conditional determination processes and the required supporting data and documentation in more technical terms and in greater detail than does this *Guide*.

The application forms and instructions, also available from the FEMA Library, are accessible through the "Forms" page on the FEMA Website:

http://www.fema.gov/plan/prevent/fhm/frm_form.shtm

The **NFIP Elevation Certificate (EC)** and instructions and the Standard Flood Hazard Determination Form (SFHDF) also are accessible through the "Forms" page referenced above. The EC is to be used to provide elevation information necessary to ensure compliance with community floodplain management ordinances, to determine the proper insurance premium rate, and to support a LOMA or LOMR-F request. The SFHDF is to be used by lending institutions when informing borrowers of their determinations regarding the location of structures in relation to the mapped Special Flood Hazard Area.

FEMA is continuing to convert maps and reports from the National Geodetic Vertical Datum of 1929 (NGVD29) to the North American Vertical Datum of 1988 (NAVD88) for the contiguous United States. For a better understanding of requirements with regard to the conversion from NGVD29 to NAVD88, interested parties should read ***Converting the National Flood Insurance Program to the North American Vertical Datum of 1988***,

Guidelines for Community Officials, Engineers, and Surveyors (FIA-20).

Technical Bulletins

FEMA has produced a number of Technical Bulletins that community officials and other map change requesters may find useful. These Technical Bulletins, including those that are listed below, are on file in the FEMA Library and are accessible through the following page:

<http://www.fema.gov/plan/prevent/floodplain/techbul.shtm>.

- **Openings in Foundation Walls and Walls of Enclosures (Technical Bulletin 1)** provides guidance on the NFIP regulations concerning the requirement for openings in below-Base Flood Elevation foundation walls for buildings located in Zones A, AE, A1-A30, AR, AO, and AH.
- **Flood Damage-Resistant Materials Requirements (Technical Bulletin 2)** provides guidance on the NFIP regulations concerning the required use of flood damage-resistant construction materials for building components located below the Base Flood Elevation in Special Flood Hazard Areas (both A and V Zones).
- **Design and Construction Guidance for Breakaway Walls Below Elevated Coastal Buildings (Technical Bulletin 9)** provides guidance on the NFIP regulations concerning the design and construction of breakaway walls

beneath elevated buildings in Coastal High Hazard Areas.

- **Ensuring that Structures Built in or Near Special Flood Hazard Areas Are Reasonably Safe from Flooding (Technical Bulletin 10-00)** discusses building techniques, including the use of fill, that can be used to ensure structures are reasonably safe from flooding.
- **Crawlspace Construction for Buildings Located in Special Flood Hazard Areas (Technical Bulletin 11-01)** provides interim guidance on minimum NFIP requirements as well as best practices for crawlspace construction in the Special Flood Hazard Area.

Floodplain Management Publications

A number of useful publications, including those listed below, are provided on the previously referenced “Floodplain Management Publications” page, which is located at

<http://www.fema.gov/plan/prevent/floodplain/publications.shtm>.

- **Design Guidelines for Flood Damage Reduction (FEMA-15)** provides general information about flooding and how to properly design and build in floodprone areas.
- **Elevated Residential Structures (FEMA-54)** covers proper design and construction methods for elevated homes.

- **Coastal Construction Manual (FEMA-55)** demonstrates design and construction techniques for construction in coastal high hazard areas.
- **Manufactured Home Installation in Flood Hazard Areas (FEMA-85)** contains information about how to properly site and install a manufactured home in a flood hazard area, with emphasis on design of elevated foundations.
- **A Unified National Program for Floodplain Management (FEMA-100)** updates a 1979 report that presents strategies fundamental to implementing a balanced approach to floodplain management.

FEMA Map Assistance Center

For answers to most flood hazard mapping questions, interested parties may call a FEMA Map Specialist in the FMAC, toll free, at 1-877-FEMA MAP (1-877-336-2627), or send an e-mail message to a Map Specialist in the FMAC at FEMAMapSpecialist@riskmapcds.com.

The FMAC provides information to the public about NFIP rules, regulations, and procedures. Map Specialists respond to inquiries from Federal, State, and local officials and the general public, and inform callers about a variety of topics including: (1) requirements necessary to meet NFIP criteria for Letters of Map Change (LOMCs), PMRs, appeals and other comments submitted during the 90-day appeal period, and community compliance; (2) Preliminary, Revised Preliminary, and final versions of maps and reports; (3) requests for technical and administrative

support data; and (4) map change and data request processing fees.

For additional information on the FMAC, including hours of operation, please visit the FMAC Web page at www.fema.gov/plan/prevent/fhm/fmc_main.shtm.

Technical and Administrative Support Data

While an NFIP map is being processed for publication, copies of the technical and administrative support data on which the NFIP map is based are available through the appropriate FEMA Regional Office or, with Regional Office approval, directly through the FEMA contractor responsible for maintaining the data until the map becomes effective.

Once the map becomes effective, the archived technical and administrative support data are available through:

FEMA Project Library
South Pickett Street
Alexandria, VA 22304
Attention: Library Manager

Information on the types of technical and administrative support data that are available and the fees associated with data requests is provided in Table E.3 in Appendix E of this *Guide*.