



FEMA



Customer and Data Services

Providing the Information Technology Infrastructure and Services to Support Risk MAP

The Customer and Data Services (CDS) group provides quality customer service, data accuracy, and system performance to support the FEMA Risk Mapping, Assessment and Planning (Risk MAP) program and achieve program objectives.

CDS is comprised of five core areas: FEMA Flood Map Service Center (MSC), Mapping Information Platform (MIP), FEMA Map Information eXchange (FMIX), FEMA Web and Data Services, and the FEMA Engineering Library.

FEMA Flood Map Service Center (MSC)

The MSC is the official government distribution center for digital flood hazard mapping products created by FEMA in support of the National Flood Insurance Program (NFIP). A variety of products and services are accessible online at <http://msc.fema.gov> allowing users to:

- Find preliminary, pending, effective, and historic flood hazard information by address, jurisdiction, or product id
- Create FIRMettes, which are full-scale sections of a Flood Insurance Rate Map (FIRM) that are formatted to fit on standard printer paper sizes
- Find Letter of Map Change (LOMC) information for a particular area or case
- Access and learn about the National Flood Hazard Layer (NFHL), a Geographic Information System (GIS) dataset representing the current effective flood data for much of the country
- Receive automatic notifications when new products are posted to the MSC by creating and managing subscriptions, configurable by geography and product type
- Download Hazus, a nationally applicable standardized methodology that estimates potential losses from floods, earthquakes, and hurricane winds

CDS Responsibilities

Provide a digital platform for sharing flood mapping products

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Develop and implement IT strategies and solutions for Risk MAP

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Maintain the IT technical environment that supports Risk MAP

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Provide knowledgeable and friendly customer service

RiskMAP
Increasing Resilience Together

Mapping Information Platform

The MIP (<https://hazards.fema.gov>) contains an array of engineering and mapping information and tools used for the management, production and sharing of flood hazard data, maps and related metadata in a digital environment. Specific features and services include:

- Studies, revisions, and amendments workflow processes for tracking mapping project progress
- MIP Ad-hoc Reporting System (MARS)
- Convenient links to relevant sites and documents about FEMA's flood hazard mapping program
- Submission of electronic Letters of Map Amendment (eLOMAs)
- Requesting an Amendment or Revision to a flood map using the Online Letter of Map Change (LOMC) application

FEMA Map Information eXchange (FMIX)

Map specialists at the FMIX support the public and other FEMA stakeholders with inquiries pertaining to a wide variety of flood hazard mapping and floodplain management topics including how to find and read flood maps, preliminary flood hazard data, Letters of Map Change, elevation certificates, and the NFHL. The FMIX also connects stakeholders with technical experts specializing in subjects such as hydrologic and hydraulic modeling, coastal mapping and the Hazus (<http://www.fema.gov/hazus>) loss-estimation software.

1-877-FEMA-MAP (1-877-336-2627)

Email: FEMAMapSpecialist@riskmapcdfs.com

Live Chat:

https://www.floodmaps.fema.gov/fhm/fmx_main.html

Hours of Operation: Monday through Friday 8:00 am to 6:30 pm ET

FEMA Web and Data Services

FEMA's Flood Hazard Mapping (FHM) website (<http://www.fema.gov/national-flood-insurance-program-flood-hazard-mapping>) is a designated resource for communicating about NFIP mapping activities. The site targets user groups such as engineers, surveyors, architects, floodplain managers, home and property owners, insurance professional and lenders. Specific information available includes:

- General program information, including mapping news and events
- FEMA's mapping guidelines and specifications
- Map change procedures and application process
- An updated list of Base Flood Elevation (BFE) change notices
- Status of recent and upcoming map changes
- Downloadable forms, documents and software
- A comprehensive list of all FEMA Cooperating Technical Partners (CTPs)

FEMA Engineering Library

FEMA's Engineering Library is a central archive and repository for engineering maps and mapping artifacts. Specific activities include:

- Researching and responding to internal and external data requests (IDRs and EDRs)
- Responding to Freedom of Information Act (FOIA) requests
- Building a digital library