



FEMA

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MEMORANDUM FOR: Mitigation Division Directors
Regions I - X

FROM: Matthew B. Miller, Chief
Risk Analysis Branch

SUBJECT: Revised Procedure Memorandum 13 - Document Control Procedures
Manual

Background: The FEMA *Document Control Procedures Manual* (*Manual*) is used by FEMA, FEMA contractors, and mapping partner staff as guidance for processing standard and non-standard documents for FEMA-contracted studies and restudies, community-initiated physical map revisions, conditional and final map revisions based on conditions other than fill, conditional and final map revisions based on fill, conditional and final map amendments, Letters of Determination Review, and special conversions. The *Manual* also provides procedures and sample documents for use in tracking community compliance and documenting communities' entry into the National Flood Insurance Program (NFIP).

Issue: Prior to September 2006, the existing (June 2000) version of the *Manual* did not accurately reflect current content and processing requirements for standard and non-standard documents generated by FEMA Risk Analysis Branch and Risk Reduction Branch staff, FEMA Regional Offices, the National Service Provider (NSP), other FEMA contractors, and mapping partners participating in the Cooperating Technical Partners (CTP) Program. Up-to-date, accurate content and processing requirements are needed if the individuals and organizations involved in map production and map revision activities are to use the *Manual* as guidance. This updated document is critical because it is referenced in many contractor and CTP agreements in the same way that *Guidelines and Specifications for Flood Hazard Mapping Partners* is referenced. In addition, the *Manual*, until this time, has not been available through the FEMA Website or distributed widely by other means.

Action Taken: FEMA updated the *Manual* to include current content and processing requirements, including the expanded use of the Mapping Information Platform. The significant changes incorporated in the *Manual* are documented in the summaries attached to the *Manual*.

The September 2006 version of the *Manual* is effective immediately, and must be referenced in all future agreements with FEMA contractors and CTPs. The *Manual* is available through the FEMA Guidelines and Specifications Web page at http://www.fema.gov/plan/prevent/fhm/gs_main.shtm.

cc: See Distribution List

Distribution List (electronic distribution only)

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ATTACHMENT A

SUMMARY OF REVISIONS TO DOCUMENT CONTROL PROCEDURES MANUAL

The significant format and content revisions that have been made to the Document Control Procedures Manual since it was last published are summarized below. The revised materials are included in the July 2000 version of the Manual.

GENERAL

1. Updated references to FEMA offices and divisions and changed the signature blocks in sample standard documents to reflect organizational changes that have occurred since the Manual was last updated.
2. Changed all references to “Technical Evaluation Contractor” and “TEC” to “Map Coordination Contractor” and “MCC.”
3. Changed all references to “Fee-Collection System Administrator” to “Fee-Charge System Administrator.”
4. Changed dates and/or titles for references to FEMA Guidelines and Specifications for Study Contractors (SCs) and MCCs.
5. Reorganized document along product and contract task lines to more closely match products and tasks in current MCC contracts. (See specifics in each section.) Reduced total number of text sections from 10 to 6 and total number of appendices from 6 to 5.
6. Revised review and signature processes, where appropriate, to reflect changes made in FEMA Policy Memorandum No. 7, including expanded use of digitized signatures and docket process.

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TABLE OF CONTENTS, INTRODUCTION, AND LIST OF ACRONYMS

1. Revised Table of Contents entries where appropriate to match the text and limited the number of entries to second-level headings (i.e., 1.1, 2.2, 3.3)
2. Revised the Introduction to explain current format of Manual and planned updates through web-enabled version of document.
3. Revised the List of Acronyms to match the text.

SECTION 1

1. Added information for Physical Map Revisions (PMRs), Limited Map Maintenance Program revisions (LMMPs), Digital Flood Insurance Rate Maps (DFIRMs), and Countywide Format so that all physical map actions except minimal conversions with maps are covered in one section.
2. Added information regarding LOMC Revalidation letters, which had previously been covered in separate text section. Eliminated milestone chart that appeared in previous version of Manual because appropriate information was included in process flowcharts.

3. Revised page numbers for standard documents to reflect revisions to Appendix A.
4. Revised Table 1-1 to include all standard documents used in the processing of Flood Insurance Studies (FISs), Flood Insurance Restudies (RFISs), PMRs, LMMPs, Existing Data Studies (XDSs), Existing Data Restudies (RXDSs), and DFIRMs, except those involved in the initial processing of PMRs (316-series letters).
5. Added emphasis throughout section for when community floodplain administrator is to receive copies of standard documents.
6. Presented information on “Initial Processing of Physical Map Revisions” (Subsection 1.2) as a reference to appropriate subsection in Section 2 regarding initial processing of LOMRs to eliminate redundancy.
7. Revised discussion of Summaries of Map Action (SOMAs) in Subsection 1.5 to include the following paragraph:

To assist your community in maintaining the FIRM, we have enclosed a Summary of Map Actions to document previous Letter of Map Change (LOMC) actions (i.e., Letters of Map Amendment, Letters of Map Revision) that will be superseded when the revised FIRM panels referenced above become effective.

Information on LOMCs is presented in the following four categories:

1. LOMCs for which results have been included on the revised FIRM panels;
2. LOMCs for which results could not be shown on the revised FIRM panels because of scale limitations or because the LOMC issued had determined that the lots or structures involved were outside the Special Flood Hazard Area as shown on the FIRM;
3. LOMCs for which results have not been included on the revised FIRM panels because the flood hazard information on which the original determinations were based are being superseded by new flood hazard information; and
4. LOMCs issued for multiple lots or structures where the determination for one or more of the lots or structures cannot be revalidated through an administrative process like the LOMCs in Category 2 above. LOMCs in Category 2 will be revalidated through a single letter that reaffirms the validity of a previously issued LOMC; the letter will be sent to your community shortly before the effective date of the revised FIRM and will become effective 1 day after the revised FIRM becomes effective. For the LOMCs listed in Category 4, we will review the data previously submitted for the LOMA or LOMR request and issue a new determination for the affected properties after the revised FIRM becomes effective.

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SECTION 2

1. Presented information regarding Letters of Map Revision (LOMRs) and Conditional Letters of Map Revision (CLOMRs) only.
2. Revised discussion of initial processing in Subsection 2.3 to reflect that most LOMR and CLOMR submittals and the review and processing fees for those requests are not handled by FEMA staff.

3. Revised page numbers for standard documents to reflect revisions to Appendix B.
4. Revised Table 2-2 to include only standard documents related to the processing of LOMRs and CLOMRs.
5. Added emphasis throughout section for when community floodplain administrator is to receive copies of standard documents.

SECTION 3

1. Presented information regarding Letters of Map Revision Based on Fill (LOMR-Fs), Conditional Letters of Map Revision Based on Fill (CLOMR-Fs), Letters of Map Amendment (LOMAs), Conditional Letters of Map Amendment (CLOMAs), and Letters of Determination Review (LODRs) only.
2. Revised discussion of initial processing in Subsections 3.1.1 and 3.2.1 to reflect that most LOMR-F, CLOMR-F, LOMA, and CLOMA submittals and the review and processing fees for those requests are not handled by FEMA staff.
3. Revised page numbers for standard documents to reflect revisions to Appendix C.
4. Added a brief discussion of the LOMA 2000 software and related documentation that is under development by FEMA and the MCCs.
5. Revised Table 3-1 to include only standard documents related to the processing of LOMR-Fs, CLOMR-Fs, LOMAs, CLOMAs, and LODRs.

SECTION 4

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1. Presented information regarding special conversions taken from Section 6 of previous Manual.
2. Revised page numbers for standard documents to reflect revisions to Appendix D.
3. Revised Table 4-1 to include only standard documents related to the processing of special conversions.
4. Added emphasis throughout section for when community floodplain administrator is to receive copies of standard documents.

SECTION 5

1. Presented most of the information regarding cost accounting and fee processing procedures taken from Section 7 of previous Manual.
2. Expanded the discussion of Fee-Charge System Administrator (FCSA) and MCC responsibilities for check, money order, and credit card payment handling.
3. Eliminated the discussion of "Requests Dated Before October 1, 1996" and "Requests Dated After October 1, 1996" because this distinction is no longer needed.
4. Revised the discussion of the fee exemptions for conditional and final map change requests to include the current exemptions shown in Section 72.5 of the National Flood Insurance Program (NFIP) regulations.

SECTION 6

1. Presented information regarding special conversions taken from Section 9 of previous Manual.
2. Revised page numbers for standard documents to reflect revisions to Appendix E.

APPENDICES

1. General—Added digitized signatures to numerous letters to comply with FEMA Policy Memorandum No. 7.
2. General—Changed the signature for numerous letters from FEMA to MCC staff to comply with FEMA Policy Memorandum No. 7.
3. General—Added the FEMA letterhead to all standard documents signed by FEMA and the new MCC letterhead to all standard documents signed by the MCCs.
4. General—Referenced the FEMA Map Assistance Center toll-free number in the closing paragraph of numerous letters to comply with FEMA Policy Memorandum No. 7.
5. General—Changed the type style for most form letters to Times New Roman for consistency with direction given for non-standard letters by the Associate Director for Mitigation.
6. General—Change the type size and style for letters signed by the Associate Director to Times New Roman 12 to comply with requirements established by the Associate Director for Mitigation.
7. General—Changed the alignment for all letters to make them left-justified only.
8. General—Added “Community Floodplain Administrator” as a standard “cc” on mapping-related documents.
9. General—Changed “Local Map Repository” to “Community Map Repository” on any document for which the Community Map Repository is a “cc.”
10. Appendix A—Made the following changes:
 - a. Changed the standard language regarding the Project Impact initiative in the Letters of Final Determination (LFDs) for physical map updates (15-series, 19-series, and 115series letters) and notification letters to communities concerning countywide mapping(CW-series letters) as shown below. FEMA makes flood insurance available in participating communities; in addition, we encourage communities to develop their own loss reduction and prevention programs. Through the Project Impact: Building Disaster Resistant Communities initiative, launched by FEMA Director James Lee Witt in 1997, we seek to focus the energy of businesses, citizens, and communities in the United States on the importance of reducing their susceptibility to the impact of all natural disasters, including floods, hurricanes, severe storms, earthquakes, and wildfires. Natural hazard mitigation is most effective when it is planned for and implemented at the local level, by the entities who are most knowledgeable of local conditions and whose economic stability and safety are at stake. For your information, we are enclosing a copy of a pamphlet describing this nationwide initiative. For additional information on Project Impact, please visit our website atwww.fema.gov/impact.
 - b. Revised the paragraph in the Preliminary transmittal letters and LFDs for FISs, RFISs, LMMPs, PMRs, and DFIRMs to read as follows: To assist your community in maintaining the FIRM, we have enclosed a Summary of Map Actions to document previous Letter of

Map Change (LOMC) actions (i.e., Letters of Map Amendment, Letters of Map Revision) that will be superseded when the revised FIRM panels referenced above become effective. Information on LOMCs is presented in the following four categories: (1) LOMCs for which results have been included on the revised FIRM panels; (2) LOMCs for which results could not be shown on the revised FIRM panels because of scale limitations or because the LOMC issued had determined that the lots or structures involved were outside the Special Flood Hazard Area as shown on the FIRM; (3) LOMCs for which results have not been included on the revised FIRM panels because the flood hazard information on which the original determinations were based are being superseded by new flood hazard information; and (4) LOMCs issued for multiple lots or structures where the determination for one or more of the lots or structures cannot be revalidated through an administrative process like the LOMCs in Category 2 above. LOMCs in Category 2 will be revalidated through a single letter that reaffirms the validity of a previously issued LOMC; the letter will be sent to your community shortly before the effective date of the revised FIRM and will become effective 1 day after the revised FIRM becomes effective. For the LOMCs listed in Category 4, we will review the data previously submitted for the LOMA or LOMR request and issue a new determination for the affected properties after the revised FIRM becomes effective.

- c. Revised the language for the closing paragraph of the proposed flood elevation termination letters and several of the final flood elevation determination letters to allow either the toll-free number or the FEMA Project Engineer name and telephone number to be referenced to comply with FEMA Policy Memorandum No. 7.
- d. Revised the paragraph in the LFDs that references the availability of digital files to read as follows: The FIRM panels have been computer-generated. Once the FIRM and FIS report are printed and distributed, the digital files containing the flood hazard data for the entire county can be provided to your community for use in a computer mapping system. These files can be used in conjunction with other thematic data for floodplain management purposes, insurance purchase and rating requirements, and many other planning applications. Paper copies of the FIRM panels may be obtained by calling our Map Service Center, toll free, at 1-800-358-9616. Copies of the digital files may be obtained by calling our Map Assistance Center, toll free, at 1-877-FEMA MAP (1-877336-2627). In addition, your community may be eligible for additional credits under our Community Rating System if you implement your activities using digital mapping files.
- e. Eliminated Document Nos. 105 and 105a because comparable documents exist for RFISs.
- f. Changed document number for 140a-19 (newspaper notice for RFISs) to 140b and noted that this notice should be used for RFISs, LMMPs, and PMRs.
- g. Added Document 142b to establish standard language for newspaper correction notices of proposed rules when 30-day comment period is allowed, rather than 90-day appeal period.

- h. Revised the last paragraph of the LOMC-VALID letter to have all questions and requests regarding revalidated and previous LOMCs address to the FEMA Map Assistance Center toll-free number.
- i. Added “NFIP State Coordinator” and “FEMA Region __ Office” to the cc: block for S90 and S-30 letters.

11. Appendix B—Made the following changes:

- a. Changed the standard language regarding the Project Impact initiative in the final determination letters for LOMRs. (See Item 10a above.)
- b. Changed the first sentence in the second paragraph of the 153-L letter to replace “private citizens” with “any interested party” in the discussion of appeals.
- c. Added a reference to the case number at the top of the 157-L letter.
- d. Added language to the 316-ACK.FEX and 316-ACK.FRQ letters to instruct requesters on how to request an extension of the 90-day deadline for submitting supporting data.
- e. Changed the date for the current fee schedule to June 1, 2000, in all appropriate documents.
- f. Changed the list of fee exemptions in all appropriate documents to match the current exemptions in Section 72.5 of the NFIP regulations.
- g. Added language in all appropriate documents to cover returns or refunds of payments made by credit card.
- h. Added “NFIP State Coordinator” and “FEMA Region __ Office” to the cc: block for S90 and S-30 letters.

12. Appendix C—Made the following changes:

- a. Changed the language in the 216-D(1), 216-D(2), 216-DE(1), and 216-DF(2) letters to match what is being produced using the LOMA 2000 software.
- b. Changed the date for the current fee schedule to June 1, 2000, in all appropriate documents.
- c. Changed the list of fee exemptions in all appropriate documents to match the current exemptions in Section 72.5 of the NFIP regulations.
- d. Added language in all appropriate documents to cover returns or refunds of payments made by credit card.
- e. Added sample copies of determination packages for CLOMAs, CLOMR-Fs, LOMAs, and LOMR-Fs that will be produced using the LOMA 2000 software.

13. Appendix D—Added the standard language regarding the Project Impact initiative in the final determination letters for special conversions. (See Item 10a above.)

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