



# Federal Emergency Management Agency

Washington, D.C. 20472

December 14, 2000

(Originally issued on July 12, 1999 and revised on October 4, 1999)

**MEMORANDUM FOR:** Doug Bellomo, P.E., Project Officer  
Eastern Studies Team

Bill Blanton, Project Officer  
Central Studies Team

Mike Grimm, Project Officer  
Western Studies Team

**[Original Signed]**

**FROM:** Matthew B. Miller, P.E., Chief  
Hazards Study Branch

**SUBJECT:** Procedure Memorandum No. 7 – Streamlined Letter Review  
Process

**Background:** The volume of letters being processed by and through the Mitigation Directorate is continuing to increase steadily. This continuing increase in volume is occurring coincident with intensifying activities to implement our Map Modernization and CTC initiatives, thereby placing additional time constraints on you and the Hazards Study Branch in general.

**Issue:** The Hazards Study Branch, working in unison with the MCCs, must streamline the review, concurrence, and signature process for standard and non-standard letters to make time available to address the various Map Modernization and CTC initiatives. To further streamline this process, the MCC will act as signatory on many of the letters formerly signed by TSD personnel. Accordingly, a revised letterhead format needs to be developed for correspondence prepared by the MCCs commensurate with the shift in responsibility and authority reflected in the revised Signature Authority Matrices attached to this memorandum.

**Final Procedure:** Effective immediately, we will follow the revised review, concurrence, and signature guidelines summarized in the tables in Attachment A of this memorandum. Table 1 summarizes letters, e-mail responses, and memorandums processed by the MCCs for the Technical Services Division; Table 2 summarizes compliance-related letters processed by the MCCs for the Program Support Division. In implementing these guidelines, FEMA and MCC staff should be mindful that the Project Engineer and, in most cases, Project Officer must concur on all non-standard letters, including form letters that have been revised to address special circumstances. The changes documented herein have been incorporated into the revised FEMA *Document Control Procedures Manual*, which was issued several months ago. Effective immediately, the MCCs must revise their internal procedures to ensure all letters, e-mail responses, and memorandums are processed in accordance with the attached tables and provide training to the FMAC staff, as necessary, to familiarize them with the changes.

In addition, Attachment B of this memorandum provides a prototype letterhead format for use by the MCCs. This format is to be used only for those letters that are recommended for signature by the MCC in the signature authority matrices presented in Attachment A of this memorandum.

As changes occur in the attached signature authority matrices, this memorandum will be revised and reissued accordingly. This memorandum was originally issued on July 12, 1999, and subsequently reissued on October 4, 1999. It is being reissued at this time to reflect additional changes in the signature authority matrices as well as to provide a sample of the new letterhead format that is to be used for letters that are mailed under MCC signature.

cc: see attached distribution list

Attachments

**This Document is Superseded.  
For Reference Only**

**Attachment A Table 1**

**Signature Authority Matrix for Mitigation Directorate  
Letters, E-mail Responses, and Memos Processed for Technical Services Division**

<b>Letter Type</b>	<b>Concurrences</b>	<b>Signatory</b>	<b>Contact</b>
Final base flood elevation (BFE) cancellation letters	Project Engineer, Project Officer	Chief, Hazards Study Branch	Project Engineer
Letters of Final Determination (LFDs) with no special circumstances	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	FEMA Map Assistance Center (FMAC)
LFDs with special circumstances (e.g., Zone AR, appeal/protest received, protest resolution included)	Project Engineer	Project Officer for Chief, Hazards Study Branch (digitized signature)	Project Engineer
Proposed BFE determination letters with no special circumstances	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	FMAC
Proposed BFE determination letters with special circumstances (e.g., Zone AR)	Project Engineer	Project Officer for Chief, Hazards Study Branch (digitized signature)	Project Engineer
Special conversion notification letters	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	Regional Office
LOMR-F denial letters (fill in floodway or V zone)	Project Engineer	Chief, Hazards Study Branch (digitized signature)	Project Engineer
Memos to Regional Office regarding LOMR-F denial (fill in floodway or V zone)	Project Engineer; Project Officer; Chief, Hazards Study Branch; Program Delivery Branch staff; Territorial Compliance Liaison	Chief, Program Delivery Branch	Program Delivery Branch
LOMA denial letters (floodway or V zone)	Project Engineer	Chief, Hazards Study Branch (digitized signature)	Regional Office
LOMR determination letters	Project Engineer	Project Engineer for Chief, Hazards Study Branch (digitized signature)	FMAC
CLOMR determination letters	Project Engineer	Project Engineer for Chief, Hazards Study Branch (digitized signature)	FMAC
LOMR-F denial letters (alluvial fan area)	Project Engineer	Project Engineer for Chief, Hazards Study Branch (digitized signature)	Project Engineer
LOMA denial letters (alluvial fan area)	Project Engineer	Project Engineer for Chief, Hazards Study Branch (digitized signature)	Project Engineer
Determination letters for CLOMR-Fs	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	FMAC
Determination letters for LOMAs (other than alluvial fan and	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	FMAC

<sup>1</sup> MCC / FMAC indicates that the letter should reference both an individual and the FMAC

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<b>Letter Type</b>	<b>Concurrences</b>	<b>Signatory</b>	<b>Contact</b>
floodway denials)			
Determination letters for CLOMAs	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	FMAC
LOMC revalidation letters	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	FMAC
LODR letters	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	FMAC
Notification letters to community of XDS in progress	No concurrence necessary	MCC	FMAC
Interim letters for controversial LOMCs and PMRs (including requests involving alluvial fan areas or other complex technical problems)	Project Engineer	MCC or Project Engineer depending on level of sensitivity	MCC or Project Engineer depending on level of sensitivity
Interim letters for LOMCs and PMRs (non-controversial requests)	No concurrence necessary	MCC	MCC / FMAC <sup>1</sup>
Additional data letters for controversial LOMCs and PMRs (including requests involving alluvial fan areas or other complex technical problems)	Project Engineer	MCC or Project Engineer depending on level of sensitivity	MCC or Project Engineer depending on level of sensitivity
Additional data letters for LOMCs and PMRs (non-controversial requests)	No concurrence necessary	MCC	MCC / FMAC <sup>1</sup>
Letters indicating 90-day appeal period for LOMR ended	Project Engineer – concurrence via docket	Chief, Hazards Study Branch (digitized signature)	FMAC
Newspaper notice correction letters	Project Engineer	Chief, Hazards Study Branch (digitized signature)	FMAC
90-day restart letters	Project Engineer	Chief, Hazards Study Branch (digitized signature)	FMAC
Newspaper notice publication problem letters	No concurrence necessary	MCC	FMAC
PMR notification letters	No concurrence necessary	MCC	FMAC
Letters to CEO transmitting printed FIS report, FIRM, and/or FBFM	No concurrence necessary	Chief, Hazards Study Branch (digitized signature)	FMAC
Notification letters to community about countywide mapping	No concurrence necessary	MCC	FMAC
Acknowledgement letters for LOMCs and PMRs	No concurrence necessary	MCC	FMAC (or MCC if additional data requested)

<sup>1</sup> MCC / FMAC indicates that the letter should reference both an individual and the FMAC

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**Signature Authority Matrix for Mitigation Directorate  
Letters, E-mail Responses, and Memos Processed for Technical Services Division**

<b>Letter Type</b>	<b>Concurrences</b>	<b>Signatory</b>	<b>Contact</b>
Fee return, fee refund, and invoice letters for LOMCs and PMRs	No concurrence necessary	MCC	MCC / FMAC <sup>1</sup>
Printing error correction; Notice to User revision	Project Engineer	MCC	MCC
Director Responses	Project Engineer; Project Officer; Chief, Hazards Study Branch; Director, Technical Services Division; Deputy Associate Director for Mitigation; Associate Director for Mitigation; Chief of Staff, Office of the Director	Director	Varies
Responses to letters written to Executive Branch (Response for Director's signature)	Project Engineer; Project Officer; Chief, Hazards Study Branch; Director, Technical Services Division; Deputy Associate Director for Mitigation; Associate Director for Mitigation; Chief of Staff, Office of the Director OCLA	Director	OCLA
Responses to letters written to Executive Branch (Response for Associate Director's signature)	Project Engineer; Project Officer; Chief, Hazards Study Branch; Director, Technical Services Division; OCLA	Associate Director	OCLA
Congressional Responses	Project Engineer; Project Officer; Chief, Hazards Study Branch; Director, Technical Services Division; OCLA	Associate Director	OCLA
Other controlled responses (controversial)	Project Engineer; Project Officer	Chief, Hazards Study Branch	Project Engineer
Other controlled responses (non-controversial)	No concurrence necessary	Project Engineer for Chief, Hazards Study Branch	FMAC
Letters to Director from private citizen; not controlled (controversial)	Project Engineer	Chief, Hazards Study Branch	Project Engineer
Letters to Director from private citizen; not controlled (non-controversial)	No concurrence necessary	Project Engineer for Chief, Hazards Study Branch	FMAC

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<sup>1</sup> MCC / FMAC indicates that the letter should reference both an individual and the FMAC

**Attachment A Table 1**

**Signature Authority Matrix for Mitigation Directorate  
Letters, E-mail Responses, and Memos Processed for Technical Services Division**

<b>Letter Type</b>	<b>Concurrences</b>	<b>Signatory</b>	<b>Contact</b>
Mapping Responses (controversial)	Project Engineer, Project Officer	Chief, Hazards Study Branch	Project Engineer
Mapping Responses (non-controversial)	Project Engineer	MCC	FMAC
E-Mail Responses (policy issues)	Project Engineer through e-mail	No signature required; sent by MCC	MCC
E-Mail Responses (controversial)	Project Engineer through e-mail	No signature required; sent by Project Engineer	MCC
E-mail responses (non-controversial)	No concurrence required	No signature required; sent by MCC	FMAC
Appeal/protest resolution letters (controversial)	Project Engineer; Project Officer; Chief, Hazards Study Branch	Director, Technical Services Division	Project Engineer
Appeal/protest resolution letters (non-controversial)	Project Engineer, Project Officer	Chief, Hazards Study Branch	Project Engineer
Appeal/protest acknowledgment and additional data letters (controversial)	Project Engineer, Project Officer	Chief, Hazards Study Branch	Project Engineer
Appeal/protest acknowledgment and additional data letters (non-controversial)	No concurrence necessary	MCC	MCC
Responses to Freedom of Information Act requests (request approved)	Project Engineer, Project Officer	Chief, Hazards Study Branch	Project Officer
Responses to Freedom of Information Act requests (request denied)	Project Engineer; Project Officer; Chief, Hazards Study Branch	Director, Technical Services Division	Project Officer

**Table 2**

**Signature Authority Matrix for Mitigation Directorate  
Letters Processed for Program Support Division**

<b>Letter Type</b>	<b>Concurrences</b>	<b>Signatory</b>	<b>Contact</b>
30- and 90-day suspension letters	Program Delivery Branch Staff; Chief, Program Delivery Branch	Associate Director	Regional Office
Reinstatement letters	Program Delivery Branch Staff	Director, Program Support Division	Regional Office
Eligibility notification letters	Program Delivery Branch Staff; Chief, Program Delivery Branch	Associate Director	Regional Office

Attachment B (sample prototype letterhead format)



**NATIONAL FLOOD INSURANCE PROGRAM  
FEMA Map Coordination Contractor**

(Requester Name and Address)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

IN REPLY REFER TO:

Case No.: \_\_\_\_\_  
Community: \_\_\_\_\_  
Community No.: \_\_\_\_\_

316-AD

Dear \_\_\_\_\_:

This is in regard to your (Date of Requester's Letter), request that the Federal Emergency Management Agency (FEMA) issue a [Conditional Letter of Map Revision /Letter of Map Revision /revision to the Flood Insurance Rate Map [and Flood Boundary and Floodway Map] for the above-referenced community. In a previous letter, you were informed that additional data might be required to complete our review of the request. The data required to complete our review, which must be submitted within 90 days of the date of this letter, are listed [below/on the enclosed summary].

**[LIST REQUIRED ITEMS HERE OR ON SEPARATE SUMMARY PAGE]**

Please send the required data to us at the address shown at the bottom of this page. For identification purposes, please include the case number referenced above on your correspondence. Further action on the request has been suspended pending receipt of the required data.

**[USE THE FOLLOWING PARAGRAPH FOR REQUESTS INVOLVING FEES]**

If we do not receive the required data within 90 days, we will suspend the processing of your request. Any data submitted after 90 days will be treated as an original submittal and will be subject to all submittal/payment procedures, including the flat review and processing fee for requests of this type established by the current fee schedule. A copy of the notice summarizing the current fee schedule, which was published in the *Federal Register*, is enclosed for your information.

If you have general questions about your case, FEMA policy, or the National Flood Insurance Program, please call FEMA's toll free map assistance line at 1-877-FEMA MAP (1-877-336-2627). If you have specific questions concerning your request, please call the Revisions Coordinator for your state, (MCC Revisions Coordinator Name), who may be reached at (MCC phone #).

Sincerely,

*MCC Contact's Digitized Signature*

(MCC Contact's Name)  
(MCC Contact's Title)

[Enclosure / Enclosures]

*(MCC Address, Telephone Number, and Fax Number)*

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**(MCC Company Name)**, under contract with the FEDERAL EMERGENCY MANAGEMENT AGENCY, is a Map Coordination Contractor for the National Flood Insurance Program



# NATIONAL FLOOD INSURANCE PROGRAM FEMA Map Coordination Contractor

Summary of Additional Information Required to Support a  
[Conditional Letter of Map Revision (CLOMR)]  
[Letter of Map Revision (LOMR)]  
[Revision to the Flood Insurance Rate Map and Flood Boundary and Floodway Map]

Case No.: \_\_\_\_\_ Requester: \_\_\_\_\_

Community: \_\_\_\_\_ Community No.: \_\_\_\_\_

The issues listed below must be addressed before we can continue the review of your request.

**(List of Issues To Be Addressed)**

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Please send the required data to us at the address shown at the bottom of this page.  
*(MCC Address, Telephone Number, and Fax Number)*

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**(MCC Company Name), under contract with the FEDERAL EMERGENCY MANAGEMENT AGENCY, is a  
Map Coordination Contractor for the National Flood Insurance Program**



## Distribution List

### FEMA Technical Services Division (electronic distribution only)

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