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The New FEMA Map Service Center

Plan Design Enable

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Overview



Overview of Changes

- Enhanced Address Search
- Integrated Product Search
- Free Downloads and Access to Data
- Custom Email Subscription Service
- Upgraded Help Text, FAQ, and Interface
- FEMA Map information eXchange (FMIX)

Background



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Fees for Paper Maps

Data becoming more digital

Change Needed

The screenshot shows the FEMA Map Service Center website. At the top, the FEMA logo and 'Map Service Center' are displayed. Below the header, there are navigation links: 'Product Catalog | Map Search | Quick Order | Digital Post Office | help'. The main content area is divided into several sections:

- Product Search by...**: Includes a search bar for 'Address' (with a 'Map Panel ID' dropdown), a 'Select a Product' dropdown menu (currently set to 'Flood Maps'), and a 'Search' button. There is also a checkbox for 'Map-based Search'.
- New to the FEMA Map Service Center?**: A list of links for users new to the site, including 'General Information for all Products and Tools', 'General Information for Flood Insurance', 'Homeowners/Renters', 'Real Estate/Flood Determination Agents', 'Insurance Agents', 'Engineers/Surveyors', 'Federal Exempt Customers', and 'Need Assistance?'.
- Try our Live Chat service!**: A section promoting live chat support, stating it is available Monday through Friday, 9:00 am to 5:00 pm Eastern Standard Time (Eastern Daylight Time). It includes a 'live chat open' button and a 'Powered by mGenius' logo.
- Log On**: A user login section with fields for 'User ID (email address)' and 'Password', and buttons for 'Log On' and 'Clear'. It also includes links for 'Forgot Password?' and 'Register', and a 'Why register?' link.
- Announcements**: A section titled 'Available Now! National Flood Hazard Layer (NFHL) Geographic Information Systems (GIS) Data Available for Download.' It contains text about changes to the MSC Product Catalog and Map Search, and a bulleted list of updates: 'NFHL Data are now searchable through Map Search', 'NFHL databases are downloadable from MSC Product Catalog', and 'Effective FRM Databases are no longer available for purchase and users will instead be directed to download the effective NFHL data at no charge. Future Effective FRM Databases are still available for purchase.'
- More information**: A list of links for additional resources, including 'Documents, Publications & Forms', 'Product Availability', 'How do I find the flood map for my area?', 'What is a FIRMette?', 'How do I find a LOMCT?', 'Definitions of FEMA Flood Zone Designations', 'Product Information', 'Price List', and 'How to Order'.
- NFHL National Flood Hazard Layer**: A link to 'learn more' about the National Flood Hazard Layer.

Changes



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Flood Map Service Center

Need Help ? Logout

MSC Home MSC Search MSC Products and Tools MSC How-To MSC Email Subscriptions

Welcome to FEMA's Flood Map Service Center

Looking for a Flood Map? ?

Enter an address, a place, or longitude/latitude coordinates:
 Search

[Search All Products](#)

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.

Free!

Retired Applications

- Digital Post Office (DPO)
- Express Document Delivery (EDDIE)
- EDDIE for Disasters

Physical Orders Discontinued

***Communities will still receive FIS, Panels, and hard disk for completed studies**

Address Search

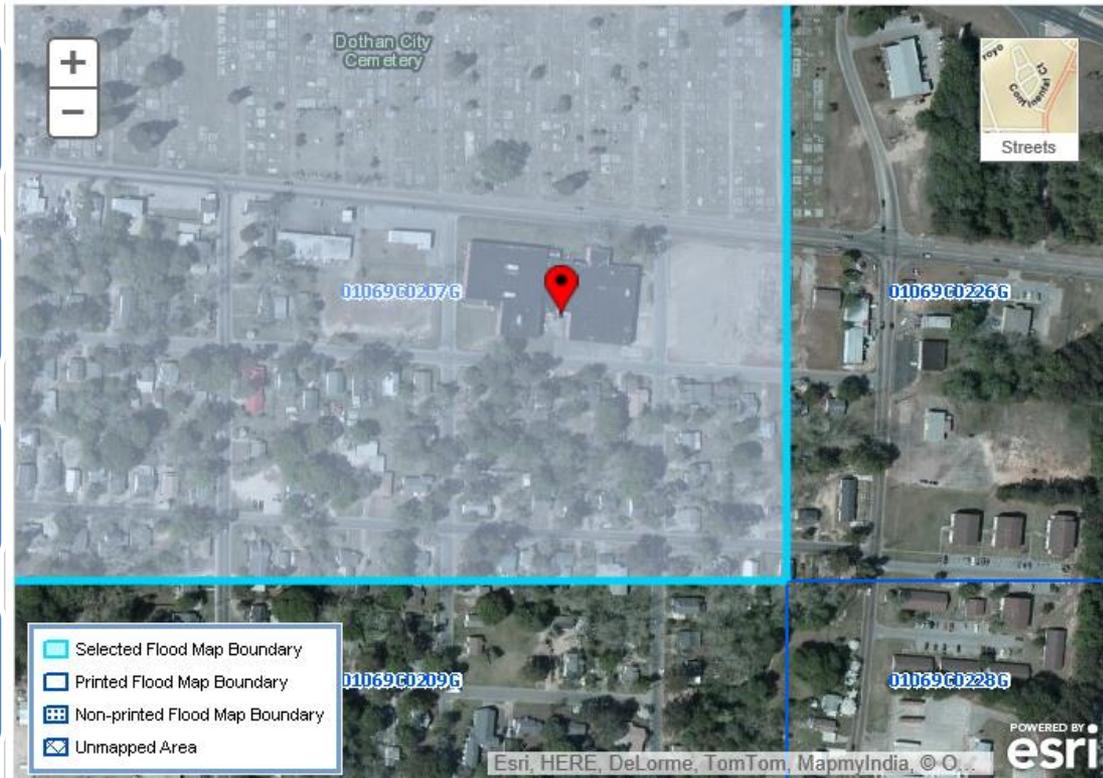


Point of Interest Search

Map Interface

Download Directly

Access GeoPlatform



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Product Search



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County/ Community
Data

Centralized Search
Results

Direct Downloads

-  Effective Products (144) 
 - ▶ FIRM Panels (77)  DL ALL
 - ▶ FIS Reports (1)  DL ALL
 - ▶ LOMC (64)
 - ▶ NFHL Data-State (0)
 - ▶ NFHL Data-County (2)
-  Preliminary Products (113) 

DEMO



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Finding Flood Products on the MSC - Demonstration

Accessing Data



Free Easy Access

Download Individually

Multiple File Downloads

Products as a Service

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Custom Subscription Service



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Subscribe to receive email notifications when products are updated!

Would you like to receive Map Service Center announcements via email?

DEMO



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Accessing Flood Products from the MSC - Demonstration

User Help



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Need Help ?

Flood Map Service Center

Need Help ?

Improved User Interface and User Experience

Upgraded Help Text and FAQ

Visit the MSC

- <http://msc.fema.gov>

Contact the FEMA Map Information eXchange (FMIX)

- Toll free: 1-877-FEMA-MAP (1-877-336-2627)
- FEMAMapSpecialist@riskmapcads.com Hours of Operation:

Try the Live Chat Service

MSC Information



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Products and Tools

- Overview
- Hazus
- LOMC Batch Files
- Product Availability

MSC How-To

- Find and Read a Flood Map
- Purchase Insurance
- Find a LOMC
- Find NFIP Status
- FAQ

FEMA Map Information eXchange (FMIX)



Questions?

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- Monday through Friday, 8:00 am - 6:30 pm ET

Try the Live Chat Service

- Available 9:00 am to 5:00 pm ET on the MSC

For information about flood insurance, visit the NFIP website

- <http://www.FloodSmart.gov>

To view FEMA Geographic Information Systems (GIS) data

- visit the FEMA GeoPlatform <http://fema.maps.arcgis.com>

Questions ?



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