

Managing Appeal & Protest

**FEMA RMC VI _ Regional Management
Center**

June, 2007

Managing Appeal & Protest

- **Agenda:**
 - Background
 - Process Overview
 - Challenges
 - Solution
 - Key success
- **Demonstration**



Background

- MAP MOD Initiative is in its fourth year
- Improve the accuracy of the flood data
- Speed up the floodmap making process
- Digital data to make the map maintenance process faster
- Drill down the ownership to local level



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Process Overview

- Request sent to FEMA through community
- Must be postmarked by the end date of the statutory 90-day appeal period
- Appeals challenge the BFEs
- Protest includes: Basemap changes; Revised topographic information; LOMRs incorporation
- RMC (Regional Management Center) and FEMA Engineers review the appeals/protests and make a determination as to whether they are accepted, denied or additional data is needed



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Challenges

- Number of Appeal/Protest can be overwhelming
- Keep track of correspondence is a nightmare
- Who's doing What? When?
- Keep the community informed and trust
- Consequence if missing steps
- Maintain integrity of the data
- Avoid duplicated works



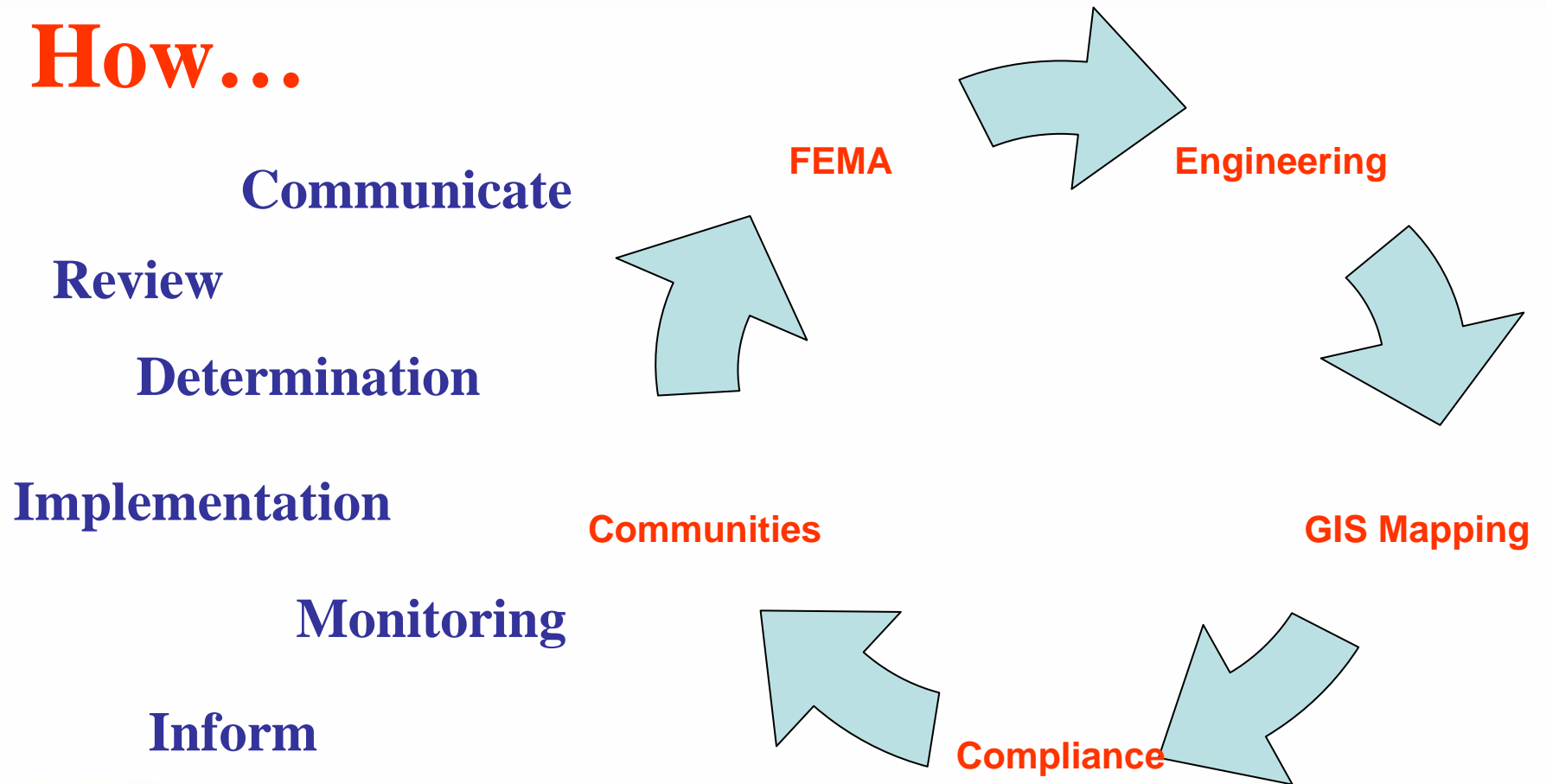
Solution

- Using GIS software to create a shared environment for Engineer, GIS, Compliance Specialist to collaborate/share data
- Visual representation of issues
- Reduce number of duplicated works
- Keep management/communities informed
- Document changes



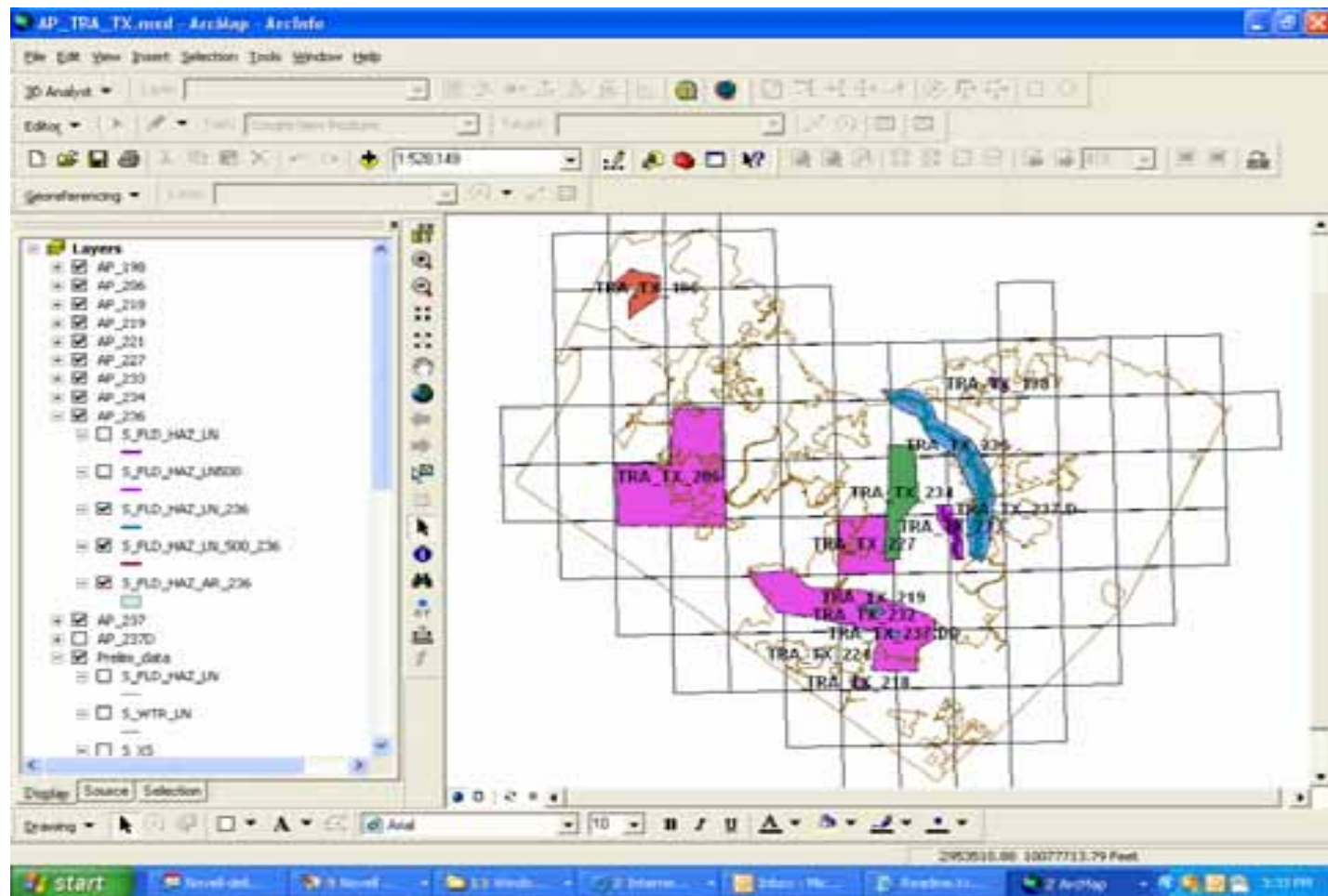
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How...



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ArcMap Interface



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Database

Search Appeal/Protest By County **Appeal and Protest Logger** **Add Record** **Cat** **Protest**

ID# Log-In Date By

Internal Case # State County

Case Reference CID ? CID Community

Orig Title: Bus Phone

Address Suite City State Zip

FEMA employ addressed to: FEMA Received Ack. Letter Date

RMC Received CDD ?

Letter CC To Ack. Doc. [H:\R6 Proj\5.0 Texas\Travis\Compliance Outreach\Appeals Protests\Correspondence](#)

Desc. Of Incoming Letter

Notes On Incoming Letter

Attachments

A/P Category

Action Date Resolution Date Final Date

Action Status Resolution Status Final Status

Interim Resol. Date

Interim Resol. Status

Notes

Summary of Issue Flooding Source

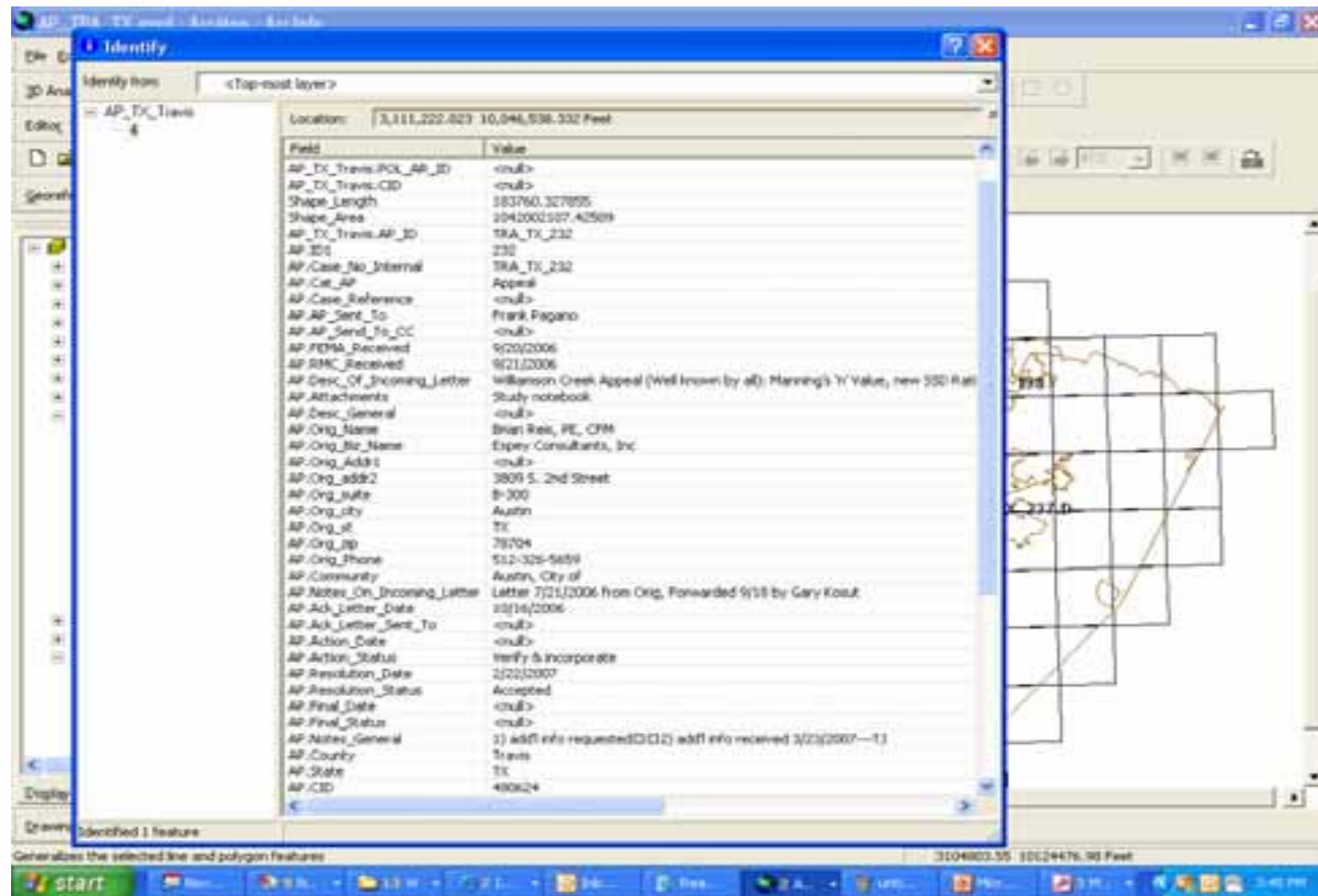
Action

ENG. Hrs GIS Hrs COMP Hrs



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Report

OTIS

File Window Help Add PDF

Type a question for help

Rpt_Ory_AP_Key_Cat_and_Desc

Appeal and Protest Report

Category	County Codes	Description	Originator	Business Name	Final Received	Sender Exp.	Act. Exp.	Resolution	Final Status	Final Date	Final Status
Track		AP Start	01/0000	AP End	01/0000						
Appeal, Circuit		AP Start	01/0000	AP End	01/0000						
Track	TRA To 207	State Agency, TX	State Agency, TX	State Agency, TX	01/0000	01/0000	01/0000	01/0000	01/0000	01/0000	01/0000
Desc:	Appeal from the State Agency (TX) to the State Agency (TX) for the purpose of the appeal. The purpose of the appeal is to request the State Agency to review the appeal.										
Stat:											
Track	TRA To 202	State Agency, TX	State Agency, TX	State Agency, TX	01/0000	01/0000	01/0000	01/0000	01/0000	01/0000	01/0000
Desc:	Appeal from the State Agency (TX) to the State Agency (TX) for the purpose of the appeal. The purpose of the appeal is to request the State Agency to review the appeal.										
Stat:											
Track	TRA To 203	State Agency, TX	State Agency, TX	State Agency, TX	01/0000	01/0000	01/0000	01/0000	01/0000	01/0000	01/0000
Desc:	Appeal from the State Agency (TX) to the State Agency (TX) for the purpose of the appeal. The purpose of the appeal is to request the State Agency to review the appeal.										
Stat:											
Track	TRA To 204	State Agency, TX	State Agency, TX	State Agency, TX	01/0000	01/0000	01/0000	01/0000	01/0000	01/0000	01/0000
Desc:	Appeal from the State Agency (TX) to the State Agency (TX) for the purpose of the appeal. The purpose of the appeal is to request the State Agency to review the appeal.										
Stat:											

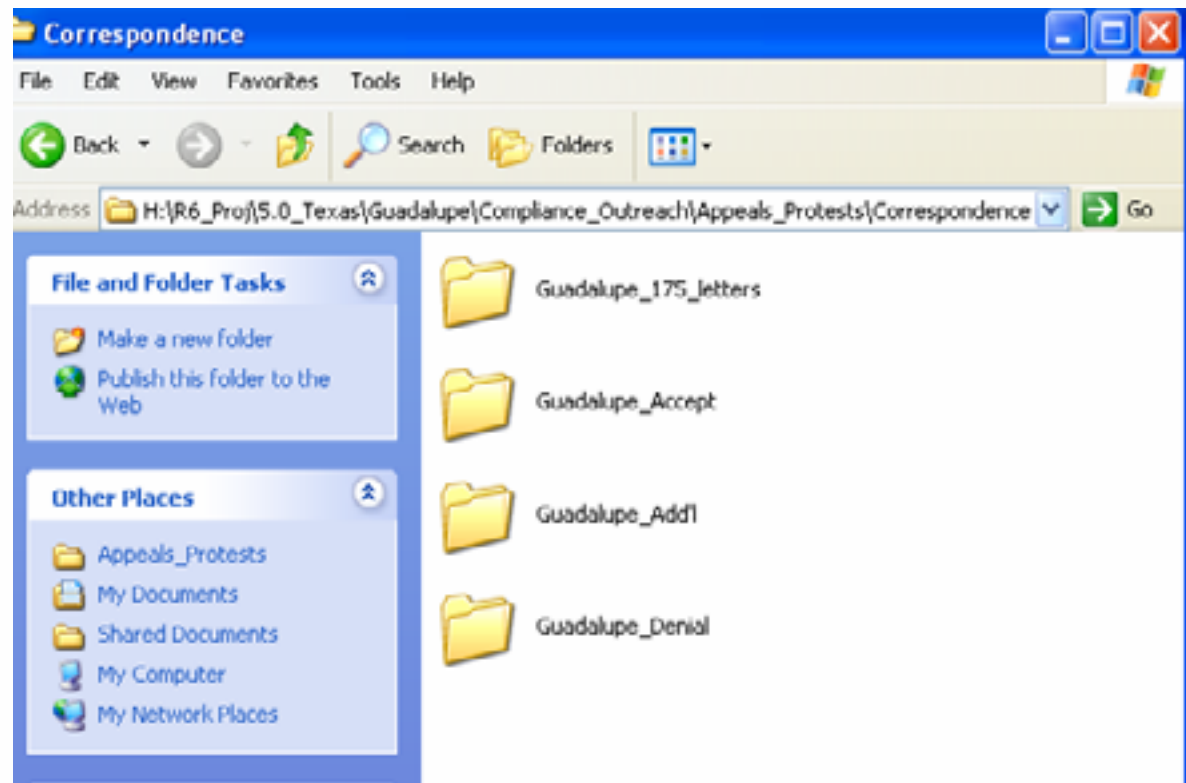
Record 14

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Page: 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 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Data Organization

- **Appeal & Protest Folder**



Data Organization

•Engineering/GIS Folder



Gua_TX_174



1.0-Appellant_Data



2.0-Copy_Study_Data



3.0-Baker_QC_working_files



4.0-Approved_Revised_Data



5.0-Email



Appeal#174
Adobe Acrobat Document
48 KB



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Questions?

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