# Work Instruction
# Task Lead - Process Request

## Purpose

This work instruction is used to outline the process conducted by the Task Lead who conducts the detailed review. The steps include:

- Review, add, edit, or delete contents on each screen
- Enter the Project Description and Basis of Request
- Enter the 7 elements of community information
- Enter letter information

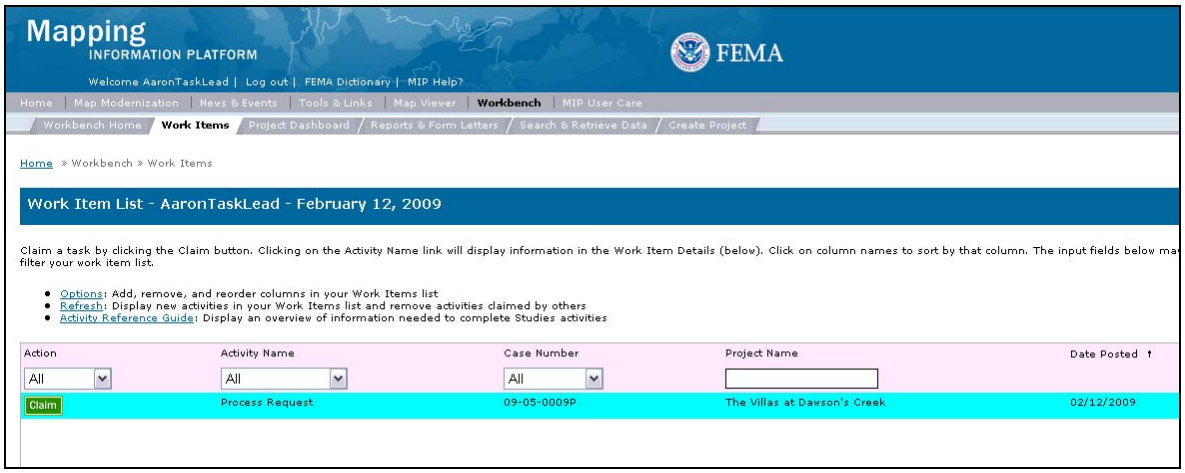
## Prerequisites

- The Review Data Received activity is complete
- All data and fees were received and recorded

## Navigation

| | |
|---|---|
| Via Menu Path | **Log in to the MIP ➔ Workbench ➔ Work Items ➔**<br>**and**<br>**Claim ➔ Process Request** |

# Work Steps




| | |
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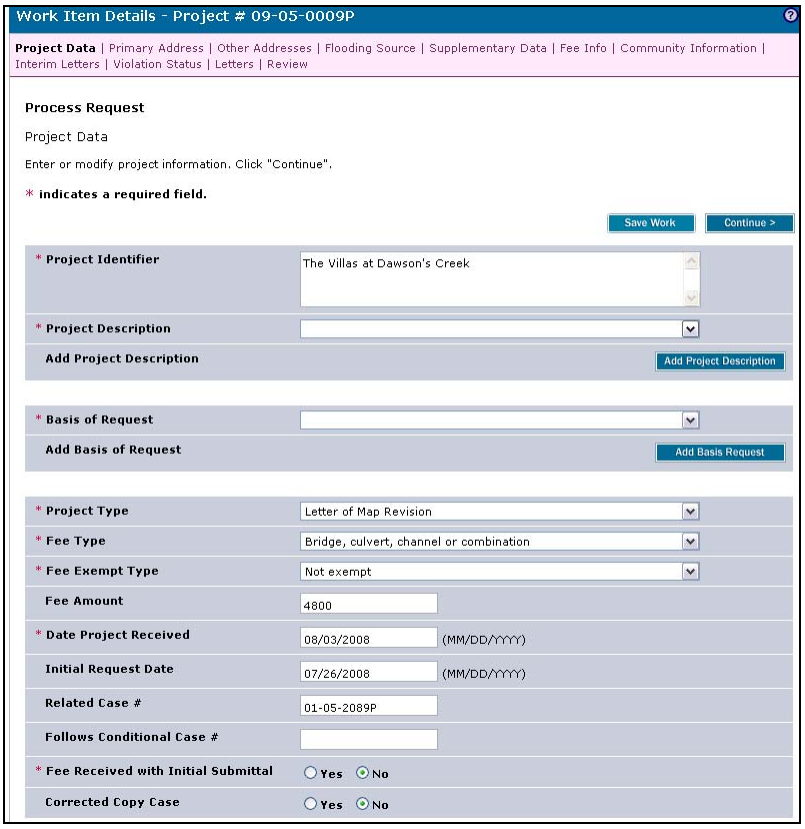
| | Only claim an activity that you are certain you own or have been instructed to claim. Contact your manager if you claimed an activity in error. |

**1.** Click on:

to claim the activity

**2.** Click on:

to enter the Process Request activity



| | |
|---|---|
| | At any point, click the ? to access helpful hints and definitions for information on this screen. |
| | This screen is primarily the same as it appears in the Review Data Received activity. The only features added are the Project Description and Basis of Request fields. The values input for each of these areas will be generated on the determination document. Additionally, selections made in these drop downs will automatically populate appropriate corresponding paragraphs within the Determination Document (such as the paragraph for fill placement and operation and maintenance of structures). |
| | Select Levee if the request involves a levee, as this is used for tracking purposes. If Other is selected, it must be replaced with specific language on the Determination Document. |

**3.** Click the Project Description dropdown box and select the appropriate option

| | |
|---|---|
| | The Add Project Description button must be clicked in order to save the information after *each* entry or data will not be saved. |

**4.** Click on: Add Project Description to add the entry to the table

**5.** If applicable, enter additional project descriptions the same way.

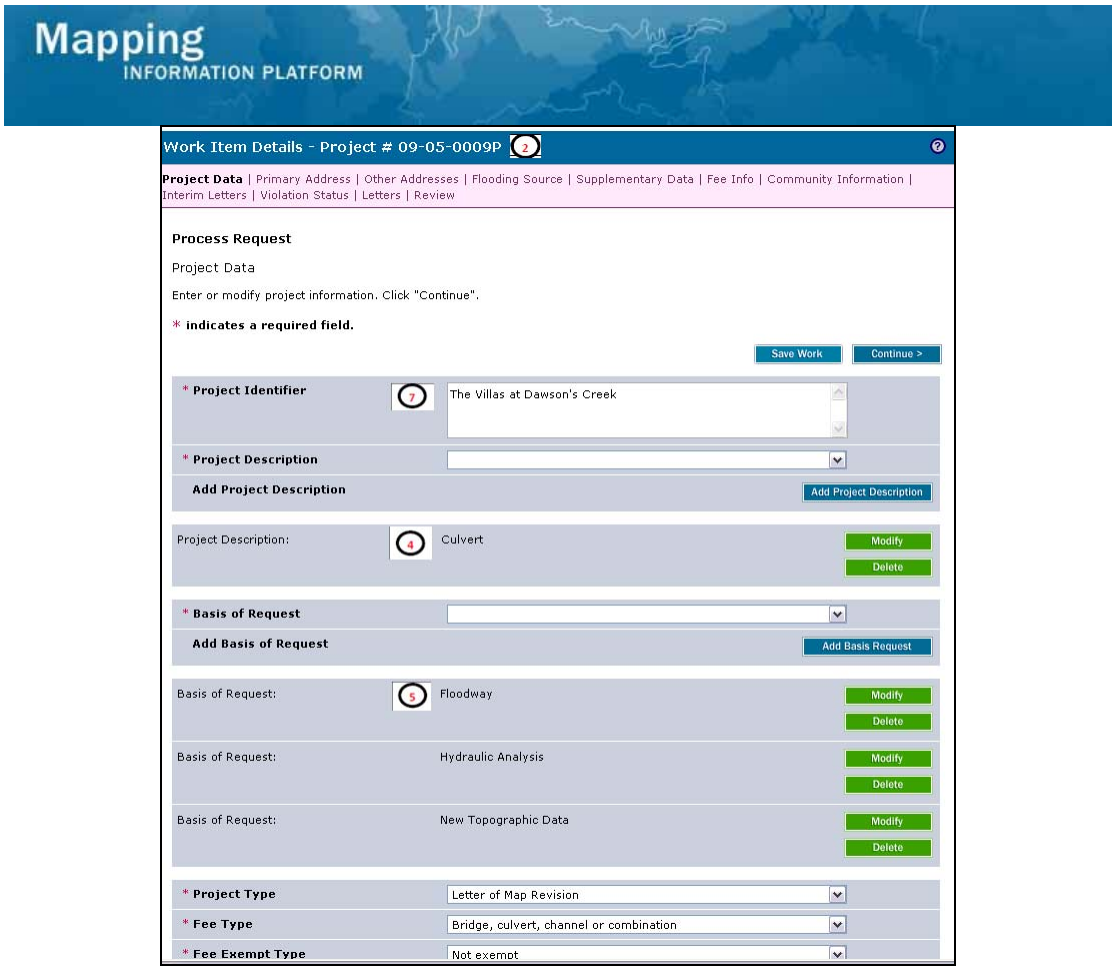
| | |
|---|---|
| | Select Alluvial Fan Analysis if the request involves an alluvial fan, Update if the case is to correct a recently effective DFIRM or FIS Report, and Floodway if the revision involves a change to a floodway or establishment of a new floodway. These selections are used for tracking purposes. |

**6.** Click the Basis of Request dropdown box and select the appropriate option

| | |
|---|---|
| | The Add Basis Request button must be clicked in order to save the information after *each* entry prior or data will not be saved. |

**7.** Click on: Add Basis Request to add the entry to the table

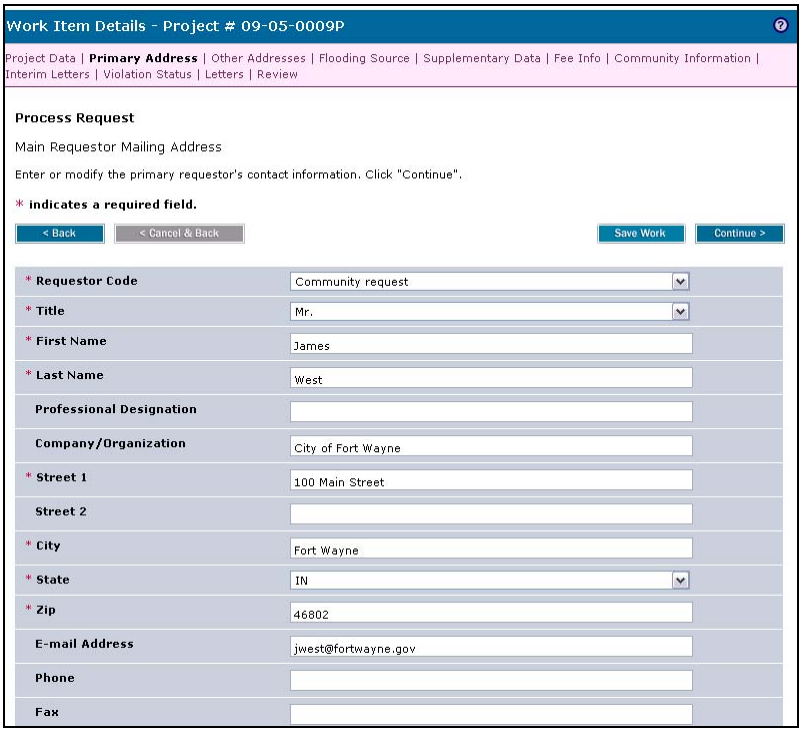
**8.** If applicable, enter additional basis of request the same way.




| | |
|---|---|
| | Notice the fields correspond to the variables in the determination document sample shown at the end of this work instruction.<br><br>Additionally, the Culvert populates the operation and maintenance of structures paragraph (17B) and the Floodway populates the floodway paragraph (17A). |

**9.** Click on:

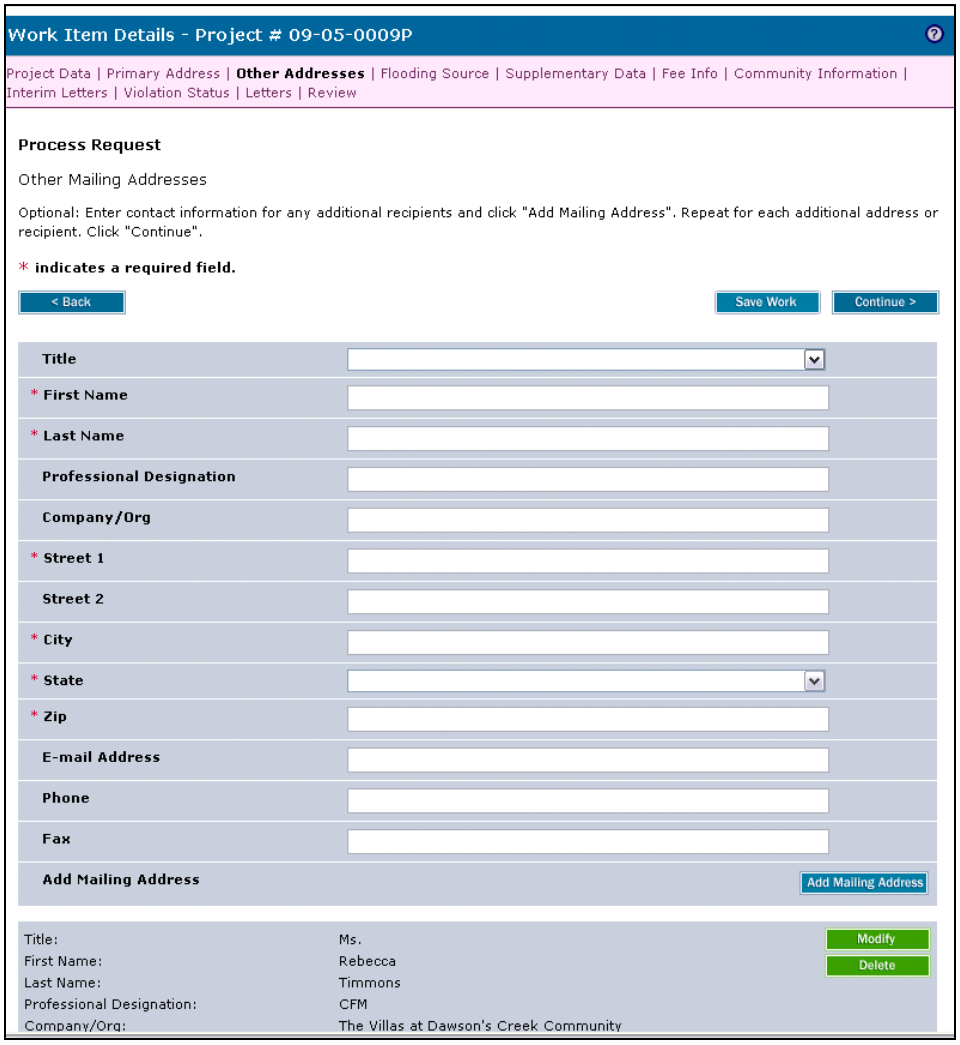
to move to the Primary Address Screen




| | |
|---|---|
| | The entry on this screen is populated on the carbon copy list of the Determination Cover Letter. |

**10.** Review and click

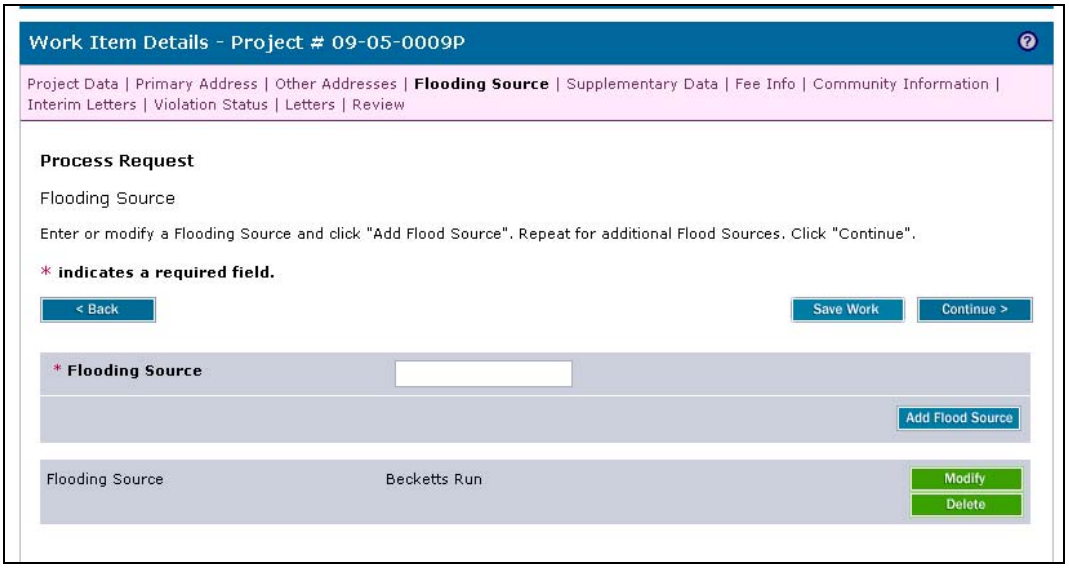
to move to the Other Addresses screen




| | |
|---|---|
| | Entries on this screen are populated on the carbon copy list of the Determination Cover Letter. |

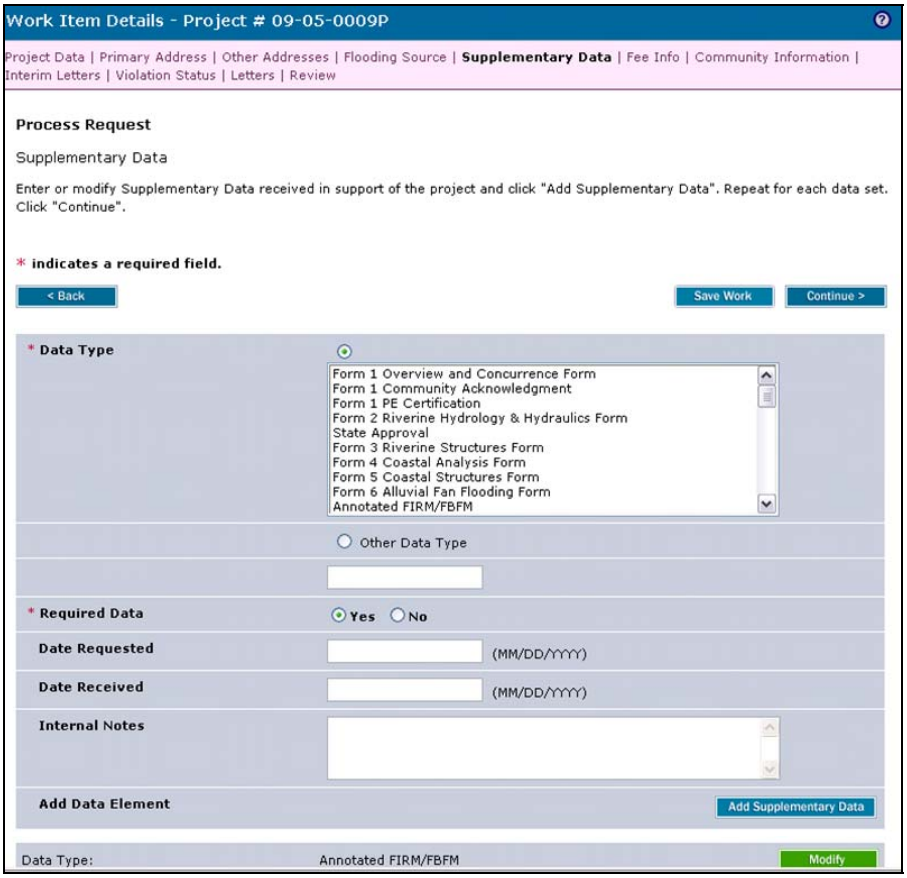
**11.** After reviewing the addresses at the bottom, click

to move to the Flooding Source screen




| | |
|---|---|
| | The flooding source(s) information may have been entered by the Project Administrator when the project was created. The Task Lead should verify that the flooding source name was entered exactly as it appears on the FIRM, and modify if necessary. All flooding sources affecting the revision should be entered. If applicable, enter an additional Flooding Source and click the Add Flood Source button to add another field to the table. |

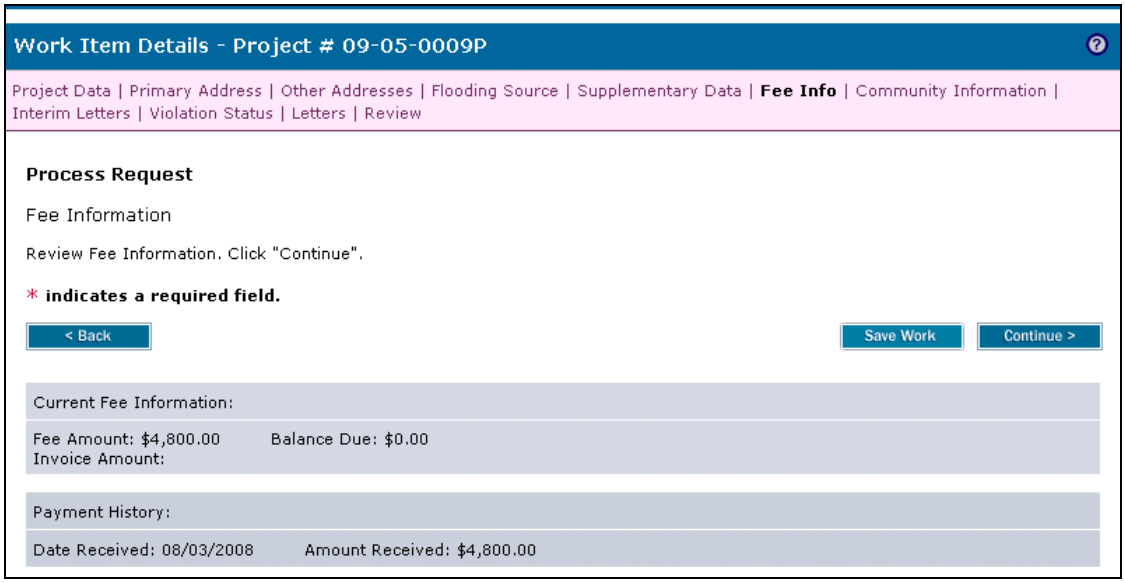
**12.** Review and click Continue > to move to the Supplementary Data screen




| | |
|---|---|
| | In order for a project to proceed to the Process Request activity in the workflow, all data and fees must have been received. However, the Task Lead may still request additional data by entering it in the Supplementary Data screen. If there are no outstanding required data that need to be requested, bypass this screen without entering any information. |

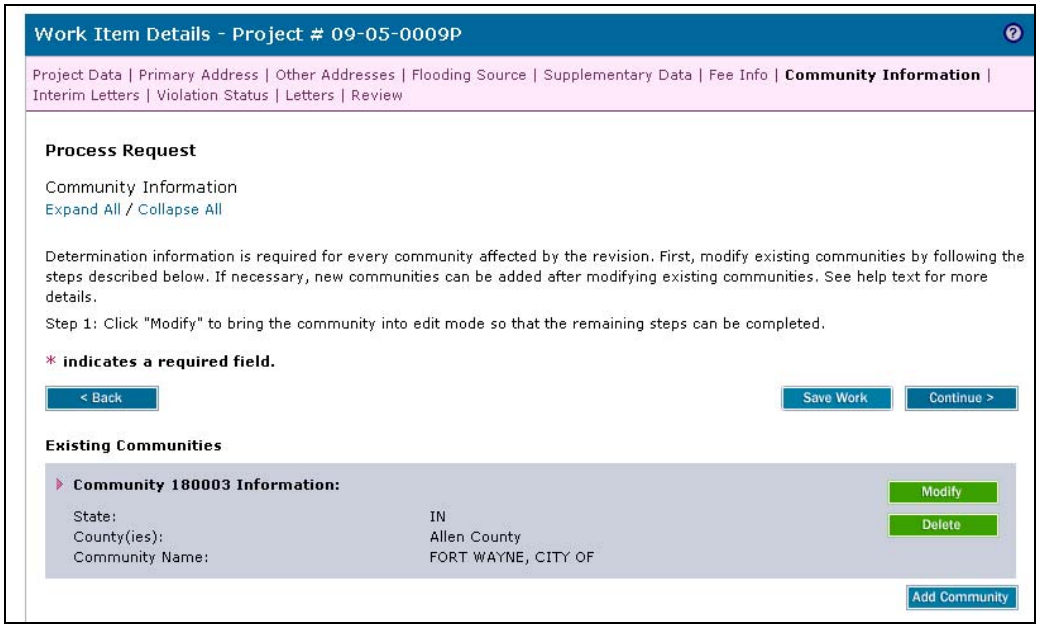
**13.** Review and click

to move to the Fee Info screen



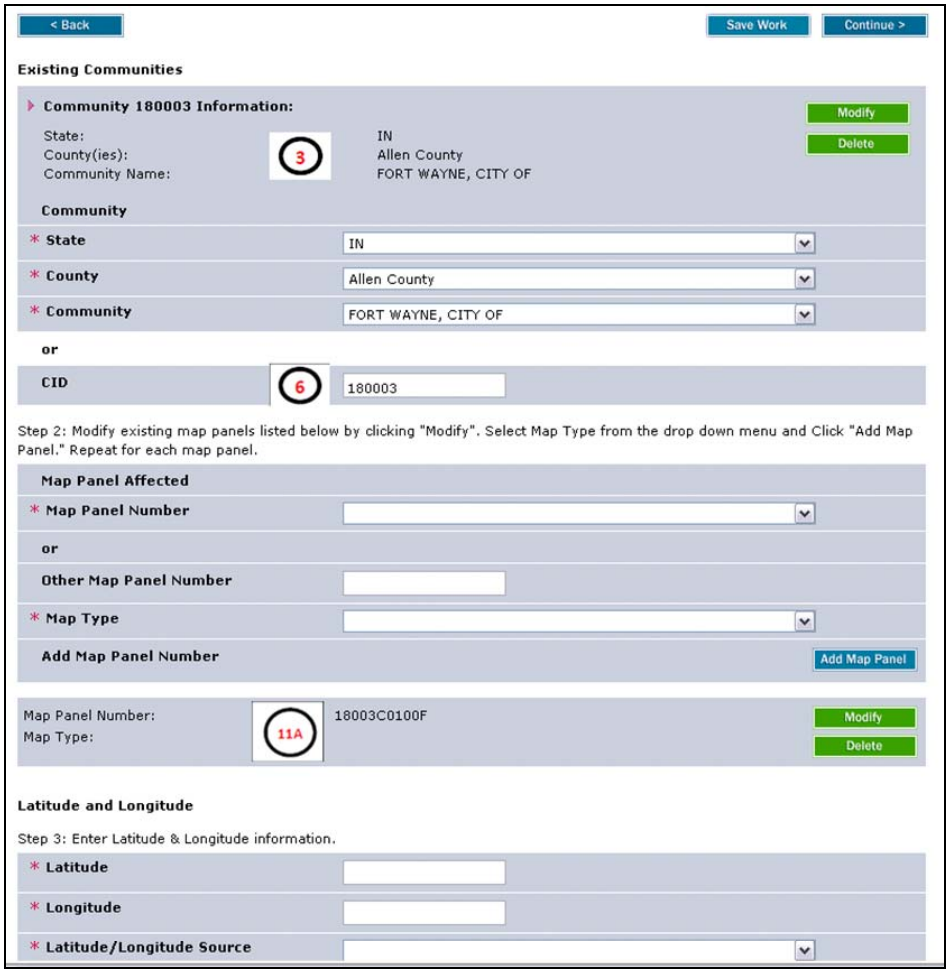

**14.** Review and click

to move to the Community Information screen



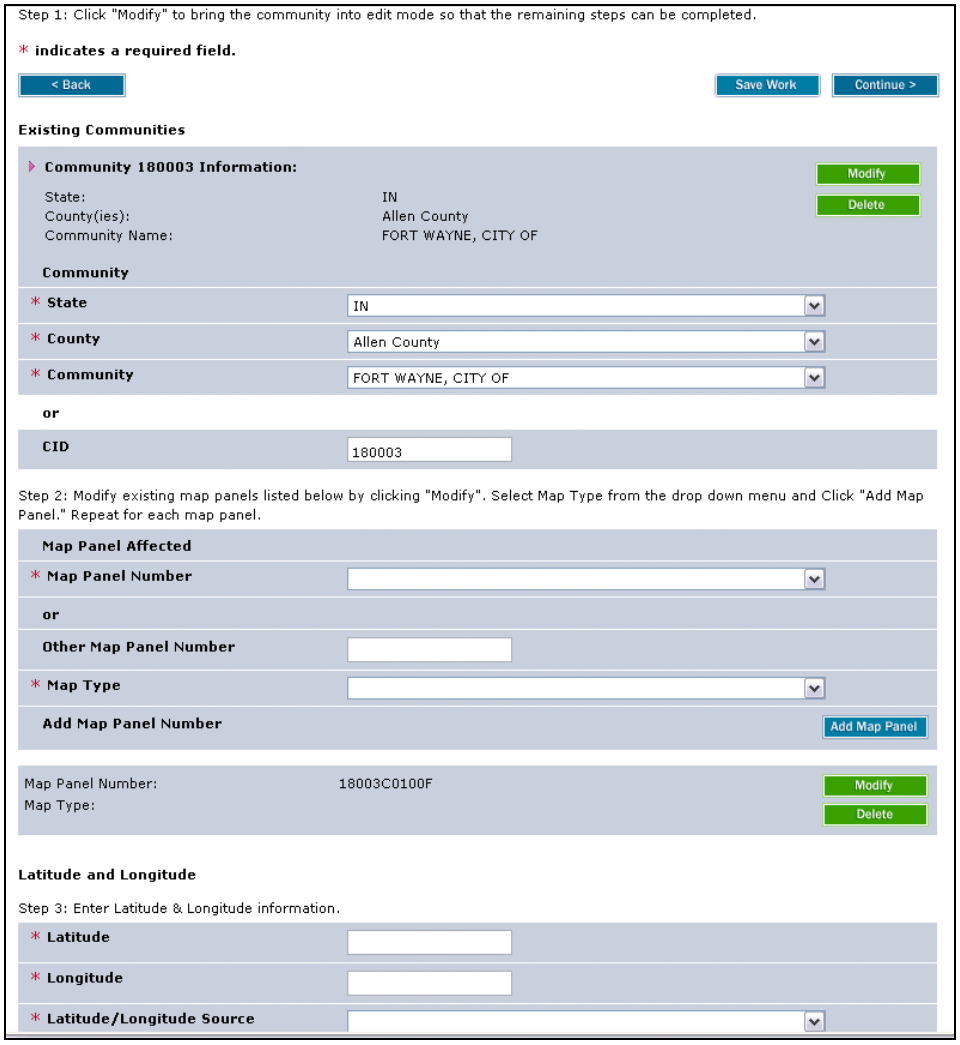

| | |
|---|---|
| | The Community Information screen appears significantly different than in previous activities. Each community will need to be modified in order to add information. The information entered in this screen will be used to populate fields on the determination document. |
| | NOTE: The Save Work button does not work on the Community information screen while information is being modified. It will only save work after all required information has been entered and Update Community has been clicked. |

**15.** **Step 1:** Click on: Modify




| | |
|---|---|
| | Notice the fields correspond to the variables in the determination document sample shown at the end of the work instruction. |

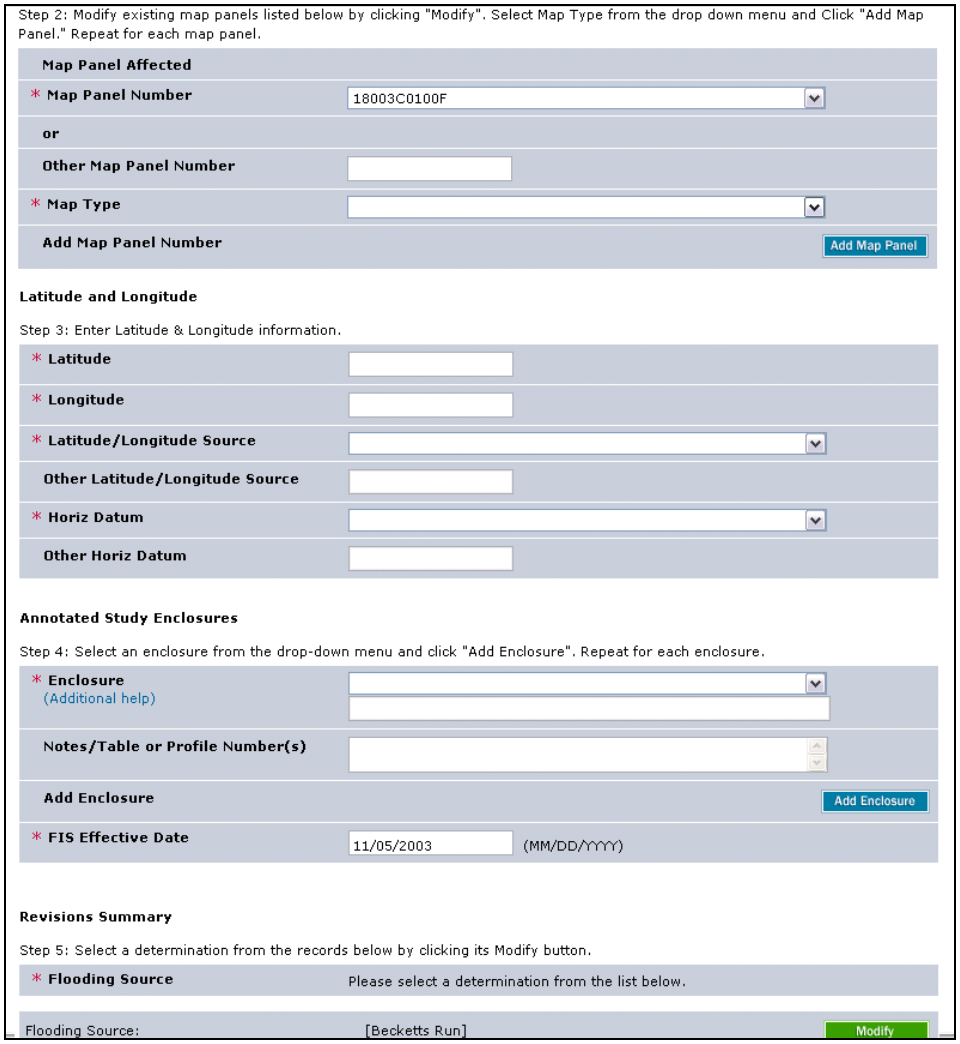
**16.** The existing community is now in edit mode; make any appropriate edits to the Existing Community section




**Proceed to Step 2: Map Panel Affected**

**17.** Click on:

to add a Map Type to each existing map panel.



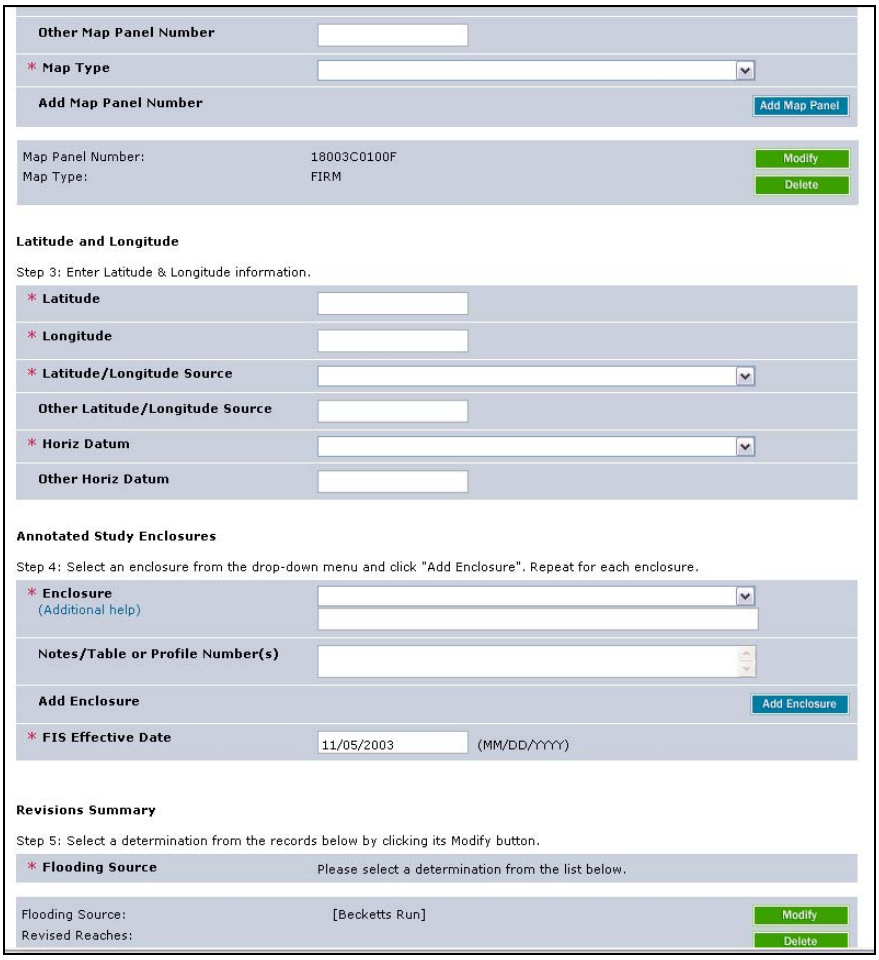

| | |
|---|---|
| | **Map Type Options:**<br><br>**FIRM** - Flood Insurance Rate Map<br><br>**FHBM** - Flood Hazard Boundary Map<br><br>**FBFM** - Flood Boundary and Floodway Map |

**18.** Click the Map Type dropdown box and select the appropriate option

| | |
|---|---|
| | The Add Map Panel button must be clicked in order to save the information after *each* entry or data will not be saved. |

**19.** Click on:

to add the entry to the table




**20.** If applicable, enter additional map types the same way.

**Proceed to Step 3: Latitude and Longitude**

**21.** Click to enter Latitude. Value must be positive and entered in the xx.xxx format

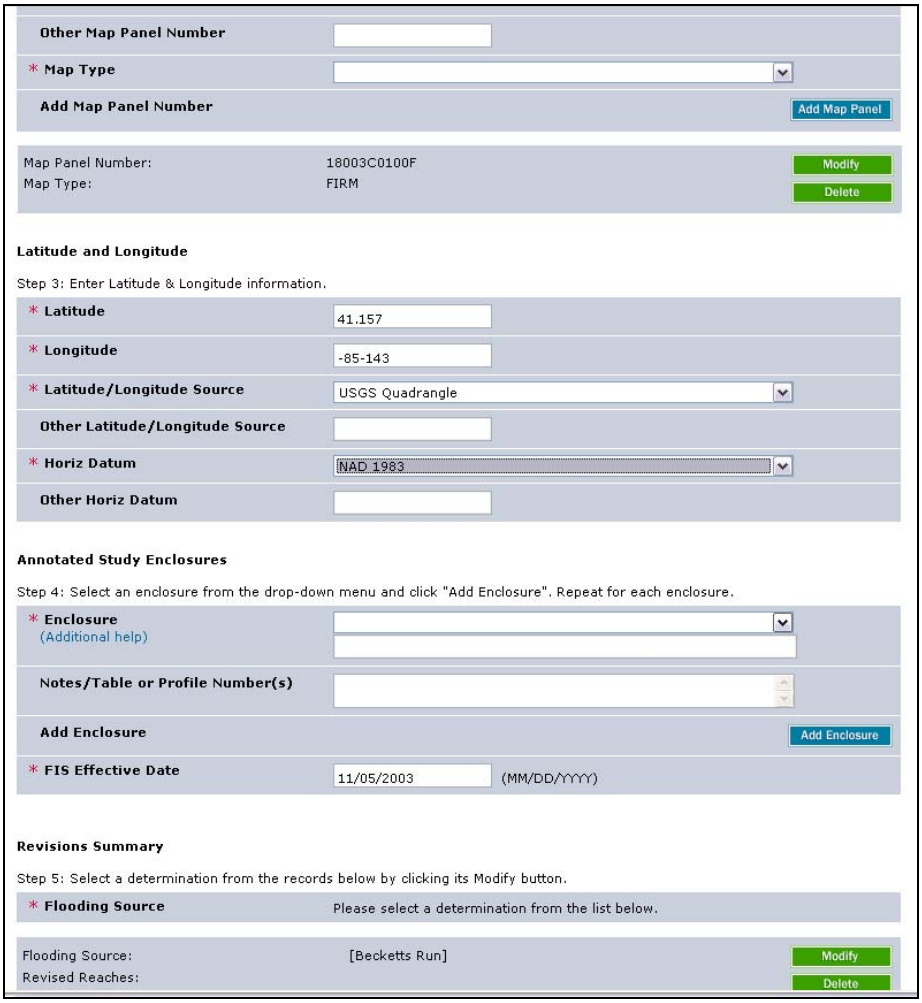
**22.** Click to enter Longitude. Value must be negative and entered in the xx.xxx format

**23.** Click the Latitude/Longitude Source dropdown box and select the appropriate option

| | |
|---|---|
| | To enter a value not included in the dropdown, select Other and enter text in the Other Horiz Datum field. |

**24.** Click the Horiz Datum dropdown box and select the appropriate option

**25.** Notice the data from Step 3 appears in Variable 8 of the sample determination document to the right.




**Proceed to Step 4: Annotated Study Enclosures**

| | |
|---|---|
| | Click the (Additional help) link to get more information. |
| | Select annotated study enclosures from the dropdown to generate areas on the Determination Document. If the revision does not include annotated study enclosures, No Revision to the Flood Insurance Study Report should be selected from the dropdown; no other enclosures should be selected. |
| | To add an enclosure not listed in the dropdown, select Other and enter text in the Notes field below the dropdown. |

**26.** Click the Enclosure dropdown box and select the appropriate option

**27.** Click to enter profile panel numbers or table numbers in the Notes/Table or Profile Number(s) field so that it will populate on the determination document.

| | |
|---|---|
| | The Add Enclosure button must be clicked in order to save the information after *each* entry or data will not be saved. |

**28.** Click on: Add Enclosure to add the entry to the table

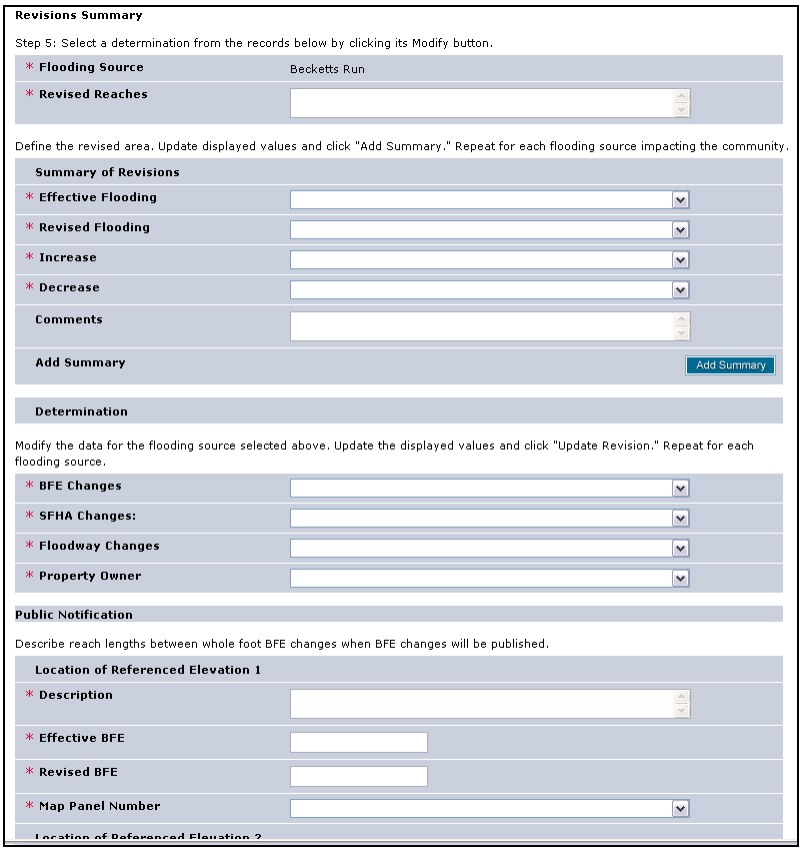
| | |
|---|---|
| | The entries inn the table correspond to Variable 11B of the sample determination document. |

**29.** If applicable, enter additional enclosures the same way.

**Proceed to Step 5: Revisions Summary**

| | |
|---|---|
| | The user must modify each flooding source in the MIP. Additional flooding sources can be added as required. |

**30.** Click on: Modify



| | |
|---|---|
| | Enter the extent of the revision along the flooding source for the entire revision (not community specific). This populates Variable 9 on the Determination Document. |

**31.** Click to enter Revised Reaches. See the help text for examples.

**32.** Click the Effective Flooding dropdown box and select the appropriate option

**33.** Click the Revised Flooding dropdown box and select the appropriate option

**34.** Click the Increase dropdown box and select the appropriate option

**35.** Click the Decrease dropdown box and select the appropriate option

| | |
|---|---|
| | The Add Summary button must be clicked in order to save the information after *each* entry or data will not be saved. |

**36.** Click on: Add Summary to add the entry to the table

**37.** If applicable, enter additional summaries the same way.

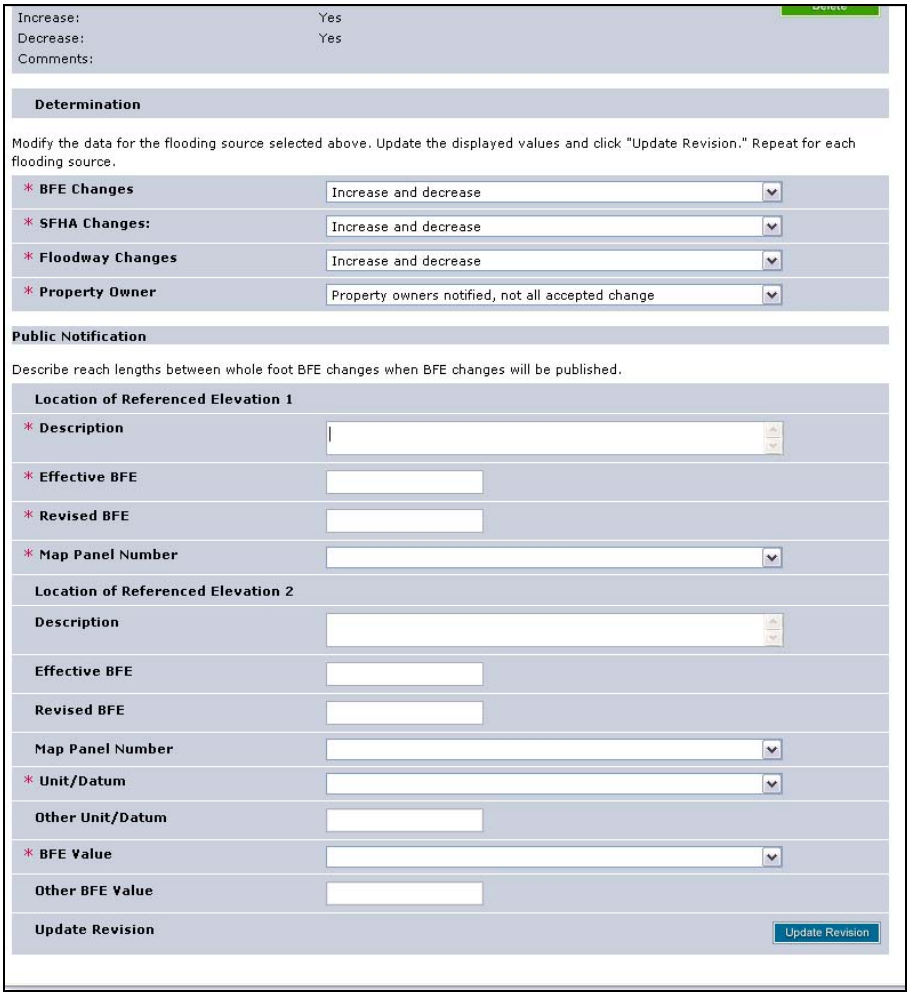
| | |
|---|---|
| | Proceed to enter values for BFE Changes, SFHA Changes, Floodway Changes, and Property Owner Notification. These values determine the Letter Code (i.e. 102-D, 102-I-A-C, etc.) on the determination document. These values also determine the appropriate Paragraph 20 to be automatically populated on the last page of the determination document under the Public Notification section. |

**38.** Click the BFE Changes dropdown box and select the appropriate option

**39.** Click the SFHA Changes dropdown box and select the appropriate option

**40.** Click the Floodway Changes dropdown box and select the appropriate option

**41.** Click the Property Owner dropdown box and select the appropriate option




| | |
|---|---|
| | In the Public Notification section, enter values for Location of Referenced Elevation 1 (upstream BFE Location) and Location of Referenced Elevation 2 (downstream BFE Location). These locations are used for public notification of BFE changes.<br><br>A sample determination document with these fields filled in is available for reference at the end of this work instruction. |
| | Data is required in the Public Notification section if any value other than Not Applicable or No Change was selected from the BFE Changes dropdown above. |

**42.** Click to enter Description

| | |
|---|---|
| | If BFE changes are not applicable or do not change, only fill out the Unit/Datum and the BFE value fields. |

**43.** Click to enter Effective BFE

**44.** Click to enter Revised BFE

**45.** Click the Map Panel Number dropdown box and select the appropriate option

**46.** Click to enter Description

**47.** Click to enter Effective BFE

**48.** Click to enter Revised BFE

**49.** Click the Map Panel Number dropdown box and select the appropriate option

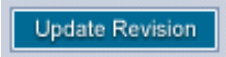
| | |
|---|---|
| | If the appropriate Unit/Datum is not in the dropdown list, select Other and enter information in the subsequent field. |

**50.** Click the Unit/Datum dropdown box and select the appropriate option

| | |
|---|---|
| | If the appropriate BFE Value is not in the dropdown list, select Other and enter information in the subsequent field. |

**51.** Click the BFE Value dropdown box to select the appropriate option

| | |
|---|---|
| | The Public Notification information appears in Variable 20 on the last page of the determination document.<br><br>A sample determination document with these fields filled in is available for reference at the end of this work instruction. |

**52.** Click on: 

to save the entry to the table

**53.** If additional Flooding Sources existed, the follow the same steps to update the information.

Location of Referenced Elevation 2

| | |
|---|---|
| Description: | Just downstream of Abandoned Railroad Bridge |
| BFE Effective: | 813 |
| BFE Revised: | 814 |
| Map Panel Number: | 18003C0100F |
| Unit/Datum: | Feet NGVD 29 |
| BFE Value: | BFE |

**Ordinance Adoption**

Step 6: Indicate if an Ordinance Adoption period is required for the community.

* **Ordinance Adoption** (Additional help) — Yes / No

**Community Information**

Step 7: Select appropriate paragraphs under Community Information. For paragraphs 19 A-D and F-I: You must only select one paragraph. Click "Update Community" to complete modifying a community. Repeat for each community. For Standard Format map panels, if you are modifying the FIRM but not the FBFM, check the box signifying the need to include paragraph 19G.

- **Physical Map Revision not Following and No Map Updates** (Paragraph 19A)
- **Physical Map Revision Will Follow** (Paragraph 19B)
- **Ongoing Physical Map Revision** (Paragraph 19C)
- **Ongoing Preparation of New County Wide Maps** (Paragraph 19F)
  - **Months preliminary map to be delivered**
- **Ongoing Revision to Supersede LOMR** (Paragraph 19D)
- **Preliminary Countywide Map has been submitted to the community for review** (Paragraph 19G)
  - **Date submitted to community for review** **(MM/DD/YYYY)**
- **LOMR not included in ongoing update to FIRM, and will be superseded when the FIRM becomes effective** (Paragraph 19H)
- **Results of LOMR will not be included in new countywide FIRM and FIS report, and will also be superseded when FIRM and FIS report become effective** (Paragraph 19I)
  - **FIRM Effective Date** **(MM/DD/YYYY)**
- **Revision to FIRM but NO Revision to FBFM** (Paragraph 19E)

## Proceed to Step 6: Ordinance Adoption

| | |
|---|---|
| | Step 6 is the indication of whether an Ordinance Adoption period is required for the community. This section assists in populating the correct paragraph for Variable 20 (Effective Date of Revision) on the Determination Document.<br>A sample determination document with these fields filled in is available for reference at the end of this work instruction. |
| | Click the hyperlinks to view the help screen for these sections |

**54.** Select the Yes radio button if the community requires an ordinance adoption period; or keep the default answer of No

**55.** Click on: Update Community

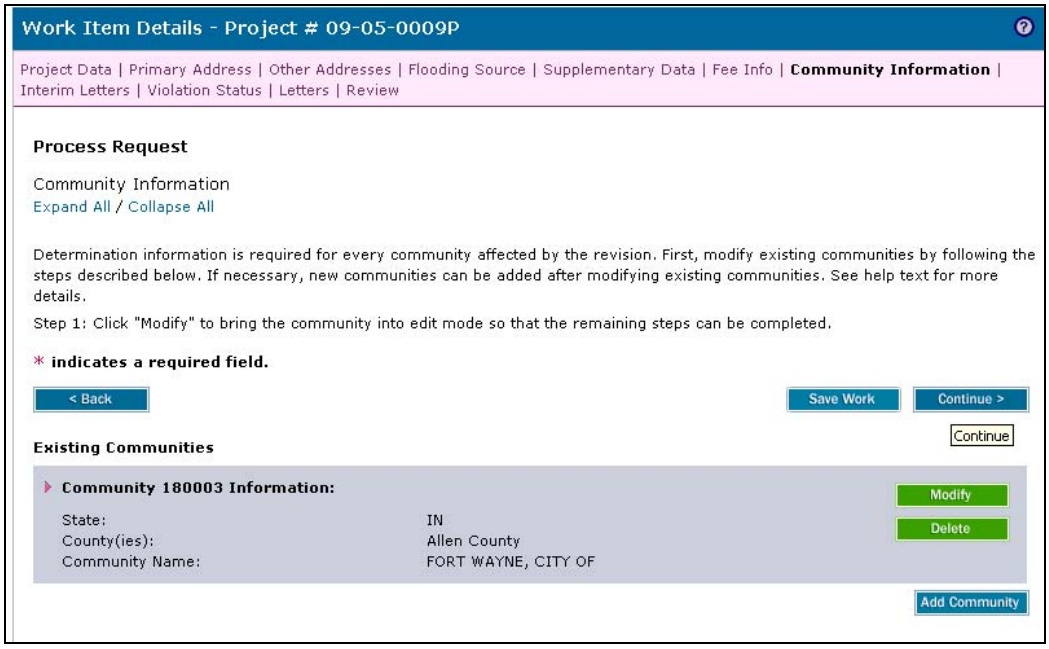
**Proceed to Step 7: Community Information**

| | |
|---|---|
| | For paragraphs 19 A-D and F-I: You must only select one paragraph. |
| | Note the hyperlinks also provide help text information on this section. |

**56.** Select appropriate paragraphs under Community Information.

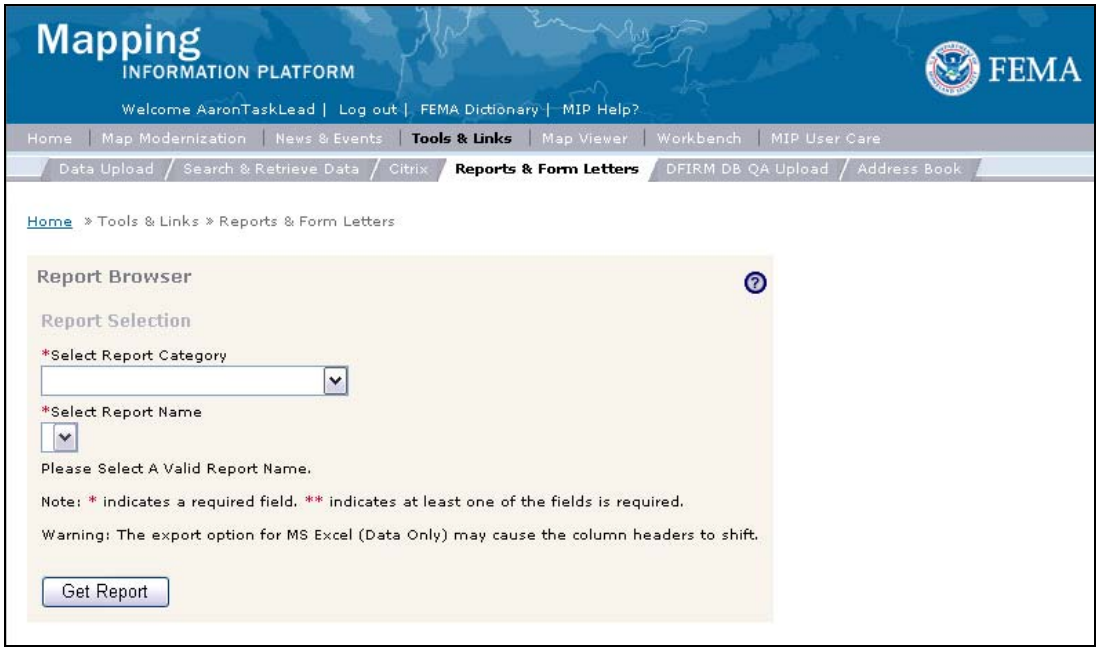
**57.** Click on: Save Work to update the community table

**58.** If applicable, click Modify for any additional communities to complete the same 7 steps.




**At this point, save the work and go to Reports and Form Letters to print the Revisions Cover Letter and Revisions Determination Document.**

**59.** Click the Reports & Form Letters tab




**60.** Click the Select Report Category dropdown box and select Form Letters

**61.** Click the Select Report Name dropdown box and select Revision Cover Letter

**62.** Click to enter Project Number

| | |
|---|---|
| | If the Task Lead has multiple communities, enter the Community ID to print a report for each community. |

**63.** Click on: Get Report

**A new window opens with the document.**

Federal Emergency Management Agency
Washington, D.C. 20472

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

The Honorable Graham Richard
1 East Main Street, Room 900
City/County Building
Ft. Wayne, IN 46802

IN REPLY REFER TO:
Case No.: 09-05-0009P
Community Name: City Of Fort Wayne, IN
Community No.: 180003
Effective Date of
This Revision:

Dear Mayor Richard:

The Flood Insurance Study Report and Flood Insurance Rate Map for your community have been revised by this Letter of Map Revision (LOMR). Please use the enclosed annotated map panel(s) revised by this LOMR for floodplain management purposes and for all flood insurance policies and renewals issued in your community.

Additional documents are enclosed which provide information regarding this LOMR. Please see the List of Enclosures below to determine which documents are included. Other attachments specific to this request may be included as referenced in the Determination Document. If you have any questions regarding floodplain management regulations for your community or the National Flood Insurance Program (NFIP) in general, please contact the Consultation Coordination Officer for your community. If you have any technical questions regarding this LOMR, please contact the Director, Federal Insurance and Mitigation Division of the Department of Homeland Security's Federal Emergency Management Agency (FEMA) in Chicago, Illinois, at (312) 408-5543, or the FEMA Map Assistance Center toll free at 1-877-336-2627 (1-877-FEMA MAP). Additional information about the NFIP is available on our website at http://www.fema.gov/nfip.

Sincerely,

Max H. Yuan, P.E., Program Specialist
Engineering Management Branch
Mitigation Directorate

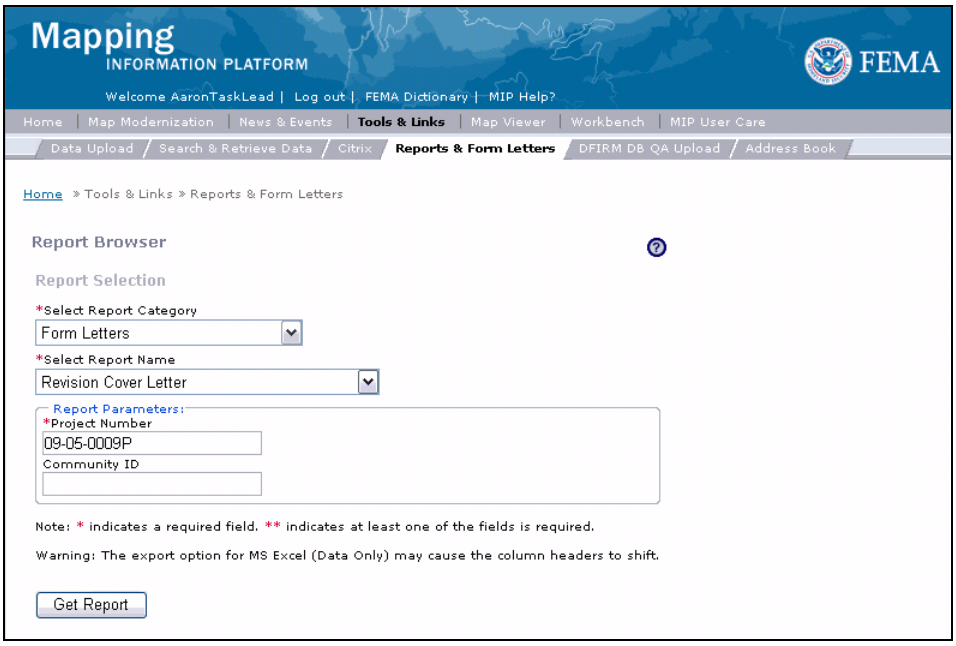
For: William R. Blanton Jr., CFM, Chief
Engineering Management Branch
Mitigation Directorate

List of Enclosures:

Letter of Map Revision Determination Document
Annotated Flood Insurance Rate Map
Annotated Flood Insurance Study Report

**64.** To export this document, click the envelope icon and select MS Word from the menu.

**Follow the same steps to run the determination document.**



**65.** Click the Report Name dropdown box and select Revision Determination Document

**66.** Click to enter Project Number

**67.** Click on: Get Report

| Page 1 | Issue Date: | Effective Date: | Case No.: 09-05-00 |
|---|---|---|---|

Federal Emergency Management Age
Washington, D.C. 20472

**LETTER OF MAP REVISION**
**DETERMINATION DOCUMENT**

| COMMUNITY AND REVISION INFORMATION | | PROJECT DESCRIPTION | B. |
|---|---|---|---|
| COMMUNITY | City Of Fort Wayne<br>Allen County<br>Indiana | ALLUVIAL STRUCTURE | ALLUVIAL |
| | COMMUNITY NO.: 180003 | | |
| IDENTIFIER | The Villas At Dawson'S Creek | APPROXIMATE LATITUDE & LONGITUDE: 41.157, -85.<br>SOURCE: USGS QUADRANGLE DATUM: NAD 83 | |

| ANNOTATED MAPPING ENCLOSURES | ANNOTATED STUDY ENCLOSU |
|---|---|
| TYPE: FIRM* NO.: 18003C0100F DATE: November 5, 2003 | DATE OF EFFECTIVE FLOOD INSURANCE STUDY:<br>PROFILE(S): 06P<br>FLOODWAY DATA TABLE: 6 |

Enclosures reflect changes to flooding sources affected by this revision.
* FIRM - Flood Insurance Rate Map; ** FBFM - Flood Boundary and Floodway Map; *** FHBM - Flood Hazard Boundary Map

FLOODING SOURCE(S) & REVISED REACH(ES)

Becketts Run - from approximately 220 feet upstream of Coldwater Road to just upstream of the Abandoned Railroad Bridge

SUMMARY OF REVISIONS

| Flooding Source | Effective Flooding | Revised Flooding | Increases | Decr |
|---|---|---|---|---|
| Becketts Run | Floodway | Floodway | YES | YES |
| | BFEs | BFEs | YES | YES |
| | Zone AE | Zone AE | YES | YES |

* BFEs - Base Flood Elevations

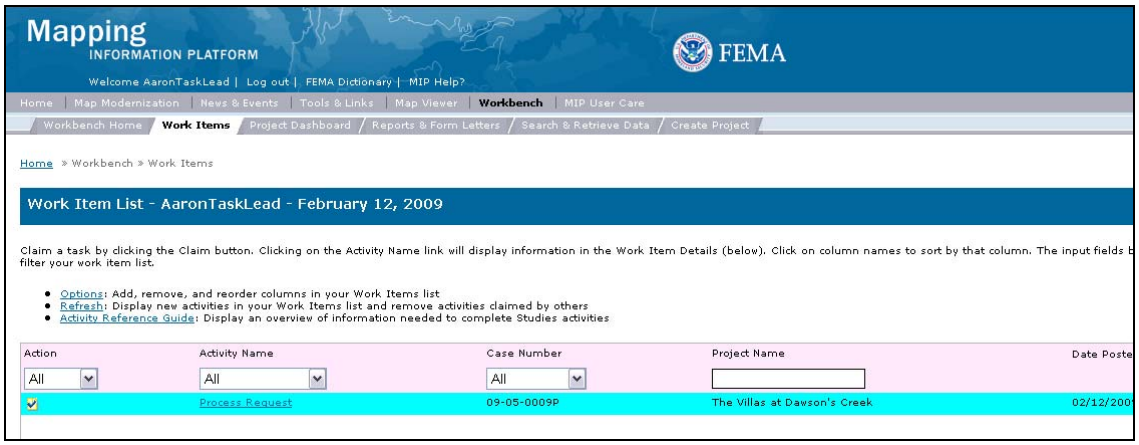
DETERMINATION

This document provides the determination from the Department of Homeland Security's Federal Emergency Management Agency (FEMA) regarding a request for a Letter of Map Revision (LOMR) for the area described above. Using the information submitted have determined that a revision to the flood hazards depicted in the Flood Insurance Study (FIS) report and/or National Flood Ins Program (NFIP) map is warranted. This document revises the effective NFIP map, as indicated in the attached documentation. F

**68.** The Determination Document now appears on a new window.

**Return to the Process Request activity to complete.**

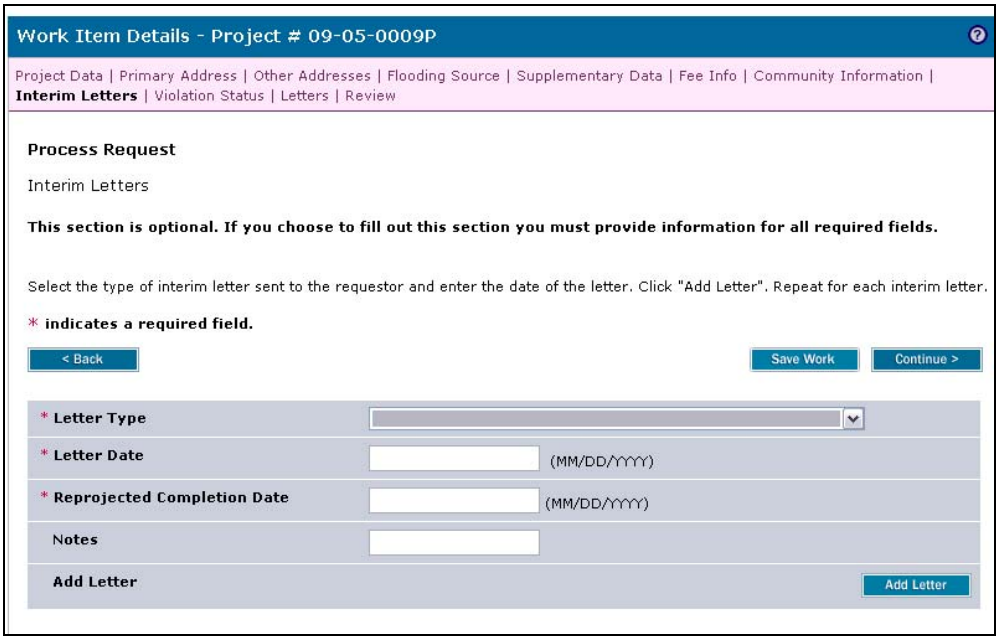
**69.** Click on:


**70.** Click on:

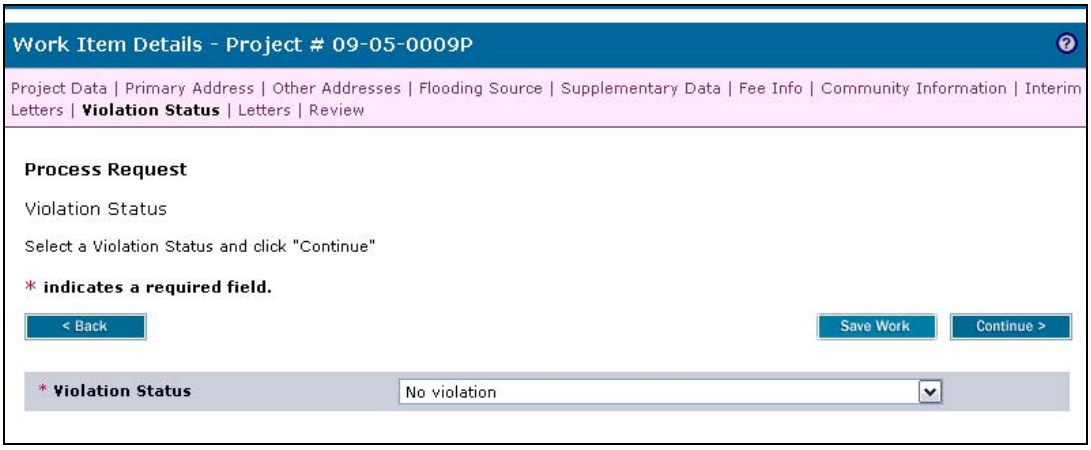
to re-enter the Process Request activity

**Click Continue through the previous screens to return to the Interim Letters screen.**



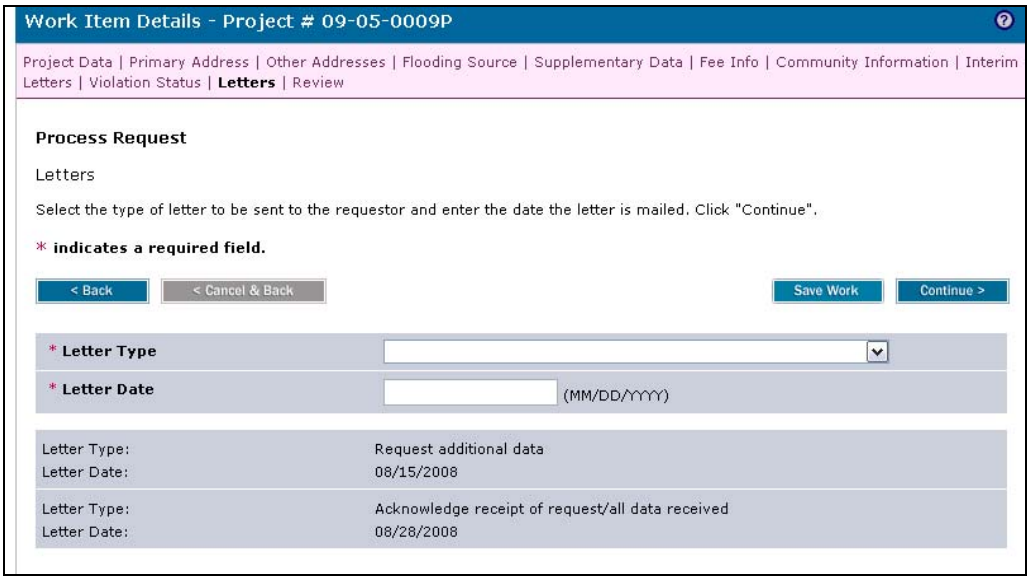

| | |
|---|---|
| | If the project has taken longer than the regulatory 90 days to process, then an interim letter (316-INT) is sent and information is captured within this screen. The user should notify FEMA before sending this letter. |

**71.** In this project, an interim letter was not sent; Click Continue to bypass this screen without entering any information.




| | |
|---|---|
| | This screen can be bypassed with the default value of No violation selected in the drop down. |
| | If the project has a violation, select the violation type from the dropdown box. |

**72.** Click on: Continue > to move to the Letters screen




| | |
|---|---|
| | If no additional data was requested in the Supplementary Data module and determination information was entered in the Community Information module, then Determination letter to FEMA should be selected as the Letter Type within this module. |

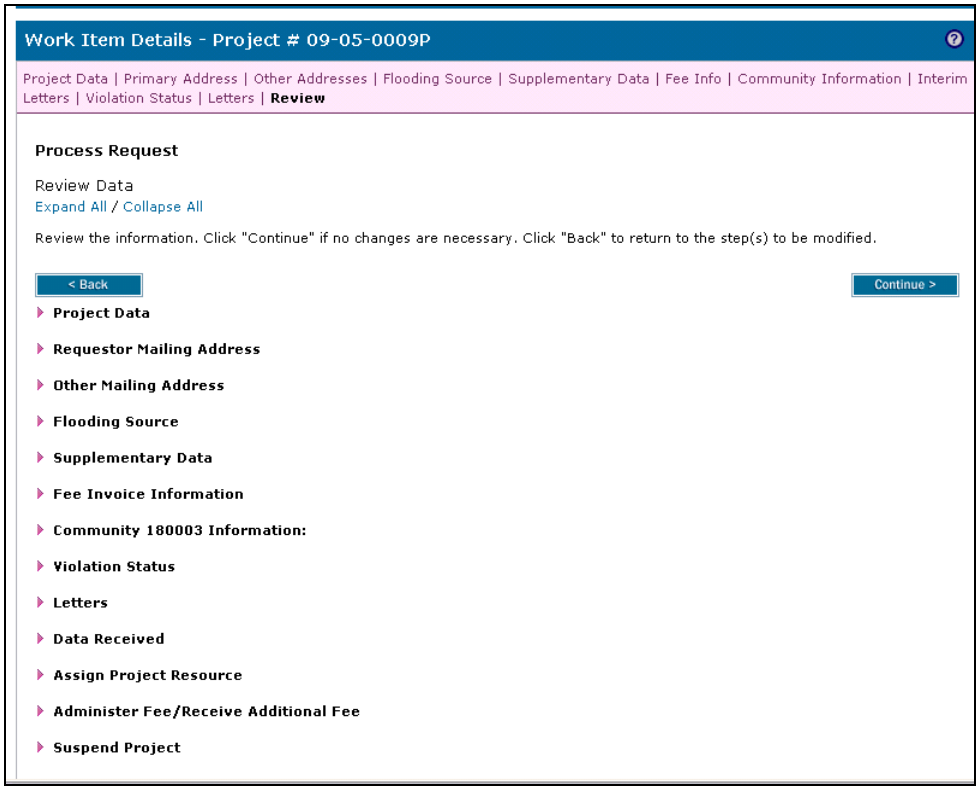
| | |
|---|---|
| | **Letter Types:**<br><br>**Request Additional Data** - Corresponds to a 316-AD. Letter to requester for CLOMR and LOMR; requests additional information to process request<br><br>**Request Additional Data Due to Incomplete Data** - Corresponds to a 316-AD/INC. Letter to requester for CLOMR and LOMR; informs requester that additional data submitted are incomplete and restates remaining required items<br><br>**Request Additional Fee** - Corresponds to a 316-FEE. Letter to requester for non-fee-exempt request for CLOMR and LOMR; acknowledges receipt of request and informs requester of additional fee required to process request<br><br>**Determination Letter to FEMA** - Corresponds to a LOMR or CLOMR.<br><br>**Violation Letter to FEMA** - Corresponds to Violation Transmittal. Transmittal form used to send violation memo to community and letter to FEMA for signature.<br><br>**Special Response Letter to FEMA** - Corresponds to a BADL or other Special Response Letter. Best Available Data Letter (BADL) issued when technical data is reviewed and accepted, but LOMR/PMR cannot be issued; technical data may be used by community for floodplain management purposes.<br>**Denial Letter to FEMA** - A special letter used when the requested changes are not incorporated by a LOMR or when proposed changes as part of a CLOMR do not meet NFIP Regulations and are not accepted by FEMA |

**73.** Click the Letter Type dropdown box and select the appropriate option

**74.** Click to enter Letter Date in MM/DD/YYYY format

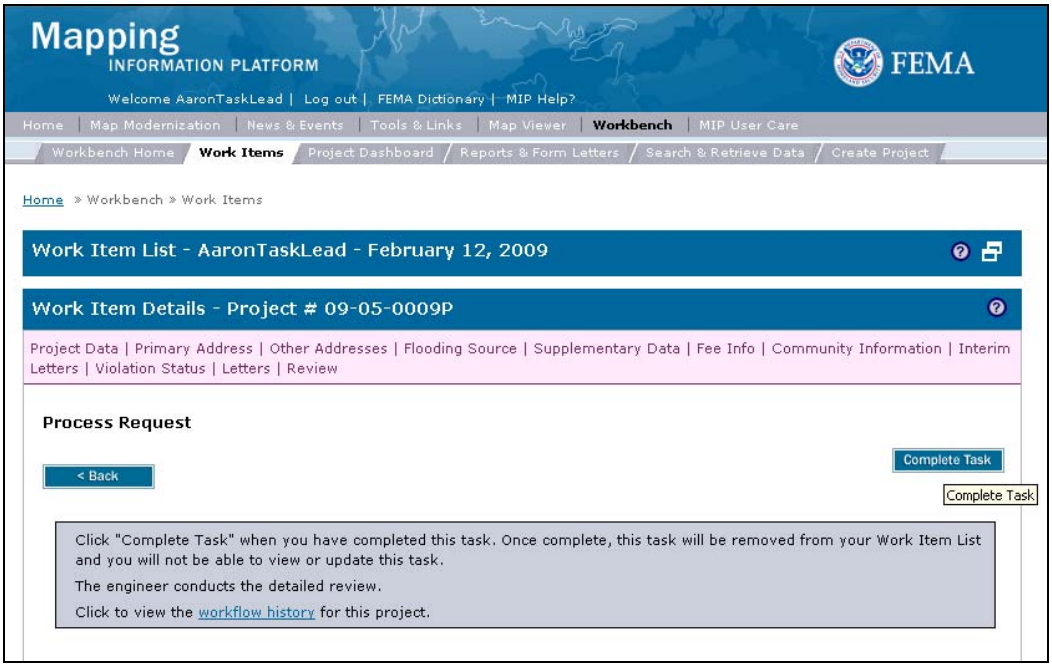
| | |
|---|---|
| | Do not upload files on this screen at this time. |

**75.** Click on: Continue > to move to the Letters screen




| | |
|---|---|
| | On the Review screen, click the twisties to the left of the listed name to expand a single element. To view all elements, click the Expand All hot link to show all data fields and information entered. |

**76.** Review and click Continue >



| | |
|---|---|
| | Once you click Complete Task you cannot return to this task. Confirm all information is correct before clicking the Complete Task button. Click the Back button to make any changes to previous screens. |

**77.** Click on: Complete Task to complete activity

| Results |
|---|
| The activity is now complete. The next activity is Audit Determination conducted by the Audit Lead. Other possible activities, depending on whether additional data or fees were requested, are Receive Additional Data for the Task Lead or Receive Additional Fee for the Fee Administrator. |

Last updated: March 2009

**Example pages from a Determination Document. This screen includes the sections of the determination document, as referenced in the steps above.**

| Page 1 of 9 | Issue Date: (1) | Effective Date: | Case No.: 09-05-0008P | LO (2) P |
|---|---|---|---|---|

Federal Emergency Management Agency
Washington, D.C. 20472

**LETTER OF MAP REVISION**
**DETERMINATION DOCUMENT**

| COMMUNITY AND REVISION INFORMATION | | PROJECT DESCRIPTION | BASIS OF REQUEST |
|---|---|---|---|
| COMMUNITY | (3) Community Name<br>County<br>State | CULVERT (4) | FLOODWAY<br>HYDRAULIC ANALYSIS<br>NEW TOPOGRAPHIC DATA (5) |
| | COMMUNITY NO.: 180003 (6) | | |
| IDENTIFIER | The Villas at Dawson's Creek (7) | APPROXIMATE LATITUDE & LONGITUDE: 41.157, -85.143<br>SOURCE: USGS QUADRANGLE DATUM: NAD 83 (8) | |

| ANNOTATED MAPPING ENCLOSURES | ANNOTATED STUDY ENCLOSURES |
|---|---|
| TYPE: FIRM* NO.: 18003C0100 F DATE: November 5, 2003 (11A) | DATE OF EFFECTIVE FLOOD INSURANCE STUDY: November 5, 2003<br>PROFILE(S): 06P<br>FLOODWAY DATA TABLE: 6 (11B) |

Enclosures reflect changes to flooding sources affected by this revision.
* FIRM - Flood Insurance Rate Map; ** FBFM - Flood Boundary and Floodway Map; *** FHBM - Flood Hazard Boundary Map

**FLOODING SOURCE(S) & REVISED REACH(ES)**

Becketts Run - from approximately 220 feet upstream of Coldwater Road to just upstream of the Abandoned Railroad Bridge (9)

**SUMMARY OF REVISIONS**

| Flooding Source | Effective Flooding | Revised Flooding | Increases | Decreases |
|---|---|---|---|---|
| Becketts Run | Zone AE | Zone AE | YES | YES |
| | Floodway (10) | Floodway | YES | YES |
| | BFEs | BFEs | YES | YES |

* BFEs - Base Flood Elevations

**DETERMINATION**

This document provides the determination from the Department of Homeland Security's Federal Emergency Management Agency (FEMA) regarding a request for a Letter of Map Revision (LOMR) for the area described above. Using the information submitted, we have determined that a revision to the flood hazards depicted in the Flood Insurance Study (FIS) report and/or National Flood Insurance Program (NFIP) map is warranted. This document revises the effective NFIP map, as indicated in the attached documentation. Please use the enclosed annotated map panels revised by this LOMR for floodplain management purposes and for all flood insurance policies and renewals in your community. (12)

This determination is based on the flood data presently available. The enclosed documents provide additional information regarding this determination. If you have any questions about this document, please contact the FEMA Map Assistance Center toll free at 1-877-336-2627 (1-877-FEMA MAP) or by letter addressed to the [PTS Contractor Information]. Additional information about the NFIP is available on our website at http://www.fema.gov/nfip.

(13)

(14) Max H. Yuan, P.E., Program Specialist
Engineering Management Branch
Mitigation Directorate

Case Number Letter Code

| Page 6 of 9 | Issue Date: 1 | Effective Date: | Case No.: 09-05-0008P | L 2 FP |
|---|---|---|---|---|

Federal Emergency Management Agency
Washington, D.C. 20472

## LETTER OF MAP REVISION
## DETERMINATION DOCUMENT (CONTINUED)

### PUBLIC NOTIFICATION OF REVISION

### PUBLIC NOTIFICATION

| FLOODING SOURCE | LOCATION OF REFERENCED ELEVATION | BFE VALUE (UNIT/DATUM) | | MAP PANEL NUMBER(S) |
|---|---|---|---|---|
| | | EFFECTIVE | REVISED | |
| Becketts Run | Location of Referenced Elevation 1 | 798 | 799 | 18003C0100 F |
| | Location of Referenced Elevation 2 | 813 | 814 | 18003C0100 F |

**20A: [SFHA and/or Floodway Decrease]**
This revision is effective as of the date of this letter. Any requests to review or alter this determination should be made within 30 days and must be based on scientific or technical data.

**20B: [BFE Decrease] OR [BFE Decrease and SFHA and/or Floodway Decrease]**
Within 90 days of the second publication in the local newspaper, any interested party may request that we reconsider this determination. Any request for reconsideration must be based on scientific or technical data. This revision is effective as of the date of this letter. However, until the 90-day period has elapsed, the revised BFEs presented in this LOMR may be changed.

A notice of changes will be published in the *Federal Register*. This information also will be published in your local newspaper on or about the dates listed below.

LOCAL NEWSPAPER Name: *A LOCAL NEWSPAPER*

Dates: 00/00/0000 00/00/0000

**20C: [SFHA and/or Floodway Increase] (Compliant – N)***
This revision will become effective 30 days from the date of this letter. Any requests to review or alter this determination should be made within 30 days and must be based on scientific or technical data.

This determination is based on the flood data presently available. The enclosed documents provide additional information regarding this determination. If you have any questions about this document, please contact the FEMA Map Assistance Center toll free at 1-877-336-2627 (1-877-FEMA MAP) or by letter addressed to the [PTS Contractor Information]. Additional information about the NFIP is available on our website at http://www.fema.gov/nfip.

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14 Max H. Yuan, P.E., Program Specialist
Engineering Management Branch
Mitigation Directorate

Case Number Letter Code