FEMA Region II Preliminary Flood Map Feedback Portal

Step-by-Step Guide for Local Community Officials

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About This Guide

- This Guide:

  - Provides an overview of the Preliminary Flood Map Feedback Portal and how community officials can use it.

  - Walks through the necessary steps for:
    - providing feedback on the preliminary Flood Insurance Rate Maps (FIRMs) and Flood Insurance Study (FIS) report
    - reviewing and commenting on submittals from members of the public and notifying FEMA that the community review is complete
    - tracking submittals for your community

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Introduction

- The Preliminary Flood Map Feedback Portal was developed by the FEMA Region II office to support the [statutory appeals process](#) for preliminary FIRMs released for certain communities in coastal New Jersey and New York.

- Local community officials can use the Portal to:

  - Submit feedback on the preliminary FIRMs and FIS report online.

  - View and track the status of requests.

  - Concur and/or provide other input on submissions from members of the public for their community.

  - Submit additional data requested by FEMA.

  - Comment on a resolution letter issued by FEMA.

- Members of the public also can use the Portal to:

  - Submit feedback and track the status of their requests.

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Use of the Portal Is Optional, but Encouraged for Both Community Officials and the Public

- Use of the Portal to submit feedback on the preliminary FIRMs is optional. To learn more about other submittal options, visit http://www.region2coastal.com/appeal. However, the Portal is intended to make the submittal and review process simpler and more manageable for everyone.

- While your residents may still provide their feedback directly to you, we encourage you to communicate with your residents about the Portal. All Portal submittals will first be routed to community officials prior to FEMA's review (as required by National Flood Insurance Program regulations).

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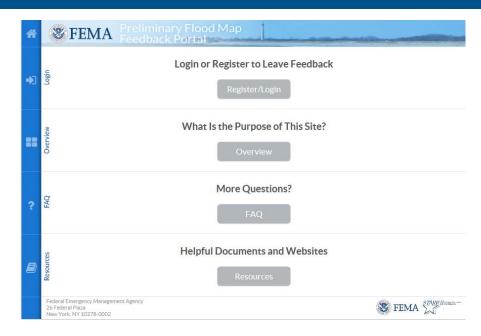
Special Considerations for Community Officials

- If a resident provides you with their feedback, you may provide the submittal to region2coastal@rampp-team.com to be entered into the Portal, rather than entering it yourself. That way it will be clear who the actual submitter of the feedback is in the Portal.

- If a consultant will be submitting or reviewing appeals and comments on behalf of your community, you can provide them with your login credentials at your discretion, or you may request additional credentials at region2coastal@rampp-team.com. Alternatively, consultants may register to use the Portal as a member of the public. Then, as would be the case with other submittals from members of the public, you, as a community official, will be notified and will need to review the submittal before FEMA performs its review (see page 26).

Access the Portal

- The Portal is accessible through https://feedback.region2coastal.com.

- From the Portal home screen (shown on the right), you can log in, get an overview of the site, and access frequently asked questions and helpful resources.

- To log in, click on the "Register/Login" button, enter your credentials, then click on the "Log in" button.

- Community officials should have received their login credentials by email at the start of the appeal period. If you did not, contact region2coastal@rampp-team.com to receive credentials.

FEMA Preliminary Flood Map Feedback Portal

Login or Register to Leave Feedback

Register/Login

What Is the Purpose of This Site?

Overview

More Questions?

FAQ

Helpful Documents and Websites

Resources

Federal Emergency Management Agency
26 Federal Plaza
New York, NY 10278-0002

Submitting Feedback Using the Portal

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Create a New Submission

- When you log in to the Portal, you will be directed to your Community Official Dashboard. To create a new submission, select "Create new submission" from the dropdown list in the "Actions" section of the dashboard, then click on the "Continue" button.

Refine Your Area of Concern

You will have an opportunity to further refine your area of concern on a map if you would like to.

- To locate your area of concern, you can enter an address in the "Search address" field, then click on the search button 🔍 . You also can click and drag the map with your mouse and/or use the "+" and "-" zoom buttons in the top left corner of the map to navigate to the area.

Refine Your Area of Concern

- To highlight your area of concern, click on the "Draw Area" button.

- Hold down your mouse button while you draw around your area of concern. Then release your mouse button when done.

- To delete a selected area, hold down the "ctrl" or "cmd" button on your keyboard as you click on the area on the map.

- To edit a selected area, double-click on the area and adjust the points, then double-click on the area again to save your changes.

- Click on the "Continue" button to move on if you have refined your area of concern or if do not wish to refine your area of concern.

Identify the Type of Concern

- Select what your concern is with the information shown on the preliminary FIRM or in the FIS report:

  - **new or updated flood hazard information**.

  - **features besides flood hazard information** (e.g., road names, flooding source names, and base map features).
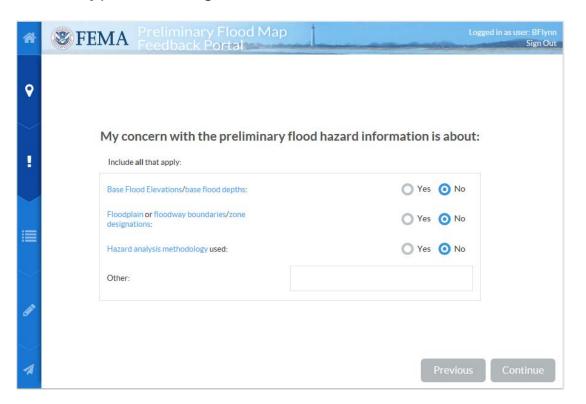
  - both of the above.

Concerns About Flood Hazard Information

- If you have a concern with the preliminary flood hazard information, note what your concern is about, then click on the "Continue" button.

You can click on the hyperlinked light blue text for definitions of certain terms.

Topographic Information

- Select "yes" if you are submitting topographic information to support your submission. Then provide the information requested about the data. Click on the "Continue" button to move on.
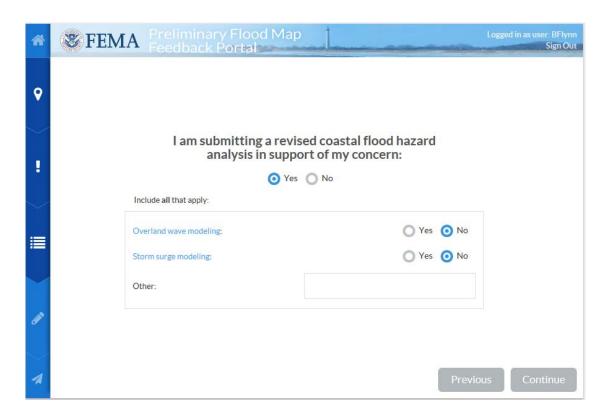
Revised Coastal Flood Hazard Analysis

- Select "yes" if you are submitting a revised coastal flood hazard analysis to support your submission. Then select which types. Click on the "Continue" button to move on.

Revised Riverine Flood Hazard Analysis

- Select "yes" if you are submitting a revised riverine flood hazard analysis to support your submission. Then select which types. Click on the "Continue" button to move on.
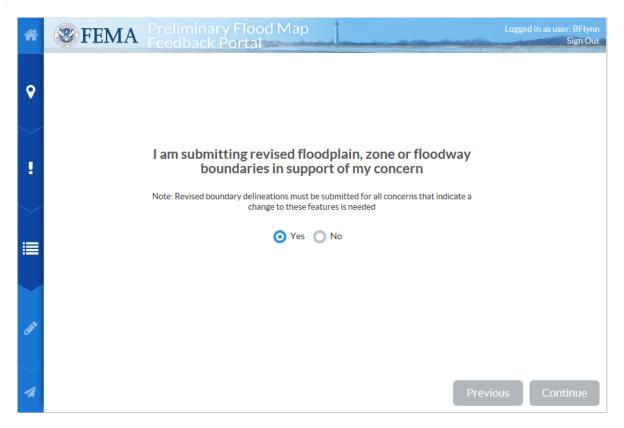
Revised Floodplain, Zone, or Floodway Boundaries

- Select "yes" if you are submitting revised floodplain, zone, or floodway boundaries to support your submission. Click on the "Continue" button to move on.
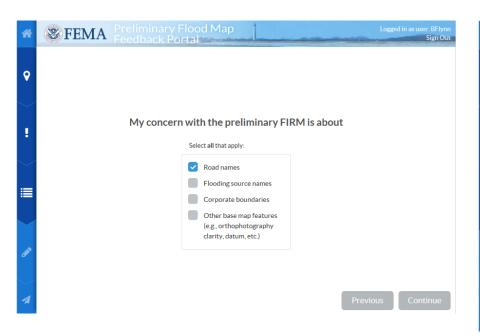
Concerns About Features Other Than Flood Hazard Information

- If you have a concern about map or report features besides flood hazard information, check the boxes that apply, then click on the "Continue" button.

- On the next screen, provide details about supporting information you are submitting, then click on the "Continue" button.

Describe Your Concern

- You can provide a detailed description of your concern in the text field on the "Describe" screen. Otherwise, click on the "Continue" button to upload the information as an attachment.
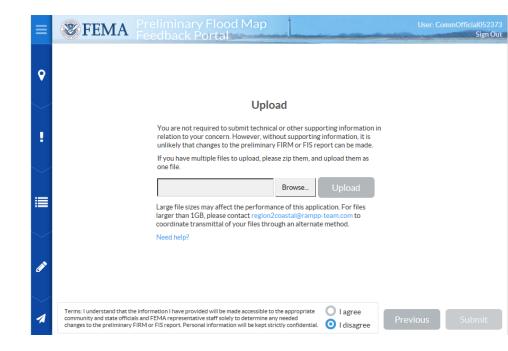
Submit Your Request

- On the "Upload" screen, you can submit technical or other information to support your concern. Although this is not a requirement, it is unlikely that changes to the preliminary FIRM or FIS report can be made without supporting information.

- Once you have read and agreed to the submission terms by clicking on the "I agree" button, click the "Submit" button to send your request to FEMA.
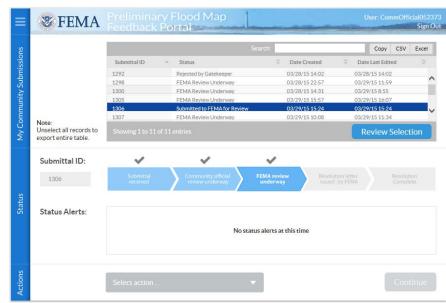
View and Track Submissions

The Portal makes it easy for local community officials to view and manage submissions that affect their community and track the status of requests.

- You can view basic information, including the status, for all submittals for your community in the "My Community Submissions" section of the community official dashboard. This includes submissions directly from members of the public and also those submitted by your community.

- Click on a submission record in the top table to see additional status information in the "Status" section of the dashboard.

- To see more detailed information for a particular submission, click on the submission, then click on the "Review Selection" button.

- You can export the table of submittals by clicking on the "Copy", "CSV", or "Excel" button at the top right. To export the entire table (rather than one selected record), de-select a record by clicking on it so that no records are selected.
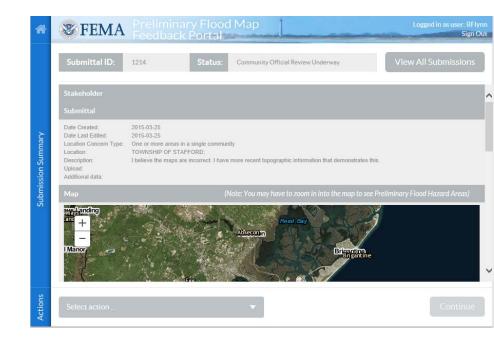
The Submission Summary Screen

After selecting a submission and clicking the Review Selection button on the Dashboard, the Submission Summary screen will appear (see example at right).

This screen provides all of the information related to the request that was provided by the submitter. Click on each of the gray horizontal bars to reveal the information in a particular section. To hide the information, click on the gray bar associated with the particular section again.
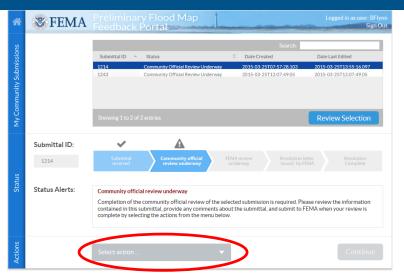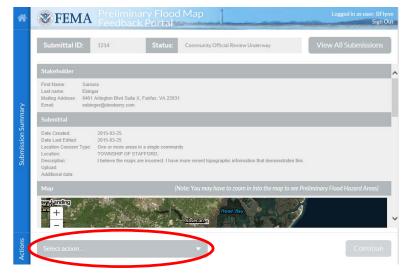
Community Official Actions

- As a community official, there are other actions you can take through the Portal, which are discussed in the next sections.

- You can perform these actions from the "Actions" section of either the Community Official Dashboard (shown at top right), which is the screen you see after logging in to the Portal, or the Submission Summary screen (shown at bottom right).

  - If you want to perform an action on a submission from the Community Official Dashboard, you must first click on the submission to select it.

Reviewing Submittals from the Public

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Reviewing Submittals from the Public

Local community officials will receive an email notification when a member of the public submits feedback on the preliminary FIRM and/or FIS report that affects their community.

Before FEMA can begin its review of the submittal, the community must first perform these 3 steps:

1. **Review the submittal**

2. **Provide review comments (if desired) on the submittal**

3. **Notify FEMA that the community official review of the submittal is complete**

See the following pages for information about how to complete these steps through the Portal.
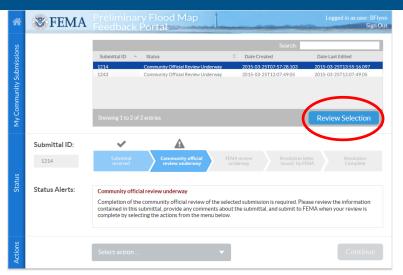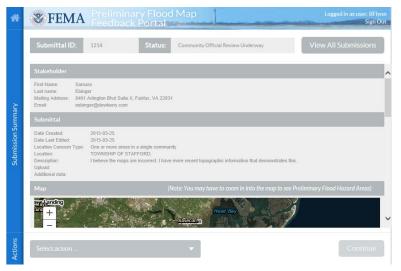
Step 1: View the Submittal

First, review the details of the submittal by clicking on the applicable row at the top of the Community Official Dashboard. Then click on the "Review Selection" button, which takes you to the Submission Summary screen.

This screen provides all of the information related to the request that was provided by the submitter. Click on each of the gray horizontal bars to reveal the information in a particular section. To hide the information, click on the gray bar associated with the particular section again.

Step 2: Provide Review Comments on Submittal

In this step, you may provide review comments about a submittal from a member of the public that only FEMA and its support team will be able to see. For example, review comments can include whether or not your community agrees with the submittal or other information related to the submittal that you would like to provide. You are **not** required to add review comments.

If you are adding review comments, see the next page. If not, go to page 30 for Step 3.
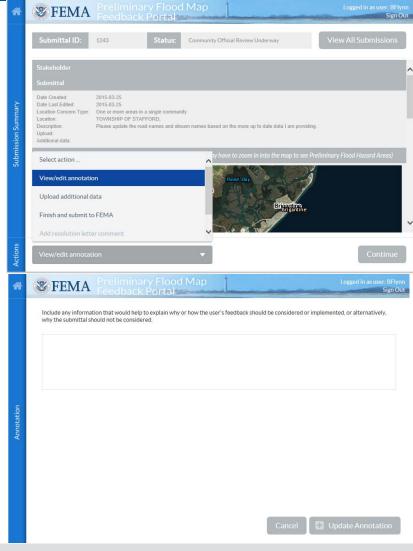
Step 2: Provide Review Comments on Submittal, continued

To add review comments for a submittal from a member of the public:

From either the Community Official Dashboard with a submission selected or the Submission Summary screen (shown at top right):

- Select "View/Edit Annotation" from the dropdown list in the "Actions" section of the dashboard, then click on the "Continue" button.

- Add your comments in the text field, then click on the "Update Annotation" button.
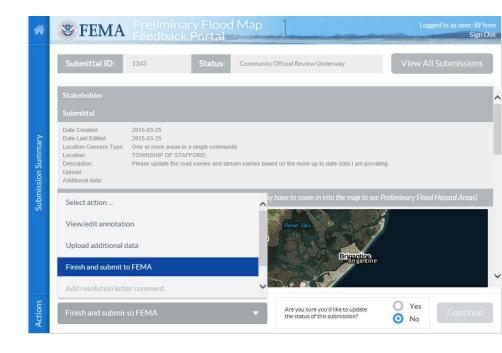
Step 3: Send a Submittal From the Public to FEMA

After entering any desired review comments for the submittal (see previous page), perform the following steps from either the Community Official Dashboard with a submittal selected or the Submission Summary screen (shown on the right):

- Select "Finish and submit to FEMA" from the dropdown list in the "Actions" section.

- Click on the "Yes" button to confirm your action and update the status of the submission, then click on the "Continue" button.

After the Initial Submittal: Other Actions for Community Officials

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After the Initial Submittal

Following submittal of feedback directly from a community OR after a community official has reviewed the feedback from a member of the public, the next step will be for FEMA to perform its initial review of the submittal. This review may result in one of the following:

1. FEMA determines that all of the data required to evaluate the submittal has been received. A **resolution letter** will be drafted and sent to local community officials and (if applicable) the member of the public who submitted the feedback. You will receive the letter by standard mail and by email. See page 35 for actions you can take through the Portal once the resolution letter is issued.

OR

2. FEMA determines that additional data is needed to evaluate the submittal. An **additional data letter** will be drafted and sent to local community officials and (if applicable) the member of the public who submitted the feedback. You will receive the letter by standard mail and by email. See page 33 for actions you can take through the Portal if an additional data letter is issued.
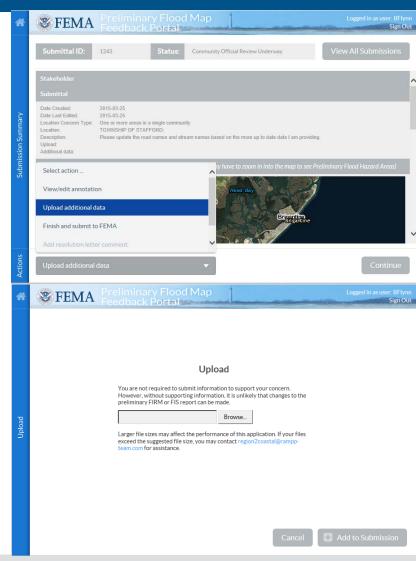
Submit Additional Data

Community officials will receive email notification if additional data is needed for FEMA to further evaluate a submission.

From either the Community Official Dashboard with a submission selected or the Submission Summary screen (shown at right):

- Select "Upload additional data" from the dropdown list in the "Actions" section of the dashboard, then click on the "Continue" button.

- On the next screen, click on the "Browse" button to select the file you wish to upload, then click on the "Add to Submission" button.

Submit Additional Data, continued

If additional data is required for a submittal *from a member of the public*, you also will be notified. If additional data is provided by the submitter, you will need to follow the steps in the "Reviewing Submittals from the Public" section (see page 26) before FEMA reviews the additional data.

Commenting on a Resolution Letter Issued by FEMA

Community officials will receive an email notification when a resolution letter has been issued for a submittal. The letter will also be sent via standard mail.

If desired, you (and/or the member of the public who submitted the feedback, if applicable) may comment on the resolution issued by FEMA within 30 days of issuance of the resolution letter.

- To comment on a resolution in the Portal, select "Add resolution letter comment" from the dropdown list in the "Actions" section of the dashboard, then add your desired comments.

- If comments on the resolution are provided, FEMA will be in contact with the relevant parties as needed to discuss and work towards a mutually agreeable resolution.

Resources

- Additional help resources are available directly through the Portal

- Appeal period information on the FEMA Region II Coastal Outreach Website
http://www.region2coastal.com/appeal

- Criteria for Appeals of Flood Insurance Rate Maps

- FEMA Region II Coastal Outreach Team
region2coastal@rampp-team.com