

Federal Emergency Management Agency (FEMA) Local Officials Questionnaire – DRAFT VERSION

The Federal Emergency Management Agency (FEMA) is conducting this brief survey of local and Tribal officials to:

- Understand their awareness and understanding of the local risk of flooding
- Identify the types of flood prevention or flood risk reduction activities undertaken
- Determine if and how they share flood risk information with their citizens
- Understand how FEMA can make it easier for them to communicate about the risk of flooding

The survey will take approximately 10 to 15 minutes to complete. CFI Group will treat all information you provide as confidential. All information you provide will be combined with others' for research and reporting purposes. Your individual responses will not be released. This survey is authorized by the U.S. Office of Management and Budget Control No 1090-0007.

I. Demographics

1. Which community do you represent? Please provide the name of your community along with county, State, and ZIP codes.
2. How many years have you served in your current capacity?
 1. Less than one
 2. 1-3
 3. 4-10
 4. More than 10
3. What is your title?
 1. Mayor
 2. City Administrator/Manager
 3. Floodplain Manager
 4. Land Use Planner
 5. Emergency Manager
 6. County/Parish Executive
 7. Council Chairperson
 8. Tribal Official
 9. Other (Specify)

II. Awareness and Understanding

4. Do you believe that your community is at risk for flooding?
 1. Yes
 2. No **(Skip to question 6)**
 3. Not sure **(Skip to question 6)**
 4. Flood risk is the responsibility of another community official or local agency **(Skip to question 6)**
5. How would you characterize your community's flood risk?
 1. High risk
 2. Moderate-to-low risk
 3. Not sure

6. Is your community located within 5 miles of the Great Lakes, the Atlantic or Pacific Oceans, or the Gulf of Mexico?
7. What are the major sources of flooding in your community? (SELECT ALL THAT APPLY)
 1. Heavy rains
 2. Ice or snow thaws
 3. Levees failing or overtopping
 4. Other structures failing, such as drainage system, dams or culverts
 5. Coastal flooding, such as hurricanes or nor'easters
 6. Tsunamis
 7. Lack of regulation or poor planning
 8. New development/construction
 9. Other (Specify)
8. When did your community last experience a flood?
 1. Less than one year ago
 2. 1-3 years ago
 3. 4-10 years ago
 4. More than 10 years ago
 5. Never (**Skip to question 10**)
9. Has your community had a federally declared disaster for flooding?
 1. Yes (specify month and year)
 2. No
10. Have you reviewed your community's flood map?
 1. Yes
 2. No (**Skip to question 14**)
11. On a scale of 1 to 10, where 1 is "not very easy" and 10 is "very easy" how easy was it to **find** your community's flood map (also known as Flood Insurance Rate Maps (FIRM))? If you have not used the map please select "Not applicable."
12. On a scale of 1 to 10, where 1 is "not very easy" and 10 is "very easy" how easy is it to **use** your community's flood map (also known as Flood Insurance Rate Maps (FIRM))? If you have not used the map please select "Not applicable."
13. On a scale of 1 to 10, where 1 is "not very valuable" and 10 is "very valuable" how **valuable** is your community's flood map (also known as Flood Insurance Rate Maps (FIRM)) in helping you make planning decisions? If you have not used the map please select "Not applicable."
14. Where do you get information about your community's risk of flooding? (NOTE TO INTERVIEWER: READ LIST AND SELECT ALL THAT APPLY)
 1. Your own experience with floods/history of flooding
 2. Your community's flood maps
 3. Local officials
 4. Insurance agent, bank, or mortgage lender
 5. FEMA or FloodSmart
 6. Local media (e.g., TV, radio, newspaper)
 7. Neighbors or friends
 8. Other (Specify)
15. Has your community taken action to prevent flooding or reduce the risk of flooding?

1. Yes
2. No **(Skip to question 17)**
3. Not sure **(Skip to question 17)**

16. Which of the choices below best describes your community's actions to reduce its risk of flooding?
(SELECT ALL THAT APPLY)

1. **Land Use Ordinances/Local Building Codes**—government actions that influence how land and buildings are developed and built. (SELECT ALL THAT APPLY)
 1. Set backs
 2. Zoning
 3. Enforcement of local or enhanced building codes
 4. Floodplain management ordinances
 5. Open space preservation
 6. Stormwater management regulations
 7. Coastal zone management
 8. Other (Specify)
 9. None of the above
2. **Mitigation Projects**—actual projects designed to protect property, protect natural resources, or install structures to prevent or reduce the risk of flooding. (SELECT ALL THAT APPLY)
 1. Acquisition
 2. Elevation
 3. Flood control
 - i. Building dams
 - ii. Building levees
 - iii. Building drainage improvements
 - iv. Building seawalls
 4. Soil stabilization/erosion control
 5. Natural systems restoration
 6. Floodproofing, such as structural retrofits
 7. Forest or vegetation management
 8. Other (Specify)
 9. None of the above

ONLY ASK Q16.3 – 16.5 IF Q16.2 = 3i. DAMS

3. Do you consider the people and structures behind or downstream of the dam to be at risk of flooding?
 1. Yes
 2. No
4. Do you conduct any outreach specifically about the risks associated with living behind or downstream of the dam?
 1. Yes **(Skip to question 16.9)**
 2. No **(ASK Q16.5)**
5. Why haven't you conducted any outreach about the risks of living downstream or behind the dam?
 1. We do not believe there is a risk
 2. It is not our responsibility
 3. Resource limitations
 4. We are not sure which actions to take
 5. Other (Specify)

ONLY ASK Q16.6 – 16.8 IF Q16.2 = 3ii. LEVEES

6. Do you consider the people and structures behind the levee to be at risk of flooding?
1. Yes
 2. No
7. Do you conduct any outreach specifically about the risks associated with living behind the levee?
1. Yes **(Skip to question 16.9)**
 2. No **(ASK Q16.8)**
8. Why haven't you conducted any outreach about the risks of living behind the levee?
1. We do not believe there is a risk.
 2. It is not our responsibility
 3. Resource limitations
 4. We are not sure which actions to take
 5. Other (Specify)
9. **Public Awareness and Outreach**—actions to inform and educate citizens, elected officials, and property owners about flood hazards and potential ways to mitigate them. (SELECT ALL THAT APPLY)
1. Advertisements/notices in newspapers
 2. Media outreach (e.g., news, television, newspaper, radio)
 3. Direct mailings
 4. Community meetings, open houses, or other events
 5. Speaking engagements (if so, to whom)?
 6. Community website
 7. Outreach to insurance industry or real estate agents
 8. Social media outreach (e.g., Facebook, Twitter, blog)
 9. Real estate disclosures
 10. Hazard information centers
 11. School-age education program
 12. Email outreach
 13. Text messages or other outreach to smartphones
 14. Community newsletters
 15. Partnerships with other organizations or businesses (e.g., ASFPM, Rotary or Kiwanis Clubs, local retailers)
 16. Other (Specify)
 17. None of the above
10. **Planning**—updating existing plans or developing new plans for addressing mitigation of flooding risk. (SELECT ALL THAT APPLY)
1. Multi-hazard Mitigation Plan
 2. Community Outreach Plan
 3. Comprehensive Plan
 4. Watershed Restoration Plan
 5. Community Rating System (CRS) Plan
 6. Open Space Plan
 7. Redevelopment Plan
 8. Sustainability Plan
 9. Brownfield Redevelopment Plan
 10. Coastal Zone Management Plan
 11. Stormwater Management Plan
 12. Other (Specify)
 13. None of the above

ONLY ASK Q16.11 IF Q16.10 = 1 MULTI-HAZARD MITIGATION PLAN

11. Has FEMA approved the multi-hazard mitigation plan?
1. Yes
 2. No
 3. Don't know
12. **Participation in Program that Rewards Risk Reduction**—participating in nationally-based programs connected to reducing risk. (SELECT ALL THAT APPLY)
1. National Flood Insurance Program (NFIP)
 2. Community Rating System (CRS)
 3. Other (Specify)
 4. None of the above

SKIP Q16.13 IF Q16.12 = 2 COMMUNITY RATING SYSTEM (CRS)

13. How familiar are you with the National Flood Insurance Program's Community Rating System? Please use a scale from 1 to 10, where 1 is "not very familiar" and 10 is "very familiar."
14. **Please specify any other actions you have taken to reduce your community's risk of flooding** (Specify)

AFTER Q16.1-16.14 SKIP TO Q18

17. Which of the choices below best describes why your community has not taken action to prevent flooding or reduce the risk of flooding? (SELECT ALL THAT APPLY)
1. We do not believe that our community is at risk
 2. It is not our responsibility
 3. Resource limitations
 4. We are not sure which actions to take
 5. No mitigation plan is in place to inform action
 6. Other (Specify)
18. Is flood insurance available for purchase in your community?
1. Yes
 2. No
 3. Not sure

III. Communication

19. How often do you communicate with the public about your community's flood risk and/or how to reduce that risk?
1. Several times a year (**Skip to question 21**)
 2. Annually (**Skip to question 21**)
 3. Once every few years (**Skip to question 21**)
 4. Never, it is not my responsibility
 5. Never due to competing priorities or other reasons (**Skip to question 21**)

ONLY ASK Q20 IF Q19=4 NEVER IT IS NOT MY RESPONSIBILITY

20. Who is responsible for communicating with the community about changes to their flood hazards or risks and/or how to reduce that risk? (Select all that apply.)
1. Mayor/CEO

2. Other local official(s)
3. Mortgage lender
4. Insurance agent
5. Real estate agent
6. State
7. FEMA
8. Other (Specify)

21. How often do other officials communicate with the public about the community's flood risk and/or how to reduce that risk?

1. Several times a year a year
2. Annually
3. Once every few years
4. Never **(Skip to question 23)**
5. Don't know **(Skip to question 23)**

22. Who are the other officials who communicate with your community about changes to their flood hazards and/or risks and how to reduce that risk? (Select all that apply.)

1. Mayor/CEO
2. Public safety commissioner
3. Floodplain manager
4. CRS Coordinator
5. Emergency manager
6. State
7. FEMA
8. Other (Specify)

23. If you learned that a new flood map was being developed for your community, how would you let your community know? (Select all that apply.)

1. Provide information through the local media (e.g., newspapers, TV, radio)
2. Mail information to property owners
3. Community meetings, open houses, or other events
4. Call property owners
5. Email property owners
6. Send text message or information to property owners through a mobile device or smartphone
7. Use social media (e.g., social networking site such as Facebook or a blog)
8. Post information on your community's website
9. Post signs or flood maps in the community (e.g., libraries, schools)
10. Through partnerships with other organizations or businesses (e.g., ASFP, Rotary or Kiwanis Clubs, local retailers)
11. School-age education program
12. Hazard information centers
13. Other (specify)

24. Has FEMA conducted a Risk MAP project in your community since you have been in office?

1. Yes
2. No **(Skip to question 31)**
3. Don't know **(Skip to question 31)**

ONLY ASK Q25-Q30 IF Q24=1 YES

25. Please rate FEMA's effectiveness at communicating the objectives and anticipated outcomes of the Risk MAP project. Use a 10-point scale, where 1 is "poor" and 10 is "excellent."

26. Please rate FEMA's effectiveness at keeping your community informed of the progress of your Risk MAP project. Use a 10-point scale, where 1 is "poor" and 10 is "excellent."
27. Please rate the effectiveness of the information and tools that FEMA provided to help you communicate the Risk MAP project's outcomes to other local officials and your citizens. Use a 10-point scale, where 1 is "poor" and 10 is "excellent."
28. Please rate the accuracy of the flood risk data that FEMA provided during the Risk MAP project. Use a 10-point scale, where 1 is "poor" and 10 is "high."
29. Based on your participation in the Risk MAP project, are you more likely to communicate with your community about the risk of flooding?
30. Based on the actual or anticipated results of the Risk MAP project, is your community more likely to take action to reduce its risk of flooding?
 1. Yes **(Skip to question 35)**
 2. No **(Skip to question 35)**
31. Has FEMA conducted a flood mapping study in your community since you have been in office?
 1. Yes
 2. No **(Skip to question 35)**
 3. Don't know **(Skip to question 35)**

IF Q31=1 YES ASK Q32-Q34

32. Please rate FEMA's effectiveness at communicating the objectives and anticipated outcomes of the mapping study. Use a 10-point scale, where 1 is "poor" and 10 is "excellent." If you did not receive any communications from FEMA, please select "not applicable."
33. Please rate FEMA's effectiveness at keeping your community informed of the progress of your mapping study. Use a 10-point scale, where 1 is "poor" and 10 is "excellent." If you did not receive any communications from FEMA, please select "not applicable."
34. Please rate the effectiveness of the information and tools that FEMA provided to help you communicate the mapping study's outcomes to other local officials and your citizens. Use a 10-point scale, where 1 is "poor" and 10 is "excellent." If you did not receive any communications from FEMA, please select "not applicable."
35. How satisfied are you with FEMA's efforts to help your community understand and communicate its flood risks? Please use a 10-point scale, where 1 means "not very satisfied" and 10 means "very satisfied."
36. How well do FEMA's efforts to help your community understand and communicate its flood risks compare to your expectations? Please use a 10-point scale where 1 means "did not meet your expectations" and 10 means "exceeds your expectations."
37. How do FEMA's efforts to help your community understand and communicate its flood risks compare with the ideal effort? Please use a 10-point scale where 1 means "falls short of expectations" and 10 means "exceeds expectations."
38. What could FEMA do to make it easier for you to share flood risk information with your citizens? (select all that apply)
 1. Help me develop a community outreach plan regarding flood risk
 2. Provide customizable letters or brochures I can send to the community
 3. Provide information to add to our community web site
 4. Provide training on how to use social media to communicate about flood risk

5. Provide media materials, including draft press releases
6. Provide talking points and PowerPoint presentations for speaking with the community
7. Provide publications that building owners could use as guidance for reducing the risk of flooding
8. Other (specify)

39. What is the population of your community?

1. Under 1,000
2. 1,000 - 5,000
3. 5,000 - 10,000
4. 10,000 - 50,000
5. 50,000 - 100,000
6. 100,000 - 200,000
7. 200,000 - 500,000
8. 500,000 - 1,000,000
9. Above 1,000,000

40. Does your local government have its own geographic information system (GIS) capabilities?

1. Yes
2. No
3. Don't Know

41. What is the average annual household income in your community?

1. Less than \$10,000
2. Between \$10,000 and \$24,999
3. Between \$25,000 and \$99,999
4. \$100,000 or more
5. Don't Know
6. Prefer not to provide this information

42. Is your community considered to be rural or urban?

1. Rural
2. Urban