**Risk MAP Meeting Survey Questions 2024**

1601-0029

Exp. 12/31/2026

**COMMUNITY OFFICIAL SURVEY DRAFT**

1. How much do you agree/disagree with the following statement: *I am satisfied with the service I received* ***[at this Risk MAP meeting]*** *(Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
2. How confident are you that **[today’s meeting]** increased your understanding of flood risk? *(Select one)* [Likert Scale: 1=Not at all confident, 5=Very confident, 99 = NA]
3. How confident are you that youcan take action to reduce your community’s flood risk after**[today’s meeting]**. *(Select one)* [Likert Scale: 1=Not at all confident, 5=Very confident, 99 = NA]
4. How much do you agree/disagree with the statement: *FEMA communicated using terminology I understand.* *(Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
5. How much do you agree/disagree with the statement: *My need was addressed* ***[by the information I learned today at this Risk MAP meeting]****. (Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
6. How much do you agree/disagree with the statement: *It was easy to complete what I needed to.* *(Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
7. How much do you agree/disagree with the statement: *I now know how to contact and communicate with my FEMA flood risk point of contact(s). (Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
8. Please indicate which of the following actions you plan to take **[after the meeting]**? *(Select all that apply)* **[RANDOMIZE]**

* Review materials provided during this meeting.
* Request or seek out additional information on natural hazard identification, mitigation, emergency management, etc.
* Contact my flood risk point of contact.
* Consider getting flood insurance.
* Encourage others to purchase flood insurance.
* Contribute additional data (e.g., land use plans, wastewater treatment plans, etc.) about my community.
* Invite applicable stakeholders to participate in the natural hazard identification and mitigation process.
* Use products that provide natural hazard identification/risk information for local land use development and/or permitting.
* Communicate changes in flood or other natural hazard risk to the public and strategic stakeholders.
* Participate in the hazard mitigation plan or plan update processes.
* Collect comments/feedback from community stakeholders on materials provided at/in conjunction with meetings.
* Draft or revise my community’s natural hazard outreach plan (i.e., audiences, messaging, methods).
* Other, please specify: **[ANCHOR]**
* I don’t plan to take any action after the meeting. **[ANCHOR, EXCLUSIVE]**

1. Do you have any additional feedback on ways **[today’s meeting]** could have better met your needs (e.g., format, resources, etc.)? **[OPEN ENDED VERBATIM]**
2. Please select the flood risk and natural hazard information resources that are familiar to you. *(Select all that apply)* **[RANDOMIZE]**
   * FEMA.gov
   * FEMA Mapping and Insurance eXchange (FMIX)
   * National Risk Index (NRI) website
   * National Flood Hazard Layer (NFHL) web viewer
   * FEMA Flood Map Service Center (MSC) website
   * FEMA Online Letter of Map Change (LOMC) website
   * FEMA Mapping Information Platform website
   * FloodSmart.gov website
   * Other websites (e.g., private or state websites), please specify: **[ANCHOR]**
   * Other resources, please specify: **[ANCHOR]**
   * I am not familiar with any flood risk and natural hazard information resources **[ANCHOR, EXCLUSIVE]**
3. What is your preferred language(s). *(Select all that apply)* **[RANDOMIZE]**

* Sign language
* Add a robust list of languages spoken in the U.S. /alphabetical order
* Other, please specify:

1. What is your preference for accessing the internet and navigating to websites? *(Select up to two)* **[RANDOMIZE BY ACTION]**

* I prefer to access the internet via desktop or laptop computer. **[CAN ONLY SELECT ONE ACCESS OPTION]**
  + I prefer to access the internet via tablet or iPad.
  + I prefer to access the internet via smartphone.
* I prefer to navigate to websites from links within my text messages. **[CAN ONLY SELECT ONE NAVIGATE OPTION]**
  + I prefer to navigate to websites from links within my emails.

1. Which of the following accessibility concerns would you like considered in the future? *(Select all that apply)* **[RANDOMIZE]**
   * Hearing
   * Learning
   * Mobility
   * Sensory
   * Speech
   * Visual
   * Other, please specify: **[ANCHOR]**
   * Not applicable, I don’t have an accessibility concern **[ANCHOR, EXCLUSIVE]**
2. Which of the following meeting methods would you prefer to discuss your flood risk? (Radio buttons) *(Select one)* **[RANDOMIZE]**

* In-person only meetings
* Online only meetings
* Hybrid meetings (In person and online equally as an option)

1. Which of the following best describes your role(s) in the community? *(Select all that apply)* **[RANDOMIZE BY AUDIENCE]**

* Community Administrator/Manager
* Community Code Enforcement/Permitting Official
* Community Emergency Manager
* Community Engineer/Engineering Manager/Public Works Director
* Community Planner/Planning Manager
* County/City Commissioner
* Elected Official
* Floodplain Manager/Administrator
* GIS Specialist/Manager
* State Mitigation Officer
* State NFIP Coordinator
* Other, please specify: **[ANCHOR]**

**GENERAL PUBLIC SURVEY DRAFT**

1. How much do you agree/disagree with the following statement: I am satisfied with the service I received **[at this Risk MAP meeting]** *(Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
2. How confident are you that **[today’s meeting]** increased your understanding of your flood risk? *(Select one)* [Likert Scale: 1=Not at all confident, 5=Very confident, 99 = NA]
3. How confident are you that youcan take action to reduce your flood risk after**[today’s meeting]**. *(Select one)* [Likert Scale: 1=Not at all confident, 5=Very confident, 99 = NA]
4. How much do you agree/disagree with the statement: *FEMA communicated using terminology I understand.* *(Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
5. How much do you agree/disagree with the statement: *My need was addressed* ***[by the information I learned today at this Risk MAP meeting]****. (Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
6. How much do you agree/disagree with the statement: *It was easy to complete what I needed to.* *(Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
7. How much do you agree/disagree with the statement: *I now know how to contact and communicate with my FEMA flood risk point of contact(s). (Select one)* [Likert Scale: 1=Strongly disagree, 5=Strongly agree, 99 = NA]
8. Please indicate which of the following actions you plan to take **[after the meeting]**? *(Select all that apply)* **[RANDOMIZE]**

* Review materials provided during this meeting.
* Request or seek out additional information on natural hazard identification, mitigation, emergency management, etc.
* Contact my flood risk point of contact.
* Consider getting flood insurance.
* Challenge the flood data presented in the meeting today (i.e., file an appeal or apply for a Letter of Map Change).
* Encourage others to purchase flood insurance.
* Other, please specify: **[ANCHOR]**
* I don’t plan to take any action after the meeting. **[ANCHOR, EXCLUSIVE]**

1. Do you have any additional feedback on ways **[today’s meeting]** could have better met your needs (e.g., format, resources, etc.)? **[OPEN ENDED VERBATIM]**
2. Please select the flood risk and natural hazard information resources that are familiar to you. *(Select all that apply)* **[RANDOMIZE]**
   * FEMA.gov
   * FEMA Mapping and Insurance eXchange (FMIX)
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   * FEMA Flood Map Service Center (MSC) website
   * FEMA Online Letter of Map Change (LOMC) website
   * FEMA Mapping Information Platform website
   * FloodSmart.gov website
   * Other websites (e.g., private or state websites), please specify. **[ANCHOR]**
   * Other resources, please specify: **[ANCHOR]**
   * I am not familiar with any flood risk and natural hazard information resources **[ANCHOR, EXCLUSIVE]**
3. What is your preferred language(s). *(Select all that apply)* **[RANDOMIZE]**

* Sign language
* Add a robust list of languages spoken in the U.S. /alphabetical order
* Other, please specify:

1. What is your preference for accessing the internet and navigating to websites? *(Select up to two)* **[RANDOMIZE BY ACTION]**

* I prefer to access the internet via desktop or laptop computer. **[CAN ONLY SELECT ONE ACCESS OPTION]**
  + I prefer to access the internet via tablet or iPad.
  + I prefer to access the internet via smartphone.
* I prefer to navigate to websites from links within my text messages. **[CAN ONLY SELECT ONE NAVIGATE OPTION]**
  + I prefer to navigate to websites from links within my emails.

1. Which of the following is true for you? *(Select up to 2)* [**DO NOT RANDOMIZE]**

* I learned that my own flood risk is decreasing. **[CAN ONLY SELECT ONE “OWN” ANSWER OPTION]**
* I learned that my own flood risk is remaining the same.
* I learned that my own flood risk is increasing.
* I learned that my community’s risk is decreasing. **[CAN ONLY SELECT ONE “COMMUNITY” ANSWER OPTION]**
* I learned that my community’s risk is remaining the same.
* I learned that my community’s risk is increasing.
  + None of these are true for me **[ANCHOR, EXCLUSIVE]**

1. Which of the following meeting methods would you prefer to discuss your flood risk? (Radio buttons) *(Select one)* **[RANDOMIZE]**

* In-person only meetings
* Online only meetings
* Hybrid meetings (In person and online equally as an option)

1. Which of the following apply to you? *(Select all that apply)* **[RANDOMIZE BY AUDIENCE]**

* Business owner who has attended one flood risk meeting **[CAN ONLY SELECT ONE BUSINESS OWNER ANSWER OPTION]**
* Business owner who has attended two or more flood risk meetings
* Property owner who has attended one flood risk meeting **[CAN ONLY SELECT ONE PROPERTY OWNER ANSWER OPTION]**
* Property owner who has attended two or more flood risk meetings
* Renter who has attended one flood risk meeting **[CAN ONLY SELECT ONE RENTER ANSWER OPTION]**
* Renter who has attended two or more flood risk meetings

**QUESTIONS TO CONSIDER FOR MEETING INVITATION:**

1. What is your preferred language(s). *(Select all that apply)* **[RANDOMIZE]**

* Sign language
* Add a robust list of languages spoken in the U.S. /alphabetical order
* Other, please specify:

1. Which of the following accessibility concerns would you like considered in the future? *(Select all that apply)* **[RANDOMIZE]**
   * Hearing
   * Learning
   * Mobility
   * Sensory
   * Speech
   * Visual
   * Other, please specify: **[ANCHOR]**
   * Not applicable, I don’t have an accessibility concern **[ANCHOR, EXCLUSIVE]**

**PAPERWORK BURDEN DISCLOSURE NOTICE:**

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