

Risk MAP Meeting Survey Questions 2024

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 you can 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]**
9. 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]**
10. 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]**
11. 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:
12. 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.

13. 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]**

14. 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)

15. 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 you can 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]**
9. 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]**

10. Please select the flood risk and natural hazard information resources that are familiar to you. *(Select all that apply)* **[RANDOMIZE]**

- FEMA.gov
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- 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]**

11. 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:

12. 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.

13. 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]**

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

- In-person only meetings

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

15. 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:

2. 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]**

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