



County of Los Angeles
2025 Floodplain Management Plan Revision
1st Floodplain Management Plan (FMP) Meeting
Tuesday, May 28, 2024, 1:00 p.m. to 3:00 p.m.
Virtual Meeting



Introductions

- Group Introductions
- Review Agenda

Overview of Floodplain Management Plan

- Work plan
- Timeline
- Important milestones

The Floodplain Management Plan (FMP) Committee's Role

- FMP Committee's Purpose
- FMP Committee's Expectations
- FMP Committee's Organization
- FMP Committee's Charter

Plan Review

- Review Existing Floodplain Management Plan and other plans
- Discuss and Update Current Mission Statement:
 - Protect life, property, the economy and the environment of unincorporated Los Angeles County by identifying and communicating risks and sustainable actions to reduce flood hazards and thus enhance community resilience.
- Discuss and Update Current Plan Goals and Objectives (Page 2)

Public Outreach

- Survey Questionnaire and Approach (see attached)
- Discussion of Survey Questionnaire – FMP Committee Input
- Planning for Public Engagement Meetings
- Additional Outreach Capabilities (suggestions welcomed)
 - Websites
 - Press/media
 - Social Media

Next Committee Meeting

- Flood Management Plan Part 1 Draft
- Repetitive Loss Area Analysis (RLAA) Part 1 Draft
- Confirm Next Meeting Date (anticipated July)

Action Items and Next Steps

- Confirm Goals and Public Involvement Strategy
- Confirm FMP Committee Charter

Adjourn

Join the Meeting

Microsoft Teams Meeting

Meeting ID: 276 533 174 967

Passcode: AwuRcs

or Dial in by phone

+1 213-519-6402

United States, Los Angeles

Phone conference ID: 912 581 088#

2025 Los Angeles County Comprehensive Floodplain Management Plan

These planning components all directly support one another. Goals were selected that support the mission statement, and objectives were identified that fulfill multiple goals.

Goals

1. Enhance community resilience from the impacts of flood hazards.
2. Protect life, safety, property and economy.
3. Communicate to residents and stakeholders flood risk based on best available data and science.
4. Increase resilience of infrastructure and critical facilities from flood hazards.
5. Account for flood risk in land use and planning.
6. Preserve, enhance or restore the natural environment's floodplain functions.
7. Encourage the development and implementation of long-term, cost-effective and environmentally sound flood hazard mitigation projects.

Objectives

1. Work cooperatively with public agencies with responsibility for flood protection, and with stakeholders in planning for flood and inundation hazards.
2. Utilize best available data, science, and technologies to improve understanding of the location and potential impacts of flood hazards.
3. Provide state, County and local agencies and stakeholders with updated information about flood hazards, vulnerabilities, and mitigation measures.
4. Create a public outreach strategy.
5. Discourage new development in known flood hazard areas or ensure that, if development occurs in those areas, it is done in a way to minimize flood risk.
6. Consider open space land uses within known flood hazard areas.
7. Provide the highest degree of flood hazard protection at the least cost by working with environmentally friendly natural systems and by using prevention as the first priority.
8. Promote the retrofit, purchase and relocation of structures in known flood hazard areas, especially those known to be repetitively damaged.
9. Provide flood protection by maintaining flood control systems.
10. Sustain reliable local emergency operations and facilities during and after a flood event.
11. Consider climate change implications in managing flood risk.
12. Promote community resilience through education on flood risks, insurance and mitigation, and effective floodplain management regulation.

Los Angeles County Floodplain Management Plan Update

Flood Preparedness Questionnaire

This document lays out a proposed structure for the 2024 LA County FMP Flood Preparedness Questionnaire, including an introduction and closing, and question sections organized by the types of information the County is looking to gather from residents and business owners in unincorporated areas regarding their preparedness related to flood hazards, and the level of knowledge and use of tools and techniques to reduce risk and loss from flooding. The topics and questions included below are built from the previous City and County FMP surveys and will be revised based upon feedback from the project team.

After a brief introduction, each section of the survey will include some context setting language to help participants connect to and understand the questions we are asking.

The matrix below includes an explanation of the research question that each survey question seeks to answer. We also propose a survey question, format type (such as long form answer, multiple choice, rating) and response options, listed alphabetically when not a rating.

Legend

Logic – modifies the content of the survey based on responses to indicated questions

[] – refers to text that will include a link

< > – refers to descriptive text that provides context for the project team and will be used to aid the building of the survey

Introduction and Closing

The survey will include an introduction which will inform people about the Floodplain Management Plan Update and RLAA process and the purpose of the questionnaire.

<Proposed opening text>

Los Angeles County is updating its Floodplain Management Plan, which includes projects, programs and actions the County uses to inform residents about their flood risks and to reduce future flooding to properties in unincorporated communities (areas not governed by a city, but instead by the Los Angeles County Board of Supervisors). This plan is updated every five years to make sure that residents and business owners in unincorporated communities receive the resources and services needed in the event of a flood hazard in their community.

Your thoughts will help the County better understand the types of information and resources needed in communities like yours that might be affected by flooding, and the tools and messaging that might work best to communicate with you and your neighbors in the event of a flood emergency.

This questionnaire will take about 10 minutes and you can complete it at your own pace. Please answer all the questions as best you can—responses will remain anonymous. Your input and time are greatly appreciated!

<Proposed closing text>

Thank you for your participation! Visit the Los Angeles County Public Works website to learn more about the Plan update, [\[click here\]](#) *<Online includes link to the public works website>*

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
<i><proposed section introductory text></i> Background This first set of questions will help Los Angeles County better understand how flood risks may impact you.				
	Understand whether respondent is a resident or business owner in a floodplain area.	1. Do you live or own a business in a known floodplain or an area that has been subject to flooding?	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Determine the primary use of the property.	2. Is this property your residence or business?	Select one Logic: If answered "Do you live or own..." with Yes or Not Sure	<input type="checkbox"/> Business only <input type="checkbox"/> Residence only <input type="checkbox"/> Business and Residence/Telework
	Understand whether respondent is a renter or owner.	3. Do you own or rent this property?	Select one Logic: If answered "Do you live or own..." with Yes or Unsure	<input type="checkbox"/> Own <input type="checkbox"/> Rent
	Understand if respondent would likely have flood insurance because they have a mortgage.	4. Do you have a mortgage on this property?	Select one Logic: If answered "Do you own or rent this..." with Own	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Understand how long residents have lived and/or have been in the community.	5. How long have you lived or done business at this property?	Select one	<input type="checkbox"/> Less than 1 year <input type="checkbox"/> 1 to 5 years <input type="checkbox"/> 6 to 10 years <input type="checkbox"/> 11 to 20 years <input type="checkbox"/> More than 20 years
	Determine if respondent has flood insurance.	6. Do you have flood insurance?	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Understand why respondent has flood insurance.	7. Why did you purchase flood insurance?	Text box Logic: If answered "Do you have flood insurance" with Yes	Write-in (limit to 25 words)
	Understand why respondents may not have flood insurance.	8. Why don't you have flood insurance?	Select all that apply Logic: If answered "Do you have flood insurance" with No	<input type="checkbox"/> Flood insurance does not provide enough coverage <input type="checkbox"/> I believe it may affect the value of my property <input type="checkbox"/> I don't have a mortgage; my home is paid off <input type="checkbox"/> I don't need it <input type="checkbox"/> I don't know about it/ I am not familiar with it <input type="checkbox"/> I have flooded before, unsure if I qualify for coverage <input type="checkbox"/> Insurance company will not provide coverage <input type="checkbox"/> It is not worth it <input type="checkbox"/> It is too expensive <input type="checkbox"/> My existing homeowners insurance provides coverage <input type="checkbox"/> My existing renters insurance provides coverage <input type="checkbox"/> My property has never flooded <input type="checkbox"/> My property is located on high ground

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Determine if respondents have had trouble getting insurance due to their flood risk. Note: on LA City Survey, not LA County Survey	9. Have you had problems getting homeowner's or renter's insurance due to flood risk?	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure
<p><i><proposed section introductory text></i> Awareness and Priorities This next section will help the County better understand what you currently know and identify your priorities regarding floods and their associated risks.</p>				
	Gauge consideration of potential hazards at property.	10. When you moved into your property, did you consider the impact a potential flood could have on that property?	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure
	Determine if potential hazards were shared prior to purchase of property.	11. Was the presence of a flood hazard disclosed to you before you purchased or moved into your property?	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure
	Determine if prior knowledge of hazards would have impacted respondents' decision on property.	12. Would the disclosure of a flood hazard have influenced your decision to buy or rent the property?	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not Sure

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Gauge concerns about flood related hazards as they might affect respondents' community and/or property.	13. How concerned are you about the following flood related hazards in your community or to your property?	Radio button grid – Select level of concern for each hazard	<p><i>Column headers:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Not concerned <input type="checkbox"/> Somewhat concerned <input type="checkbox"/> Concerned <input type="checkbox"/> Very concerned <input type="checkbox"/> Extremely concerned <input checked="" type="checkbox"/> Not Sure <p><i>Row headers:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Climate change impacts <input type="checkbox"/> Coastal erosion <input type="checkbox"/> Coastal flooding <input type="checkbox"/> Tsunami (i.e. big sea waves caused by earthquakes or other disturbances) <input type="checkbox"/> Flooding from groundwater seepage <input type="checkbox"/> Failure of infrastructure (e.g. water/sewer main pipes, water storage tanks) <input type="checkbox"/> Land subsidence (i.e. sinking) <input type="checkbox"/> Mud-flow hazards <input type="checkbox"/> Post-fire mud/debris flow <input type="checkbox"/> River/stream/channel overflow <input type="checkbox"/> River/stream migration (i.e. changes in the path of flows) <input type="checkbox"/> Stream bank erosion <input type="checkbox"/> Urban stormwater flooding/Drainage issues <input type="checkbox"/> Other

Topic	Purpose/Research Question/Information Needed	Questions	Questions Format	Response options
<p><proposed section introductory text> Preparedness, Action, and Responsibility The following questions will be used to identify the actions you may have taken to prepare for a flood event, determine responsibility and willingness to act against floods and their associated risks.</p>				
	Gauge flood preparedness	14. How prepared is your residence or business to deal with a flood event?	Select one	<input type="checkbox"/> Not at all prepared <input type="checkbox"/> Somewhat prepared <input type="checkbox"/> Adequately prepared <input type="checkbox"/> Well prepared <input type="checkbox"/> Very well prepared <input type="checkbox"/> Not Sure
	Understand what steps respondents have taken to prepare for floods	15. Which of the following steps has your residence or business taken to prepare for a flood event?	Check all that apply	<input type="checkbox"/> Identified at least 2 methods for receiving emergency notifications and information during emergencies <input type="checkbox"/> Identified evacuation routes <input type="checkbox"/> Identified utility shutoffs <input type="checkbox"/> Obtained sandbags <input type="checkbox"/> Prepared a disaster supply kit <input type="checkbox"/> Purchased flood insurance <input type="checkbox"/> Stored a battery-powered radio <input type="checkbox"/> Stored flashlights and batteries <input type="checkbox"/> Stored food and water above potential flood levels <input type="checkbox"/> Stored medical supplies (first aid kit, medications) <input type="checkbox"/> None <input type="checkbox"/> Other (please specify)

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Determine willingness to spend to reduce flood risk	16. How much money are you willing to spend to retrofit your property to reduce risks associated with floods (e.g., elevating a structure above flood level, flood-proofing a non-residential structure, building berms or flood walls)?	Select one	<input type="checkbox"/> \$10,000 or above <input type="checkbox"/> \$5,000 to \$9,999 <input type="checkbox"/> \$1,000 to \$4,999 <input type="checkbox"/> Less than \$1,000 <input type="checkbox"/> Nothing <input type="checkbox"/> Not Sure <input type="checkbox"/> I do not own my property
	Understand what incentives would encourage respondents to retrofit their property and reduce flood risk	17. Which of the following incentives would encourage you to spend money to retrofit your property to protect against risks associated with floods?	Check all that apply	<input type="checkbox"/> Grant funding <input type="checkbox"/> Insurance premium discount <input type="checkbox"/> Low interest rate, home improvement loan <input type="checkbox"/> Mortgage discount <input type="checkbox"/> None <input type="checkbox"/> Other (please specify)

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Indicate priority for flood mitigation projects government agencies should consider.	18. What types of projects do you believe the County, State or Federal government agencies should consider to reduce damage and disruption from flooding?	Radio button grid Potential alternative: change question to "Check all that apply" response	<p><i>Column headers:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low <p><i>Row headers:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> Buy flood-vulnerable properties, remove any buildings, and maintain the land as open space. <input type="checkbox"/> Assist vulnerable property owners with securing funding for mitigation (measures to lessen damage from floods). <input type="checkbox"/> Capital projects such as dams, levees, flood walls and drainage improvements. <input type="checkbox"/> Projects that will mitigate (lessen) future flood impacts caused by climate change. <input type="checkbox"/> Provide better information about flood risk to the public. <input type="checkbox"/> Retrofit (modify) infrastructure, such as improving culverts, bridges, and local drainage facilities to handle more stormwater flows. <input type="checkbox"/> Strengthen codes and regulations to include higher regulatory standards for activities in flood hazard areas. <input type="checkbox"/> Other

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Gauge interest in preserving natural land that contain flood hazards.	19. Do you support the preservation of natural land that contains a flood hazard?	Select one	<input type="checkbox"/> I support for all natural lands <input type="checkbox"/> I support as long as it is not on my property <input type="checkbox"/> I do not support
<i><Introductory instructions for the following questions> Please indicate how you feel about the following statements.</i>				
	Determine willingness to accept a buyout from a public agency if respondent lives in a high flood hazard area.	20. If my property were located in a designated “high flood hazard” area or had received repetitive damages from flood events, I would consider a “buyout” offered by a public agency.	Select one	<input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Neither Agree nor Disagree <input type="checkbox"/> Somewhat Agree <input type="checkbox"/> Strongly Agree
	Understand how respondents feel about the government’s responsibility to provide education and awareness programs for flood risk mitigation.	21. It is the responsibility of government (local, state and federal) to provide education and awareness programs that promote actions by the community to reduce their exposure to the risks associated with flood hazards.	Select one	<input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Neither Agree nor Disagree <input type="checkbox"/> Somewhat Agree <input type="checkbox"/> Strongly Agree

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Gauge respondents' personal responsibility for flood risk mitigation	22. It is my responsibility to educate myself and take actions that will reduce my exposure to the risks associated with flood hazards.	Select one	<input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Neither Agree nor Disagree <input type="checkbox"/> Somewhat Agree <input type="checkbox"/> Strongly Agree
<p><i><proposed section introductory text></i> Communication The following questions will help us determine the most efficient and effective way to communicate with you.</p>				
	Understand which resources respondents have found useful to prepare for a flood event.	23. Which of the following has provided you with useful information to help you prepare for a flood event?	Check all that apply	<input type="checkbox"/> Government sponsored resources (e.g., federal, state, or local) <ul style="list-style-type: none"> <input type="checkbox"/> Alert/Notification sign-ups <input type="checkbox"/> Booths at fairs/events <input type="checkbox"/> Mailers <input type="checkbox"/> Websites <input type="checkbox"/> Homeowners Associations <input type="checkbox"/> Meetings regarding flood preparedness <input type="checkbox"/> News outlets or other multimedia platforms <input type="checkbox"/> Personal experience <input type="checkbox"/> Schools or other academia <input type="checkbox"/> None <input type="checkbox"/> Other (please specify)

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Gauge availability and access to information about flood risks and hazards.	24. Information about the risks associated with flood hazards is readily available and easy to locate.	Select one	<input type="checkbox"/> Strongly Disagree <input type="checkbox"/> Somewhat Disagree <input type="checkbox"/> Neither Agree nor Disagree <input type="checkbox"/> Somewhat Agree <input type="checkbox"/> Strongly Agree
	Determine awareness of current FMP's programs and policies.	25. Are you aware of the current Floodplain Management Plan's programs and policies to reduce flooding hazards? (For example, the National Flood Insurance Program, Flood Alerts and Warnings, Disaster Assistance and Grant programs)	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Understand respondents' preferences for receiving information.	26. Choose up to five (5) of the following methods you think are most effective for providing flood hazard and disaster information:	Check all that apply <limit to 5 responses>	<input type="checkbox"/> Books <input type="checkbox"/> Chamber of Commerce <input type="checkbox"/> Community Emergency Response Training (CERT) Classes <input type="checkbox"/> Community Events <input type="checkbox"/> Faith-based Institutions <input type="checkbox"/> Fire Department/Rescue <input type="checkbox"/> Informational Brochures <input checked="" type="checkbox"/> Internet <input type="checkbox"/> Law Enforcement <input type="checkbox"/> Local Government Newsletters <input type="checkbox"/> Newspaper <input type="checkbox"/> Outdoor Advertisements <input type="checkbox"/> Public Awareness Campaign (e.g., Flood Awareness Week, Winter Storm Preparedness Month) <input type="checkbox"/> Public Library <input type="checkbox"/> Public Meetings <input type="checkbox"/> Radio Ads <input type="checkbox"/> Radio News <input type="checkbox"/> Red Cross Information <input type="checkbox"/> Schools/Academic Institutions <input type="checkbox"/> Social Media (Twitter/X, Facebook, Nextdoor, etc.) <input type="checkbox"/> Telephone Book <input type="checkbox"/> TV Ads <input type="checkbox"/> TV News <input type="checkbox"/> Word of Mouth <input type="checkbox"/> Workshops <input type="checkbox"/> Other (please specify)

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Inform on best methods for urgent communications.	27. Which methods are best for you and your residence or business to receive urgent information or instructions for action?	Check all that apply	<input type="checkbox"/> Cell phone <input type="checkbox"/> Email <input type="checkbox"/> Land-line telephone <input type="checkbox"/> Radio <input type="checkbox"/> Social network (Twitter/X, Facebook, etc.) <input type="checkbox"/> Text message <input type="checkbox"/> TV
	Identify need for specialized response	28. Do you have any access or functional needs within your residence or place of business that would require early warning or response during disasters?	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Gauge willingness to be contacted by personnel for the County's Office of Emergency Management regarding access and functional needs. Note: on LA City Survey, not LA County Survey	29. Would you like personnel from the Los Angeles County Office of Emergency Management to contact you regarding your access and functional needs?	Select one	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Gather email for respondents who wish to be contacted by personnel from the County's Office of Emergency Management regarding their access and functional needs.	30. Provide your email below	Write-in Logic: If answered "Would you like personnel from the ..." with Yes	Text box
<p><i><proposed section introductory text></i> Additional Comments Los Angeles County would like to hear your thoughts related to the Floodplain Management Plan update. Please share any additional thoughts or comments you may have related to this effort.</p>				
	Gather any additional feedback or thoughts respondents may have related to the Plan update.	31. Do you have any additional comments?	Write-in	Text box
<p><i><proposed section introductory text></i> About You The following questions are optional. Providing any answers will help us understand whom we have reached.</p>				
	Understand where respondents live.	32. Please provide your zip code, nearest cross streets, or neighborhood.	Write-in	Text box

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Understand which age range respondents fall under.	33. Please indicate your age range:	Drop down: Select one	<input type="checkbox"/> Under 18 <input type="checkbox"/> 18 to 30 <input type="checkbox"/> 31 to 40 <input type="checkbox"/> 41 to 50 <input type="checkbox"/> 51 to 60 <input type="checkbox"/> 61 or older <input type="checkbox"/> Prefer not to answer
	Understand the gender of respondents.	34. Please indicate your gender:	Drop down: Select one	<input checked="" type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender Female <input type="checkbox"/> Transgender Male <input type="checkbox"/> Gender Variant/Non-conforming <input type="checkbox"/> Not listed <input type="checkbox"/> Prefer not to answer
	Understand the highest level of education attained by respondents.	35. Please indicate your highest level of education.	Drop down: Select one	<input type="checkbox"/> Grade school/no school <input type="checkbox"/> Some high school <input type="checkbox"/> High school graduate/GED <input type="checkbox"/> Some college/Trade school <input type="checkbox"/> College degree <input type="checkbox"/> Graduate degree <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Prefer not to answer
	Understand the gross household income of respondents.	36. How much is your gross household income?	Drop down: Select one	<input type="checkbox"/> \$20,000 or less <input type="checkbox"/> \$20,001 to \$49,999 <input type="checkbox"/> \$50,000 to \$74,999 <input type="checkbox"/> \$75,000 to \$99,999 <input type="checkbox"/> \$100,000 to \$249,999 <input type="checkbox"/> \$250,000 or more <input type="checkbox"/> Prefer not to answer

Topic	Purpose/ Research Question/Information Needed	Questions	Questions Format	Response options
	Understand the primary language spoken at home by respondents.	37. Please indicate the primary language spoken in your household.	Drop down: Select one	<input type="checkbox"/> Armenian <input type="checkbox"/> Chinese <input type="checkbox"/> English <input type="checkbox"/> Korean <input type="checkbox"/> Spanish <input type="checkbox"/> Filipino (Tagalog) <input checked="" type="checkbox"/> Vietnamese <input checked="" type="checkbox"/> Other (please specify) <input type="checkbox"/> Prefer not to answer

DRAFT

LA County Floodplain Management Plan Update Flood Preparedness Questionnaire Approach

Introduction

The Los Angeles County Department of Public Works is updating its Floodplain Management Plan (FMP). An FMP provides analysis about communities at risk of flood hazards, and includes the projects, programs and actions the County uses to inform residents about their flood risks and to reduce future flooding to properties in unincorporated communities.

Position Statement and Research Question (What we are trying to solve)

The County is required to update its management plan every five years, in part to ensure that communities experiencing flooding or that are at risk of flood hazards have access to the tools and information they need to deal with and reduce the risks of flooding on their properties and in their communities. It is important that FMP policies, guidelines, and recommendations reflect the diversity of needs of unincorporated communities considered at risk for flood hazards.

The project team is looking to re-use and revise the survey used during the last plan update in 2020, and ensure that the following goals are met:

- Assess people's knowledge and understanding of flood hazards and related risks.
- Gauge community readiness for flood hazard events.
- Explore perceptions and expectations related to the need and responsibility for flood risk abatement.
- Determine the community's need for, and for what kinds of, resources and tools to learn about flood risks, flood hazard abatement, and how to receive urgent information during potential flood hazard emergencies.

Methodology

Population – Target population that we want to find out about

- Residents and Business owners in Los Angeles County Unincorporated communities

Perspectives to explore:

- Property Owners/Renters
- Recent/Long-time residents
- Lower income/higher income (responses on last survey were largely from higher income individuals)
- RLAs/other unincorporated areas

Sample – The survey in this project will include a self-selected sample of respondents, meaning that participants volunteer to participate, and determine on their own whether the survey and questions relate to their experience. Responding to survey questions will be optional. This kind of non-randomized sample will not achieve a statistical representation of the population and

results will not be generalized to the entire population. Demographic questions will help us understand the makeup of the response, compare it to County unincorporated community demographics, and breakdown results to compare perspectives within the pool of respondents.

Type – Questionnaire

The questionnaire(s) will be open access and readily available both digitally and on paper to maximize the response. A larger response will increase accuracy (closer to the population as a whole) and may surface more useful ideas.

- Creates access and resulting in a larger response
- Can view gaps in participation among certain groups, and the team can do targeted outreach to address gaps
- The team can create an introductory question to ask online respondents whether they live or work in unincorporated communities to make sure participants live or work in the areas where we are looking for information.

Question Design

- Types of questions – We propose to follow the range of question types from the previous survey, including multiple choice and rating questions, and a few long form questions based upon the types of responses we are looking for. The MIG team has also included several follow-up questions to yes/no questions in the survey.
 - Closed ended questions – More quantitative, numerical data can be analyzed to identify patterns and trends.
 - Binary
 - Scale / slider
 - Single option lists
 - Multiple option lists with or without response limits
 - Open ended – open ended questions will be used sparingly, only where the added effort in interpreting results will be beneficial to the goals mentioned in the position statement above.
 - Logic questions – follow yes/no questions to gather more information from respondents such as the reason for their previous answer.
- Phrasing – The phrasing on the survey framework draft largely reflects that of the previous survey. The MIG team suggested including explanations for terms and phrases such as “flood hazard,” “vulnerable property,” “capital projects,” “mitigation” and “retrofit infrastructure” that the average community member might not understand. Definitions and suggested edits to wording provided by Los Angeles County Public Works were added to the survey questionnaire document.
- Ordering and layout – the MIG team rearranged the order of the previous LA County FMP survey to group questions by theme:
 - Introduction and Background: responses to these questions may provide information about respondents including whether a resident or business owner and whether they have flood insurance

- Awareness and Priorities: responses to these questions may identify what respondents know about flood hazards and gather priorities related to risks and hazards
- Preparedness, Action and Responsibility: responses to these questions may identify what actions respondents may have taken related to flood hazards, determine who they see as responsible for mitigation and gauge their willingness to act to against floods and associated risks.
- Communication: responses to these questions will provide information about the best methods for providing information and for reaching community members during an urgent event.
- Additional comments: the project team proposes providing a space for respondents to provide any additional information they don't feel is captured by questions in the survey.
- Demographic information ("About you"): these responses will help the project team analyze responses for key demographics we are hoping to reach or to determine if there are particular tools and resources needed by segments of the community.
 - Note: several of these questions include answer choice groupings that are not standardized to U.S. Census data categories (see the Age and Gender questions). The project team suggests changing these categories to match Census data groupings unless there is a desire to match these responses to other analyses with these original groupings.

Content – Text is focused with enough context so respondents can answer accurately. Each section will have a brief and concise explanation of the next set of questions. Response options attempt to be exhaustive as possible, without creating too long of a list.

Accessibility – We reviewed text to ensure the information is accessible and included suggestions above related to terminology in the survey questions. Below are our guidelines as we review surveys:

- Clear and plain language to make the information easy to understand
- Plain language will also translate more clearly into other languages
- That they work in digital form and print