

Recommended Questions for Consideration:
Citizen Advisory Survey

DEMOGRAPHICS GATHERING

- Age
- Male/Female/Non-Disclosed
- My household is
 - Full time Florida resident
 - Part time Florida resident

I have lived in Florida:

- Less than five years
- More than five years but less than 10
- More than ten years but less than 20
- 20 or more years

Regarding living in Florida, we have been through

- Less than 5 hurricanes
- 6-10 hurricanes
- 10- 15 hurricanes
- More than 15 hurricanes

In terms of source of information for hurricanes, I rely on (check all those that apply)

- TV. and radio
- Internet sites such as the National Hurricane Center or the Weather Channel
- Social media such as Facebook or Twitter
- Newspaper
- My community newsletter or HOA
- My friends and neighbors
- Phone call alerts from Sarasota County or the City of Venice
- I don't pay attention to most alerts
- Other_____

What do you consider to be the THREE primary role of the City of Venice once the hurricane leaves the area? Check three

- Assist with FEMA claims
- Clean up debris caused by the hurricane in areas where there is heavy debris
- Provide extra security to my street or area
- Report on timeline for clean up.
- Restore the internet
- Restore phone service
- Restore power
- Updates on city services
- Updates on conditions in specific parts of the City

Comments:

Based on your experience with the two major hurricanes this summer, please grade the city in the following areas: (A,B,C,D,F,)

- Cleaning up in my neighborhood area _____
- Cleaning up the City _____
- Communication to the public, post hurricane _____
- Communications to the public, pre hurricane _____
- Getting the city back to running order in a reasonable time
- Responsiveness to community concerns or damage _____
- Safety of the City _____
- Preparation in anticipation of the hurricane _____

Comments:

Besides your own personal safety and well-being, check the top three in terms of recovering priorities

- Addressing areas that are flooded
- Getting traffic lights back to working order
- Opening of gas stations and grocery stores
- Removing debris and other material caused by the hurricane
- Reporting problems and issues to the city.
- Restoring electricity
- Restoring internet service
- Restoring phone service

Comments:

Based on your experience with the hurricanes this summer, in terms of future Florida hurricanes

- I plan to do about the same things I have done with previous hurricanes
- I plan to Improve my pre hurricane preparation
- I MAY evacuate but based solely on the severity of the hurricane,
- No matter the category, I plan to evacuate from where I live.

Comments--- Please feel free to leave any comments regarding how you viewed the city's role dealing with the two major hurricanes this past summer.

City of Venice

Citizens Advisory Board: Hurricane Survey Questions

Planning/Preparation

1. How would you rate the city's preparedness for the hurricanes?
2. Did you receive timely updates and information from the city during the hurricanes?
3. How would you rate the city's communication during the hurricanes?
4. Did you feel safe during the hurricanes?
5. Can you think of anything the City could have done better when preparing the community for the storms?

Afterstorm Cleanup

6. How would you rate the city's response in addressing cleanup efforts after the hurricanes?
7. Was debris removal timely and efficient?
8. How would you rate the overall effectiveness of the city's cleanup efforts?
9. Do you have any suggestions for improving the city's hurricane cleanup efforts?

Additional Comments

10. Please provide any additional comments you may have regarding storm preparation and cleanup efforts taken by the City.

Questions for the Hurricane Survey

- 1) Evacuations:
 - a) How were you first notified about evacuation orders?
 - b) Was evacuation order information understandable?
 - c) What information (if any) was missing from evacuation orders?
 - d) Did you evacuate?
 - 1) How many hours before expected landfall did you depart?
 - 2) What resources influenced your time of departure?
 - 3) What resources influenced your route/destination?
 - e) Why did you choose not to evacuate?
 - f) Did you utilize a local Shelter?
 - 1) Did you require transportation assistance?
 - 2) Were you satisfied with the shelter experience?
- 2) Preparation – Season and Storm:
 - a) Do you prepare for the season prior to the start of hurricane season?
 - b) Storm Preparation:
 - 1) What resources influenced your decision to prepare?
 - 2) How many hours before landfall did you start to prepare?
 - 3) What supplies did you have to procure once you decided to prepare?
 - a) Were any of these supplies unavailable?
 - b) Did you attempt to procure any of these supplies from City of Venice sources?
 - c) Do you have recommendations on improving your procurement experience?
 - 4) Did your preparations delay or modify your evacuation plans?
- 3) Return Post Storm:
 - a) How many hours after landfall did you start your return trip?
 - b) What resources influenced your decision to start your return?
 - c) Did you experience any difficulties returning?
- 4) Recovery Post Storm:
 - a) Did you utilize any government resources for recovery?
 - 1) What Government provider
 - 2) What service
 - 3) Do you have praise or recommendation for improvement?

City of Venice After Action Report Survey – 2024 Hurricane Season

Section 1: Demographic/Background Information

1. What is your age group?
 - a. 18-24
 - b. 25-34
 - c. 35-44
 - d. 45-54
 - e. 55-64
 - f. 65 or older
2. What is your gender?
 - a. Male
 - b. Female
 - c. Non-binary/third gender
 - d. Prefer not to say
 - e. Other (please specify) _____
3. What is your current employment status?
 - a. Employed full-time
 - b. Employed part-time
 - c. Self-employed
 - d. Unemployed
 - e. Retired
 - f. Student
 - g. Other (please specify) _____
4. What is your household size?
 - a. 1 person
 - b. 2-3 people
 - c. 4-5 people
 - d. 6 or more people
5. What is your primary housing situation?
 - a. Own my home
 - b. Rent my home
 - c. Live with family or friends
 - d. Temporary housing (e.g., shelter, motel)
 - e. Other (please specify) _____
6. What is the general condition of your housing after the hurricane?
 - a. No damage
 - b. Minor damage (e.g., roof leaks, broken windows, down fence)
 - c. Major damage (e.g., structural damage, flooding)

- d. Completely destroyed
 - e. Not applicable (I do not own or rent a home)
7. What is your racial or ethnic background? (Select all that apply)
- a. White
 - b. Black or African American
 - c. Hispanic or Latino
 - d. Asian or Pacific Islander
 - e. Native American or Alaskan Native
 - f. Middle Eastern or North African
 - g. Other (please specify) _____
 - h. Prefer not to say
8. What is the highest level of education you have completed?
- a. Less than high school
 - b. High school graduate or equivalent
 - c. Some college or associate degree
 - d. Bachelor's degree
 - e. Graduate or professional degree
9. What is your annual household income?
- a. Less than \$20,000
 - b. \$20,000-\$39,999
 - c. \$40,000-\$59,999
 - d. \$60,000-\$79,999
 - e. \$80,000-\$99,999
 - f. \$100,000 or more
 - g. Prefer not to say
10. Do you have any special needs or disabilities that impacted your ability to access services or evacuate during the hurricane?
- a. Yes
 - i. If yes, please list
 - b. No
 - c. Prefer not to say
11. What evacuation zone do you live in?
- a. Zone A
 - b. Zone B
 - c. Zone C
 - d. Zone D
 - e. Zone E
 - f. I don't know
12. Are you a member of any local organizations or community groups (e.g., neighborhood associations, faith-based groups, volunteer groups)?
- a. Yes
 - i. If yes, please list
 - b. No

Section 2: Communication and Information

1. How well did the City communicate with the community before, during, and after the hurricane?
 - a. Very well
 - b. Well
 - c. Adequately
 - d. Poorly
 - e. Not at all
2. How did you receive updates from the City?
 - a. Social Media
 - i. Facebook
 - ii. Instagram
 - b. Television/Local New Stations
 - c. Word of mouth
 - d. Radio
 - e. Other (provide text box for answer)
3. Did you receive timely updates on emergency preparedness, evacuation orders, or shelter availability?
 - a. Yes
 - b. No
 - c. Somewhat
4. How easy was it for you to access important information about City services after the hurricane (e.g., road closures, shelter locations, emergency assistance)?
 - a. Very easy
 - b. Easy
 - c. Neutral
 - d. Difficult
 - e. Very difficult
5. Did you experience any language barriers when trying to access City information or services?
 - a. Yes
 - b. No
 - c. Not applicable
6. Were city officials accessible and responsive to your concerns during the recovery period?
 - a. Yes
 - b. No
 - c. Somewhat
7. Do you feel that the city was transparent about the progress and challenges of the recovery efforts?
 - a. Yes
 - b. No
 - c. Somewhat
 - d. Not sure

8. Did the city hold any public meetings or forums to discuss hurricane recovery efforts?
 - a. Yes
 - b. No
 - c. Not sure

Section 3: Emergency Services and Relief

1. How satisfied were you with the City's emergency response (e.g., rescue operations, medical assistance, shelter provisions)?
 - a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very dissatisfied
2. Did you feel that the City was adequately prepared to handle the effects of the hurricane?
 - a. Yes
 - b. No
 - c. Somewhat
3. How satisfied are you with the City's efforts to restore infrastructure (e.g., power, water, roads) after the hurricane?
 - a. Very satisfied
 - b. Satisfied
 - c. Neutral
 - d. Dissatisfied
 - e. Very dissatisfied
4. How long did it take for essential services (e.g., electricity, water, internet) to be restored in your area?
 - a. Less than 1 day
 - b. 1–3 days
 - c. 4–7 days
 - d. More than 7 days
5. How would you rate the City's efforts to involve community organizations and volunteers in the recovery process?
 - a. Excellent
 - b. Good
 - c. Fair
 - d. Poor
 - e. Not involved
6. Did the City provide adequate support to vulnerable populations (e.g., the elderly, low-income households, people with disabilities)?
 - f. Yes
 - g. No
 - h. Not sure

7. How effective was the City in addressing the mental health and emotional well-being of citizens post-hurricane?
 - i. Very effective
 - j. Effective
 - k. Neutral
 - l. Ineffective
 - m. Not applicable
8. Was the city effective in addressing environmental concerns after the hurricane (e.g., debris removal, water contamination, flood management)?
 - n. Yes, very effective
 - o. Yes, somewhat effective
 - p. No, ineffective
 - q. Not sure
9. Do you feel that the city's response took into account the long-term recovery needs of the community (e.g., rebuilding homes, businesses, and local infrastructure)?
 - r. Yes
 - s. No
 - t. Somewhat
 - u. Not sure

Section 4: Preparedness and Prevention

1. How prepared do you feel the city was in terms of disaster preparedness and mitigation before the hurricane?
 - a. Very prepared
 - b. Prepared
 - c. Somewhat prepared
 - d. Not prepared
 - e. Not sure
2. Do you believe that city actions to improve infrastructure (e.g., flood control, building codes) have helped reduce the impact of hurricanes?
 - a. Yes
 - b. No
 - c. Not sure
 - d. I'm not aware of any such actions
3. In your opinion, were there enough community resources (e.g., disaster preparedness training, evacuation plans) available prior to the hurricane?
 - a. Yes
 - b. No
 - c. Not sure

Section 5: Public Safety and Law Enforcement

1. How would you rate the local law enforcement's response during and after the hurricane?

- a. Excellent
 - b. Good
 - c. Neutral
 - d. Poor
 - e. Very poor
- 2. Did you feel safe during the hurricane and in the immediate aftermath (e.g., protection from looting, maintaining public order)?
 - a. Yes
 - b. No
 - c. Somewhat
- 3. Was there sufficient presence of law enforcement or emergency personnel in your area during the recovery period?
 - a. Yes, adequate
 - b. No, insufficient
 - c. Not sure

Section 6: General Evaluation and Future Recommendations

- 1. Overall, how would you rate the City's response to the hurricane event?
 - a. Excellent
 - b. Good
 - c. Neutral
 - d. Poor
 - e. Very poor
- 2. What areas do you feel the City could improve upon in future hurricane events?
 - a. (Open-ended question)
- 3. Do you have any additional comments or suggestions regarding the City's hurricane response efforts?
 - a. (Open-ended question)
- 4. What do you think the city should prioritize in future hurricane preparedness and response plans?
 - a. (Open-ended question)
- 5. How likely are you to recommend the current city's approach to hurricane preparedness and recovery to others in your community?
 - a. Very likely
 - b. Likely
 - c. Neutral
 - d. Unlikely
 - e. Very unlikely
- 6. What additional support or resources do you think should be made available to citizens before, during, and after a hurricane?
 - a. (Open-ended question)

CITY OF VENICE HURRICANE PREPAREDNESS AND RESPONSE SURVEY

Prepared by the Citizen Advisory Board for the Venice City Council

March 2025

DRAFT

INTRODUCTION

The City of Venice experienced three tropical storms in rapid succession in August-September, 2024. The storms created wind and flooding that have never been seen here before, particularly in the coastal and low-lying areas. There was substantial property loss. Due to preparations by the city, there were no human casualties. However, in the aftermath of such destructive forces in such a short period of time and with the likelihood of future such storms, the City must assess how they performed before and afterwards to meet resident needs. The City is performing an assessment of their own operations. They have requested an assessment from the residents' point of view: what did they do well and what needs improvement in the future. Development of the Hurricane After Action Review (HAAR) has been assigned to the Citizen's Advisory Board (CAB).

The CAB is using this survey to identify what residents think the City of Venice did well and what should be improved in their preparations for and responses to Tropical Storm Debbie and Hurricanes Helene and Milton.

CITY SERVICES

Explain the services provided by the city that prepare the population for hurricanes, help during the storms, and with recovery following the storms. Explain what is beyond the city's "wing span": county, state, federal, and privately provided services.

SURVEY INSTRUCTIONS

.....

FIRST A LITTLE INFORMATION ABOUT YOU

1. Which of the following describe your role in Venice? (check all that apply)
 - a. Homeowner
 - b. Renter (seasonal or long term)
 - c. Business owner/manager
 - d. Vulnerable (disabled, aged, homeless, other)
 - e. User of natural areas (e.g., beach, parks, waterways, etc.)
 - f. Tourist
 - g. Other (explain: _____)
2. My home/business is located (check all that apply)
 - a. In Hurricane Evacuation Zone
 - i. A
 - ii. B
 - iii. C or higher
 - iv. Do not know
 - b. Within one block of the beach
 - c. In a low-lying area (e.g., Harbor Lights, Venice Adult Park, Golden Beach, etc.)
3. I have been through _____ hurricanes in Venice before the 2024 hurricane season.
 - a. 0
 - b. 1-2
 - c. 3+

STORM PREPARATION

4. I used the following information sources to PREPARE for the hurricanes: (check all that apply)

- a. City of Venice Hurricane Guide 2024
- b. City of Venice Hurricane Preparation Open House at the Community Center
- c. Venice website
- d. Venice FaceBook
- e. Gondolier newspaper
- f. Weather stations/websites/television
- g. I have been through hurricanes and knew what to do myself
- h. Other (explain: _____)

5. I heard the orders by the Venice Police to evacuate for (check all that apply)

- a. Hurricane Helene in August
- b. Hurricane Milton in September
- c. I did not hear the evacuation order for either storm.

6. I evacuated for (check all that apply)

- a. Tropical Storm Debbie in August
 - b. Hurricane Helene in August
 - c. Hurricane Milton in September
 - d. I did not evacuate
-

7. Rate the following city services for how well you were PREPARED for the storms:

(1 – not prepared, needs improvement through 5 – fully prepared, no change needed)

- a. water supply
- b. sanitation
- c. rescue services
- d. fire protection
- e. evacuation notices
- f. evacuation transportation
- g. debris management
- h. communications
- i. police
- j. building department

8. Describe what needs improvement and how you suggest the city make that improvement:

- a.
 - b.
 - c.
-

DURING THE STORM

9. I was able to follow the status of the storm...
10. I knew when it was safe to return to my home/business...
11. I had to call for help...
- 12.

13. Rate the following city services for how well you were served DURING the storms:

(1 – not well served, needs improvement through 5 – very well served, no change needed)

- a. water supply
 - b. sanitation
 - c. rescue services
 - d. fire protection
 - e. evacuation notices
 - f. evacuation transportation
 - g. debris management
 - h. communications
 - i. police
 - j. building department
14. Describe what service needs improvement DURING the storm and how you suggest the city make that improvement:
- a.
 - b.
 - c.

FOLLOWING THE STORM

15. I was able to return to Venice in a timely fashion
- a. Yes (Explain:_____)
 - b. No (Explain:_____)
 - c. Does not apply as I did not evacuate
16. My home/business was
- a. Not damaged or only received minor damage
 - b. Damaged but livable
 - c. Severely damaged and required me to live elsewhere
 - d. Other (Explain:_____)

17.

18. Rate the following city services for how well you were served FOLLOWING the storms:

(1 – not well served, needs improvement through 5 – very well served, no change needed)

- a. water supply
 - b. sanitation
 - c. rescue services
 - d. fire protection
 - e. evacuation notices
 - f. evacuation transportation
 - g. debris management
 - h. communications
 - i. police
 - j. building department
19. Describe what service needs improvement FOLLOWING the storm and how you suggest the city make that improvement:
- a.
 - b.
 - c.
-

WHAT ELSE WOULD YOU LIKE FOR US TO KNOW?

20. Private companies

- a. Power (Florida Power and Light, FPL) – (Explain:_____)
- b. Debris haulers (Explain:_____)
- c. Visiting power companies (Explain:_____)
- d. Others (Explain:_____)

21. Non-profit entities

- a. Volunteers (e.g., Rotary, VABI, churches, etc.) (Explain:_____)
- b. Other (Explain:_____)

22. County services

- a. Evacuation center (Explain:_____)
- b. Evacuation transportation (Explain:_____)
- c. Other

23. State services

- a. Waiving tolls (Explain:_____)
- b. Highway travel alerts (Explain:_____)
- c. Declaration of emergency (Explain:_____)
- d. Recovery funds (Explain:_____)
- e. Storm insurance (Explain:_____)
- f. Other (Explain:_____)

24. Federal services

- a. Weather service (National Oceanographic and Atmospheric Administration; NOAA)
(Explain:_____)
- b. Recovery response (Federal Emergency Management Agency; FEMA)
(Explain:_____)
- c. Other (Explain:_____)

25. Additional comments: _____

Preparedness

What evacuation Zone are you in?

Do you own a business?

How did you learn there was a hurricane to our city?

Were you able to "secure" your residence/business? If so, how did that work out?

Did you use sand bags? If so, where did you get them?

If your zone was requested to evacuate, did you leave or decide to "ride it out"?

If you evacuated, where did you go?

During evacuation did you encounter challenges?

If ordered to evacuate in the future, would you leave, especially in light of the experience with Milton.

Are you aware the City has a brochure available that covers Emergency Preparedness?

During the Storm

If you chose to ride the storm out were you able to:

Get storm updates?

If so, what was the source of the updates?

Were these updates helpful?

Did you require emergency help?

Did you experience:

Power outage?

Loss of drinking water?

Loss of phone/internet?

Water intrusion?

Wind damage?

Suggestions for City to consider re During a Storm?

After the Storm

If you evacuated, were you able to access your residence/business when you returned?

How long were you without:

Power?

Drinking water?

Phone/Internet access?

If you had damage to your residence/business:

Were you able to repair the damage?

What challenges did you face?

How satisfied are you with the debris removal?

Are you aware that FEMA dictates the removal process and if the City does not comply with the rules, FEMA will deny reimbursement for the removal costs?

What suggestions do you have for the City re After the Storm actions?

Questions to consider during our review process:

- 1. Did you hear or receive any notice from the city regarding storm preparation? If so, in what form?**
- 2. Did you prepare for the storm-if so, how?**
- 3. Did you head evacuations-if not, would you leave next time?**
- 4. Was this your first major hurricane?**
- 5. If you were a resident in the City of Venice during Hurricane Ian in 2022, how would you compare the response from the city?**
- 6. Do you know your evacuation zone and how to evacuate if necessary?**
- 7. If you evacuated: Did you encounter any roadblocks trying to re-enter the city?**
- 8. Did you receive or initiate any communication with the City of Venice after the storm had passed?**
- 9. For resident with large number of debris: How long did it take the city to collect debris?**
- 10. Which system affected you, your family and your property worse: Hurricane Helene or Hurricane Milton?**
- 11. How often do you access the official city website for information?**
- 12. Where you physically present for before, during or post storm?**
- 13. Were your city services affected prior, during or post storm? If so, how long were they turned off? (Water, Sewer, Trash pickup)**
- 14. Is there any specific information you would like us to consider in our review?**

1. Were there any specific public safety measures that you found particularly helpful or unhelpful?
2. How would you rate the effectiveness of the public safety measures implemented during Hurricane Milton and Hurricane Helene?
3. Did you require assistance from emergency services? If yes, please describe your experience.
4. What improvements would you suggest for future public safety responses to similar events?
5. Was evacuation level information easily accessible and understandable?
6. Did you obey mandatory evacuation orders?
7. Do you understand your flood risk?
8. Do you understand the impacts of storm surge on the ability of stormwater to drain and floodwaters inundation?
9. Are the storm surge dangers clearly understood including that receding storm surge can be very dangerous and may take up to 3 days to recede fully?
10. Before the Hurricanes, were you aware of any public announcements or notifications regarding potential communication network/systems disruptions due to the approaching hurricanes?
11. Before the Hurricanes, how effective was the city's communication regarding connectivity/network readiness and likely service outages that would occur and what you can do to prepare?
12. Before the Hurricanes, how useful were the city's social media updates or website notifications in preparing for the hurricanes?
13. After the Hurricanes, how quickly were communications systems/connectivity restored in your area after the hurricanes passed?
14. After the Hurricanes, were there any ongoing issues with connectivity performance in the days following the storm and would it have been helpful to have more connectivity options?

15. After the Hurricanes, how effective were and did you receive post-hurricane communications in terms of recovery updates (like utility restoration, road clearance, etc.)?

16. After the Hurricanes was there an official platform or channel where you could check real-time status updates, and how responsive was it? What channels do you use and would be most effective?