

**DRAFT HURRICANE SURVEY**  
**Modified from January 29 version**

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**DEMOGRAPHICS**

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. Commuter from another place
- e. Vulnerable (disabled, aged, homeless, other)
- f. User of natural areas (e.g., beach, parks, waterways, etc.)
- g. Tourist
- h. Student
- i. Other (explain: \_\_\_\_\_)

2. What was the general condition of your housing after the hurricanes?

- 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

**BEFORE THE RECENT STORMS**

3. How did you receive updates from the City?

- a. City website
- b. City/county phone/email/text notification system
- c. Facebook
- d. Instagram
- e. X
- f. Television/Local New Stations
- g. Radio
- h. Word of mouth
- i. Other (Please be specific) \_\_\_\_\_

4. Did you evacuate for at least one recent storm.

- a. Yes. If yes, which storm(s) \_\_\_\_\_
- b. No

5. If you did not evacuate, explain why (check all that apply)

- a. I felt safe where I was.
- b. I did not get adequate notice to evacuate.
- c. I had no way to evacuate.
- d. Other (Explain) \_\_\_\_\_

6. The City of Venice provided timely communications prior to the storm about hurricane preparation, disaster preparedness training, and evacuation plans.

- a. Yes
- b. No

7. The City of Venice communications prior to the storm regarding internet connectivity/network availability and likely phone service, power, water supply and sanitation outages were

- a. Excellent
- b. Good
- c. Not good
- d. Poor

8. Describe the most important improvement the City of Venice could make to improve storm preparation.

## **DURING THE RECENT STORMS**

9.. Did you receive timely updates and information from the City of Venice during the hurricanes?

- a. Yes
- b. No

10. During the storms, the water supply and sanitation were

- a. Excellent
- b. Good
- c. Not good
- d. Poor

11. During the storms, fire protection and law enforcement presence were

- a. Excellent
- b. Good
- c. Not good
- d. Poor

12. Describe the most important improvement the City of Venice could make to improve their performance during the storms.

## **AFTER THE STORMS**

13. How easy was it for you to access pertinent information about City of Venice services after the storms?

- a. Very easy
- b. Easy
- c. Difficult
- d. Very difficult

14. 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

15. Was the city effective in addressing environmental concerns after the hurricane (e.g., debris removal, water contamination, flood management)?

- a. Yes, very effective
- b. Yes, somewhat effective
- c. No somewhat ineffective
- d. No, ineffective

16. 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)?

- a. Yes
- b. No
- c. Somewhat

17. How would you rate the building department for assisting in the recovery effort (e.g., meeting with HOA's, issuing permits)?

- a. Excellent
- b. Good
- c. Poor
- d. Very poor

18. Describe the most important city services that need improvement FOLLOWING the storms.

## **OVERALL**

19. How would you rate the overall City of Venice response to the recent storms?

- a. Excellent
- b. Good
- c. Poor
- d. Very poor

20. Comments--- Please feel free to leave any comments regarding how you viewed the city's performance dealing with the recent major storms.

From Roger Effron

Attached are my suggestions as noted in the attached draft. When responding to the questions and overall survey, I made the following alterations

- Indicated that the survey was to be completed by those who were here during both hurricanes, not the Tropical Storm. I don't believe that the Tropical Storm resulted in a full-scale hurricane shut down in Venice. Most of the damage occurred in Sarasota County. The survey uses the word "Hurricane", not Tropical Storms
- In the introduction, it is implied that if you were not in town for any of the two hurricanes, no need to complete it. With those not present during the hurricanes, completing the survey, it will dilute our results.
- Included a total of 17 questions plus a few opportunities for write ins. This number is based on Lorraine's advice as to the number of questions to prevent "dropouts." I predict the survey could take about 12 minutes
- Alphabetized many of the responses to avoid leading the survey taker
- Changed the word "Vulnerable" to "Special Needs"; also made some small changes to wording
- Included separate questions about power, phone and internet carriers to avoid confusing the role of the City with the role of the respective carrier ( as noted by Mr. Lavalley, City Manager at the last Advisory meeting.
- Singled out the question about those living in low lying areas ( 5) To merge the evacuation zone with the low-lying area is confusing.
- Deleted all the categories of " Demographics, Prior to the Hurricanes,etc.etc." .....just more wording. The questions themselves clearly indicates the timing.

- Provided an opportunity at the end for the survey taker to write comments. There are a few other questions where comments are acceptable.

In summary, I made my suggestions based on

- The need to complete the survey in a timely fashion
- The separation of the role of the City vs the role of FPL, phone carrier, internet carrier
- If possible, determine responses based on Evacuation Zones and a separate question/category for low lying residents
- Gave opportunities for the reader to write a narrative
- Targeting the role of the city and suggestions for improvement, if any
- Make it reader friendly with a flow to the entire survey

## Hurricane Survey

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The purpose of this survey is to provide feedback to the City of Venice's Citizen Advisory Committee regarding residents' experience with the two hurricanes, Milton and Helene, during the hurricane season of 2024.

If you were in the City of Venice for one or both of these hurricanes, we would appreciate you completing this survey.

Results of the survey will be shared with City Council, City Staff and the public

1. Which of the following describe your position in Venice? (check all that apply)
  - a. Homeowner
  - b. Renter (seasonal or long term)
  - c. Business owner/manager
  - d. Commuter from another place
  - e. Special Needs (i.e. disabled, aged, homeless, other)
  - f. User of natural areas (e.g., beach, parks, waterways, etc.)
  - g. Tourist
  - h. Student
  - i. Other (explain:)
2. While living in Florida, I have been through
  - a. Less than 5 hurricanes
  - b. 6-10 hurricanes
  - c. 10- 15 hurricanes
  - d. More than 15 hurricanes
3. I was in Venice for
  - a. Hurricane Helene
  - b. Hurricane Milton
  - c. Both
  - d. None of the above
4. My home or business is located (check all that apply) in Hurricane Evacuation Zone

- a. A
- b. B
- c. C
- d. D
- e. E
- f. Do not know

5.. My home is within two (2) blocks of the beach or in a low-lying, flood-prone area (e.g., Harbor Lights, Venice Adult Park, Golden Beach, etc.) Yes \_\_\_\_\_ No \_\_\_\_\_

6. How did you receive hurricane updates?

- a. City website
- b. City/county phone/email/text notification system
- c. Social media such as Facebook, Instagram, X
- d. Television/Local New Stations
- e. Radio
- f. Word of mouth
- g. Communications within my own community or neighborhood
- h. Other \_\_\_\_\_
- i. Not at all

7. I evacuated ( left my home) for (check all that apply)

- a. Hurricane Helene
- b. Hurricane Milton
- c. I did not evacuate.

8 When I evacuated, I went to

- A. A friend or relative house in Sarasota or nearby county
- B. Evacuation Center \_\_\_\_\_
- C. A nearby hotel
- D. Another part of Florida or another state
- E. I did not leave my home

9 If you did not evacuate, explain why (check all that apply)

- a. I felt safe where I was.



- b. The storm severity predictions did not seem correct.
- c. I did not get adequate notice to evacuate.
- d. I had no way to evacuate.
- e. Other (Explain \_\_\_\_\_)
- f. Does not apply. I evacuated.

10 How did you prepare for the storm? (Check all that apply)

- a. Found your evacuation zone
- b. Got back up communications (e.g., battery radio, cell phone charger)
- c. Made a pet plan
- d. Read the City's Hurricane Guide
- e. Secured home/business (e.g., windows, roof, sandbags)
- f. Secured important documents
- g. Secured loose outdoor items (e.g., lawn chairs, boats)
- h. Secured marine vessels
- i. Stocked up on emergency supplies (e.g., water, food, batteries)
- j. Other (Explain \_\_\_\_\_)

11. Overall, I would rate timely communications about hurricane preparation, disaster preparedness, training, and evacuation plans, etc. as

- i. Excellent
- ii. Good
- iii. OK
- iv. Poor
- v. I do not know

Do you have any suggestions for improving timely communications.

12. I would rate communications from my respective phone carrier as

- i. Excellent
- ii. Good
- iii. Fair
- iv. Poor
- v. I do not know.
- vi. I do not have a phone

13. I would rate communications from my internet carrier as

- i. Excellent

- ii. Good
- iii. Fair
- iv. Poor
- v. I do not know.
- vi. I do not have an internet carrier

!4. I would rate communications from Florida Power and Light ( FPL) prior to, during or post hurricane as

- i. Excellent
- ii. Good
- iii. Fair
- iv. Poor
- v. I do not know

15 During the hurricanes, did you require assistance from emergency services?

- a. Yes. Please describe your experience \_\_\_\_\_
- b. No

16 Did you call upon any of the following city services just prior to, during or post hurricane ? Check all that applies

- i. Fire and/or Police
- ii. City Manager
- iii. City Council
- iv. Communication Department
- v. Building and Code
- vi. Water Services
- vii. Poor
- viii. I do not know

17. Overall, how would you rate the City's response to the hurricane event?

- a. Excellent
- b. Good
- c. Neutral
- d. Poor
- e. Very poor

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.

Can we contact you about your responses? If so, please provide us with your name and email address.

First Name\_\_\_\_\_ Last Name\_\_\_\_\_

Email Address \_\_\_\_\_

For the purpose of reducing the number of questions under consideration for the survey, please record my suggestions for deletions as follows:

Questions: 13, 14,24,31,32,33,34,35,36,37,38,41,

I recommend consolidation of the questions: 20, 21,22,23,24 with Water, Sanitation, Fire, Communication and Police rated on a scale from 1 to 5.

That would reduce the number of Questions to 25.

If we need to reduce the number of questions further please let me know and I will make an additional pass.

## DRAFT HURRICANE SURVEY

January 29, 2025

**Note to Citizen Advisory Board:** Our task for the January 29 meeting is to winnow down the survey questions from the list of over 100 questions submitted since our last meeting. We need a number of questions that can be answered by residents in less than 20 minutes and still capture helpful information about what city services went right and what needs improvement. Since there were many duplicate questions, I have combined them into the following list of about 40 questions for our consideration at the meeting. **Please review the questions below and have suggestions ready for which 10-15 questions we can eliminate.**

### DEMOGRAPHICS

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. Commuter from another place
- e. Vulnerable (disabled, aged, homeless, other)
- f. User of natural areas (e.g., beach, parks, waterways, etc.)
- g. Tourist
- h. Student
- i. Other (explain:            )

~~2. While living in Florida, I have been through~~

- ~~a. Less than 5 hurricanes~~
- ~~b. 6-10 hurricanes~~
- ~~c. 10-15 hurricanes~~
- ~~d. More than 15 hurricanes~~

3. My home/business is located (check all that apply) in Hurricane Evacuation Zone

- a. A
- b. B
- c. C
- d. D
- e. E
- f. Do not know
- g. Within two (2) blocks of the beach
- h. In a low-lying, flood-prone area (e.g., Harbor Lights, Venice Adult Park, Golden Beach, etc.)

4. Do you have any special needs or disabilities that impacted your ability to access services or evacuate during the hurricane?

- a. Yes. (Please list them: \_\_\_\_\_)
- b. No

## BEFORE THE STORMS

5. How did you receive updates from the City?

- a. City website
- b. City/county phone/email/text notification system
- c. Facebook
- d. Instagram
- e. X
- f. Television/Local New Stations
- g. Radio
- h. Word of mouth
- i. Other (provide text box for answer)
- j. Not at all

6. I evacuated for (check all that apply)

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

7. If you did not evacuate, explain why (check all that apply)

- a. I felt safe where I was.
- b. The storm severity predictions did not seem correct.
- c. I did not get adequate notice to evacuate.
- d. I had no way to evacuate.
- e. Other (Explain \_\_\_\_\_)
- f. Does not apply. I evacuated.

8. Did you utilize a local evacuation shelter?

- a. No, we did not need one
- b. No, they were all full.
- c. Yes, it was a good experience.
- d. Yes, but it was a bad experience. (Explain \_\_\_\_\_)

9. Did you require transportation assistance to the shelter?

- a. No, we did not need transportation
- b. Yes, it was a good experience.
- c. Yes, but transportation was not available.

10. How did you prepare for the storm? (Check all that apply)

- a. Read the City's Hurricane Guide
- b. Found your evacuation zone
- c. Stocked up on emergency supplies (e.g., water, food, batteries)
- d. Got back up communications (e.g., battery radio, cell phone charger)
- e. Secured home/business (e.g., windows, roof, sand bags)
- f. Secured loose outdoor items (e.g., lawn chairs, boats)
- g. Secured marine vessels
- h. Made a pet plan
- i. Secured important documents
- j. Other (Explain \_\_\_\_\_)

In questions 11-16 below, rate the city services for how well you were PREPARED for the storms:

11. Timely communications about hurricane preparation, disaster preparedness training, and evacuation plans, etc.

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

12. Timely and clear evacuation notices

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

13. City communications regarding internet connectivity/network readiness and likely phone service outages that could occur

- i. ~~Excellent~~
- ii. ~~Good~~
- iii. ~~OK~~

- iv. ~~Not good~~
- v. ~~Poor~~
- vi. ~~I do not know~~

**Commented [HHD1]:** City has little/no control over wifi/phone

14. Notification that the power, water supply, and sanitation could be affected.

- vii. Excellent
- viii. Good
- ix. OK
- x. Not good
- xi. Poor
- xii. I do not know

**Commented [HH2]:** Removable question if NEEDED.

15. Adequate police presence and accessibility

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

**Commented [HHD3]:** Not relevant to question posed

16. Adequate infrastructure (e.g., flood control, building codes) to help reduce the storm impacts

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

17. Describe the most important improvement to city services for how you could have been better PREPARED for the storms and how you suggest the city make that improvement.

## DURING THE STORMS

18. Did you receive timely updates and information from the city during the hurricanes?

- a. Yes, I was kept up to date on the progress of the storms.
- b. I do not know.
- c. No, I had no idea what was going on.

**Commented [HHD4]:** No service

19. During the hurricanes, did you require assistance from emergency services?



~~a. Yes. Please describe your experience~~

~~b. No.~~

**Commented [HHD5]:** Emergency services are not readily available "during" the storm per say

In questions 20-24 below, rate the city services for how well you were served DURING the storms:

20. Water supply and sanitation

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

**Commented [HH6]:** Removable question if NEEDED.

21. Rescue services (e.g., rescue operations, medical assistance, shelter provisions)

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

22. Fire protection

- ~~i. Excellent~~
- ~~ii. Good~~
- ~~iii. OK~~
- ~~iv. Not good~~
- ~~v. Poor~~
- ~~vi. I do not know~~

23. Informative and timely communication

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

24. Adequate police presence (e.g., protection from looting, maintaining public safety and order)

- ~~i. Excellent~~

- ii. ~~Good~~
- iii. ~~OK~~
- iv. ~~Not good~~
- v. ~~Poor~~
- vi. ~~I do not know~~

**Commented [HHD7]:** Police do not work after winds reach sustained 35 mph

25. Describe the most important city services that need improvement for how you were served DURING the storms and how you suggest the city make that improvement

## AFTER THE STORMS

26. 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

27. What was the general condition of your housing after the hurricanes?

- 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)

28. ~~If you had damage to your residence/business: Were you able to repair the damage?~~

- ~~a. Yes. Explain any challenges you faced \_\_\_\_\_~~
- ~~b. No. Explain why not \_\_\_\_\_~~
- ~~c. I did not have any damage.~~

**Commented [HHD8]:** Not relevant to city resources/support

29. Did you utilize any government resources for recovery?

- a. No
- b. Yes, Explain what government provider and service you used \_\_\_\_\_.

In questions 30-38 below, rate the city services for how well you were served FOLLOWING the storms:

30. 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

31. ~~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~~

Commented [HHD9]: Heading in right direction however many of this is not a city authority

32. ~~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~~

Commented [HHD10]: "maybe" question

33. ~~How effective was the City in addressing the mental health and emotional well-being of citizens post-hurricane?~~

- ~~a. Very effective~~
- ~~b. Effective~~
- ~~c. Neutral~~
- ~~d. Ineffective~~
- ~~e. Not applicable~~

Commented [HHD11]: Not city duty/responsibility

34. Was the city effective in addressing environmental concerns after the hurricane (e.g., debris removal, water contamination, flood management)?

- a. Yes, very effective
- b. Yes, somewhat effective
- c. No, ineffective
- d. Not sure

35. 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)?

- a. Yes
- b. No
- c. Somewhat
- d. Not sure

36. ~~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~~
- ~~f. Not sure~~

37. Were there sufficient emergency personnel in your area during the recovery period?

- a. Yes, adequate
- b. No, insufficient
- c. Not sure

38. How would you rate the ~~building department~~ for assisting in the recovery effort (e.g., meeting with HOA's, issuing permits)?

- a. Excellent
- b. Good
- c. Neutral
- d. Poor
- e. Very poor
- f. Not sure

39. Describe the most important city services that need improvement for how you were served FOLLOWING the storms and how you suggest the city make that improvement.

## OVERALL

40. ~~How would you rate the City's response to the hurricane event?~~

- ~~a. Excellent~~
- ~~b. Good~~
- ~~c. Neutral~~
- ~~d. Poor~~
- ~~e. Very poor~~

41. 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~~. (In late summer of 2024)

Can we contact you about your responses? If so, please provide us with your name and email address.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Email Address or Phone Number \_\_\_\_\_

**Commented [HHD12]:** Eh-eliminate during and it could be okay.

**Commented [HHD13]:** Open ended "on scale from 1-5, and please EXPLAIN"

# DRAFT HURRICANE SURVEY

January 29, 2025

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- c. Business owner/manager
- d. Commuter from another place
- e. Vulnerable (disabled, aged, homeless, other)
- f. User of natural areas (e.g., beach, parks, waterways, etc.)
- g. Tourist
- h. Student
- i. Other (explain:            )

2. While living in Florida, I have been through

- a. Less than 5 hurricanes
- b. 6-10 hurricanes
- c. 10- 15 hurricanes
- d. More than 15 hurricanes

3. My home/business is located (check all that apply) in Hurricane Evacuation Zone

- a. A
- b. B
- c. C
- d. D
- e. E
- f. Do not know
- g. Within two (2) blocks of the beach
- h. In a low-lying, flood-prone area (e.g., Harbor Lights, Venice Adult Park, Golden Beach, etc.)

4. Do you have any special needs or disabilities that impacted your ability to access services or evacuate during the hurricane?

- a. Yes. (Please list them: \_\_\_\_\_)
- b. No

## BEFORE THE STORMS

5. How did you receive updates from the City?

- a. City website
- b. City/county phone/email/text notification system
- c. Facebook
- d. Instagram
- e. X
- f. Television/Local New Stations
- g. Radio
- h. Word of mouth
- i. Other (provide text box for answer)
- j. Not at all

6. I evacuated for (check all that apply)

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

7. If you did not evacuate, explain why (check all that apply)

- a. I felt safe where I was.
- b. The storm severity predictions did not seem correct.
- c. I did not get adequate notice to evacuate.
- d. I had no way to evacuate.
- e. Other (Explain \_\_\_\_\_)
- f. Does not apply. I evacuated.

8. Did you utilize a local evacuation shelter?

- a. No, we did not need one
- b. No, they were all full.
- c. Yes, it was a good experience.
- d. Yes, but it was a bad experience. (Explain \_\_\_\_\_)

9. Did you require transportation assistance to the shelter?

- a. No, we did not need transportation
- b. Yes, it was a good experience.
- c. Yes, but transportation was not available.

10. How did you prepare for the storm? (Check all that apply)

- a. Read the City's Hurricane Guide
- b. Found your evacuation zone
- c. Stocked up on emergency supplies (e.g., water, food, batteries)
- d. Got back up communications (e.g., battery radio, cell phone charger)
- e. Secured home/business (e.g., windows, roof, sand bags)
- f. Secured loose outdoor items (e.g., lawn chairs, boats)
- g. Secured marine vessels
- h. Made a pet plan
- i. Secured important documents
- j. Other (Explain \_\_\_\_\_)

In questions 11-16 below, rate the city services for how well you were PREPARED for the storms:

11. Timely communications about hurricane preparation, disaster preparedness training, and evacuation plans, etc.

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

12. Timely and clear evacuation notices

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

13. City communications regarding internet connectivity/network readiness and likely phone service outages that could occur

- i. Excellent
- ii. Good
- iii. OK

- iv. Not good
- v. Poor
- vi. I do not know

14. Notification that the power, water supply, and sanitation could be affected.

- vii. Excellent
- viii. Good
- ix. OK
- x. Not good
- xi. Poor
- xii. I do not know

15. Adequate police presence and accessibility

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

16. Adequate infrastructure (e.g., flood control, building codes) to help reduce the storm impacts

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

17. Describe the most important improvement to city services for how you could have been better PREPARED for the storms and how you suggest the city make that improvement.

## **DURING THE STORMS**

18. Did you receive timely updates and information from the city during the hurricanes?

- a. Yes, I was kept up to date on the progress of the storms.
- b. I do not know.
- c. No, I had no idea what was going on.

19. During the hurricanes, did you require assistance from emergency services?



- a. Yes. Please describe your experience \_\_\_\_\_
- b. No.

In questions 20-24 below, rate the city services for how well you were served DURING the storms:

**20.** Water supply and sanitation

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

**21.** Rescue services (e.g., rescue operations, medical assistance, shelter provisions)

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

**22.** Fire protection

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

**23.** Informative and timely communication

- i. Excellent
- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

**24.** Adequate police presence (e.g., protection from looting, maintaining public safety and order)

- i. Excellent

- ii. Good
- iii. OK
- iv. Not good
- v. Poor
- vi. I do not know

25. Describe the most important city services that need improvement for how you were served DURING the storms and how you suggest the city make that improvement

## AFTER THE STORMS

26. 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

27. What was the general condition of your housing after the hurricanes?

- 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)

28. If you had damage to your residence/business: Were you able to repair the damage?

- a. Yes. Explain any challenges you faced \_\_\_\_\_.
- b. No. Explain why not \_\_\_\_\_.
- c. I did not have any damage.

29. Did you utilize any government resources for recovery?

- a. No
- b. Yes, Explain what government provider and service you used \_\_\_\_\_.

In questions 30-38 below, rate the city services for how well you were served FOLLOWING the storms:

30. 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

31. 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

32. 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

33. How effective was the City in addressing the mental health and emotional well-being of citizens post-hurricane?

- a. Very effective
- b. Effective
- c. Neutral
- d. Ineffective
- e. Not applicable

34. Was the city effective in addressing environmental concerns after the hurricane (e.g., debris removal, water contamination, flood management)?

- a. Yes, very effective
- b. Yes, somewhat effective
- c. No, ineffective
- d. Not sure

35. 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)?

- a. Yes
- b. No
- c. Somewhat
- d. Not sure

36. 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
- f. Not sure

37. Were there sufficient emergency personnel in your area during the recovery period?

- a. Yes, adequate
- b. No, insufficient
- c. Not sure

38. How would you rate the building department for assisting in the recovery effort (e.g., meeting with HOA's, issuing permits)?

- a. Excellent
- b. Good
- c. Neutral
- d. Poor
- e. Very poor
- f. Not sure

39. Describe the most important city services that need improvement for how you were served FOLLOWING the storms and how you suggest the city make that improvement.

## OVERALL

40. How would you rate the City's response to the hurricane event?

- a. Excellent
- b. Good
- c. Neutral
- d. Poor
- e. Very poor

41. 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.

**Can we contact you about your responses? If so, please provide us with your name and email address.**

First Name\_\_\_\_\_ Last Name\_\_\_\_\_

Email Address \_\_\_\_\_