

NRC SURVEY OF PUBLIC PERCEPTION OF EMERGENCY RESPONSE ACTIVITIES

(3150-XXXX)

Telephone Survey Questionnaire

Introduction: Hello, my name is _____.

We are conducting research for the Nuclear Regulatory Commission regarding the public perception of emergency response activities. This is **not** a sales call, and your telephone number was selected at random. The survey should last no more than 15 minutes. Are you a person age 18 or older in your household? Do you or any member of your household work for the power company? [If yes, "Thank you. That concludes the survey.", if No, continue]

[ORIGINAL RESPONDENT] Should you choose to participate in our survey, your answers to the questions will remain confidential. We release no information as to how any particular individual answers the survey, and do not sell or give away the lists of randomly generated phone numbers used in our research. You can refrain from answering any questions that make you feel uncomfortable, and you can end the survey at any time. This call may be monitored for quality control purposes. Are you ready to begin?

[NEW RESPONDENT] Hello, my name is _____.

We are conducting research for the Nuclear Regulatory Commission regarding the public perception of emergency response activities. This is **not** a sales call, and your telephone number was selected at random. The survey should last no more than 15 minutes. Are you a person age 18 or older in your household? Do you or any member of your household work for the power company? [If yes, "Thank you. That concludes the survey.", if No, continue].

Should you choose to participate in our survey, your answers to the questions will remain confidential. We release no information as to how any particular individual answers the survey, and do not sell or give away the lists of randomly generated phone numbers used in our research. You can refrain from answering any questions

Enclosure

that make you feel uncomfortable, and you can end the survey at any time. This call may be monitored for quality control purposes. Are you ready to begin?

[ANSWERING MACHINES: Remember we only leave 2 messages!]

Hello, my name is _____. This is **not** a sales call. Our research group is conducting research for the Nuclear Regulatory Commission regarding the public perception of emergency response activities, and your participation would be greatly appreciated. Your phone number was selected at random and your answers will be kept confidential. We'll call back in the next day or two. Thank you.

Should you choose to participate in our survey, your answers to the questions will remain confidential. We release no information as to how any particular individual answers the survey, and do not sell or give away the lists of randomly generated phone numbers used in our research. You can refrain from answering any questions that make you feel uncomfortable, and you can end the survey at any time. This call may be monitored for quality control purposes. Are you ready to begin?

«Continue»

1. As a part of the survey, I am required to ask: are you male or female?
2. What is the zip code at your residence? «Integer: -99 | 99999 »
3. Now I would like to ask you some questions about where you live. To the best of your knowledge, is there a nuclear power plant located within 10 miles of your home?

[If yes: then q4, else q5]

4. Approximately how many miles do you live from the nuclear power plant? a) 0 to 2 miles; b) 2 to 5 miles; c) 5 to 10 miles; d) not sure
5. On a scale from zero to ten, where zero is not at all informed and ten is extremely informed, how informed would you say you are about what to do if the sirens for the nuclear power plant in your area were to sound?

6. To the best of your recollection, have you ever received any information such as a booklet or pamphlet, calendar, utility or electric bill, TV or radio message, phone book, or something else, that informs you about what to do if there was an incident at a nuclear plant in your area? (Y/N)

[If yes then Q7, else Q15]

7. What type of information was it? [READ--CHECK ALL]
- A. Booklet or pamphlet;
 - B. Calendar;
 - C. Utility or electric bill;
 - D. TV or radio message;
 - E. Phone book; or
 - F. Something else.
8. Do you recall receiving any information on this topic in the last year? (Y/N)
9. Do you keep this information in a place where you can readily access it? (Y/N)
10. To the best of your recollection, did the information that you received about what to do if there was an incident at a nuclear plant in your area provide information about any of the following: [READ--CHECK ALL]
- A. What to do if you hear the sirens?
 - B. Sheltering?
 - C. Evacuating?
 - D. Potassium Iodide or KI?
 - E. Reception Centers also called Congregate Care Center?
 - F. What to do with pets?
 - G. What to do if your children are at school?
 - H. Where to get further information?
11. Thinking about each of the types of information you have just been asked about, is the information provided (a) easy to understand or difficult to understand, (b)

clear about what to do or not clear about what to do, and (c) helpful or not helpful. [Yes/No - Answer Each]

12. Do you feel that the information you have received is a) too much; b) too little; c) about right.
13. Which of the following are good ways to get you information to read and save about what to do in case of an incident at a nuclear power plant?
 - A. Calendar
 - B. Pamphlet
 - C. Phone book
 - D. Internet
14. In case a real incident should happen at the power plant and sirens are sounded, which of the following would be good ways to give you information about the incident and what you should do?
 - A. Radio
 - B. Television
 - C. Internet
15. Have you ever heard an emergency siren test related to the nuclear power plant in your area? (Y/N)
16. If an emergency siren related to the nuclear power plant in your area were sounded, would your initial thought be that the siren was for the nuclear power plant? (Y/N)
17. You may receive instructions through your local emergency alert system in the event of an incident at a nuclear power plant in your area. Instructions may range from doing nothing or could include instructions to evacuate or shelter in place, which means to stay where you are. On a scale from zero to ten, where zero is not at all familiar and ten is completely familiar, how familiar are you with the evacuation plans for your area in the event of an incident at a nuclear power plant in your area?

[If Q17 <1 then Q19, else Q18]

18. On a scale from zero to ten, where zero is not at all confident and 10 is extremely confident, how confident are you that the evacuation plans for your area will work?
19. On a scale from zero to ten, where zero is not at all confident and ten is extremely confident, how confident are you that you will be safe in this emergency if you follow evacuation instructions in the event of an incident at a nuclear power plant in your area?
20. On a scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely do you think it is that you will follow evacuation instructions in the event of an incident at a nuclear power plant in your area?
21. On a scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely do you think it is that you will go to your designated reception center, which may also be called a congregate care center or public shelter, if asked to evacuate in the event of an incident at a nuclear power plant in your area?
[If Q21>0, then 22, else Q24]
22. Do you have pets? (Y/N)
[If yes then Q23, else Q24]
23. If you were informed that pets are not allowed at the reception center, would you still go to your designated reception center? (Y/N)
24. Have you taken any actions to prepare for evacuation in the event of an incident at a nuclear power plant in your area? (Y/N)

25. In the event of an incident at the nuclear power plant in your area and you are advised to evacuate, about how long would it take you to gather your children, prepare your home, pack, and get into your car? a) less than one hour; b) 2 to 4 hours; c) more than 4 hours.
26. How long do you think it would take you to leave from work, travel home and then gather your children, prepare your home, pack, and get into your car? a) less than one hour; b) 2 to 4 hours; c) more than 4 hours.
27. Using a scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely is it that you would stop to assist or provide a ride to an evacuee that you observed waiting at a bus stop for public transportation?
28. Now I would like you to consider that it is likely people may be asked to tune in to a local radio or television station in the event an incident at a nuclear power plant. If there is an incident at the nuclear power station and you are informed that you are currently 'not' in danger, how long do you think you would be willing to monitor the situation and wait for further instructions before taking action on your own? a) less than 2 hours; b) 2 to 4 hours; c) longer than 4 hours
29. If you heard a siren and then heard an emergency alert on the radio or television that said there is no immediate danger and the message told you to stay inside where you are right now, that is to "shelter in place", until further notice, how likely is it that you would follow these directions? a) not at all likely; b) likely; c) extremely likely.
30. On a scale from zero to ten, where zero is not at all confident and ten is extremely confident, how confident are you that you will be safe during this emergency if you follow directions to shelter in place in the event of an incident at a nuclear power plant in your area?
31. On a scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely do you think it is that you will follow shelter in place instructions in the event of an incident at the nuclear power plant in your area?

32. On a scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely do you think it is that you will follow shelter in place instructions if it would only be for three to four hours?
33. On a scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely do you think it is that you would evacuate rather than follow the instructions to shelter in place?
34. Now I would like you to consider that in some instances it may be necessary to evacuate certain locations before other areas are evacuated in the event of an incident at a nuclear power plant due to the nature of the risk presented. This is called a staged evacuation where one area may be required to shelter in place while the areas most immediately affected are evacuated first. On a scale from zero to ten, where zero means not at all likely and ten means extremely likely, how likely is it that you would follow instructions to shelter in place until it is your turn to evacuate in the event of a nuclear power plant incident in your area and a staged-evacuation was announced in your community?
35. On a scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely do you think it is that you would evacuate after you had heard that other areas were evacuating, even though the emergency messages on the radio and television state that your specific area is not in danger and your area should not evacuate?
36. Considering the issues that we have been talking about, who do you most trust to make decisions about your safety in the event of an incident at a nuclear power plant in your area? a) local decision makers; b) State decision makers; c) Federal decision makers.
37. Now I would like to know if you have any children under the age of 18 living in your household.
[If yes then Q38, else Q39]

38. Do they attend a school in your area, are they home-schooled, or are they not yet in school?
[If Q38 is "school" then Q39, else Q41]
39. Using a scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely is it that you would try to pick your children up from school in the event of an incident at a nuclear power plant in your area?
[If Q39 < 1 then Q41, else Q40]
40. Using the same scale from zero to ten, where zero is not at all likely and ten is extremely likely, how likely is it that you would try to pick your children up from school if you were told by local officials that your children were already being evacuated?
41. Now I would like to ask you to consider the four categories used to describe incidents at nuclear power plants and to tell me which one of the following you believe refers to the **most serious** type of incident. Is it: an **unusual event**, a **site area emergency**, an **alert**, a **general emergency**. [These items will be randomized to reduce response-set ordering bias.]
42. Finally, I would like to ask you a few background questions. First, have you ever been asked to evacuate due to an emergency such as a natural disaster or industrial incident in the area in which you live? (Y/N)
[If no then Q46, else Q43]
43. How many times?
A. (1)
B. (2)
C. More than 2
44. Did you evacuate? [Yes, No, Sometimes]

45. Have you ever evacuated from the area due to concern about a potential hazard such as natural disaster or industrial incident even though you were told not to do so? (Y/N)
46. Have you ever been asked to shelter in place due to an emergency in the area in which you live? (Y/N)
[If no then Q49, else Q47]
47. How many times?
A. (1)
B. (2)
C. More than 2
48. Did you shelter in place? [Yes, No, Sometimes]
49. Do you have access to a radio or television at home? (Y/N)
50. Do you have access to a radio or television at work? (Y/N)
51. Have you ever heard the sirens in your area go off unexpectedly? (Y/N)
52. Would you or a family member require assistance from outside your home to help you evacuate? (Y/N)
[If no then END, else Q53]
53. Have you registered with your county or parish to inform them of your need for assistance? (Y/N)
[If no then Q54; else, END]
54. Briefly, why have you not registered for assistance? [READ – CHECK ALL]
A. I believe I can evacuate my family without assistance if I had to.
B. I do not know how to register.
C. I have not taken the time to register.

- D. I do not think that an evacuation due to the nuclear power plant is ever likely to occur.
- E. I did not know that I could register.
- F. I did not know assistance was available.
- G. I do not want to provide personal information about my need to others.

END: Thank you, for taking the time to complete this interview. I would like to remind you that this survey is being conducted to help the Nuclear Regulatory Commission better understand the public perceptions of emergency response actions. There are no new issues or concerns with nuclear power; the Nuclear Regulatory Commission continually strives to ensure the best emergency preparedness efforts are in place and this information helps with our decisions. Good-bye.