

EVACUATION QUESTIONNAIRE FOR HOTELS AND OTHER VISITOR ACCOMMODATIONS

(Mail Questionnaire)

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EVACUATION QUESTIONNAIRE FOR HOTELS AND OTHER VISITOR ACCOMMODATIONS

Thank you for taking the time to complete this survey. Your answers will provide Civil Defense Agencies with very valuable information that they need to develop safe and effective education and evacuation plans. The questionnaire may appear long, but it moves very quickly. We will ask you about your awareness and experience with hurricanes and tsunamis, and a few questions about your facility and your facility's evacuation plans, if any

Please also understand that this survey is being completed by very large as well as very small visitor establishments. If the questions seem irrelevant to your establishment, feel free to add notes on the backs of the questionnaire form. It shouldn't take more than 15 minutes to complete.

There are no wrong answers; your answers will be aggregated with many other responses from visitor accommodation facilities throughout the island.

HURRICANE AWARENESS

Civil Defense classifies hurricanes in five categories based primarily on the speed of the winds that make up the hurricane. These are listed below:

Category 1	74-95 mph winds
Category 2	96-110 mph winds
Category 3	111-130 mph winds
Category 4	131-155 mph winds
Category 5	155 mph winds and above

As examples, Hurricane _____ that struck the islands in _____ was a Category 2 hurricane, Hurricane _____ that struck in _____ was a Category 4 hurricane and Hurricane Katrina that struck New Orleans in 2005 was, at its worst, a Category 5 hurricane.

1. How much damage do you think your facilities would suffer in a Category 1 hurricane? (Fill in the circle for the appropriate answer)

- Major damage.....
- Minor damage only.....
- Not sure.....

2. How much damage do you think your facilities would suffer in a Category 5 hurricane?

- Major damage.....
- Minor damage only.....
- Not sure.....

3. What are the primary reasons for your assessment for how well your facilities would hold up in a hurricane? (fill in the circle for all answers that apply)

- Your experience with other hurricanes.....
- The construction quality of the facilities.....
- The history of damage in _____ from hurricanes.
- Another reason; please specify: _____

4. If a hurricane was approaching *your community*, what do you believe is your obligation to your guests? (mark only one circle)

We feel responsible for their care and safety	<input type="radio"/>
We will provide basic assistance, such as transportation to a shelter, but they are responsible for their own safety	<input type="radio"/>
We provide them with information, but they are responsible for their own safety	<input type="radio"/>

For a variety of reasons we cannot assume any obligation to our guests during such emergencies	<input type="radio"/>
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5. If you were told that a hurricane were approaching *your community* and if you assume some sheltering responsibilities for your guests (if you do not assume any obligations, please go to Question 7), for each category of hurricane, please tell us whether you would keep your guests at the hotel or seek safe shelter elsewhere. (fill in the appropriate circle in each column)

	Category of Hurricane				
	1	2	3	4	5
Keep guests in place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seek other shelter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. If you chose to evacuate, where is the closest public shelter?

Name or address: _____
 I'm not sure where the closest public shelter is located.....

7. Do you believe that you have enough information so that you know how to respond in case of a hurricane alert or warning?

- Yes, I have enough information and am prepared to respond.....
- I have enough information, but I am not well prepared to respond.....
- I am somewhat aware, but I could use more information.....
- I do not know enough information about how to respond

8. From whom have you learned the most about hurricane preparation? (please mark the TWO most important)

- Civil Defense Agencies.....
- Visitor Security Associations.....
- Our hotel system.....
- Weather Service.....
- External colleagues.....
- The community.....
- Television and radio.....
- Newspapers.....
- Company Officials.....

EMERGENCY RESPONSE

9. What is the best way to alert you to an approaching emergency? (mark the two best methods)

- Civil defense sirens.....
- Alerts directly from Civil Defense
- Radio announcements.....
- Television announcements.....
- Internet announcements.....
- Text messaging.....
- Other ways, please specify _____

10. Once a month, the County Civil Defense tests their outdoor emergency siren system. When that occurs, can you hear it from your facility?

- Yes, I can hear it clearly.....
- Yes, but I can barely hear it.....
- No, I can't hear it.....

11. When you do hear it, do you typically turn on your radio or television?

- Yes, I immediately turn on my radio or television.....
- No, I typically ignore it.....
- No, but I call friends or relatives.....
- No, but I get on the computer to see what is happening.....
- No, but I do other things to find out

12. Does your facility use Sentinel Emergency Alert or any other weather alert communication to provide direct, early warnings of approaching weather related emergencies?

- Yes, we have weather alert communication.....
- No, we do not have that capacity.....

13. If Civil Defense authorities RECOMMENDED that you evacuate your facilities because of an approaching hurricane or tsunami, how likely are you to evacuate your guests? (mark one in each column)

	In Case of Hurricane	In Case of Tsunami
Very likely to evacuate	<input type="radio"/>	<input type="radio"/>
Somewhat likely to evacuate	<input type="radio"/>	<input type="radio"/>
Not at all likely	<input type="radio"/>	<input type="radio"/>

14. What if Civil Defense authorities were to REQUIRE that you evacuate your facilities, how likely are you to evacuate your guests? (mark one in each column)

	In Case of	In Case of
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	Hurricane	Tsunami
Very likely to evacuate	<input type="radio"/>	<input type="radio"/>
Somewhat likely to evacuate	<input type="radio"/>	<input type="radio"/>
Not at all likely to evacuate	<input type="radio"/>	<input type="radio"/>

If you decided to evacuate and seek safe shelter from an approaching hurricane or tsunami, where would your guests and your staff go? (mark only one in each column)

	In Case of Hurricane	In Case of Tsunami
Just move to higher ground; not a shelter	<input type="radio"/>	<input type="radio"/>
A higher floor in our facility	<input type="radio"/>	<input type="radio"/>
A public shelter or public school	<input type="radio"/>	<input type="radio"/>
A private school	<input type="radio"/>	<input type="radio"/>
Another safer hotel/motel	<input type="radio"/>	<input type="radio"/>
A shelter on a military base	<input type="radio"/>	<input type="radio"/>
A house of a relative or friend	<input type="radio"/>	<input type="radio"/>
A church/religious building	<input type="radio"/>	<input type="radio"/>
A hospital	<input type="radio"/>	<input type="radio"/>
My workplace	<input type="radio"/>	<input type="radio"/>
Off island	<input type="radio"/>	<input type="radio"/>

15. This is important: If a HURRICANE was approaching and you decided to evacuate, where specifically would your guests and your staff go? (please be as specific as possible: the name of a building, the closest cross streets, OR the neighborhood.)

Specifically:

16. And in the case of a TSUNAMI, where specifically would your guests and your staff go? (please be as specific as possible: the name of a building, the closest cross streets, OR the neighborhood.)

Specifically:

17. What would be the TWO most important factors in helping you decide whether or not to evacuate your facilities?

18. How much lead time do you feel the Civil Defense authorities should give when recommending evacuation? (mark one in each column)

	In Case of Hurricane	In Case of Tsunami
48 hours or more	<input type="radio"/>	<input type="radio"/>
24 to less than 48 hours	<input type="radio"/>	<input type="radio"/>
12 to less than 24 hours	<input type="radio"/>	<input type="radio"/>
6 to less than 12 hours	<input type="radio"/>	<input type="radio"/>
3 to less than 6 hours	<input type="radio"/>	<input type="radio"/>

1 to less than 3 hours	<input type="radio"/>	<input type="radio"/>
Up to 1 hour	<input type="radio"/>	<input type="radio"/>

19. Once your decision is made to evacuate, how much time do you need to close and evacuate your facilities? (mark one in each column)

	In Case of Hurricane	In Case of Tsunami
48 hours or more	<input type="radio"/>	<input type="radio"/>
24 to less than 48 hours	<input type="radio"/>	<input type="radio"/>
12 to less than 24 hours	<input type="radio"/>	<input type="radio"/>
6 to less than 12 hours	<input type="radio"/>	<input type="radio"/>
3 to less than 6 hours	<input type="radio"/>	<input type="radio"/>
1 to less than 3 hours	<input type="radio"/>	<input type="radio"/>
Up to 1 hour	<input type="radio"/>	<input type="radio"/>

20. How long do you expect it will take to get from your facility to your shelter location? (record your estimates in minutes; please enter 999 if you don't know)

	In Case of Hurricane	In Case of Tsunami
Number of minutes		

21. And how would your guests and your staff get there?

	In Case of Hurricane	In Case of Tsunami
Hotel vans and buses	<input type="radio"/>	<input type="radio"/>
Hired vans and buses	<input type="radio"/>	<input type="radio"/>
Personal and rented cars	<input type="radio"/>	<input type="radio"/>
Government vehicles	<input type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>
Other (specify: _____)	<input type="radio"/>	<input type="radio"/>

22. If you went by vehicle, how many vehicles would it take to move your guests and staff to a safe shelter? (please write in the number in the box to the right)

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23. Understanding that occupancy fluctuates on a daily basis, approximately how many guests and staff are present in your facilities on an average day? (please fill in the approximate number of guests and staff for each season)

	Busy Season	Rest of Year
Number of guests		
Number of staff		
Number of staff that would stay to help in an emergency		

24. In general, how much confidence do you have in the ability of our civil defense agencies to decide whether you really need to evacuate?

- A great deal of confidence.....
- Some confidence.....

Little or no confidence.....

25. In general, do the civil defense officials on your island give you too much, just enough or too little information about approaching hurricanes?

- Too much information.....
- Just enough information.....
- Too little information.....

26. Does your establishment have an emergency response manual already prepared for dealing with the threat of hurricanes or tsunamis?

- Yes, we have a prepared manual.....
- No, but we are in the process of preparing one.....
- No, we do not have one nor are we preparing one.

27. How often does your staff check the emergency kits and practice emergency response procedures?

- Every six months.....
- Annually.....
- Every other year.....
- Less than every other year.....

HURRICANE EXPERIENCE

28. Has this establishment experienced any hurricanes? (mark all that apply)

- Yes, we went through Hurricane _____
- Yes, we went through Hurricane _____
- Yes, we have been through other hurricanes.....
- We have not experienced a hurricane.....

IF YOUR FACILITY HAS NOT EXPERIENCED A HURRICANE, GO TO QUESTION 33

29. Thinking of your last hurricane experience, did management evacuate the facility?

- Yes.....
- No.....
- I don't remember.....

30. If evacuation occurred, where did they go?

- We did not evacuate.....
- We went to a public shelter or public school.....
- We went to a private school.....
- We went to another hotel/motel.....
- We went to a church or other religious building.....
- We dispersed to multiple locations.....
- Other location (specify: _____)
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- I don't know.....

31. Has your facility experienced any of the following from ANY hurricane? (please mark all that apply)

<input type="checkbox"/>	Main Hotel Structure	Other Structures	Vehicles	FF&E
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Minor Damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major Damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Destroyed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Don't know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TSUNAMI EXPERIENCE

32. Has your facility experienced a tsunami?

- Yes.....
- No, we have not experienced a tsunami.....

IF YOUR FACILITY HAS NOT EXPERIENCE A TSUNAMI, GO TO QUESTION 37

33. Thinking of your last tsunami experience, did management evacuate your facilities?

- Yes.....
- No.....
- I don't know.....

34. If the facilities were evacuated, where did they go?

- We did not evacuate.....
- We did not leave, we moved to a higher floor in our facility.....
- We left, but just moved to higher ground.....
- We went to a public shelter or public school.....
- We went to a private school.....
- We went to a church or other religious building.....
- We dispersed to multiple locations.....
- Other location (specify: _____).....

35. Has your facility experienced any of the following from ANY tsunami? (mark all that apply)

	Main Hotel Structure	Other Structures	Vehicles	FF&E
Minor Damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Major Damage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Destroyed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Don't know	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FACILITY INFORMATION

36. How likely are each of the following to cause damage to your facility (mark one in each column)

	Flooding/Flash Flood	Ocean Waves	High Winds	Landslides	Brush Fires
Very Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Possibly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very Unlikely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not Sure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. How many guest units are there in your facility?

- 1 to 5 units.....
- 6 to 10 units.....

- 11 to 50 units.....
- 51 or more units.....

38. How many buildings are in your facility?

- 1 building.....
- 2 to 5 buildings.....
- 6 or more buildings.....

39. How tall is your main residential building?

- It's a ONE story building.....
- It's a TWO story building.....
- The building has THREE to SIX stories.....
- The building has SEVEN or more stories.....

40. Your facility mostly made up of? (please choose one)

- Wood, single wall construction.....
- Wood, double wall construction.....
- Concrete block or poured in place concrete.....
- Brick.....
- Metal
- Other material (specify: _____).....
- I'm not sure.....

41. Approximately what year were the core buildings built? (please enter 9999 if you don't know)

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42. How worried are you that there will be a HURRICANE or a TSUNAMI in the next year that will cause major damage on your island?

- Very worried.....
- Somewhat worried.....
- Not at all worried.....

43. Finally, if you could pass on a message or suggestion to Civil Defense in order to make their preparation for hurricanes and tsunamis more effective, what would it be?

Suggestion:

Thank you very, very much for completing in this survey; please mail it back as quickly as possible in the enclosed self-addressed envelope.