**TWO-YEAR POST-HURRICANE FLORENCE FIELD STUDY IN LUMBERTON, NORTH CAROLINA**

**BUSINESS RECOVERY SURVEY**

**OMB CONTROL #0693-0078; EXPIRATION DATE: 07/31/2019**

**(NIST GENERIC CLEARANCE FOR COMMUNITY RESILIENCE DATA COLLECTIONS)**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Surveyor(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PIN:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Business Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **What is the operational status of this business?**
2. Open
3. Permanently closed
4. Moved to alternative location (*provide address*:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)
5. Not sure/don’t know:

(*take notes on any information that can help us identify the status of the business*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ )

***[THE FOLLOWING QUESTIONS SHOULD BE ANSWERED BY BUSINESS OWNER OR MANAGER]***

1. **What is your role with this business?** 1. Owner 2. Manager 3. Owner and Manager
2. **Does this business have any of the following federal classification?** *[Please circle all that apply]*

1. Woman-owned 2. Minority certified by the SBA (8a) 3. Veteran-owned 4. NONE

The first set of questions are intended to capture how recovery is going following the flooding in 2016 caused by Hurricane Matthew. And to give us an idea of where your business was in recovery before Hurricane Florence.

**FOLLOW-UP: HURRICANE MATTHEW**

1. **What kind of damage was caused by *Hurricane Matthew* and how severe was the damage? *[hand damage description card to business owner/manager]***

|  |  |
| --- | --- |
| **Flood depth**  |  \_\_\_\_\_\_\_\_\_\_ inches |
| **Building damage (due to flood)** |  1. None 2. Minor 3. Moderate 4. Severe 5. Complete  |
| **Building damage (due to wind)** |  1. None 2. Minor 3. Moderate 4. Severe 5. Complete  |
| **Contents/inventory damage** |  1. None 2. Minor 3. Moderate 4. Severe 5. Complete  |
| **Machinery/equipment damage** |  1. None 2. Minor 3. Moderate 4. Severe 5. Complete  |

1. **Where do you feel your business was in the process of recovery immediately BEFORE *Hurricane Florence*?**
2. Still in survival/response mode
3. Recovering
4. Mostly recovered
5. Fully recovered
6. Still in operation but would never recover (please explain) **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**6. What is the % capacity at which you were operating immediately BEFORE *Hurricane Florence*? \_\_\_\_\_\_ %**

*[For “capacity,” consider aspects of the business that are most important to you, like the quality and/or quantity of service or product offerings. For example: 50% for reduced capacity, 110% for increased capacity, or 0% for businesses that have not resumed operations.]*

**7. Please indicate your level of agreement with the following statements.**

1. **Prior to *Hurricane Florence*... [between Hurricane Matthew and Florence]**

|  |  |
| --- | --- |
| We now have more suppliers from outside our city than we did before HF | 1. Strongly 5. Strongly 2. Disagree 3. Neutral 4. Agree  disagree agree |

1. **Currently...**

|  |  |
| --- | --- |
| We now have more suppliers from outside our city than we did before HF | 1. Strongly 5. Strongly 2. Disagree 3. Neutral 4. Agree  disagree agree |

**8. How profitable was your business…**

|  |  |
| --- | --- |
| **a. Before Hurricane Matthew** | Highly profitable Profitable Breaking even Unprofitable Highly unprofitable closed |
| **b. Between Hurricane Matthew and Florence** | Highly profitable Profitable Breaking even Unprofitable Highly unprofitable closed |
| **What about now?** |
| **c.****Now** | Highly profitable Profitable Breaking even Unprofitable Highly unprofitable closed |

**9. Do you still require physical repairs from Hurricane Matthew?**

1. Yes 2. No 3. N/A

* 1. If **YES**, what percent of your repairs still need to be completed? \_\_\_\_\_\_\_\_\_\_\_

**10. How much would you say Hurricane Florence affected your recovery from Hurricane Matthew?**

1. Not at all
2. A little
3. Moderately
4. Severely
5. Not applicable (not affected by Matthew)

***Okay, thank you. The next series of questions is going to ask about financial recovery resources to understand what was or may not have been available to businesses in Lumberton.***

**11. How did you finance your business's recovery from *Hurricane Matthew*?** Please indicate with a percentage for example, my recovery was funded 20% by credit card, 60% by personal savings, and 20% by insurance.

|  |  |
| --- | --- |
| **personal savings** |  |
| **Credit card** |  |
| **Corporate assistance (or assistance from another branch/location)** |  |
| **Insurance** |  |
| **Donations**  |  |
| **Private bank loans** |  |
| **Crowd funding** |  |
| **Assistance from friends or family** |  |
| **Federal assistance programs (e.g. Small Business Administration loans)**(List:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |  |
| **State assistance programs (e.g. Resilient Recovery Loan Program)**(List:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |  |
| **Local assistance programs (e.g. grant or loan from the city or local non-profit)** (List:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) |  |
| **Other:** |  |
| **Other:** |  |
| **Other:** |  |
| **TOTAL** |   100 |

 [Alternative, circle if not owner or if respondent doesn’t know]: DK

**12. How important were the decisions of other businesses (those on the same block as your business) to remain open or to close in your own decision?**

1. Not at all important
2. Somewhat unimportant
3. Neither important nor unimportant
4. Somewhat important
5. Very important

**IMPACT AND RECOVERY FROM HURRICANE FLORENCE**

These next series of questions are intended to capture information about the impact and recovery from Hurricane Florence. Please think about the days or weeks immediately following Hurricane Florence when providing your responses.

**13. What kind of damage was caused by Hurricane Florence and how severe was the damage? [hand damage description card to owner/manager]**

|  |  |
| --- | --- |
| **Building damage (due to flood)** |  1. None 2. Minor 3. Moderate 4. Severe 5. Complete  |
| **Flood depth**  |  \_\_\_\_\_\_\_\_\_\_ inches |
| **Building damage (due to wind)** |  1. None 2. Minor 3. Moderate 4. Severe 5. Complete  |
| **Contents/inventory damage** |  1. None 2. Minor 3. Moderate 4. Severe 5. Complete  |
| **Machinery/equipment damage** |  1. None 2. Minor 3. Moderate 4. Severe 5. Complete  |

**14. Did your business lose any of the following utilities? And for how long?**

[\* N/A: not applicable, if your business does not use this service, please indicate N/A; DK: don’t know]

|  |  |  |
| --- | --- | --- |
| **electric power?** | **1. Yes 2. No 3. DK 4. N/A** | **\_\_\_\_\_Hours or \_\_\_\_\_ Days still don’t have electricity** |
| **water?** | **1. Yes 2. No 3. DK 4. N/A** | **\_\_\_\_\_Hours or \_\_\_\_\_ Days still don’t have water** |
| **natural gas?** | **1. Yes 2. No 3. DK 4. N/A** | **\_\_\_\_\_Hours or \_\_\_\_\_ Days still don’t have natural gas** |
| **sewer?** | **1. Yes 2. No 3. DK 4. N/A** | **\_\_\_\_\_Hours or \_\_\_\_\_ Days still don’t have sewer** |
| **landline phone?** | **1. Yes 2. No 3. DK 4. N/A** | **\_\_\_\_\_Hours or \_\_\_\_\_ Days still don’t have landline** |
|  **cell phone service?** | **1. Yes 2. No 3. DK 4. N/A** | **\_\_\_\_\_Hours or \_\_\_\_\_ Days still don’t have cell service** |
| **Internet/IT?** | **1. Yes 2. No 3. DK 4. N/A** | **\_\_\_\_\_Hours or \_\_\_\_\_ Days still don’t have internet/IT** |

**15. Did this business experience physical accessibility problems after *Hurricane Florence* like street or sidewalk closures?**

 1. Yes 2. No

**16. Immediately following *Hurricane Florence*, did you completely cease operation at this location?**

 1. Yes 2. No

**17. How long did it take for your business to resume operations? \_\_\_\_\_\_\_\_\_\_\_\_ (days)**

**18. Did you have any** *employee(s) who could not report to work due to* **any of the following issues after *Hurricane Florence*:***transportation problems?*

 1. Yes 2. No

*their need to repair their home?*

 1. Yes 2. No

*their children were not back to school?*

 1. Yes 2. No

*disaster-related physical health issues?*

 1. Yes 2. No

 *disaster-related mental health issues?*

 1. Yes 2. No

**19. Did this business experience loss of customers after *Hurricane Florence*?**

 1. Yes (\_\_\_\_\_% loss of customers) 2 . No

**20. Where do you feel your business is in the process of recovery since *Hurricane Florence*?**

1. Still in survival/response mode
2. Recovering
3. Mostly recovered
4. Fully recovered
5. Still in operation but will never recover (please explain) **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**21. Compared to before *Hurricane Florence*, what is the % capacity at which you are NOW operating? \_\_\_\_\_%**

**22. a. Immediately before *Hurricane Florence*, how many full time and part time employees did this business have?**

 Before: Full time \_\_\_\_\_\_\_\_\_\_ Part time \_\_\_\_\_\_\_\_\_\_\_\_

**b. What about now?**

 Now: Full time \_\_\_\_\_\_\_\_\_\_ Part time \_\_\_\_\_\_\_\_\_\_\_\_

**RECOVERY FINANCE**

**Thank you! These next few questions are about recovery finance options following Hurricane Florence.**

**23. Did you have flood insurance coverage on the building, contents, or business interruption before *Hurricane Florence*? Did you file claims and receive money?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  **Had Insurance?** |  **Filed Claim?** |  **Received Money?**  |  **Received When?**  **(months after Florence)** |
| Building insurance  |  1. Yes 2. No  |  1. Yes 2. No  |  1. Yes 2. No  |  |
| Content insurance  |  1. Yes 2. No  |  1. Yes 2. No  |  1. Yes 2. No  |  |
| Business interruption insurance  |  1. Yes 2. No  |  1. Yes 2. No  |  1. Yes 2. No  |  |
| Liability insurance |  1. Yes 2. No  |  1. Yes 2. No  |  1. Yes 2. No  |  |

**24. Did you receive any of the following assistance in recovery from *Hurricane Florence*?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Assistance Description** | **Applied?** | **Received?** | **Received When?****(months after Florence)** |
| a. FEMA financial assistance | 1. Yes 2. No  | 1. Yes 2. No  |  |
| b. SBA (Small Business Administration) loan | 1. Yes 2. No  | 1. Yes 2. No  |  |
| c. Other federal or state funds (specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 1. Yes 2. No  | 1. Yes 2. No  |  |
| d. Local government funds (specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | 1. Yes 2. No  | 1. Yes 2. No  |  |
| e. Financial assistance from any church or other non-government organizations? | 1. Yes 2. No  | 1. Yes 2. No  |  |
| f. Clean up or repair help from church or other non-government organizations? | 1. Yes 2. No  | 1. Yes 2. No  |  |
| g. Loan from a Bridge Loan\*\* program  | 1. Yes 2. No  | 1. Yes 2. No  |  |
| h. Private/bank loans | 1. Yes 2. No  | 1. Yes 2. No  |  |
| i. Crowdsourcing online? | 1. Yes 2. No  | 1. Yes 2. No  |  |
| j. Fundraisers (in-person/not online)? | 1. Yes 2. No  | 1. Yes 2. No  |  |
| k. Other(s)? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  | 1. Yes 2. No  | 1. Yes 2. No  |  |

\*\* Bridge Loan: typically, loans between $1,000 and $50,000 for up to one year. While the bridge loan is a source of expedient funds, it is not designed to be the primary source of assistance for affected small businesses

**25. How long can this business function in a deficit [enter number of days, weeks, months, and specify which time unit]? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**MITIGATION, PREPAREDNESS, AND ADAPTATION**

**These next questions are going to capture information about mitigation, preparedness, and adaptation following Hurricanes Matthew and Florence.**

**26. IF YOUR BUSINESS OWNED/OWNS THE BUILDING. Did you adopt any of the following mitigation strategies?** *[Please indicate with an “X” all that apply; If does not own building, skip to Q27]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Mitigation or** **Preparedness Action** |  **No adoption**  |  **Adopted before Hurricane Matthew** |  **Adopted between Hurricane Matthew and Hurricane Florence** |  **Adopted after Hurricane Florence** |
|  | a. Floodproofing of building done by professionals |  |  |  |  |
|  | b. Floodproofing of building done by nonprofessionals (including themselves) |  |  |  |  |
|  | c. Secondary storage location secured |  |  |  |  |
|  | d. Structurally assessed the building by an engineer |  |  |  |  |

**27.  *FOR ALL BUSINESSES:* Did this business have any of the following emergency management strategies in place before Hurricane Florence? Does it still have or has it added them since *Hurricane Florence*?** *[Please indicate with an “X” all that apply]*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Mitigation or** **Preparedness Action** |  **No adoption**  |  **Adopted before Hurricane Matthew** |  **Adopted between Hurricane Matthew and Hurricane Florence** |  **Adopted after Hurricane Florence** |
|  | a. Performed risk assessment to identify business vulnerability todisasters |  |  |  |  |
|  | b. Adopted strategies to stay informed of weather watches andwarnings |  |  |  |  |
|  | c. Developed a written emergency action plan or checklist |  |  |  |  |
|  | d. Assigned disaster responsibilities to specific employees |  |  |  |  |
|  | e. Performed emergency management drills regularly |  |  |  |  |

**BUSINESS INFORMATION**

**Now, I’d like to ask you general questions about your business, and then some general business questions.**

**28. In what year was this business established at this location? \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Year)**

**29. Does this business own or rent the building?**

1. Own (including buying the building with mortgage)
2. Rent
3. Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**30. What was the business ownership structure before *Hurricane Florence*?**

1. Single owner
2. Partnership (multiple owners)
3. Corporation or franchise
4. Cooperative

Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OWNER/MANAGER DEMOGRAPHICS**

**31. How many years have you worked as a business owner/manager here or for other businesses? \_\_\_\_\_\_\_\_\_\_\_\_\_ (years)**

**32. What is your age? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (years)**

**33. What is your number of years of schooling?** Enter number of years \_\_\_\_\_\_\_ and indicate
 type of diploma or degree: 1. High School 2. Associate degree 3. Bachelors 4. Masters or higher degree

**34. Are you Hispanic?** 1. Yes 2. No

**35. What is your race? Please select one or more.**

|  |  |
| --- | --- |
| 1) White2) Black or African American3) American Indian or Native American4) Asian | 5) Native Hawaiian or other Pacific Islander 6) [If respondent selects >1, surveyor must specify codes] \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**We would like to get some additional information from you in order to make future surveys easier and at your convenience. Would you be willing to provide your first name and email address? YOU WILL NOT RECEIVE ANY EMAILS BEYOND OUR REQUEST FOR ADDITIONAL CLARIFICATION ON THIS SURVEY.**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Business Email:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Lastly, if you have any comments about the survey and/or business recovery after the flood, please write them down in the space below.**

**THANK YOU VERY MUCH FOR COMPLETING THE SURVEY!**

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