

## HURRICANE IDA EM INTERVIEW GUIDE (60 min)

### **DEMOGRAPHICS & JOB: To elicit background, job duties, staff, and work during a Hurricane**

1. In general, what's your role in your office? What are your job duties?
2. How long have you been in this role? Before this what did you do?
3. What is your professional training and education related to this position?
4. Could you briefly describe the team or staff you work with?
  - a. *Prompt: Who else are you working with inside your office (i.e., public information officer)?*
  - b. *Prompt: Is there any liaison officer you partner with?*
5. How many hurricanes have you worked before?
  - a. *Prompt: If the experience expands more than a decade, ask in the last 5-10 years.*
6. What was your role during Hurricane Ida? (e.g., capture days/hours worked, tasks, responsibilities, etc.)
  - a. *Prompt, if needed: could you talk about additional tasks or responsibilities you had during Hurricane Ida?*

### **HAZARDS: To elicit which hazards & impacts were most important to EMs & their staff**

7. Could you please tell me about how **Hurricane Ida impacted your community / jurisdiction?**
8. Is there any past hurricane you remember to be devastating for your county?
9. What were your or your office's main concerns about weather hazards before Ida?
10. What were the wind and/or water **hazards that you were worried most** about during Hurricane Ida? (e.g. flooding, surge, tornadoes, synoptic winds, etc.)
11. What did you do in Ida when there was **a threat to flash flooding?**
12. What did you do in Ida when there was **a threat to tornadoes or strong winds?**
13. What did you do **to help prepare people** for these different weather concerns?
14. What kinds of **questions did you get from the public before and during** the storm?  
What were they asking about/saying?
15. How did the **public communicate with you** (e.g., social media, phone)?
16. Were you aware of any **dual threats** (e.g., flooding and winds that occurred at the same time) during Hurricane Ida?
  - a. If so: How were decisions made about communicating information for dual threats?

***VULNERABILITY: To elicit who EMs think is most likely and most significantly affected by the hurricane and Covid.***

17. Can you tell us what are the most urgent socioeconomic issues in your county? Are there any groups of people more affected by that?
18. Who do you most worry about being impacted by hurricanes in your community /jurisdiction?
  - a. *Prompt: Which areas or groups of people?*
  - b. *Prompt: What infrastructures are most severely impacted (by wind? By water?)*
  - c. *Prompt: Whose lives may be in danger the most or may not recover as easily?*

***COVID: To learn the different ways Covid might have impacted how EMs planned, communicated, and changed policies for sheltering / evacuation / messaging***

19. Can you tell us how Covid-19 has affected your county? Do you remember any time during these two years that it was more complex?
20. Who are you most worried about with Covid in your community/jurisdiction?
21. How have your concerns changed with Covid?
22. How did the pandemic change official policies and practices in your office related to hurricane planning or response?
23. Could you explain how Covid-19 has affected the county's capacity of emergency preparedness and response to weather hazards? Examples?
24. Has Covid impacted the network of emergency responders?
25. How has Covid impacted your staff ability when facing weather threats?
26. Was there a time when you and/or your team had to work from home during this pandemic? If yes, how did that change your capacity to deal with weather threats?
27. What concerns did you hear most from the public about Covid related to hurricanes and weather hazards?
28. How did Covid change the advice or information you shared?
29. Where did people primarily go to evacuate or shelter from Ida? Was this different from before Covid?

***RISK ASSESSMENT: To understand what information helps them attend to and assess weather hazards; what information was requested by populations in their areas of responsibility***

1. Focusing on the 36-48 hours leading up to a hurricane, what information do you use most frequently to monitor and/or assess these hazards?
  - a. *Prompt: What information is most important to you 24 hours out? 12 hours? Landfall? During?*
  - b. *Prompt: How is the "trigger chart" used for each period?*
2. What information (scientific or technical) is essential to you in assessing wind and water hazards?

***THINGS THAT WORKED / DIDN'T WORK WELL: To capture what successes & limitations emergency managers experienced when an event included overlapping threats. Includes things like staffing issues, office culture, uncertainty, expertise, technology (e.g., computer models)***

3. If you were faced with another hurricane like Ida again, is there anything you think you would do differently to help your office and your public deal with or prepare?
4. Any specific product (e.g., information, tool, model data) you wish you had to communicate dual threats, including Covid, during Ida?
5. What do you think worked well [or didn't work well] in terms of communicating information about dual threats?
6. Anything else you think we should know but haven't discussed?

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