

Hurricane Matthew Community Recovery Study for Lumberton, NC
Center for Risk-Based Community Resilience Planning
A U.S. National Institute of Standards and Technology-funded Center of Excellence
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Please confirm consent language was read to respondent and they are a Lumberton resident 18 years of age or older. yes, respondent is at least 18 years of age and consents to participate in this survey.

Surveyor(s): _____ Date: _____

Building ID: _____ Unit Address: _____

Building Type: 1) Single family; 2) Multi-family/# housing units _____; 3) Mobile home; 4) Other _____

Comments: _____

The first set of questions is about your household in general.

1. How many adults (18 years or older) live in your household?..... # _____ Adults
2. How many children (younger than 18 years) live in your household?..... # _____ Children
3. How many years have you lived in Lumberton? _____
4. When did you move into your current home?Month: _____ Year: _____

Now we want to ask you questions about the two hurricanes. The first hurricane was Matthew in 2016; the second hurricane was Florence in 2018.

5. [If Q3 is at least 7 years] How many people were living in your home in October 2016 at the time of Hurricane Matthew?..... # _____
6. Were there any children living in your home who were enrolled in school at the time of flooding?
 Yes No Don't Know N/A

7. Was this house damaged from HURRICANE MATTHEW in 2016? Yes No Don't Know
8. If YES, how much of your HURRICANE MATTHEW damage was fully repaired at the time of HURRICANE FLORENCE in 2018? None Some Most All
9. Was this house damaged from HURRICANE FLORENCE in 2018? Yes No Don't Know
10. [If YES to Q9] How long until it was fully repaired? _____ D/WK/MO Still not repaired

Now I want to ask you about the resources you had available during recovery, and recovery experience.

11. Did you apply for Rebuild NC funding? Yes No
12. [If YES to Q11] Did you receive Rebuild NC funding? Yes No Application still under review
13. [If YES to Q12] When did you receive it? _____ MM/YY
14. [If YES to Q12] Was this funding for repairs, complete rebuilding, or something else?
- repairs
 - rebuilding as elevated
 - complete rebuilding
 - something else, _____
 - temporary housing
15. Did you receive any other funding, and if so, from what source? (mark all that apply)
- yes, from FEMA
 - yes, from insurance, type _____
 - yes, from an NGO
 - yes, from friends or family
 - yes, other _____
 - No
 - Don't know
 - yes, SBA Loans
16. Were you and your household dislocated from your home during Hurricanes Matthew (2016) or Florence (2018)? (mark all that apply)
- a. Yes, Hurricane Matthew
 - b. Yes, Hurricane Florence
 - c. No
 - d. Don't know
17. If Yes to Q16 for Hurricane Matthew, when did you move back into a permanent home?
- Month: _____ Year: _____ Still dislocated Don't know
18. If Yes to Q16 for Hurricane Matthew, how many different places did you stay before returning home? _____
19. If Yes to Q16 for Hurricane Florence, when did you move back into a permanent home?
- Month: _____ Year: _____ Still dislocated Don't know
20. If Yes to Q16 for Hurricane Florence, how many different places did you stay before returning home? _____
21. [If a or b in Q16] What factors or reasons led to your household's delay in returning home? (mark all that apply)
- Timing of insurance payout
 - Waiting on contractors to start repairs
 - Time required to complete repairs
 - Timing of other financial assistance
 - Timing of utilities being restored
 - School changes

- Timing of neighbors/friends/family returning
- Work changes
- Other, _____
- None

The next set of questions asks about the recovery of your home, your household, your neighborhood and Lumberton from Hurricanes Matthew and Florence.

22. When thinking about your home (the physical building in which you live), would you say your home is:

- a. Fully recovered
- b. Partially recovered
- c. Still in survival/response mode
- d. Will never recover

23. [If a to Q22] What year do you feel your home was fully recovered? _____

24. When thinking about your household, would you say your household is:

- a. Fully recovered
- b. Partially recovered
- c. Still in survival/response mode
- d. Will never recover

25. [If a to Q24] What year do you feel your household was fully recovered? _____

26. When thinking about your neighborhood, would you say your neighborhood is:

- a. Fully recovered
- b. Partially recovered
- c. Still in survival/response mode
- d. Will never recover

27. [If a to Q26] What year do you feel your neighborhood was fully recovered? _____

28. When thinking about Lumberton, would you say Lumberton is:

- a. Fully recovered
- b. Partially recovered
- c. Still in survival/response mode
- d. Will never recover

29. [If a to Q28] What year do you feel Lumberton was fully recovered? _____

30. Do you and your household plan to move to a different unit within the next year?

- a. Yes
- b. No
- c. Don't know

31. How has your participation with neighborhood and/or community groups changed since October 2016, before the hurricanes?

- Decreased
- Stayed the Same
- Increased
- Don't know

32. How has your contact with neighbors and/or extended family and friends changed since October 2016, before the hurricanes:

- Decreased
- Stayed the Same
- Increased
- Don't know

The next set of questions ask about mitigation and preparedness used by your household now or that you plan to put in place in the next six months.

33. How likely do you think your home is to be damaged during a major flood event, similar to Hurricane Matthew or Hurricane Florence?
 Extremely unlikely Unlikely Neutral Likely Extremely likely
34. Do you believe you have adequate insurance coverage for a flood event? Yes No Don't Know
35. Does your household have the same access to school in this home as you did before HURRICANE MATTHEW and HURRICANE FLORENCE? Yes No Don't Know N/A
36. Does your household have the same access to work in this home as you did before HURRICANE MATTHEW and HURRICANE FLORENCE? Yes No Don't Know N/A
37. Does your household have the same access to grocery stores and other essential needs in this home as you did before HURRICANE MATTHEW and HURRICANE FLORENCE?
 Yes No Don't Know

Currently, does this home have:

38. an elevated hot water heater and/or HVAC (probe: the outside air conditioning unit)?
 Yes No Don't Know
39. ductwork in the attic space (probe: does your air conditioning come out of the ceiling or the floor)? Yes No Don't Know

Currently, has your household:

40. Developed an emergency plan with household members? Yes No Don't Know
41. Gathered supplies to last 3 or more days? Yes No Don't Know
42. Sought information on mitigation or preparedness? Yes No Don't Know
43. Set money aside for recovery or repairs? Yes No Don't Know
44. Do you have the option to provide any utility services, even if temporarily, for your household?
(Read all the options, pause between each one. Please select all that apply)
 Yes, power generator Yes, wi-fi hotspots Don't know
 Yes, propane tank(s) Yes, two-way radios None
 Yes, solar panels Yes, extra water storage
 Yes, wastewater options (e.g., trenches, ponds, composting toilets, etc.)
 Yes, walking access to food, health, and public services

For surveyors: For Q34 regarding disruption of services, if respondent says 'forever', insert "60". If respondent says 'not applicable' (indicating they don't have that utility service already), insert "999".

With your resources in mind, how many days could you remain in your home with a service disruption of...

45. Electricity? _____ Days

46. Water? _____Days
 47. Wastewater (prompt: toilets)? _____Days
 48. Natural Gas? _____Days
 49. Internet (prompt: wifi)? _____Days
 50. Phone (prompt: cell or landline)? _____Days
 51. Roadways? _____Days

Finally, there are six questions about your household in general.

52. Do you rent or own this home? Own Rent Other, please specify: _____
53. If renting, do you have renter's insurance? Yes No Don't Know
54. If you own, do you have a mortgage? Yes No Don't Know
55. If you own, do you have homeowners' insurance? Yes No Don't Know
56. If you own, do you have flood insurance? Yes No Don't Know
57. Do you have any individuals with special electricity-dependent medical needs in your house?
 (Examples include individuals who require power wheelchairs, text-to-speech software, ventilators, oxygen concentrators, CPAP and other sleep apnea devices.)
 Yes No
58. When considering all members in your household, what is the highest level of schooling completed?
 Less than high school Associate's degree Master's degree or higher
 High school diploma Bachelor's degree
59. While we often ask about each member of a household, in general, when considering your household, how would you describe its ethnicity? You may skip this question if you prefer.
 Hispanic or Latino Not Hispanic or Latino
60. While we often ask about each member of a household, in general, when considering your household, how would you characterize its racial makeup? (select one or more). You may skip this question if you prefer.
 American Indian or Native American Asian
 Black or African American Native Hawaiian or Pacific Islander
 White or Caucasian
61. Do you consider your household a female-headed household? (This is when a household is maintained by a female with no male partner present.) Yes No Don't know
62. Finally, we do not want to know the exact amount, but please mark the category that best captures your household's combined annual income:
 \$1 to \$3,999 \$4,000 to \$5,999 \$6,000 to \$7,999

- \$8,000 to \$9,999
 - \$10,000 to \$11,999
 - \$12,000 to \$14,999
 - \$15,000 to \$19,999
 - \$20,000 to \$24,999
 - \$25,000 to \$29,999
 - \$30,000 to \$39,999
 - \$40,000 to \$49,999
 - \$50,000 to \$59,999
 - \$75,000 to \$99,999
 - \$100,000 to \$149,999
 - \$150,000 or higher
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Thank you again for completing our survey!