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National Weather Service Flooding Survey

Greene Street Communications and Abt Associates, a national research company, is conducting a survey for the National Weather Service to learn more about how people hear about and respond to flooding in your community. This survey should take about 10 to 15 minutes to complete. Your responses will be confidential. There are no right or wrong answers, and you are free to skip any question you do not want to answer.

While completing the survey, please use the next and previous buttons. Do not use the browser's back button.

Thank you for helping with this important study!

SCREENING

The first set of questions will confirm you are eligible for the survey.

X. Are you 18 years of age or older?

- Yes
- No [INELIGIBLE]

X. In what ZIP code do you live? [NOTE: CONFIRM LIST OF ZIP CODES TO CONFIRM ELIGIBILITY]

X. Which of the following best describes you? *Select all that apply.*

- Local citizen
- Local emergency manager or staff
- Local first responder (e.g., police, fire department, ambulance service)
- Local healthcare worker

COMMUNICATION CHANNELS

This set of questions asks about how you hear about and act on information about flooding. Please remember there are no right or wrong answers.

X. Through which of the following do you typically receive information about possible flooding? *Select all that apply.*

- NOAA Weather Radio Alarm
- Social Media
- Cell phone alerts
- Phone call to landline
- Phone call to cell phone
- Newspaper
- TV
- Radio
- Weather apps on a smartphone or tablet
- Family
- Friends
- Neighbors
- Religious institutions
- Community groups
- Word of mouth, outside of phone calls
- Communication (emails, texts, or calls) from utilities, such as your power company
- Other, please specify
- I don't receive any information about flood watches and warnings

[ASK IF CALL TO LANDLINE OR CALL TO CELL PHONE]: X. From which of the following do you typically receive a phone call about flood watches and flood warnings?

- City or county officials
- National Weather Service
- Local utility, such as power company or internet service provider
- Friends and family
- Other, please specify

X. Which social media platforms do you use to get information about weather? *Select all that apply.*

- Facebook
- Instagram
- X (formerly Twitter)
- Reddit
- Nextdoor
- YouTube
- LinkedIn
- Other, please specify
- I don't use social media to get weather information [PROGRAMMER: DESELECT OTHER OPTIONS IF I DON'T USE SOCIAL MEDIA TO GET WEATHER INFORMATION IS SELECTED]
- I don't use social media at all [PROGRAMMER: DESELECT OTHER OPTIONS IF I DON'T USE SOCIAL MEDIA AT ALL IS SELECTED]

X. When you hear about flood watches, flood warnings, and flooding events in your area, how do you typically share information about them with others? *Select all that apply.*

- Talking to family
- Talking to friends
- Talking to neighbors
- Talking to coworkers
- Through my religious institution
- Forwarding a text message, instant message, or email from the National Weather Service
- Forwarding a text message, instant message, or email from a third-party service (paid or unpaid)
- Posting to social media (e.g., Facebook, X [formerly Twitter], Instagram, etc.)
- Other, please specify
- I don't share the information

X. What is your biggest challenge to receiving or sending information about flooding?

- No internet access

- No cell phone access
- Other, please specify
- I don't experience any challenges

YOUR HOME AND FLOODING

The next questions ask about where you live and experiences of flooding.

X. What is your current housing arrangement?

- Own
- Rent
- Live with family or friends
- Living on the street or in your car [SKIP TO FUTURE FLOODING SECTION]
- Some other housing arrangement

[ASK IF OWN, RENT, LIVE WITH FAMILY OR FRIENDS, OR SOME OTHER HOUSING ARRANGEMENT]: X. In your opinion, is your current home located in an area at risk of flooding?

- Yes
- No
- Unsure

[ASK IF OWN]: X. Does your current home qualify for federally subsidized flood insurance?

- Yes
- No
- Unsure

[ASK IF OWN]: X. Is your current home covered by flood insurance?

- Yes
- No
- Unsure

[ASK IF OWN, RENT, LIVE WITH FAMILY OR FRIENDS, OR SOME OTHER HOUSING ARRANGEMENT]: X. How many flood events have impacted your current home in the past 5 years (2019 to 2024)?

- None
- 1
- 2
- 3
- 4 or more
- Unsure

[SKIP IF NONE]: X. For the most recent flood that impacted your current home, what information did you receive prior to the flooding? *Select all that apply.*

- No information
- Official flood warning from the National Weather Service
- Official flood warning from state officials
- Information about a flood or flooding event from the local government like the city, police, or fire department
- A flood warning from a weather service provider
- Information about a flood or flooding event from a friend or relative
- Information about a flood or flooding event from a community organization like a church or school
- Other, please specify

[ASK ALL]: X. When you receive a flood warning for your area, what do you TYPICALLY do in response to the warning message?

- Nothing, I continue with my previous plans
- Look for other information
- Evacuate right away
- Evacuate after an evacuation order
- Stay where you currently are and wait for further instructions
- Stay at home following an official order to stay where you are

X. Please select how much you agree or disagree with each of the following statements.

I am fearful of flooding.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

I follow the weather very closely.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

I take flash flood warnings seriously.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

I feel that I am completely capable to keep myself safe during a flash flood.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

For the next series of questions, we will ask about events that may have happened in the last 5 years, that is from 2019 through 2024.

X. Have you experienced a recent heavy rain/flash flood event?

- Yes
- No

[ASK IF YES]: X. While indoors, what action(s), if any, did you take DURING the heavy rain/flash flood event? (Select all that apply.)

- Looked for additional weather information
- Shared information with somebody
- Canceled or rescheduled plans
- Protected home/building with sandbags
- Protected my belongings (ex. move furniture, car)
- Protected my family/pets
- Assisted others during event
- Remained indoors until safe
- Relocated to a higher level in my home/building
- Evacuated from my location
- No action taken
- Other

[ASK IF YES]: X. What action did you take in response to the flooding? (Select one.)

- I went to a non-flooded area or higher floor of the building
- I evacuated the building
- I stayed where I was and monitored the situation
- I stayed where I was because I couldn't evacuate due to the flooding conditions
- I stayed and protected my property (place sandbags, move car, move furniture/belongings)
- No action taken
- Other

[ASK IF YES]: X. Which, if any, of the following impacts did you personally experience as a result of this heavy rain/flash flooding event? (Please select all that apply)

- Flooded roadways / closure of roads
- Power outage
- Food/water shortages
- Disruption to work/school/life
- Public health impacts (boil water, mold, etc.)
- Personal economic impacts
- Injury (myself/friend/ or family member)
- Property loss/damage (home, car, business)
- Death of a friend/relative
- No impacts
- Other (please specify)

[ASK IF YES] X. Did you travel in a vehicle at any time during the heavy rain/flash flooding event?

- Yes
- No

[ASK IF YES] X. Related to this event, do you recall receiving any of the following National Weather Service Products? (Select all that apply.)

- Flash Flood Watch
- Flash Flood Warning
- Flash Flood Emergency
- Severe Thunderstorm Watch
- Severe Thunderstorm Warning
- Tornado Watch
- Tornado Warning
- I did not receive any of these
- I don't remember

Other

X. Have you received an official travel restriction or advisory during a flood event in the past 5 years (2019 to 2024)?

Yes

No

[ASK IF YES]: X. During the official travel restriction or advisory, did you leave your house?

Yes

No

[ASK IF YES]: X. Which of the following were reasons you left your house? *Select all the apply.*

Go to or return from work

Run errands (grocery store, post office, etc.)

Check on family or friends

Pick up or drop off family or friends

Help someone in need

Attend an appointment

Other, please specify

[ASK IF YES]: X. Were you living in your current residence when this occurred?

Yes

No

X. Have you evacuated due to concerns related to flooding in the past 5 years (2019 to 2024)?

Yes, one time

Yes, multiple times

No, I considered evacuating but chose not to [skip to "why did you choose not..."]

No, I was never in a situation that evacuating was possible [-skip to "future flooding section..."]

Unsure

[ASK IF YES]: X. Did you receive an official evacuation order?

- Yes
- No

[ASK IF NO]: X. Why did you evacuate your home?

- Family or friends advised me to evacuate
- I wanted to evacuate my children or dependents
- I saw flooding near my home
- I didn't see flooding, but I was worried, so I left
- Other, please specify

X. For a flood event that caused you to evacuate your home, where did you go? *Select all that apply.*
[skip to next section after this question]

- A friend or relative's home within 100 miles
- A friend or relative's home more than 100 miles away
- A hotel or motel within 100 miles
- A hotel or motel more than 100 miles away
- A local evacuation center
- Other, please specify

[ASK IF CHOSE NOT TO EVACUATE]: X. People may or may not choose to evacuate during a flooding event for many reasons. Which of the following were reasons why you chose not to evacuate? *Select all that apply.*

- Not enough time
- Cost
- I felt traveling during a flood was unsafe
- I didn't have transportation
- I had a medical condition that prevented me from evacuating
- A member of my household had a medical condition that prevented them from evacuating
- I had nowhere to go

- I couldn't take my pets with me
- I didn't think my life was at risk
- I wanted to protect my property from looting
- My home has not been affected by past floods
- Other, please specify

[ASK IF YES]: X. Were you living in your current residence when this occurred?

- Yes
- No

FUTURE FLOODING AND OTHER SCENARIOS

The next set of questions ask how you would respond to different types of flooding events in the future. As these are hypothetical questions, we ask you to consider how you would typically respond in a scenario or think about a scenario. Again, there are no right or wrong answers.

X. Suppose in the future you receive a flood warning in your area. How confident are you that flooding will occur in your area?

- 0 – 25% confident
- 26 – 50% confident
- 51 – 75% confident
- 76 – 99% confident
- 100% confident

X. Suppose in the future that you receive a flood warning from the weather service. Which of the following best describes how likely or unlikely you would evacuate your home?

- I would definitely not evacuate
- I would be unlikely to evacuate
- I would possibly evacuate
- I would likely evacuate
- I would definitely evacuate

[ASK IF DEFINITELY NOT OR UNLIKELY]: X. Why would you be unlikely to evacuate your home? *Select all that apply.*

- Cost
- I don't have transportation
- I have a medical condition that prevents me
- I have nowhere to go
- I can't take my pets with me
- Some other reason, please specify

X. Suppose a flood event in the future causes you to evacuate your home, where would you most likely go?

- A friend or relative's home within 100 miles
- A friend or relative's home more than 100 miles away
- A hotel or motel within 100 miles
- A hotel or motel more than 100 miles away
- A local evacuation center
- Other, please specify
- Unsure/it depends

DEMOGRAPHICS

The last few questions are about you and will help us understand how people's experiences and views compare. For these questions, a household refers to you and anyone else you live with on a typical basis.

X. How many people live in your household?

X. How many adults, age 18 and older, live in your household?

X. Are there any children under age 18 living in your household?

- Yes
- No

X. Are there any adults age 65 or older living in your household?

- Yes

No

X. Which of the following animals do you care for in your current household? *Select all that apply.*

Cat

Dog

Livestock

Other, please specify

None

X. What is your current gender identity?

Female

Male

Transgender, non-binary, or another gender

Prefer to self-describe: _____

Prefer not to answer

X. Are you Hispanic or Latino?

Yes, Hispanic or Latino

No, not Hispanic or Latino

X. What is your race? *Select all that apply.*

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White

Prefer to self-describe: _____

Prefer not to answer

X. In what year were you born?

X. What is the primary language spoken in your home?

- English only
- Spanish only
- English and Spanish equally
- Other, please specify

X. What is the highest degree or level of school you have completed?

- No schooling completed
- Some schooling but no diploma
- High school graduate, diploma, or the equivalent (for example: GED)
- Some college, but no degree
- Associate's degree (for example: AA, AS)
- Bachelor's degree (for example: BA, AB, BS)
- Master's degree (for example: MA, MS, MEng, MEd, MSW, MBA)
- Professional school degree (for example: MD, DDS, DVM, LLB, JD)
- Doctorate degree (for example: PhD, EdD)

X. What is your current employment status?

- Employed full time (40 or more hours per week)
- Employed part time (up to 39 hours per week)
- Unemployed and currently looking for work
- Unemployed and not currently looking for work
- Doing odd jobs for pay
- Student
- Retired
- Homemaker

[SKIP IF LIVING ON THE STREET OR IN YOUR CAR]: X. What best describes where you live?

- A mobile home
- A one-family house detached from any other house

- A one-family house attached to one or more houses
- A building with 2 apartments
- A building with 3 or 4 apartments
- A building with 5 to 9 apartments
- A building with 10 to 19 apartments
- A building with 20 to 49 apartments
- A building with 50 or more apartments
- Boat, RV, van, etc.

[ASK IF SINGLE FAMILY HOME]: X. Does your home have a basement?

- Yes
- No

[ASK IF SINGLE FAMILY HOME]: X. Not including a basement, how many stories are in your home?

- 1 story
- 2 stories
- 3 or more stories

[ASK IF APARTMENT]: X. On which floor of the apartment building do you live?

- Basement or garden level
- 1st floor
- 2nd floor
- 3rd floor or higher

[SKIP IF LIVING ON THE STREET OR IN YOUR CAR]: X. What best describes where your home is located?

- Urban area
- Suburban area
- Small town or village
- A subdivision or grouping of homes outside a city or town

Rural area

X. Do you or anyone in your household experience any of the following? *Select all that apply.*

- Blindness or low vision
- Color blindness or color vision deficiency
- Deafness or hard of hearing
- Mobility or physical impairment
- Cognitive or learning impairment
- Mental health condition
- A condition that requires oxygen, use of health monitors, or another device that requires electricity (such as a CPAP machine)
- Chronic illness
- Other (please specify)
- Prefer not to say

X. What was your total household income before taxes during the past 12 months?

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$149,000
- \$150,000 or more

FINAL COMMENTS

X. Lastly, what additional information would help you in your decisions about flooding, and why?