Appendix B
COMMUNITY STUDIES: DATA COLLECTION GUIDELINES AND QUESTIONNAIRE SPECIFICATIONS

The ultimate goal of the community studies was to help answer two questions: to what degree are mitigation costs beneficial and to what extent are there spin-off benefits that emanate from FEMA Hazard Mitigation Grant Program (HMGP), Project Impact, and the Disaster Mitigation Act of 2000 (DMA, 2000) mitigation activities? The critical elements in this approach may be broken down into five subjects: research method; the pilot community study; the selection of additional communities for study; data gathering procedures and protocols by which data are going to be processed and set-up for analysis; and estimating costs and benefits.

Congress proposed this overall study to find out whether mitigation funding by FEMA has led to future savings or reduced losses for either the federal government or community stakeholders and members who benefited from the mitigation activities. The research question can be rephrased as: what set of conditions would lead to high net savings?

Prior to this study, there has been no systematic examination of what comprises a community's hazard mitigation program, how the program got started, why it got started, if and how it was sustained, and what quantitative impacts individual activities and the portfolio of all activities have made immediately and over time on reducing future community losses (see Mileti, 1999). The community studies were designed to provide data to address these questions, to find what may explain a specific outcome, in this case, future savings or reduced losses from natural hazards.

Guidelines issued to interviewers who conducted data collection interviews follow. The questionnaire used in the interview process is provided at the end of this appendix.

General Guidelines

Interview instructions are printed in all caps; this indicates text that should not be read out loud. Interviewers are to read everything that is not in all caps. To ensure consistency of data collection conditions and consistent meaning of data, it is important for interviewers to pay careful attention to distinguish between categories that are read aloud, and those that are not. The all-cap convention will help make this distinction more easily.

It is highly preferable that interviewers use blue ink. This shows up best against the black-and-white page, and helps speed the time and reduce errors for data entry. Do NOT complete the interview using red ink or pencil, and do not use whiteout.

Any changes to the interview should be initialed and dated. Cross the error out, and write the correction clearly next to the error. Any edits made after the interview is completed should be made in red ink, and also should be initialed and dated. This will allow us to easily track any changes made to the data.

Study Objectives

This study has two main objectives. The study is designed to first, determine the degree to which mitigation costs are beneficial, and second, the extent to which there spin-off benefits that emanate from FEMA HMGP, Project Impact, and DMA 2000 mitigation activities.

Data Collection Forms

There are four different data collection forms: (1) Contact Log, (2) Main Interview, (3) Mitigation Activities (Question 23 of the Main Interview), and (4) Referral Form.

The Contact Log is used to track all communication with potential and actual study participants. Separate Contact Logs may be completed for the same participant if more than one interviewer is contacting the individual. These may be transferred to the same log, or the logs may be stapled together. It is important that we record and enter complete data on all attempted and successful contacts with potential and actual participants.

The Main Interview is completed for each study participant. It includes general questions about efforts in the community to reduce the damage caused by natural disasters.

Question 23 (Q23) collects information about Mitigation Activities that are included in the National Emergency Management Information System (NEMIS); a separate Q23 is completed for each activity in the NEMIS database. It may also be used to collect information about spin-offs from FEMA activities, and other (non-NEMIS) mitigation efforts.

The Referral Form is used to collect information about other potential participants. We want to collect complete information on all individuals who are referred to us, so we will record ID#s and names of ALL referrals on the main interview, and contact information on actual NEW referrals on the Referral Form. This will allow us to link each participant will all of the individuals providing referrals.

Data Tables

The data set is entered in MS Access and includes six data tables: (1) Activities, (2) Communities, (3) Contact Log, (4) Main Interview, (5) Mitigation Activities, and (6) Participants. Each table can be exported to Excel and Statistical Package for Social Sciences (SPSS) software, as desired.

The Activities table records all of the mitigation activities that are asked for in Q23 for each community. This data set will serve as a reference for correctly coding and entering data for the Mitigation Activities in Q23. There is one record per mitigation activity per community.

The Communities table is used to document the ID# assigned to each community. This two-digit code is the first two digits of the participant ID#. There is one record per community.

The Contact Log table is used to document each contact with each potential and actual participant. This is a transactional data set. That is, there is one record per contact.

The Main Interview table collects all of the interview data excluding information about Mitigation Activities, Q23. There is one record per participant.

The Mitigation Activities table collects information for Q23 for each NEMIS activity, as well as for spin-offs and other mitigation activities mentioned, as time permits. There is one record per mitigation activity, per participant.

The Participant table collects information describing each participant including contact and referral information, as well as dates of major study milestones.

Data Entry Forms	There are five data entry forms: (1) Contact Log, (2) Dates, (3) Main Interview, (4) Mitigation Activities, and (5) Referral Form. The Contact Log form is used to enter information from the Contact Log. There is one entry per contact. A check mark written to the right of each entry of the Contact Log indicates that that contact has been entered. The Dates form is used to record the dates of major study milestones and is used to help internal monitoring of study progress. It includes dates of all Introduction and Thank You letters as well as appointment times and interview completion dates. There is one record per participant. The Main Interview form is used to enter data from the Main Interview, excluding Q23 on Mitigation Activities. The interview is initialed and dated on the bottom, right-hand corner to indicate that it has been data entered. The Mitigation Activities form is used to enter each NEMIS and spin-off or other activity discussed in Q23 and Q24, respectively. Each Q23 packet is initialed and dated on the bottom, right-hand corner to indicate that it has been entered. The Referrals form is used to enter contact information collected on the Referral form. There is one record for every person who is mentioned, regardless of whether or not they are pursued for interview. Contact information is initially entered the first time an individual is referred, and is confirmed and augmented during the actual interview with the participant. Thus, the referral data for each participant are entered once, and then updated later. Space is provided on the bottom of this form to indicate when and by whom initial and subsequent data entry has been completed.
Informant Questions Purpose	If the informant questions the purpose of the study, explain that the interview asks about knowledge of natural hazard mitigation programs and that the findings will be used to evaluate the benefits obtained from investment in mitigation activities.
Why This Informant	If you are asked why you are interviewing this particular individual, explain how he or she was referred to you, and that it is very important that we obtain information from the kinds of people she/he, this job title, represents. Indicate that for us to get a complete picture of the community, we need to talk to many different people.

Informant Questions Time Required for Interview	If the informant asks how much time will be required for the interview, state that the usual length is about an hour. Do not say that the interview will take only a few minutes.
Informant Questions Use of Tape Recorder	We will attempt to tape-record each interview so that there will be a back-up copy in the event that information is not written down, it is written down incorrectly, or the paper copy of the interview is inadvertently destroyed. The interviewer must: (1) ask permission to tape-record the interview prior to doing so, (2) document consent on the Interview, and (3) alert the informant whenever the tape recorder is being turned on or off. The tape recorder should be turned on just prior to reading the introduction on the top of page 2 (Q8), and should be turned off after the interview is completed and the final script is read, on page 17. The interviewer should label each tape with the date of the interview, the initials of the interviewer, and the informant ID#. Care must be used in safeguarding the tapes, and securing informant privacy. If an informant questions the use of a tape-recorder, explain that it is to help ensure that we obtain the best and most accurate information possible, that the tapes will be carefully guarded, and will be destroyed after the data have been analyzed.
Refusals	Our experience has been that few informants actually refuse to cooperate. However, if you have difficulty obtaining an interview, explain the purpose and importance of the study and stress the confidential treatment accorded to all information furnished by the informant. This should be done also at any point during the interview if the respondent should hesitate to answer certain questions. If the informant doubts that he/she has anything to contribute, restate the person(s) who identified the informant as someone important for us to talk to and reiterate that it is important for us to talk to many different people in order to get a complete picture of the community.
Your Manner	Your greatest asset in conducting an interview efficiently is to combine a friendly attitude with a businesslike manner. If an informant’s conversation wanders away from the interview, try to cut it off tactfully—preferably by asking the next question on the

	questionnaire. Over-friendliness and concern on your part about the informant's personal troubles or experiences may lead to your obtaining less information. It is especially important in this interview that you maintain an objective manner.
Other Languages	All interviews will be conducted in English.
Note: Policy for "Don't Knows"	Whenever the interviewer receives a "don't know" response that is not pre-coded on the questionnaire (alternative answers to questions are not followed by "DON'T KNOW" with separate code number), the interviewer must write clearly the abbreviation "DK" in the right margin next to the response categories. These will be numerically coded following completion of the interview.
Clarifying Notes	Record any notes that may clarify informant responses in the interview margins.
Scales	Cards are not used in this interview because all of the scales are set up in a similar manner. Therefore, alternatives must be read to informants carefully. Circle the appropriate value on the scale. If the informant uses a half-number, ask him or her to choose the best whole number to represent his or her answer.
Probing	We have adopted standards on probing to assist interviewers. This will result in a much better interview. Unless specified, all open-ended questions require probes to get complete, clear information. Please use the following standards: The probe, "anything else" should never be used. Instead, use, "what else?" It is too easy for the informant just to say "No" in response to this probe. Never leave an open-ended question without an ending probe (e.g., What else?) that yields a final response, (e.g., "That's all."). You may probe by repeating keywords (e.g., "Other relevant information?" repeating the question, asking for an example ("give me an example") or asking for explanation ("please explain"). 4. Common probes for this interview include: "What else?" "Where else?" "Who else?" "How else?"
Final Probes	Unless specified, all open-ended questions must have a final probe. This is your way of ensuring that the informant has not further information on a subject.

Missing Codes	Missing Values for numeric fields will be distinguished by: (1) Don't Know, (2) Refused, and (3) Not Applicable or Skipped (Not Asked). The entire field width will be coded with 7s, 8s, and 9s, respectively. Thus, appropriate missing values for the 10-point scale items will be 77, 88, and 99. Remember to assign missing value codes for the entire width of the field to ensure that a missing value code is not mistaken for real data. Missing data for text fields shall be left blank.
Editing	Each questionnaire should be edited carefully as soon as possible after its completion, while it is still fresh in your mind. A thorough edit on your part is essential, so that editing at other stages can proceed quickly. The audio recording of the interview may assist you in filling in any gaps. The interviewer edit involves the following tasks: checking that handwriting is legible; no questions have been missed; all SKIP directions have been followed; all information in boxes is coded; code numbers are circled, unless otherwise specified. If you have circled the code for "other", check that you SPECIFY exactly what the "other" is. Remember, editing is more than "tidying up" the questionnaire. It is your way of providing a clear picture of the interview situation and the informant, and of what went on. Data entry also will occur at this stage, and will be completed by the interviewer. Data entry for each interview will be reviewed by a second interviewer.
Checklist for Editing	Here are some things to check while editing: • Questions are filled out completely. • Days and dates in the call log agree with the interview. • Your writing is legible. • Skip rules have been followed correctly. • Specify categories are included for all "Other" responses.
Study Timetable Deadlines	The pilot data community visit occurred the week of September 8th-12th, 2003. The due date for the pilot study report was October 8th, 2003. Timing will continue to be an important issue in this study. Therefore, it is essential that data be processed in a timely and efficient manner. Paper copies of the questionnaires and the accompanying cassette tapes should be forwarded to UCLA following data collection.

Contact Log	The Contact Log is used to document all attempted interactions with informants by telephone, email, fax, and regular mail. When multiple interviews are being scheduled or conducted, logging call activities will help avoid errors and confusion (Bourque & Fielder, 2003). It also will allow us to document our effort to reach informants, and possibly, to justify dropping a particular community. Information on the Contact Log should be completed for each attempted interview, including contacts for those interviews that are not completed.
Call Script	The Call Script is used to ensure that each informant receives the same basic information about the study prior to agreeing to participate. For this study, we are using the content of the Introduction Letter as a script.
Main Interview	The vast majority of questions was drawn from a draft interview guide prepared by Elliott Mittler and submitted as Appendix 4-C of the July 22nd Community Studies Scoping Report. To assist in the development of the interview guide, Elliott Mittler reviewed two interview guides that were used in Project Impact and that were provided by Kathleen Tierney. These included the "Year III Community Interview Schedule", used for non-pilot communities, and the "Year IV Community Interview Schedule", used for non-Project Impact communities. The questions contained in the Project Impact Interview Guides were considered to be informative, but also to be too limited in scope to cover all of our areas of concern and too simplistic to collect the details we are seeking in the present study. Therefore, Elliott Mittler indicated that he drafted an interview guide appropriate for communities that did receive Project Impact awards, as well as those communities that did not receive such funds. The interview guide prepared by Elliott Mittler contained four different schedules or sets of questions, with items focused differently for the four different types of respondents based on the respondent's likely familiarity with the content. Because of the large degree of overlap in these items, and also in an effort to simplify procedures, the content of the four interview guides was combined into one general outline of the interview content to be sought. The single interview approach also helps us avoid making a priori assumptions about what informants do and do not know. Additional items relating to project costs and cost-benefit analyses were provided by Stephanie Chang, and these were incorporated into the outline. The outline was included in the 9/22/03 version of

the Community Studies Scoping Study as Appendix 4-A to provide members of the Project Management Team with a sense of the range of content areas under consideration. The outline also was used in the Pilot Study to guide interviews.

Next, the outline of potential topics was translated into a structured questionnaire. The structured questionnaire format includes specific wording of questions for each content category listed in the outline. Specific wording for probes, and response formats also were created. During a conference call on 9/15/03, having reviewed only the topical interview outline, the Internal Project Review Team (IPRT) expressed its strong support for the development of a structured questionnaire based on the topical outline. A few suggestions were recommended by the IPRT, and these were incorporated into the current version of the interview guide. A copy of the formatted questionnaire draft is included as an Appendix in the 10/15/03 Community Studies Pilot Study report.

Participant ID# is recorded on the top of pages 1 and 2.

Q1 Questions 1-5 should be completed before the interview, to the greatest extent possible.

Q1 is the name of the community that the interview describes.

Q2 Q2 documents the actual start and end dates of the interview.

Q3 Q3 documents the name of the interviewer; initials are entered in the data table.

Q4 Q4 documents whether the interview was conducted over the telephone or in person, and the number dialed or the location of the interview. Circle the appropriate code. If the interview is completed over the telephone, complete QA (phone number); if the completed in person, complete QB (location). If the interview is completed in person, record (999) 999-9999 in Q4A to indicate the item is not applicable.

Q5 Q5 documents the number and names of any documents provided by the informant prior to the interview. This documentation will help ensure that if a document received at such time is inadvertently misplaced, it will be sought and submitted and the information collected will be as complete as possible. Circle the appropriate code. If documents were provided, answer Q5A and fill in the number of documents provided and the document titles. To avoid confusion, use the exact title printed on the document. If Q5= “no”

(2), then Q5A=99.

Q6 — This records the start time of the interview. Fill in the time you start the interview, and circle "AM" or "PM."

Q7 — This asks the interviewer to review the referral form to make sure that contact information for the informant is complete and accurate. Be sure to confirm telephone number, email address, mailing address, and title, at a minimum. Circle 1 ("yes") or 2 ("no") to indicate if changes have been made to the Referral Form. Mark corrections directly on the Referral Form. The updated contact information will be re-entered following completion of the interview.

Q8-Q9 — These items ask about knowledge about state and local laws, ordinances, or regulations relating to hazard mitigation, respectively. Don't Know, Refused, and Skipped are coded as 7, 8, and 9.

Q10-Q12 — These questions ask the informant to rate the community's natural hazard risk, on a scale of 1-to-10, for earthquake, wind, and flood, respectively. On the scale, "1" represents "very low" and "10" represents "very high." Don't Know, Refused, and Skipped are coded as 77, 88, and 99.

Q13 — Q13 asks about the informant's assessment of the community's natural hazard mitigation program. Record the response in the spaces provided. Try to use the informant's own words, and use quotation marks to indicate when you have done so. If there is not enough room, use Q40 to record the response.

Q14 — This item asks for the informant's opinion on whether or not the community has a natural hazard mitigation program. Circle the appropriate code. If the informant indicates, "yes", ask Q15-16; if "no", skip to Q17. Don't Know, Refused, and Skipped are coded as 7, 8, and 9.

Q15 — This item asks the informant to rate the natural hazard mitigation program, using a 10-point scale, where "1" means "not very much" and "10" means "very much." Circle the appropriate value on the scale. Don't Know, Refused, and Skipped are coded as 77, 88, and 99.

Q16 — This item asks how long the community has had a natural hazard mitigation program. Record the number of years the community has had a program in the spaces provided. Use the blank space to record any information, as needed. Then ask Q21A, when the program started (in what year). Record the year in the spaces provided. For Q16 (YEARS), Don't Know, Refused, and Skipped are coded as 77, 88, and 99. For Q16A (year the program started), Don't Know, Refused, and Skipped are coded as 7777, 8888, and 9999.

Q17

This item asks who is responsible for administering the program. Record the response in the spaces provided. You are seeking both position titles and names, so probe, if necessary.

Q18

This item asks where the natural hazard mitigation program is housed, what department. Record the response in the spaces provided.

Q19

This item asks about the sources of funding for the community's natural hazard mitigation program. Circle all that apply. Probe as necessary. Write notes in margin to clarify. Mentioned is entered as 1; Not Mentioned is entered as 2. For Don't Know, Refused, and Skipped, enter 7, 8, and 9 for each funding source.

Q20-Q21

These items ask the informant to rate the appropriateness and effectiveness of the community's hazard mitigation efforts for the community's needs using a 10-point scale, where "1" means "not at all appropriate" and "10" means "very appropriate." Circle the appropriate value on the scale. Don't Know, Refused, and Skipped are coded as 77, 88, and 99.

Q22

This item asks the informant to rate how the community's program compares to natural hazard mitigation programs in other communities. Response options are: much worse, somewhat worse, about the same, somewhat better, or much better. Repeat the response options, if necessary, and circle the appropriate code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9.

Mitigation Activities
Q23A-U

This item is to be completed for each mitigation activity that is listed in NEMIS, plus Project Impact, if applicable. Each Q23 is a separate, stapled packet. Record the Participant ID# in the space provided in the upper right corner on the first page of Q23 for each mitigation activity discussed.

Prior to the interview, prepare a Q23 packet for each activity listed in NEMIS. (Each of the relevant NEMIS activities for each community should be entered in the Activities table.) Also include some blank Q23 packets for any spin-offs or other mitigation activities mentioned in Q24.

QA classifies the activity as a NEMIS Project (1), NEMIS Process (2), Project Impact (3), Spin-off (4), Other Project (5), or Other Process (6) activity.

If QA is a NEMIS Project (1) or NEMIS Process (2) award, then record the disaster number and project number in the 8-digit space provided, and code the 2-digit space for the line number from Q24 as 99.

If QA is Project Impact (3), then record 9999-9999 and 99 in the spaces provided for the disaster, project, and Q24 line numbers.

If QA is a spin-off from Q24 (4), then record the disaster number and project number in the 8-digit space provided and record the line number from Q24 in the 2-digit space provided.

If QA is Other Project (5) or Other Process (6) activity, then record 9999-9999 in the space provided for disaster and project number, and code the line number from Q24 in the 2-digit space provided.

Write the project name and description in the space provided.

QB and C ask for the month and year the activity started and ended. Record responses in the spaces provided. Fill in leading zeros. Don’t Know, Refused, and Skipped are coded as 77 and 7777, 88 and 8888, and 99 and 9999.

QD asks how the activity was funded. Circle all that apply. Mentioned is entered as 1; Not Mentioned is entered as 2. For Don’t Know, Refused, or Skipped, enter 7, 8, or 9 for all funding options.

QE asks about which natural hazards led to the mitigation activity. Circle all that apply. Mentioned is entered as 1; Not Mentioned is entered as 2. For Don’t Know, Refused, or Skipped, enter 7, 8, or 9 for all hazards.

QF asks about benefits provided by the activity. Read the entire list. Circle all that apply. Mentioned is entered as 1; Not Mentioned is entered as 2. For Don’t Know, Refused, or Skipped, enter 7, 8, or 9 for all benefits.

QF1 asks which of the benefits mentioned was the major objective of the activity. Read the list of all the benefits that were mentioned by the informant. Circle one major objective. Don’t Know, Refused, and Skipped are coded as 77, 88, and 99. If the informant is unable to provide a single response, then circle the competing major benefits and enter the codes in the Notes section for Q23.

QG asks if a cost-benefit analysis was conducted. Circle the appropriate code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If "Yes", QG1 asks where a copy of the analysis can be obtained. If "No", QG2 asks why an analysis was not conducted. Record the responses as given.

QH asks whether the informant can provide any quantitative information about the benefits of the activity. Record response as given in the space provided.

QI asks whether the informant is aware of any studies, reports, or knowledgeable persons who can help describe and quantify the benefits of the activity. Circle the appropriate code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If "Yes", Ask QI1, where copies may be obtained or whom we should contact. Record response in space provided.

QJ asks if there are any cost data available about this activity. Circle the appropriate code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If "Yes", ask J1, where the information may be obtained. Record the response in the spaces provided.

QK-M are scale items that ask about familiarity with, involvement in the design, and involvement in the implementation of the activity. Circle the appropriate whole number on the scale. These questions should always be asked for every participant, even if the participant is not familiar with the activity. Don't Know, Refused, and Skipped are coded as 77, 88, and 99.

Q29N asks about the informant's roles and responsibilities in the activity. Circle all that apply. If you are not sure how to categorize a role, record the informant's response in the margin. If the informant was not really involved in the activity, circle the appropriate code (7). This question should always be asked for every participant, even if the participant is not familiar with the activity. Mentioned is entered as 1; Not Mentioned is entered as 2. For Don't Know, Refused, or Skipped, enter 7, 8, or 9 for all roles.

QO-P are scale items that ask the informant to rate the community's success in achieving the major objective with and without the activity. Circle the appropriate whole number. Don't Know, Refused, and Skipped are coded as 77, 88, and 99.

QQ asks if there are any documents like grant announcements, grant applications, or reports that could help describe the activity. Circle the appropriate code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If "Yes", ask Q1, where copies can be obtained. Record the response in the space provided.

QR asks if this was a partnership activity. Circle the appropriate code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If "Yes", then ask QR1-R6. If "No", go to QS.

QR1 asks what resources were provided through this activity. Circle all that apply. Mentioned is entered as 1; Not Mentioned is entered as 2. For Don't Know, Refused, or Skipped, enter 7, 8, or 9 for all resources.

QR2 asks why this partnership formed. Circle all that apply. Mentioned is entered as 1; Not Mentioned is entered as 2. For Don't Know, Refused, or Skipped, enter 7, 8, or 9 for all reasons.

QR3 asks about indicators of this partnership's success. Record response in space provided.

QR4 asks about indicators of this partnership's failure. Record response in space provided.

QR5 asks about what contributed to making this partnership successful. Record responses in the space provided.

QR6 asks about what contributed to making this partnership unsuccessful. Record responses in the space provided.

QS is used to document if this activity is Project Impact. If "Yes", then ask QS1-S2. If "No", then skip to QT. QS1 asks what else the community did for Project Impact. QS2 asks how Project Impact activities fit into the overall hazard mitigation program. Record responses in spaces provided.

QT asks what else the informant can report to help us understand the activity. Record the response given in the spaces provided.

QU asks if this activity lead to any new hazard mitigation activities. Circle the appropriate response. Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If "Yes", then ask QU1, what spin-offs resulted from this activity. If "No", then return to the beginning of Q23, and ask items for the next NEMIS activity until all activities have been completed.

Q24

This item asks about other natural hazard mitigation activities in the community with which the informant is familiar. QA asks for a name or brief description of the activity.

QB asks if this activity was initiated as a result of a FEMA activity. Circle the appropriate code (1=Yes, 2=No). Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If "Yes", then complete QC.

QC documents the Disaster Number and Project Number for the FEMA activity that initiated the spin-off. Don't Know, Refused, and Skipped (not a spin-off) are entered as 7777-7777, 8888-8888, and 9999-9999.

For each spin-off, and for each other mitigation activity, complete Q23, as time permits. Then go to Q25. This study is focused on spin-offs, so it is important that we get complete data for every spin-off possible.

Q25

Complete the box at the top of page 15, prior to Q25; do not read the item in the box aloud. The box asks whether the informant is a community partner. If "Yes", ask Q25. If "No", skip to Q26. Don't Know is coded as 7. Q25 asks if the informant's agency (or the informant if not affiliated with any agency) has any plans for future involvement in hazard mitigation activities? Circle the appropriate code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9.

If "Yes", answer A and B. If "No", answer C. Q25A asks how the informant's agency decides what activities to become involved with. Q25B asks why the agency has chosen the hazard mitigation activities they plan to participate in. Q25C asks why the agency is not going to be involved in future hazard mitigation activities. For questions 25A-C, write responses in the space provided.

Q26

This item asks if the community plans to expand its natural hazard mitigation activities. Circle the correct code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If "Yes", ask QA-B; if "No", skip to QE.

QA asks for more detail about the community's plans to expand its natural hazard mitigation activities.

QB asks if cost-benefit analyses are performed on each potential project. Circle the correct code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9. If QB= "Yes", then ask QC and D. If QB="No", then skip to Q27.

QC asks who performs the cost-benefit analysis. Record the response in the space provided.

QD asks how the cost-benefit analyses are conducted. Record the response in the space provided.

QE asks why the community is not planning to expand its natural hazard mitigation activities. Record the response in the spaces provided.

Q27 — Q27 asks for additional contacts, that is, individuals we might be able to interview and who could help us understand the community's natural hazard mitigation activities. For each person suggested, record the name in the side margin, and complete a Referral Form for each name given. Write the corresponding ID#s in the spaces provided following the interview, after ID#s have been assigned. Don't Know, Refused, and Skipped are coded as 7777, 8888, and 9999. When the informant indicates that he/she does not know of any other appropriate referrals, the first blank would be coded as Don't Know, with subsequent blanks coded as Skipped.

Q28 — This item asks if we may contact the informant for additional assistance in the future. Circle the appropriate code. Don't Know, Refused, and Skipped are coded as 7, 8, and 9.

Q29 — This item records the end time. Circle "AM" or "PM."

Read the script at the bottom of page 17. After thanking the informant, announce that you are turning off the tape recorder, and do so.

Q30-40 — Q30-40 are to be completed after the interview is conducted.

Q30 — This item documents the number of sittings it took to complete the interview. Don't Know is coded as 7.

Q31 — This item documents the length of the interview in minutes. Combine the length of time for each sitting.

Q32 — This item documents whether or not the informant was given a copy of the interview guide. Don't Know is coded as 7.

Q33 — This item records the number and names of any documents provided by the informant at the time of the interview. This documentation also will help ensure that the data collected are as complete as possible. Circle the appropriate code. If documents were provided, fill in the number of documents provided for QA and the document titles for QB. To avoid confusion, use the exact title printed on the document. If Q33 is "No", QA (number of documents) is coded as 99.

Q34 This item records the number and names of any documents promised by the informant at the time of the interview. This documentation also will help ensure that the data collected are as complete as possible. Circle the appropriate code. If documents were provided, fill in the number of documents provided for QA and the document titles for QB. To avoid confusion, use the exact title printed on the document. If Q34 is "No", QA (number of documents) is coded as 99.

Q35 This item asks if the interviewer is already acquainted with the informant. Circle the code for "Yes" if any of the interviewers present during the interview is already acquainted with the informant. If "Yes", ask QB, length of acquaintance. Fill in the number of months and/or years of the acquaintance in the spaces provided. The information collected in this item may be used to answer questions regarding potential interviewer bias.

Q36 Use the 10-point scale to rate how cooperative the informant was, with "1" meaning "not at all cooperative" and "10" meaning "extremely cooperative." Circle the appropriate response.

Q37 Use the 10-point scale to rate how knowledgeable the informant was, with "1" meaning "not at all knowledgeable" and "10" meaning "extremely knowledgeable." Circle the appropriate response.

Q38 Use the 10-point scale to rate how biased the informant seemed, with "1" meaning "not at all biased" and "10" meaning "extremely biased." Circle the appropriate response.

Q39 This item asks if there was anything unusual about this interview. If "Yes", explain in space provided for QA.

Q40 This item provides space for any additional comments or explanations pertaining to the interview. Use the space provided to record notes.

ID# ____ ____ ____ ____

QUESTIONNAIRE

COMPLETE BEFORE INTERVIEW:

1. COMMUNITY NAME______________________________ COMMUNITY ID ___ ___

2. INTERVIEW DATE ___ ___ / ___ ___ / ___ ___ (START DATE) ___ ___ / ___ ___ / ___ ___ (END DATE)

3. INTERVIEWER ______________________________

4. INTERVIEW TYPE

   TELEPHONE...................COMPLETE A................. 1
   FACE-TO-FACE.............COMPLETE B................. 2

   A. NUMBER DIALED: (___ ___ ___) ___ ___ ___ - ___ ___ ___ ___

   B. INTERVIEW LOCATION ______________________________

5. WERE ANY DOCUMENTS RECEIVED FROM THIS INFORMANT PRIOR TO THE INTERVIEW?

   YES .... ANSWER A & B...................... 1
   NO.. 2

   A. HOW MANY DOCUMENTS? ____ ____

   B. LIST DOCUMENT TITLES:
   1) ______________________________
   2) ______________________________
   3) ______________________________
   4) ______________________________
   5) ______________________________
   6) ______________________________

ID# ____ ____ ____ ____

6. INTERVIEW START TIME: ___ ___ : ___ ___ AM / PM

7. REVIEW REFERRAL FORM.
IS CONTACT INFORMATION COMPLETE AND ACCURATE?

YES	1
NO , UPDATE CONTACT DATA............................	2

CONSENT FOR TAPE (CIRCLE): YES...1, OR NO...2.

I'm going to turn the tape-recorder on now. TURN ON TAPE RECORDER. Thank you for agreeing to talk to us about hazard mitigation activities in <COMMUNITY>. I want to start by asking you some general questions about the community.

8. As far as you know, are there any state laws, ordinances, or regulations relating to hazard mitigation in <COMMUNITY>?

YES ....ASK A	1
NO	2
INFORMATION ALREADY OBTAINED..............	9

A. Please tell me about them.

1) ____

2) ____

3) ____

9. As far as you know, are there any local laws, ordinances, or regulations relating to hazard mitigation in <COMMUNITY>?

YES ....ASK A	1
NO	2
INFORMATION ALREADY OBTAINED..............	9

A. Please tell me about them.

1) ____

2) ____

3) ____

I want to ask you some questions about your assessment of <COMMUNITY’S> natural hazard risk.

10. On a scale of one-to-ten, where 1 means “very low” and 10 means “very high”, how would you rate the community’s risk for earthquake?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10

Very Low ***Very High***

11. On a scale of one-to-ten, where 1 means “very low” and 10 means “very high”, how would you rate the community’s risk for wind?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10

Very Low Very High

12. On a scale of one-to-ten, where 1 means “very low” and 10 means “very high”, how would you rate the community’s risk for flood?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10

Very Low Very High

Now I want to talk about the community’s overall natural hazard mitigation program.

13. What is your assessment of the community’s overall natural hazard mitigation program?

____

____

____

____

____

____

14. In your opinion, does the community have a natural hazard mitigation program?

YES ....CONTINUE............................... 1
NO..........................SKIP TO Q17 2

15. On a scale of one-to-ten, where 1 means "not very much" and 10 means "very much", how much do you know about <COMMUNITY'S> natural hazard mitigation program?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10
Not very Much ... Very Much

16. How long has <COMMUNITY> had a natural hazard mitigation program?

____ YEARS: ____ ____

A. When did the natural hazard mitigation program start? ___ ___ ___ ___

17. Who is responsible for administering the program?

____

____

____

18. Where is the program housed, what department?

____

____

____

19. What are the sources of funding for <COMMUNITY'S> natural hazard mitigation program?
CIRCLE ALL THAT APPLY

HMGP/FEMA	1
PROJECT IMPACT	2
OTHER FEDERAL FUNDING	3
STATE FUNDING	4
PRIVATE ORGANIZATIONS	5
OTHER	6

SPECIFY: ____

20. On a scale of one-to-ten, where 1 means "not at all appropriate" and 10 means "very appropriate", how appropriate do you consider these efforts for the community's needs?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10

Not at all Appropriate — Very Appropriate

21. On a scale of one-to-ten, where 1 means "not at all effective" and 10 means "very effective", how effective do you consider these efforts?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10

Not at all Effective — Very Effective

22. In your opinion, how does this community's program compare to natural hazard mitigation programs in other communities? Would you say that it is:

much worse,	1
somewhat worse,	2
about the same,	3
somewhat better, or	4
much better?	5

COMPLETE QUESTION 23 FOR EACH ACTIVITY INCLUDED IN THE NEMIS DATASET, AND FOR PROJECT IMPACT, IF APPLICABLE.

23. Now I want to find out about specific hazard mitigation activities that have been conducted in <COMMUNITY>.

A. WHAT TYPE OF ACTIVITY IS THIS? (CIRCLE ONE)

NEMIS PROJECT .... 1 __ __ __ __ - __ __ __ __
NEMIS PROCESS .... 2 __ __ __ __ - __ __ __ __
PROJECT IMPACT 3
SPIN-OFF (Q23U, Q24) .... 4 __ __ __ __ - __ __ __ __; Q23A1#: __ __
OTHER PROJECT (Q24) .... 5 Q23A1#:__ __
OTHER PROCESS (Q24)......... 6 Q23A1#:__ __

First (Now) I want to know about ____.
ACTIVITY TITLE OR DESCRIPTION

B. When did < ACTIVITY> start? That is what month and year? ___ ___ / ___ ___
MONTH YEAR

C. When did it end? ___ ___ / ___ ___
MONTH YEAR

D. How was <....> funded? CIRCLE ALL THAT APPLY

HMGP/FEMA.............................. 1
PROJECT IMPACT 2
OTHER FEDERAL 3
STATE FUNDS 4
COMMUNITY FUNDS 5
PRIVATE FUNDS 6
OTHER 7
SPECIFY:______________________

E. Was <...> done because of:

CIRCLE ALL THAT APPLY
Flood,... 1
Wind, or 2
Earthquake? 3

F. Which of the following benefits were provided by < ...>? Would you say:

F. CIRCLE ALL THAT APPLY.	F. BENEFITS	F1. MAJOR OBJ.
Reducing deaths, injuries, and illnesses	1	1
Reducing stress and trauma	1	2
Reducing property damage	1	3
Reducing infrastructure damage	1	4
Reducing emergency response and management costs	1	5
Reducing residents' disruption and displacement	1	6
Reducing business disruption	1	7
Reducing government disruption	1	8
Reducing environmental damage	1	9
Reducing damage to historic sites	1	10
Reducing insurance premiums	1	11
Improving emergency response capacity	1	12
Improving disaster mitigation capacity	1	13
Stimulating private sector mitigations	1	14
New knowledge about hazards and their impacts	1	15
Public education about risks and risk reduction options	1	16
Increase in property values	1	17
Environmental benefits	1	18
What other benefits were provided?	1	19
SPECIFY: ______________________________		
What other benefits were provided?	1	20
SPECIFY: ______________________________		
What other benefits were provided?	1	21
SPECIFY: ______________________________		

F1. In terms of providing the benefits you mentioned, what was the major objective of this activity?

READ ANSWERS GIVEN BACK TO RESPONDENT. RECORD IN F1, ABOVE. CIRCLE ONLY ONE.

G. Was a cost-benefit analysis done for <...>?

YES...............ASK G1.................. 1
NO................GO TO G2............. 2

G1. Where can we get a copy of the cost benefit analysis?

____
RECORD AS GIVEN

G2. Why wasn't a cost benefit analysis done?

____
RECORD AS GIVEN

H. Can you provide any quantitative information about the benefits of this activity? PROBE: Any estimates of benefits in either physical (e.g., lives saved) or monetary terms?

____
RECORD AS GIVEN

I. Are you aware of any studies, reports, or knowledgeable persons that can help us describe and quantify the benefits of this activity?

YES.......ASK I1 1
NO.........GO TO J...................2

I1. Where could we get copies of these reports or whom should we contact?

____
RECORD AS GIVEN

J. Are there any cost data available about this activity?

YES.......ASK J1 1
NO.........GO TO K 2

J1. Where could I get this information?

____
RECORD AS GIVEN

K. On a scale of 1 to 10, where 1 means "not at all familiar" and 10 means "extremely familiar," how <u>familiar</u> are you with this particular activity?

1.........2........3.........4.........5.........6.........7.........8.........9.........10

Not at all Familiar — Extremely Familiar

L. On a scale of 1 to 10, where 1 means "not at all involved" and 10 means "extremely involved," how involved were you in the <u>design</u> of this particular activity?

1.........2........3.........4.........5.........6.........7.........8.........9.........10

Not at all Involved — Extremely Involved

M. On a scale of 1 to 10, where 1 means "not at all involved" and 10 means "extremely involved," how involved were you in the <u>implementation</u> of this particular activity?

1.........2........3.........4.........5.........6.........7.........8.........9.........10

Not at all Involved — Extremely Involved

N. What were your roles and responsibilities in this activity or were you not really involved? Were you involved in:

<u>CIRCLE ALL THAT APPLY</u>

Priority setting 1
Planning 2
Carrying out activities 3
Providing resources 4
Educating the community 5
What else? 6
SPECIFY: ______________________________
____
Not really involved 7

O. Thinking back to the major objective or benefit of this activity, <INSERT FROM F1>, on a scale of 1 to 10 where 1 means “extremely low” and 10 means “extremely high,” how would you rate the community’s success in meeting this objective with this activity?

1.........2........3.........4.........5.........6.........7.........8.........9.........10
Extremely Low ... Extremely High

P. How would you rate the community’s success in meeting this objective without this activity?

1.........2........3.........4.........5.........6.........7.........8.........9.........10
Extremely Low ... Extremely High

Q. Are there any documents like grant announcements, applications, or reports that could help me describe this activity?

YES.............ASK Q1.................... 1
NO..............GO TO R.................. 2

Q1. Where can I get copies of those documents?

____

____

____

____

R. Was this a partnership activity?

YES........... ASK R1-R6... 1
NO. .... GO TO S.. 2

R1. What resources were provided through this activity?

Time 1
Technology... 2

Skills 3
Money 4
Materials 5
Audience 6
Equipment 7
Other (SPECIFY: ______________________________________) 8
Other (SPECIFY: ______________________________________) 9

R2. Why did this partnership form? PROBE: What other reasons were there for this partnership?

Internet 1
Personal Friendship 2
Community Betterment 3
Company Policy of Good Citizenship 4
Properties at Risk 5
Other (SPECIFY: ___________________________________) 6
Other (SPECIFY: ___________________________________) 7

R3. What are some indicators of this partnership's success?

____

R4. What are some indicators of this partnership's failure?

____

R5. What do you think contributed to making this partnership successful?

____

R6. What do you think contributed to making this partnership unsuccessful?

____

S. IS THIS PARTICULAR ACTIVITY PROJECT IMPACT?

....................................YES..ASK S1 AND S2 1

....................................NO..SKIP TO T 2

S1. What else did the community do for Project Impact?

S2. How did the Project Impact activities fit into the overall hazard mitigation program?

T. What else can you tell me about this activity that would help me understand it?

____

____

____

____

____

____

U. In your opinion, did this project lead to any <u>new</u> hazard mitigation activities?

Yes, this activity created spin-off activities	ASK U1	1
No, there was no spin-off from this activity into others	RETURN TO Q23	2

U1. What other activity or activities were spin-offs from this activity?

____

____

____

RECORD IN Q24 GRID. COMPLETE Q23 FOR EACH SPIN-OFF.

COMPLETE Q23 FOR NEXT ACTIVITY.

WHEN ALL ACTIVITIES ARE DESCRIBED,
GO TO Q24, STARTING WITH SPIN-OFFS.

DOUBLE-CHECK USING NEMIS TABLE.

24. A. What other natural hazard mitigation activities do you know about in <*community*>? What else? B. Was this activity initiated as a result of a FEMA activity? C. What FEMA activities led to <…>?

Now I'd like to talk some more about <OTHER ACTIVITY>.

COMPLETE Q23 FOR EACH ACTIVITY THAT WAS A SPIN-OFF FROM A FEMA MITIGATION ACTIVITY.

COMPLETE Q23 FOR ADDITIONAL OTHER MITIGATION ACTIVITIES, AS TIME PERMITS.

A. OTHER MITIGATION ACTIVITIES…	B. SPIN-OFF FROM FEMA ACTIVITY? YES NO	C. WHICH FEMA ACTIVITY?	
		RECORD DISASTER # FROM Q23.	RECORD PROJECT # FROM Q23.
1.	1...............2		
2.	1...............2		
3.	1...............2		
4.	1...............2		
5.	1...............2		
6.	1...............2		
7.	1...............2		
8.	1...............2		
9.	1...............2		
10.	1...............2		

IS THE INFORMANT A COMMUNITY PARTNER?

YES (REFERRAL FORM Q6=4)........................ASK Q25....................... 1

NO..GO TO Q26................... 2

25. Does your agency have any plans for future involvement in hazard mitigation activities?

YES .... ANSWER A & B 1

NO........................ANSWER C 2

A. How does your agency decide what activities to become involved with?

____

____

____

____

B. Why did your agency choose the activities you are planning to participate in?

____

____

____

____

C. Why isn’t your agency going to be involved in future hazard mitigation activities?

____

____

____

26. Does the community have plans to expand its natural hazard mitigation activities?

YES	................ASK A-D	1
NO	..................ASK E	2

A. Tell me about this.

____

____

____

____

____

____

B. Are cost-benefit analyses performed on each potential project?

YES	................ASK C & D................	1
NO	..................GO TO Q27................	2

C. Who performs the cost-benefit analysis?

____

____

____

____

D. How are the cost-benefit analyses conducted?

____

____

____

____

E. Why isn't the community planning to expand its natural hazard mitigation activities?

____

____

____

____

27. ASK FOR ADDITIONAL CONTACTS USING REFERAL FORM, Q4. COMPLETE REFERRAL FORM FOR EACH NAME GIVEN.

DID THE INFORMANT PROVIDE REFERRALS?

YES, PROVIDED NEW REFERRALS .... 1 (RECORD ID#S BELOW)
NO, PROVIDED ONLY DUPLICATES .... 2 (RECORD ID#S BELOW)
NO, PROVIDED NO REFERRALS 3

#__ __ __ __ #__ __ __ __ #__ __ __ __
#__ __ __ __ #__ __ __ __ #__ __ __ __
#__ __ __ __ #__ __ __ __ #__ __ __ __

28. If we need to ask you anything else, can we contact you again?

Yes 1
No 2

29. INTERVIEW END TIME ___ ___ : ___ ___ AM / PM

That is the end of the interview. Thank you again for your time and the information you provided. TURN TAPE RECORDER OFF.

COMPLETE AFTER INTERVIEW:

30. HOW MANY "SITTINGS" DID IT TAKE TO COMPLETE THE INTERVIEW? _____

31. HOW LONG DID THE INTERVIEW TAKE TO COMPLETE? ___ ___ ___ MIN.

32. WAS THE INFORMANT GIVEN A COPY OF THE INTERVIEW GUIDE?

YES	1
NO	2

33. DID THE INFORMANT <u>PROVIDE</u> ANY DOCUMENTS <u>DURING THE INTERVIEW</u>?

YES .... ANSWER A & B......................	1
NO	2

A. HOW MANY DOCUMENTS? ____ ____

B. LIST DOCUMENT TITLES:

1) ____
2) ____
3) ____
4) ____
5) ____

34. DID THE INFORMANT PROMISE ANY DOCUMENTS DURING THE INTERVIEW?

YES ....ANSWER A & B....................... 1
NO 2

A. HOW MANY DOCUMENTS? ____

B. LIST DOCUMENT TITLES:
1) ____________________
2) ____________________
3) ____________________
4) ____________________
5) ____________________

35. WAS THE INTERVIEWER ALREADY ACQUAINTED WITH THE INFORMANT?

YES ....ANSWER A.............................. 1
NO ....GO TO Q36 2

A. LENGTH OF ACQUAINTANCE....................... ___ ___ ___ MONTHS

36. HOW COOPERATIVE WAS THIS INFORMANT?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10
NOT AT ALL COOPERATIVE — EXTREMELY COOPERATIVE

37. HOW KNOWLEDGABLE WAS THIS INFORMANT?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10
NOT AT ALL KNOWLEDGABLE — EXTREMELY KNOWLEDGABLE

38. HOW BIASED DID THIS INFORMANT SEEM?

1------- 2------- 3------- 4------- 5------- 6------- 7------- 8------- 9------- 10
NOT AT ALL BIASED — EXTREMELY BIASED

39. WAS THERE ANYTHING UNUSUAL ABOUT THIS INTERVIEW?

    YES..................ASK Q39A.................................1

    NO...2

    A. EXPLAIN:

40. RECORD ANY OTHER NOTES PERTAINING TO THE INTERVIEW HERE: