

QUESTIONNAIRE ON  
RESILIENCE OF SMALL BUSINESS ENTERPRISES  
IN FLOOD - PRONE COASTAL AREAS OF LOUISIANA

This project is initiated to help small businesses cope with disasters that frequently occur in Gulf Coastal Regions of Louisiana. Specifically, the parishes affected often by flooding are Jefferson ,Orleans, Plaquemine , St. Bernard and Terrebone.Small businesses in these parishes are crucial to their local economic community and their success in resilience during and after flood disasters. Usually, they are the businesses to re-open soon after flood by risking the safety of their businesses and health hazards, notwithstanding. They use local raw materials, labor and facilities to create wealth for their communities. Therefore, failure of small businesses has a long lasting impact on the local community. Unfortunately,small businesses often become the biggest casualty of flooding because they have limited resources available to them for rebuilding. Often times, they need assistance from multiple sources (e. Federal Government, State Government, Local Governments, and Not-for-Profit Organizations) to enable to cope.These coastal parishes have similar environmental and ecological challenges. Furthermore, they share similar industries such as: shipbuilding, tourism, fishing, agricultural production in rich and fertile soils, oil and gas production. They also battle coastal erosion and coastal flooding due to hurricanes, torrential tropical rains and overflow of river banks.

This questionnaire is designed to collect data on the factors that enhance or inhibit resilience of small business during and after major floods caused by Katrina or Rita. It will help us collect information on the effectiveness of first responders like FEMA, Local Governments, Nonprofit, and community-based organizations especially in the health sector. It seeks the truthful responses from businesses that have experienced flooding as well as those that are prone to flooding.

The results of this study will help us to build “community memory bank” or database of best practices in flood management in Coastal Regions of Louisiana. It will seek that answer the question, “What measures are being taken by all stakeholders to prevent or minimize the loss of lives, property and small business enterprises?” It will also help to determine from the answers received, “How well do citizens and businesses in these regions feel about the adequacy of their protection or their vulnerability?” Hopefully, lessons learned from those who experienced flooding will help all concerned to design and implement better responses, resource distribution networks, coordination at all levels and effective communication to avoid unnecessary duplication.

We appeal to all small business enterprise owners to answer our questions completely, objectively and truthfully. Your responses will be handled professionally, with strict confidentiality and respect.

## PART I. GENERAL INFORMATION:

1. We are very grateful that you have responded to this clarion call from us through the Terrebonne Chamber of Commerce, Houma. Our sincere thanks go to Mrs. Kathrine Gilbert-Theriot for arranging this meeting.
  2. Kindly give us the name of your business and how it is classified industry-wise  
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  3. How many workers do you employ? A good guess is enough. -----
  4. How devastating was the flood that you experienced? Circle One.  
a. Very devastating b. Devastating c. Do Not Know. d Not devastating e. Not at all devastating.
  5. How devastating was the loss? Circle One  
a. Lost everything b. Lost only key data c. Do not know d. Not much e. Not at all
  6. Where you able to keep your business operations open during the flooding period?  
a. Did not shut down, b. Partially shut down c. Do not know d. Did shut down partially e. Completeshut down.
  7. How long did it take you to reopen, if partially or completely shut down?  
a. 1-5 days b. 6- 14 days c. 14-24 days d. 24 – 30 days e. Over 30 days – Specify.
  8. Are you still recovering: Circle One. YES. NO.
  9. Do you agree or disagree that floods create stressful situations for businesses and business entrepreneurs?  
a. Strongly agree b. Agree c. Do not know d. Disagree e. Strongly disagree.
  10. What threats of flooding stress you the most? Please circle as many as are relevant to you.  
i. Safety of my business premises  
ii. Safety of my business inventory and supplies  
iii. Loss of customers (Sales Revenue or Service Revenues)  
iv. Loss or safety of my Financial, operating and human resource records.  
v. Stoppage or interruption of my productive activities  
vi. Evacuation and reassembling of employees  
vii. Loss of power, water and gas  
viii. Securing of the premises through boarding and security staff  
ix. Other- please specify.....
  11. Did you get any support by way of useful information of the impending flood from any agency, government or trade organizations? Circle One YES NO.
  12. If yes in 12, What agencies: please specify: -----
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## PART II. SAFETY OF COMPUTER INFORMATION SYSTEMS AND DATA

23. Are my backup computer information system and data left on my premises?  
Circle One: YES NO.
24. I have a clear disaster recovery plan from flooding. Circle One,  
a. Strongly agree b. Agree c. Do not know d. Disagree e. Strongly Disagree
25. I understand possible losses if flood disaster hits my business. Circle One.  
a. Strongly agree b. Agree c. Do not know d. Disagree e. Strongly Disagree
26. I understand the possibility of each potential loss if flooding occurs. Circle One.  
a. Strongly agree b. Agree c. Do not know d. Disagree e. Strongly Disagree
27. My business can continue during and after flooding occurs. Circle One:  
a. Strongly agree b. Agree c. Do not know d. Disagree e. Strongly Disagree.
28. My backup for business data and information are secure. Circle One.  
a. Strongly Agree b. Agree c. Do not know d. Disagree e. Strongly Disagree.
29. I understand the importance of security for my business operations, data and information.  
Circle One.  
a. Strongly Agree b. Agree c. Do not know d. Disagree e. Strongly Disagree.
30. My important business documents will be available during and after flooding. Circle One.  
a. Strongly Agree b. Agree c. Do not know d. Disagree e. Strongly Disagree.
31. I have extra computer hardware and storage devices to use during and after flooding.  
Circle One.  
a. Strongly Agree b. Agree c. Do not know d. Disagree e. Strongly Disagree.
32. My smart phone provides me sufficient and up-to-date information during and after  
flooding. Circle One.  
a. Strongly agree b. Agree c. Do not know d. Disagree e. Strongly Disagree.
- PART III.
33. Reliable communication system is very vital during and after flood disaster. Circle One  
a. Strongly agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
34. During and after the flooding period, I used one the following communication system.  
Circle as many as you used.  
i. Cell Phone ii. Land phone iii. Facebook iv. E-mail v. Twitter vi. LinkedIn  
vii. microblogging viii. Google . Other: Specify: -----
35. During the flooding period, my communication system brought me closer to my business  
community and the responders. Circle One.  
a. Strongly agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
36. During the flooding period, I received up-to-date information about my business  
community that gave me hope and encouragement. Circle One  
a. Strongly agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
37. Emergency response planning by responders (FEMA, Government officials, community  
associations, and not-for-profit organizations) because each one knew exactly its  
responsibilities and executed them. Circle One

- a. Strongly agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
38. During flooding, responders were ever-present attending to the needs of the business community and citizens. Circle One
- a. Strongly Agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
39. During flooding, responders helped the most vulnerable business establishment assets to higher grounds or above flood lines. Circle One
- a. Strongly Agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
40. The responders promptly responded to distress calls on timely and professional manner that demonstrated careful planning, training and coordination. Circle One
- a. Strongly Agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
41. More lives and property would have been saved if the responders had better communication and central command than relying on individual efforts. Circle One
- a. Strongly agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
42. Before the flood you receive sufficient precautionary warnings from responder that could have helped you keep your property safe and secure. Circle one.
- a. Strongly Agree b. Agree. c. Don't know d. Disagree e. Strongly Disagree
43. After the flood, you received precautionary instructions and measures to be taken to ensure that it is safe and healthy to return to your business premises. Circle One.
- a. Strongly agree b. Agree c. Don't know d. Disagree e. Strongly Disagree
44. You receive the precautionary instructions through: Circle your source
- a. FEMA b. Television Announcements c. Cell Phone d. E-mail e. Emergency Response Signals f. Neighbors g. Others;Specify -----..
45. THANK YOU FOR YOUR TIME AND HONEST RESPONSE TO OUR QUESTIONS.

