

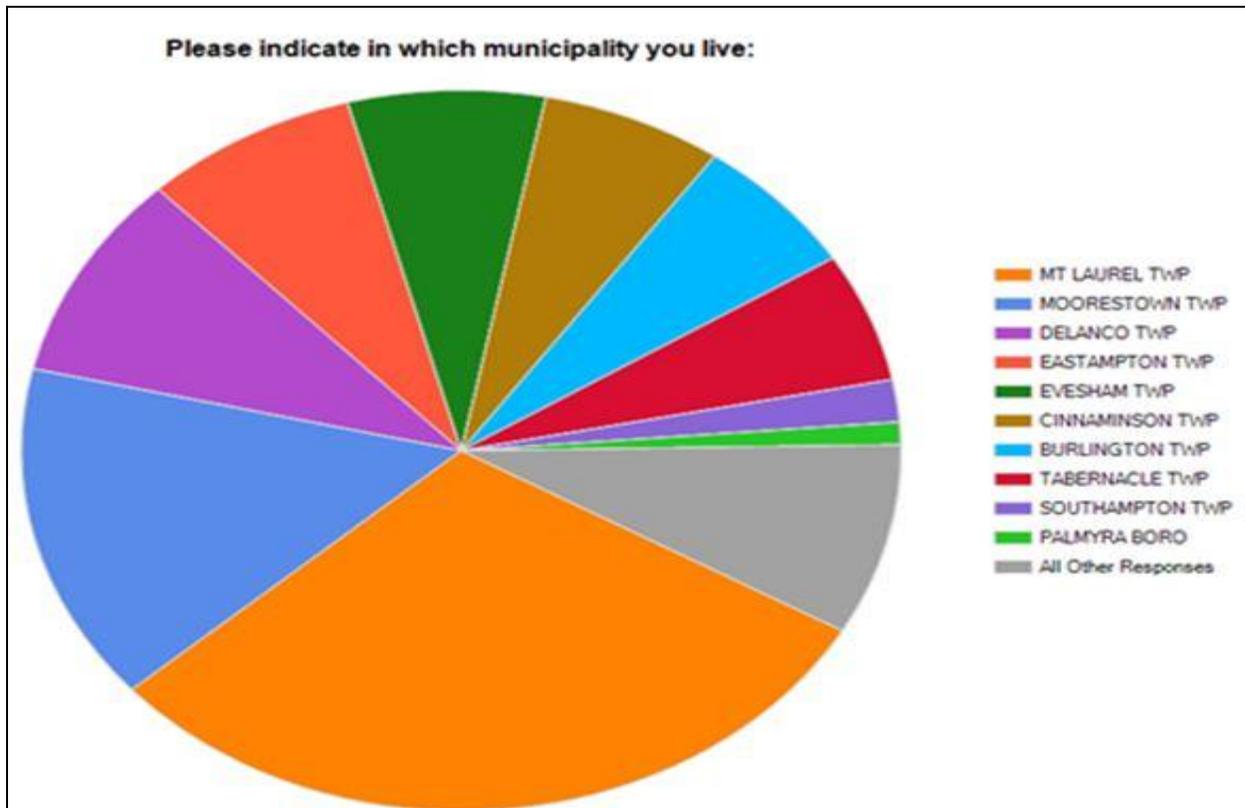
This appendix provides a summary report including the public input and response to the online citizen hazard mitigation survey.

## APPENDIX H: PUBLIC SURVEY RESULTS

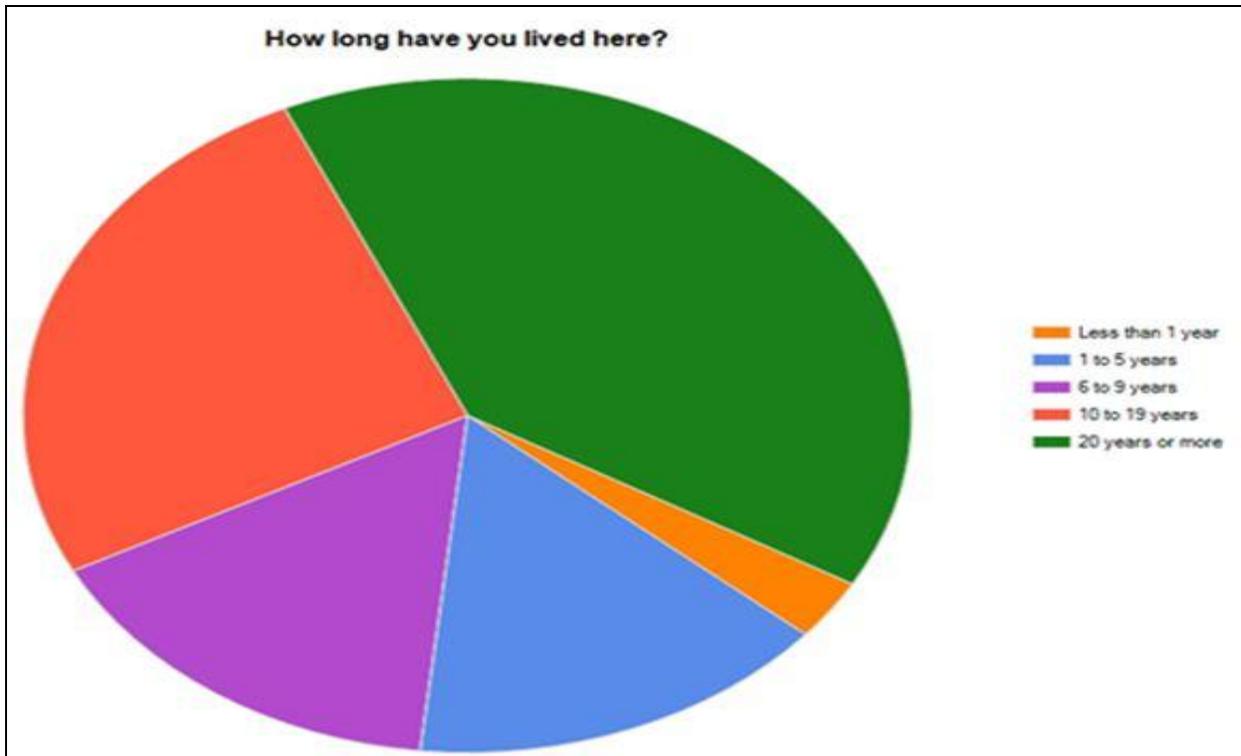
In 2013, Burlington County, New Jersey updated its 2008 Hazard Mitigation Plan. An integral part of the update was public outreach. Tetra Tech created a public survey through the website Survey Monkey for those residing in Burlington County to complete. Residents answered a series of questions regarding their thoughts on how they would like Burlington County to respond to natural hazards in the future.

During the response period for the plan update, 904 surveys were received, with 718 of those surveys completely answered. Demographic information being used to understand where Burlington County's concerns in the update of the Plan includes the municipality respondents lived in, the length of time respondents have lived in their municipality, and whether respondents rented or owned their home.

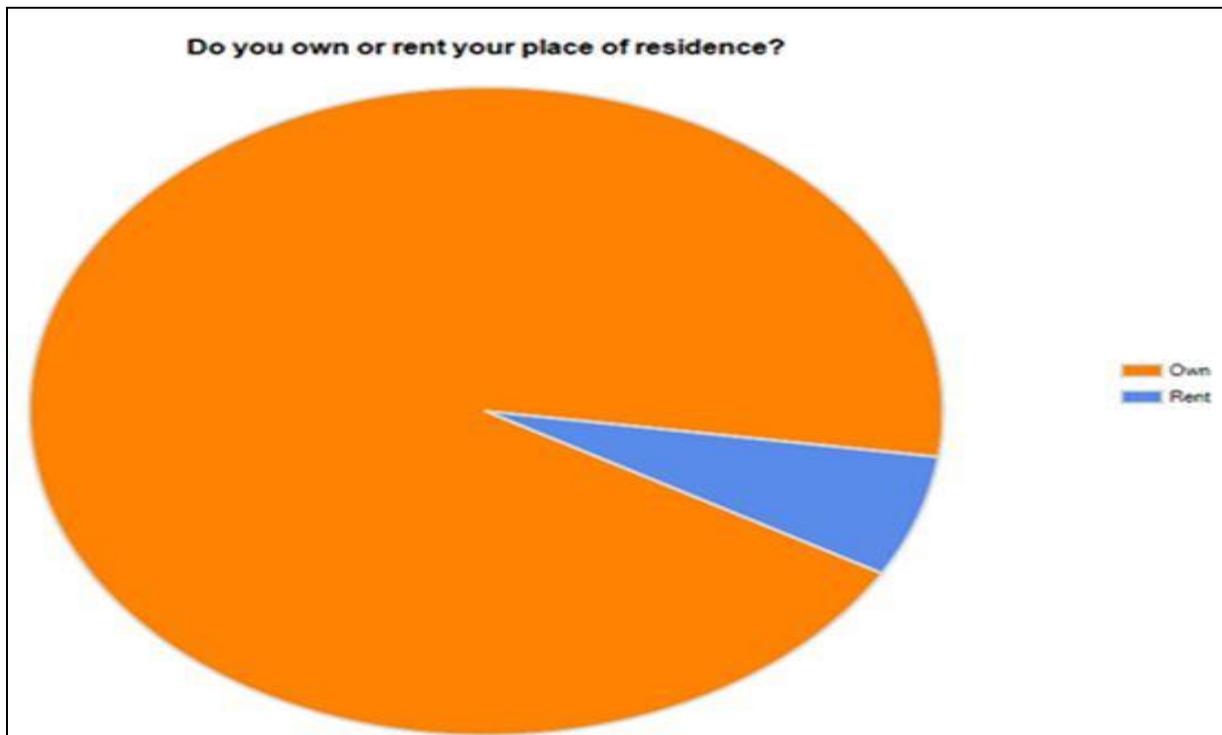
Overall, residents felt they were adequately prepared for natural disasters and rely heavily on technology to be informed about emergency situations. Residents also stated they would be willing to spend at least \$1,000.00-\$4,999.00 on upgrades to their homes to protect themselves from damage. From the County, residents wished to see projects funded which focused on the protection of utilities. Projects would seek to sustain utility services during natural disasters. Utilities included water, wastewater, electricity, and communications.



Outreach was conducted in 40 communities. Responses were received from 34 communities. The most responses were received from Mount Laurel Township (30.1%), Moorestown Township (15.2%), and Delanco Township (9.3%).



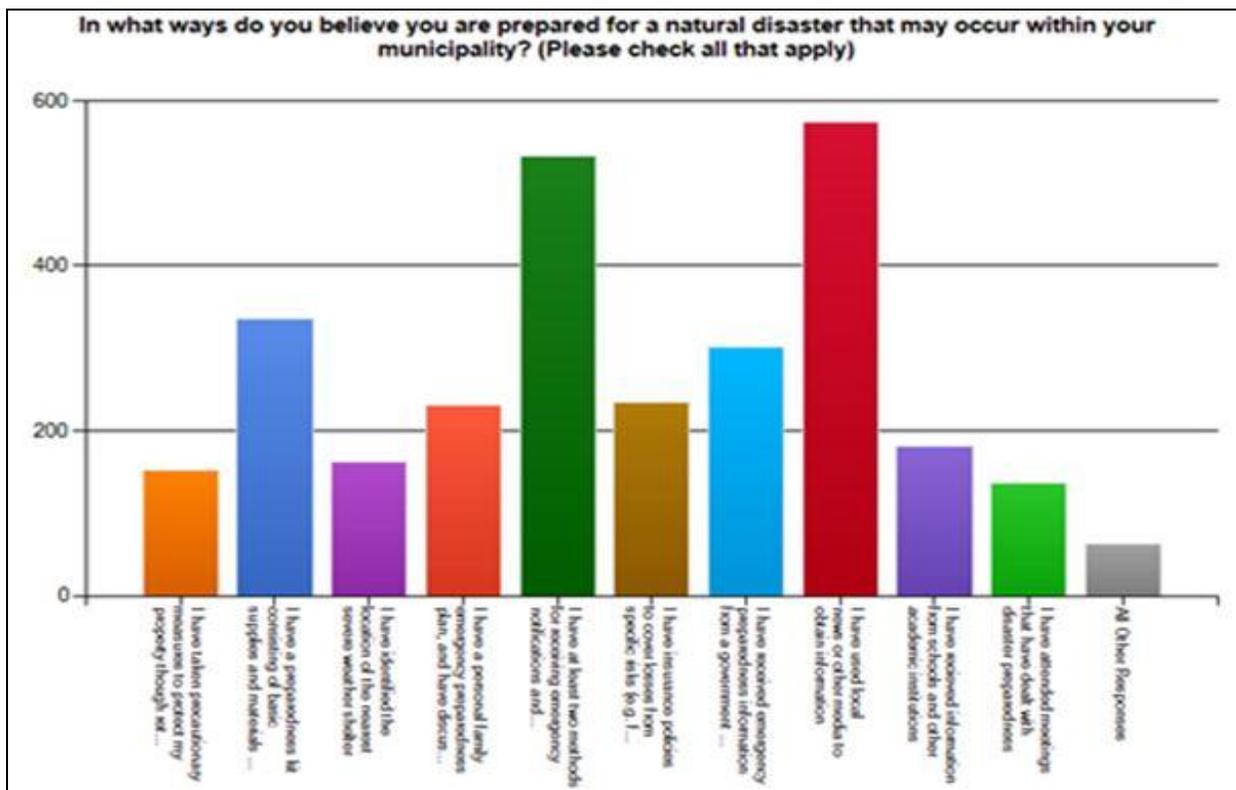
The highest response (40.1) came from individuals who had lived in their municipality for more than 20 years. The next highest responses were from individuals who had lived in their municipality for 10-19 years (25.9%) and 6-9 years (15.7%).



## APPENDIX H: PUBLIC SURVEY RESULTS

An overwhelming 93.9% of respondents reported they owned their place of residence while 6.1% reported they were renters.

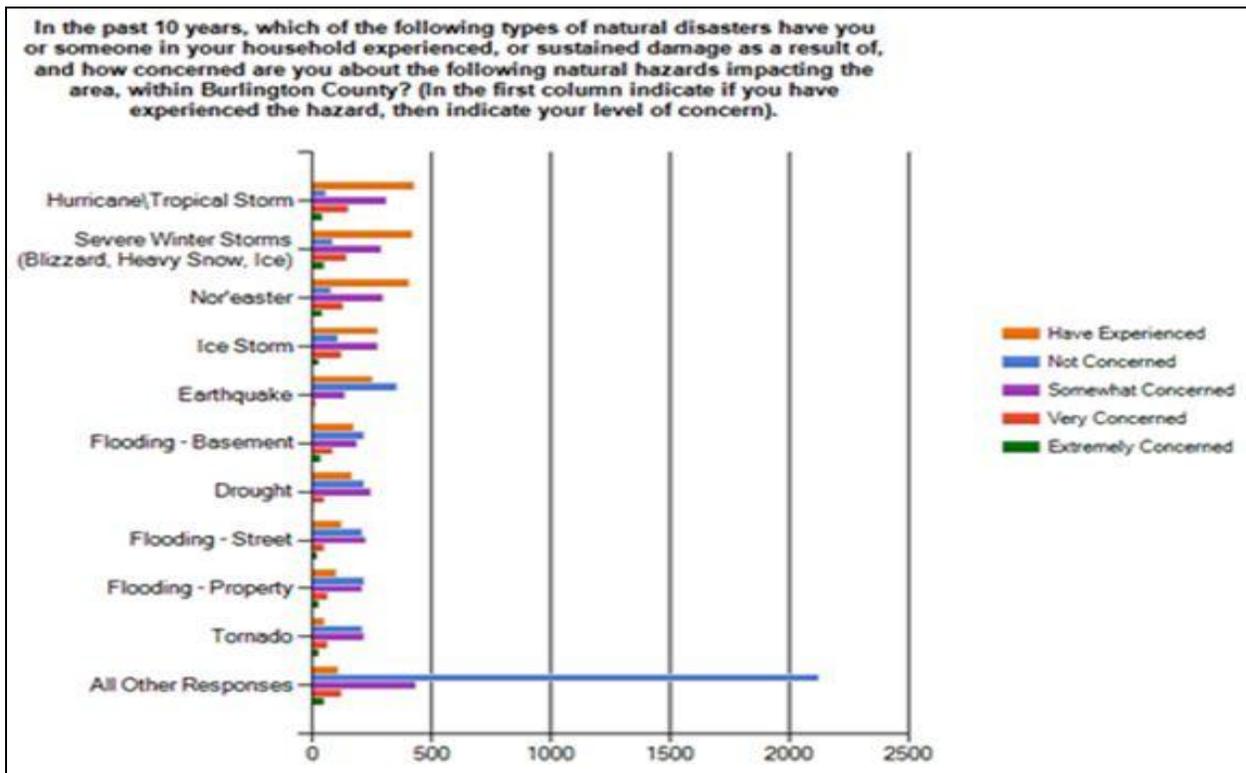
In this analysis, the seven of the twenty-four questions were chosen to reflect the top concerns of those living in Burlington County: In what ways do you believe you are prepared for natural disasters that may occur within your municipality (#8), In the past 10 years, which of the following types of natural disasters have you or someone in your household experienced, or sustained damage as a result of, and how concerned are you about the following natural hazards impacting the area, within Burlington County (#9), How do you receive your information concerning a natural disaster? Of the information sources below, please identify the top three (3) that are MOST EFFECTIVE in providing you with information to make your home safer and better able to withstand the impact of natural disaster events (#10), Did you consider the impact a natural disaster could have on your home before you purchased/moved into your home (#16), Would the disclosure of this type of information influence your decision to purchase/move into a home (#18), How much money would you be willing to spend on your current home to help protect it from the impacts of potential future natural disasters within our community (#19), and What types of projects do you believe local, county, state or federal government agencies could be doing in order to reduce the damage and disruption of natural disasters in Burlington County? Select your top three choices (#22).



*Question #8, In What Ways Do You Believe You Are Prepared For Natural Disasters That May Occur Within Your Municipality:*

736 respondents checked off all the measures they have taken to be prepared for natural disasters. The top three responses included obtaining information from local news and media (574 respondents), having at least two or more methods for receiving notifications before or during emergency situations (532 respondents), and having preparedness kits with basic supplies for themselves and their family (335 respondents).

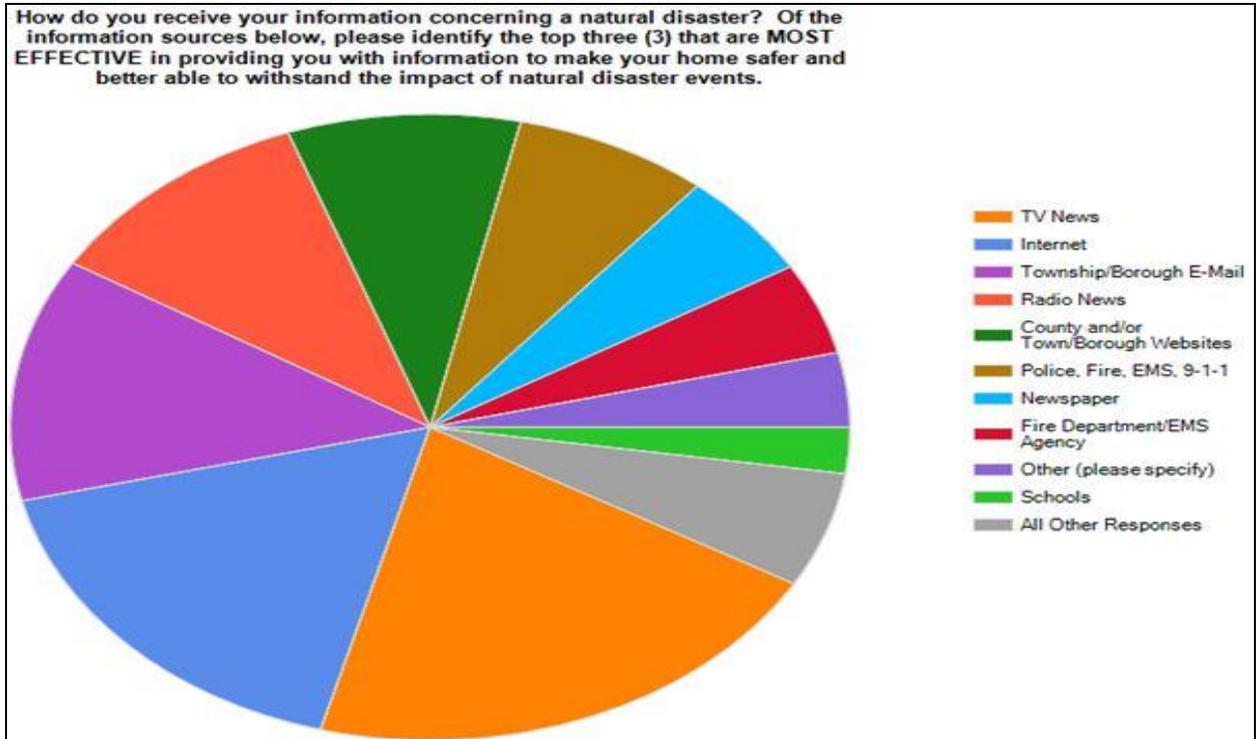
62 additional responses were received for respondents to further elaborate on how they are prepared for natural disasters. CERT members (11 respondents), emergency response personnel (10 respondents) Generators (9 respondents) and were the most written in responses.



## APPENDIX H: PUBLIC SURVEY RESULTS

*Question #9, In the past 10 years, which of the following types of natural disasters have you or someone in your household experienced, or sustained damage as a result of, and how concerned are you about the following natural hazards impacting the area, within Burlington County:*

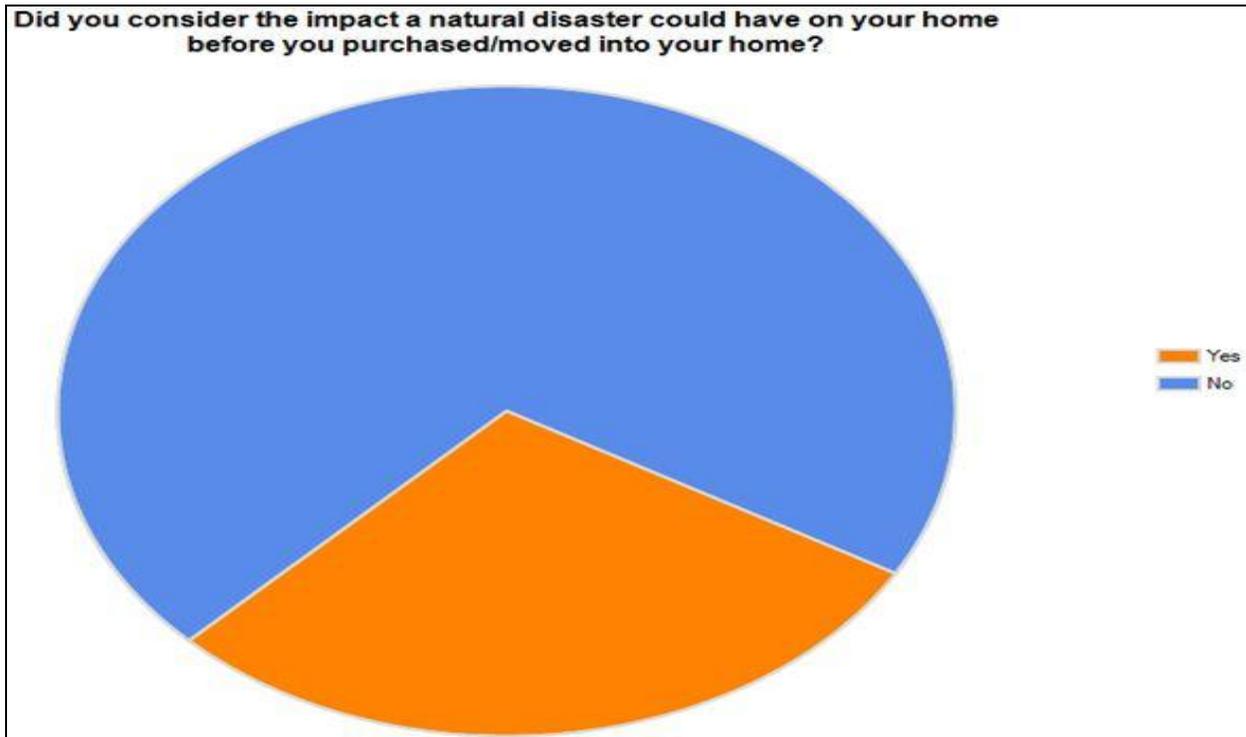
742 respondents checked off all hazard events they experienced over the past 10 years and what their level of concern was for each events. The top four experienced hazards were hurricanes/tropical storms (428 respondents), severe winter storms (417 respondents), Nor'easter (404 respondents), and ice storms (275 respondents). Natural hazard events with the greatest level of concern included hurricanes/tropical storms (309 respondents), Nor'easter (300 respondents), ice storms (276 respondents), and drought (243 respondents).



*Question #10, How do you receive your information concerning a natural disaster? Of the information sources below, please identify the top three (3) that are MOST EFFECTIVE in providing you with information to make your home safer and better able to withstand the impact of natural disaster events:*

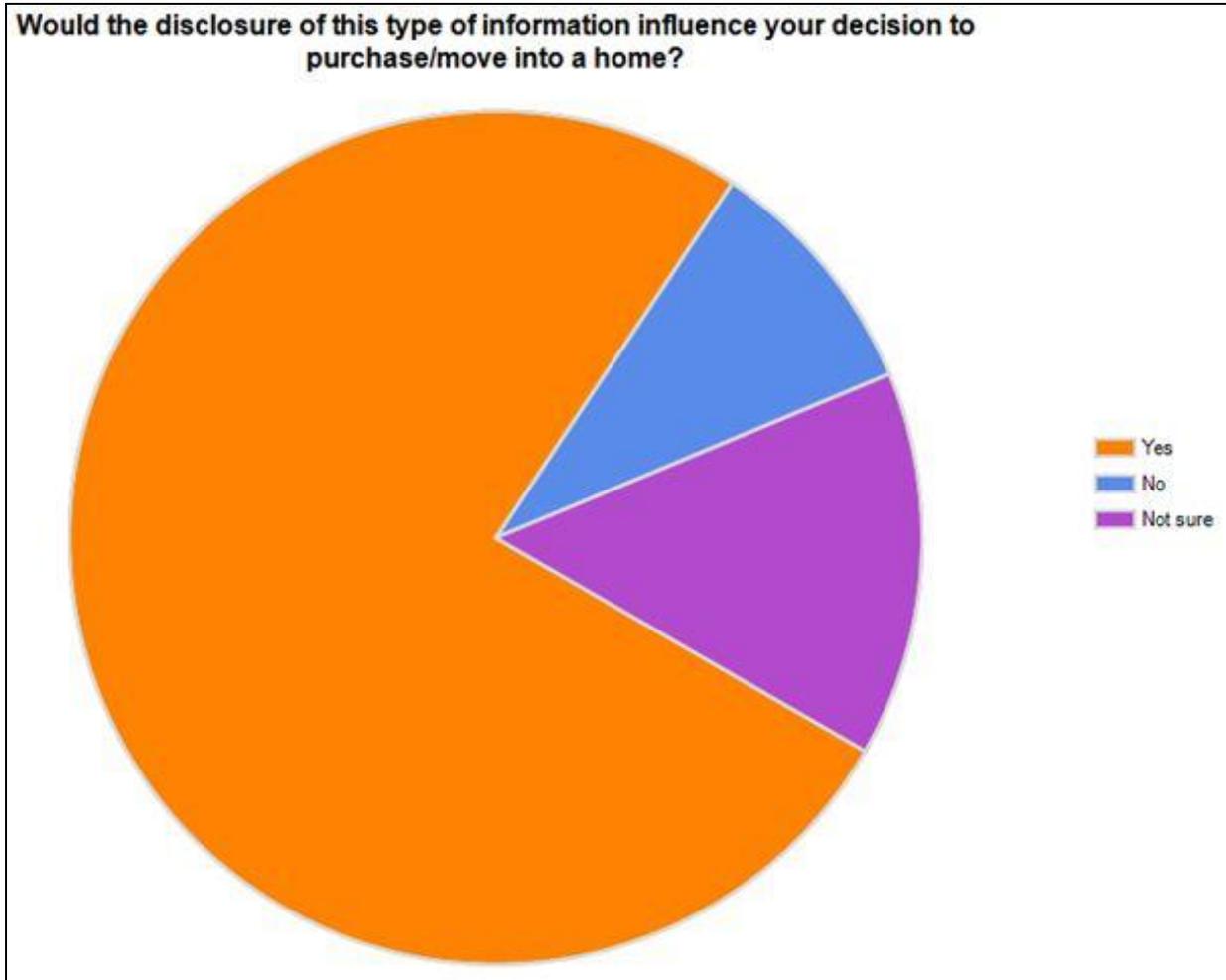
755 responses were received for this question. The top three methods of receiving information were TV news (533 respondents), Internet (435 respondents), and township/borough email (321 respondents). It is important to note these methods are all dependent on the technology being able to function.

98 additional responses were written in for other effective methods of receiving information. Nixle (39 respondents), was the most written in method. This is a Community Information Service which can provide a safe and secure way for information to be disseminated from a government entity to its community (<http://www.nixle.com/faqs.html>).



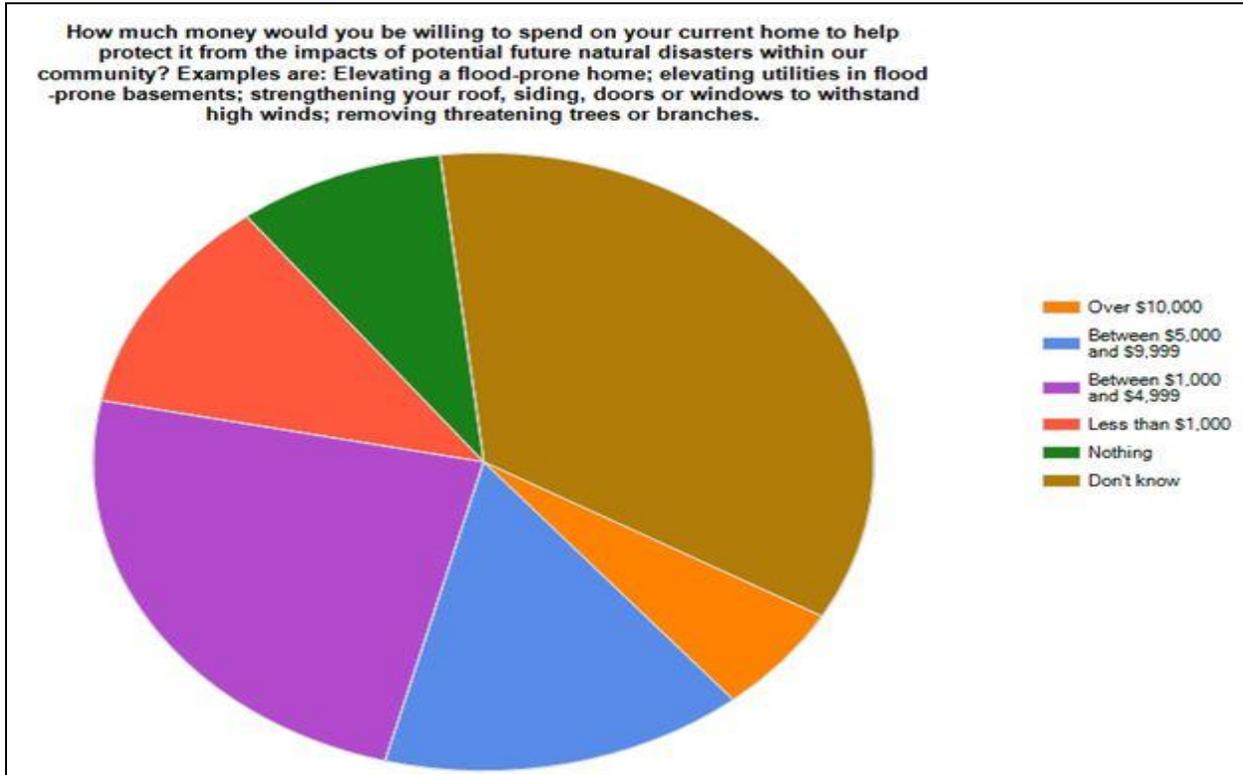
*Question #16, Did you consider the impact a natural disaster could have on your home before you purchased/moved into your home:*

713 respondents answered this question. 208 respondents thought about the impact a natural disaster would have on their home prior to moving into their home while 505 respondents did not.



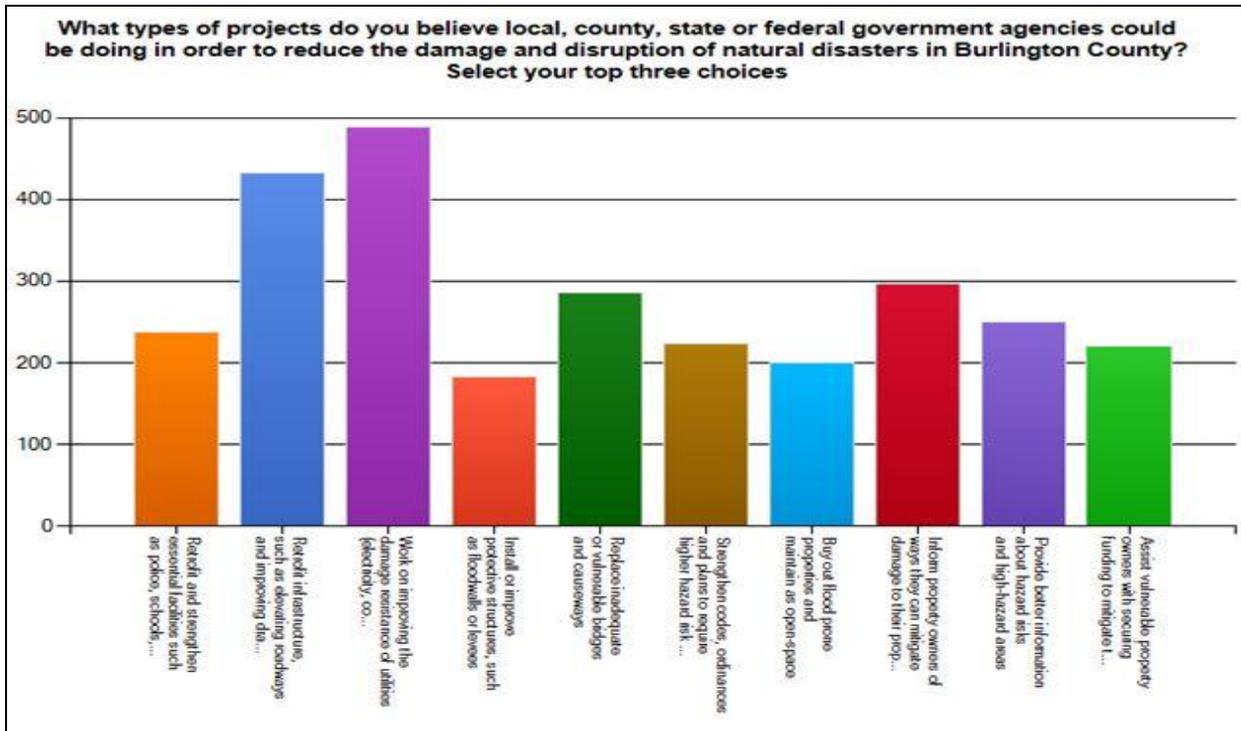
*Question #18, Would the disclosure of this type of information influence your decision to purchase/move into a home:*

705 responses were recorded for this question. 536 respondents stated if they had known their home’s risk for natural hazard damage, they would have taken this into consideration before purchasing the home. 66 respondents stated knowing their home’s risk for natural hazard damage would not have influenced their decision to purchase the home. 103 respondents were unsure if knowing their risk for damage would have influenced their decision to purchase the home.



*Question #19, How much money would you be willing to spend on your current home to help protect it from the impacts of potential future natural disasters within our community:*

709 respondents answered a very important question regarding the amount of money homeowners are willing to spend on renovations to their homes to be better protected from natural disaster damage. 249 respondents were unsure how much money they were willing to spend, but knew they were willing to make changes. 171 respondents were willing to spend at least \$1,000.00-\$4,999.00 on upgrades to their homes. 107 respondents were willing to spend at least \$5,000.00-\$9,999.00 on upgrades to their homes. Residents of Burlington County willing to spend money on upgrades shows there is recognition in the county there is a risk for damage and homeowners are taking necessary precautions to protect their homes.



*Question #22, What types of projects do you believe local, county, state or federal government agencies could be doing in order to reduce the damage and disruption of natural disasters in Burlington County? Select your top three choices:*

People residing in Burlington County made themselves accountable for protecting their residences from damage by stating how much money they were willing to spend on upgrades to minimize natural disaster damage. This question challenged the people of Burlington County to decide the kinds of projects they would like to see funded by the government to protect their communities from natural hazard damage. 692 respondents answered this question. The top project was 489 respondents wanting to see funding for the improvement of utilities resistance to damage. Utilities included water, wastewater, electricity, and communications. 433 respondents wished to see funding provided for the retrofitting infrastructure. This included raising roads and upgrading drainage systems. 297 respondents wished for funding to be allocated to damage avoidance techniques put together by the government for the members of the community.

1. Please indicate your age range:

		Response Percent	Response Count
18 to 30		5.5%	46
31 to 40		16.7%	139
<b>41 to 50</b>		<b>26.6%</b>	<b>221</b>
51 to 60		25.5%	212
60 or over		25.6%	213
		<b>answered question</b>	<b>831</b>
		<b>skipped question</b>	<b>54</b>

## 2. Please indicate in which municipality you live:

		Response Percent	Response Count
BASS RIVER TWP		0.0%	0
BEVERLY CITY		0.7%	6
BORDENTOWN CITY		0.1%	1
BORDENTOWN TWP		0.7%	6
BURLINGTON CITY		0.5%	4
BURLINGTON TWP		5.4%	47
CHESTERFIELD TWP		0.2%	2
CINNAMINSON TWP		6.7%	59
DELANCO TWP		9.5%	83
DELTRAN TWP		0.5%	4
EASTAMPTON TWP		8.1%	71
EDGEWATER PARK TWP		0.2%	2
EVESHAM TWP		7.4%	65
FIELDSBORO BORO		0.0%	0
FLORENCE TWP		0.2%	2
HAINESPORT TWP		0.9%	8
LUMBERTON TWP		0.1%	1
MANSFIELD TWP		0.1%	1
MAPLE SHADE TWP		0.7%	6
MEDFORD TWP		0.7%	6
MEDFORD LAKES BORO		0.8%	7
MOORESTOWN TWP		15.5%	136
MT HOLLY TWP		0.3%	3

MT LAUREL TWP		30.4%	267
NEW HANOVER TWP		0.0%	0
NORTH HANOVER TWP		0.1%	1
PALMYRA BORO		0.9%	8
PEMBERTON BORO		0.1%	1
PEMBERTON TWP		0.1%	1
RIVERSIDE TWP		0.3%	3
RIVERTON BORO		0.0%	0
SHAMONG TWP		0.1%	1
SOUTHAMPTON TWP		1.9%	17
SPRINGFIELD TWP		0.3%	3
TABERNACLE TWP		5.7%	50
WASHINGTON TWP		0.1%	1
WESTAMPTON TWP		0.2%	2
WILLINGBORO TWP		0.2%	2
WOODLAND TWP		0.0%	0
WRIGHTSTOWN BORO		0.0%	0
		<b>answered question</b>	<b>877</b>
		<b>skipped question</b>	<b>8</b>

### 3. How long have you lived here?

		Response Percent	Response Count
Less than 1 year		2.7%	24
1 to 5 years		15.6%	136
6 to 9 years		15.7%	137
10 to 19 years		25.9%	226
20 years or more		40.2%	351
<b>answered question</b>			<b>874</b>
<b>skipped question</b>			<b>11</b>

### 4. Do you own or rent your place of residence?

		Response Percent	Response Count
Own		94.0%	817
Rent		6.0%	52
<b>answered question</b>			<b>869</b>
<b>skipped question</b>			<b>16</b>

### 5. What is your zip code?

	Response Count
	874
<b>answered question</b>	<b>874</b>
<b>skipped question</b>	<b>11</b>

**6. What is your home address? (optional, will be kept confidential - only used to identify localized hazard areas such as flooding)**

	Response Count
	492
answered question	492
skipped question	393

**7. Please rank how prepared you feel you and your household are for natural disaster events likely to occur within your municipality. Rank on a scale of 1 to 5, with 5 representing the most prepared.**

		Response Percent	Response Count
1 (least)		7.2%	52
2		18.4%	133
3		<b>44.3%</b>	<b>321</b>
4		25.3%	183
5 (Most)		4.8%	35
	answered question		724
	skipped question		161

**8. In what ways do you believe you are prepared for a natural disaster that may occur within your municipality? (Please check all that apply)**

		Response Percent	Response Count
I have taken precautionary measures to protect my property though retrofits or when constructed		20.7%	149
I have a preparedness kit consisting of basic supplies and materials for my family and myself		45.8%	330
I have identified the location of the nearest severe weather shelter		21.8%	157
I have a personal family emergency preparedness plan, and have discussed it with my family and others for whom I have responsibility		31.4%	226
I have at least two methods for receiving emergency notifications and for information during severe weather or other potential emergency situations		72.1%	519
I have insurance policies to cover losses from specific risks (e.g. flood insurance)		31.8%	229
I have received emergency preparedness information from a government source (e.g., federal, state, or local emergency management)		40.4%	291
<b>I have used local news or other media to obtain information</b>		<b>77.6%</b>	<b>559</b>
I have recieved information from schools and other academic institutions		24.3%	175
I have attended meetings that have dealt with disaster preparedness		17.9%	129

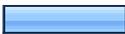
Other (please specify)		8.5%	61
<b>answered question</b>			<b>720</b>
<b>skipped question</b>			<b>165</b>

**9. In the past 10 years, which of the following types of natural disasters have you or someone in your household experienced, or sustained damage as a result of, and how concerned are you about the following natural hazards impacting the area, within Burlington County? (In the first column indicate if you have experienced the hazard, then indicate your level of concern).**

	Have Experienced	Not Concerned	Somewhat Concerned	Very Concerned	Extremely Concerned	Rating Count
Coastal Erosion	6.9% (35)	<b>68.3% (347)</b>	19.7% (100)	7.1% (36)	2.0% (10)	508
Drought	29.0% (162)	37.9% (212)	<b>42.8% (239)</b>	9.7% (54)	1.4% (8)	559
Earthquake	42.1% (247)	<b>58.9% (346)</b>	23.3% (137)	2.9% (17)	0.9% (5)	587
Flooding - Property	18.4% (99)	38.7% (208)	<b>38.8% (209)</b>	11.3% (61)	5.4% (29)	538
Flooding - Basement	29.6% (170)	<b>37.3% (214)</b>	31.7% (182)	14.6% (84)	6.4% (37)	574
Flooding - 1st Floor	5.1% (26)	<b>63.6% (321)</b>	26.9% (136)	4.0% (20)	3.2% (16)	505
Flooding - Above 1st Floor	1.2% (6)	<b>88.2% (427)</b>	8.1% (39)	2.3% (11)	1.4% (7)	484
Flooding - Street	22.9% (123)	38.0% (204)	<b>41.2% (221)</b>	9.1% (49)	4.5% (24)	537
Hurricane\Tropical Storm	<b>62.1% (416)</b>	8.5% (57)	45.1% (302)	22.4% (150)	6.1% (41)	670
Ice Storm	<b>44.9% (271)</b>	18.1% (109)	44.8% (270)	19.6% (118)	4.6% (28)	603
Landslide	1.9% (9)	<b>93.4% (450)</b>	4.4% (21)	1.2% (6)	0.2% (1)	482
Nor'easter	<b>60.1% (395)</b>	12.0% (79)	44.9% (295)	19.9% (131)	6.2% (41)	657
Severe Winter Storms (Blizzard, Heavy Snow, Ice)	<b>60.1% (406)</b>	12.0% (81)	42.1% (284)	21.5% (145)	7.1% (48)	675
Tornado	9.1% (47)	39.3% (204)	<b>40.8% (212)</b>	12.3% (64)	6.0% (31)	519
Wildfire	4.6% (23)	<b>66.9% (334)</b>	20.6% (103)	8.6% (43)	2.2% (11)	499

Other	4.6% (11)	<b>81.3% (195)</b>	12.9% (31)	2.5% (6)	0.8% (2)	240
<b>answered question</b>						<b>725</b>
<b>skipped question</b>						<b>160</b>

**10. How do you receive your information concerning a natural disaster? Of the information sources below, please identify the top three (3) that are MOST EFFECTIVE in providing you with information to make your home safer and better able to withstand the impact of natural disaster events.**

		Response Percent	Response Count
Newspaper		18.2%	134
County and/or Town/Borough Websites		30.6%	226
Township/Borough E-Mail		43.4%	320
Police, Fire, EMS, 9-1-1		25.5%	188
Telephone Book		0.4%	3
Informational Brochures		5.7%	42
Public Meetings, Workshops, or Public Awareness Events		5.0%	37
Schools		7.7%	57
<b>TV News</b>		<b>70.5%</b>	<b>520</b>
TV Advertising		2.6%	19
Radio News		36.0%	266
Radio Advertisements		3.3%	24
Outdoor Advertisements		0.3%	2
Internet		57.5%	424
Chamber of Commerce		0.0%	0
Fire Department/EMS Agency		15.6%	115
Academic Institutions		1.2%	9

Books		0.7%	5
Public Library		0.8%	6
Other (please specify)		13.1%	97
<b>answered question</b>			<b>738</b>
<b>skipped question</b>			<b>147</b>

### 11. To the best of your knowledge is your property located in a designated floodplain?

		Response Percent	Response Count
Yes		5.4%	40
No		78.4%	576
Not Sure		16.2%	119
<b>answered question</b>			<b>735</b>
<b>skipped question</b>			<b>150</b>

### 12. Do you have flood insurance?

		Response Percent	Response Count
Yes		10.1%	74
No		89.9%	659
<b>answered question</b>			<b>733</b>
<b>skipped question</b>			<b>152</b>

### 13. If you do NOT have flood insurance, what is the primary reason?

		Response Percent	Response Count
I don't need it/my property has never flooded		45.5%	296
Don't need it/located on high ground		32.0%	208
It is too expensive		7.5%	49
Not familiar with it/don't know about it		7.1%	46
Insurance company will not provide		3.1%	20
I believe that my homeowners insurance will cover me		4.8%	31
		<b>answered question</b>	<b>650</b>
		<b>skipped question</b>	<b>235</b>

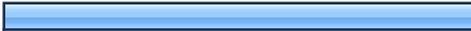
### 14. Do you or did you have problems getting homeowners/renters insurance due to risks from natural hazards?

		Response Percent	Response Count
Yes		0.8%	6
No		99.2%	726
		<b>answered question</b>	<b>732</b>
		<b>skipped question</b>	<b>153</b>

**15. If you answered "yes" to the previous question, please identify the natural hazard risk that caused you to have problems obtaining homeowners/renters insurance.**

	Response Count
	8
answered question	8
skipped question	877

**16. Did you consider the impact a natural disaster could have on your home before you purchased/moved into your home?**

		Response Percent	Response Count
Yes		29.0%	202
No		71.0%	495
answered question			697
skipped question			188

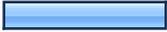
**17. Was the presence of a natural hazard risk zone (for example, flood zone) disclosed to you by a real estate agent, seller, or landlord before you purchased/moved into your home?**

		Response Percent	Response Count
Yes		13.5%	94
No		41.0%	285
Not Applicable		45.5%	316
answered question			695
skipped question			190

**18. Would the disclosure of this type of information influence your decision to purchase/move into a home?**

		Response Percent	Response Count
Yes		75.8%	522
No		9.6%	66
Not sure		14.7%	101
answered question			689
skipped question			196

**19. How much money would you be willing to spend on your current home to help protect it from the impacts of potential future natural disasters within our community? Examples are: Elevating a flood-prone home; elevating utilities in flood-prone basements; strengthening your roof, siding, doors or windows to withstand high winds; removing threatening trees or branches.**

		Response Percent	Response Count
Over \$10,000		5.5%	38
Between \$5,000 and \$9,999		15.3%	106
Between \$1,000 and \$4,999		24.4%	169
Less than \$1,000		11.1%	77
Nothing		8.7%	60
Don't know		35.1%	243
answered question			693
skipped question			192

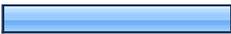
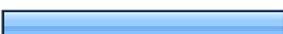
**20. Which, if any incentives would motivate you to spend money on protecting your home from the possible impacts of a natural disaster? (such as lower interest rates, grant funding, waivers, etc.)**

	Response Count
	411
answered question	411
skipped question	474

**21. If your property were located in a designated "high hazard" area, or had received repeated damages from a natural disaster event, would you consider a "buyout", "elevation" of the structure, or "relocation"? This is for research purposes only. This is not a guarantee of any formal offer or intent of any future offer by any entity of any municipal, county, state or federal government.**

		Response Percent	Response Count
Yes		61.9%	424
No		7.6%	52
Not sure		30.5%	209
	answered question		685
	skipped question		200

**22. What types of projects do you believe local, county, state or federal government agencies could be doing in order to reduce the damage and disruption of natural disasters in Burlington County? Select your top three choices**

		Response Percent	Response Count
Retrofit and strengthen essential facilities such as police, schools, hospitals		34.4%	233
Retrofit infrastructure, such as elevating roadways and improving drainage systems		62.5%	423
<b>Work on improving the damage resistance of utilities (electricity, communications, water/wstewater facilities etc.)</b>		<b>70.6%</b>	<b>478</b>
Install or improve protective structures, such as floodwalls or levees		25.8%	175
Replace inadequate or vulnerable bridges and causeways		41.1%	278
Strengthen codes, ordinances and plans to require higher hazard risk management standards and/or provide greater control over development in high hazard areas		31.8%	215
Buy out flood prone properties and maintain as open-space		28.8%	195
Inform property owners of ways they can mitigate damage to their properties		42.4%	287
Provide better information about hazard risks and high-hazard areas		36.3%	246
Assist vulnerable property owners with securing funding to mitigate their properties		31.3%	212
		<b>answered question</b>	<b>677</b>

skipped question

208

**23. Please list any additional types of projects you believe local, county, state or federal government agencies could be doing in order to reduce the damage and disruption of natural disasters in Burlington County?**

**Response  
Count**

125

answered question

125

skipped question

760

**24. For additional information about Burlington County Hazard Mitigation, please visit: [www.co.burlington.nj.us/ahmp](http://www.co.burlington.nj.us/ahmp) Other Comments:**

**Response  
Count**

56

answered question

56

skipped question

829