

Feasible Options Study Community Survey Results



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FEASIBLE OPTIONS STUDY COMMUNITY SURVEY RESULTS

EXECUTIVE SUMMARY

On March 3, 2011, the City of Fort Worth's Storm Water Management Division (SWM) launched an online community survey as part of an ongoing Feasible Options Study to reduce the risk of flooding in Central Arlington Heights and Forest Park Berry Watersheds. The purpose of the survey was to provide watershed stakeholders with an opportunity to share information about their flood experiences in a confidential environment, outside of public meetings. The survey closed on July 18, 2011.

Survey Administration

The survey was administered in bilingual format through SWM's project website (www.fortworthgov.org/floodprevention). Participants were not randomly selected but rather self-selected. Therefore, no statistical correlations have been performed; to do so would be unreliable. Instead, information containing the percentages of responses for each question is provided.

Outreach Methods

Outreach efforts to encourage survey participation were led by the Feasible Options Study's public involvement consultant and included the collaboration of departmental staff leaders from Storm Water Management Division, Planning and the City's webmaster. Neighborhood Association officers and Berry Street Initiative stakeholders were also very instrumental with outreach efforts.

Survey Outreach Activities were conducted from March 3 through July 18, 2011:

Web-based

- Live link from the Feasible Options Study project website
- Facebook and Twitter posts with direct link to survey
- Link to survey from neighborhood association Facebook pages
- "City News" article on City's website
- Announcement on TCU's "The 109" online Newsletter Twitter page, as well as inclusion in news stories about project updates

Neighborhood-based

- Staff announcements at neighborhood association meetings
- Bi-lingual newsletter including link to survey
- Bi-lingual yard signs with link to survey displayed
- Bi-lingual door hangers encouraging survey participation
- Bi-lingual posters and flyers distributed to neighborhood businesses



News Media

- TV Network news stories ran on KXAS Channel 5 and KTVT Channel 11

Electronic

- Emailed bilingual newsletter to watershed stakeholders in HTML format with live link to community survey
- Included survey link on public and stakeholder meeting announcements

Survey Response

While survey outreach activities were wide and varied, a total of fifty (50) respondents participated in the survey; many have experienced flooding multiple times.

How to read Community Survey results

The survey is divided into four sections:

- Section One - Demographic Information(questions 1 – 8)
- Section Two – Flood Experience Information(questions 9 – 17)
- Section Three – Flood Mitigation(questions 18 – 23)
- Section Four – Future Public Engagement(questions 24 – 27)



SECTION ONE - DEMOGRAPHIC INFORMATION

1. Please indicate your age:

- 31% of the respondents were between the ages of 51 and 60 or 53% of all respondents were between the ages of 41 and 60.

2. Please indicate your gender:

- 64% of the respondents were female and 36% were male.

3. Are you a homeowner or renter?

- 42 respondents were homeowners while 4 were renting.

4. Is it a home or a business?

- 91% of respondents had a home in the neighborhoods and 7% had businesses.

5 & 6. On What street do you own property, and in what watershed?

- 37 respondents reported living in the Forest Park/ Berry Watershed. 8 reported living in the Central Arlington Heights Watershed.

From the Forest Park Berry watershed, respondents who experienced flooding live on the following streets:

- Benbrook, Cockrell, Forest Park Blvd., Green Ave., Lubbock, McCart, Merida, Mission Street, Sandage, Waits, and Willing.

Forest Park Berry respondents who reported no flooding experience live on the following streets:

- Lubbock, Merida, Mission Street, Park Ridge Blvd, Wayside,

Central Arlington Heights watershed respondents who experienced flooding live on the following streets:

- Ashland, Carleton, Clover Lane, El Campo, Locke, and Vickery.

Central Arlington Heights respondents who reported no flooding experience live on the following streets:

- Locke

7. What is your zip code?

- Respondents live in the 76107 and 76109 zip code areas of Central Arlington Heights Forest Park Berry watersheds respectively.

8. How long have you lived on this street?

- 41% of respondents reported living in the watersheds between 0 and 10 years,
- 33% said 11 to 20 years and
- 26% said 20+ years.

SECTION TWO - FLOOD EXPERIENCE INFORMATION

9. Please rank how prepared you feel in a flooding event. Rank on a scale of 1 to 5, where 1 is not prepared and 5 is most prepared.

- 32% of the respondents felt either unprepared or their preparedness was not high.
- 43% reported being in the middle area of being prepared and not being prepared.
- 24% reported being somewhat or adequately prepared.

10. In the past, which of the following have you experienced on your property?

	FLOODED, NO DAMAGE	FLOODED, MINOR CLEANUP (ex. mopping water, cleaning carpets)	FLOODED, MINOR REMODEL (ex. painting, minor furniture damage)	FLOODED, MAJOR REMODEL (ex. replacing flooring, drywall, loss of furniture)	FLOODED, SEVERE DAMAGE (Total property loss)
Flooded basement	3	2	0	1	1
Flooded 1st floor	7	1	0	2	0
Flooded street	10	6	2	1	1
Flooded garage	9	4	2	2	0
Flooded driveway	7	7	2	2	0
Flooded yard/lawn	15	3	2	2	1
Flooded (submerged) vehicle	9	1	0	1	0
No flooding	16	1	0	0	0

11. If you have experienced flooding, how often?

More than one third of survey respondents reported flooding several times per year:

- 21% reported experiencing flooding 1 to 3 times per year,
- 9% reported flooding 4 to 6 times a year and
- 6% reported flooding more than 6 times a year.

Nearly one third reported less frequent flood experiences:

- 12% reported flooding once every 1 to 2 years
- 15% reported flooding once every 2+ years.

The remaining third had varied written answers. See responses below:

- "Every time it rains three or more inches per hour"
- "less than 12 times in 35 years"
- "when it rains"
- "during heavy rains with saturated ground"
- "once every 2 to 3 years"

- "All around our property but we live on top of a hill"
- "Never "
- "Used to get more flooding than I do now, coming from Cantey... but new construction of Sandage and Cantey seems to have changed this."

12. Please give approximate dates of your flood experience.

- "Year zoo backed up"
- "during Spring rains"(3)
- "can't remember" (4)
- "1997 – 2005"
- "Approximately 2007 or 2008 " (2)
- "2010"

13. Which of the following, in your view, has prepared you for flooding in your area?

67% of respondents indicated information was obtained from local media or government source while 42% of the responses indicated the information was obtained from sources other than those listed. 9% of the responses indicated attendance at public meetings about flood preparedness and 13% of the responses suggested information was obtained at neighborhood association meetings.

14. Information on the City can be disseminated to the public in various ways. Of the methods mentioned, please identify ways that would be MOST EFFECTIVE in communicating information to you (respondents were asked to check all that apply):

Water bill inserts received the highest percent of responses with 61%. Neighborhood association meetings ranked in at 37%. Cable news and network news received 33% and 35% respectively. The internet also registered at 33%. The City website received 30 percent of the responses.

15. To the best of your knowledge, is your property located in a Federal Emergency Management Administration floodplain?

50% of the respondents reported not living in a FEMA floodplain and 48% were not sure while 2% reported they did.

16. Do you have flood insurance?

80% of respondents do not have flood insurance.

17. If no, what is the primary reason?

63% reported their house either not being in the floodplain, their property has never flooded or their property is elevated. 12% reported that their insurance company would not provide flood insurance or felt it was not worth it. 3% were covered by their homeowners insurance.

SECTION THREE - FLOOD MITIGATION

18. Did you consider the impact flooding could have on your home or business before you purchased/rented it?

70% did not consider the impact of flooding before they purchased.

19. Was the occurrence of flooding disclosed to you by a real estate agent, seller, or landlord before you purchased/rented your home or business?

83% reported that they were never informed by a real estate agent, seller or landlord before they purchased/rented their home or business.

20. Knowing what you know now, what decision would you have made regarding your home or property in this neighborhood?

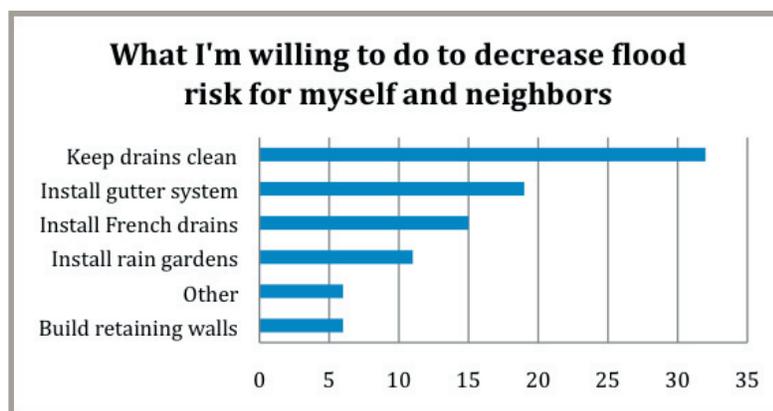
While 19 of the respondents would not have changed their decision to live in the neighborhood, 2 replied that they would not have bought in the neighborhood. And 2 were unsure.

Please note: A complete list of written responses to this question are included in the Appendix.

21. Whose responsibility is it to reduce flooding in your neighborhood?

63% of respondents thought that reducing flooding in the neighborhood was a partnership between residents and the City and 33% felt it was the City's responsibility.

22. As a property owner, what improvements would you be willing to make to decrease flood risk for yourself and your neighbors?



23. In your opinion, what are some steps your local government can take to eliminate the risk of future flood damages in your neighborhood?

Most frequent responses were as follows.

- Build better drainage systems (8 responses)

- Regular storm drain maintenance (5 responses)
- More green space (2 responses)

The remaining suggestions are listed below:

- “Offer incentives for personal water collection”
- “Educate homeowners on what they can do and what is already being done”
- “Purchase homes to build detention ponds”
- “Develop a comprehensive plan and integrate with Berry Street development”
- “Pinpoint actual reason for my flooding – where the water is coming from.”

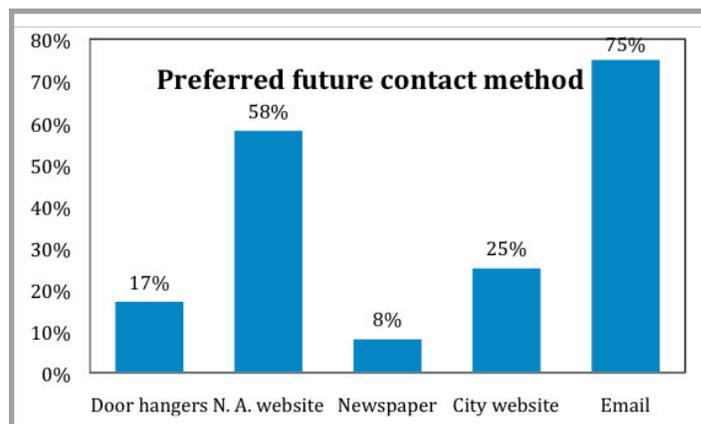
SECTION FOUR - FUTURE PUBLIC ENGAGEMENT

24. Would you like to participate in future public meetings concerning flooding in your neighborhood?

71% would like to participate in more public meetings.

25. If so, how do you want to be informed about it? (Check all that apply)

75% of respondents would like to be contacted by email.



26. Do you have any other comments concerning the issue of flooding in your neighborhood?

- “Concerned about tearing down homes for a problem that occurs every 10 yrs or so.” (2)
- “Problem is taking too long to solve.” (2)
- “Worried about the effect of drainage on Zoo Creek.”
- “Appalled that storm drain systems were not maintained.”
- “Studies don’t get it done. Just waste money that could go towards fixing it”.
- “Pay outrageous taxes. City’s engineering department should provide viable solutions



- Flooding is rare occurrence.”
- “This is a very important issue. It is difficult to get people involved.”
- “We are on a high-level street and never have any flooding issues.”
- “The flooding is at the intersection of Berry and Sandage, I think. A rare occurrence 70 homes. Really!”

Question 27. Would you like to be contacted about educational meetings on flood awareness and alleviation strategies, and/or updates on the City’s storm water projects to reduce flooding?

58% of respondents to this question want to be contacted about updates and 100% of respondents want to be contacted about educational meetings on flood awareness.