Introduction, Background & Agreement to participate

This survey is being conducted by the Earthquake Engineering Research Institute (EERI) in collaboration with local economic development and business organizations as a part of its Resilience Observatory Project funded by U.S. National Science Foundation Award #1235573. This survey was developed by a working group of EERI members including researchers from two universities, a federal agency (USGS), a regional planning agency, and an engineering consulting firm, along with input from EERI staff.

This survey gathers information about the economic impacts of the South Napa Earthquake of August 24, 2014 over time. It will be used to understand the effects of an earthquake on businesses and ways that businesses are resilient.

Your participation in the survey will:

- Provide a record of the experience of businesses in Napa as the city recovered from the August 2014 earthquake.
- · Enhance understanding of business resilience and ways to prepare for and mitigate the effects of earthquakes
- Improve post disaster monitoring to inform programs/policies to support businesses.

Results will be shared with government decision makers, business groups, emergency managers and planners, researchers, risk mitigation experts, and interested members of the general public.

This survey will take approximately 15-30 minutes to complete. This study is only made possible through your participation so we thank you very much for your time.

All responses from the survey will be stored securely by the research team. Your identity and information that could identify your business will remain confidential and we will only refer to your responses in a manner that conceals your identifying information unless given permission otherwise. The information we collect on business names, addresses, and names of respondents will help us to avoid inadvertently duplicating survey requests while appropriately linking up follow-up surveys during the recovery period.

We do not expect completing this survey will pose any risks to you or your business, however please skip any questions that make you uncomfortable.

Participation in the survey is voluntary. You may leave the survey at any time or decline to answer any question.

Any questions that you have about the research, your participation, or your rights as a research participant may be directed to Shizza Fatima, EERI Interim Napa Pilot Survey Project Lead, by phone at (510) 451-0905 or email at shizza@eeri.org.

We very much appreciate your willingness to assist EERI and to be part of this innovative case study on business resilience practices.

^k 1.	Agreement to Participate
	By checking the box below, I acknowledge that I have read the above description, am 18 years or older, and agree to participate in this study as a survey respondent.
	No, I do not want to participate in this survey.

Business Represen	tative Information	
2. Please enter your n	ame and contact information	
Name		
Email		
Phone Number		
3. What is your role?		
Business Owner		
Business Manager		
Other business role		
4. How many years he	ave you lived in the in the region effected by the certhon	uoko?
Do not live in city/town	ave you lived in the in the region affected by the earthque	dake?
Less than 1 year	meignbornood	
1-4 years		
5-9 years		
More than 10 years		
5. How many years ha	eve you worked in the in the region affected by the earth	nquake?
Do not work in city/tov	vn/neighborhood	
Less than 1 year		
1-4 years		
5-9 years		
More than 10 years		

6. W	/hat is your highest level of education?
	K-8th grade
	9th-11th grade
	High school graduate
	Some college no degree
	Associate's degree
	Bachelor's degree
	Master's degree
	Professional degree
	Doctoral degree
	Prefer not to disclose
7. W	/hat is your gender identity?
	Male
	Female
	Prefer not to disclose
8 W	/ith which of the following groups do you identify yourself?
	White
	Black/African-American
	American Indian/Alaska Native
	Asian
	Native Hawaiian/Other Pacific Islander
	Hispanic/Latino/Spanish
	Prefer not to disclose
	Other race or origin (please specify):

9. What is your age?	
<30	
30-39	
40-49	
50-59	
60-69	
>=70	
Prefer not to disclose	

Business Name and Address Information

of questions for each building.

Please enter the following information about the business in its pre-earthquake state.
10. Please enter the Business Name.
11. Please enter the Business Mailing Address (primary business contact address). This will be used by the research team to link this survey response to any follow-up surveys about recovery progress.
Street
City
Zip Code
12. Please enter the business email address 13. Please enter a brief description of the business and its location(s) in the earthquake impacted region. (e.g.,small mortgage title company office on Main St in Smalltown, or frozen yogurt shop with three locations in the earthquake impacted region).
This survey will ask various questions about the business you indicated above.
The first several sections of questions will refer to the business as one comprehensive entity that includes all related locations, buildings, and sites in the earthquake impacted region only.
The final sections in this survey will ask questions that refer to a single building occupied by the business. For these questions you will be asked to enter a specific building address. If your business occupied more than one building in the earthquake impacted region, you will have the opportunity to answer the same set

Baseline Ir	nformation	of Business	Entity				
earthquake answers ar any busine	e impacted re appreciates s location the section	region. If the ed and will b s or sites in	exact inform be useful to t these respon	nation (i.e. nu his study. If i nses, please	umber, date) for any reaso be consisten	ss located in the sign of the	pproximate e to exclude
14. In what	year was this	s business es	stablished?				

Agriculture, Fo Mining, Quarr Utilities Construction Manufacturing Wholesale Tra Retail Trade Transportation Information Finance and I Real Estate a Professional, Management Administrative Educational S Health Care a Arts, Entertair Accommodati Food Services	ulture, Forestry, Fishing and Hunting g, Quarrying, and Oil and Gas Extraction es truction efacturing esale Trade I Trade sportation and Warehousing nation use and Insurance Estate and Rental and Leasing essional, Scientific, and Technical Services egement of Companies and Enterprises nistrative and Support for Waste Management and Remediation Services ational Services th Care and Social Assistance Entertainment, and Recreation emmodation Services	re, Forestry, Fishing and Hunting Auarrying, and Oil and Gas Extraction tion turing le Trade ade tation and Warehousing on and Insurance ate and Rental and Leasing onal, Scientific, and Technical Services ment of Companies and Enterprises rative and Support for Waste Management and Remediation Services anal Services are and Social Assistance entainment, and Recreation odation vices			
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Accommodati Food Services	mmodation Services	odation		Health Care and Social Assistance	
Food Services	Services	vices		Arts, Entertainment, and Recreation	
				Accommodation	
Other (please	(please specify)	ease specify)		Food Services	
				Other (please specify)	

	Did you have any secondary lines of business (representing over 20% of total revenues) before the thquake? If no, select N/A, and if yes, check all that apply.
	Not applicable
	Agriculture, Forestry, Fishing and Hunting
	Mining, Quarrying, and Oil and Gas Extraction
	Utilities
	Construction
	Manufacturing
	Wholesale Trade
	Retail Trade
	Transportation and Warehousing
	Information
	Finance and Insurance
	Real Estate and Rental and Leasing
	Professional, Scientific, and Technical Services
	Management of Companies and Enterprises
	Administrative and Support for Waste Management and Remediation Services
	Educational Services
	Health Care and Social Assistance
	Arts, Entertainment, and Recreation
	Accommodation
	Food Services
	Other (please specify)

17. What was the business ownersh	ip structure before the earthquake? Check all that apply.
Single owner	
Partnership (multiple owners)	
Corporation or Franchise (headquarters	3)
Corporation or Franchise (branch)	
Cooperative	
Publicly held	
Privately held	
Other (please specify)	
18 Refore the earthquake, how man	ny employees did the business have?
Full time:	y employees did the business have:
Part time:	
Contractors:	
percentages of sales from local, regi	business before the earthquake? Please provide approximate ional, national, and international sources.
percentages of sales from local, regi	
percentages of sales from local, regi	
percentages of sales from local, regi	
percentages of sales from local, reging % Local: % Regional:	
percentages of sales from local, reging % Local: % Regional: % National: % International:	re the typical annual revenues of the business entity (for all locations in
percentages of sales from local, reging the sales from local from l	re the typical annual revenues of the business entity (for all locations in
percentages of sales from local, reging % Local: % Regional: % National: % International: 20. Before the earthquake, what were the earthquake impacted regions) in	re the typical annual revenues of the business entity (for all locations in
percentages of sales from local, reging % Local: % Regional: % National: % International: 20. Before the earthquake, what were the earthquake impacted regions) in \$0 - \$500,000	re the typical annual revenues of the business entity (for all locations in
percentages of sales from local, reging % Local: % Regional: % National: % International: 20. Before the earthquake, what were the earthquake impacted regions) in \$0 - \$500,000 \$500,000 - \$2 million	re the typical annual revenues of the business entity (for all locations in
percentages of sales from local, reging % Local: % Regional: % National: % International: 20. Before the earthquake, what were the earthquake impacted regions) in \$0 - \$500,000 \$500,000 - \$2 million \$2 million - \$10 million	re the typical annual revenues of the business entity (for all locations in
percentages of sales from local, reging % Local: % Regional: % National: % International: 20. Before the earthquake, what were the earthquake impacted regions) in \$0 - \$500,000 \$500,000 - \$2 million \$2 million - \$10 million	re the typical annual revenues of the business entity (for all locations in

21.	Which category best describes the profitability of the business entity before the earthquake?
	Highly profitable
	Profitable
	Breaking even
	Unprofitable
	Highly unprofitable
	Which category best describes the growth rate of the business entity (by "growth", consider aspects of business that are most important to you, i.e. revenue, employees, profit) before the earthquake?
	Growing rapidly
	Growing
	Stable
	Declining
	Declining rapidly
	Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify)

Building #4 Address Building #4 Description: Building #5 Address Building #5 Description: Building #5 Description: Building #5 Description: Building #6 Description: Building #6 Description: Building #7 Description: Building #7 Description: Building #7 Description: Building #7 Description: Building #8 Description: Buildi	ne already provided	1)					
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suilding #3 Address suilding #4 Address suilding #4 Description: suilding #5 Address suilding #5 Description: suny additional building ddresses and escriptions:	uilding #2 Address						
Building #3 Description: Building #4 Address Building #5 Address Building #5 Description: Building #5 Description: Building #6 Description: Building #6 Description: Building #7 Description: Building #8 Description: Bu	Building #2 Description:						
Building #4 Address Building #5 Address Building #5 Description: Any additional building addresses and descriptions:	Building #3 Address						
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Building #5 Address Building #5 Description: Any additional building addresses and lescriptions:	Building #4 Address						
Building #5 Description: Any additional building addresses and lescriptions:	Building #4 Description:						
	Building #5 Address						
descriptions:	Building #5 Description:						
25. Enter any comments or clarifications you may have on your answers in this section.							
		ents or clarificat	tions you may ha	ve on your answ	ers in this sect	ion.	
	descriptions: 25. Enter any commo	ents or clarificat	tions you may ha	ve on your answ	ers in this sect	ion.	
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Please enter the following information about the business entity in its post-earthquake state immediately following the earthquake. Unless noted clearly otherwise, in the following questions "business" or "business entity" refers to the business as one comprehensive entity that includes all related locations, buildings, and sites in the earthquake impacted region only.

Please enter the following information about the business entity inits current post-earthquake state. Unless noted clearly otherwise, in the following questions "business" or "business entity" refers to the business as one comprehensive entity that includes all related locations, buildings, and sites in the earthquake impacted region only.

* 28. What is the current s	status of business operations (compared to before the earthquake)?
Operating at reduced ca	apacity (e.g., fewer hours, decreased production, reduced locations/buildings, etc.)
Operating at normal cap	pacity
Operating at increased of	capacity (e.g., longer hours, increased production, etc.)
Temporarily ceased ope	erations
Permanently closed ope	erations
consider aspects of the product offerings. 30. If the current operation please provide more inferiors.	(i.e. 50% for reduced capacity, or 110% for increased capacity)? For "capacity" business that are most important to you, i.e. quality and/or quantity of service or cional status has changed significantly relative to immediately after the earthquake, formation as to why. Please indicate if the change has been caused by the e to some unrelated circumstances.

Permanent Closure of Business Entity	
Please enter the following information about the permanent closure of the business entity. Unless noted clearly otherwise, in the following questions "business" or "business entity" refers to the business as one comprehensive entity that includes all related locations, buildings, and sites in the earthquake impacted region only.	
31. Please briefly describe the reasons for business closure.	
22. How soon after the earthquake did your business closepermanently? Immediately Within 72 hours Within 1 week Within 3 months Within 6 months More than 6 months	

33. If your business d	id not close, did any of your business locations close pe	rmanently?
Building #1 Address		
Building #1 Description:		
Building #2 Address		
Building #2 Description:		
Building #3 Address		
Building #3 Description:		
Building #4 Address		
Building #4 Description:		
Building #5 Address		
Building #5 Description:		
Any additional building addresses and		
descriptions:		

Recovery Status for Business Entity

Please enter the following information about the business entity in its current post-earthquake state. Unless noted clearly otherwise, in the following questions "business" or "business entity" refers to the business as one comprehensive entity that includes all related locations, buildings, and sites in the earthquake impacted region only.

If for any reason, you choose to exclude any business locations or sites in these responses, please be consistent in their exclusion throughout the section and indicate any exclusions or caveats in the final comment box at the end of the section.

34. Please indicate the current status of the following aspects of your business relative to before the earthquake. Select "N/A" if a particular aspect does not apply to your business.

			Decrease					Increase	by more than	Don't	N 1/A
Revenue	by 100%	by 75%	by 50%	by 25%	by 10%	Change	by 10%	by 25%	50%	know	N/A
Costs of doing business											
Profit											
Debt		\bigcirc									
Prices charged to customers											
Hours of operation											
Hours worked from home											
Inventory		\bigcirc		\bigcirc	\bigcirc	\bigcirc	\bigcirc				
Product and service output											
Employee productivity											
Customer demand											
Number of Employees											

	35. Which category best describes the current growth rate of the business entity (by "growth", consider aspects of the business that are most important to you, i.e. revenue, employees, profit)?
	Growing rapidly
	Growing
	Stable
	Declining
	Declining rapidly
*	36. Has your primary line of business changed since the earthquake?
	Yes
	○ No

Re	covery Status for Business Entity (continued, part 2)
37.	What is your new primary line of business since the earthquake?
	Agriculture, Forestry, Fishing and Hunting
	Mining, Quarrying, and Oil and Gas Extraction
	Utilities
	Construction
	Manufacturing
	Wholesale Trade
	Retail Trade
	Transportation and Warehousing
	Information
	Finance and Insurance
	Real Estate and Rental and Leasing
	Professional, Scientific, and Technical Services
	Management of Companies and Enterprises
	Administrative and Support for Waste Management and Remediation Services
	Educational Services
	Health Care and Social Assistance
	Arts, Entertainment, and Recreation
	Accommodation
	Food Services
	Other (please specify)
* 20	Have your accordant lines of hyginaes changed since the conthaugke?
~ 3o.	Have your <i>secondary</i> lines of business changed since the earthquake? Yes
	No No
	INO .

Red	covery Status for Business Entity (continued, part 3)
	What are your new secondary lines of business (representing over 20% of total revenues) since the thquake?
	Not applicable, because the business no longer has any secondary lines of business.
	Agriculture, Forestry, Fishing and Hunting
	Mining, Quarrying, and Oil and Gas Extraction
	Utilities
	Construction
	Manufacturing
	Wholesale Trade
	Retail Trade
	Transportation and Warehousing
	Information
	Finance and Insurance
	Real Estate and Rental and Leasing
	Professional, Scientific, and Technical Services
	Management of Companies and Enterprises
	Administrative and Support for Waste Management and Remediation Services
	Educational Services
	Health Care and Social Assistance
	Arts, Entertainment, and Recreation
	Accommodation
	Food Services
	Other (please specify)
* 40	Has your business ownership structure change after the earthquake?
- 4 0.	Yes
	No

### Recovery Status for Business Entity (continued, part 4) ### 41. What is the current business ownership structure? Single owner		
Single owner Partnership (multiple owners) Corporation or Franchise (headquarters) Corporation or Franchise (branch) Cooperative Publicly held Privately held Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Recovery Status f	for Business Entity (continued, part 4)
Single owner Partnership (multiple owners) Corporation or Franchise (headquarters) Corporation or Franchise (branch) Cooperative Publicly held Privately held Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:		
Partnership (multiple owners) Corporation or Franchise (headquarters) Corporation or Franchise (branch) Cooperative Publicly held Privately held Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	41. What is the curre	ent business ownership structure?
Corporation or Franchise (headquarters) Corporation or Franchise (branch) Cooperative Publicity held Privately held Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Single owner	
Corporation or Franchise (branch) Cooperative Publicly held Privately held Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Partnership (multip	le owners)
Cooperative Publicity held Privately held Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Corporation or Fran	nchise (headquarters)
Publicly held Privately held Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Corporation or Fran	nchise (branch)
Privately held Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Cooperative	
Other (please specify) 42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Publicly held	
42. Is this business currently a member of any of the following business associations? Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Privately held	
Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:	Other (please spec	pify)
Local Chamber of Commerce Regional Chamber of Commerce Trade or Merchant Association Economic Development Corporation Other (please specify) 43. Currently, how many employees does the business have? [multiple text boxes] Full time: Part time:		
Full time: Part time:	Trade or Merchant Economic Develop	Association ment Corporation
Part time:	43. Currently, how r	many employees does the business have? [multiple text boxes]
	Full time:	
Contractors:	Part time:	
	Contractors:	

	customers of this business since the earthquake? Please provide approximate ales from local, regional, national, and international sources.
% Local:	
% Regional:	
% National:	
% International:	
45. Currently, wh recovery while at % of your time or oth	
senior managers/employee	s:
% of time spent by n management employ	
* 48. Does your bu	siness have locations outside of the earthquake impacted region?
Yes	
No	

Business Information	on outside of Earthquake Impacted Region		
49. Please list a descr	ription and location of business locations outside earthqu	uake impacted regions.	
Building #1 Address			
Building #1 Description:			
Building #2 Address			
Building #2 Description:			
Building #3 Address			
Building #3 Description:			
Building #4 Address			
Building #4 Description:			
Building #5 Address			
Building #5 Description:			
Any additional building addresses and			
descriptions:			

	Decrease by 100%	Decrease by 75%	Decrease by 50%	Decrease by 25%	Decrease by 10%	No change	Increase by 10%	Increase	Increase more than 50%	Don't know	N/A
Revenue	Dy 100%	Dy 73 %	by 30 %	Dy 23 /6	Dy 1076	Change	Dy 10 %	Dy 25%	0	KIOW	
Costs of doing business											
Profit											
Debt											
Prices charged to customers											
Hours of operation											
Hours worked from home											
Inventory											
Product and service output											
Employee productivity											
Customer demand											
Number of Employees											
1. Were the busir arthquake?	ness locat	ions loca	ted outsi	de the ea	arthquake	e-impac	ted regio	ons affec	eted by	the	
Yes											
No											
2. Please explain	why.										

Changes to Business Locations for Business Entity

Please enter the following information about the business entity in its current post-earthquake state. Unless noted clearly otherwise, in the following questions "business" or "business entity" refers to the business as one comprehensive entity that includes all related locations, buildings, and sites in the earthquake impacted region only.

* 53. What best describes changes to the buildings that your business occupies in the earthquake impacted region since the earthquake?
We have changed locations of our operations (at least one building location has closed or changed).
Our building location(s) have not changed
We have expanded to additional locations (at least one new building location has been added).
We are sharing a location with other businesses that is owned or leased by another business.
We are sharing a location with other businesses that our business owns or leases.
54. If the business relocated or expanded to a new location, how soon after the earthquake did the business resume at the new location?
Within 24 hours
24-72 hours
3 days - 1 week
1 week - 1 month
1-3 months
3-6 months
More than 6 months
More than 1 year
55. Please briefly list the address of any closed building locations (along with the new replacement building location(s), if any).
#1
Address of new building #1 (if any)
Address of closed building #2
Address of new building #2 (if any)

56. Please briefly list the address of any new building location(s) now occupied as a part of the expansion.
57. What best describes the space you are moving (or moved) into.
Moving (or moved) into another building also occupied by another business (for example, sharing space with a similar type of business to facilitate continued operations).
Moving (or moved) into another building already occupied by this business.
Moving (or moved) into a vacant space.
Comments and clarifications:
58. Is this new building location(s) permanent?
Yes, all building locations are permanent
Only some building locations are permanent
No building locations are permanent

	Impacting	D	, af D	-:	L~+:+·
Faciois	impaciino	Recovery	OLDUS	SILIESS	

Please read the questions in this section carefully, and enter the following information about the business entity in its <u>current post-earthquake state</u> or <u>in its post-earthquake state immediately</u> following the earthquake, as indicated in the question. Unless noted clearly otherwise, in the following questions "business" or "business entity" refers to the business as one comprehensive entity that includes all related locations, buildings, and sites in the earthquake impacted region only.

Not currently experiencing but

59. Has your business experienced any of the following since the earthquake?

have previously due to the **Currently Experiencing** earthquake Did not experience **Property Damage** Site access Issues **Utility Service Disruption** Customer/Market Issues Workforce Issues

Supplier Issues		\bigcirc	
Financial Issues			
Business Planning Issues			
Relocation/Reconstruction Issues			
Regulatory Issues			
Other			
If you selected "Other" above, pleas	e describe:		

	No Impact	Minor to Moderate Impact	Major Impact	N/A
Decreased demand				
ncreased demand				
Decreased competition				
ncreased competition				
Shipping companies disrupted				
Customers unable to access business		\bigcirc		
Other				
egree to which they are mporary or permanent sue after the earthquak	e impacting or had closure). Selections.	acing or has experienced wo ave impacted business oper t "N/A" if your business did r act" if you are currently expe	ations (or lack of openot experience this ty	erations in cases of the contract of workforce
1. If your business is cuegree to which they are mporary or permanent sue after the earthquak	e impacting or had closure). Selections.	ave impacted business oper t "N/A" if your business did r	ations (or lack of openot experience this ty	erations in cases of the contract of workforce
1. If your business is cuegree to which they are mporary or permanent sue after the earthquak	e impacting or hat closure). Selecte, and "No Impacting did not affect you	ave impacted business oper t "N/A" if your business did r act" if you are currently expe our business operations.	ations (or lack of open not experience this ty eriencing or have exp	erations in cases of the control of workforce oerienced this type
I. If your business is cuegree to which they are mporary or permanent sue after the earthquak workforce issue but it staff unable to work due o personal issues	e impacting or hat closure). Selecte, and "No Impacting did not affect you	ave impacted business oper t "N/A" if your business did r act" if you are currently expe our business operations.	ations (or lack of open not experience this ty eriencing or have exp	erations in cases of the control of workforce oerienced this type
I. If your business is cuegree to which they are mporary or permanent sue after the earthquak workforce issue but it staff unable to work due to personal issues Owner unable to work due to personal issues Managing staff working	e impacting or hat closure). Selecte, and "No Impacting did not affect you	ave impacted business oper t "N/A" if your business did r act" if you are currently expe our business operations.	ations (or lack of open not experience this ty eriencing or have exp	erations in cases of the control of workforce oerienced this type
1. If your business is cuegree to which they are mporary or permanent sue after the earthquak workforce issue but it	e impacting or hat closure). Selecte, and "No Impacting did not affect you	ave impacted business oper t "N/A" if your business did r act" if you are currently expe our business operations.	ations (or lack of open not experience this ty eriencing or have exp	erations in cases of the control of workforce oerienced this type
I. If your business is cuegree to which they are imporary or permanent sue after the earthquak workforce issue but it staff unable to work due to personal issues Dwner unable to work due to personal issues Managing staff working offsite Unable to hire new	e impacting or hat closure). Selecte, and "No Impacting did not affect you	ave impacted business oper t "N/A" if your business did r act" if you are currently expe our business operations.	ations (or lack of open not experience this ty eriencing or have exp	erations in cases of the control of workforce oerienced this type

		\bigcirc	
		\bigcirc	
experiencing or has experiencing or have impacted but). Select "N/A" if your but 'No Impact" if you are cu	usiness operations (or la usiness did not experier	ack of operations in cas	al
ing or have impacted bu). Select "N/A" if your bu 'No Impact" if you are cu fect your business opera	usiness operations (or lausiness did not experier currently experiencing or ations.	ack of operations in case this type of financiar have experienced this	al
ing or have impacted bu). Select "N/A" if your bu 'No Impact" if you are cu	usiness operations (or lausiness did not experier currently experiencing or ations.	ack of operations in case this type of financiar have experienced this	al
ing or have impacted bu). Select "N/A" if your bu 'No Impact" if you are cu fect your business opera	usiness operations (or lausiness did not experier currently experiencing or ations.	ack of operations in case this type of financiar have experienced this	al
ing or have impacted bu). Select "N/A" if your bu 'No Impact" if you are cu fect your business opera	usiness operations (or lausiness did not experier currently experiencing or ations.	ack of operations in case this type of financiar have experienced this	al
ing or have impacted bu). Select "N/A" if your bu 'No Impact" if you are cu fect your business opera	usiness operations (or lausiness did not experier currently experiencing or ations.	ack of operations in case this type of financiar have experienced this	al
ing or have impacted bu). Select "N/A" if your bu 'No Impact" if you are cu fect your business opera	usiness operations (or lausiness did not experier currently experiencing or ations.	ack of operations in case this type of financiar have experienced this	al
ing or have impacted bu). Select "N/A" if your bu 'No Impact" if you are cu fect your business opera	usiness operations (or lausiness did not experier currently experiencing or ations.	ack of operations in case this type of financiar have experienced this	al
	escribe:	escribe:	escribe:

	No Impact	Minor to Moderate Impact	Major Impact	N/A
Lack of suitable space				
Unfavorable rental terms				
Elevated demand for construction services				\bigcirc
Shortage of building materials				\bigcirc
Other				
you selected "Other" above,	please describe:			
•	•	act" if you are currently expert our business operations.		pe of regulatory perienced this type
•	did not affect yo	our business operations.	eriencing or have exp	perienced this type
f regulatory issue but it o	•			-
f regulatory issue but it o	did not affect yo	our business operations.	eriencing or have exp	perienced this type
f regulatory issue but it of the following from the following the follow	did not affect yo	our business operations.	eriencing or have exp	perienced this type
f regulatory issue but it of the following t	did not affect yo	our business operations.	eriencing or have exp	perienced this type
f regulatory issue but it of	did not affect yo	our business operations.	eriencing or have exp	perienced this type
f regulatory issue but it of Environmental Land use/zoning Historic preservation Building permits Other	No Impact	our business operations.	eriencing or have exp	perienced this type
f regulatory issue but it of the frequency is a frequency issue but it of the frequency is a frequency in the frequency is a frequency is a frequency in the frequency in the frequency is a frequency in the frequency is a frequency in the frequency in the frequency is a frequency in the frequency in the frequency is a frequency in the frequency in the frequency is a frequency in the frequency in the frequency is a frequency in the frequency in the frequency is a frequency in the frequency in the frequency is a frequency in the frequency in the frequency is a frequency in the frequency is a frequency in the	No Impact	our business operations.	eriencing or have exp	perienced this type
Environmental Land use/zoning Historic preservation Building permits Other	No Impact	our business operations.	eriencing or have exp	perienced this type
Environmental Land use/zoning Historic preservation Building permits Other you selected "Other" above,	No Impact O D D D D D D D D D D D D	our business operations.	Major Impact	N/A N/A
Environmental Land use/zoning Historic preservation Building permits Other Tyou selected "Other" above,	No Impact No Impact O please describe:	Minor to Moderate Impact	Major Impact O O O O O O O O O O O O O O O O O O	N/A N/A y plan" is a
Environmental Land use/zoning Historic preservation Building permits Other f you selected "Other" above,	No Impact No Impact O please describe: Pess continuity p and information	Minor to Moderate Impact Minor to Moderate Impact Output Ou	Major Impact O O O O O O O O O O O O O O O O O O	N/A N/A y plan" is a
Environmental Land use/zoning Historic preservation Building permits Other f you selected "Other" above,	No Impact No Impact O please describe: Pess continuity p and information	Minor to Moderate Impact Minor to Moderate Impact Output Ou	Major Impact O O O O O O O O O O O O O O O O O O	N/A N/A y plan" is a
Environmental Land use/zoning Historic preservation Building permits Other f you selected "Other" above, collection of procedures a in the event of an emerge	No Impact No Impact O please describe: Pess continuity p and information	Minor to Moderate Impact Minor to Moderate Impact Output Ou	Major Impact O O O O O O O O O O O O O O O O O O	N/A N/A y plan" is a

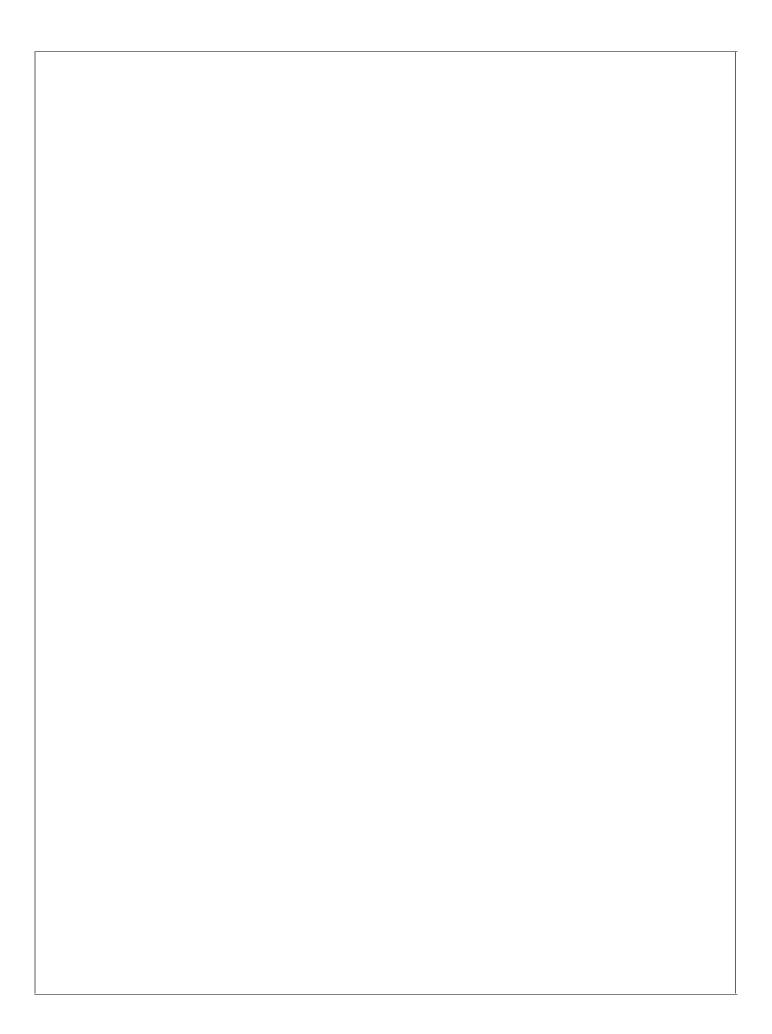
67. If yes, was it regularly audited to ensure that the plan was being implemented?
Yes
○ No
On't know
68. Please indicate the degree to which the business continuity plan positively impacted business recovery.
No Impact
Minor to Moderate Impact
Major Impact
○ N/A

Factors Impacting Recovery of Business Entity (continued, part 2) 69. Please select the top 3 factors that had (or continue to have) the most influence on business closure or operability following the earthquake? Property Damage: Structural damage Property Damage: Nonstructural damage Property Damage: Inventory damage Property Damage: Equipment damage Property Damage: Contents damage Property Damage: Ground surface damage Site Access Issues: Unsafe or restricted use placards Site Access Issues: Damage to neighboring buildings Site Access Issues: Road closures Site Access Issues: Located within restricted area Utility Service Disruption: Lack of power Utility Service Disruption: Lack of water Utility Service Disruption: Lack of gas/oil Utility Service Disruption: Lack of internet/IT Utility Service Disruption: Lack of cell phone Utility Service Disruption: Lack of sewer Customer/Market Issues: Decreased demand Customer/Market Issues: Increased demand Customer/Market Issues: Decreased competition Customer/Market Issues: Increased competition Customer/Market Issues: Shipping companies disrupted Customer/Market Issues: Customers unable to access business Workforce Issues: Staff unable to work due to personal issues Workforce Issues: Owner unable to work due to personal issues Workforce Issues: Managing staff working offsite Workforce Issues: Unable to hire new qualified staff

	Supplier Issues: Supplier(s) closed
	Supplier Issues: Supplier(s) unable to meet demand
	Supplier Issues: Supplier(s) change location
	Supplier Issues: Unable to hire new supplier(s)
	Supplier Issues: Transportation networks disrupted
	Financial Issues: Cash flow problems
	Financial Issues: Decreased revenue
	Financial Issues: Unable to obtain credit
	Financial Issues: Insurance issues
	Financial Issues: Increased costs of business
	Business Planning Issues: Time needed for business planning
	Business Planning Issues: Skills needed for business planning
	Business Planning Issues: Change of business model
	Relocation Issues: Lack of suitable space
	Relocation Issues: Unfavorable rental terms
	Reconstruction Issues: Elevated demand for construction services
	Regulatory Issues: Environmental
	Regulatory Issues: Land use/zoning
	Regulatory Issues: Historic preservation
	Regulatory Issues: Building permits
	N/A. The business had no operability issues

Funding and Financing for Business Entity
Please enter the following information about the business entity. Unless noted clearly otherwise, in the following questions the "business entity" refers to the business as one comprehensive entity that includes all related locations, buildings, and sites in the earthquake impacted region only
70. Did this business have any of the following types of insurancebefore the earthquake? (Note: NFIP stands for National Flood Insurance Program)
Property insurance on any building structures utilized by the business (non-NFIP*)
Earthquake insurance on any building structures utilized and contents owned by the business
Flood insurance on any building structures utilized by the business (NFIP)
Business property insurance on contents
Business income interruption insurance
Business liability insurance
None
71. Does this business <i>currently</i> have any of the following types of insurance? (Note: NFIP stands for National Flood Insurance Program)
Property insurance on any building structures utilized by the business (non-NFIP*)
Earthquake insurance on any building structures utilized and contents owned by the business
Flood insurance on any building structures utilized by the business (NFIP)
Business property insurance on contents
Business income interruption insurance
Business liability insurance
N/A

	Made No Claim	Made Claim, Claim Was Rejected	Made Claim, Still Waiting To Hear	Made Claim, Claim was Accepted But No Payment Received	Made Claim, Received Partial Payment	Made Claim, Received Full Payment	N/A
Property insurance on the building structure (non-NFIP*)							
Earthquake insurance on the building structure and contents		\bigcirc	\bigcirc			\bigcirc	
Flood insurance on the building structure (NFIP)							
Business property insurance on contents							
Business income interruption insurance			\bigcirc				
Business liability							
3. Please indicate who ollowing types of insura roperty insurance on the	-				=	r the earthqual	ke, for th
3. Please indicate who ollowing types of insur- roperty insurance on the uilding structure (non- FIP*):	-				=	r the earthquak	ke, for th
3. Please indicate who ollowing types of insurance on the uilding structure (non-FIP*): arthquake insurance on the building structure and ontents:	-				=	r the earthquak	ce, for th
3. Please indicate who ollowing types of insurance on the uilding structure (nonserthquake insurance on the building structure and ontents:	-				=	r the earthquak	ke, for th
insurance 3. Please indicate whe ollowing types of insurance on the uilding structure (non-lefile): arthquake insurance on the building structure and ontents: lood insurance on the uilding structure (NFIP): usiness property insurance on contents: usiness income interruption insurance:	-				=	r the earthquak	ce, for th
3. Please indicate who ollowing types of insurance on the uilding structure (nonset building structure and ontents: lood insurance on the uilding structure (NFIP): usiness property surance on contents: usiness income terruption insurance:	-				=	r the earthquak	ke, for th
3. Please indicate who ollowing types of insurance on the uilding structure (nonset building structure and ontents: lood insurance on the uilding structure (NFIP): usiness property isurance on contents:	sources of	plicable). If no	ot applicable	, enter "N/A.'			



. Have you attempted t			Submitted Request,	-		
	No	Submitted Request, Request Was Rejected	Request Was Accepted But Waiting For Money	Submitted Request, Received Partial Payment	Submitted Request, Received Full Payment	N/A
mall Business dministration Loan						
rivate Bank Loan						
usiness Line of Credit						
riends and family						
orporate Assistance						
ocal, State, or Federal ssistance						
xtended Supplier Credit						
ther						

6 from business avings/emergency und/surplus/cash on hand 6 from credit card debts 6 from Small Business sudministration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from corporate essistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from business savings/emergency und/surplus/cash on hand % from credit card debts % from Small Business Administration (SBA) loan % from business line of credit % from money from friends or family % from corporate assistance % from local, state or rederal assistance % from extended supplier	6 from business avings/emergency und/surplus/cash on hand 6 from credit card debts 6 from Small Business sudministration (SBA) loan 6 from Bank loan(s) 6 from money from friends or family 6 from corporate assistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from personal savings		
avings/emergency und/surplus/cash on hand 6 from credit card debts 6 from Small Business udministration (SBA) loan 6 from business line of redit 6 from money from friends or family 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	savings/emergency fund/surplus/cash on hand % from credit card debts % from Small Business Administration (SBA) loan % from Bank loan(s) % from money from friends or family % from corporate assistance % from local, state or federal assistance % from extended supplier credit % from other	avings/emergency und/surplus/cash on hand 6 from credit card debts 6 from Small Business udministration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate ussistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from business revenue		
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6 from credit card debts 6 from insurance payouts 6 from Small Business 6 from Bank loan(s) 6 from business line of redit 7 from money from friends 7 framily 7 from corporate sesistance 7 from local, state or ederal assistance 7 from extended supplier redit 7 from other	% from credit card debts % from Insurance payouts % from Small Business Administration (SBA) loan % from Bank loan(s) % from business line of credit % from money from friends or family % from corporate assistance % from local, state or rederal assistance % from extended supplier credit % from other	6 from credit card debts 6 from insurance payouts 6 from Small Business 6 from Bank loan(s) 6 from business line of redit 7 from money from friends 7 family 7 from corporate sesistance 7 from local, state or ederal assistance 7 from extended supplier redit 7 from other	savings/emergency		
6 from Small Business administration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate ssistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from insurance payouts % from Small Business Administration (SBA) loan % from Bank loan(s) % from business line of credit % from money from friends or family % from corporate assistance % from local, state or rederal assistance % from extended supplier credit % from other	6 from Small Business administration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate ssistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	fund/surplus/cash on hand		
6 from Small Business administration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate assistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from Small Business Administration (SBA) loan % from Bank loan(s) % from business line of credit % from money from friends or family % from corporate assistance % from local, state or federal assistance % from extended supplier credit % from other	6 from Small Business administration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate assistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from credit card debts		
Administration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate essistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	Administration (SBA) loan % from Bank loan(s) % from business line of credit % from money from friends or family % from corporate easistance % from local, state or rederal assistance % from extended supplier credit % from other	Administration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate essistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from insurance payouts		
Administration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate essistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	Administration (SBA) loan % from Bank loan(s) % from business line of credit % from money from friends or family % from corporate easistance % from local, state or rederal assistance % from extended supplier credit % from other	Administration (SBA) loan 6 from Bank loan(s) 6 from business line of redit 6 from money from friends or family 6 from corporate essistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from Small Business		
6 from business line of redit 6 from money from friends or family 6 from corporate essistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from business line of credit % from money from friends or family % from corporate assistance % from local, state or federal assistance % from extended supplier credit % from other	6 from business line of redit 6 from money from friends or family 6 from corporate assistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	Administration (SBA) loan		
from money from friends or family 6 from corporate essistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	from money from friends or family % from corporate assistance % from local, state or rederal assistance % from extended supplier credit % from other	from money from friends or family 6 from corporate assistance 6 from local, state or ederal assistance 6 from extended supplier aredit 6 from other	% from Bank loan(s)		
from money from friends or family 6 from corporate essistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	from money from friends or family % from corporate assistance % from local, state or rederal assistance % from extended supplier credit % from other	from money from friends or family 6 from corporate assistance 6 from local, state or ederal assistance 6 from extended supplier aredit 6 from other	% from business line of		
or family 6 from corporate ssistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from corporate assistance % from local, state or federal assistance % from extended supplier credit % from other	or family 6 from corporate ssistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	credit		
or family 6 from corporate ssistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from corporate assistance % from local, state or federal assistance % from extended supplier credit % from other	or family 6 from corporate ssistance 6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from money from friend	ę	
from local, state or ederal assistance form extended supplier redit form other	% from local, state or federal assistance % from extended supplier credit % from other	from local, state or ederal assistance from extended supplier redit from other	or family		
6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from local, state or federal assistance % from extended supplier credit % from other	6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	% from corporate		
6 from extended supplier redit 6 from other	federal assistance % from extended supplier credit % from other	6 from extended supplier redit 6 from other	assistance		
6 from extended supplier redit 6 from other	federal assistance % from extended supplier credit % from other	6 from extended supplier redit 6 from other	% from local, state or		
from other	% from other	from other	federal assistance		
from other	% from other	from other	% from extended supplier		
			credit		
			% from other		
77. Please describe any sources indicated as "other" in question above.	77. Please describe any sources indicated as "other" in question above.	77. Please describe any sources indicated as "other" in question above.	% ITOTTI OUTEI		
			6 from local, state or ederal assistance 6 from extended supplier redit 6 from other	any sources indicated as "other"	in question above.

70 For each of the	ourses of money identified above	places provide the	mbor of days ofter the
	ources of money identified above, or the money to become available to	•	mber of days, aπer the
eartiquake, it took ioi	Title money to become available	to you.	
From personal savings			
From business revenue			
From business			
savings/emergency	4		
fund/surplus/cash on hand	1		
From credit card debts			
From insurance payouts			
From Small Business			
Administration (SBA) loan			
From Bank loan(s)			
From business line of			
credit			
From money from friends			
or family			
From corporate assistance	3		
From local, state or federa			
assistance			
From extended supplier			
credit			
- "			
From other			
79. Please describe a	any sources indicated as "other" in	question above.	
	nds used for (e.g. to pay rent while	e revenues were low, to	o pay for repairs to my
building, etc)?			

Baseline Information for Building #1
Please enter the following information about one building the business occupied in its pre- earthquake state. If your business occupied more than one building, please answer questions in this section for the building with the most significant earthquake impacts. You will be able to complete similar sections for other buildings in the earthquake-impacted region in follow-up sections.
81. Please enter the primary Business function for this building (i.e. retail store, warehouse, administrative office, etc.).
82. Please enter the building address.
83. What was the ownership status of this building before the earthquake? Owned by business (no mortgage) Owned by business (with mortgage) Rented / Leased Other (please specify)

This section will ask questions about post-earthquake building evaluation placards that have been posted for the building you identified in the previous section. Building evaluation placards are posted by the deputized representatives in the city or county in which the building is located and identify if use of the building is restricted. These placards are also sometimes called post-earthquake building "tags."

eartiiquake building tags.
84. If the building was posted with "Restricted Use" (Yellow) or "Unsafe" (Red) placards, what reason was provided on the placard?
Structural damage repaired
Facade damage repaired
Water damage repaired and/or threat of electrical hazard mitigated
Ceiling damage repaired
Partition wall damage repaired
HVAC damage repaired
Danger from adjacent building damage removed
No Reason given on the placard
I am not aware of the reason written on the placard
Comments
85. What was the initial status of the building evaluation placard for the building you previously identified?
"Inspected" (Green)
"Restricted Use" (Yellow)
"Unsafe" (Red)
My building never had a building evaluation placard
On't Know

86. What is the current status of your building evaluation placard (for the building you previously identified)?
"Inspected" (Green)
"Restricted Use" (Yellow)
"Unsafe" (Red)
It was removed
My building never had a building evaluation placard
On't Know
87. If the building evaluation placard was changed or removed since the initial inspection, what reason(s) was provided for the change?
Not applicable. The building evaluation placard was NOT changed or removed since the initial inspection.
Structural damage repaired
Facade damage repaired
Water damage repaired and/or threat of electrical hazard mitigated
Ceiling damage repaired
Partition wall damage repaired
HVAC damage repaired
Content damage cleaned up
Danger from adjacent building damage removed
Original posting was in error
Subsequent inspection revealed damage was not as severe as initially thought
No Reason given on the placard
I am not aware of the reason written on the placard
Other (please specify)

Not applicable. The building evaluation placard was NOT changed or removed since the initial inspection. Within 24 hours 24 - 72 hours
24 - 72 hours
3 days - 1 week
1 week - 1 month
1 month - 3 months
3 months - 6 months
6 months - 1 year
Greater than 1 year
On't know

Physical Damage to Building #1 from Earthquake

This section will ask a question about the post-earthquake damage to the building you identified in the previous section.

•	ure	previous section.
* 8	89. '	What types of earthquake damage occurred in this building?
(No Damage, thus no repairs needed.
(Contents/Inventory Damage only, thus no repairs needed for any building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.).
(Non-repairable damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage, thus business will NOT re-occupy this building.
(Repairable Minor Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.
(Repairable Moderate Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.
(Repairable Extensive Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.

Rep	pair Status of Building #1
	s section will ask questions about the status and type of repairs being made to the building you ntified in the previous section.
90.	What is the current status of repairs for the building you previously identified?
	Not started
	Started but not complete
	Complete
91.	If the building repairs have not started, please indicate what is preventing them from starting. Can't find a contractor
	Can't find an engineer
	Design delays
	Too costly
	Can't access financing
	Insurance delays
	Permit delays
	Inspection delays
	Site access restriction
	Weather
	Aftershocks
	Red tag or building placard (i.e. it is unsafe to enter building)
	Yellow tag or building placard (i.e. it is unsafe to enter portions of the building)
	Regulatory delays
	Legal or personal dispute
	Not a priority since the damage is not preventing business functions
	Other (please specify)

Repair Status of Building #1 (continued, part 2)
92. If the building repairs have started, when did they begin? Please enter approximate date.
N/A (repairs have not started)
Please enter approximate date:
93. If the building repairs are complete, when were they completed?
N/A (repairs have not started)
Repairs are not complete
Please enter approximate date:
94. If site access restrictions have hindered the ability to make repairs, what were they caused by?
N/A (No site access restrictions have caused repair delays)
Adjacent building damage
Neighborhood is cordoned off
Roads are inaccessible
Hazardous materials
Unsafe due to unstable ground hazards
Red or yellow tag (building placard)
Onn't know
Other (please specify)
95. Are you familiar with the repair process and/or costs associated with the building you occupied at the time of the earthquake?
Yes (I am familiar with the building repair status and cost information)
No (I do not know the building repair status and its cost)
——————————————————————————————————————

Unknown Please enter approxima			the amou	unt showr	on a con	tractor's t	oid/estima	ate.	ave no
7. Was a contractor hin Yes No Don't know									
8. Please answer the f		1 week to	about find 1 month to 3 months	3 months to 6 months	hiring a co 6 months to 1 year	Greater than 1 year	Not Started	Started, but not yet complete	N/A
How long after earthquake did you start searching for a contractor?									
Once you started searching, how long did it take for you to find and hire a contractor?							\bigcirc	\bigcirc	
Once the contractor was hired, how long did it take for them to begin repairs on site?									
9. Was a structural en	gineer hire	ed to prov	ride consu	ulting serv	rices for da	amage re	pair optid	ons?	

Yes No Don't know 102. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) Permit not required Permit not submitted yet Don't know	Less than 1 week to 1 months to a week 1 months of 1 months to 1 year structural engineer? How long after earthquake did you start searching for a structural engineer? Once you started searching for a structural engineer? Once you started searching for a structural engineer? Once the structural engineer? Once the structural engineer? Once the structural engineer required to prepare calculations and/or drawings for any repairs? Yes No Don't know 102. Were permits required to begin repairs? Yes, for structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs aND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) Permit not required Permit not submitted yet Don't know 103. When was the permit submitted for structural repairs?	Less than 1 week to 1 months to 6 6 months to 1 year Started complete N/A How long after earthquake did you start searching for a structural engineer? Once you started searching for a structural engineer? Once you started searching how long did it take for you to find and hire a structural engineer? Once the structural engineer? Once the structural engineer required to prepare calculations and/or drawings for any repairs? Yes No Don't know 102. Were permits required to begin repairs? Yes, for structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs aND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) Permit not required Permit not submitted yet Don't know 103. When was the permit submitted for structural repairs?	100. Please answer the	following	question	is about fir	nding and	I hiring a s	structural	engineer	•	
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Don't know N/A	Don't know N/A	Don't know N/A	Don't know									
Don't know N/A	Don't know N/A	Don't know N/A	103 When was the per	mit euhmi	tted for s	tructural re	anaire?					
N/A	N/A	N/A	-	init Subini	tied for 3	udotarari	spail 3 :					
			_									
			1.3230 0.1131 0010.									

104	. How long did it take after the permit for structural repairs was submitted for it to be approved?
	Over the counter
	Less than 1 week
	1 week to 1 month
	1 month to 3 months
	3 months to 6 months
	6 months to 1 year
	Still waiting
	Don't know
	N/A
	. Were the structural repairs made required to satisfy current code (i.e. upgraded relative to pre- chquake structural conditions)?
	Yes
\bigcirc	No
\bigcirc	Don't Know
	N/A
	. If not mandatory, did you choose to voluntarily upgrade the structural system relative to pre-
	Yes
	No
	N/A
107	. When was the permit submitted for non-structural repairs?
	Don't know
	Permit not required
	Permit not submitted yet
	Please enter date:

108	3. How long did it take after the permit for non-structural repairs was submitted for it to be approved?
\bigcirc	Over the counter
\bigcirc	Less than 1 week
\bigcirc	1 week to 1 month
	1 month to 3 months
	3 months to 6 months
	6 months to 1 year
	Still waiting
	Don't know
	N/A

Recovery Status of Business at this Building Location

This section will ask questions about the recovery status of post-earthquake business operations at the building you identified in the previous section.

This section will ask questions about various factors influencing the recovery of business operations in the building you identified in the previous section. 111. If your business permanently closed at this location, please briefly describe the reasons for business closure at the building you previously identified. 112. If your business is currently operating at reduced, normal or increased capacity at this location, please briefly describe the primary impediments which delayed resumption of business operations at the building you previously identified. 113. If your business is currently experiencing or has experienced property damage at this building location, please indicate the degree to which it is impacting or has impacted business operations (or lack of operations in cases of temporary or permanent closure). Select "N/A" if your business did not experience this type of property damage after the earthquake, and "No Impact" if you are currently experiencing or have experienced this type of property damage but it did not affect your business operations. No Impact Minor to Moderate Impact Major Impact N/A Structural damage Monstructural da	Factors Impacting Rec	overy of Busin	ness at this Building Loc	ation	
closure at the building you previously identified. 112. If your business is currently operating at reduced, normal or increased capacity at this location, please briefly describe the primary impediments which delayed resumption of business operations at the building you previously identified. 113. If your business is currently experiencing or has experienced property damage at this building location, please indicate the degree to which it is impacting or has impacted business operations (or lack of operations in cases of temporary or permanent closure). Select "N/A" if your business did not experience this type of property damage after the earthquake, and "No Impact" if you are currently experiencing or have experienced this type of property damage but it did not affect your business operations. No Impact Minor to Moderate Impact Major Impact N/A Structural damage Monstructural damage Monstructu				•	business
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Structural damage					
Nonstructural damage Inventory damage Equipment damage Contents damage Ground surface damage Other	location, please indicate to operations in cases of term this type of property damage.	the degree to w mporary or pern age after the ea	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact"	mpacted business of a single of the contract o	perations (or lack of id not experience experiencing or
Inventory damage	location, please indicate to operations in cases of term this type of property damage.	the degree to we mporary or pernage after the easter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business d if you are currently of your business opera	perations (or lack of id not experience experiencing or tions.
Equipment damage Contents damage Ground surface damage Other	location, please indicate to operations in cases of terms this type of property dama have experienced this type	the degree to we mporary or pernage after the easter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business d if you are currently of your business opera	perations (or lack of id not experience experiencing or tions.
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Ground surface damage Other	location, please indicate to operations in cases of terminate this type of property dama have experienced this type. Structural damage. Nonstructural damage.	the degree to we mporary or pernage after the easter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business d if you are currently of your business opera	perations (or lack of id not experience experiencing or tions.
Other	location, please indicate to operations in cases of terminates the this type of property dama have experienced this type. Structural damage. Nonstructural damage. Inventory damage.	the degree to we mporary or pernage after the easter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business d if you are currently of your business opera	perations (or lack of id not experience experiencing or tions.
	location, please indicate to operations in cases of terms this type of property dama have experienced this type. Structural damage. Nonstructural damage. Inventory damage. Equipment damage.	the degree to we mporary or pernage after the easter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business d if you are currently of your business opera	perations (or lack of id not experience experiencing or tions.
If you selected "Other" above or if any of the above were Moderate or Major Impacts, please describe:	location, please indicate to operations in cases of term this type of property dama have experienced this type. Structural damage. Nonstructural damage. Inventory damage. Equipment damage. Contents damage.	the degree to we mporary or pernage after the easter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business d if you are currently of your business opera	perations (or lack of id not experience experiencing or tions.
	location, please indicate to operations in cases of tenthis type of property dama have experienced this type. Structural damage. Nonstructural damage. Inventory damage. Equipment damage. Contents damage. Ground surface damage.	the degree to we mporary or pernage after the easter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business d if you are currently of your business opera	perations (or lack of id not experience experiencing or tions.

Damage to neighboring pulldings Road closures Docated within restricted rea Definer To us selected "Other" above or if any of the above were Moderate or Major Impacts, please describe: 5. If your business is currently experiencing or has experienced utility service disruption at this building cation, please indicate the degree to which it is impacting or has impacted business operations (or lack perations in cases of temporary or permanent closure). Select "N/A" if your business did not experience is type of utility service disruption after the earthquake, and "No Impact" if you are currently experiencing have experienced this type of utility service disruption but it did not affect your business operations. No Impact Minor to Moderate Impact Major Impact N/A Lack of power Lack of gas/oil Lack of internet/IT Lack of cell phone Lack of sewer	No Impact Minor to Moderate Impact Major Impact						
Accorded within restricted area and accorded accorded and accorded	Unsafe or restricted use placards			\circ			
Cocated within restricted area Other Outselected "Other" above or if any of the above were Moderate or Major Impacts, please describe: 15. If your business is currently experiencing or has experienced utility service disruption at this building cation, please indicate the degree to which it is impacting or has impacted business operations (or lack operations in cases of temporary or permanent closure). Select "N/A" if your business did not experience is type of utility service disruption after the earthquake, and "No Impact" if you are currently experiencing thave experienced this type of utility service disruption but it did not affect your business operations. No Impact Minor to Moderate Impact Major Impact N/A Lack of power Lack of water Lack of water Lack of internet/IT Lack of cell phone Lack of sewer	Damage to neighboring buildings						
Other Ot	Road closures						
Lack of power Lack of water Lack of gas/oil Lack of internet/IT Lack of cell phone	Located within restricted area						
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Lack of sewer	15. If your business is concation, please indicate perations in cases of tentis type of utility service have experienced this ack of power	the degree to we mporary or perrodisruption after type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im- ervice disruption but it did no	npacted business op " if your business din pact" if you are current ot affect your busines	perations (or lack of department) describing the de		
Lack of sewer	15. If your business is concation, please indicate perations in cases of tentis type of utility service thave experienced this plack of power	the degree to we mporary or perrodisruption after type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im- ervice disruption but it did no	npacted business op " if your business din pact" if you are current ot affect your busines	perations (or lack of department) describing the de		
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Other	15. If your business is concation, please indicate perations in cases of tentions type of utility service	the degree to we mporary or perrodisruption after type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im- ervice disruption but it did no	npacted business op " if your business din pact" if you are current ot affect your busines	perations (or lack of department) describing the de		
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	Not disrupted	Less than 24 hours	24 to 72 hours	3 days to 1 week	1 week to 1 month	1 month to 3 months	3 months to 6 months	6 months to 1 year	Greater than 1 year
Electricity									
Water									
Natural gas									
nternet/IT									
Cell phone									
_andline Phone									
Sewer									

Additional Buildings
If your business occupied more than one building prior to the earthquake, you will now be able to complete a similar set of questions for each additional building. If you prefer not to complete another set of questions, you will proceed to the final page of this survey.
117. Would you like to complete the survey for additional buildings?
Yes
○ No

Please enter the following information about one building the business occupied in its pre-	
earthquake state. If your business occupied more than one building, please answer questions this section for the building with the most significant earthquake impacts. You will be able to complete similar sections for other buildings in the earthquake-impacted region in follow-up sections.	
118. Please enter the primary Business function for this building (i.e. retail store, warehouse, administ office, etc.).	rative
119. Please enter the building address.	
Owned by business (no mortgage) Owned by business (with mortgage) Rented / Leased Other (please specify)	

Evaluation Placard Status for Building #2

This section will ask questions about post-earthquake building evaluation placards that have been posted for the building you identified in the previous section. Building evaluation placards are posted by the deputized representatives in the city or county in which the building is located and identify if use of the building is restricted. These placards are also sometimes called post-earthquake building "tags."

121. What was the initial status of the building evaluation placard? (for the building you previously identified)

"Inspected" (Green)

"Restricted Use" (Yellow)

"Unsafe" (Red)

My building never had a building evaluation placard

	"Inspected" (Green)
	"Restricted Use" (Yellow)
	"Unsafe" (Red)
	My building never had a building evaluation placard
	. If the building was posted with "Restricted Use" (Yellow) or "Unsafe" (Red) placards, what reason was vided on the placard?
	Structural damage repaired
	Facade damage repaired
	Water damage repaired and/or threat of electrical hazard mitigated
	Ceiling damage repaired
	Partition wall damage repaired
	HVAC damage repaired
	Danger from adjacent building damage removed
	No Reason given on the placard
	I am not aware of the reason written on the placard
Com	ments

123. What is the current status of your building evaluation placard (for the building you previously identified)
"Inspected" (Green)
"Restricted Use" (Yellow)
"Unsafe" (Red)
It was removed
My building never had a building evaluation placard
124. If the building evaluation placard was changed or removed since the initial inspection, what reason(s) was provided for the change?
Not applicable. The building evaluation placard was NOT changed or removed since the initial inspection.
Structural damage repaired
Facade damage repaired
Water damage repaired and/or threat of electrical hazard mitigated
Ceiling damage repaired
Partition wall damage repaired
HVAC damage repaired
Content damage cleaned up
Danger from adjacent building damage removed
Original posting was in error
Subsequent inspection revealed damage was not as severe as initially thought
No Reason given on the placard
I am not aware of the reason written on the placard
Other (please specify)

125. If the building evaluation placard was changed or removed since the initial inspection, how long after
the initial inspection was it changed?
Not applicable. The building evaluation placard was NOT changed or removed since the initial inspection.
Within 24 hours
24 - 72 hours
3 days - 1 week
1 week - 1 month
1 month - 3 months
3 months - 6 months
6 months - 1 year
Greater than 1 year
Don't know

Physical Damage to Building #2 from Earthquake

This section will ask a question about the post-earthquake damage to the building you identified in the previous section.

400	
126	6. What types of earthquake damage occurred in this building?
	No Damage, thus no repairs needed.
	Contents/Inventory Damage only, thus no repairs needed for any building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.).
	Non-repairable damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage, thus business will NOT re-occupy this building.
\bigcirc	Repairable Minor Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.
	Repairable Moderate Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.
	Repairable Extensive Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.

Repair Status of Building #2
This section will ask questions about the status and type of repairs being made to the building you identified in the previous section.
127. What is the current status of repairs for the building you previously identified?
Not started
Started but not complete
Complete
128. If the building repairs have not started, please indicate what is preventing them from starting.
Can't find a contractor
Can't find an engineer
Design delays
Too costly
Can't access financing
Insurance delays
Permit delays
Inspection delays
Site access restriction
Weather
Aftershocks
Red tag or building placard (i.e. it is unsafe to enter building)
Yellow tag or building placard (i.e. it is unsafe to enter portions of the building)
Regulatory delays
Legal or personal dispute
Not a priority as it doesn't affect building operations
Other (please specify)

Rep	pair Status of Building #2 (continued, part 2)
129	. If the building repairs have started, when did they begin? Please enter approximate date.
	N/A (repairs have not started)
	Please enter approximate date:
130	. If the building repairs are complete, when were they completed?
	N/A (repairs have not started)
	Repairs have not been completed
	Please enter approximate date:
121	. If site access restrictions have hindered the ability to make repairs, what were they caused by?
	N/A (No site access restrictions have caused repair delays)
	Adjacent building damage
	Neighborhood is cordoned off
	Roads are inaccessible
	Hazardous materials
	Unsafe due to unstable ground hazards
	Red or yellow tag (building placard)
	Don't know
	Other (please specify)
	. Are you familiar with the repair process and/or costs associated with the building you occupied at the
time	e of the earthquake?
	Yes (I am familiar with the building repair status and cost information)
\bigcirc	No (I do not know the building repair status and its cost)

Repair Status of Buil	ding #2 (continue	ed, part 3)					
133. How much did it/w not started or been con				-	_			-	nave
Unknown									
Please enter approxima	ate cost in U	.S. dollars							
L									
134. Was a contractor h	nired to m	ake repaii	rs?						
Yes									
No									
Don't know									
135. Please answer the	e following	question	s about fir	nding and	I hiring a c	ontractor			
		1 week to	1 month to	3 months to 6 months	6 months	Greater than 1 year	Not Started	Started, but not yet complete	N/A
How long after earthquake did you start searching for a contractor?									
Once you started searching, how long did it take for you to find and hire a contractor?							\bigcirc	\bigcirc	
Once the contractor was hired, how long did it take for them to begin repairs on site?									
136. Was a structural e	ngineer hi	red to pro	vide cons	sulting se	rvices for (damage r	epair opt	tions?	
Yes									
No									
Don't know									

Less than 1 week to 1 month to 10.6 6 months to 11 year series when 1 month to 10.6 6 months to 11 year series when 1 months 3 months months to 1 year series when 2 started complete N/A to 10 year series when 2 started complete N/A to 10 year searching for a structural engineer? Once you started searching for a structural engineer? Once you started searching how long did it take for you to find and hire a structural engineer? Once the structural engineer? Once the structural engineer required to prepare calculations and/or drawings for any repairs? Yes No Don't know 139. Were permits required to begin repairs? Yes, for structural repairs only (e.g. architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs and non-structural repairs (e.g. architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A Please enter date:	137	. Please answer the	following	question	s about fir	nding and	I hiring a s	structural	engineer		
did you start searching for a structural engineer? Once you started searching, how long did it take for you to find and hire a structural engineer? Once the structural engineer? Once the structural engineer? Once the structural engineer was hired, how long did it take for them to begin repairs on site? 138. Is the structural engineer required to prepare calculations and/or drawings for any repairs? Yes No Don't know 139. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A						to 6		than 1		but not yet	N/A
searching, how long did it take for you to find and hire a structural engineer? Once the structural engineer? Once the structural engineer? 138. Is the structural engineer required to prepare calculations and/or drawings for any repairs? Yes No Don't know 139. Were permits required to begin repairs? Yes, for structural repairs only Yes, for structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs aND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A	did	you start searching for									
engineer was hired, how long did it take for them to begin repairs on site? 138. Is the structural engineer required to prepare calculations and/or drawings for any repairs? Yes No Don't know 139. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A	sea tak	erching, how long did it e for you to find and								\bigcirc	
Yes No Don't know 139. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A	eng long	gineer was hired, how g did it take for them to							\circ		
No Don't know 139. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A	138	. Is the structural en	gineer re	quired to	prepare ca	alculation	s and/or d	lrawings f	or any re	pairs?	
Don't know 139. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A		Yes									
139. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A	\bigcirc	No									
Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A		Don't know									
Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A		Yes, for structural repair	s only								
No Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A											
Permit not submitted yet Don't know 140. When was the permit submitted for structural repairs? Don't know N/A		Yes, for BOTH structura	I repairs AN	ID non-stru	ctural repairs	s (e.g archit	tectural com	ponents, H\	/AC, mech	anical equipm	ent, etc)
Don't know 140. When was the permit submitted for structural repairs? Don't know N/A											
140. When was the permit submitted for structural repairs? Don't know N/A			t								
Don't know N/A	\bigcirc	Don't know									
N/A	140	. When was the peri	mit submi	tted for st	tructural re	epairs?					
		Don't know									
Please enter date:		N/A									
		Please enter date:									

141. How long did it take after the permit for structural repairs was submitted for it to be approved?	_
Over the counter	
Less than 1 week	
1 week to 1 month	
1 month to 3 months	
3 months to 6 months	
6 months to 1 year	
Still waiting	
On't know	
○ N/A	
142. Were the structural repairs made required to satisfy current code (i.e. upgraded relative to pre- earthquake structural conditions)?	
Yes	
○ No	
○ N/A	
143. If not mandatory, did you choose to voluntarily upgrade the structural system relative to pre- earthquake structural conditions?	
Yes	
○ No	
○ N/A	
144. When was the permit submitted for non-structural repairs?	
On't know	
○ N/A	
Please enter date:	

145	5. How long did it take after the permit for non-structural repairs was submitted for it to be approved?
	Over the counter
	Less than 1 week
	1 week to 1 month
	1 month to 3 months
	3 months to 6 months
	6 months to 1 year
	Still waiting
	Don't know
	N/A

Recovery Status of Business at this Building Location

This section will ask questions about the recovery status of post-earthquake business operations at the building you identified in the previous section.

at the building you identified in the previous section.	
146. What is the current status of business operations (compared to before the earthquake) at the building you previously identified?	
Operating at reduced capacity (e.g., fewer hours, decreased production, limited inventory or function, limited staff/employees, reduced customer base, etc.)	
Operating at normal capacity	
Operating at increased capacity (e.g., longer hours, increased production, etc.)	
Temporarily ceased operations at this building, but plan to resume operations at this building in the future.	
Permanently closed operations at this building.	
147. When did business operations resume at the building you previously identified?	
Business operations have not resumed at this location.	
Did not cease operations	
Within 24 hours	
24-72 hours	
3 days - 1 week	
1 week - 1 month	
1-3 months	
3-6 months	
More than 6 months	

Factors Impacting Rec	covery of Busin	ness at this Building Loc	ation	
•		various factors influencing in the previous section	-	business
148. If your business perr closure at the building yo	•	d at this location, please bridentified?	efly describe the rea	asons for business
•	ry impediments	ng at reduced, normal or inc s which delayed resumption		• •
	ath. ava ania	noing or has experienced n		hts hadden a
operations in cases of ter this type of property dama	the degree to w mporary or pern age after the ea	which it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business o A" if your business d if you are currently	perations (or lack of id not experience experiencing or
location, please indicate to operations in cases of ter this type of property damage.	the degree to w mporary or pern age after the ea	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact"	mpacted business o A" if your business d if you are currently	perations (or lack of id not experience experiencing or
location, please indicate to operations in cases of ter this type of property damage.	the degree to we mporary or pernage after the eacter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business dif you are currently your business opera	perations (or lack of id not experience experiencing or tions.
location, please indicate to operations in cases of ter this type of property dama have experienced this type	the degree to we mporary or pernage after the eacter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business dif you are currently your business opera	perations (or lack of id not experience experiencing or tions.
location, please indicate to operations in cases of terms this type of property damas have experienced this type. Structural damage	the degree to we mporary or pernage after the eacter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business dif you are currently your business opera	perations (or lack of id not experience experiencing or tions.
location, please indicate to operations in cases of terms this type of property damas have experienced this type. Structural damage. Nonstructural damage.	the degree to we mporary or pernage after the eacter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business dif you are currently your business opera	perations (or lack of id not experience experiencing or tions.
location, please indicate to operations in cases of terms this type of property dama have experienced this type. Structural damage. Nonstructural damage. Inventory damage.	the degree to we mporary or pernage after the eacter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business dif you are currently your business opera	perations (or lack of id not experience experiencing or tions.
location, please indicate to operations in cases of terms this type of property dama have experienced this type. Structural damage. Nonstructural damage. Inventory damage. Equipment damage.	the degree to we mporary or pernage after the eacter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business dif you are currently your business opera	perations (or lack of id not experience experiencing or tions.
location, please indicate to operations in cases of terms this type of property dama have experienced this type. Structural damage. Nonstructural damage. Inventory damage. Equipment damage. Contents damage.	the degree to we mporary or pernage after the eacter of property decrease.	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business dif you are currently your business opera	perations (or lack of id not experience experiencing or tions.
location, please indicate to operations in cases of ter this type of property dama have experienced this type. Structural damage. Nonstructural damage. Inventory damage. Equipment damage. Contents damage. Ground surface damage. Other	the degree to with mporary or pernage after the earlie of property de No Impact	hich it is impacting or has in nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	mpacted business of A" if your business diff you are currently diff your business operated and the second s	perations (or lack of id not experience experiencing or tions.

	No Impact	Minor to Moderate Impact	Major Impact	N/A
Insafe or restricted use lacards	0			
Damage to neighboring uildings				
Road closures				
ocated within restricted area	\bigcirc			
Other				
cation, please indicate perations in cases of te	the degree to we mporary or perr	encing or has experienced u hich it is impacting or has in manent closure). Select "N/A the earthquake, and "No In	npacted business op A" if your business di	perations (or lack d not experience
cation, please indicate perations in cases of te is type of utility service	the degree to we imporary or perrect disruption after	which it is impacting or has in manent closure). Select "N/A	mpacted business op A" if your business di npact" if you are curr	perations (or lack d not experience ently experiencin
cation, please indicate perations in cases of te is type of utility service have experienced this	the degree to we imporary or perrection after stype of utility so	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Intervice disruption but it did no	npacted business op A" if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
cation, please indicate perations in cases of te is type of utility service have experienced this ack of power	the degree to we imporary or perrection after stype of utility so	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Intervice disruption but it did no	npacted business op A" if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
cation, please indicate perations in cases of tests type of utility services have experienced this cack of power	the degree to we imporary or perrection after stype of utility so	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Intervice disruption but it did no	npacted business op A" if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
cation, please indicate perations in cases of tests type of utility services have experienced this ack of power tack of water	the degree to we imporary or perrection after stype of utility so	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Intervice disruption but it did no	npacted business op A" if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
cation, please indicate perations in cases of test type of utility services have experienced this cack of power cack of water cack of gas/oil cack of internet/IT	the degree to we imporary or perrection after stype of utility so	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Intervice disruption but it did no	npacted business op A" if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
cation, please indicate perations in cases of tests type of utility services have experienced this eack of power eack of water eack of gas/oil eack of internet/IT	the degree to we imporary or perrection after stype of utility so	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Intervice disruption but it did no	npacted business op A" if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
cation, please indicate perations in cases of te his type of utility service	the degree to we imporary or perrection after stype of utility so	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Intervice disruption but it did no	npacted business op A" if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencinus ss operations.

	Not disrupted	Less than 24 hours	24 to 72 hours	3 days to 1 week	1 week to 1 month	1 month to 3 months	3 months to 6 months	6 months to 1 year	Greater than 1 year
Electricity									
Water									
Natural gas									
nternet/IT									
Cell phone									
_andline Phone									
Sewer									

Additional Buildings
If your business occupied more than one building prior to the earthquake, you will now be able to complete a similar set of questions for each additional building. If you prefer not to complete another set of questions, you will proceed to the final page of this survey.
154. Would you like to complete the survey for additional buildings?
Yes
○ No

В	aseline Information for Building #3
ea th	lease enter the following information about one building the business occupied in its pre- arthquake state. If your business occupied more than one building, please answer questions in his section for the building with the most significant earthquake impacts. You will be able to complete similar sections for other buildings in the earthquake-impacted region in follow-up ections.
	55. Please enter the primary Business function for this building (i.e. retail store, warehouse, administrative fice, etc.).
15	56. Please enter the building address.
	Owned by business (no mortgage) Owned by business (with mortgage) Rented / Leased Other (please specify)

Evaluation Placard Status for Building #
--

This section will ask questions about post-earthquake building evaluation placards that have been posted for the building you identified in the previous section. Building evaluation placards are posted by the deputized representatives in the city or county in which the building is located and identify if use of the building is restricted. These placards are also sometimes called post-earthquake building "tags."

158. What was the initial status of the building evaluation placard (for the building you previously identified? "Inspected" (Green)

158. What was the initial status of the building evaluation placard (for the building you previously identified?		
"Inspected" (Green)		
"Restricted Use" (Yellow)		
"Unsafe" (Red)		
My building never had a building evaluation placard		
On't Know		
159. If the building was posted with "Restricted Use" (Yellow) or "Unsafe" (Red) placards, what reason was provided on the placard?		
Structural damage repaired		
Facade damage repaired		
Water damage repaired and/or threat of electrical hazard mitigated		
Ceiling damage repaired		
Partition wall damage repaired		
HVAC damage repaired		
Danger from adjacent building damage removed		
No Reason given on the placard		
I am not aware of the reason written on the placard		
Comments		

160. What is the current status of your building evaluation placard (for the building you previously	identified.
"Inspected" (Green)	
"Restricted Use" (Yellow)	
"Unsafe" (Red)	
It was removed	
My building never had a building evaluation placard	
161. If the building evaluation placard was changed or removed since the initial inspection, what rewas provided for the change?	eason(s)
Not applicable. The building evaluation placard was NOT changed or removed since the initial inspection.	
Structural damage repaired	
Facade damage repaired	
Water damage repaired and/or threat of electrical hazard mitigated	
Ceiling damage repaired	
Partition wall damage repaired	
HVAC damage repaired	
Content damage cleaned up	
Danger from adjacent building damage removed	
Original posting was in error	
Subsequent inspection revealed damage was not as severe as initially thought	
No Reason given on the placard	
I am not aware of the reason written on the placard	
Other (please specify)	

162. If the building evaluation placard was changed or removed since the initial inspection, how long after the initial inspection was it changed?
Not applicable. The building evaluation placard was NOT changed or removed since the initial inspection.
Within 24 hours
24 - 72 hours
3 days - 1 week
1 week - 1 month
1 month - 3 months
3 months - 6 months
6 months - 1 year
Greater than 1 year
On't know

Physical Damage to Building #3 from Earthquake

This section will ask a question about the post-earthquake damage to the building you identified in the previous section.

·	
163. What types of earthquake damage occurred in this building?	
No Damage, thus no repairs needed.	
Contents/Inventory Damage only, thus no repairs needed for any building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.).	
Non-repairable damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage, thus business will NOT re-occupy this building.	
Repairable Minor Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.	
Repairable Moderate Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.	
Repairable Extensive Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.	

Repair Status of Building #3
This section will ask questions about the status and type of repairs being made to the building you identified in the previous section.
164. What is the current status of repairs for the building you previously identified?
Not started
Started but not complete
Complete
165. If the building repairs have not started, please indicate what is preventing them from starting. Can't find a contractor
Can't find an engineer
Design delays
Too costly
Can't access financing
Insurance delays
Permit delays
Inspection delays
Site access restriction
Weather
Aftershocks
Red tag or building placard (i.e. it is unsafe to enter building)
Yellow tag or building placard (i.e. it is unsafe to enter portions of the building)
Regulatory delays
Legal or personal dispute
Not a priority because it doesn't affect business operations
Other (please specify)

Repair Status of Building #3 (continued, part 2)
166. If the building repairs have started, when did they begin? Please enter approximate date.
N/A (repairs have not started)
Please enter approximate date:
167. If the building repairs are complete, when were they completed?
N/A (repairs have not started)
Repairs have not been complete
Please enter approximate date:
168. If site access restrictions have hindered the ability to make repairs, what were they caused by?
N/A (No site access restrictions have caused repair delays)
Adjacent building damage
Neighborhood is cordoned off
Roads are inaccessible
Hazardous materials
Unsafe due to unstable ground hazards
Red or yellow tag (building placard)
Don't know
Other (please specify)
169. Are you familiar with the repair process and/or costs associated with the building you occupied at the
time of the earthquake?
Yes (I am familiar with the building repair status and cost information)
No (I do not know the building repair status and its cost)

Repair Status of Build	ding #3 (continue	ed, part 3)					
170. How much did it/w not started or been com			• .	,	•		• ,	-	have
Unknown		·							
Please enter approxima	te cost in U	.S. dollars							
171. Was a contractor h	ired to m	ake repai	rs?						
Yes									
No									
Don't know									
172. Please answer the	following	guestion	s about fi	nding and	l hiring a d	contractor			
		1 week to	1 month to 3 months	3 months to 6 months	6 months	Greater than 1 year	Not Started	Started, but not yet complete	N/A
How long after earthquake did you start searching for a contractor?									
Once you started searching, how long did it take for you to find and hire a contractor?								\bigcirc	
Once the contractor was hired, how long did it take for them to begin repairs on site?									
173. Was a structural e	ngineer hi	red to pro	ovide cons	sulting se	rvices for (damage r	epair opt	tions?	
Yes									
No									
Don't know									

No Don't know 176. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know	174. Please answer the	following	question	ıs about fiı	nding and	hiring a s	structural	engineer		
did you start searching for a structural engineer? Once you started searching, how long did it take for you to find and hire a structural engineer? Once the structural engineer? Once you to find and hire a structural engineer? Once the structural engineer? Once you to find and hire a structural engineer? Once the structural engineer? Once you started searching for a structural engineer in take for you to find and hire a structural engineer? Once you started searching for a structural engineer in take for you to find and hire a structural engineer? Yes No Don't know To hir structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know Don't know Don't know					to 6		than 1		but not yet	N/A
searching, how long did it take for you to find and hire a structural engineer? Once the structural engineer? Once the structural engineer? 175. Is the structural engineer required to prepare calculations and/or drawings for any repairs? Yes No Don't know 176. Were permits required to begin repairs? Yes, for structural repairs only Yes, for structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know 177. When was the permit submitted for structural repairs? Don't know	did you start searching for									
engineer was hired, how long did it take for them to begin repairs on site? 175. Is the structural engineer required to prepare calculations and/or drawings for any repairs? Yes No Don't know 176. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know 177. When was the permit submitted for structural repairs? Don't know	searching, how long did it take for you to find and	\bigcirc	\bigcirc						\bigcirc	\bigcirc
Yes No Don't know 176. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know 177. When was the permit submitted for structural repairs? Don't know	engineer was hired, how long did it take for them to									
No Don't know 176. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know 177. When was the permit submitted for structural repairs? Don't know	175. Is the structural en	ngineer re	quired to	prepare ca	alculation	s and/or o	lrawings f	or any re	pairs?	
Don't know 176. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know 177. When was the permit submitted for structural repairs? Don't know	Yes									
176. Were permits required to begin repairs? Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know 177. When was the permit submitted for structural repairs? Don't know	No									
Yes, for structural repairs only Yes, for non-structural repairs only (e.g architectural components, HVAC, mechanical equipment, etc) Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know 177. When was the permit submitted for structural repairs? Don't know	DOITT KNOW									
Yes, for BOTH structural repairs AND non-structural repairs (e.g architectural components, HVAC, mechanical equipment, etc) No Don't know 177. When was the permit submitted for structural repairs? Don't know	Yes, for structural repair	rs only			onents, HVA	AC, mechani	cal equipme	ent, etc)		
No Don't know 177. When was the permit submitted for structural repairs? Don't know									anical equipm	ent, etc)
177. When was the permit submitted for structural repairs? Don't know		·		·	. 0		·	ŕ		, ,
Don't know	Don't know									
Don't know										
	177. When was the per	mit submi	itted for s	tructural re	epairs?					
Please enter date:	Don't know									
	Please enter date:									

178. How long did it take after the permit for structural repairs was submitted for it to be approved?
Over the counter
Less than 1 week
1 week to 1 month
1 month to 3 months
3 months to 6 months
6 months to 1 year
Still waiting
Don't know
179. Were the structural repairs made required to satisfy current code (i.e. upgraded relative to pre-earthquake structural conditions)?
Yes
○ No
180. If not mandatory, did you choose to voluntarily upgrade the structural system relative to pre- earthquake structural conditions?
Yes
○ No
181. When was the permit submitted for non-structural repairs?
Don't know
○ N/A
Please enter date:

182	2. How long did it take after the permit for non-structural repairs was submitted for it to be approved?
	Over the counter
	Less than 1 week
	1 week to 1 month
	1 month to 3 months
	3 months to 6 months
	6 months to 1 year
	Still waiting
	Don't know
	N/A

Recovery Status of Business at this Building Location

This section will ask questions about the recovery status of post-earthquake business operations at the building you identified in the previous section.

at the building you identified in the previous section.
183. What is the current status of business operations (compared to before the earthquake) at the building you previously identified?
Operating at reduced capacity (e.g., fewer hours, decreased production, limited inventory or function, limited staff/employees, reduced customer base, etc.)
Operating at normal capacity
Operating at increased capacity (e.g., longer hours, increased production, etc.)
Temporarily ceased operations at this building, but plan to resume operations at this building in the future.
Permanently closed operations at this building.
184. When did business operations resume at the building you previously identified?
Business operations have not resumed at this location.
Did not cease operations
Within 24 hours
24-72 hours
3 days - 1 week
1 week - 1 month
1-3 months
3-6 months
More than 6 months

operations in the building		various factors influencir		
185. If your business perma	g you identifi		•	business
		ed in the previous section	1.	
	=	d at this location, please bridentified.	efly describe the rea	sons for business
	• •	ng at reduced, normal or inc which delayed resumption		·
you previously identified.	-			_
location, please indicate the	e degree to w	ncing or has experienced p hich it is impacting or has ir nanent closure). Select "N/A	npacted business or	perations (or lack of
this type of property damag	ge after the ea	arthquake, and "No Impact" amage but it did not affect y	if you are currently e	experiencing or
	No Impact	Minor to Moderate Impact	Major Impact	N/A
Structural damage				
Nonstructural damage				
Inventory damage				
Equipment damage				
Equipment damage Contents damage				0
	0			
Contents damage	0			
Contents damage Ground surface damage	asse describe:			
Contents damage Ground surface damage Other	ease describe:			
Contents damage Ground surface damage Other	ease describe:			

	No Impact	Minor to Moderate Impact	Major Impact	N/A
Insafe or restricted use lacards	0		\circ	
Damage to neighboring uildings				
Road closures				
ocated within restricted area	\bigcirc			
Other				
9. If your business is	currently experie	encing or has experienced u	•	_
39. If your business is ocation, please indicate perations in cases of tests type of utility services have experienced this	currently experiently the degree to we have a comporary or perrected disruption after	•	npacted business op a" if your business di npact" if you are curr	perations (or lack d not experience ently experiencin
39. If your business is ocation, please indicate perations in cases of tests type of utility services have experienced this cack of power	currently experiently the degree to we emporary or perrors disruption after a type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im ervice disruption but it did no	npacted business op " if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
19. If your business is cation, please indicate perations in cases of test type of utility services have experienced this ack of power	currently experiently the degree to we emporary or perrors disruption after a type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im ervice disruption but it did no	npacted business op " if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
39. If your business is cation, please indicate perations in cases of test type of utility services have experienced this ack of power ack of water	currently experiently the degree to we emporary or perrors disruption after a type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im- ervice disruption but it did no	npacted business op " if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
39. If your business is cation, please indicate perations in cases of tests type of utility services have experienced this cack of power cack of water cack of gas/oil cack of internet/IT	currently experiently the degree to we emporary or perrors disruption after a type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im- ervice disruption but it did no	npacted business op " if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
39. If your business is cation, please indicate perations in cases of tests type of utility services have experienced this cack of power cack of water cack of gas/oil cack of internet/IT cack of cell phone	currently experiently the degree to we emporary or perrors disruption after a type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im- ervice disruption but it did no	npacted business op " if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.
cation, please indicate perations in cases of te is type of utility service	currently experiently the degree to we emporary or perrors disruption after a type of utility se	which it is impacting or has in manent closure). Select "N/A the earthquake, and "No Im- ervice disruption but it did no	npacted business op " if your business di npact" if you are curr ot affect your busine	perations (or lack d not experience ently experiencin ss operations.

	Not disrupted	Less than 24 hours	24 to 72 hours	3 days to 1 week	1 week to 1 month	1 month to 3 months	3 months to 6 months	6 months to 1 year	Greater than 1 year
Electricity									
Water									
Natural gas									
nternet/IT									
Cell phone									
_andline Phone									
Sewer									

Additional Buildings
If your business occupied more than one building prior to the earthquake, you will now be able to complete a similar set of questions for each additional building. If you prefer not to complete another set of questions, you will proceed to the final page of this survey.
191. Would you like to complete the survey for additional buildings?
Yes
○ No

Baseline Information for Building	Buildina #4	for B	Information	Baseline
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Please enter the following information about one building the business occupied in its preearthquake state. If your business occupied more than one building, please answer questions in this section for the building with the most significant earthquake impacts. You will be able to complete similar sections for other buildings in the earthquake-impacted region in follow-up sections.

Business Name Square footage of this business within the building Unique Business Address or Suite Number if applicable Name, email, and phone number of the person who owns or manages the business, if available 193. Are there additional businesses in this building? Yes No No 194. Please enter the primary Business function for this building (i.e. retail store, warehouse, administrative office, etc.).	192. Please enter the earthquake.	tollowing infor	mation for the fo	ourth business	that occupion	ed this b	uilding prid	or to the
business within the building Unique Business Address or Suite Number if applicable Name, email, and phone number of the person who owns or manages the business, if available 193. Are there additional businesses in this building? Yes No No 194. Please enter the primary Business function for this building (i.e. retail store, warehouse, administration office, etc.).	Business Name							
or Suite Number if applicable Name, email, and phone number of the person who owns or manages the business, if available 193. Are there additional businesses in this building? Yes No No 194. Please enter the primary Business function for this building (i.e. retail store, warehouse, administrative office, etc.).	business within the							
number of the person who owns or manages the business, if available 193. Are there additional businesses in this building? Yes No 194. Please enter the primary Business function for this building (i.e. retail store, warehouse, administrative office, etc.).	or Suite Number if							
Yes No No 194. Please enter the primary Business function for this building (i.e. retail store, warehouse, administrative office, etc.).	number of the person who)						
No 194. Please enter the primary Business function for this building (i.e. retail store, warehouse, administrative office, etc.).								
office, etc.).	business, if available 193. Are there addition	nal businesses	s in this building	?				
195. Please enter the building address.	business, if available 193. Are there addition Yes	onal businesses	s in this building	?				
	business, if available 193. Are there addition Yes No No 194. Please enter the				.e. retail sto	re, warel	nouse, adr	ministrativ
	business, if available 193. Are there addition Yes No 194. Please enter the office, etc.).	e primary Busin	ess function for		.e. retail sto	re, warel	nouse, adr	ministrativ
	business, if available 193. Are there addition Yes No 194. Please enter the office, etc.).	e primary Busin	ess function for		.e. retail sto	re, warel	nouse, adr	ministrativ

•	What was the ownership status of this building before the earthquake?
] (Owned by business (no mortgage)
[C	Owned by business (with mortgage)
F	Rented / Leased
C	Other (please specify)
, [
L	

Evaluation Placard Status for Building #	Evaluation	Placard	Status	for	Building	#4
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This section will ask questions about post-earthquake building evaluation placards that have been posted for the building you identified in the previous section. Building evaluation placards are posted by the deputized representatives in the city or county in which the building is located and identify if use of the building is restricted. These placards are also sometimes called post-earthquake building "tags."

197. What was the initial status of the building evaluation placard (for the building you previously identified?

earthquake building "tags."
197. What was the initial status of the building evaluation placard (for the building you previously identified?
"Inspected" (Green)
"Restricted Use" (Yellow)
"Unsafe" (Red)
My building never had a building evaluation placard
On't Know
198. If the building was posted with "Restricted Use" (Yellow) or "Unsafe" (Red) placards, what reason was provided on the placard?
Structural damage repaired
Facade damage repaired
Water damage repaired and/or threat of electrical hazard mitigated
Ceiling damage repaired
Partition wall damage repaired
HVAC damage repaired
Danger from adjacent building damage removed
No Reason given on the placard
I am not aware of the reason written on the placard
Comments

199. What is the current status of your building evaluation placard (for the building you previously identified)	
"Inspected" (Green)	
"Restricted Use" (Yellow)	
"Unsafe" (Red)	
It was removed	
My building never had a building evaluation placard	
200. If the building evaluation placard was changed or removed since the initial inspection, what reason(s) was provided for the change?	
Not applicable. The building evaluation placard was NOT changed or removed since the initial inspection.	
Structural damage repaired	
Facade damage repaired	
Water damage repaired and/or threat of electrical hazard mitigated	
Ceiling damage repaired	
Partition wall damage repaired	
HVAC damage repaired	
Content damage cleaned up	
Danger from adjacent building damage removed	
Original posting was in error	
Subsequent inspection revealed damage was not as severe as initially thought	
No Reason given on the placard	
I am not aware of the reason written on the placard	
Other (please specify)	

201. If the building evaluation placard was changed or removed since the initial inspection, how long after the initial inspection was it changed?
Not applicable. The building evaluation placard was NOT changed or removed since the initial inspection.
Within 24 hours
24 - 72 hours
3 days - 1 week
1 week - 1 month
1 month - 3 months
3 months - 6 months
6 months - 1 year
Greater than 1 year
On't know

Physical Damage to Building #4 from Earthquake

This section will ask a question about the post-earthquake damage to the building you identified in the previous section.

	the	previous section.
*	202	. What types of earthquake damage occurred in this building?
		No Damage, thus no repairs needed.
		Contents/Inventory Damage only, thus no repairs needed for any building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.).
		Non-repairable damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage, thus business will NOT re-occupy this building.
		Repairable Minor Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.
		Repairable Moderate Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.
		Repairable Extensive Damage to building elements (building structural walls/frame, facade/windows/parapet, plumbing/water damage, ceiling, partition walls, heating/venting/air conditioning, etc.) with or without contents/inventory damage.

Repair Status of Building #4
This section will ask questions about the status and type of repairs being made to the building you identified in the previous section.
203. What is the current status of repairs for the building you previously identified?
Not started
Started but not complete
Complete
204. If the building repairs have not started, please indicate what is preventing them from starting.
Can't find a contractor
Can't find an engineer
Design delays
Too costly
Can't access financing
Insurance delays
Permit delays
Inspection delays
Site access restriction
Weather
Aftershocks
Red tag or building placard (i.e. it is unsafe to enter building)
Yellow tag or building placard (i.e. it is unsafe to enter portions of the building)
Regulatory delays
Legal or personal dispute
Other (please specify)

Repair Status of Building #4 (continued, part 3)
205. If the building repairs have started, when did they begin? Please enter approximate date.
N/A (repairs have not started)
Please enter approximate date:
206. If the building repairs are complete, when were they completed?
N/A (repairs have not started)
Repairs have not been completed yet
Please enter approximate date:
207. If site access restrictions have hindered the ability to make repairs, what were they caused by?
N/A (No site access restrictions have caused repair delays)
Adjacent building damage
Neighborhood is cordoned off
Roads are inaccessible
Hazardous materials
Unsafe due to unstable ground hazards
Red or yellow tag (building placard)
Don't know
Other (please specify)
208. Are you familiar with the repair process and/or costs associated with the building you occupied at the time of the earthquake?
Yes (I am familiar with the building repair status and cost information)
No (I do not know the building repair status and its cost)

Repair Status of Buil 209. How much did it/w not started or been con Unknown Please enter approxima	rill it cost t	o make b lease pro	uilding rep	pairs (exc	_				have
210. Was a contractor h	nired to m	ake repai	rs?						
Yes									
Don't know									
How long after earthquake did you start searching for a contractor?		1 week to	1 month to 3 months	3 months to 6 months	6 months to 1 year	Greater than 1 year	Not Started	Started, but not yet complete	N/A
Once you started searching, how long did it take for you to find and hire a contractor?									
Once the contractor was hired, how long did it take for them to begin repairs on site?									
212. Was a structural e Yes No Don't know	ngineer h	red to pro	ovide cons	sulting se	rvices for	damage r	epair opt	ions?	

213. Please answer the	following	question	s about fir	nding and	l hiring a s	structural	engineer	•	
	Less than a week		1 month to 3 months	3 months to 6 months	6 months to 1 year	Greater than 1 year	Not Started	Started, but not yet complete	N/A
How long after earthquake did you start searching for a structural engineer?									
Once you started searching, how long did it take for you to find and hire a structural engineer?								\bigcirc	
Once the structural engineer was hired, how long did it take for them to begin repairs on site?								\circ	
214. Is the structural en Yes No Don't know 215. Were permits requ Yes, for structural repair Yes, for non-structural re Yes, for BOTH structural No	ired to be s only epairs only	gin repail	rs? ctural compo	onents, HVA	AC, mechani	cal equipme	ent, etc)		ent, etc)
Don't know 216. When was the period Don't know Please enter date:	mit submi	tted for si	tructural re	epairs?					

217. How long did it take after the permit for structural repairs was submitted for it to be approved?
Over the counter
Less than 1 week
1 week to 1 month
1 month to 3 months
3 months to 6 months
6 months to 1 year
Still waiting
Oon't know
218. Were the structural repairs made required to satisfy current code (i.e. upgraded relative to pre-earthquake structural conditions)?
Yes
○ No
219. If not mandatory, did you choose to voluntarily upgrade the structural system relative to pre- earthquake structural conditions?
Yes
○ No
220. When was the permit submitted for non-structural repairs?
Don't know
N/A
Please enter date:

221. How long did it take after the permit for non-structural repairs was submitted for it to be approved	12
	•
Over the counter	
Less than 1 week	
1 week to 1 month	
1 month to 3 months	
3 months to 6 months	
6 months to 1 year	
Still waiting	
Oon't know	
○ N/A	

Recovery Status of Business at this Building Location

This section will ask questions about the recovery status of post-earthquake business operations at the building you identified in the previous section.

at the building you identified in the previous section.
222. What is the current status of business operations (compared to before the earthquake) at the building you previously identified?
Operating at reduced capacity (e.g., fewer hours, decreased production, limited inventory or function, limited staff/employees, reduced customer base, etc.)
Operating at normal capacity
Operating at increased capacity (e.g., longer hours, increased production, etc.)
Temporarily ceased operations at this building, but plan to resume operations at this building in the future.
Permanently closed operations at this building.
223. When did business operations resume at the building you previously identified?
Business operations have not resumed at this location.
Did not cease operations
Within 24 hours
24-72 hours
3 days - 1 week
1 week - 1 month
1-3 months
3-6 months
More than 6 months

		ness at this Building Loc	alion	
		various factors influencing in the previous section	-	business
224. If your business per closure at the building yo	=	d at this location, please bri	efly describe the rea	asons for business
closure at the ballating ye	a previously lac	onuned.		
•	ary impediments	ng at reduced, normal or inc s which delayed resumption	, ,	•
location, please indicate		encing or has experienced p		•
this type of property dam	age after the ea	nanent closure). Select "N/A arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently	did not experience experiencing or
this type of property dam have experienced this type	age after the ea	arthquake, and "No Impact"	A" if your business of if you are currently	did not experience experiencing or
this type of property dam	nage after the ea	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this type	nage after the ea	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this type. Structural damage	nage after the ea	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this typ Structural damage Nonstructural damage	nage after the ea	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this typ Structural damage Nonstructural damage Inventory damage	nage after the ea	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this type. Structural damage. Nonstructural damage. Inventory damage. Equipment damage.	nage after the ea	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this type. Structural damage. Nonstructural damage. Inventory damage. Equipment damage. Contents damage.	nage after the ea	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this typ Structural damage Nonstructural damage Inventory damage Equipment damage Contents damage Ground surface damage	No Impact	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this typ Structural damage Nonstructural damage Inventory damage Equipment damage Contents damage Ground surface damage Other	No Impact	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.
this type of property dam have experienced this typ Structural damage Nonstructural damage Inventory damage Equipment damage Contents damage Ground surface damage Other	No Impact	arthquake, and "No Impact" amage but it did not affect y	A" if your business of if you are currently your business operated.	did not experience experiencing or ations.

	No Impact	Minor to Moderate Impact	Major Impact	N/A
Insafe or restricted use lacards		0		
Damage to neighboring uildings				
Road closures				
ocated within restricted			\bigcirc	
Other				
ou selected "Other" above,	please describe:			
ocation, please indicate for perations in cases of terministype of utility service	the degree to w mporary or perr disruption after	encing or has experienced u which it is impacting or has in manent closure). Select "N/A the earthquake, and "No In ervice disruption but it did no	mpacted business op A" if your business di npact" if you are curr	perations (or lack d not experience ently experiencin
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Water O O O O O O O O O O O O O O O O O O O		Not disrupted	Less than 24 hours	24 to 72 hours	3 days to 1 week	1 week to 1 month	1 month to 3 months	3 months to 6 months	6 months to 1 year	Greater than 1 year
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Sewer	Landline Phone									
	Sewer									

Concluding Questions
This study is only made possible through your participation so the research team would like to thank you very much for your time. Your responses on this questionnaire are greatly valued and appreciated. As a reminder, you may withdraw your participation, including the withdrawal of any information you have provided, for two weeks from the time you completed this questionnaire. If you have any questions about the research or the questionnaire, please contact: Shizza Fatima, EERI Interim Napa Pilot Survey Project Lead, by phone at (510) 451-0905 or email at shizza@eeri.org
230. Do you have any final comments or information to add about your business that has not been addressed in this survey?
231. Are you available to be contacted in the future by outside researchers with follow-up questions?
Yes
○ No
232. Would you like to receive a summary of the survey results? Yes No
233. If desired, please re-enter your name and contact information.
Name:
Email:
Yes No No 232. Would you like to receive a summary of the survey results? Yes No No 233. If desired, please re-enter your name and contact information. Name:

	Feedback (on Survey	for Na	pa Pilot
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The final 5 questions below have been prepared to get your feedback on the pilot version survey used for business impacted by the 2014 South Napa Earthquake. This pilot is our first distribution of the survey to businesses, so any feedback will help us improve the survey for future earthquakes. If you would rather give this feedback orally by a phone interview, you can instead enter your contact information below and a member of the research team will contact you. 234. If you would rather give this feedback orally by a phone interview, please enter your phone number. Otherwise, please skip this question and you can provide feedback in the final 5 questions below. 235. How long did it take you to complete the survey? 236. Were there portions of the survey that were difficult to answer? Why? 237. Was there information you would have liked to provide that was not asked about on the survey? No Yes, please explain: 238. Would you be willing to answer survey questions several times over a two year period? How many times? 239. Anything else to add?