Napier
City Council

2023 Post-Cyclone
Community Wellbeing
Survey

| SIL Research

July 2023

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Te Kaunihera o Ahuriri

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EXECUTIVE SUMMARY

The purpose of this research was to gain a better understanding of the impacts of Cyclone Gabrielle on the Napier community, to measure community wellbeing and emergency preparedness post-cyclone.

Research was undertaken between 5 May and 6 June 2023. Multiple data collection methods were utilised to ensure residents were well-represented (including telephone interviews, postal surveys, and online). Where relevant, the current 2023 findings were compared to the NCC Social Monitor Survey results between 2019-2022 and 2020 Post-Covid-19 Wellbeing Survey. A total of n=466 responses were used in the final analysis.

The main findings were as follows:

Life in Napier

- 60% of respondents rated their life in Napier as '*good*' or '*very good*' (down from 70% in 2022). The impact of Cyclone Gabrielle was a contributing factor, as perceived negative impacts affected respondents' perceptions of life in Napier. Furthermore, 47% of respondents believed that their quality of life had declined.

- Despite the significant impact of the cyclone on life in Napier, there was no immediate association between reported cyclone damage and the likelihood of moving from Napier in the next 5 years. 69% of respondents expressed their intention to continue living in Napier for the next 5 years (72% in 2022). This commitment to staying in Napier can be attributed in part to the strong community resilience and social connections experienced by respondents. Despite the challenges, 78% of respondents still perceived their neighbourhood as a good place to live.

Cyclone impacts

- 84% of respondents reported a negative impact of Cyclone Gabrielle. The perceived negative impact of the cyclone was significantly greater than the Covid-19 national emergency in 2020 (57%).

- The cyclone had diverse impacts on the Napier community, including damage to properties (19%) and belongings or valuables (28%), mental health concerns (66%), health issues (19%), and other negative experiences such as work loss or disruption, loss of power, travel delays, and affected family members, among others.

- Among those reporting negative impacts, 44% indicated receiving financial support from the government's Civil Defence fund to cover losses related to food, income, etc. Additionally, 12% recalled receiving other forms of financial support.

- In addition, 41% of respondents reporting property and/or valuables damage made an insurance claim for their losses related to the cyclone.

- However, 31% of respondents with property or valuables damage either did not have insurance or their losses were not covered. Moreover, n=32 respondents with some type of damage (property and/or valuables) did not report applying to or receiving any financial assistance (22%) at the time of the survey.

Wellbeing

- Half of the respondents (52%) rated their personal health as '*good*' or '*very good*'. However, this represented a decline compared to the period of 2020-2022. Again, Cyclone Gabrielle was a contributing factor. Both mental wellbeing and physical health were reportedly affected by the cyclone.

- The key issues associated with mental wellbeing were anxiety (31%), feelings of worry and fear, followed by stress (24%), and feeling depressed, low, or down (16%). As a result, the overall mental wellbeing distress index saw a significant increase (indicating greater distress) for the first time in five years, reaching 12.1 (up from 10.5 in 2022).

- One of the main physical health concerns following the cyclone was the additional physical work involved in rebuilding and cleaning, which led to associated injuries such as strains, bruising, and injuries to the back and knees, etc. 7% specifically self-reported silt-associated issues.

- Almost two-thirds of respondents expressed concerns about weather warnings (65%) and being isolated or cut off during a major event (64%). 48% of respondents reported experiencing general anxiety when it rains.

- Half of the respondents expressed concerns regarding businesses in Napier (50%) and Hawke's Bay in general (53%), loved ones' health (51%), and access to healthcare services (50%).

- Lower but still substantial levels of concern were reported regarding personal health (36%), restricted travel opportunities (34%), and financial stability (paying bills at 36% or becoming unemployed at 31%).

Social support

- The average agreement score for social connections (78%) remained high in 2023 after the cyclone (74% in 2022). The perceived factor most beneficial for communities dealing with the cyclone emergency was the presence of robust social connections and a sense of unity within the community, leading residents to support one another. 71% of respondents agreed that people in their community take care of or provide help for one another (60% in 2022).

- In contrast, fewer respondents agreed their neighbourhood had everything they need (57%, down from 66% in 2022); and sense of pride with how their neighbourhood looks and feels also decreased (56%, down from 64% in 2022).

Resilience

- Community resilience (scoring 68.6 out of 100) displayed a stronger correlation with post-cyclone recovery and overall life in Napier compared to personal resilience (79.7 out of 100). Community resilience was underpinned by people working together effectively to help others, and a general sense of communal coping. Personal resilience was marked by perseverance, self-control and hope in the face of adversity.

- Despite the overall high community spirit, 79% of respondents also identified key challenges that made it difficult for their community to respond to the cyclone emergency. A perceived lack of communication (48%) and information, including not knowing what to do or where to go, or being exposed to misinformation, were among the key challenges. 38% of respondents mentioned the total blackout (no power, no phones, no Internet) as a significant factor affecting their sense of resilience.

Safety in Napier

- Safety perceptions in Napier significantly declined in 2023 post-cyclone, with only 38% of respondents feeling safe (62% in 2022). The most notable change was observed in feeling safe when alone at home at night. This attribute recorded the largest decline in 2023. The key safety issues mentioned by respondents were perceived increases in crime rates, gang activities, burglaries, drugs, and violence (71%).

Civil Defence emergency response and preparedness

- 74% of respondents believed they at least were somewhat prepared for the Cyclone Gabrielle emergency. Additionally, 72% of respondents agreed that the Cyclone Gabrielle emergency prompted them to improve their level of preparedness. The main unprompted changes included respondents increasing their supply of essential items such as food, non-perishable goods, fuel, gas, and cash, and buying or considering buying a generator.

- Perceived attributes of household emergency preparedness, such as having enough food (92%, up from 85% in 2021), water supplies for three days (69%, up from 61% in 2021), and an alternative cooking method without electricity (91%, up from 82% in 2021) increased significantly compared to historical results.

- When considering responsibility for Civil Defence delivery, 48% of respondents identified three or more organisations; in particular the Civil Defence Emergency Management (CDEM) group (57%), emergency services (52%), and Napier City Council (43%).

- 35% of respondents were satisfied with the Civil Defence delivery, which was significantly lower than 47% in 2022. Furthermore, respondents who experienced significant post-cyclone damage were less positive (25%).

- The perceived lack of communication, information, or delayed warnings (61%), together with slow or disorganised response (44%), were cited as the key reasons for this dissatisfaction.

- Consistent with the communication and information challenges identified as primary issues in the post-cyclone period, 53% of respondents recommended better planning for communication and information distribution during future emergencies.

Enhancing community resilience and wellbeing in Napier

It is crucial to consider the impact of significant circumstances and environmental factors that could potentially influence respondents' views and opinions. Cyclone Gabrielle had a significant impact on the community, affecting various aspects of life in Napier. The cyclone caused damage to properties and valuables, resulting in widespread physical and emotional effects on individuals. Additionally, the cost of living in New Zealand has been steadily increasing, putting financial pressure on Napier residents. Furthermore, there were perceived and reported increases in criminal activity after the cyclone, which created a sense of insecurity in the community; potentially impacting respondents' perceptions of safety and overall satisfaction with life in Napier.

Fostering strong social connections and collaborative efforts remain high priorities within the community, as these were identified as critical factors in coping with the emergency.

Even in the face of service disruptions or delayed ability for practical response, keeping residents informed of warnings (e.g. evacuation notice) and progress is essential to maintain an ongoing sense of certainty and wellbeing. Communication and information distribution during emergencies, including early warning systems (e.g. mobile alerts), clearer guidelines, and information distribution by wider community reaching methods presented one of the greatest opportunities for improvement.

Strengthening community emergency preparedness and maintaining high levels of reported preparedness is also essential. This could include additional focus on improving preparedness attributes that received lower agreement scores, such as having an emergency plan, or encouraging residents to have emergency getaway kits and providing guidance on their importance.

Furthermore, collaborative measures could be taken to improve safety perceptions in Napier, particularly addressing concerns related to crime rates, gang activities, and burglaries.

Overall, it is important to address the negative impacts of the cyclone, prioritise mental health support, and ensure effective communication, coordination, and preparedness to enhance the resilience and wellbeing of the Napier community.

METHODOLOGY

RESEARCH GOAL

In February 2023, a severe tropical cyclone named Cyclone Gabrielle caused extensive flooding and wind damage in Hawke's Bay. As a result of stopbank erosion, substantial areas on the low-lying Heretaunga Plains surrounding the river were submerged. This also led to disruptions in traffic between Napier and Hastings due to damaged bridges and the flooded Expressway.

Power was cut off for multiple days to approximately 32,000 properties in and around Napier when the main Redclyffe substation was damaged by flooding after the Tutaekuri River burst its banks.

The main objective of this research was to gain more understanding of the impacts of Cyclone Gabrielle on the Napier community, to measure community wellbeing and emergency preparedness post-cyclone. This understanding will inform actions for ongoing recovery from the damage caused by the cyclone, and help develop strategies for building disaster resilience in the community.

The research was conducted approximately 2-3 months after the main cyclone event, following the lifting of the national civil defence emergency and full restoration of power within the Napier City Council catchment area. However, significant traffic congestion persisted between Napier and Hastings during the fieldwork period due to the widespread destruction of local roads and bridges caused by Cyclone Gabrielle. Recovery and restoration efforts led by Civil Defence, local Councils, community groups, associated agencies and volunteers would be ongoing throughout February, March and beyond. In addition, financial aid from local and national sources was available.

QUESTIONNAIRE AND PROJECT SPECIFICS

In April 2023, SIL Research together with NCC developed a Post-Cyclone Wellbeing questionnaire. The initial draft was based on international research conducted to assess flood impacts and community flood resilience, as well as the annual NCC Social Monitor survey. The questionnaire was tested prior to full scale data collection to ensure the survey was fit for purpose.

The survey focused on eight key topics:

- Cyclone Gabrielle impacts
- Psychological and physical wellbeing
- Post-cyclone concerns
- Safety perceptions
- Social connections, neighbourhood and support
- Disaster resilience
- Emergency preparedness
- Overall life satisfaction

Given the sensitivity of the topic, the survey provided additional information about the support available to residents, such as mental wellbeing services, accommodation options, financial assistance, and more. Furthermore, respondents had an opportunity to request a contact from Council representatives for further information in relation to post-cyclone recovery.

DATA COLLECTION

The survey was undertaken between 5 May and 6 June 2023.

Multiple data collection methods were utilised to ensure residents were well-represented. The mixed-methods approach included:

(1) Postal survey. A total of 1,500 survey forms were delivered to randomly selected Napier households, with the addition of some oversampling in areas within Napier experiencing greater impacts;

(2) Telephone survey. Respondents were randomly selected from the publicly available telephone directories within each ward;

(3) Social media (available via SIL Research social media platforms, such as Facebook). The invitation advertisement was randomly promoted to Napier residents within each ward;

(4) Online/web based (available via NCC's channels). Surveys were advertised via NCC's Facebook page to increase survey awareness.

A total of n=466 surveys were used in the final analysis.

DATA ANALYSIS

Post-stratification (weighting) was applied to the full dataset to reflect Napier's ward, age and gender group proportions as determined by the Statistics New Zealand 2018 Census.

Table 1 Responses by ward

	Responses (*oversampled*)	Responses (*post-stratified*)	Population %
Ahuriri Ward	66 (14%)	83 (18%)	18%
Onekawa - Tamatea Ward	81 (17%)	79 (17%)	17%
Nelson Park Ward	106 (23%)	129 (28%)	28%
Taradale Ward	213 (46%)	175 (37%)	38%

SIL Research ensured quality control during the fieldwork period.

Further checks included, but were not limited to, removal of incomplete responses, duplicate responses (e.g. prize draw entries) and responses coming from outside of Napier.

The main resident groups analysed in this report were: ward, age, gender, ethnicity, home ownership, tenure, annual income and living situation in Napier. During the analysis stage of this report, two sets of statistical testing were employed while reviewing data findings. Chi-square tests were used when comparing group results in tables, and ANOVA tests were used when comparing statement averages across groups. The threshold for reporting any statistically significant differences was a p-value of 0.05. Where differences were outside this threshold (less than 95%), no comments were made; where differences were within this threshold, comments have been made within the context of their practical relevance to NCC.

Overall results are reported with margins of error at a 95% confidence level. The maximum likely error margin occurs when a reported percentage is close to 50%.

Table 2 Margin of error

	Reported percentages	
Responses n=	50%	80% or 20%
466	±4.5	±3.6
400	±4.9	±3.9
300	±5.6	±4.5
200	±6.9	±5.5
100	±9.8	±7.8

A reported significant difference implies that, within a given tested sample group or factor (e.g. age, ward, ethnicity, etc.), one or more subsample result is substantially different from other subsample results (e.g. younger vs. older respondents, one ward vs. another ward, etc.). Where results do

vary within a sample group, this difference is noted in the report text or shown in the Appendix tables.

NOTES ON REPORTING

Where relevant, the current 2023 findings were compared to the NCC Social Monitor Survey results between 2019-2022 and 2020 Post-Covid-19 Wellbeing Survey; and to Napier emergency preparedness measures from the historical Hawke's Bay Regional Council studies.

Due to rounding, figures with percentages may not add to 100%. Reported percentages were calculated on actual results not rounded values.

Where results are reported by sub-groups of residents, estimates of results may not be statistically reliable due to the high margins of error (small sample sizes).

Overall '*satisfaction*'/'*agreement*' percentages presented in this report are aggregated 4-5 responses on a 1-5 scale.

Open-ended (free-text) responses were also collected to allow residents to provide more detailed qualitative feedback. SIL Research used a content analysis approach to determine certain themes, concepts or issues within this feedback. This represents a '*bottom up*' data driven approach where identified themes are derived purely from the collective respondent feedback, rather than fitting responses into pre-determined categories. Results for reported themes may not add to 100% as several themes could be mentioned by a given respondent.

The strength of trends or changes over time was also assessed. R^2 is a measure based on regression analysis of results over time. It was applied to the historical and current aggregated agreement ratings. In summary, the closer the R^2 value is to 100%, the more likely there is a trend towards an increase or decrease in ratings over time.

The regression and correlation analysis were used for key driver analysis (relative importance) and data relationship assessment. These statistical methods investigate the relationships between potential influential factors (e.g. predictors) and residents' overall perceptions about their life in Napier. Identified key drivers are factors that have a greater improvement potential.

RESPONSES USED IN THE ANALYSIS

Table 1 Responses by age

	Frequency	Percent
18-39	148	32%
40-64	196	42%
65+	122	26%
Total	466	100%

Table 2 Responses by gender

	Frequency	Percent
Male	269	58%
Female	197	42%
Total	466	100%

Table 3 Responses by home ownership

	Frequency	Percent
Other	39	8%
Owned	334	72%
Rented	93	20%
Total	466	100%

Table 4 Responses by ethnicity (aggregated, multi-choice)

	Frequency	Percent
New Zealand European	392	84%
European	34	7%
Māori	78	17%
Other	28	6%
New Zealander/Kiwi	8	2%

Table 5 Responses by tenure in Napier (aggregated)

	Frequency	Percent
Under 10 years	118	25%
More than 10 years	347	75%
No answer	1	0%
Total	466	100%

Table 6 Responses by living situation

	Frequency	Percent
Other	41	9%
Live alone	89	19%
Couple without children	86	19%
Family with children at home	136	29%
Single parent with children at home	25	5%
Empty nesters (children left home)	73	16%
I'd rather not say	15	3%
Total	466	100%

Table 7 Responses by annual household income

	Frequency	Percent
Other	10	2%
$20,000 or less	16	3%
$20,001-$30,000	38	8%
$30,001-$50,000	51	11%
$50,001-$70,000	55	12%
$70,001-$100,000	67	14%
$100,000 or more	136	29%
I'd rather not say	93	20%
Total	466	100%

Note: the dataset was statistically weighted to increase accuracy of the reported results.

In addition, all respondents were asked if they had experienced a flooding event before, and their perceived impacts of Cyclone Gabrielle. Based on reported impacts, four groups of respondents were identified for further analysis in order to identify potential trends and relationships (if any).

Table 8 Responses by prior flood experience

	Frequency	Percent
Have not experienced flooding before	216	46%
Have experienced flooding before	250	54%
Total	466	100%

Table 9 Cyclone Gabrielle impact and damage segments

	Frequency	Percent
Positive or no impact	77	16%
Negative impact & no immediate damage *(perceived negative impact with no reported damage to property or other valuables)*	244	52%
Negative impact & some damage *(perceived negative impact with either minor property or other valuables damage)*	103	22%
Negative impact & major damage* *(perceived negative impact with damage to both property and other valuables, or significant damage to a property)*	42	9%
Total	466	100%

*According to available information there were 132 properties that received either a red (4) or yellow (128) sticker in Napier.

- Overall perceptions of Napier life were positive: 60% of respondents rated their life in Napier as '*good*' or '*very good*'.
- Although positive perceptions of life in Napier declined compared to 2022 (70%), more respondents remained neutral rather than providing '*poor*' or '*very poor*' responses.
- Cyclone Gabrielle was a contributing factor; 72% of respondents who experienced no or positive cyclone-related impacts provided positive ratings regarding their life in Napier.
- Respondents with no prior flood experience were more likely to rate their life as poor after Cyclone Gabrielle (12%), compared to those who had experienced a flood event before (5%).

- Reported negative cyclone impacts affected perceptions of life in Napier (57%, on average). At the same time, respondents who had experienced significant damage were more likely to rate their life as '*poor*' or '*very poor*' (19%).
- Additionally, respondents from the Nelson Park ward (49%), those aged under 65 (53%, on average), with an annual income under $50,000 (51%), or single parents (33%) were less likely to rate their life favourably.
- Other factors strongly associated with overall life perceptions included feelings of safety, community resilience, mental wellbeing, respondents' neighbourhoods being a '*good place to live*', and general concerns about not being able to pay bills.

Overall life in Napier

	1%

7% | 32% | 44% | 16%

Legend: ■ Very poor ■ Poor ■ In the middle ■ Good ■ Very good
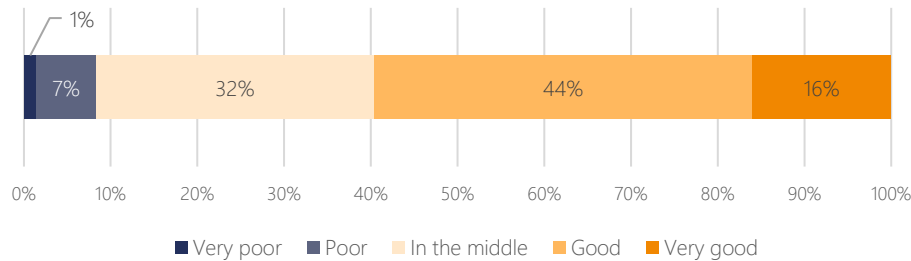
% '*good*' + '*very good*' overall life over time

$R^2 = 69.4\%$

	2019	2020	2021	2022	2023
% Life	74%	79%	70%	70%	60%
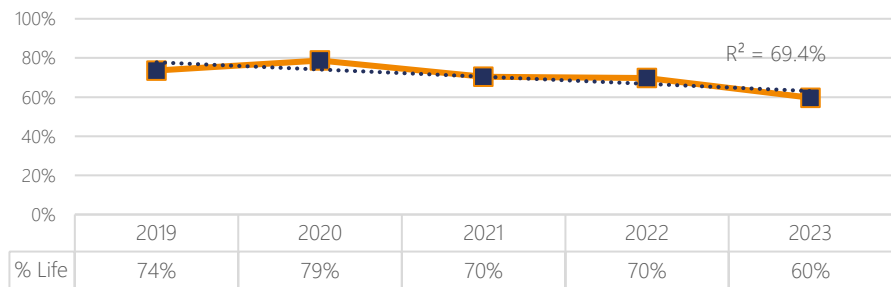
Overall life by ward, age and ethnicity in 2023

60%	Overall 2023
65%	Other ethnicities
52%	Māori
59%	New Zealand European
77%	65+ yrs
56%	40-64 yrs
51%	18-39 yrs
62%	Taradale
49%	Nelson Park
57%	Onekawa-Tamatea
73%	Ahuriri

*Largest year-on-year decline, from **76% in 2022***
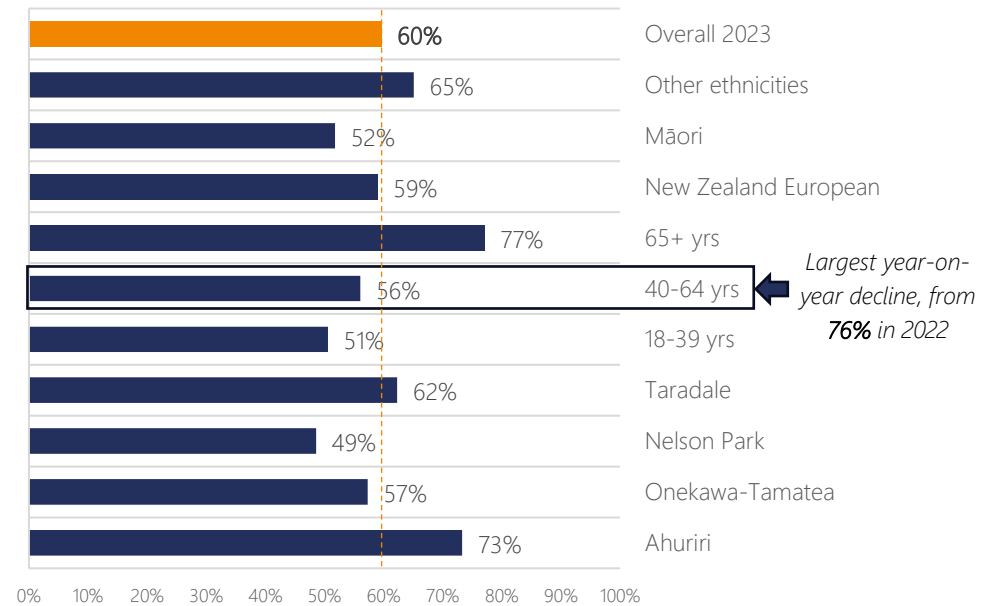
n=462

OVERALL LIFE – quality of life

- Only 7% of respondents agreed that the quality of their life had improved in the last 3 months, while 45% reported no change.
- In contrast, 47% of respondents believed that the quality of their life had declined after the cyclone (an increase from 28% in the 2022, 12-month recall period).
- Respondents who experienced some (52%) or major (84%) damage as a result of the cyclone were more likely to rate their quality of life negatively (ratings 1 or 2 out of 5).

- On the other hand, 67% of respondents who reported no or positive impacts indicated that their quality of life remained the same.
- Respondents from the Ahuriri (55%) and Taradale (56%) wards, those aged 40-64 (56%), of New Zealand/European ethnicity (49%, on average), or with an annual income of $100,000 or more (68%), couples without children (61%) and families with children (53%) were more likely to report a declined quality of life.

In the last 3 months, my overall quality of life has improved

Strongly disagree	17%
Somewhat disagree	30%
Neutral	45%
Somewhat agree	7%
Strongly agree	1%

■ Strongly disagree ■ Somewhat disagree ■ Neutral ■ Somewhat agree ■ Strongly agree
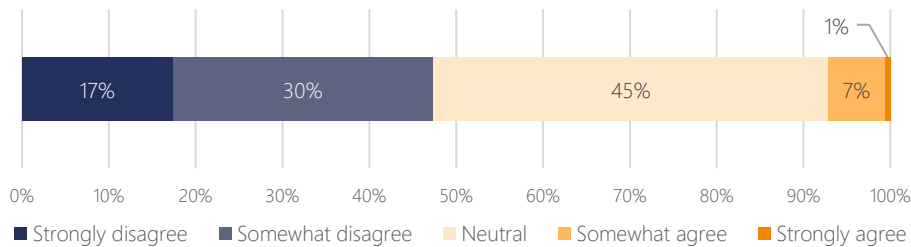
Quality of life improved over time

	2019	2020	2021	2022	2023
% Agree	42%	34%	37%	30%	7%
% Disagree	34%	26%	23%	28%	47%
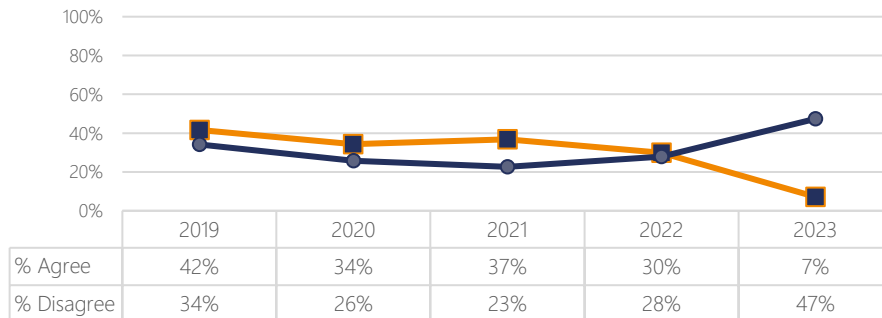
Declined quality of life by ward, age and ethnicity in 2023

Overall 2023	47%
Other ethnicities	43%
Māori	37%
New Zealand European	49%
65+ yrs	34%
40-64 yrs	56%
18-39 yrs	47%
Taradale	56%
Nelson Park	33%
Onekawa-Tamatea	44%
Ahuriri	55%
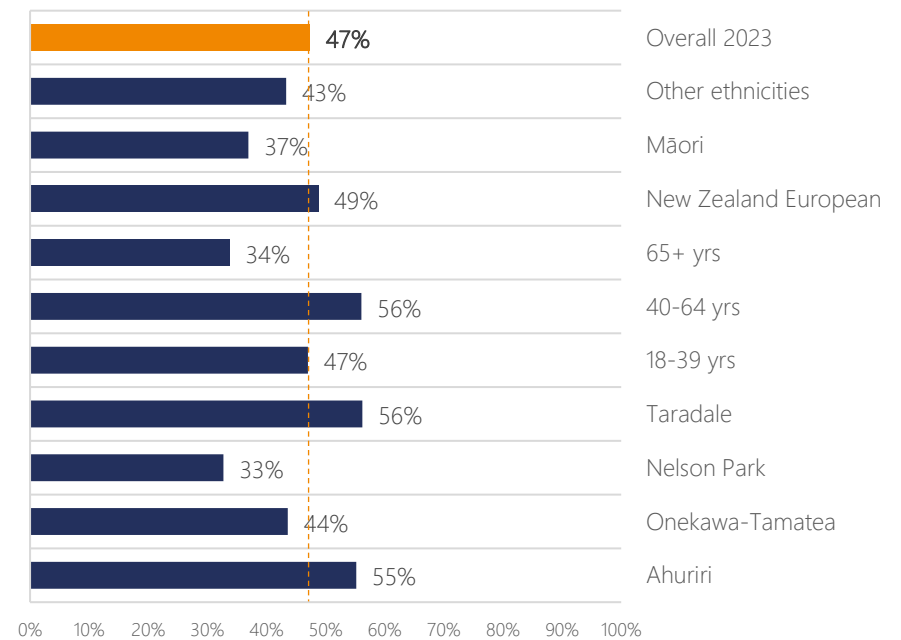
n=463

OVERALL LIFE – quality of life decline

Reasons for declined quality of life - 47%
Themes from unprompted comments

Category	Percentage
Mental / stress / health issue	32%
Cost of living / inflation	32%
Cyclone related issue	30%
Napier / Hastings travel	15%
Crime / gangs	12%
Business / work / employment issue	11%
Home / accommodation issue	6%
Dissatisfied with Council / support agencies	5%
General dissatisfaction / unsettled	5%
Age issue	2%
Generally positive	2%
No changes	1%

- Overall, 47% of respondents believed that the quality of their life had declined in the last three months, and the majority (76%) provided a reason for this. The wide range of commonly mentioned issues highlighted the extent of stressors currently impacting on mental wellbeing and local life satisfaction.

- Around 30% of respondents who reported a decline in life quality mentioned cyclone-related issues, such as physical and emotional effects following the cyclone and dealing with the damages caused by this.

- The other main challenging factors were as follows:
  - Mental and health issues, accompanied by stress, including personal health concerns, ongoing physical and emotional effects following the cyclone, general stress and anxiety (both cyclone and non-cyclone related), and concerns regarding infrastructure and access to key services in Napier.
  - The cost of living and inflation.

- Ongoing concerns about travel between Napier and Hastings, safety (crime, gangs, etc.), and employment/work stability were also notable factors.

Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.

OVERALL LIFE – retention

- 69% of respondents expressed their intention or likelihood to continue living in Napier for the next 5 years.
- This perceived retention was consistent with 2021-2022, showing no significant trends over time.
- Despite the impacts of the cyclone on life in Napier, there was no immediate association between reported cyclone damage and likelihood of moving from Napier in the next 5 years.

- The likelihood of remaining in Napier was also consistent among residents of different demographic groups.
- Overall satisfaction with life in Napier, perceptions of safety, community resilience and the perception of respondents' neighbourhoods being a *good place to live* exhibited stronger associations with the perceived retention compared to other measured attributes.

I see myself living in Napier for the next 5 years

Strongly disagree	Somewhat disagree	Neither	Somewhat agree	Strongly agree
5%	9%	17%	23%	46%

Retention over time

R² = 53.0%

	2019	2020	2021	2022	2023
% Agree	76%	82%	71%	72%	69%
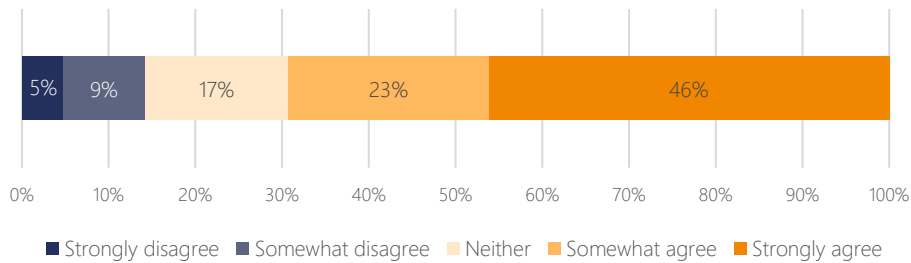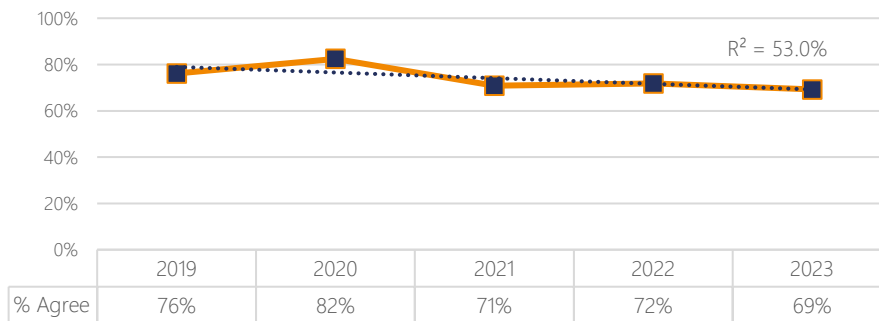
Retention by ward, age and ethnicity in 2023

69%	Overall 2023
58%	Other ethnicities
72%	Māori
71%	New Zealand European
77%	65+ yrs
66%	40-64 yrs
68%	18-39 yrs
68%	Taradale
68%	Nelson Park
78%	Onekawa-Tamatea
67%	Ahuriri
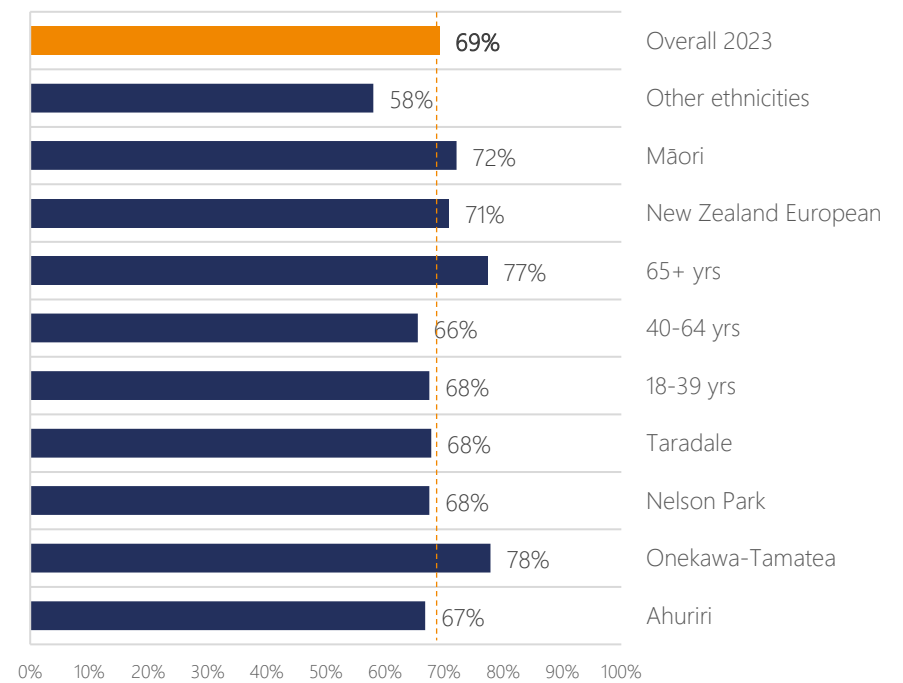
n=465

- 84% of respondents reported an overall negative impact of Cyclone Gabrielle.
- The perceived negative impact of the cyclone in 2023 was significantly greater compared to the national emergency caused by Covid-19 in 2020 (57%).
- All negative impacts could be broadly categorised into three main groups: damage to property and/or valuables (n=145, 37%), health impacts (n=302, 77%), and other negative experiences (n=351, 90%) such as work loss or disruption, loss of power, travel delays, and affected family members, among others.

- Only 3% reported a positive impact, compared to 27% in 2020 after the Covid-19 lockdown.
- Respondents aged under 65 were more likely to report a negative impact (89%), compared to older respondents (67%).
- In addition, family with children at home (93%), and higher annual income households ($30,000-$70,000 at 83%, and $70,000+ at 91%, vs. under $30,000 at 57%) were also more likely to report a negative impact caused by the cyclone.

Overall, what impact, if any, has Cyclone Gabrielle had on you (or your family)?

Other unprompted impacts – **90%**
Health impacts – **77%**
Property and/or valuables impact – **37%**

Negative impacts *(multi-choice), n=389*

Legend:
- Very positive
- Somewhat positive
- No impact
- Somewhat negative
- Very negative
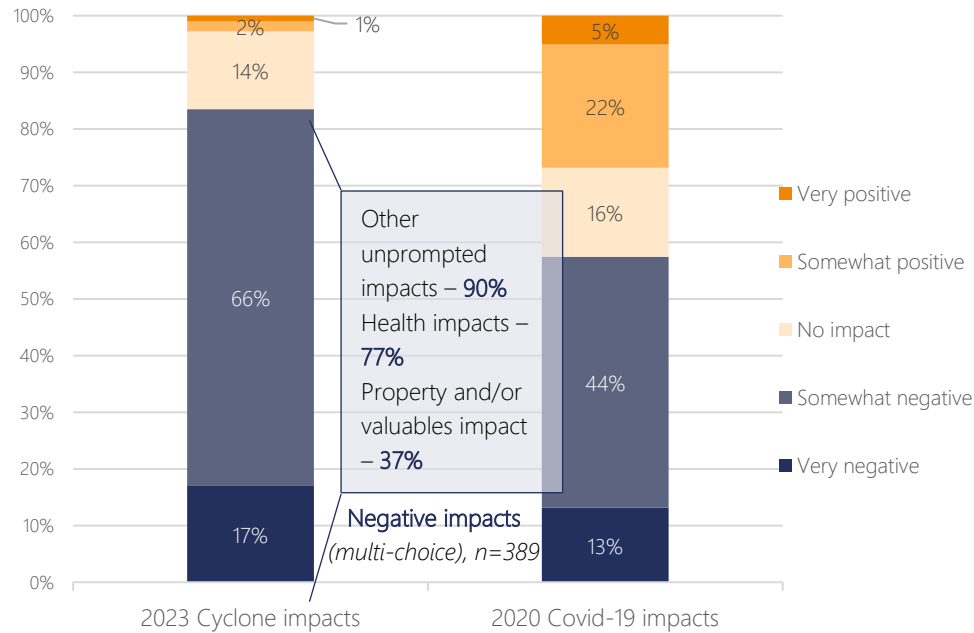
Negative impact by ward, age and ethnicity in 2023

84%	Overall 2023
94%	Other ethnicities
89%	Māori
83%	New Zealand European
67%	65+ yrs
89%	40-64 yrs
89%	18-39 yrs
87%	Taradale
80%	Nelson Park
78%	Onekawa-Tamatea
86%	Ahuriri
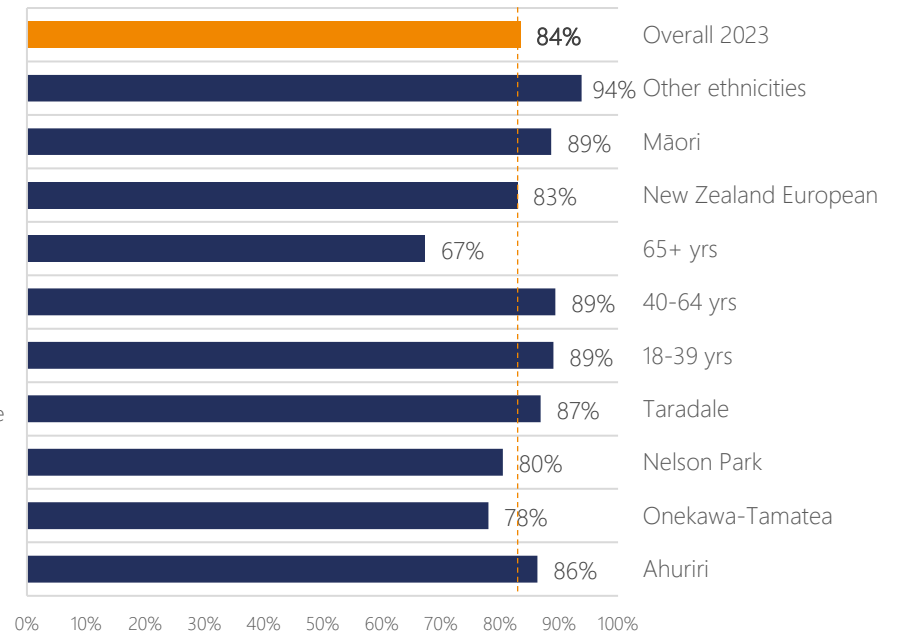
n=466

- The cyclone had a diverse range of impacts on the Napier community, including reported damage to properties and valuables, as well as mental health concerns.
- Out of 389 respondents who reported a negative impact, 19% stated that they received damage to their usual place of residence, and 28% reported damage to other valuables; 10% reported extensive damage to both.
- Regarding reported property damage, the perceived level of major to severe damage (25%) generally aligned with properties receiving red or yellow stickers (29%) from the Council building inspectors.
- Among respondents whose properties were damaged, 43% had to relocate; at the time of the survey, 17% remained displaced (mainly staying with friends, family, or in private rentals).

- The perceived level of damage to other belongings or valuables was higher, with half of the respondents assessing this as major or severe (49%), and 26% considering this moderate.
- The most commonly mentioned valuables reported as damaged were land, gardens, fences, and other properties (49%), followed by household contents (22%), and other buildings, sheds, garages, or vehicles (20%).
- The main areas represented in the reported damage were Meeanee-Brookfields, Awatoto, Te Awa, and Taradale.

Reported damage to the usual place of residence – 19% (n=74)

Perceived level of damage

- Severe: 12%
- Major: 14%
- Moderate: 30%
- Minor: 43%
- Insignificant: 2%

Red sticker – 1%
Yellow sticker – 28%
None – 71%

Relocation

- Yes - and still relocated: 17%
- No: 57%
- Yes - but back home now: 26%
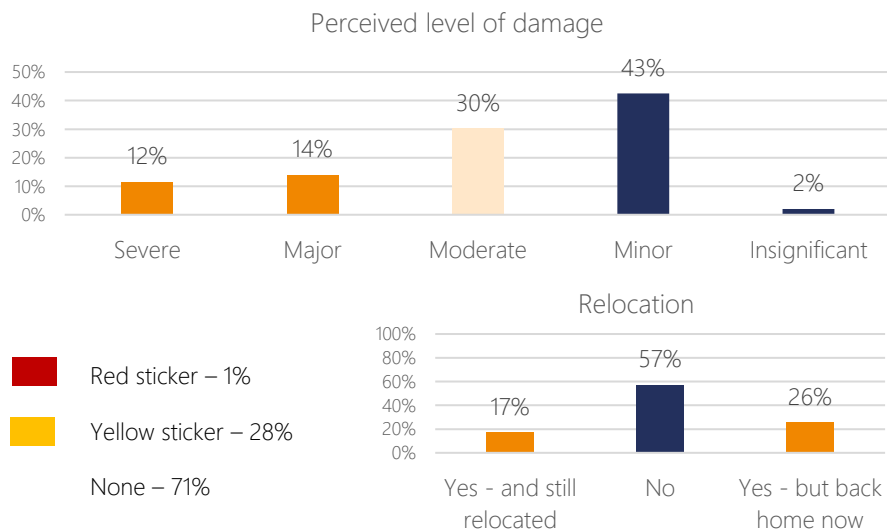
Reported damage to other valuables – 28% (n=110)

Perceived level of damage

- Severe: 26%
- Major: 24%
- Moderate: 26%
- Minor: 24%
- Insignificant: 1%

Type of valuables damage
- Land / property / trees / fences - 49%
- Household contents / appliances / personal items - 22%
- Buildings / rooms / sheds / garage - 20%
- Cars / vehicles - 20%
- Machinery / equipment - 18%
- Business tools / stock / documents - 14%
- Other - 6%, including water/sewerage systems/pumps, animals/pets, property

CYCLONE IMPACTS – health impacts (all respondents)

- 19% of all respondents reported experiencing physical health impacts following the cyclone. One of the main concerns was the additional physical work involved in rebuilding and cleaning, which led to reported injuries such as strains, bruising, and injuries to the back and knees, etc.
- Notably, some respondents mentioned experiencing additional mental health impacts, including stress, anxiety, feelings of depression, and disrupted sleep.
- On top of that, a wide range of other health impacts were reported, ranging from exacerbated chronic conditions to issues and conditions caused by silt, such as respiratory problems, coughing, and allergies.

- A larger proportion of respondents (66%) reported experiencing mental health and wellbeing impacts as a significant negative effect of the cyclone.
- Females (71%) and respondents under the age of 65 (75%) were more likely to express concerns about their mental wellbeing.
- The key associated issues with mental wellbeing were anxiety, feelings of worry and fear (31%), followed by stress (24%).
- 16% of respondents reported feeling depressed, low, or down, and 13% specifically mentioned weather/rain anxiety without being prompted.

Reported physical health impacts – 19% (n=88)

Category	Percentage
Extra physical work / Injuries	21%
Stress	15%
Panic / anxiety / emotional / worrying / fatigue	12%
Respiratory issues	10%
Impact on regular activities	8%
Mental health	7%
Silt dust cough / hay fever	7%
Aggravated chronic conditions	7%
Other infections	6%
Feeling depressed	6%
Limited access to required healthcare	5%
Disrupted sleep	3%
Increased blood pressure	3%
Heart conditions	2%
Weight gain / loss	2%
Headaches	2%
Other	1%

Reported mental health and wellbeing – 66% (n=307)

Category	Percentage
Anxiety / worry / fear	31%
Stress	24%
Depression / feeling low / down / sad / grief	16%
Weather/rain anxiety / fear	13%
Concern for others	12%
Exhaustion / fatigue / burnout	8%
Feeling helpless / powerless / overwhelmed	8%
Feelings of trauma	5%
General mental / emotional health	5%
Social inhibition / avoidance / isolation	5%
Other	5%
Traffic / travel times	3%
Sleeping issues	3%
Survivors guilt	3%
Loss of confidence / wellbeing / certainty	3%
Crime / safety concerns	2%
Need for counselling / support / medication	1%

Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.

CYCLONE IMPACTS – financial support

- Out of 389 respondents who reported a negative impact, 44% stated that they received financial support from the government's Civil Defence fund to cover losses related to food, income, etc. Additionally, 12% recalled receiving other forms of financial support.
- Other named financial support (based on verbatim comments) was represented by insurance payouts (31%), MPI/Business/HB recovery funds (24%), WINZ/MSD food grants (22%), private one-off payouts from employers or fundraisers (11%), electricity refunds (9%), rates remission, and other forms of support (11%).
- Respondents who experienced significant damage to their property and/or other valuables were more likely to report applying for financial support.

- Among respondents with reported property and/or valuables damage, 41% made an insurance claim for their losses related to the cyclone.
- However, approximately one-third of respondents with property or valuables damage (31%) either did not have insurance or their losses were not covered. Anecdotally, some respondents who selected 'Yes - covered and made claim' stated that their losses were only partially covered.
- N=32 respondents with some type of damage (property and/or valuables) did not report applying to or receiving any financial assistance (22%) at the time of the survey.
- Younger respondents (18-39) and those living in rental properties were less likely to have insurance coverage. Older respondents (65+) were less likely to apply for the government's Civil Defence fund overall.

Did you receive financial support from the government's Civil Defence fund?
n=389 – overall reported negative impact

Negative impact overall	Yes 44% / No 55%
Negative impact & major damage	Yes 74% / No 26%
Negative impact & some damage	Yes 52% / No 43%
Negative impact & no immediate damage	Yes 36% / No 64%

Legend:
- Waiting to hear
- Yes
- No

Did you receive any other financial support?

Negative impact overall	Yes 12% / No 88%
Negative impact & major damage	Yes 38% / No 62%
Negative impact & some damage	Yes 10% / No 90%
Negative impact & no immediate damage	Yes 8% / No 92%

Insurance claims among respondents with reported property or other damage (n=145)

Yes - covered and made claim	41%
No - covered, but did not make claim	27%
I have insurance but my losses were not covered	20%
I did not have insurance	12%

CYCLONE IMPACTS – other negative impacts

n=389 (352, 90%) provided a comment (unprompted)

Category	%
Other mental / emotional health effects	28%
Stress / anxiety	18%
Work / job / business loss / disruption	18%
Loss of power	16%
Travel / transport disruption / delays	15%
Assistance / care / concern for others	14%
Worry / fear of rain / weather	13%
Know family / friends who were affected	12%
Financial impacts / loss of income	12%
Displacement / evacuation	9%
General concern about impact on region	9%
Lack of / loss of social support / connections	9%
Work / repairs / increased workload	8%
Distrust of govt / council / lack of support	7%
Loss of communications / mobile network	6%
Property damage / possessions / lifestyle	5%
Concern about costs / providing essentials	5%
Loss of food / frozen goods / supplies	5%
Physical health / illness / injury / exhaustion	4%
Nothing in particular	4%
Uncertainty / concern about future	3%
Lost access to health services	3%
Impact on education / other activities	3%
Concern about safety / security / crime	2%
Insurance concerns / delays / uninsured	1%
Other positive effects	1%
Loss of water supply	1%
Impact on sleep	1%
Closer / stronger family / social connections	1%
Relationship stress / pressures	1%

- 9-in-10 respondents provided unprompted accounts of the negative impacts they had experienced during and after Cyclone Gabrielle.

- The reported impacts revealed a wide range of concerns and negative experiences within the community.

- Mental wellbeing was consistently cited as one of the most prominent concerns, including emotional health effects (either as a separate phenomenon or as a consequence of evacuation or experienced losses and disruptions), stress, anxiety, and feelings of general worry and sadness.

- 18% of respondents mentioned that their work or business had been affected, while 12% reported financial impacts (such as unemployment, loss of work-from-home opportunities, decreased income, loss of a family business, etc.).

- 16% of respondents specifically mentioned the significant impact of power outages.

- 15% of respondents reported being affected by travel delays and disruptions in transportation.

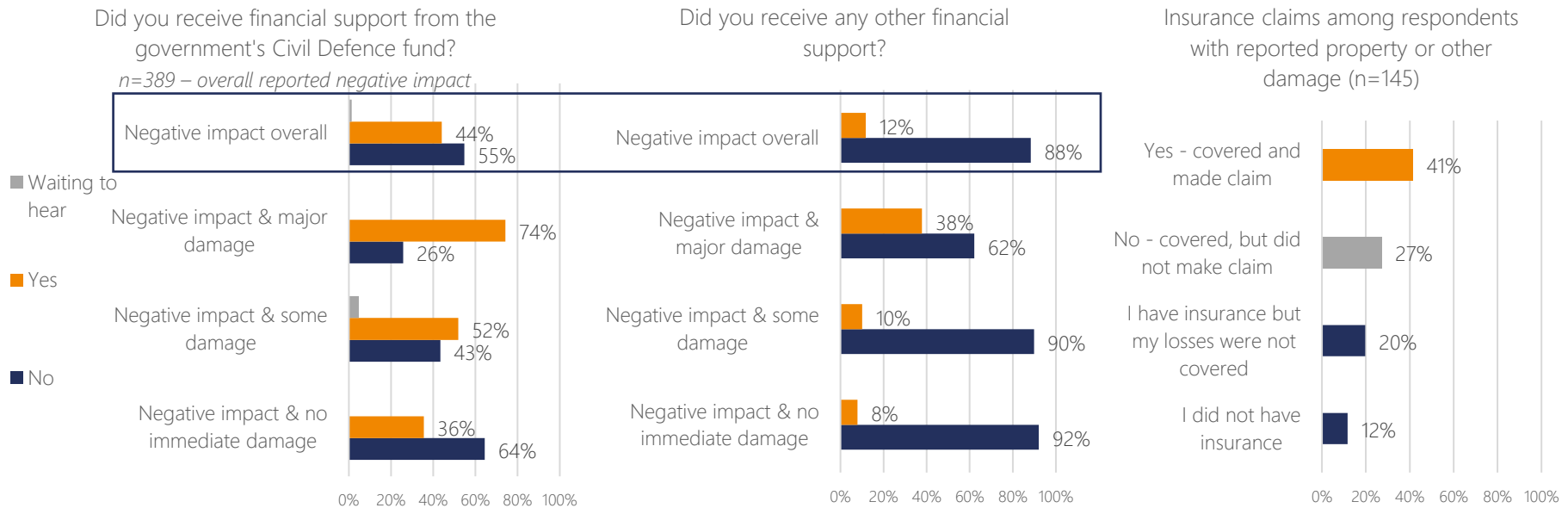- In addition, 14% of respondents expressed general concern for others or 12% for their close family and friends who had been affected.

Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.

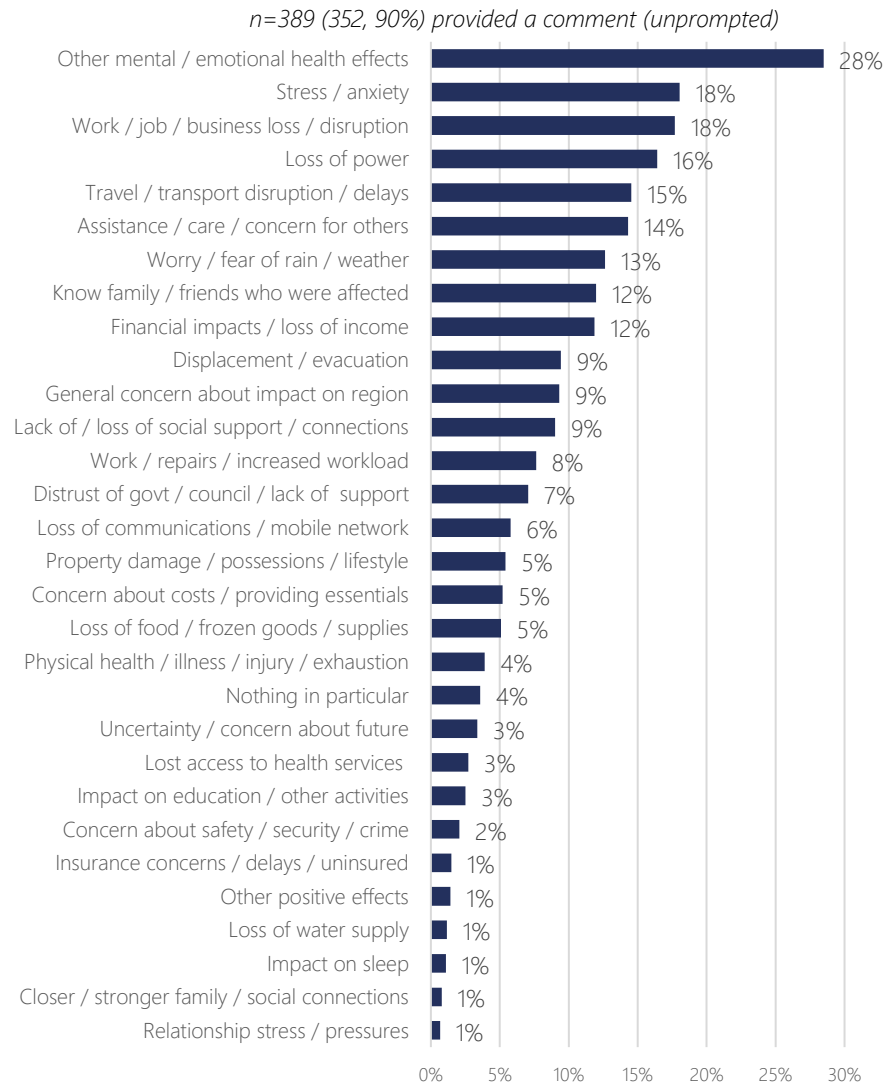- Half of respondents (52%) rated their personal health as 'good' or 'very good'. However, this represents a decline compared to the period of 2020-2022.
- Cyclone Gabrielle was a contributing factor; 72% of respondents who experienced no or positive impacts as a result of the cyclone provided positive ratings regarding their personal health.

- Respondents aged under 65 (44%, on average), living in a rental property (39%), those earning under $20,000 (33%) or between $30,000 and $100,000 (44%), and single parents with children (5%) were less likely to rate their health as good.
- Historically (based on the annual Social Monitor results), younger respondents and those living in rental property are less likely to report their health as good.

How would you rate your personal health at the moment?

| 2% | 13% | 33% | 39% | 12% |

■ Extremely poor ■ Poor ■ Fair ■ Good ■ Very good
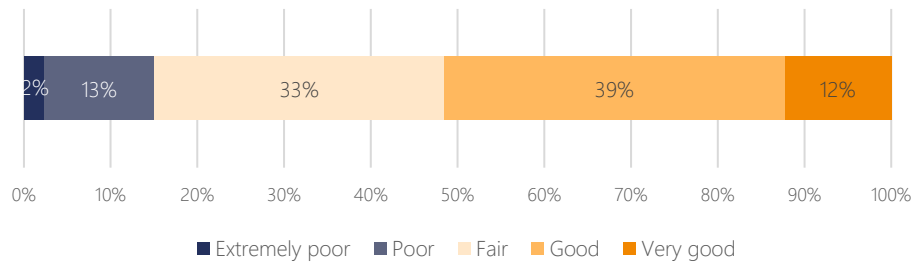
Personal health over time

$R^2 = 5.9\%$

	2019	2020	2021	2022	2023
% Good	58%	70%	72%	69%	52%
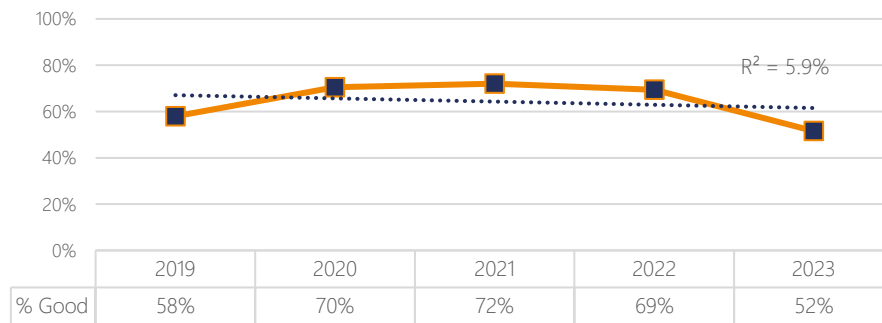
Personal health (% good) by ward, age and ethnicity in 2023

Category	Value
Overall 2023	52%
Other ethnicities	60%
Māori	48%
New Zealand European	51%
65+ yrs	71%
40-64 yrs	49%
18-39 yrs	40%
Taradale	57%
Nelson Park	47%
Onekawa-Tamatea	46%
Ahuriri	53%
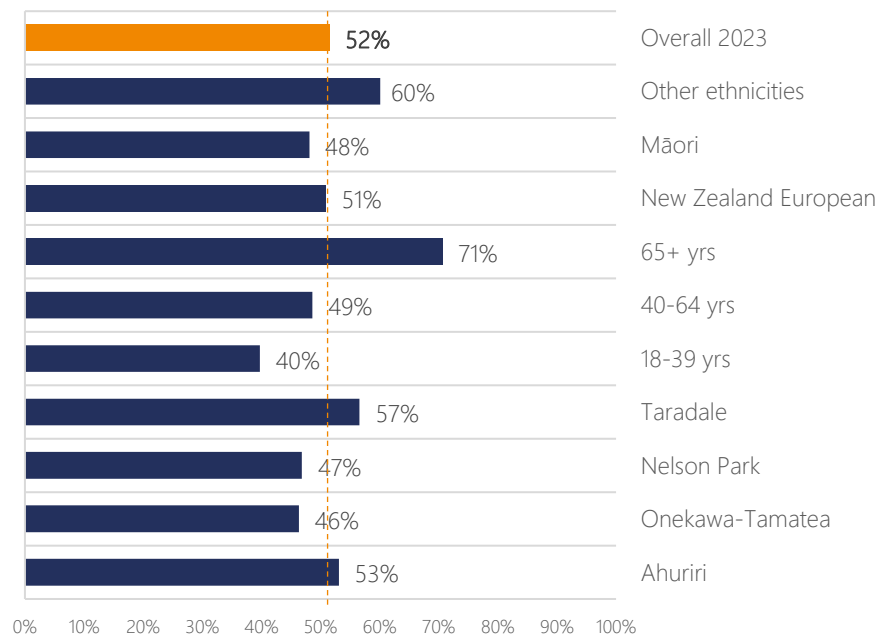
n=466

- Two-thirds of respondents (66%) reported that their mental health and wellbeing were affected by Cyclone Gabrielle in 2023. This impact was noticeable in various aspects of everyday life, with all four mental health attributes indicating greater distress. Specifically, feelings of being down or depressed increased to 50% (up from 36% in 2022), and experiencing little interest or pleasure in doing things increased to 39% (up from 25%) – the greatest differences compared to 2022.

- As a result, the overall mental wellbeing index saw a significant increase (indicating greater distress) for the first time in five years, reaching 12.1.
- The most vulnerable groups were respondents who experienced major property and/or other valuables damage (14.1), younger respondents aged 18-39 (13.4) and 40-64 (12.8), those who had lived in Napier for less than 10 years (14.0), individuals living in rental properties (13.4), and female respondents (12.8).

Community mental wellbeing attributes
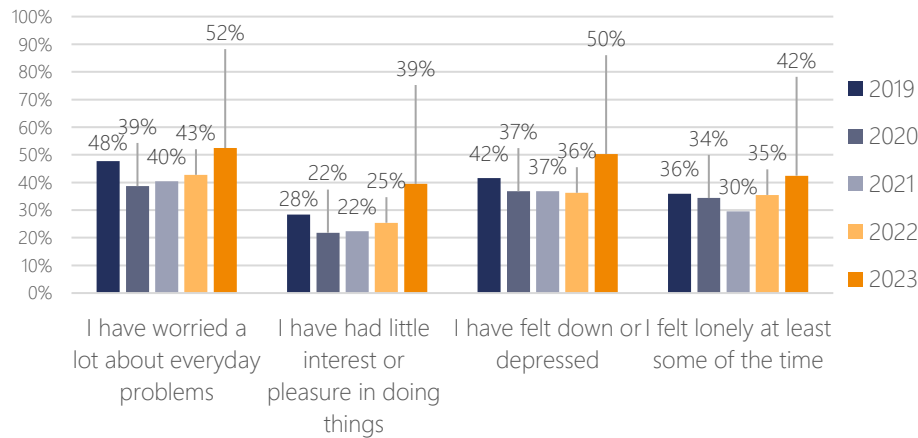
Mental wellbeing index over time

	2019	2020	2021	2022	2023
Index	10.7	10.3	10.2	10.5	12.1

Mental wellbeing index in 2023

Overall 2023	12.1
Negative impact & major damage	14.1
Negative impact & some damage	12.8
Negative impact & no immediate damage	12.4
No impact or positive	8.8
Other ethnicities	13.1
Māori	12.6
New Zealand European	12.1
65+ yrs	9.3
40-64 yrs	12.8
18-39 yrs	13.4
Taradale	12.1
Nelson Park	12.5
Onekawa-Tamatea	11.6
Ahuriri	11.7
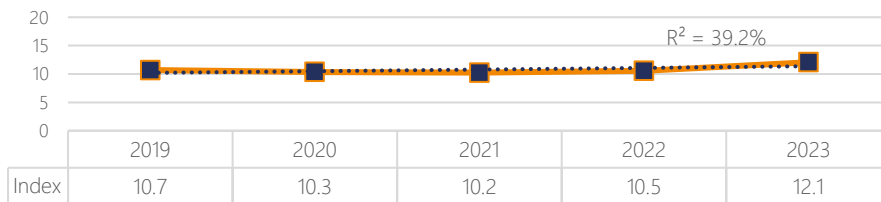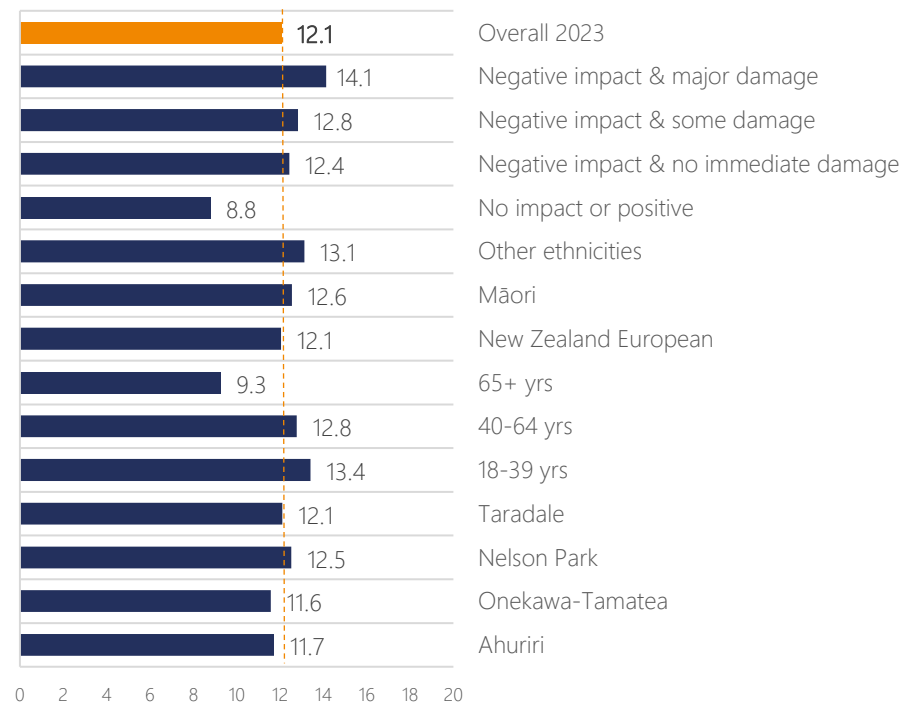
Note: mental wellbeing index is a computed score that is calculated by summing all the agreement ratings given by respondents in relation to four mental wellbeing attributes. Higher mental wellbeing scores = greater distress (maximum value is 20).

n=466

- When prompted, almost two-thirds of respondents expressed concerns about weather warnings (65%) and being isolated or cut off during a major event (64%). 48% of respondents reported experiencing general anxiety when it rains.
- Half of respondents expressed concerns regarding businesses in Napier (50%, down from 69% in 2020 post-Covid-19 lockdown) and Hawke's Bay in general (53%), loved ones' health (51%, down from 57% in 2020), and access to healthcare services (50%).
- Although lower levels of concern were reported regarding personal health (36%), restricted travel opportunities (34%), and financial stability (paying bills at 36% or becoming unemployed at 31%), approximately one-third of respondents still expressed worries about these issues.

- On average, respondents who were significantly affected by the cyclone, with reported property and/or other valuables damage, tended to show higher levels of concern. The greatest difference was observed regarding worrying about loved ones' health. At the same time, levels of concern remained consistent for being isolated, companies going out of business in Napier, healthcare access, and becoming unemployed.
- Respondents under the age of 65 tended to express greater levels of concern in all attributes except for business stability in Napier and Hawke's Bay, and healthcare access.
- Māori and respondents from other non-NZ European ethnicities expressed greater worries about their ability to pay bills.

General worries and concerns - all respondents
(prompted list)

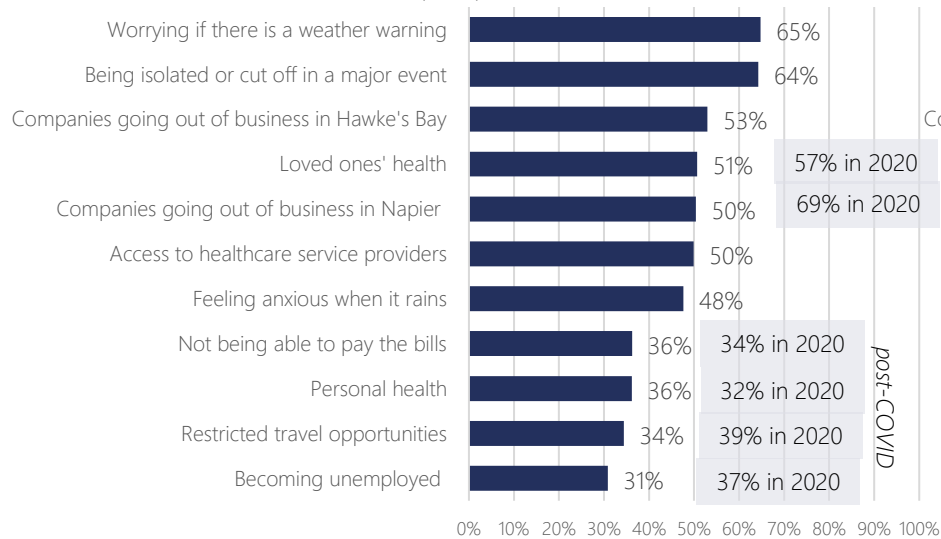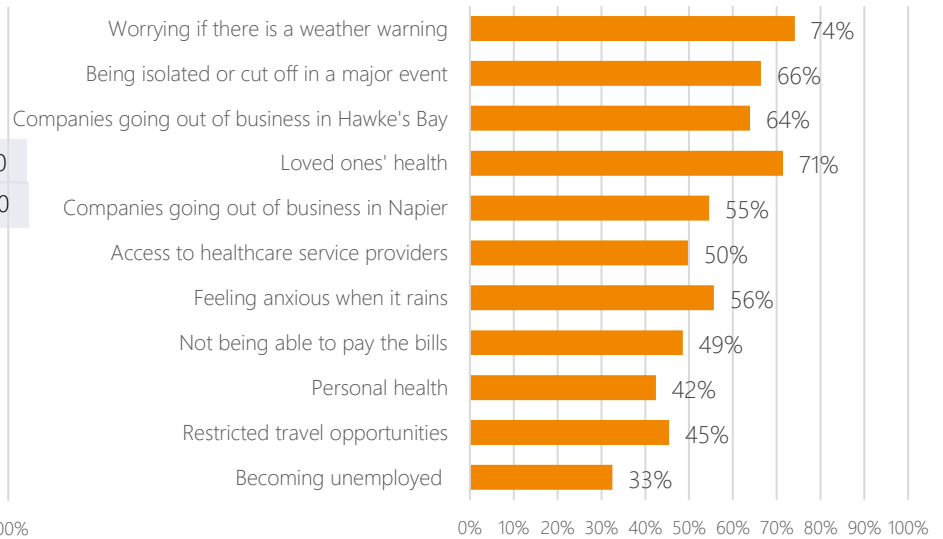|	
Worrying if there is a weather warning	65%
Being isolated or cut off in a major event	64%
Companies going out of business in Hawke's Bay	53%
Loved ones' health	51% 57% in 2020
Companies going out of business in Napier	50% 69% in 2020
Access to healthcare service providers	50%
Feeling anxious when it rains	48%
Not being able to pay the bills	36% 34% in 2020
Personal health	36% 32% in 2020
Restricted travel opportunities	34% 39% in 2020
Becoming unemployed	31% 37% in 2020

post-COVID

n=463-466

- respondents with major property or valuables damage

Worrying if there is a weather warning	74%
Being isolated or cut off in a major event	66%
Companies going out of business in Hawke's Bay	64%
Loved ones' health	71%
Companies going out of business in Napier	55%
Access to healthcare service providers	50%
Feeling anxious when it rains	56%
Not being able to pay the bills	49%
Personal health	42%
Restricted travel opportunities	45%
Becoming unemployed	33%

n=42

- The average agreement score for social connections remained high in 2023 after the cyclone (78%) and was similar to the levels observed in 2020-2021, with no significant trends over time.
- This perception of social connectivity was supported by verbatim comments regarding the support provided immediately after the cyclone.
- Furthermore, in 2023, a higher percentage of respondents (71%) agreed that people in their community take care of or provide help for one another.

- The reported strength of social connections was higher in the Taradale (82%) and Ahuriri (84%) wards, as well as among older respondents (86%).
- The greatest year-on-year improvement was observed in the Ahuriri ward and among the youngest respondents (18-39).
- Respondents in rental properties (53%) were less likely to know their neighbours.

Social connections attributes
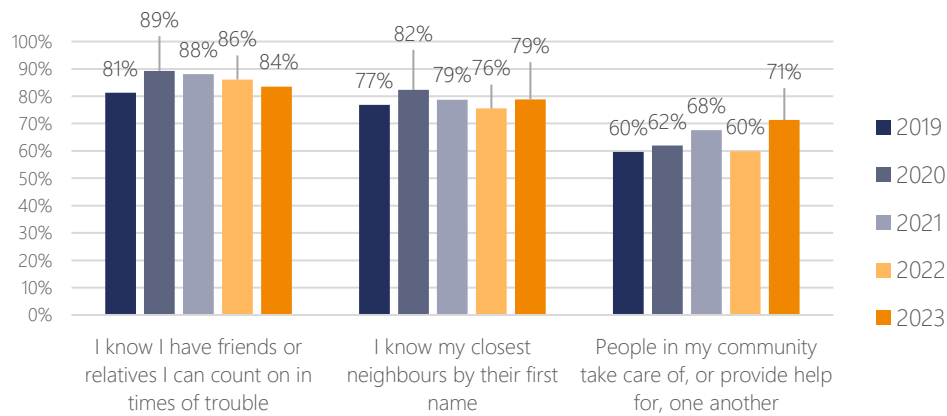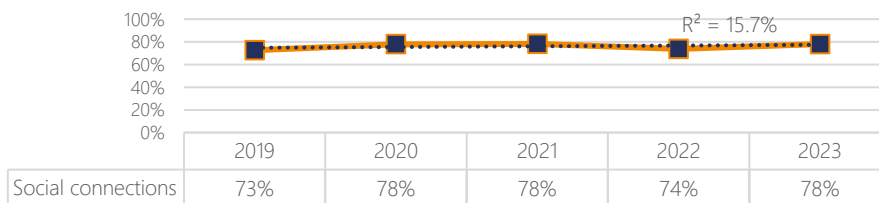
Social connections by ward, age and ethnicity in 2023

*Largest year-on-year increase, from **59%** in 2022*

*from **74%** in 2022*

Social connections average agreement score over time

R² = 15.7%

	2019	2020	2021	2022	2023
Social connections	73%	78%	78%	74%	78%
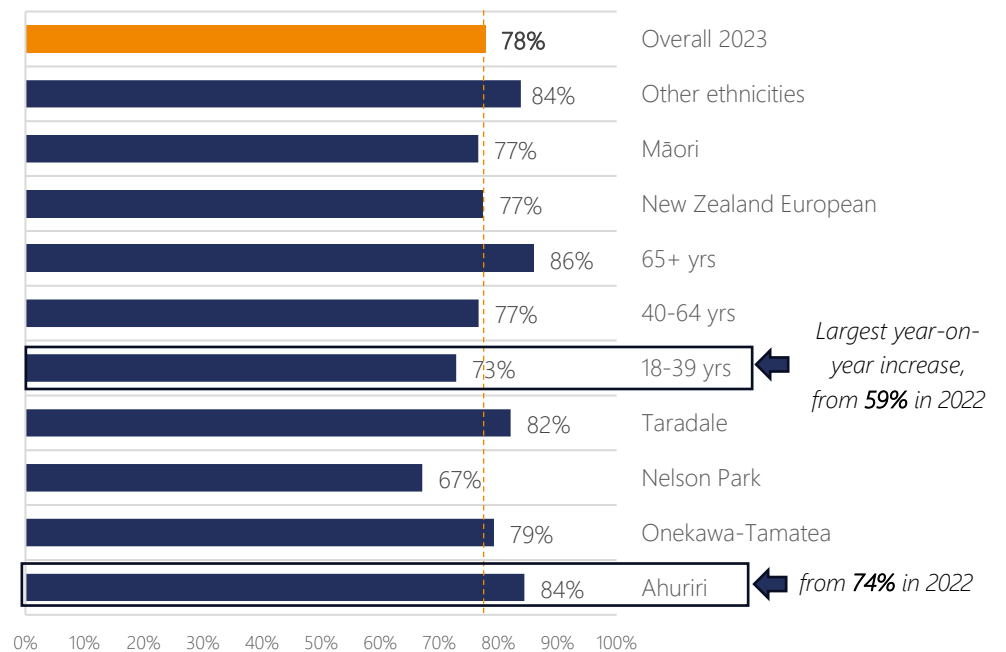
Note: Social connections average agreement score is an average measure of aggregated positive responses across three social connection attributes.

n=464-465

SOCIAL SUPPORT – acceptance

- 71% of respondents reported feeling accepted by the community in their neighbourhood, which was consistent with the 2022 findings (69%).

- The perception of acceptance increased with age, as more respondents aged 65+ (83%) provided positive ratings compared to younger respondents (62%).
- Furthermore, respondents who had lived in Napier for less than 10 years were less likely to report feeling accepted (59%).

I feel that I am accepted by the community in my neighbourhood

4%	21%	28%	44%

■ Strongly disagree ■ Somewhat disagree ■ Neither ■ Somewhat agree ■ Strongly agree ■ Don't know

Acceptance over time

R² = 1.3%

	2019	2020	2021	2022	2023
Acceptance	69%	77%	77%	69%	71%
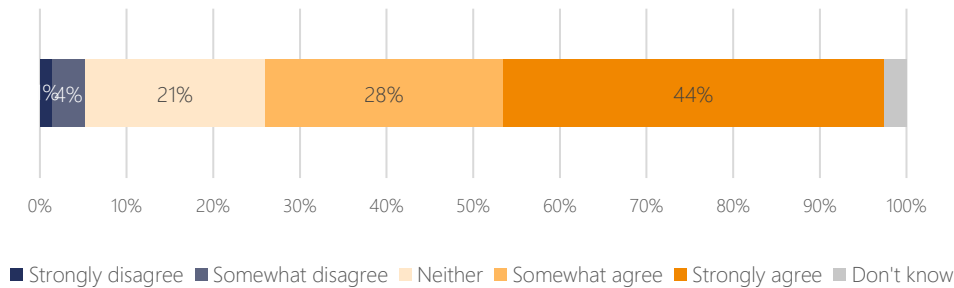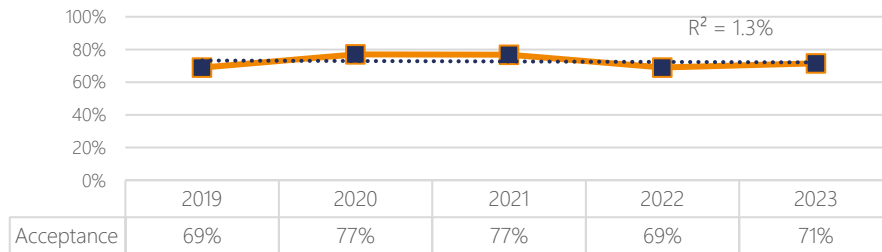
Acceptance by ward, age and ethnicity in 2023

71%	Overall 2023
72%	Other ethnicities
67%	Māori
71%	New Zealand European
83%	65+ yrs
72%	40-64 yrs
62%	18-39 yrs
77%	Taradale
64%	Nelson Park
67%	Onekawa-Tamatea
76%	Ahuriri

n=465

- In 2023, fewer respondents agreed their neighbourhood had everything they need (57%, down from 66% in 2022) or felt a sense of pride with how their neighbourhood looks and feels (56%, down from 64% in 2022).

- The level of positive neighbourhood affiliation increases with age. Older respondents (65+) were more likely to agree with both neighbourhood attributes (75%) compared to younger respondents.
- In addition, respondents from the Nelson Park ward were less likely to agree with the neighbourhood attributes, particularly regarding their sense of pride (35%).

Neighbourhood attributes
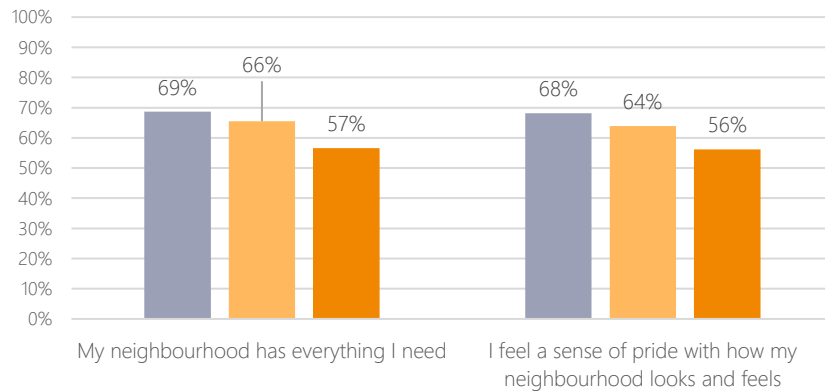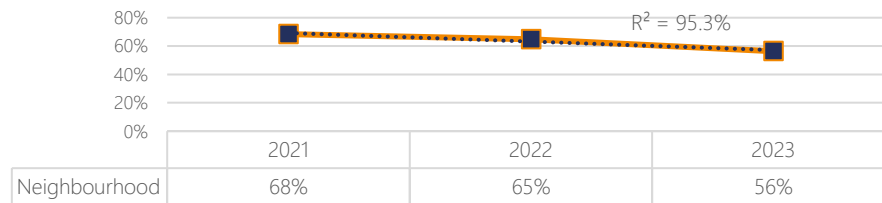
Neighbourhood average agreement score by ward, age and ethnicity in 2023

Neighbourhood average agreement score over time

	2021	2022	2023
Neighbourhood	68%	65%	56%
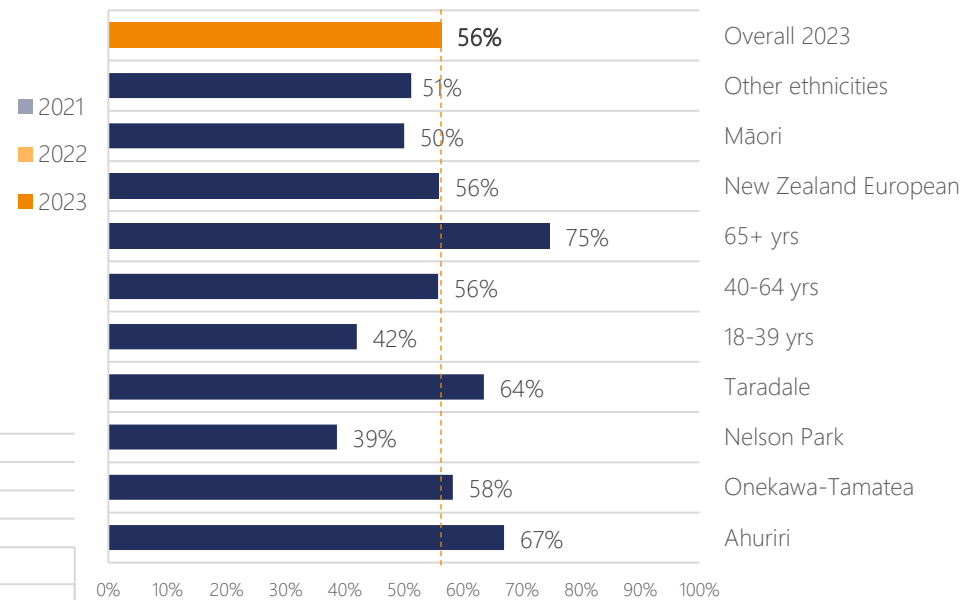
Note: Neighbourhood average agreement score is an average measure of aggregated positive responses across two neighbourhood-related attributes.

n=466

SOCIAL SUPPORT – neighbourhood is a good place to live

- Overall, the majority of respondents (78%) still believed their neighbourhood is a good place to live.
- Positive neighbourhood perceptions were mostly consistent among respondents from different demographic groups but remained lower in the Nelson Park ward (66%), which was associated with lower overall neighbourhood perceptions in that area.

- At the same time, the level of post-cyclone damage was a significant factor.
- Respondents who experienced significant damage as a result of the cyclone were less likely to agree that their neighbourhood is a good place to live (63%).

My neighbourhood is still a good place to live

5%	5%	13%	32%	46%

- ■ Strongly disagree
- ■ Somewhat disagree
- □ Neither
- ■ Somewhat agree
- ■ Strongly agree
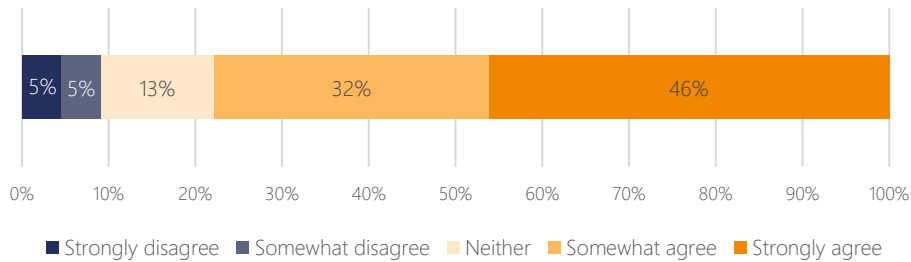
Neighbourhood good place to live after the cyclone
(by impact segments)

- Negative impact & no immediate damage: 82%
- Negative impact & some damage: 71%
- Negative impact & major damage: 63%
- No impact or positive: 80%
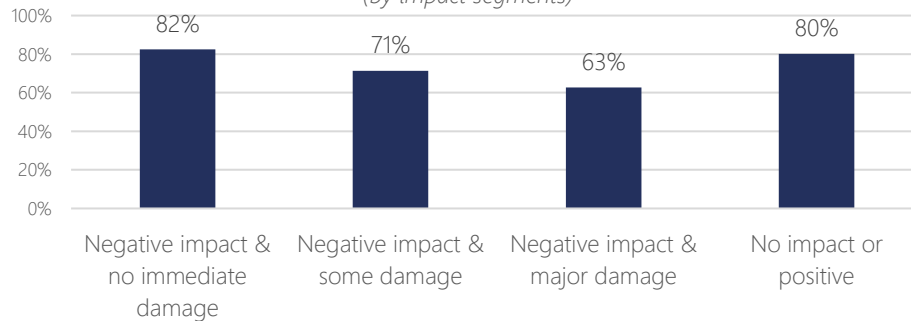
Neighbourhood by ward, age and ethnicity in 2023

Overall 2023	78%
Other ethnicities	86%
Māori	79%
New Zealand European	77%
65+ yrs	85%
40-64 yrs	76%
18-39 yrs	74%
Taradale	84%
Nelson Park	66%
Onekawa-Tamatea	76%
Ahuriri	86%
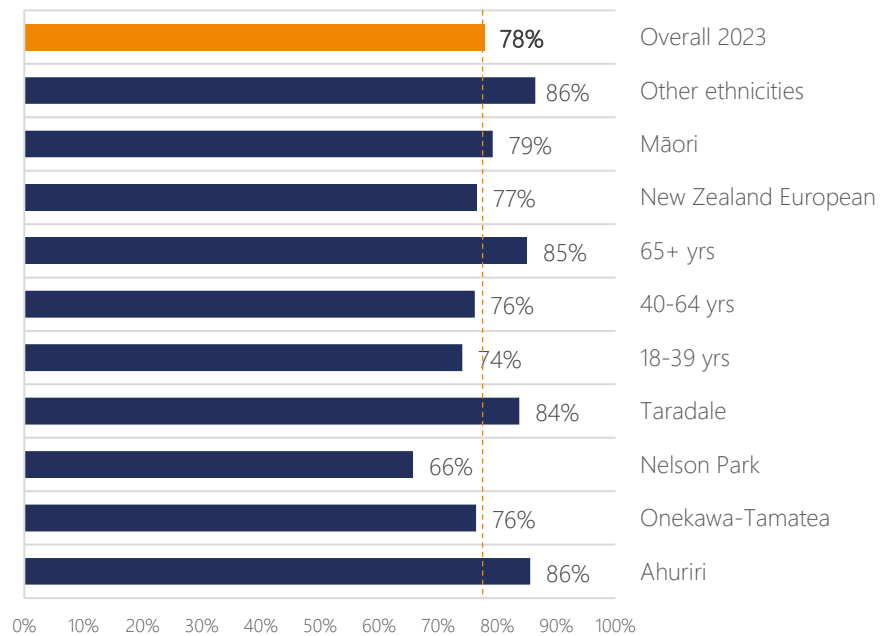
n=464

RESILIENCE – community resilience

- Overall, the community demonstrated a commendable level of resilience, scoring 68.6 out of 100 on the community resilience index. Approximately half of respondents indicated a high level of community resilience, with scores exceeding 70.
- The highest ratings were recorded for the community's collaborative efforts in assisting one another (74%), which was also supported by unprompted comments.
- However, only approximately half of the respondents believed that their community had fully recovered from the negative impacts of the cyclone (47%) or knew where to seek help (48%).

- Notably, community resilience displayed a stronger correlation with post-cyclone recovery and overall life in Napier compared to personal resilience.
- Community resilience was notably lower among respondents who experienced significant damage (60.3), those aged under 65 (67), individuals earning $20,000 or less (58.2), and respondents from the Nelson Park ward (62.9).

Community resilience index

Overall 2023	68.6
Other ethnicities	68.2
Māori	65.3
New Zealand European	68.4
65+ yrs	73.0
40-64 yrs	67.0
18-39 yrs	67.1
Taradale	69.0
Nelson Park	62.9
Onekawa-Tamatea	72.5
Ahuriri	73.1
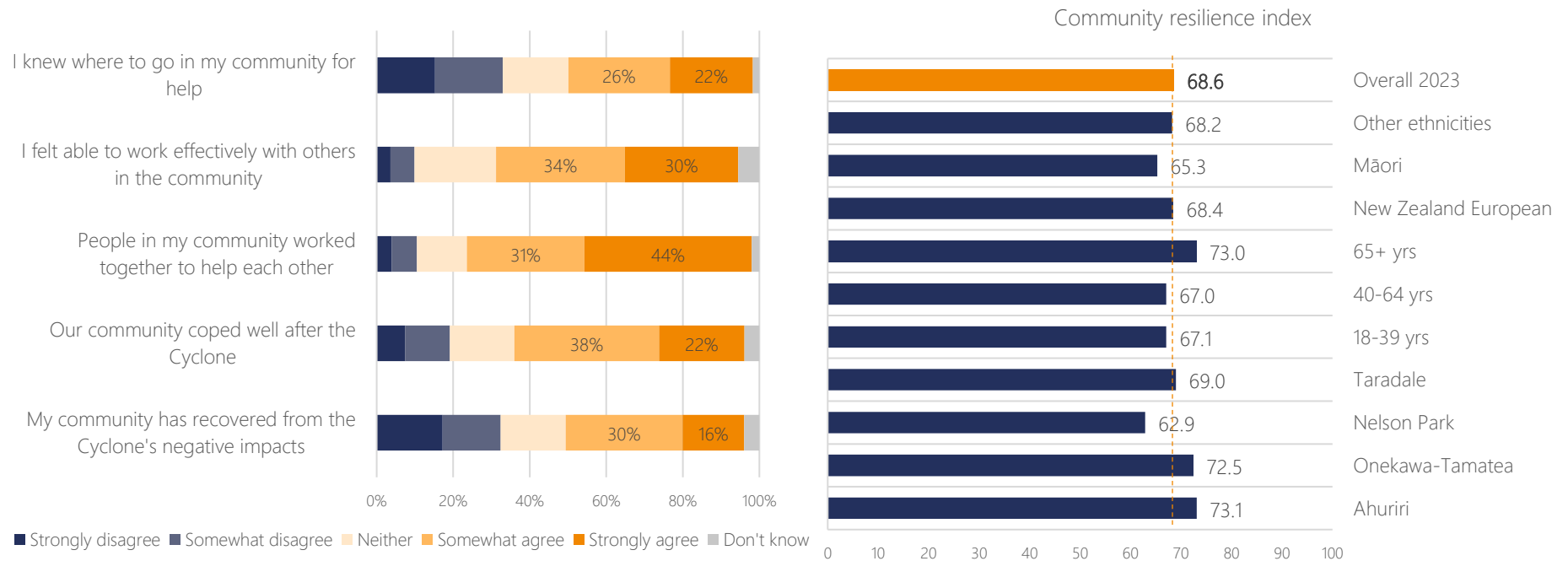
Note: community resilience is a computed score that is calculated by summing all the agreement ratings given by respondents in relation to five community resilience attributes. The recalibrated computed score is presented out of 100. *n=463-466*

RESILIENCE – personal resilience

- Personal resilience (79.7 out of 100) achieved a higher score compared to community resilience (68.6), with almost 8 out of 10 respondents (78%) demonstrating a high level of personal resilience (scores of 70 and above).
- All five personal resilience statements received exceptionally positive agreement scores, particularly with regards to not giving up when things look hopeless (80%).

- Despite the overall high level of personal resilience, this exhibited a weaker association with the impacts and outcomes of the cyclone.
- Personal resilience was lower among younger respondents (18-39), females, individuals living in rental properties, and those earning $20,000 or less.

Personal resilience index

Left chart (agreement statements):

Statement	Somewhat agree	Strongly agree
I know things will get better with time	38%	37%
Regardless of what happens to me, I believe I can control my reaction to it	40%	31%
I know that when things look hopeless, I do not give up	39%	41%
I think of myself as a strong person	41%	37%
I focus and think clearly under pressure	39%	36%

Legend: ■ Strongly disagree ■ Somewhat disagree ■ Neither ■ Somewhat agree ■ Strongly agree ■ Don't know

Right chart (Personal resilience index):

Group	Score
Overall 2023	79.7
Other ethnicities	86.2
Māori	76.5
New Zealand European	79.2
65+ yrs	83.3
40-64 yrs	80.1
18-39 yrs	76.2
Taradale	80.9
Nelson Park	76.7
Onekawa-Tamatea	76.2
Ahuriri	85.2

Note: personal resilience is a computed score that is calculated by summing all the agreement ratings given by respondents in relation to five personal resilience attributes. The recalibrated computed score is presented out of 100

n=461-463

- 84% of respondents identified factors that they believed helped their community cope with the Cyclone Gabrielle emergency.
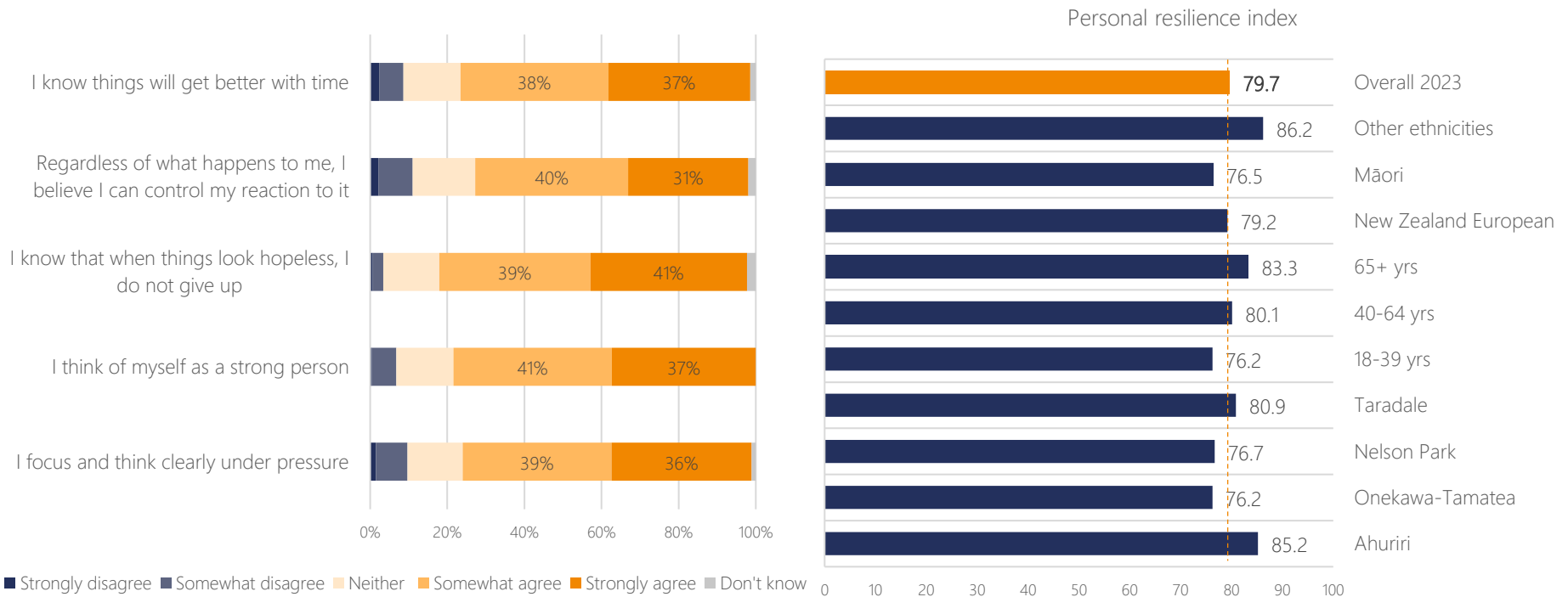- By far the most commonly cited factor was strong social connections and the community coming together to help each other (77%), which included neighbours checking on each other, providing assistance, and pooling resources.
- Despite the overall high community spirit, 79% of respondents also identified key challenges that made it difficult for their community to respond to the emergency.

- Almost half of these respondents (48%) highlighted a general lack of communication and information, including not knowing what to do or where to go, or being exposed to misinformation, as significant issues.
- 38% of respondents mentioned the total blackout (no power, no phones, no Internet) as a significant factor.
- 16% expressed dissatisfaction with the Civil Defence Emergency Management group (CDEM) and Council response and support.

Factors that helped to cope post-cyclone (n=391, 84%)
Themes from unprompted comments

Factor	%
Neighbours / community / volunteer / friends / family support	77%
Communication	10%
Not affected	8%
Lines company / council / emergency services / police	7%
Self-reliant / own resources / experience	5%
Other	3%
Not sure	2%
Infrastructure / essential services	2%
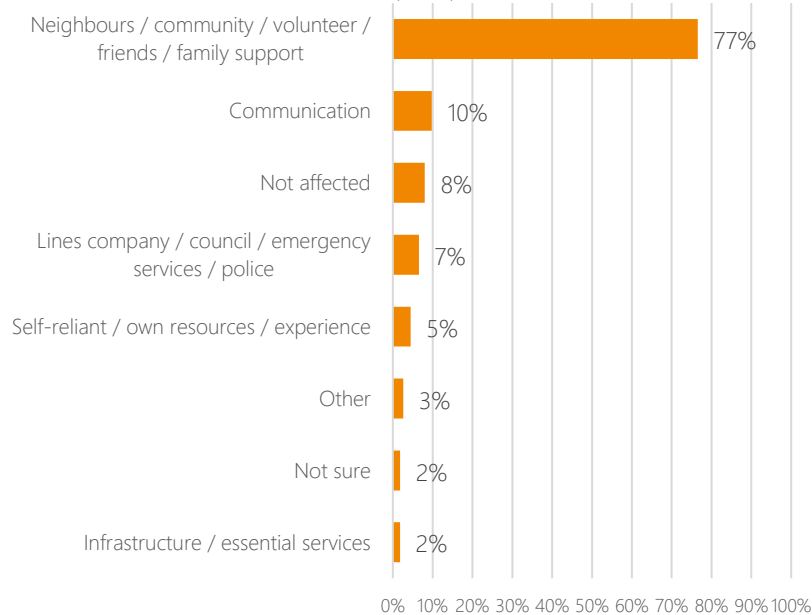
Challenges during the post-cyclone period (n=366, 79%)
Themes from unprompted comments
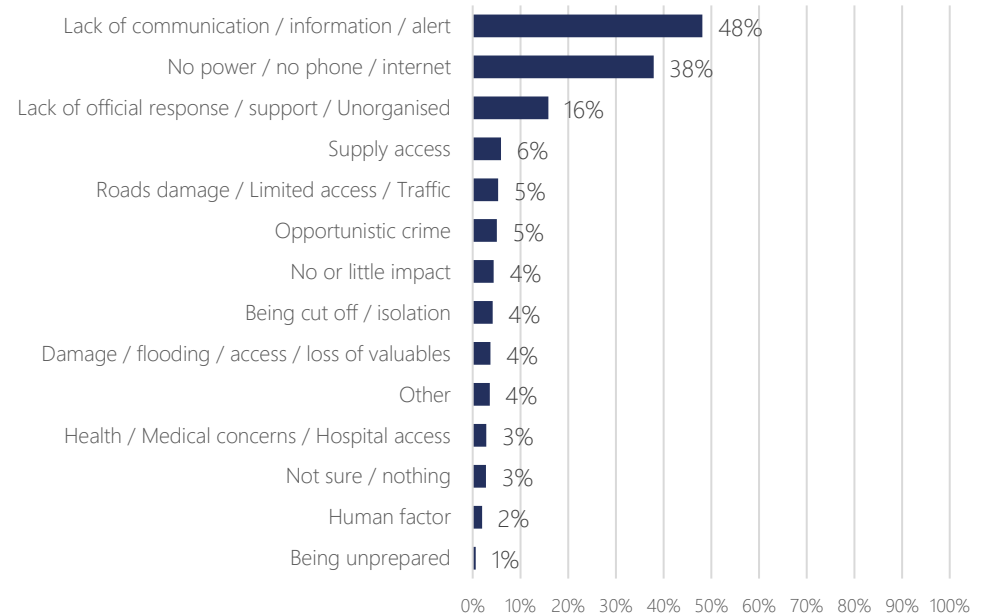
Challenge	%
Lack of communication / information / alert	48%
No power / no phone / internet	38%
Lack of official response / support / Unorganised	16%
Supply access	6%
Roads damage / Limited access / Traffic	5%
Opportunistic crime	5%
No or little impact	4%
Being cut off / isolation	4%
Damage / flooding / access / loss of valuables	4%
Other	4%
Health / Medical concerns / Hospital access	3%
Not sure / nothing	3%
Human factor	2%
Being unprepared	1%

Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.

SAFETY – overall feelings of safety

- Safety perceptions in Napier significantly declined in 2023 post-cyclone, with only 38% of respondents feeling safe. This represented an historical low, with an equal percentage of respondents feeling safe and unsafe in Napier.
- Similarly low proportions of people feeling safe (45%) and unsafe (44%) were observed in March 2021.

- Despite some variations, respondents from different demographic groups generally reported low safety perceptions.
- However, this was even lower among respondents who experienced some or major post-cyclone damage, with only 31% feeling safe.

Overall, I feel safe in Napier

15%	22%	23%	28%	11%

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Strongly disagree ■ Somewhat disagree □ Neutral ■ Somewhat agree ■ Strongly agree
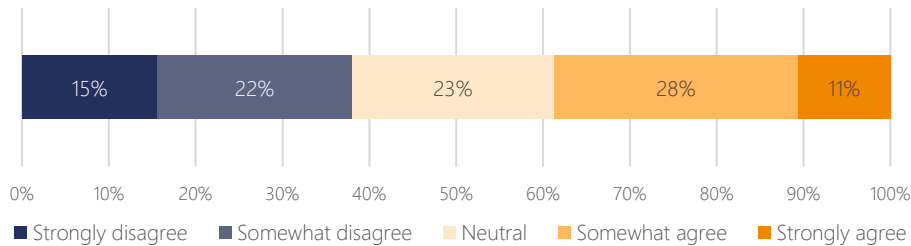
Safety perceptions over time

$R^2 = 57.1\%$

	2019	2020	2021 March	2021 August	2022	2023
% Agree	75%	73%	45%	56%	62%	38%
% Disagree	13%	17%	44%	33%	25%	38%

Perceived safety by ward, age and ethnicity in 2023

38%	Overall 2023
57%	Other ethnicities
41%	Māori
37%	New Zealand European
45%	65+ yrs
36%	40-64 yrs
35%	18-39 yrs
36%	Taradale
32%	Nelson Park
41%	Onekawa-Tamatea
50%	Ahuriri

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%
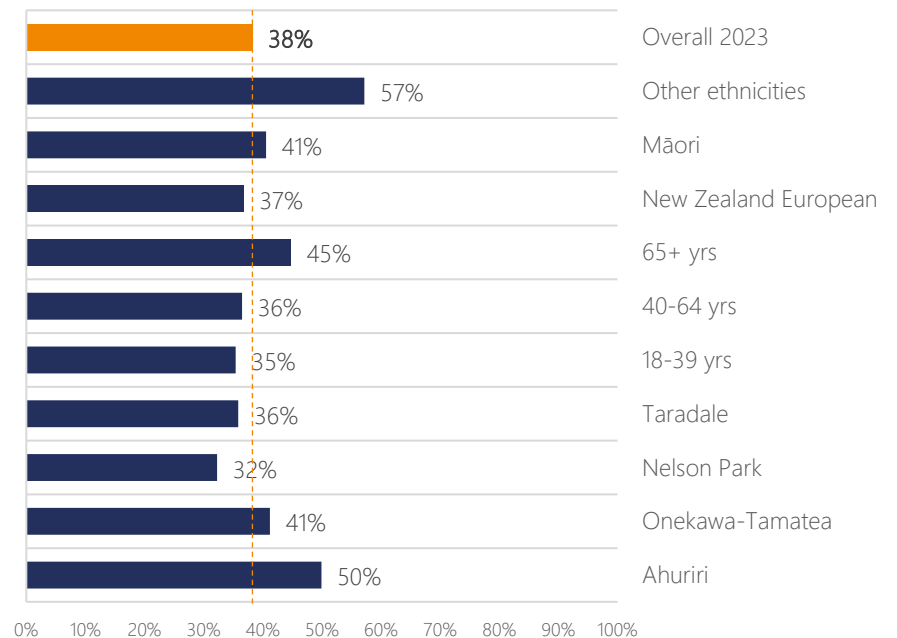
n=465

SAFETY – safety attributes

- All three safety attributes experienced a significant decline in 2023 post-cyclone.
- Safety perceptions displayed a significant association with overall life in Napier and how respondents viewed their neighbourhood as a good place to live.

- The most notable differences in safety perceptions were observed in feeling safe when alone at home at night. This attribute recorded the largest decline in 2023.
- The largest year-on-year declines in safety perceptions were recorded in Taradale (59%, down from 73% in 2022), Onekawa-Tamatea (60%, down from 75%), and among respondents aged 40-64 (56%, down from 71% in 2022) and 65+ (63%, down from 78% in 2022).

Safety attributes
(aggregated % of feeling safe)

Legend: 2019, 2020, 2021 March, 2021 August, 2022, 2023

Safe at night: 52%, 48%, 29%, 35%, 41%, 33%
Alone at home at night: 77%, 74%, 60%, 64%, 68%, 60%
Neighbourhood after dark: 46%, 36%, 25%, 32%, 37%, 31%
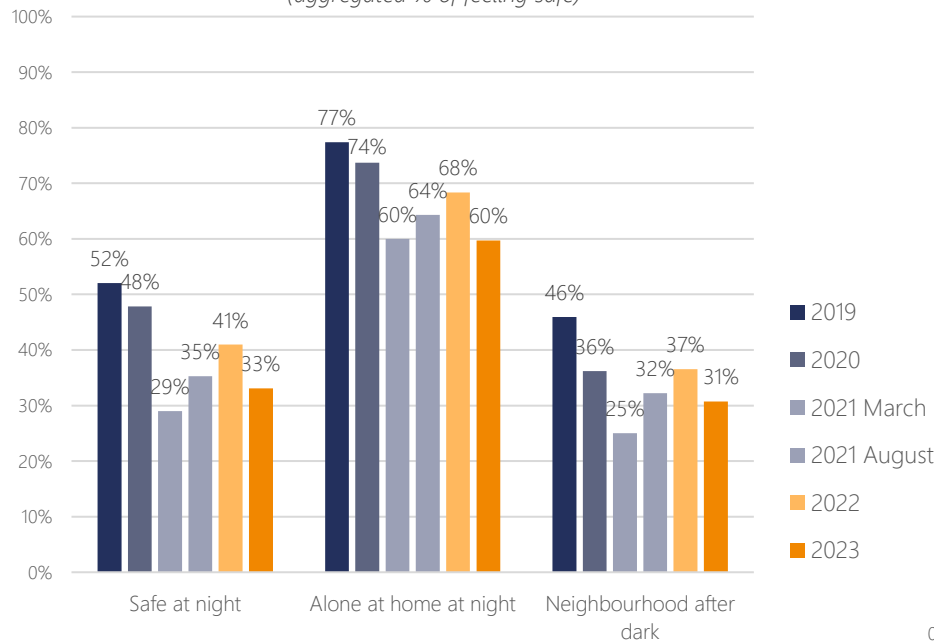
Feel safe alone at home at night by ward, age and ethnicity in 2023

60%	Overall 2023
79%	Other ethnicities
68%	Māori
59%	New Zealand European
63%	65+ yrs — 78% in 2022
56%	40-64 yrs — 71% in 2022
62%	18-39 yrs
59%	Taradale — 73% in 2022
50%	Nelson Park
60%	Onekawa-Tamatea — 75% in 2022
76%	Ahuriri

Largest year-on-year declines
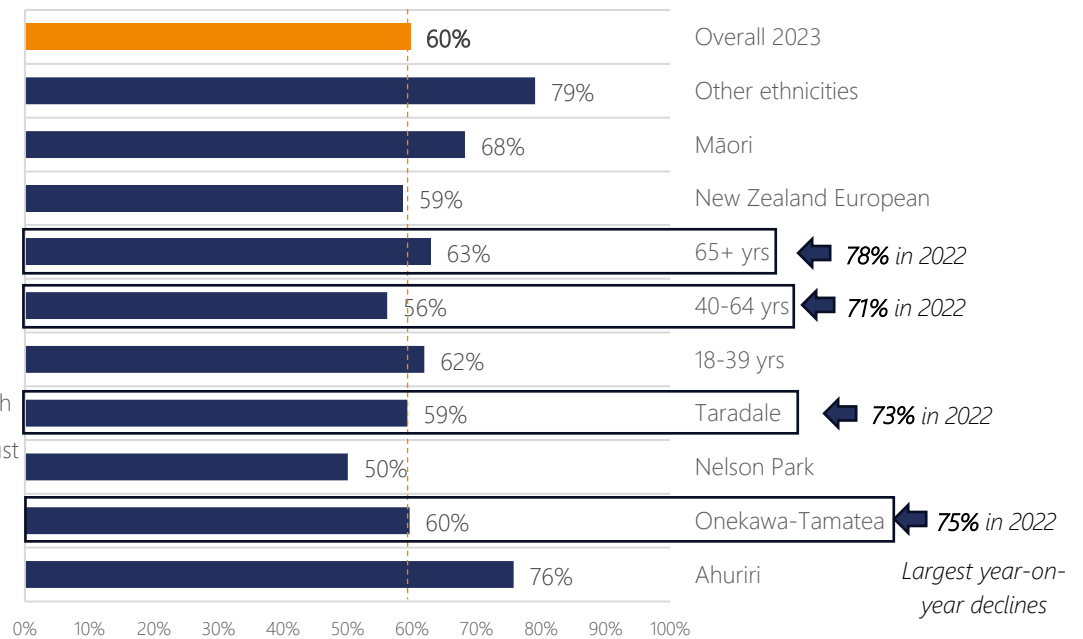
n=465

SAFETY – reasons

- 43% of all respondents provided feedback about feeling unsafe in Napier.
- The key safety issues mentioned by respondents were perceived increases in crime rates, gang activities, burglaries, drugs, and violence (71%).
- 7% of respondents specifically associated an increase in crime rates with the cyclone, citing opportunistic crimes and looting.

- Fewer respondents commented on feeling safe in Napier (33%).
- 70% of these respondents mentioned feeling generally safe, experiencing no personal issues, or taking precautions (e.g., avoiding walking after dark, staying out of harm's way, etc.).
- 27% of respondents indicated that they feel safe because they live in a close-knit community or a good/safe neighbourhood.
- However, 23% of respondents still expressed concerns about safety in Napier.
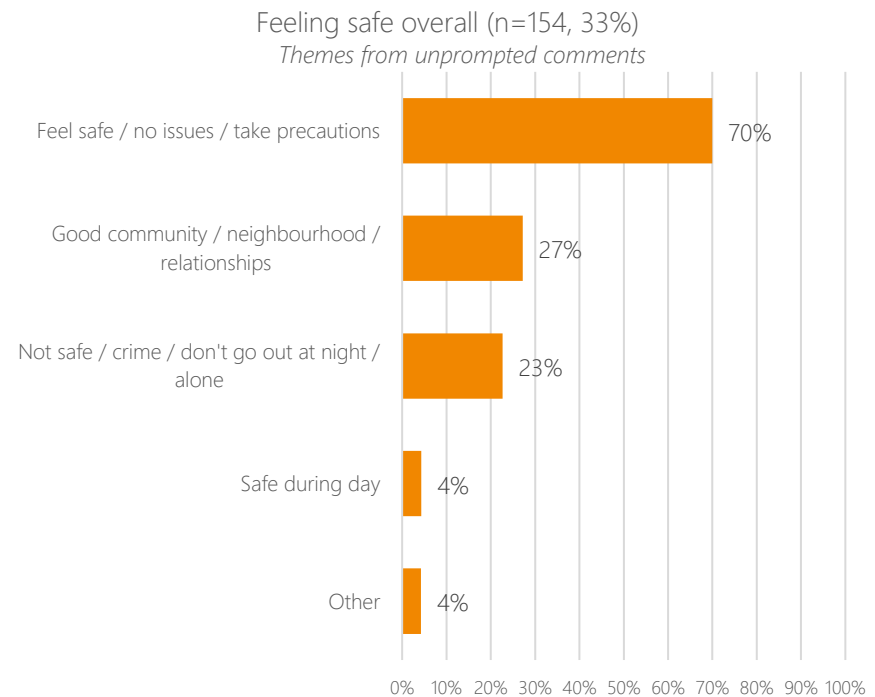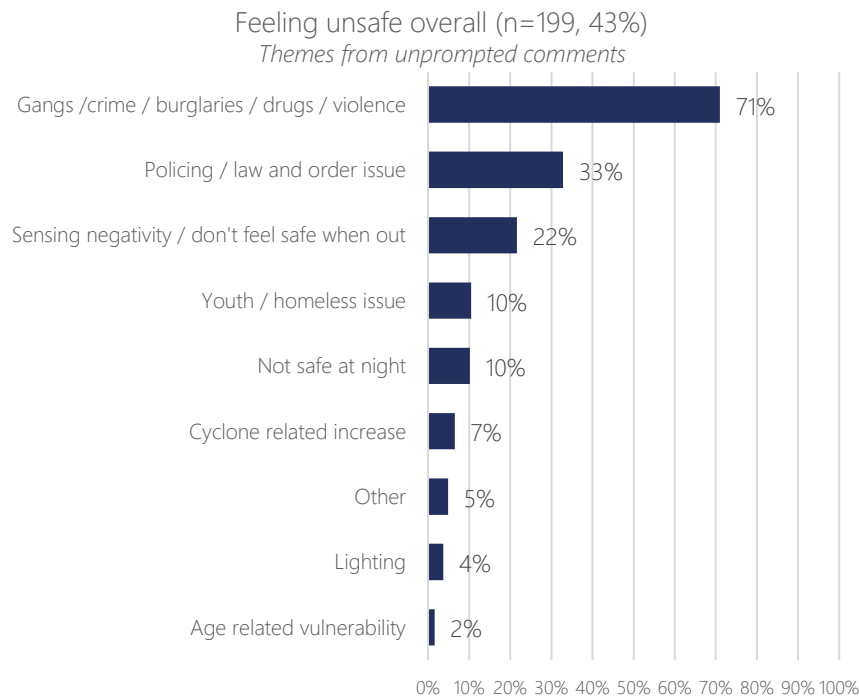
Feeling unsafe overall (n=199, 43%)
Themes from unprompted comments

Category	%
Gangs /crime / burglaries / drugs / violence	71%
Policing / law and order issue	33%
Sensing negativity / don't feel safe when out	22%
Youth / homeless issue	10%
Not safe at night	10%
Cyclone related increase	7%
Other	5%
Lighting	4%
Age related vulnerability	2%

Feeling safe overall (n=154, 33%)
Themes from unprompted comments

Category	%
Feel safe / no issues / take precautions	70%
Good community / neighbourhood / relationships	27%
Not safe / crime / don't go out at night / alone	23%
Safe during day	4%
Other	4%

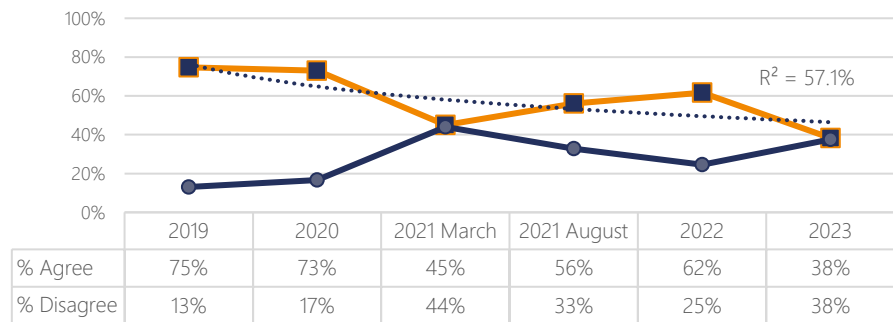*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.*

- When considering responsibility for Civil Defence delivery, 48% of respondents identified three or more organisations.
- The most frequently mentioned organisations were the Civil Defence Emergency Management (CDEM) group (57%), emergency services (52%), and Napier City Council (43%).
- Additionally, 16% of respondents recognised all nine mentioned representatives and organisations involved in emergency response.
- CDEM recall was higher in Onekawa-Tamatea (71%) and Nelson Park (60%), but lower in Taradale (49%).

- 35% of respondents agreed that they were satisfied with the Civil Defence delivery overall, which was significantly lower compared to the historical average.
- Furthermore, respondents who experienced significant post-cyclone damage were less likely to provide positive ratings (25%).
- Slightly higher satisfaction ratings were observed when the Civil Defence delivery was associated with the defence force (48%) and welfare service agencies (46%).
- Civil Defence-associated satisfaction was 42% for both Napier City Council and Hawke's Bay Regional Council.
- 60% of respondents from the Meeanee-Brookfields and Awatoto areas expressed dissatisfaction with the Civil Defence delivery.

I am satisfied with the Civil Defence delivery

| 23% | 17% | 20% | 26% | 9% | |

Legend: Strongly disagree | Somewhat disagree | Neutral | Somewhat agree | Strongly agree | Don't know

Civil Defence over time

R² = 39.1%

	2019	2020	2021	2022	2023
CD	45%	49%	47%	47%	35%

Organisations responsible for emergency response (*prompted recall*)

Organisation	%
CD Emergency Group	57%
Emergency services	52%
Napier City Council	43%
Defence Force	28%
HB Regional Council	28%
Welfare service agencies	22%
Local community	19%
Community organisation	18%
Central Government	17%

Satisfaction with the Civil Defence delivery

Organisation	%
Defence Force	48%
Welfare service agencies	46%
Napier City Council	42%
HB Regional Council	42%
Community organisation	41%
CD Emergency Group	40%
Emergency services	40%
Local community	36%
Central Government	30%

n=464

- Overall, 40% of respondents expressed dissatisfaction with the delivery of the Civil Defence response.
- The lack of communication, information, or delayed warnings (61%) was cited as one of the key reasons for this dissatisfaction. Related verbatim comments mentioned general lack of '*earlier warning*', '*no emergency alert*' or call on the phone, no sirens or other method of emergency contact.
- This theme was followed by perceived failures in organisation and general planning (44%), including a lack of contingency plans for infrastructure damage, duplication or absence of support, and poor coordination, among other factors.

- Moreover, 71% of respondents provided suggestions for specific improvements that the Napier City Council could consider for future emergency event planning and preparedness.
- In line with communication and information challenges being the most prominent issues in the post-cyclone period, 53% of respondents recommended better planning for communication and information distribution during emergencies. More specific suggestions included clearer guidelines, emergency alerts (6% mentioned sirens), reduced reliance on social media, and increased use of local radio, physical presence in the community, and billboards, among others.

Reasons for being dissatisfied (n=184) with Civil Defence (n=169, 92% provided an unprompted comment)

Category	Percentage
Poor communication, information issue, absent / late warnings	61%
Failure to perform / planning failure / disorganised / slow	44%
Relied on self / community / other support, not CD	9%
No contact / didn't hear / wasn't affected	7%
It was adequate / did their best given situation & resources	3%
Other	2%
Mixed response across communities	1%
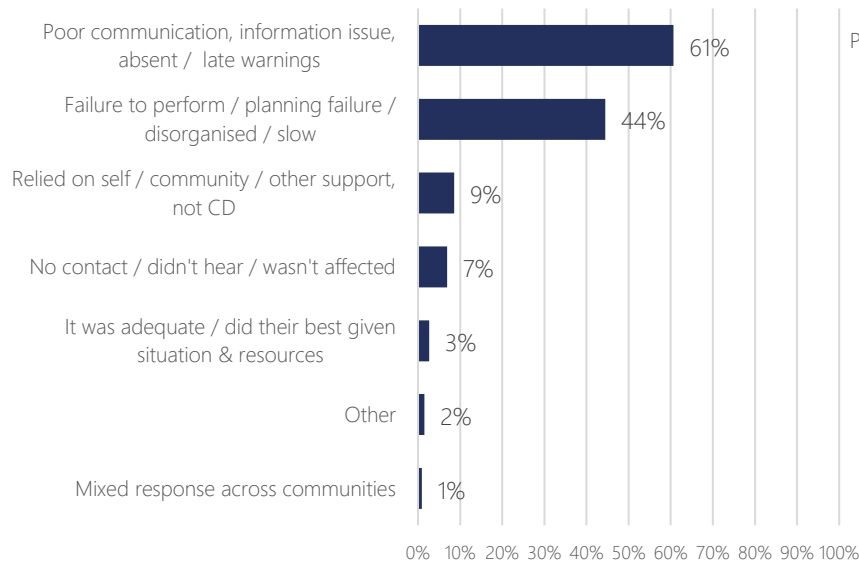
Suggested Council improvements (n=331, 71% of all respondents)
Themes from unprompted comments
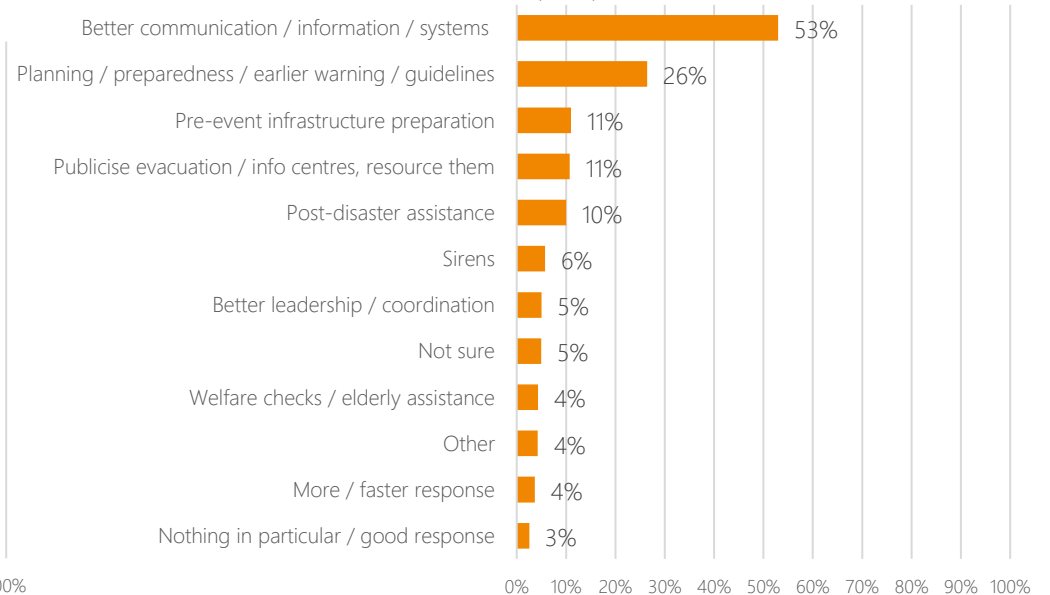
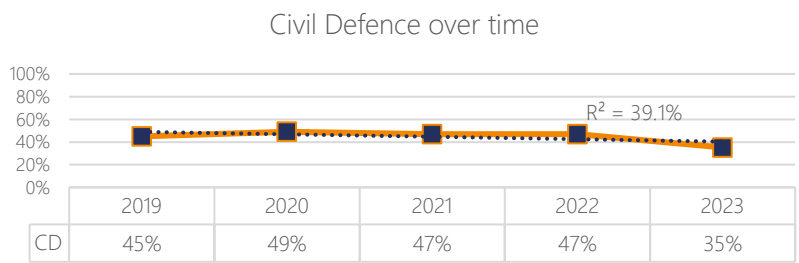| Category	Percentage
Better communication / information / systems	53%
Planning / preparedness / earlier warning / guidelines	26%
Pre-event infrastructure preparation	11%
Publicise evacuation / info centres, resource them	11%
Post-disaster assistance	10%
Sirens	6%
Better leadership / coordination	5%
Not sure	5%
Welfare checks / elderly assistance	4%
Other	4%
More / faster response	4%
Nothing in particular / good response	3%

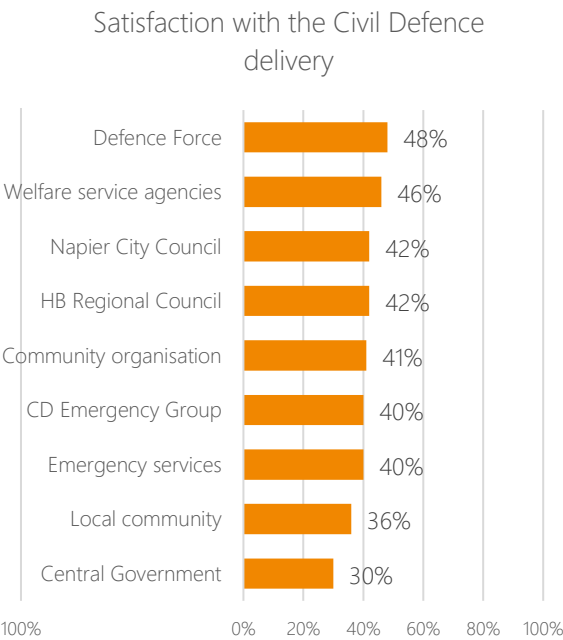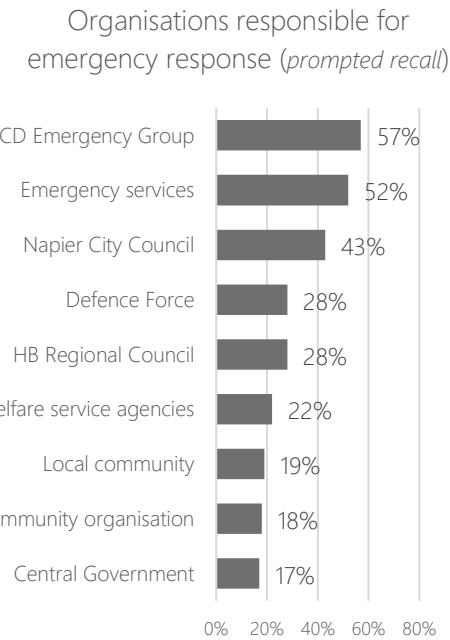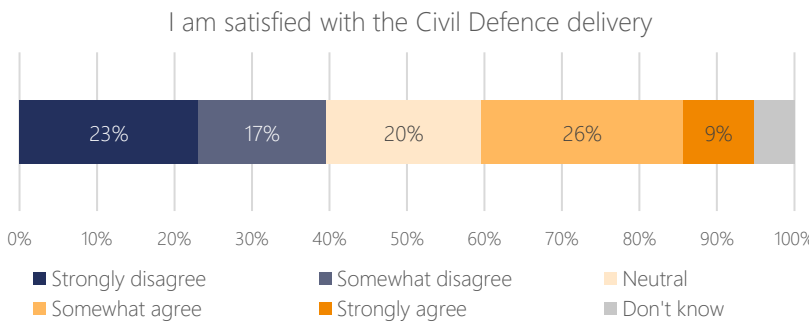*Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.*

- 26% of respondents agreed that people in their community trust public officials, while 38% disagreed with this statement and 25% remained neutral.
- Lower trust was observed among respondents aged 40-64 (42%), and those from the Nelson Park ward (43%).

- The level of public trust was positively associated with general satisfaction with the Civil Defence response delivery.
- Among respondents who were dissatisfied with the Civil Defence delivery, 64% expressed low community trust in public officials.

People in my community trust public officials

18%	20%	25%	19%	7%	11%

■ Strongly disagree ■ Somewhat disagree ■ Neutral ■ Somewhat agree ■ Strongly agree ■ Don't know

Relationship between public trust and Civil Defence delivery

■ High trust in public officials
■ Neutral
■ Low trust in public officials

Public distrust by ward, age and ethnicity in 2023

38%	Overall 2023
43%	Other ethnicities
39%	Māori
37%	New Zealand European
32%	65+ yrs
42%	40-64 yrs
37%	18-39 yrs
36%	Taradale
43%	Nelson Park
31%	Onekawa-Tamatea
38%	Ahuriri
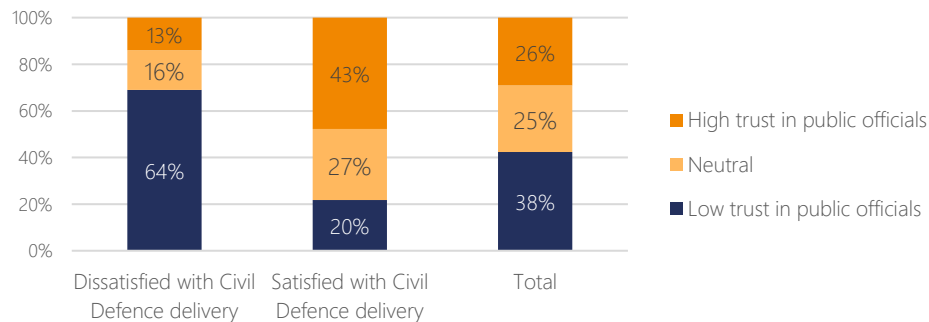
n=466

- 74% of respondents believed they were at least somewhat prepared for the Cyclone Gabrielle emergency; of those 26% believed they were very prepared.
- Younger respondents (18-39), single parents with children, individuals living in Napier for less than 10 years, and rental tenants expressed lower levels of perceived preparedness.
- The level of preparedness was consistent across wards and respondents' reporting various cyclone impacts.
- In 2023, 9 out of 10 respondents reported having enough food stored for 3 days (92%) and having a means of cooking without electricity (91%) - a significant improvement compared to historical results.

- Additionally, 69% reported having enough water for 3 days, which also showed an improvement compared to 2017-2021.
- Having an emergency plan (64%) remained consistent over time.
- Compared to all other preparedness attributes, fewer respondents (54%) agreed that they had an emergency getaway kit.
- One-third of respondents (33%) agreed that they possessed all five key preparedness attributes.
- Respondents from Taradale (61%) and Nelson Park (60%) were more likely to have a getaway kit, and from Taradale - stored water (78%).
- Younger respondents were less likely to have enough food (80%) or water (45%).

Do you think your household was sufficiently prepared for the Cyclone Gabrielle emergency?

No - not prepared	Yes - somewhat prepared	Yes - very prepared
25%	48%	26%

Legend: ■ No - not prepared ■ Yes - somewhat prepared ■ Yes - very prepared ■ Not sure

Emergency preparedness over time

	2017	2019	2021	2023
an emergency plan	56%	58%	64%	64%
enough water stored for 3 days	61%	61%	61%	69%
some way of cooking without electricity	85%	85%	82%	91%
enough food stored for 3 days	82%	85%	85%	92%
an emergency getaway kit				54%
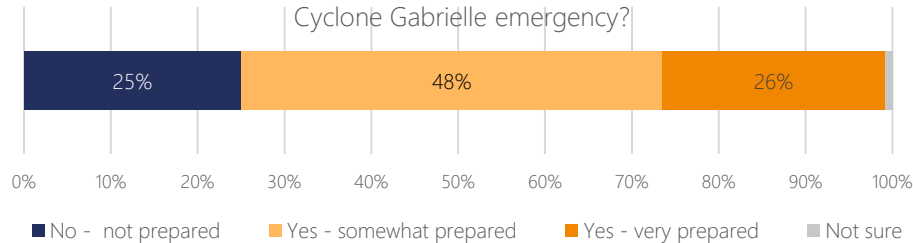
Feeling unprepared by ward, age and ethnicity in 2023
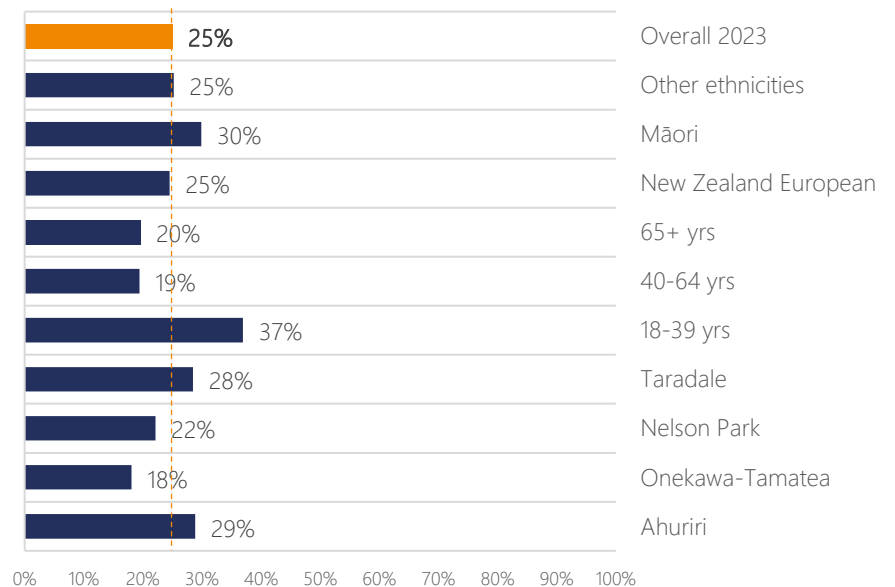
Overall 2023	25%
Other ethnicities	25%
Māori	30%
New Zealand European	25%
65+ yrs	20%
40-64 yrs	19%
18-39 yrs	37%
Taradale	28%
Nelson Park	22%
Onekawa-Tamatea	18%
Ahuriri	29%
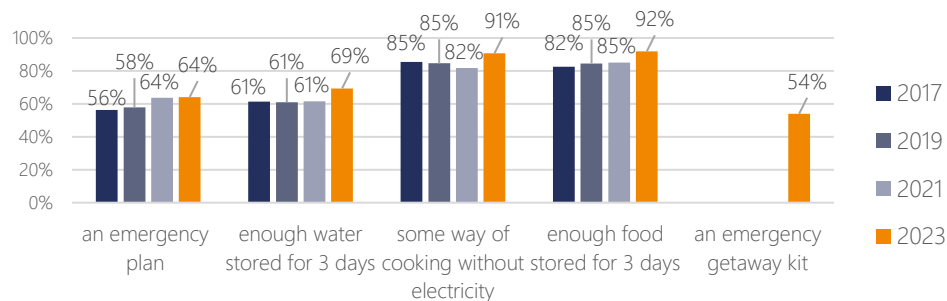
n=464-466

n=334 (n=326, 98%) provided a comment (unprompted)

Category	%
More supplies	32%
Generator	21%
Prepared / updated emergency kit / supplies	16%
Generally more prepared / knowledgeable	16%
Other cooking methods (gas, BBQ)	12%
Radio (battery, solar, other)	11%
More planning	10%
Torches / Candles / Other lighting (e.g. solar)	9%
Prepared / updated grab bag	9%
Charging options / powerbanks / Solar charges	9%
Water / water storage / containers	8%
Batteries	6%
Other	4%
Solar panel / batteries	4%
Was already prepared	3%
Move to a different location	1%
Learnt to rely on yourself	1%
Need more communication	1%

- Overall, 72% of respondents agreed that Cyclone Gabrielle and the national emergency prompted them to improve their level of preparedness.
- This percentage was higher among respondents who felt they were not adequately prepared during the post-cyclone emergency period (84%), but it was not influenced by the severity of the cyclone's impact.
- The reported changes in emergency preparedness were consistent across demographic groups, except for families with children at home, expressing greater need to improve (84%).
- The greatest priorities included increasing supplies of essential items such as food, non-perishable goods, fuel, gas, and cash (32%).
- 21% of respondents mentioned buying or considering a generator (especially if affordability was a concern), most likely due to experiencing prolonged power cuts in Napier during the post-cyclone period.
- 16% of respondents mentioned preparing or updating an existing emergency kit/supply, or generally becoming more prepared/knowledgeable.
- Other changes prompted by the cyclone included preparing alternative cooking methods, ensuring the availability of a working radio, exploring other lighting options, finding phone charging alternatives, and storing water, among others.

Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.

n=466 (n=168, 36%) provided a comment (unprompted)

Category	%
Post-cyclone damage repairs / silt / bridges / fix roads / support people	15%
Council related concerns / improvements needed	14%
General appreciation	14%
Safety concern / gangs / looting / more police	13%
Prepare for future events / resilience	13%
Napier is a good place / history / loyalty with the area	10%
Lack of response / preparedness / concerns with CD / Councils working together	7%
Communication / listen to people	7%
Cost of living / high rates	6%
Napier dependence on Hastings / Need medical facilities / Update infrastructure	5%
Better maintenance of stormwater drainage	5%
Expressway update / traffic concern	3%
Cyclone effect on people / long way to recover	2%
Napier looking tired / not looked after / lack of maintenance	2%
Forestry / slash concern	1%
Lack of accountability for funding / money allocation / claims	1%

- One-third (36%) of respondents provided additional unprompted comments about life in Napier in the post-cyclone period.
- These comments reflected a wide range of feedback and concerns. Among them, 14% expressed appreciation for the community and Council's assistance, as well as the opportunity to provide feedback.
- 15% of respondents highlighted the importance of ongoing and visible Council involvement in the post-cyclone recovery efforts, particularly in areas such as repairs, silt removal, and infrastructure rebuild and repairs.
- 14% of respondents expressed general concerns related to the Council, encompassing various aspects of their response to the cyclone and the ongoing needs of the community.
- Recurring themes that emerged from the comments included the need to improve infrastructure, enhance communication and information dissemination, address safety concerns, and actively engage with the community, with general better preparedness for potential future emergency events.
- There was also a notable desire for financial responsibility and a focus on practical investments that align with the increasing cost of living.

Open-ended comments sorted into categories. Totals may exceed 100% owing to multiple responses for each respondent.

Table 10 Overall life in Napier (% good) by demographic groups

		%Good
	Total	60%
Ward	Ahuriri	73%
	Onekawa-Tamatea	57%
	Nelson Park	49%
	Taradale	62%
Age	18-39	51%
	40-64	56%
	65+	77%
Ethnicity	New Zealand / European	59%
	Māori	52%
	Other	65%
Tenure	Under 10 years	65%
	10 years or more	58%
Living situation	Live alone	60%
	Couple without children	66%
	Family with children at home	54%
	Single parent with children at home	33%
	Empty nesters (children left home)	76%
Annual income	$20,000 or less	27%
	$20,001-$30,000	74%
	$30,001-$50,000	53%
	$50,001-$70,000	70%
	$70,001-$100,000	57%
	$100,000 or more	63%

Note: shaded areas represent significant factors.

Table 11 Quality of life (% declined) by demographic groups

		%Declined
	Total	47%
Ward	Ahuriri	55%
	Onekawa-Tamatea	44%
	Nelson Park	33%
	Taradale	56%
Age	18-39	47%
	40-64	56%
	65+	34%
Ethnicity	New Zealand / European	49%
	Māori	37%
	Other	43%
Tenure	Under 10 years	45%
	10 years or more	48%
Living situation	Live alone	35%
	Couple without children	61%
	Family with children at home	53%
	Single parent with children at home	36%
	Empty nesters (children left home)	41%
Annual income	$20,000 or less	47%
	$20,001-$30,000	30%
	$30,001-$50,000	37%
	$50,001-$70,000	28%
	$70,001-$100,000	44%
	$100,000 or more	68%

Note: shaded areas represent significant factors.

Table 12 Retention in Napier (% agree) by demographic groups

		%Agree
	Total	69%
Ward	Ahuriri	67%
	Onekawa-Tamatea	78%
	Nelson Park	68%
	Taradale	68%
Age	18-39	68%
	40-64	66%
	65+	77%
Ethnicity	New Zealand / European	71%
	Māori	72%
	Other	58%
Tenure	Under 10 years	65%
	10 years or more	71%
Living situation	Live alone	67%
	Couple without children	78%
	Family with children at home	69%
	Single parent with children at home	79%
	Empty nesters (children left home)	68%
Annual income	$20,000 or less	69%
	$20,001-$30,000	74%
	$30,001-$50,000	70%
	$50,001-$70,000	71%
	$70,001-$100,000	70%
	$100,000 or more	74%

Table 13 Cyclone Gabrielle impact (% negative) by demographic groups

		%Negative
	Total	84%
Ward	Ahuriri	86%
	Onekawa-Tamatea	78%
	Nelson Park	80%
	Taradale	87%
Age	18-39	89%
	40-64	89%
	65+	67%
Ethnicity	New Zealand / European	83%
	Māori	89%
	Other	94%
Tenure	Under 10 years	89%
	10 years or more	82%
Living situation	Live alone	67%
	Couple without children	85%
	Family with children at home	93%
	Single parent with children at home	86%
	Empty nesters (children left home)	77%
Annual income	$20,000 or less	57%
	$20,001-$30,000	57%
	$30,001-$50,000	79%
	$50,001-$70,000	87%
	$70,001-$100,000	92%
	$100,000 or more	91%

Note: shaded areas represent significant factors.

Table 14 Personal health (% good) by demographic groups

		%Good
	Total	52%
Ward	Ahuriri	53%
	Onekawa-Tamatea	46%
	Nelson Park	47%
	Taradale	57%
Age	18-39	40%
	40-64	49%
	65+	71%
Ethnicity	New Zealand / European	51%
	Māori	48%
	Other	60%
Tenure	Under 10 years	43%
	10 years or more	54%
Living situation	Live alone	49%
	Couple without children	52%
	Family with children at home	52%
	Single parent with children at home	5%
	Empty nesters (children left home)	71%
Annual income	$20,000 or less	33%
	$20,001-$30,000	61%
	$30,001-$50,000	44%
	$50,001-$70,000	44%
	$70,001-$100,000	43%
	$100,000 or more	60%

Note: shaded areas represent significant factors.

Table 15 Mental wellbeing index by demographic groups

		Computed index
	Total	12.1
Ward	Ahuriri	11.7
	Onekawa-Tamatea	11.6
	Nelson Park	12.5
	Taradale	12.1
Age	18-39	13.4
	40-64	12.8
	65+	9.3
Ethnicity	New Zealand / European	12.1
	Māori	12.6
	Other	13.1
Tenure	Under 10 years	14.0
	10 years or more	11.4
Living situation	Live alone	11.6
	Couple without children	11.9
	Family with children at home	12.7
	Single parent with children at home	15.3
	Empty nesters (children left home)	9.6
Annual income	$20,000 or less	11.9
	$20,001-$30,000	10.1
	$30,001-$50,000	11.6
	$50,001-$70,000	11.8
	$70,001-$100,000	13.7
	$100,000 or more	11.7

Note: shaded areas represent significant factors.

Table 16 Social connections average agreement score by demographic groups

		Average score
	Total	78%
Ward	Ahuriri	84%
	Onekawa-Tamatea	79%
	Nelson Park	67%
	Taradale	82%
Age	18-39	73%
	40-64	77%
	65+	86%
Ethnicity	New Zealand / European	77%
	Māori	77%
	Other	84%
Tenure	Under 10 years	71%
	10 years or more	80%
Living situation	Live alone	70%
	Couple without children	78%
	Family with children at home	84%
	Single parent with children at home	54%
	Empty nesters (children left home)	85%
Annual income	$20,000 or less	52%
	$20,001-$30,000	85%
	$30,001-$50,000	73%
	$50,001-$70,000	70%
	$70,001-$100,000	79%
	$100,000 or more	84%

Note: shaded areas represent significant factors.

Table 17 Feel accepted by the community (% agree) by demographic groups

		%Agree
	Total	71%
Ward	Ahuriri	76%
	Onekawa-Tamatea	67%
	Nelson Park	64%
	Taradale	77%
Age	18-39	62%
	40-64	72%
	65+	83%
Ethnicity	New Zealand / European	71%
	Māori	67%
	Other	72%
Tenure	Under 10 years	59%
	10 years or more	76%
Living situation	Live alone	64%
	Couple without children	71%
	Family with children at home	81%
	Single parent with children at home	42%
	Empty nesters (children left home)	76%
Annual income	$20,000 or less	41%
	$20,001-$30,000	77%
	$30,001-$50,000	58%
	$50,001-$70,000	62%
	$70,001-$100,000	83%
	$100,000 or more	80%

Note: shaded areas represent significant factors.

Table 18 Neighbourhood average agreement score by demographic groups

		Average score
	Total	56%
Ward	Ahuriri	67%
	Onekawa-Tamatea	58%
	Nelson Park	39%
	Taradale	64%
Age	18-39	42%
	40-64	56%
	65+	75%
Ethnicity	New Zealand / European	56%
	Māori	50%
	Other	51%
Tenure	Under 10 years	49%
	10 years or more	59%
Living situation	Live alone	55%
	Couple without children	62%
	Family with children at home	53%
	Single parent with children at home	52%
	Empty nesters (children left home)	68%
Annual income	$20,000 or less	48%
	$20,001-$30,000	79%
	$30,001-$50,000	51%
	$50,001-$70,000	37%
	$70,001-$100,000	58%
	$100,000 or more	56%

Note: shaded areas represent significant factors.

Table 19 Neighbourhood is a good place to live (% agree) by demographic groups

		%Agree
	Total	78%
Ward	Ahuriri	86%
	Onekawa-Tamatea	76%
	Nelson Park	66%
	Taradale	84%
Age	18-39	74%
	40-64	76%
	65+	85%
Ethnicity	New Zealand / European	77%
	Māori	79%
	Other	86%
Tenure	Under 10 years	76%
	10 years or more	78%
Living situation*	Live alone	71%
	Couple without children	87%
	Family with children at home	79%
	Single parent with children at home	56%
	Empty nesters (children left home)	81%
Annual income	$20,000 or less	67%
	$20,001-$30,000	88%
	$30,001-$50,000	74%
	$50,001-$70,000	67%
	$70,001-$100,000	78%
	$100,000 or more	84%

*Note: shaded areas represent significant factors. *The single parents with children at home category was mainly concentrated in Nelson Park.*

Table 20 Community resilience index by demographic groups

		Index
	Total	68.6
Ward	Ahuriri	73.1
	Onekawa-Tamatea	72.5
	Nelson Park	62.9
	Taradale	69.0
Age	18-39	67.1
	40-64	67.0
	65+	73.0
Ethnicity	New Zealand / European	68.4
	Māori	65.3
	Other	68.2
Tenure	Under 10 years	67.7
	10 years or more	69.1
Living situation*	Live alone	69.4
	Couple without children	71.3
	Family with children at home	69.8
	Single parent with children at home	47.8
	Empty nesters (children left home)	72.0
Annual income	$20,000 or less	58.2
	$20,001-$30,000	75.0
	$30,001-$50,000	64.2
	$50,001-$70,000	65.6
	$70,001-$100,000	71.0
	$100,000 or more	68.4

*Note: shaded areas represent significant factors. *The single parents with children at home category was mainly concentrated in Nelson Park.*

Table 21 Personal resilience index by demographic groups

		Index
	Total	79.7
Ward	Ahuriri	85.2
	Onekawa-Tamatea	76.2
	Nelson Park	76.7
	Taradale	80.9
Age	18-39	76.2
	40-64	80.1
	65+	83.3
Ethnicity	New Zealand / European	79.2
	Māori	76.5
	Other	86.2
Tenure	Under 10 years	77.6
	10 years or more	80.5
Living situation	Live alone	78.7
	Couple without children	81.6
	Family with children at home	79.7
	Single parent with children at home	65.5
	Empty nesters (children left home)	83.8
Annual income	$20,000 or less	67.4
	$20,001-$30,000	82.0
	$30,001-$50,000	78.9
	$50,001-$70,000	77.4
	$70,001-$100,000	77.3
	$100,000 or more	83.4

Note: shaded areas represent significant factors.

Table 22 Overall feel safe in Napier (% agree) by demographic groups

		%Agree
	Total	38%
Ward	Ahuriri	50%
	Onekawa-Tamatea	41%
	Nelson Park	32%
	Taradale	36%
Age	18-39	35%
	40-64	36%
	65+	45%
Ethnicity	New Zealand / European	37%
	Māori	41%
	Other	57%
Tenure	Under 10 years	42%
	10 years or more	37%
Living situation	Live alone	40%
	Couple without children	45%
	Family with children at home	34%
	Single parent with children at home	36%
	Empty nesters (children left home)	38%
Annual income	$20,000 or less	23%
	$20,001-$30,000	41%
	$30,001-$50,000	30%
	$50,001-$70,000	31%
	$70,001-$100,000	42%
	$100,000 or more	43%

Table 23 Satisfied with the Civil Defence delivery (% agree) by demographic groups

		%Agree
	Total	35%
Ward	Ahuriri	31%
	Onekawa-Tamatea	38%
	Nelson Park	37%
	Taradale	35%
Age	18-39	38%
	40-64	32%
	65+	36%
Ethnicity	New Zealand / European	35%
	Māori	34%
	Other	56%
Tenure	Under 10 years	42%
	10 years or more	33%
Living situation	Live alone	39%
	Couple without children	22%
	Family with children at home	39%
	Single parent with children at home	36%
	Empty nesters (children left home)	33%
Annual income	$20,000 or less	55%
	$20,001-$30,000	38%
	$30,001-$50,000	31%
	$50,001-$70,000	32%
	$70,001-$100,000	40%
	$100,000 or more	38%

Table 24 People trust in public officials (% disagree) by demographic groups

		%Disagree
	Total	38%
Ward	Ahuriri	38%
	Onekawa-Tamatea	31%
	Nelson Park	43%
	Taradale	36%
Age	18-39	37%
	40-64	42%
	65+	32%
Ethnicity	New Zealand / European	37%
	Māori	39%
	Other	43%
Tenure	Under 10 years	30%
	10 years or more	40%
Living situation*	Live alone	34%
	Couple without children	31%
	Family with children at home	45%
	Single parent with children at home	21%
	Empty nesters (children left home)	36%
Annual income	$20,000 or less	36%
	$20,001-$30,000	31%
	$30,001-$50,000	51%
	$50,001-$70,000	44%
	$70,001-$100,000	28%
	$100,000 or more	36%

*Note: shaded areas represent significant factors. *The single parents with children at home category was mainly concentrated in Nelson Park.*

Table 25 Perceived preparedness for the Cyclone Gabrielle emergency (% not prepared) by demographic groups

		%Not prepared
	Total	25%
Ward	Ahuriri	29%
	Onekawa-Tamatea	18%
	Nelson Park	22%
	Taradale	28%
Age	18-39	37%
	40-64	19%
	65+	20%
Ethnicity	New Zealand / European	25%
	Māori	30%
	Other	25%
Tenure	Under 10 years	41%
	10 years or more	20%
Living situation	Live alone	19%
	Couple without children	21%
	Family with children at home	25%
	Single parent with children at home	56%
	Empty nesters (children left home)	20%
Annual income	$20,000 or less	28%
	$20,001-$30,000	28%
	$30,001-$50,000	26%
	$50,001-$70,000	21%
	$70,001-$100,000	24%
	$100,000 or more	24%

Note: shaded areas represent significant factors.

Table 26 Reported emergency preparedness in 2023 by demographic groups

	Overall	Ward				Age			Ethnicity			Living situation					Living in Napier		Household annual income					
		Ahuriri	Onekawa-Tamatea	Nelson Park	Taradale	18-39	40-64	65+	New Zealand European	Māori	Other	Live alone	Couple without	Family with children at	Single parent with children	Empty nesters	Under 10 years	10 years or more	$20,000 or less	$20,001-$30,000	$30,001-$50,000	$50,001-$70,000	$70,001-$100,000	$100,000 or more
Food stored for 3 days	92%	93%	99%	86%	92%	80%	97%	99%	93%	84%	72%	94%	99%	91%	68%	98%	81%	96%	85%	100%	93%	82%	93%	96%
Water stored for 3 days	69%	64%	60%	67%	78%	45%	80%	82%	70%	60%	62%	77%	65%	68%	28%	87%	55%	74%	62%	82%	73%	61%	57%	76%
Way of cooking without electricity	91%	91%	93%	89%	91%	93%	92%	86%	90%	89%	94%	71%	97%	99%	80%	95%	86%	92%	75%	80%	94%	76%	97%	99%
Emergency getaway kit	54%	37%	46%	60%	61%	49%	57%	55%	53%	67%	64%	56%	53%	55%	44%	56%	51%	55%	51%	56%	53%	57%	60%	52%
Emergency plan	64%	69%	58%	63%	66%	59%	63%	73%	64%	74%	63%	57%	63%	65%	70%	69%	57%	67%	49%	73%	61%	72%	63%	60%

Note: shaded areas represent significant factors.