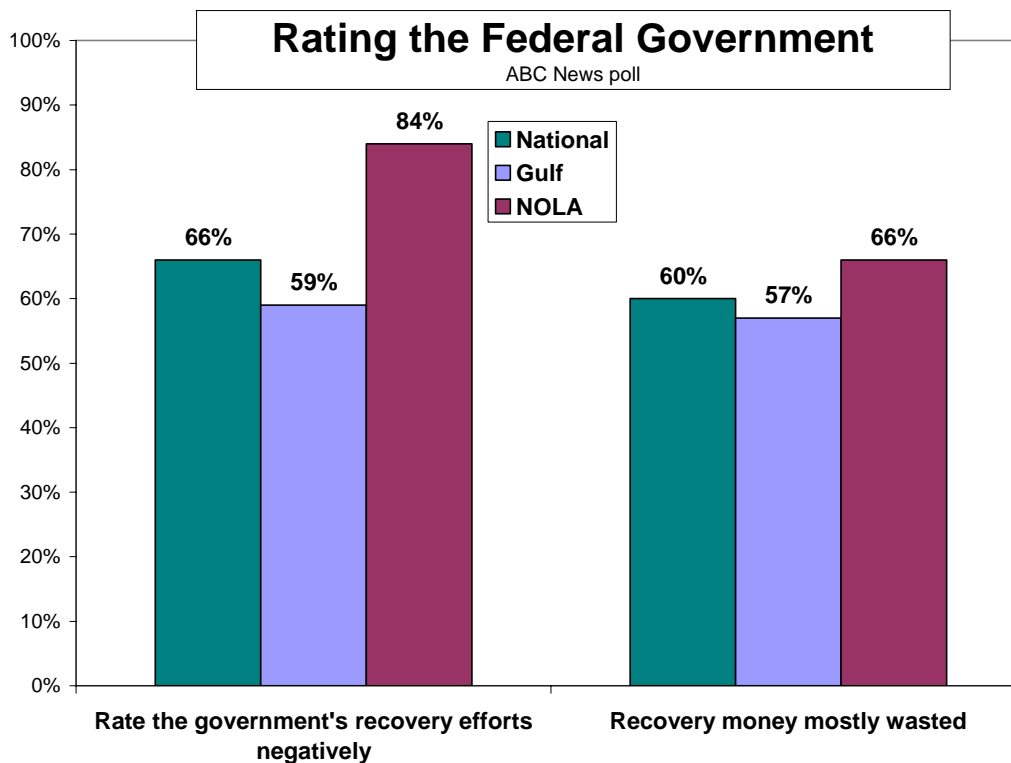


## **Loss, Frustration and Anger Linger in Katrina's Path**

A year after it hammered the Gulf Coast, Hurricane Katrina's devastation persists in the ongoing loss, frustration and anger of those hardest hit by the storm, with widespread views of waste and mismanagement in the recovery effort, significant personal stress and broad fears of what another hurricane could do.

Across the 91 counties in Louisiana, Mississippi and Alabama designated as Katrina disaster areas, 57 percent of residents say most of the approximately \$44 billion the federal government has spent on hurricane recovery in the last year has been wasted – and that rises to 66 percent in New Orleans, this ABC News poll finds.

Other assessments of the government's relief efforts are as bad or worse. More than eight in 10 in New Orleans, and six in 10 across the Gulf Coast, are frustrated with the process; nearly two-thirds in New Orleans, and nearly half across the region, are angry about it. Seventy percent in New Orleans lack confidence in the government's ability to handle another major disaster. And most blacks in the region and across the country think race has affected recovery efforts.

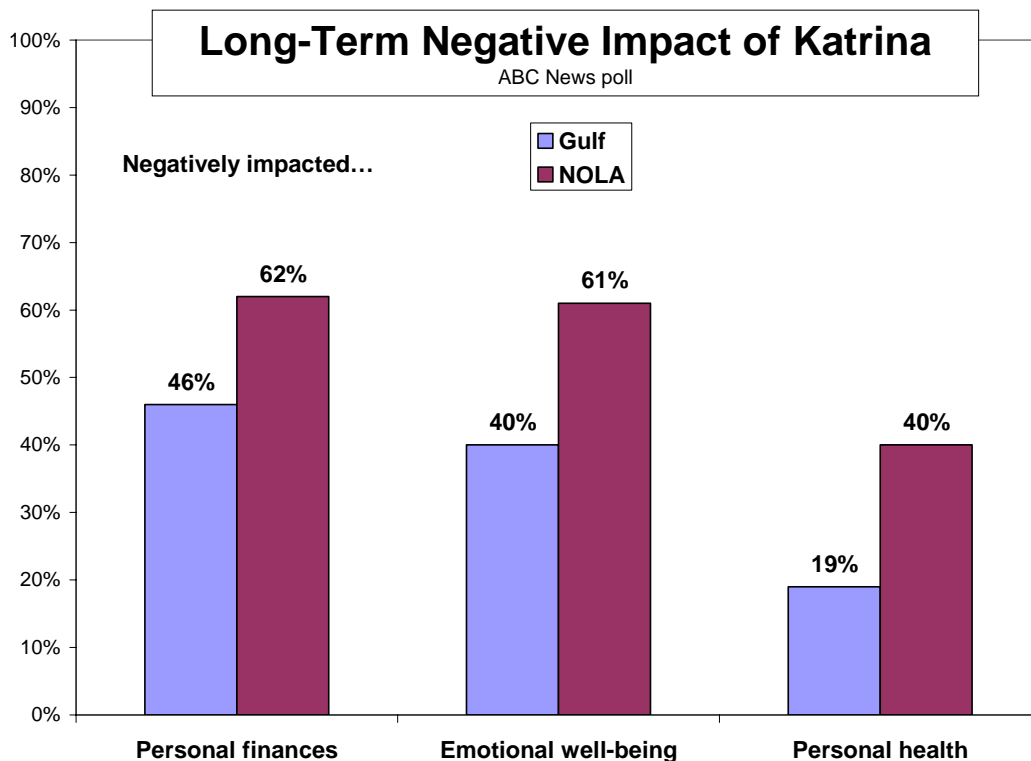


All told, 84 percent in New Orleans, and nearly six in 10 in the Gulf Coast more broadly, give negative ratings to the way the government has dealt with Katrina recovery. And many residents (six in 10 in New Orleans and four in 10 across the disaster counties) say the experience has weakened their overall trust in government to help people in need.

Where government has struggled, though, neighbors and strangers have pulled together. Both in New Orleans and across the region, about two-thirds say the hurricane and its aftermath strengthened their trust in their fellow man – if not in their government – to lend a hand.

**PERSONAL LOSSES** – Still, personal losses – material and psychological alike – are lasting. Nearly three-quarters of New Orleans residents say they have not yet personally recovered from Katrina, six in 10 report long-term damage to their emotional well-being and about as many say the possibility of another hurricane is creating stress and anxiety in their lives.

Such reactions are less widely held, but still prevalent, among the 5.5 million residents of all 91 disaster counties (areas designated by FEMA as eligible for individual assistance aid from the federal government). Four in 10 report long-term emotional damage, as many are stressed about the possibility of another storm and one in three say they have not yet personally recovered from Katrina.



Four in 10 in New Orleans also report long-term damage to their personal health as a result of the hurricane; about two in 10 across the region say the same, a major public health impact. Six in 10 in New Orleans and nearly half across the region report long-

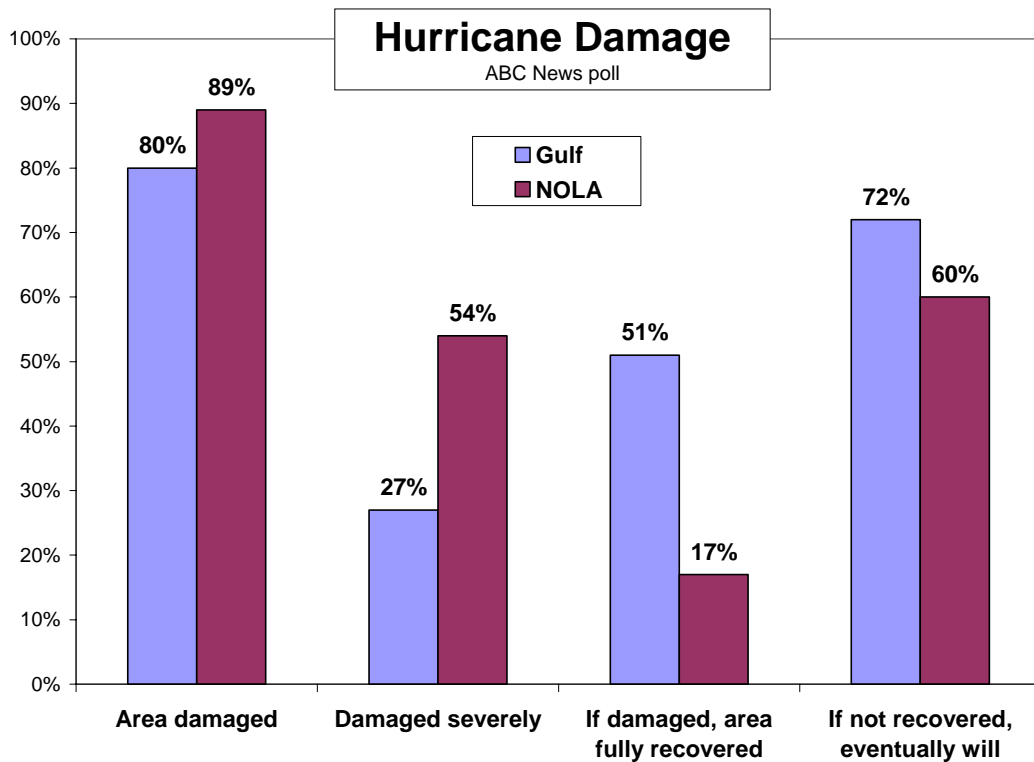
term damage to their personal finances; one factor is that six in 10 suffered property losses for which they were not fully insured.

More than one in 10 regionally, and more than one in three in New Orleans, had a close friend or family member killed as a result of the storm. (The official death toll in Louisiana is 1,464.)

Katrina’s physical devastation comes clear in other numbers: Eighty percent in the region, and nearly 90 percent in New Orleans, say their area was damaged by the storm. A year later, moreover, just half of residents across the disaster counties whose area was damaged say it’s fully recovered, and in New Orleans a scant 17 percent say so.

Among current New Orleans residents – the city was severely depopulated – 85 percent say their primary residence was damaged by the hurricane and two-thirds suffered other property damage. More than half say the damage to their area was severe; more than half also report a severe impact on their personal lives. Across the region, people who report severe damage in their area are more apt to report slow progress toward recovery and negative personal impacts.

At the same time, there is hopefulness: Among people whose area has not yet fully recovered, majorities think it’ll get there eventually. Similarly, among those who have not yet fully recovered personally, two-thirds think that eventually they will.



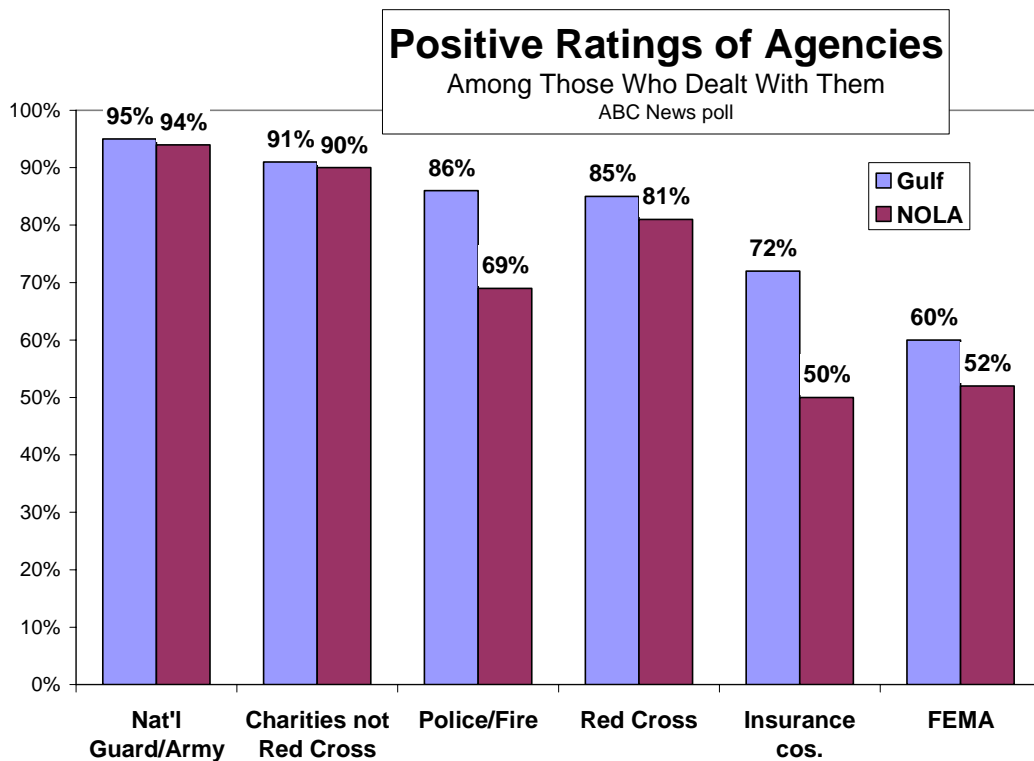
Nonetheless, a quarter of New Orleans residents don’t think their area will ever fully recover. And two in 10 doubt they’ll personally ever recover completely.

This poll, including random-sample interviews in the Katrina disaster counties, New Orleans and nationally, supports ABC News' division-wide special programming, "Katrina: Where Things Stand," airing over the next week. Katrina made landfall Aug. 29, 2005, with sustained winds of 125-mph and a storm surge that breached the levees of New Orleans.

**GOVERNMENT RESPONSE** – Weak ratings of government recovery efforts in the affected areas is reflected in national views as well. Among all Americans, 60 percent think most of the money spent on hurricane recovery has been wasted, two-thirds rate the government's efforts negatively and half lack confidence in the government's ability to respond effectively to another major disaster.

Criticism is not limited to the federal government. Nationally, more than six in 10 rate the local and state governments negatively. And in the Gulf region overall and New Orleans alike, ratings of the state and local governments' response are about as bad as they are for the federal government.

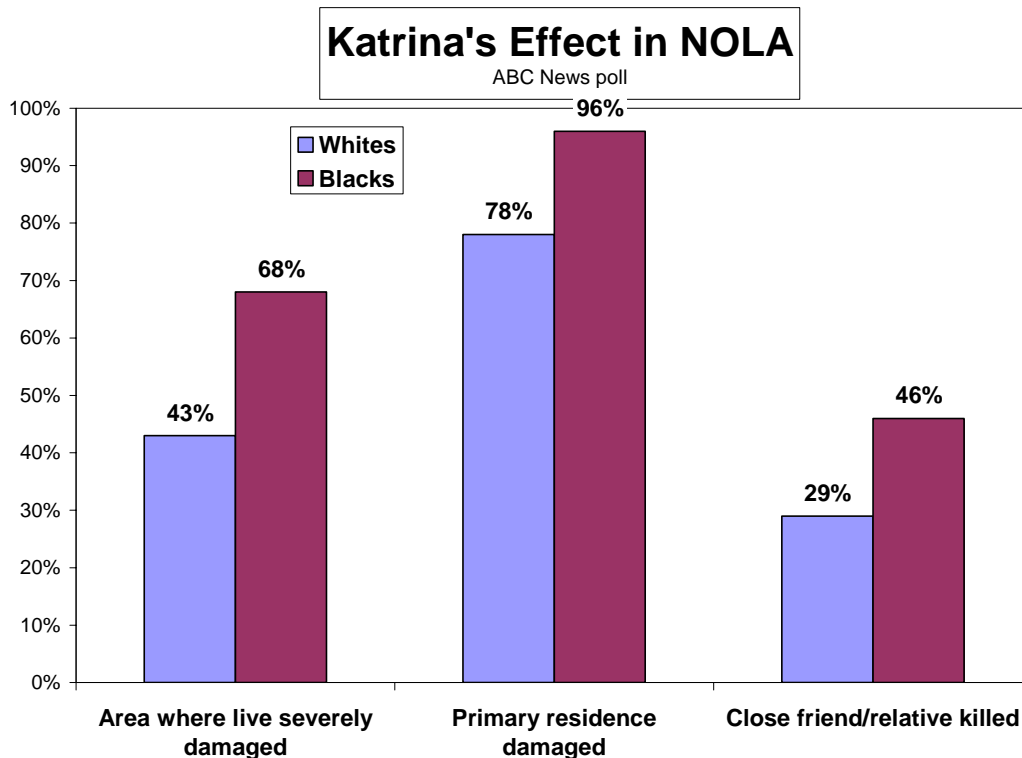
Still, while governments in general get poor marks, storm victims who had personal dealings with a variety of agencies and aid organizations give those groups, including the much-derided FEMA, more positive ratings.



More than eight in 10 New Orleans residents personally dealt with FEMA, and slightly more than half of them say that it did an excellent or good job assisting them; FEMA got a 60 percent positive rating from Gulf Coast residents who dealt with the agency. But

other agencies – the National Guard, local emergency responders, the Red Cross and other charities – all are rated much higher.

RACE – There’s a substantial racial component underlying the views of New Orleans residents, one that is not as stark in the rest of the affected counties. One reason is that blacks in New Orleans were more directly affected: More than two-thirds of New Orleans blacks say their area was severely damaged, compared with just over four in 10 whites there. A startling 96 percent of blacks say their home was damaged, compared with 78 percent of whites. And 46 percent of blacks say a close friend or family member was killed as a result of the hurricane, compared with 29 percent of whites in the city. In the rest of the region, the differences between the races on these measures is narrower.

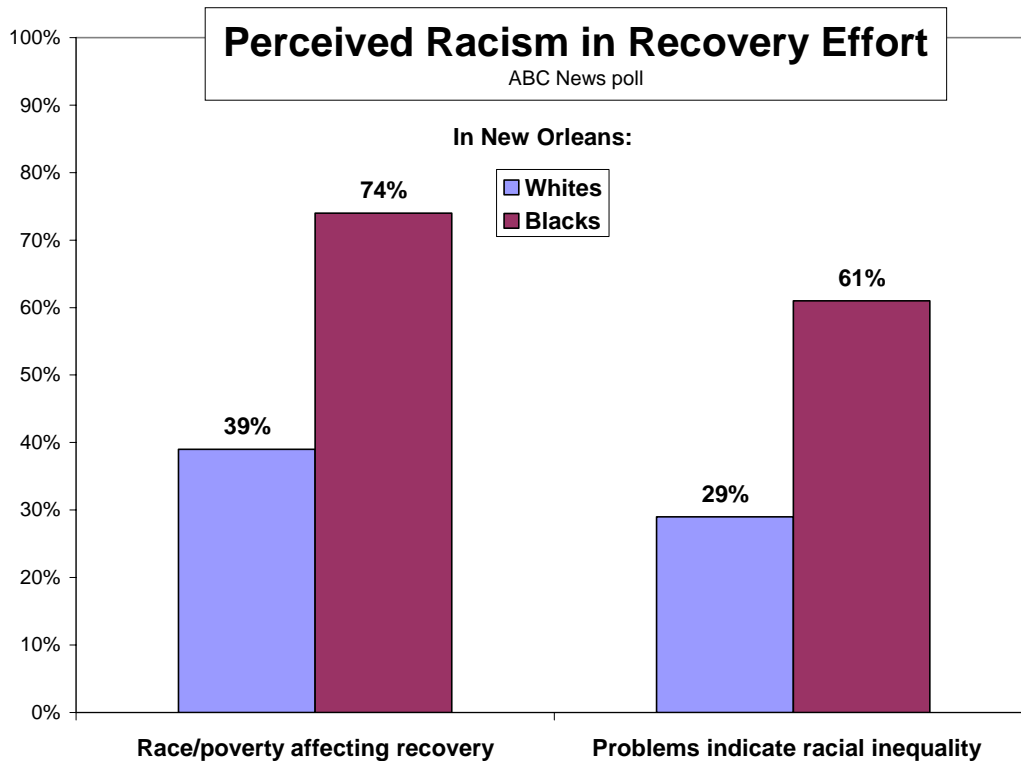


By extension, blacks in New Orleans are 29 points more likely than whites there to say the hurricane has had a long-term negative impact on their health, 15 points more likely to say they haven’t personally recovered and 11 points more likely to say it’s hurt their emotional well-being. But they're no more likely to be angry or frustrated with the government's response.

Blacks in the city also are 14 points more likely than whites to say Katrina caused long-term damage to their personal finances. In addition to having lower incomes on average, blacks in the city who sustained property damage are more than twice as likely as whites to say their losses weren’t at all insured.

Most blacks, furthermore, see a racial element in the government's response to the hurricane. In New Orleans, three in four blacks think race and poverty has affected the pace of the federal recovery program and six in 10 say recovery problems are an indication of racial inequality in this country.

Blacks in the Gulf Coast and nationally feel similarly; whites, in New Orleans, the Gulf Coast and nationally, tend to differ. In New Orleans, 29 percent of whites think recovery problems are an indication of racial inequality; it's 16 percent among whites in the Gulf Coast region and 30 percent of whites nationally.



However, while blacks are more likely to see racism in the recovery efforts, they're no more critical than whites are in their personal dealings with FEMA. Forty-nine percent of blacks in New Orleans who dealt with FEMA say the agency did an excellent or good job assisting them; 51 percent of whites say the same. Similarly, blacks are about as likely as whites to rate the Red Cross' assistance positively.

In New Orleans and the Gulf Coast, ratings of the federal recovery effort are similar among blacks and whites. However, blacks nationally rate the post-Katrina recovery effort more negatively than whites do. Eight in 10 rate the federal government's response negatively, compared with two-thirds of whites. And more than six in 10 blacks are not confident the government can respond effectively to another disaster, compared with fewer than half of whites. Most of the difference though stems from the fact that blacks nationally are twice as likely as whites to be Democrats.

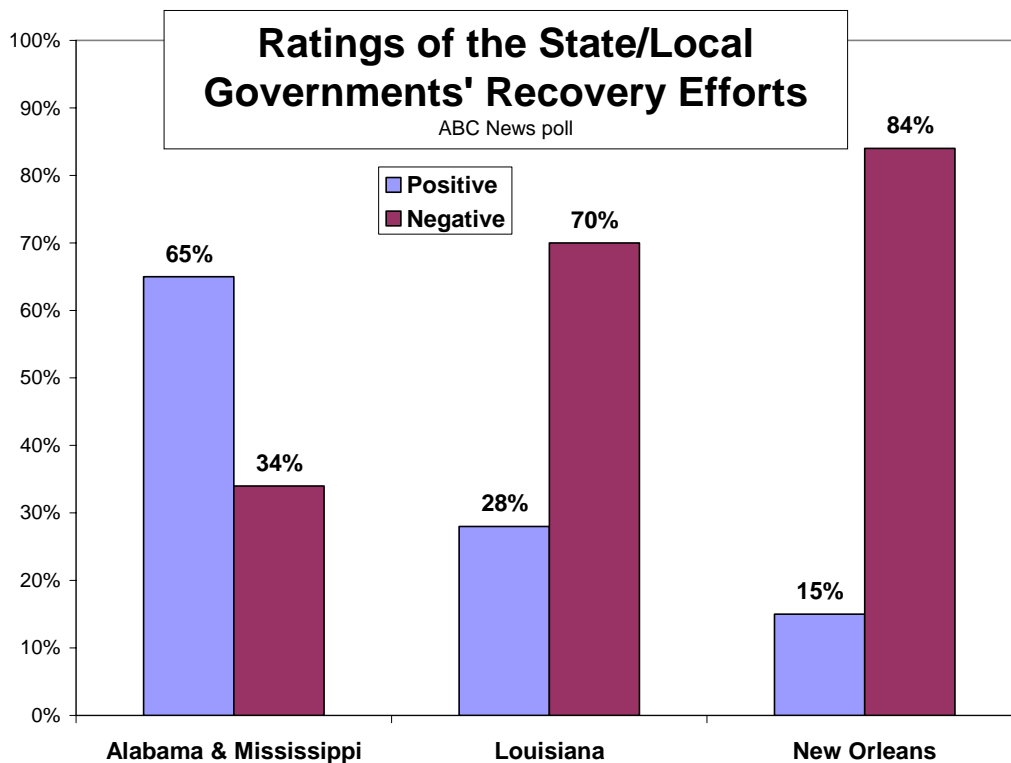
**PARTY ID** – Overall, partisan differences are stronger on the national level than in the affected areas. Nationally, more than eight in 10 Democrats and seven in 10 independents rate the federal government's hurricane recovery efforts negatively; fewer than four in 10 Republicans agree. And while three in four Republicans are confident the government can respond to another disaster, just a third of Democrats think so.

In the Gulf Coast, however, majorities of Democrats and Republicans alike rate the federal government's efforts negatively and the gap between the parties in confidence in the government to handle future disasters is far narrower.

**INCOME** – Income is a factor as well, but not as much as might be expected. Lower-income residents across the region are more likely to say Katrina has had a long-term negative impact on their finances; four in 10 people in households earning less than \$50,000 say their losses were not insured and only 27 percent were fully insured.

Lower-income New Orleans residents are also more apt to say the situation has affected their personal health. But lower-income residents aren't significantly more likely to say their area was severely damaged by Katrina or that their own property was damaged.

**BY STATE** – Residents of the hurricane-affected counties in Alabama and Mississippi give their state and local governments far higher marks for hurricane response than do Louisiana residents. They're also more likely than those in Louisiana to say federal recovery money has been well spent, and to be confident in the government's ability to respond to another disaster.



At the state level, Mississippians are the most likely to say their area was damaged by the hurricane – more than nine in 10 do (nearly four in 10 "severe"), compared with seven in 10 in Louisiana (about one in four "severe"), and to say their own property was damaged. But likely given what happened in New Orleans, Louisianans are the most worried about another hurricane hitting their area – more than six in 10 are worried, compared with fewer than half in Mississippi.

Louisiana residents are also the most apt to say the response to the hurricane makes them feel angry and frustrated. In contrast, most of those in the affected parts of Alabama and Mississippi say they're hopeful about the government response; fewer than four in 10 Louisianans express the same.

SEX – Women in the Katrina-affected counties are more likely than men to say the hurricane adversely affected their long-term emotional well-being, 45 to 34 percent. Women in the Gulf are also more apt to be worried about another hurricane hitting their area (58 percent, vs. 47 percent of men) and to say that possibility has caused extra stress and anxiety in their life (46 percent, vs. 35 percent of men).

In New Orleans, women are likelier than men to be angry about the government's response to the hurricane. They're also much more apt than men to say they haven't yet personally recovered from the hurricane – 82 percent, compared with 64 percent of men. Yet three in four women say the hurricane strengthened their trust in their fellow man, compared with six in 10 men.

GLOBAL WARMING – Finally, this poll finds a slight shift nationally in views of whether the severity of recent hurricanes is linked to global climate change. Last year Americans thought this was not the case, by a 54-39 percent margin. Today the public is more divided; 49 percent think recent severe hurricanes are just the kind of weather that happens from time to time, while 45 percent (up six points) think their severity is the result of climate change.

The percentages saying the severe weather likely results from global warming is up among both Democrats and independents; it's not significantly changed among Republicans.

	%Severe hurricanes result from global warming		
	Now	2005	Change
All	45%	39%	+6
Democrats	57	46	+11
Independents	49	42	+7
Republicans	27	24	+3

METHODOLOGY – This survey was conducted by telephone among random samples of 1,109 adults nationally, including an oversample of blacks for a total of 176, Aug. 10-20, 2006; 501 adults in the Gulf Coast, Aug. 16-20; and 300 adults in New Orleans, Aug. 14-

20. The New Orleans sample was supplemented by random cell-phone as well as land-line interviews. Error margins are three percentage points for the national sample, 4.5 points for the Gulf Coast sample and six points in New Orleans. Sampling, field work and tabulation for the Gulf Coast and New Orleans samples by TNS of Horsham, Pa., and for the national sample by ICR-International Communications Research of Media, Pa. Further details of the survey methodology are available upon request.

Analysis by Jon Cohen, Dalia Sussman and Gary Langer.

ABC News polls can be found at ABCNEWS.com at <http://abcnews.com/pollvault.html>.

Media contact: Cathie Levine, (212) 456-4934.

Full results follow (\*= less than 0.5 percent).

1. Hurricane Katrina hit the Gulf Coast, including New Orleans, about a year ago. In terms of the rebuilding and recovery efforts that have gone on over the past year, how would you rate the job done by the federal government - excellent, good, not so good or poor?

		-----Excellent/Good-----			-----Not so good/Poor-----			No
		NET	Excellent	Good	NET	Not so good	Poor	op.
8/20/06	Gulf	38	6	32	59	30	30	3
	NOLA	15	1	14	84	35	48	1
	National	29	4	25	66	28	38	5

2. How would you rate the rebuilding and recovery efforts by your state and local governments - excellent, good, not so good or poor?

		-----Excellent/Good-----			-----Not so good/Poor-----			No
		NET	Excellent	Good	NET	Not so good	Poor	op.
8/20/06	Gulf	47	11	37	51	28	23	1
	NOLA	15	1	14	84	46	39	1
	National*	29	4	26	63	35	27	8

\*"the state and local governments in the affected areas"

3. Do you think the money the federal government has spent on hurricane recovery efforts has been mostly (well spent) or mostly (wasted)?

		Well spent	Wasted	In between (vol.)	No opin.
8/20/06	Gulf	34	57	5	4
	NOLA	20	66	6	8
	National	27	60	6	7

4. Looking ahead, how confident are you in the federal government's ability to respond effectively to another major disaster like the one caused by Hurricane Katrina - very confident, somewhat confident, not so confident or not confident at all?

		-----Confident-----			-----Not confident-----			No
		NET	Very	Somewhat	NET	Not too	Not at all	op.
8/20/06	Gulf	52	12	40	47	26	21	1
	NOLA	29	6	23	70	33	37	1
	National	48	12	36	50	28	22	2

5. The lead agency in handling the federal government's response to disasters is FEMA, the Federal Emergency Management Agency. Do you trust FEMA to lead the federal government's response to the next major disaster, or would you like to see a different agency put in charge?

	Trust FEMA to lead response to next major disaster	Would like different agency in charge	No opin.
8/20/06 Gulf	43	53	4
NOLA	32	60	8
National	43	50	8

6. Do you think the severity of recent hurricanes like Katrina is most likely (the result of global climate change), or is it (just the kind of severe weather events that happen from time to time)?

	Climate change	Just happens	No opin.
8/20/06 Gulf	40	56	4
NOLA	41	52	7
National	45	49	5
9/27/05* National	39	54	7

\*did not say "like Katrina"

7. Was the area where you live damaged by Katrina, or not?

	Yes	No	No opin.
8/20/06 Gulf	80	20	0
NOLA	89	11	0

8. (IF YES, Q7) How bad was the damage in your area - severe, moderate or slight?

	Severe	Moderate	Slight	No opin.
8/20/06 Gulf	34	48	18	0
NOLA	60	30	9	1

7/8 NET:

-----Area damaged-----						
	NET	Severe	Moderate	Slight	No	No opin.
8/20/06 Gulf	80	27	39	14	20	0
NOLA	89	54	27	8	11	0

9. (IF YES, Q7) Has your area fully recovered from the hurricane damage, or not?

	Yes	No	No opin.
8/20/06 Gulf	51	49	1
NOLA	17	82	1

10. (IF NO, Q9) Do you think your area will ever fully recover, or not?

	Yes	No	No opin.
8/20/06 Gulf	72	25	3
NOLA	60	34	6

7/9/10 NET:

	Fully recovered	NET	Will	Will not	No op.	Not damaged	No op.
8/20/06 Gulf	41	39	28	10	1	20	0
NOLA	15	73	44	25	4	11	0

11. Thinking about the impact Katrina might have had on your own personal life overall, has that been severe, moderate or slight?

	Severe	Moderate	Slight	None (vol.)	Lived somewhere else (vol.)	No op.
8/26/06 Gulf	24	41	34	1	*	*
NOLA	53	36	10	0	0	1

12. (IF SEVERE/MODERATE/SLIGHT, Q11) Have you personally fully recovered from the hurricane or not?

	Yes	No	No opin.
8/20/06 Gulf	67	33	*
NOLA	26	73	1

13. (IF NO, Q12) Do you think you personally ever will fully recover, or not?

	Yes	No	No opin.
8/20/06 Gulf	66	32	3
NOLA	68	27	4

12/13 NET:

	Fully recovered	NET	Will	Will not	No op.	No opin.
8/20/06 Gulf	66	33	21	10	1	*
NOLA	26	73	50	20	3	1

14. Would you say the hurricane has or has not had a long-term negative impact on your (ITEM)?

8/20/06 - Summary Table

		Has	Has not	No opin.
a. personal finances	Gulf	46	54	*
	NOLA	62	36	2
b. personal health	Gulf	19	81	1
	NOLA	40	58	2
c. emotional well-being	Gulf	40	59	1
	NOLA	61	38	2

15. Was your own primary residence damaged by Katrina, or not?

	Yes	No	No opin.
8/20/06 Gulf	58	42	*
NOLA	85	15	*

16. Was any personal property other than your primary residence damaged by Katrina, or not?

	Yes	No	No opin.
8/20/06 Gulf	39	60	1
NOLA	67	33	0

17. (IF RESIDENCE OR PROPERTY DAMAGED) Were your losses in the hurricane fully insured, partially insured or not insured?

	-----Insured-----			Not	No
	NET	Fully	Partially	insured	opin.
8/20/06 Gulf	70	37	33	28	2
NOLA	70	36	34	28	3

18. Did you or did anyone in your immediate family suffer serious physical injury as a result of Hurricane Katrina, or not?

	Yes	No	Family member killed (vol.)	No opin.
8/20/06 Gulf	7	93	1	*
NOLA	11	86	2	*

19. Did you have any close personal friends or family members who lost their lives as a result of the hurricane, or not?

	Yes	No	No opin.
8/20/06 Gulf	14	86	1
NOLA	36	63	1

20. For each group I name, please tell me whether you personally have had dealings with them because of the hurricane, or not.

8/20/06 - Summary Table

		Yes	No	No opin.
a. FEMA	Gulf	43	57	0
	NOLA	82	18	0
b. U.S. Small Business Administration	Gulf	13	87	*
	NOLA	34	66	0
c. State relief agencies	Gulf	17	82	2
	NOLA	21	78	1
d. Insurance companies	Gulf	43	57	*
	NOLA	68	32	0
e. National Guard or U.S. Army	Gulf	20	80	0
	NOLA	39	61	0
f. Police, fire or other emergency responders	Gulf	19	81	*
	NOLA	36	64	0
g. The Red Cross	Gulf	41	59	*
	NOLA	72	28	0
h. Other charitable groups	Gulf	22	78	*

NOLA 34 66 0

Q21. (IF DEALT WITH AGENCY, Q20) How good a job have they done in assisting you - excellent, good, not so good or poor?

8/20/06 - Summary Table

		---Exc./Good---			---Not good/poor---			No op.
		NET	Exc.	Good	NET	Not good	Poor	
a. FEMA	Gulf	60	17	43	39	18	22	*
	NOLA	52	10	42	48	22	25	*
b. U.S. Small Business Administration	Gulf	insufficient sample size						
	NOLA	45	14	31	54	24	31	1
c. State relief agencies	Gulf	insufficient sample size						
	NOLA	insufficient sample size						
d. Insurance companies	Gulf	72	34	38	28	15	14	0
	NOLA	50	13	37	49	22	26	1
e. National Guard or U.S. Army	Gulf	95	72	23	4	*	4	0
	NOLA	94	60	34	5	3	2	1
f. Police, fire or other emergency responders	Gulf	86	52	34	13	11	3	0
	NOLA	69	35	35	31	13	18	0
g. The Red Cross	Gulf	85	48	37	14	9	6	*
	NOLA	81	35	47	18	13	6	*
h. Other charitable groups	Gulf	91	55	37	7	7	0	2
	NOLA	90	50	41	7	5	2	3

22. Thinking about your trust in government to help people in need, did the hurricane strengthen that, weaken it, or make no difference?

		Strengthen	Weaken	No difference	No opin.
8/20/06	Gulf	19	41	38	1
	NOLA	9	62	29	1

23. Thinking about your trust in your fellow man to help people in need, did the hurricane strengthen that, weaken it, or make no difference?

		Strengthen	Weaken	No difference	No opin.
8/20/06	Gulf	65	8	26	1
	NOLA	68	10	21	1

24. How concerned are you about another hurricane hitting the area where you live - is that something that worries you a great deal, a good amount, just some or hardly at all?

		-----Worry more-----			-----Worry less-----			No op.
		NET	Great deal	Good amount	NET	Just some	Hardly at all	
8/20/06	Gulf	53	29	24	47	23	24	0
	NOLA	64	40	24	35	18	17	1

25. Has the possibility of another hurricane created extra stress and anxiety in your personal life, or not? IF YES: Has it created a great deal of extra stress and anxiety, or not that much?

		-----Created stress/anxiety----			Has	No
		NET	Great deal	Somewhat	not	opin.
8/20/06	Gulf	41	26	14	59	1
	NOLA	59	41	19	40	1

26. Please tell me if each of the following does or does not describe your own personal feelings about the federal government's response to the hurricane situation.

8/20/06 - Summary Table

		Does	Does not	No op.
a. Angry	Gulf	46	53	1
	NOLA	63	37	1
b. Hopeful	Gulf	49	48	3
	NOLA	36	62	2
c. Frustrated	Gulf	62	37	1
	NOLA	83	16	1

Trend:

a. Angry

		Does	Does not	No op.
8/20/06	Gulf	46	53	1
	NOLA	63	37	1
9/11/05*		45	55	*
9/2/05		45	54	*

\*9/11/05 and previous: national sample

b. Hopeful

		Does	Does not	No op.
8/20/06	Gulf	49	48	3
	NOLA	36	62	2
9/11/05*		64	35	1
9/2/05		64	34	1

\*9/11/05 and previous: national sample

c. No trend.

27. As you may know, New Orleans is a poor city with a large African-American population. Do you think the federal government's recovery program there would be moving faster if it had been a wealthier city with more whites, or do you think race and poverty have not affected the recovery effort?

		Would be moving faster in wealthier city	Race and poverty have not affected recovery effort	No opinion
8/20/06	Gulf	39	56	4
	NOLA	54	43	4
	National	43	48	8

Compare to: As you may know, New Orleans was a poor city with a large African-American population. Do you think it would have received better flood protection and emergency preparedness resources if it had been a wealthier city with more whites, or do you think race and poverty did not affect its hurricane protection and emergency planning?

	Would have been better prepared	Race and poverty did not affect preparedness	No opinion
9/11/05 National	36	60	4

28. Overall, do you think problems with the hurricane relief effort are or are not an indication of racial inequality in this country?

	Are	Are not	No opin.
8/20/06 Gulf	31	65	4
NOLA	43	55	3
National	35	60	5
9/11/05 National	31	67	2

29. (IF YES, Q28) In the year since the hurricane, do you think the country has or has not made progress in dealing with this issue of racial inequality?

	Has	Has not	No opin.
8/20/06 Gulf	32	66	2
NOLA	20	77	2
National	31	65	4

28/29 NET:

	NET	---Indicate racial inequality-- Made progress	No progress	Problems do not indicate racial inequality	No op.
8/20/06 Gulf	31	10	20	65	4
NOLA	43	9	33	55	3
National	35	11	22	60	5

\*\*\*END\*\*\*