

Urban Resilience Sustainability, 2(2): 185–202.

DOI: 10.3934/urs.2024009 Received: 02 March 2024 Revised: 17 June 2024 Accepted: 21 June 2024

Published: 01 July 2024

https://www.aimspress.com/journal/urs

## Theory article

## Wicked problems of early-COVID-19 response: A content analysis of public emergent norms

Lisa Wier<sup>1</sup>, Xiangyu (Dale) Li<sup>1,\*</sup>, Tony McAleavy<sup>1</sup>, Byunggi Choi<sup>2</sup> and Lukas Urbane<sup>1</sup>

- Division of Engineering Technology, Oklahoma State University, 570 Engineering North, Stillwater, OK 74078, USA
- <sup>2</sup> Incheon Metropolitan City Fire Department, Incheon Metropolitan City, South Korea
- \* Correspondence: Email: Dale.Li@okstate.edu; Tel: +14057445508.

## **Supplementary**

## **Survey questions**

- What did you know about Novel Coronavirus prior to the outbreak?
- What, if any, sources of information about Novel Coronavirus did you use?
- How useful/reliable was the information you located or received?
- What care and/or support did you receive (formal and informal)? What care and/or support did you receive (formal and informal)?
  - How did you access this care and/or support?
- When you were quarantined/in lockdown: how was this requirement communicated and explained to you?
  - What care and/or support were/are you provided with during quarantine/lockdown?
  - Were your needs met?
  - Could your quarantine experience be improved: if so, how?
- Are there any other issues related to your Novel Coronavirus experience you would like to discuss?



© 2024 the Author(s), licensee AIMS Press. This is an open access article distributed under the terms of the Creative Commons Attribution License (http://creativecommons.org/licenses/by/4.0)