

# 2024 Vermont Emergency Management Engagement Survey Results



# 2024 Vermont Emergency Management Partner Engagement Survey Results

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# 2024 Vermont Emergency Management Partner Engagement Survey Results

## Background

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In December 2019/January 2020, Vermont Emergency Management conducted the first Engagement Survey. This survey combined the former “Training and Exercise Need Assessment” with additional questions related to gaps in Emergency Management statewide, and satisfaction with the services and resources provided by Vermont Emergency Management. Information from these surveys inform to work of Vermont Emergency Management, including the Threat/Hazard Inventory and Risk Assessment, Stakeholder Preparedness Review and Integrated Preparedness Plan.

This survey was reissued in the summers of 2022, 2023, and 2024. Questions were largely unchanged in these 3 years. During both 2023 and 2024, the State Emergency Operations Center was activated for a significant period of time while the survey was open.

65 individuals completed this 2024 Engagement Survey. Participation factors for regions and statewide organizations are called out at the end of this document.

## Comparison between 2023 Survey to 2024 Survey

There was limited response to the survey in both 2024 (65) and 2023 (63). Both years the survey closure occurred while the State Emergency Operations Center was activated for statewide flooding.

When comparing factors that influenced participation in trainings or exercises, there wasn’t a significant shift in the items with the highest average rating of importance between the 2 years.

2024	2023
1. Location	1. weekday options
2. Virtual option	2. location
3. Weekday option	3. virtual option
4. Length of course	4. instructor(s)
5. Meeting job/position requirements	5. length of course

Staff members remained the highest rated resource and satisfaction with that resource grew – in 2024 67% of respondents noted they were “Very Satisfied” with staff members compared to 64% of 2023 respondents. Dissatisfaction with the Vermont Emergency Management website fell to 5% of respondents reporting they were “Not Satisfied” with the website in 2024 compared to 15% of 2023 respondents. A new question was added about satisfaction with the Watch Officer, and that resource had the second highest report of being “Very Satisfied” (59%).

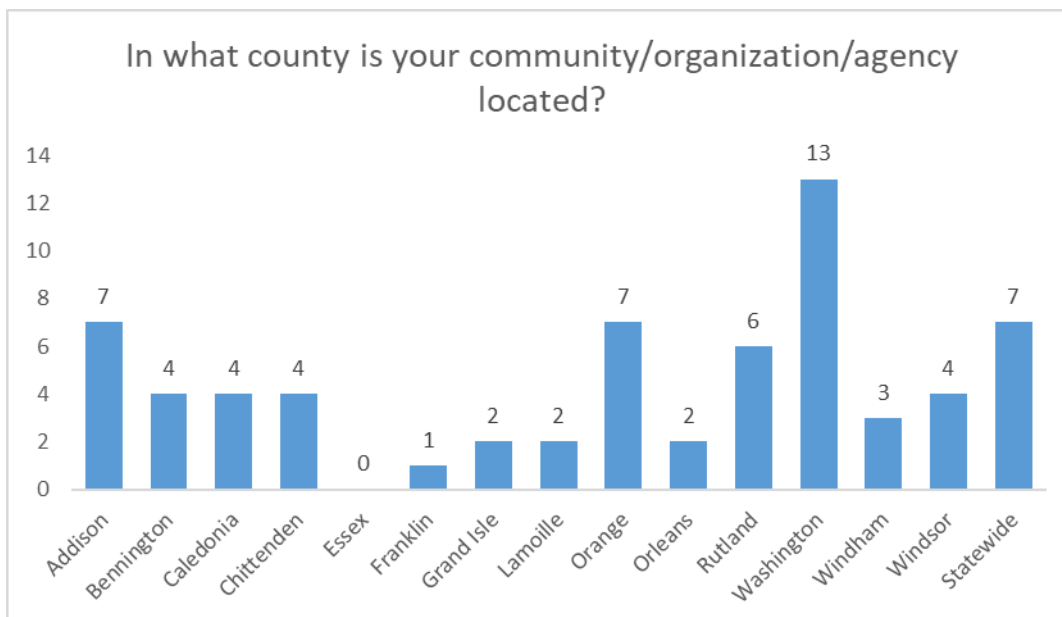
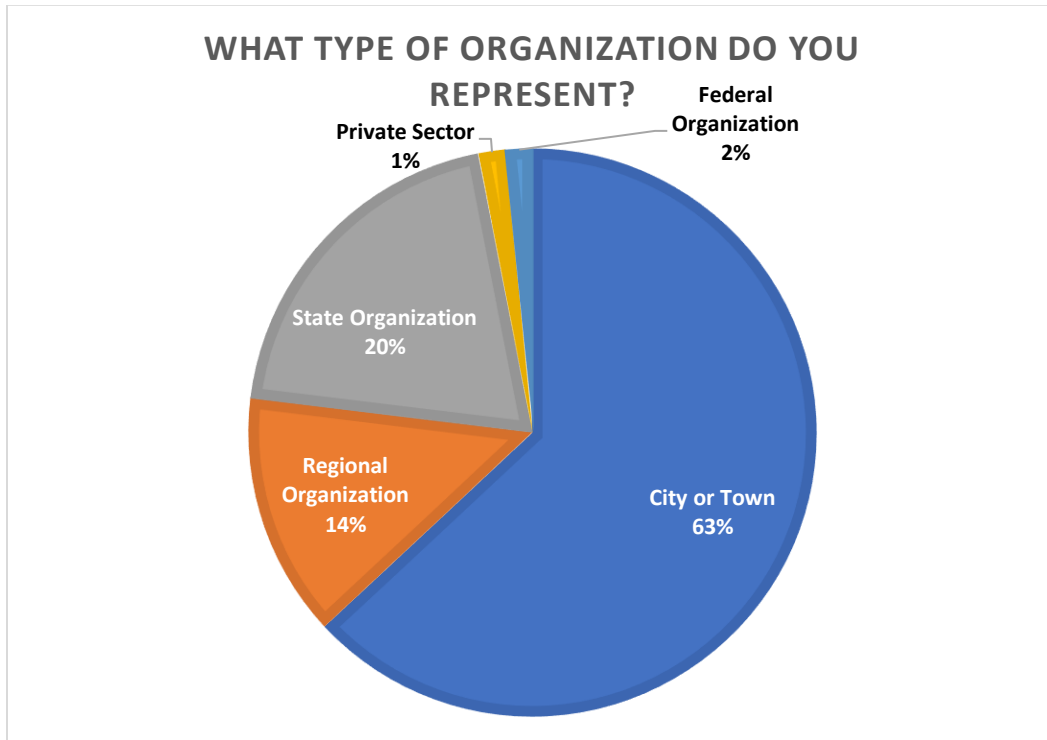
When evaluating communication methods, respondents increased their reports of being “Very Satisfied” with direct emails from staff members - 62% in 2024 compared to 54% in 2023. Dissatisfaction with the Vermont Emergency Management Newsletter fell to 5% of respondents reporting they were “Not Satisfied” with the newsletter compared to 12% of 2023 respondents.

Interest in exercising has fallen. In 2023 48% of respondents were interested in VEM support for planning, executing, and/or evaluation and exercise in the next 3 years, and 14% were not interested. In 2024, interest fell to 37% and 26% reported being not interested.

## Statewide Summary Report

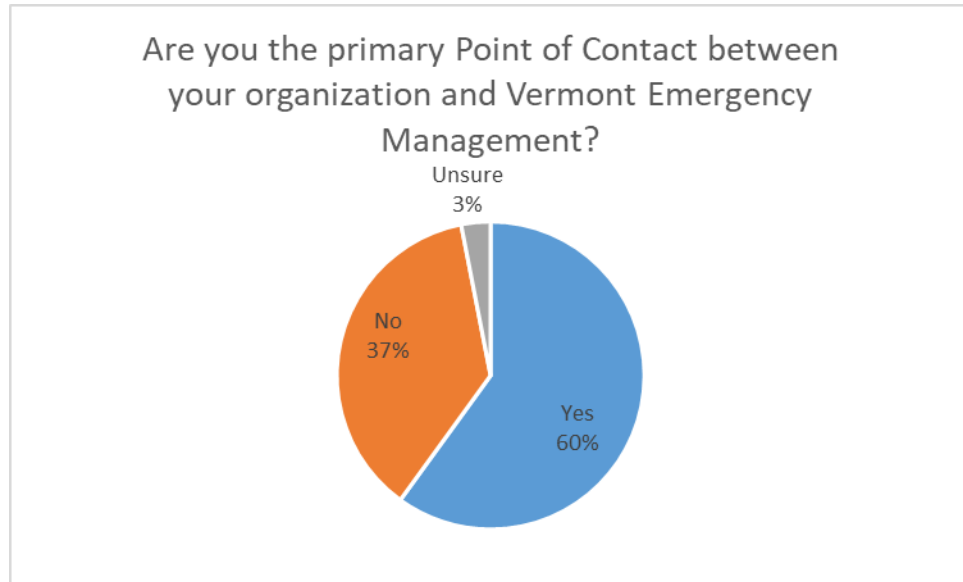
The Statewide Summary Report includes information from all 65 individuals that completed the 2024 Vermont Emergency Management Engagement Survey.

### Demographics



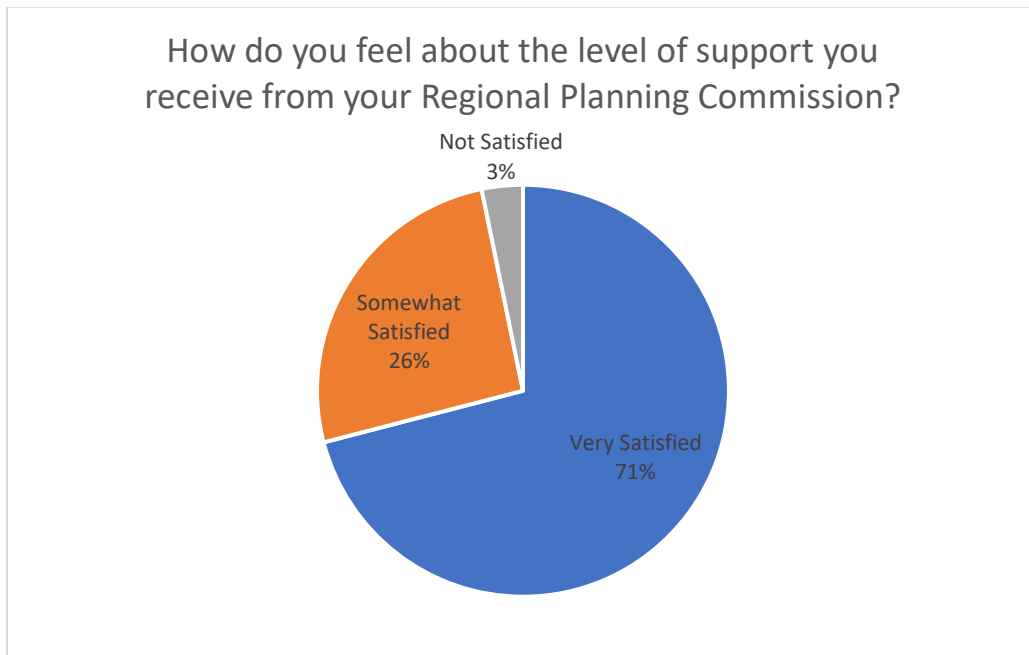
**\*Note:** When multiple locations were listed, they were each included above.

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### RPC Satisfaction



### What other comments do you have about your Regional Planning Commission?

- Good coordination on programs
- The RPC is doing a good job of staying in contact with the town.
- I have found them to be very responsive and helpful.
- Our Regional Emergency Planner has been exceedingly helpful in getting two new EMD/EMCs up to speed and provides a high level of guidance and initiative.
- They have been a great resource for me as I am new to the position. They are also very responsive to my questions/ requests.
- RPC is a tremendous asset.
- Satisfied with REMC and Emergency Planner
- RPC is always responsive and helpful. It is good to have them there as part of the team.
- They are doing a good job with supporting town and respond to all my inquires that I have had.
- Responsive
- Our RPC has been great to work with and in times of crisis have been invaluable.
- The RPC is an amazing resource for County.
- Good group to work with
- I have always had a great relationship with RPC
- Excellent resource
- RPC have always been responsive and well informed when I contact them with a question
- RPC is helpful, RPC helps me keep everything updated.
- Our RPC serves as a link between EMDs and VEM and they provide important information to guide our work. EMDs at the local level do not feel strongly connected to VEM and RPCs fill this gap.
- I have turned to RPC repeatedly for maps, assistance with emergency plans and much more.

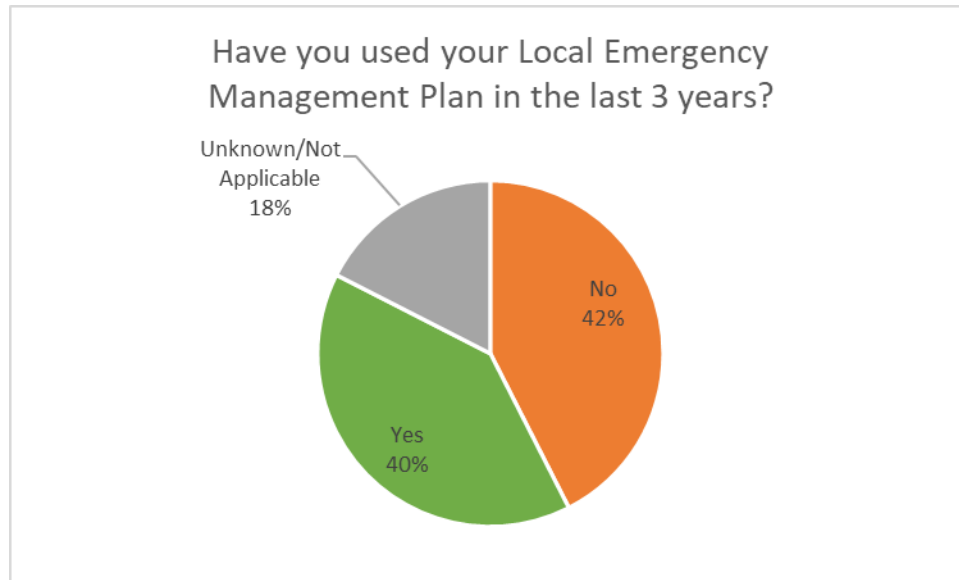
## 2024 Vermont Emergency Management Partner Engagement Survey Results

- they are working hard to help our town with improving flood resilience, but the process is complex - way beyond the skill set of our elected Selectboard members.
- I wish I knew the full scope of what RPC does - there's a lot of different projects we collaborate on so it give some perspective to know the overall goals/scope/mission
- I was just elected a month ago
- Needs more support.
- In the past, I was very satisfied with their support; recently seems like not as much.
- I would prefer to work directly with VEM

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### Planning, Organization, Equipment, Training and Exercise (POETE) Feedback

#### Planning



#### What are your unmet planning needs?

- Planning for sheltering
- Cooling station(s) (I am working on that now).
- need confirmation from VT Red Cross for approval of local school as shelter
- Training for volunteers and how to communicate with residents when the power is out so there's no cell or internet service.
- Coordinated communication in the community
- basic town communication and organization
- We have a new Selectboard as well as a new road boss, we need to start at the ground and build policies and procedures along the way.
- developing local partnerships
- This is just my personal opinion, but we need better coordination between us and our neighboring towns. Disasters in our area tend to be regional in nature (specifically, flooding), and a response would be more efficient if coordinated across multiple towns, either by synchronizing our LEMPs and/or by putting in place more MOUs for mutual aid and response plans.
- none...Long term goal is to employ a County Emergency Services Coordinator
- we are still spending tons of time in the aftermath of the July 10 '23 flood and the last thing we need is a practice exercise.
- need to follow-up on this with town selectmen
- Watershed wide planning for flood mitigation.
- Unfortunately our LHMP grant expired prior to my appointment
- Ready to involve community in preparedness event in September but could benefit from guidance with bringing in relevant speakers and take-away items for participants.
- Time, mine and others.
- Need stipends to pay volunteer FD chiefs and Selectboard Chairs to come to regional trainings
- There may be potential for accessing technical expert advice on exercise or planning support, especially for large, joint exercising (i.e. Binary Blizzard, RACES, VHEPC, Cyber security)



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- I would like to see us hold a table top exercise or two with a well versed trainer to game through scenarios.
- We're in Binary Blizzard prep, so nothing before then!
- Exercises
- Disaster response/recovery training for newer town officials. Clarity on reporting local road closures (i.e., WAZE?) and training on the preferred platform. Planning for long-term climate resilience and funding to make it happen (e.g., relocating wastewater treatment plant and mobile home parks).
- None at this point -- we had a flood after action plan this Spring.
- Preparedness / response for drought, heat emergency, and wildland fire
- None really; there are always more plans we could make (and we have a list...) but we have a solid baseline (with VEM and RPC support) and anything else we just need to build ourselves.
- SEOC telecom and energy situational awareness and scenario planning (the winter 2022-2023 SEOC exercise was a good one for this)
- Understanding our role and priorities for our Agency in participating in SEOC
- Nothing/None/NA/See above: 8

### Organization

**What organizational changes could assist your organization/community in enhancing your emergency preparedness? Please consider changes at the state, regional, and local levels.**

- County government.
- County Emergency Services Coordinator
- Again, this is my personal opinion, but we need better coordination at the regional/county level and/or better coordination between individual towns. Right now, it's pretty ad hoc and based on the personal relationships our EMD has with the other local EMDs and first responders, but everyone seems to do their own response, which, given the fact that these are very small, not very well resourced towns, is really inefficient. Normally this would be coordinated at the county level... here in Vermont, I'm not sure if that means the state needs to be more active in managing response on a regional level or if RPCs should pick that up, but either way, there needs to be more regional planning and regional response infrastructure. Locally, a lot of our emergency response personnel are volunteers, many of whom don't have a lot of training or experience, or who don't have a lot of time. This really hampers our ability to respond quickly, efficiently, and professionally. Ideally, EMDs and/or EMC positions would be paid positions to help standardize and professionalize response, and to enable people to fill those roles who can dedicate time to them.
- REMC is cumbersome and strange.
- Get legislature to just delete the parts of the REMC statute that have crippled them, so that they can become organizations of the willing, that work on good projects, that then other groups will WANT to join.
- better partnership with VEM. decisions are being made unilaterally without discussing with RPCs.
- Call taker training for local liaison.
- If VEM (or some other VT State organization) could provide small towns like ours with 'navigators' that could help our over stretched and under qualified volunteer organizations figure out how to get the assistance and funding we need when the next storm hits town it would be extremely helpful.
- The trust and communication between the EMD/EMC and VEM is sometimes lacking. I understand that resources can get spread thin and because we are a small town we aren't a priority. So we are self-sufficient so when we ask for help we really need it. Understanding who all the players are and what the expectation is would be good to know.

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- Statutory requirements for emergency prep - there's a lot of "this is how we've always done it" and institutional memory here, and as such not a lot of interest in update plans, taking trainings, learning about new compliance requirements, etc.
- continuity of operations
- State wide dispatch
- We believe we need to implement protocols to follow and recruit teams to gather and dispense information in the event of a serious communications failure (phones, mobile phones, internet, etc.). We are woefully ill-prepared for such conditions.
- I don't know if we have had an emergency drill
- Locally, getting more Selectboard members involved more
- Reversing the trend of VEM to retract into itself and only support State entities.
- A more collaborative approach to opening the SEOC, especially for incidents that cross multiple agencies. With VEM implementing an ISM model, there is a need to be more proactive in that support. The eclipse was a great example of this.
- renew dialog among VEM, Agency and VEM on who reports on which data
- Having in SEOC mentor/navigator for each agency that doesn't have staff with a designated position. At Agency, we have a group of people that rotate through the role and we are often feeling lost in the mix.
- Increased focus on equity in preparedness at a statewide level - more access and functional needs trainings and exercises, having a representative from ORE in the SEOC
- Staffing/funding to support long term recovery groups. Better pre-event training and during event information/leadership.
- Funding / better consultant to update regional / local All Hazards Mitigation Plan when it next expires
- Not familiar enough with available resources to answer this question.
- unsure. I am a new EMC in my town
- None - I feel comfortable with the roles locally, regionally and at the state level.
- None/NA/Unsure/?: 6

### Equipment

#### What are your unmet equipment needs?

- Shelter supplies
- emergency shelter supplies
- Generator for emergency shelter at American Legion
- Back up generator for designated shelter at local school.
- Air conditioning (e.g. heat pumps) for 1-2 cooling shelters in town.
- Emergency response equipment: portable radios, barricades, ATV, emergency lighting
- radio communication equipment is lacking within my department.
- VT Alerts are not available in any translated languages
- EOC not in the flood plain.
- Our communities are interested in generators
- generator for the County Emergency Operations Center
- A generator for our EOC location and a communication system other than cell phone.
- computer and phone for our EOC
- Fire Department needs some equipment, and they are first responders.
- Need to update public works mutual aid per FEMA requirements, and identify/establish relationships for the necessary equipment.
- We recommend that the state maintain camels for use by communities. We also need equipment to clear under bridges that had flood debris trapped on the beams.

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- Not sure. Our biggest need is upgrading culverts and bridges, but not sure that we would do that in-house, so unclear if we would need any equipment. We could maybe use a stockpile of pumps to pump out basements post-flooding?
- Too many to list.
- We have no equipment at all.
- unsure. I am a new EMC in my town
- need to follow-up with town selectmen
- Will need to check with highway
- N/A, None, Nothing, not sure: 11

## 2024 Vermont Emergency Management Partner Engagement Survey Results

### Training

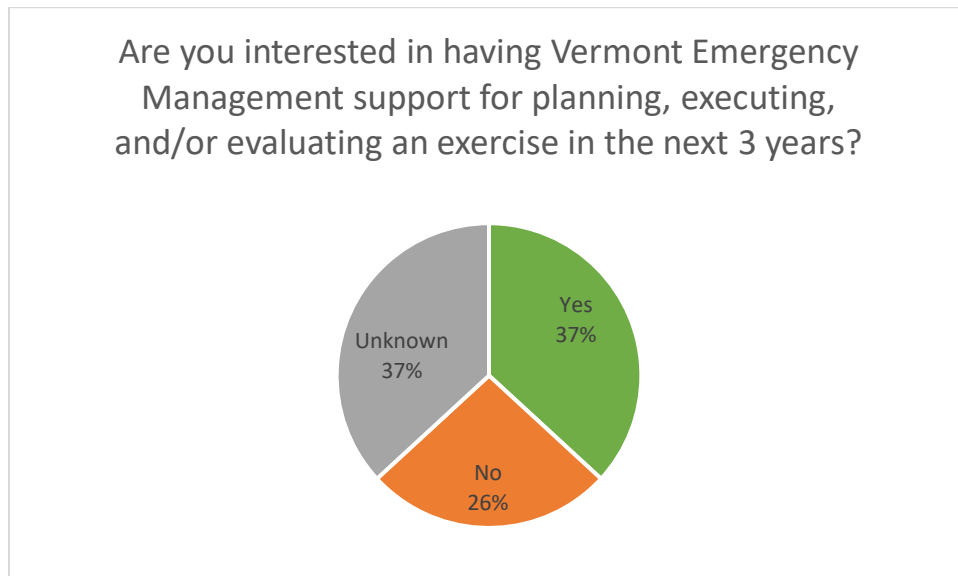
**What trainings are your organization interested in participating in over the next 3 years?**

Continuity of Operations	23
Hazard Mitigation	23
Incident Command System 300 or 400	21
Local Emergency Management Plan Seminar	21
VTAlert	19
Public Information	18
G191 Incident Command System/Emergency Operations Center Interface	18
Homeland Security Grants	17
Public Assistance	17
Incident Command System 100 or 200	17
Emergency Management Director (8 hour course)	16
Cybersecurity	13
School Safety	12
Incident Command System Position Specific Training	11
Homeland Security Exercise and Evaluation Program	10

Other:

As basically untrained volunteers, our town Selectboard members as well as members of our Flood Resilience Committee need help. For instance, we have been trying to find an Emergency Management Director for a year now and can't find anyone who is willing to spend the countless hours dealing with VEM, FEMA, USACE, etc. for no compensation. Town has just over 500 registered voters, so finding volunteers is not easy.

### Exercise



**Please describe the exercise(s) you are interested in:**

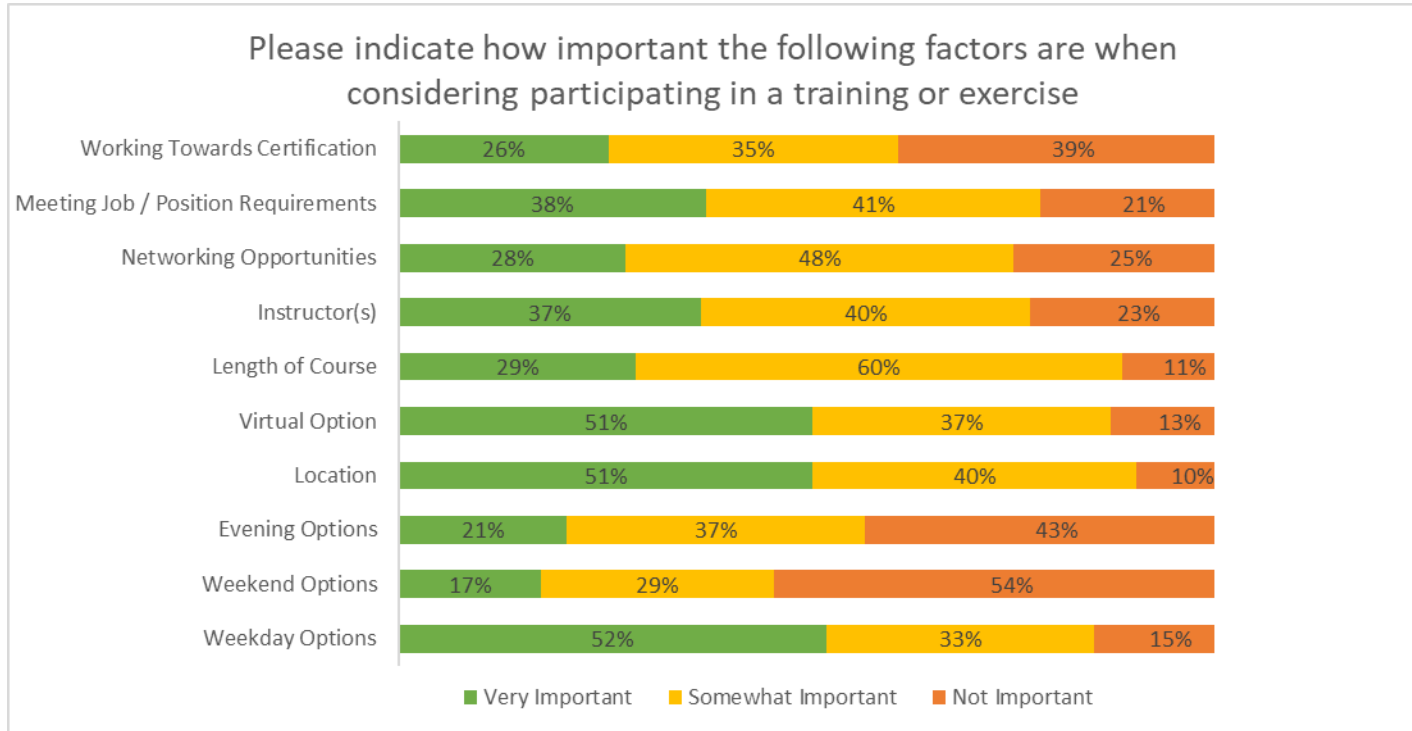
- Hazmat incident on I91 above village

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- severe weather impact/response
- MCI
- Functional and Full Scale, likely MCI
- mass casualty, ferry disaster, road blockage
- Extended power outage, (partial) town evacuation
- extended power outage
- Table Top excurses, wind/power outages event
- July 2023 flooding after action
- When Irene hit there was no phone, no 911 no way for people who had a problem to let help know, our fire department went door to door to every house and told people they would have to come to the firehouse and let us know, we maned it 24hr till service was restored. a few other did same but most just waited. this left a lot of people with no way to get help with roads closed and bridges gone fire departments on the east side of otter creek could not cover large parts of there town on the west. We assumed that responsibility but with no contact from other departments or people affected, This will happen again and possibly last longer, Now is the time to have a plan in place
- Basics of organizing resources in emergencies
- Continuity of Operations,
- command post exercises
- Facilitating a training, exercise or general conversation around ICS structure/roles and EM interface with first responders in disaster response.
- An Agency specific training on ticketing, responding to tickets, identifying our appropriate role which is generally minimal during an incident, but the learning curve is steep
- binary blizzard
- Tabletop
- I would be interested in support in evaluating our preparedness
- All
- ?: 1

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## Participation Factors



### What would make you more likely to participate in a training or exercise?

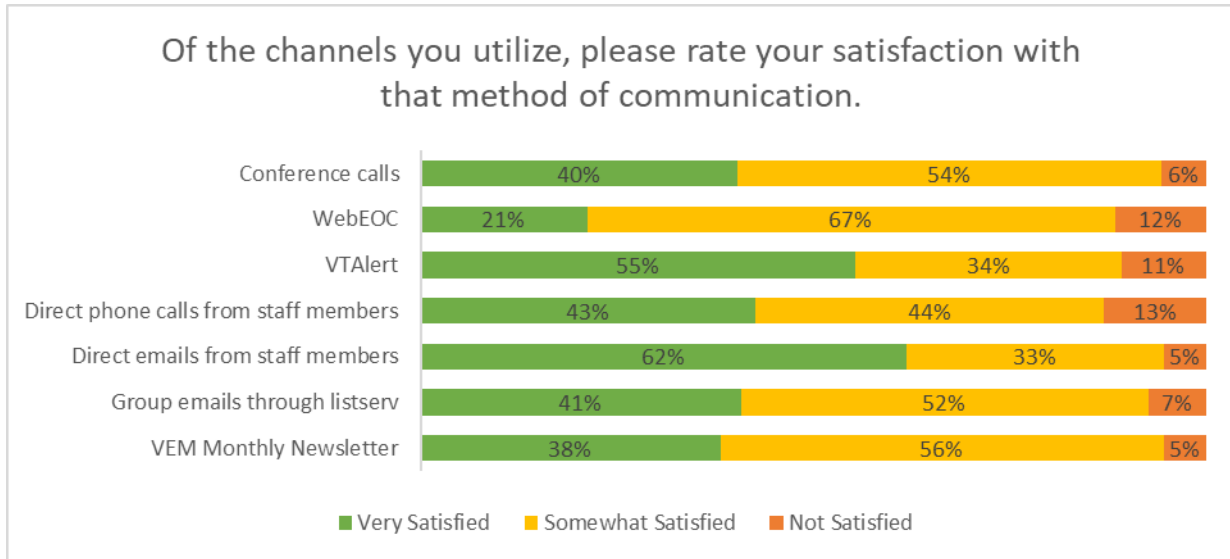
- virtual offerings
- virtual options or 1 day only trainings
- I'm a volunteer EMC who is juggling a full time job and caring for an infant. I need virtual options if I'm going to participate, or, if it needs to be in person, then weekend options are greatly appreciated.
- Virtual training or trainings in the southern part of the state
- If the location is easy to get to.
- Time of training and location.
- Content that is relevant to RPC work; central location or virtual option; daytime option.
- Location and timing, events during the work-week are challenging.
- Many of them are scheduled during the weekday, when some of us have a job to go to.
- A good time, evenings work, with a good topic that isn't too far away.
- More position specific trainings. please bring back the GOOD facilitation training and add in something around facilitation in online environments and leveraging breakout rooms
- Applicability
- interesting and applicable training specific to region
- Content
- relevance is not clear
- Location and relevancy.
- interest in topic offered
- content and who the instructor is.
- Having the time to do it.
- emergency response to flooding and deployment needs training
- Exercised geared toward ultra-likely local events, even non-catastrophic, would be of interest.
- Compensation
- Benefiting my town or a regional training.

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- It's utility in real world applications
- stop it with the FPS (First Person Shooter) drills. focus on typical events: winter storms, power outages, ice storms, floods
- Knowing it was going to be directly reflective the role of SEOC agency staff will play in an activation
- relevancy to our role
- relevance to needs, distance from home and duration of program
- If it was required by my Director.
- I'm interested in more training
- we are already involved
- NA/See previous: 4

# 2024 Vermont Emergency Management Partner Engagement Survey Results

## Communication



### How can Vermont Emergency Management improve their communication with your community/organization?

- If I read all of the emails I get from various State institutions regarding flood resilience, training sessions, open meeting laws, ethics, DEI initiatives, etc., I'm guessing it would take me 20 hours a week, and I'm a pretty fast reader. Summarizing the contents of an email in the title line and then providing a brief executive summary at the very beginning of the body of the email would be extremely helpful since inevitably a lot of the correspondence we (Selectboards) get is going to be overlooked and we need a way to figure out what's important and what can be ignored. Having someone from VEM attend one of our Selectboard meetings for a Q&A once a year would be a great way to help us understand what we can/should expect from VEM.
- I don't know; the problem is on my end. I am not immediately available much of the time, although try to check emails every morning.
- It would be beneficial to have clear sets of training and communications coming from a centralized location.
- Perhaps really utilizing our Regional emergency planner as our sole source of information/communication at the local level (for trainings, etc.) would help us better sift through a barrage of messages from various quarters? Seems like lots of people trying to be helpful (thank you!) but often we are reading the same things a few times from different agencies/officials.
- more communication with RPC Emergency Management Committee to work as a team.
- Better communication with RPC staff on projects within our planning area.
- planning meetings with Agency personnel for everyday prevention opps.
- Removing the "confirm receipt" button on VTAlert would be nice, as it is the only app I've ever used that requires it
- Don't abuse the emergency alert system for minor storms/incidents. It dilutes its importance.
- VT Alert language access, having dashboards available to staff who are not actively SEOC reps but still use the information directly (it is cumbersome for the SEOC rep to pass along that real-time up-to-date information),
- Text messages outside of VT Alert.

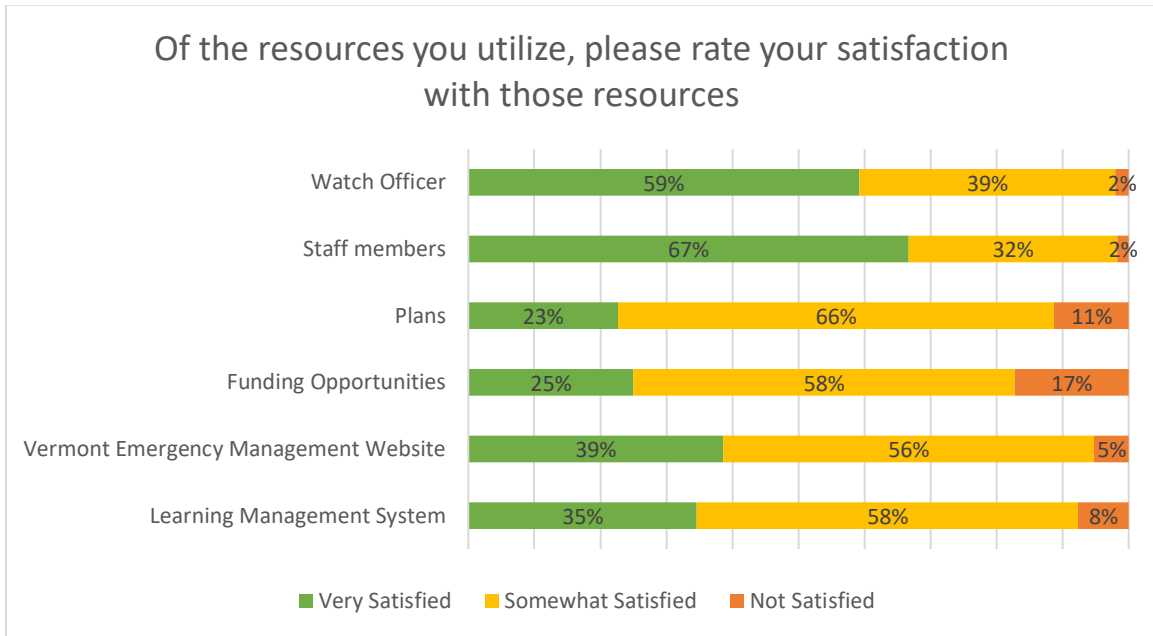


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- Share work plans in advance so we can work on related plan updates or exercises together and we do not derail each other.
- Stop trying to push WebEOC to towns/cities (except - maybe! - those like Burlington that presumably have professional staff for it); otherwise it's very good.
- Offer more situational briefings during and after a disaster. I'm not sure why there weren't more during this July 2024 flood event? They're the most useful and efficient way to get information, particularly since they allow for people to ask questions, and they're useful well into the recovery stage. WebEOC could be useful, but I don't find it to be very up-to-date when I check it, and the information on there is very general, to the point that it's not particularly useful. I didn't know there was a listserv, so I'll need to figure out how to get on that.
- I feel that it is very good. Have been contacted via email, text and phone.
- doing excellent now
- Things seem pretty good for now - kudos!
- overall effort level is good. Thanks!
- Communication with VEM is satisfactory.
- I'm still making contacts at VEM
- Explain what you are doing. The assumption is that this is meaningful
- No suggestions/unknown: 2

# 2024 Vermont Emergency Management Partner Engagement Survey Results

## Resources



### How can Vermont Emergency Management increase your satisfaction with their resources?

- Early notification of grant opportunities
- Allow more flexible uses
- We really need grant for a LHMP document
- Yearly visit. Clarify emails. Provide navigators. Convince service providers (Like FEMA) that they are serving us, rather than we serving them. Provide more support to Regional Commissions.
- There are links on the website that need to be updated.
- listing all resources available and town costs while using
- need broader knowledge of what is available
- Explain what your resources.
- Actually, sometimes it is hard to get a hold of the Watch Officer off hours
- A number of staff have expressed confusion on how to complete the EMI credit courses on LMS. I wonder if it's worth looking into a possible redesign. Increased language access resources would also be a priority for our org. It would be helpful if VEM could facilitate developing SEOC job aids for commonly requested technical resource types with any specific/ unique details that should be included. The current resource requesting process relies on identifying (and clarifying, if necessary) necessary details on an individual ticket basis, which is labor and time-intensive for everyone involved. WebEOC access is limited to SEOC reps, so the person putting the ticket in is often a middleman. It's hard to know what details are missing for something like a water truck or generator when you're not a SME. If the rep could look at a checklist/template of what information is necessary for that resource type, they'd be set up better to get it right the first time. It could also help reduce routing errors by including a note of who "owns" that resource and where to send the ticket. Even if it's just for the top 10 resource types that are requested through the SEOC (and that may very well be all that's needed), I think having a job aid created by the fulfilling agency would be immensely helpful and set everyone up for success.
- allow more trained SEOC members per partner organization within reason.
- Demand for more local data, such as local PA damages.

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- VEM staff is very helpful... there should just be more of them in times of disaster! I appreciate the notice of funding opportunities... we just need to find the time to apply, but that's difficult given that we're all juggling our EM duties with other full-time jobs and other responsibilities.
- I don't really understand how to answer most of these as I'm not sure what "plans" means, or what resources are meant for what purpose in this set of questions
- VEM resources are satisfactory.
- VEM staff has been very responsive.
- Seems fine - again, kudos!
- NA/No Suggestions: 3

## 2024 Vermont Emergency Management Partner Engagement Survey Results

### Core Capabilities

Which Core Capabilities are the highest priority for your community/organization? Select up to 5

I am not familiar enough with Core Capabilities to respond to this question	15
Public Information and Warning	19
Planning	18
Public Health, Healthcare and Emergency Medical Services	18
Housing	16
Situational Assessment	16
Operational Communications	14
Health and Social Services	13
Infrastructure Systems	12
Community Resilience	12
Operational Coordination	11
Long-Term Vulnerability Reduction	11
Risk and Disaster Resilience Assessment	10
Fire Management and Suppression	8
Threats and Hazard Identification	7
Supply Chain Integrity and Security	6
On-Scene Security, Protection, and Law Enforcement	6
Critical Transportation	5
Environmental Response/Health and Safety	5
Logistics and Supply Chain Management	4
Cybersecurity	4
Economic Recovery	4
Mass Search and Rescue Operations	4
Mass Care Services	4
Natural and Cultural Resources	2
Risk Management for Protection Programs and Activities	2
Access Control and Identity Verification	2
Screening, Search, and Detection	2
Fatality Management	1
Physical Protective Measurers	1
Intelligence and Information Sharing	1
Forensics and Attribution	0
Interdiction and Disruption	0

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Which Core Capabilities need the most improvement for your community/organization?  
Select up to 5.

I am not familiar enough with Core Capabilities to respond to this question	16
Operational Communications	12
Long-Term Vulnerability Reduction	11
Public Information and Warning	10
Community Resilience	8
Public Health, Healthcare and Emergency Medical Services	8
Operational Coordination	7
Housing	7
Planning	6
Infrastructure Systems	5
Situational Assessment	5
Mass Search and Rescue Operations	5
Environmental Response/Health and Safety	5
Fire Management and Suppression	5
On-Scene Security, Protection, and Law Enforcement	5
Supply Chain Integrity and Security	4
Critical Transportation	4
Logistics and Supply Chain Management	4
Cybersecurity	4
Health and Social Services	4
Threats and Hazard Identification	3
Physical Protective Measures	3
Risk and Disaster Resilience Assessment	3
Intelligence and Information Sharing	3
Mass Care Services	2
Economic Recovery	2
Access Control and Identity Verification	2
Interdiction and Disruption	2
Natural and Cultural Resources	2
Fatality Management	1
Risk Management for Protection Programs and Activities	1
Screening, Search, and Detection	1
Forensics and Attribution	0

## 2024 Vermont Emergency Management Partner Engagement Survey Results

### Hazard Mitigation

If there were a major hazard event, such as a flood, ice, heatwave, or windstorm, in your community, what would be most damaged or impacted, or would the community have the most difficulty recovering? Pick the top 3.

Private Property (e.g. homes, driveway culverts)	37
Transportation Infrastructure (e.g. roads, bridges, culverts, public transportation)	34
People (e.g. Elderly, children, low income populations)	30
Communications (e.g. Phone service, internet)	16
Water and wastewater (e.g. sewer, septic, wells, potable water, wastewater treatment, reservoirs)	12
Farms/Agriculture (e.g. Livestock, crops, farm structures, waste and fertilizer storage, forestry)	11
Businesses/Employers (e.g. storefronts, manufacturing facilities)	11
Energy (e.g. Fuel supply, fuel storage, generators, dams)	9
Public Services (e.g. Schools, emergency services)	9
Cultural assets (e.g. Historically and socially important buildings or places)	1
Environment (e.g. wildlife, ecosystem services, recreation)	1

Please describe your hazard vulnerability concerns, and what you feel are unaddressed issues preventing resilience or preparedness goals from being achieved in your community.

- Power lines down in storms really means major disruptions and life-or-death issues for many residents. We are excited about GMP's goals in this area. Flooding here is frequent and completing buyouts in a very tight (high price) housing market is challenging as people want to know where they can go to live (what can they afford to buy) after accepting a floodplain buyout.
- Due to budget concerns we have no way to power our EOC during a power outage and we have no communication system other than cell phones. Our community on a hazardous rd, would be our greatest concern during a storm or flooding due to their location.
- Long term power, communication outages
- people have forgotten 1998 Ice Storm. with even more dependency upon internet for daily life.....an extended power or internet outage would have a big impact
- lots of dirt, class 3 and 4 roads that would cause emergency services hazards to traverse.
- shoreline flooding
- little to no rental housing stock, poor access and use of internet, flooding of bridges
- Floods and any kind of storms.
- Flooding is the biggest concern. Improving transportation system resiliency is our biggest issue.
- The town's center is located in a flood prone valley. There are bridges and dams of concern.
- Our town is bisected by a major highway, railroad, and river, with limited crossings
- Main issue is simply Town funding for highway and water/wastewater infrastructure (requiring multiple hundreds of thousands of dollars in upgrades and regular maintenance).
- Bridges over the river and the unused railroad trestle. We also need access to resources to complete flood mitigation projects.

## 2024 Vermont Emergency Management Partner Engagement Survey Results

- We are a landlocked community, in so much as we don't have any state designated roads or highways going through our community. We are completely depended on towns around us to do infrastructure - roads and bridge - repair so we can have access to the outside world. A surrounding town isn't necessarily going to have "repair the road where no one lives" as a high priority.
- Flooding is our biggest risk, followed by landslides and general road conditions with increasingly bad mud seasons. The July 2024 flooding really highlighted the risks we face with infrastructure: the Mad River Valley was nearly cut off from access being able to access emergency medical care. All the major state routes were compromised or completely cut off, and many of our back roads had severe washouts or other issues. Luckily, we were able to bypass some of the issues, but another inch or two of rain -- or this event happening during mud season -- and the access issues could have been much, much worse. My top concern is improving our roads, culverts, and bridges so we don't become stranded for any length of time (a priority for accessing medical care and for any potential evacuation needs). We'd need more money to do all the improvements we have identified. Maybe some grants can help, but we're lacking staff and volunteer time to undertake applications right now. Beyond that, we generally need more staff/volunteer time to work on some of these issues to improve our preparedness, planning, and response activities.
- The presidential election
- Access to resources for clean up of hazardous materials, soil testing, rescuing animals, etc for farms
- Governmental structure and the ability to address hazards vulnerability as a result.
- One concern I have that seems to rank consistently low on impact in the THIRA/ SPR is earthquakes - while I know that the relative risk is low, it's not something we ever really prepare or plan for, and the impact has the potential to be significant (like in the case of the 2011 Virginia earthquake).
- Low local capacity to advance resilience projects even with RPC assistance. Need more authority or buy-in for programs, and/or funding to place RPC staff in residence with municipalities to complete projects.
- Housing crisis and lack of new housing projects to fill the need.
- Residential preparedness. Commercial preparedness.
- I am still taking inventory of all environmental and safety hazards as well as vulnerable infrastructure and populations
- We feel pretty good, about our towns folks but need a plan if added other towns people to mix, how we contact them and them us

### What support, if any, do you need in meeting the Emergency Relief and Assistance Fund requirements?

- We are at the 12.5% ERAF. It would be great if I could get some help in applying for the River Corridor Protection and FEMA Community Rating Systems
- Funding for realistic river corridors. Towns have rejected them because they believe the are to large an impact too restrictive.
- Funding for river corridor protection (see S.213); better consultant for regional / local hazard mitigation plan
- unsure about availability of national flood insurance or River Corridor ratings
- I need to check on items 1 and 2. We need LHMP document
- Numbers 1 and 2.

## 2024 Vermont Emergency Management Partner Engagement Survey Results

- We have been eligible during my tenure. We utilize assistance from our Regional Planning Commission to accomplish this.
- towns typically rely on RPCs to assist
- We are up-to-date thanks to the help of our regional planning office.
- We have recently implemented a local emergency management plan that will help us meet the additional reimbursement.
- Believe town meets all requirements
- We meet the ERAF conditions.
- We are gratified to have the 17.5% ERAF for our Town.
- What are the requirements
- You should know the answer to this question by now.
- None - kudos to DEC for getting the river corridor bylaw model down to a reasonable size, hope to adopt those in 2025!
- unknown/ none: 7



# 2024 Vermont Emergency Management Partner Engagement Survey Results

## Organization Strengths & Areas for Improvement

### What does Vermont Emergency Management do well?

- Lead incidents
- Respond
- The staff in the in-person ops center are amazing - super friendly and willing to help, even when they are extremely busy
- Communicate and provide support platform with events
- Communication with stakeholders
- Communicates well with the public and EMD's.
- communications!
- Communicate and deploy resources during emergencies.
- Communication and coordination
- Share information
- Communication and organization
- Communications, offering training,
- communication, outreach and SEOC
- I have been impressed with communication and our regional person is amazing with returning calls and assisting where she can.
- VEM is really friendly and approachable. I appreciate the daily situation reports, the emails about funding and training opportunities, and all the various ways staff reach out to try to support towns.
- They have very friendly and welcoming staff that are top notch professionals.
- Good at getting immediate information out, ramping up for severe weather for example. And keeping everyone in the loop.
- asking for feedback and communicating regularly from agencies, regular training opportunities, responsive staff,
- Our community and our EMD/EMC have been really well served by Vermont Emergency Management in terms of your outreach to us, the quality of the instruction we've received at trainings, and a non-judgmental approach to local officials who may not be subject matter experts.
- Support towns in planning and preparing for emergencies; communicate and coordinate before, during, and after emergencies; provide recovery and mitigation support for towns after major emergencies.
- Municipal support is available as requested by regional coordinators
- gives lots of important information as available to them
- Make people aware and bring problems and solutions to the for front
- Very responsive and accessible
- Answers questions.
- Excellent communication with EMD's as well as good education opportunities.
- Provide a wide array of training opportunities
- Training

## 2024 Vermont Emergency Management Partner Engagement Survey Results

- VT Alert, Emergency Preparedness Conference, Newsletter
- planning drills
- hazard mitigation program
- availability for new EMD and EMC
- What do they do?
- Yes
- Unknown: 1

### How can Vermont Emergency Management improve?

- We should create a state IMAT team to assist any towns on the ground to provide leadership
- Hire more support staff
- Expand grant funded opportunities
- better communication
- Communicate more efficiently.
- better communication/leadership during disaster response and recovery
- More in-between event communications about events; use real life situations to provide a recaps, areas for improvement, Q&A.
- It's not clear to me how much communication occurs between VEM and the RPC. It would be great for EMD's to be more involved in this interaction.
- coordination and partnership with RPCs. the RPCs are not being used effectively.
- need to resume RPC-VEM meetups on how to work together in the SEOC.
- I would like to see just a little more coherence / unity of messaging and as suggested in ICS, some unity of command principles applied to VEM's guidance of the Towns, etc.
- outreach to better understand what VEM can offer
- Having phone numbers and email addresses for the core people in each town or county.
- They can improve by stating what their resources and capabilities are.
- Our regional coordinator is stretched pretty thin; maybe reducing the region's size or providing additional staffing for more direct community involvement
- VEM needs more staff to better support towns during a disaster, particularly to backfill the lack of county government. VEM needs to hold daily situational briefings for the entire length of any disaster (response into early recovery).
- get boots on the ground in effected areas. Rapid Assessment Teams using ARC GIS to record conditions in real time.
- Try to make people understand this is just the tip of the iceberg, things are going to get much more complicated soon
- Find a location for the State EOC that isn't in a flood prone building.
- Training on roles of SEOC agency staff.
- improve SEOC partner relationships and listen to their suggestions on improvement and make changes as necessary to increase efficiency and effectiveness.

## 2024 Vermont Emergency Management Partner Engagement Survey Results

- Increase collaboration at the local levels for multi-agency exercising. Establish more collaborative relationships for preparedness and response. This could be done by facilitating webinars/workshops/TTX between agencies/organizations that would need to respond together. Provide more opportunities for position specific training (especially Logistics, Planning and Operations Section Chiefs). Continue to build out back up lists for SEOC positions and work with other folks from other organizations/departments/agencies to gain experience in these positions so you are not flat out in the middle of the response. Consider adding a public health/healthcare module to the local EMD certification. This would help in capturing work that local EMDs did during the pandemic, so they are ready for the next one that comes our way.
- VT Alert could be better, such as providing a specific location in the message. For example, when someone has multiple locations saved, "a t-storm warning has been issued for your location" is not as helpful as stating the specific county.
- Incorporating access and functional needs into all phases of the preparedness cycle, improving language access and equity, creating local spaces for agencies involved in preparedness to collaborate and connect
- More direct or block grants for necessary mitigation projects.
- Figure out how to make on-the-ground resilience projects happen more
- Offer more trainings in Southern VT.
- Just need to remember that for many of us, it's a volunteer job and no guidelines or direction was probably given when we accepted the job. The abbreviations and terms of the trade are hard to catch sometimes. Would be AWESOME to have "cliff notes" for the position of EMD/EMC - what classes are needed, when, things to accomplish with deadlines - a timeline for the job. VEM helps so many people but could help more if we knew we needed the help.
- Try to better educate state political leaders ahead of disasters so they don't react poorly during them (or overreact with legislation later); improve doctrine for conducting state emergency operations (as opposed to coordinating them, which SEOC does well).
- Unsure/don't know/none: 3

### Is there anything else you'd like to say?

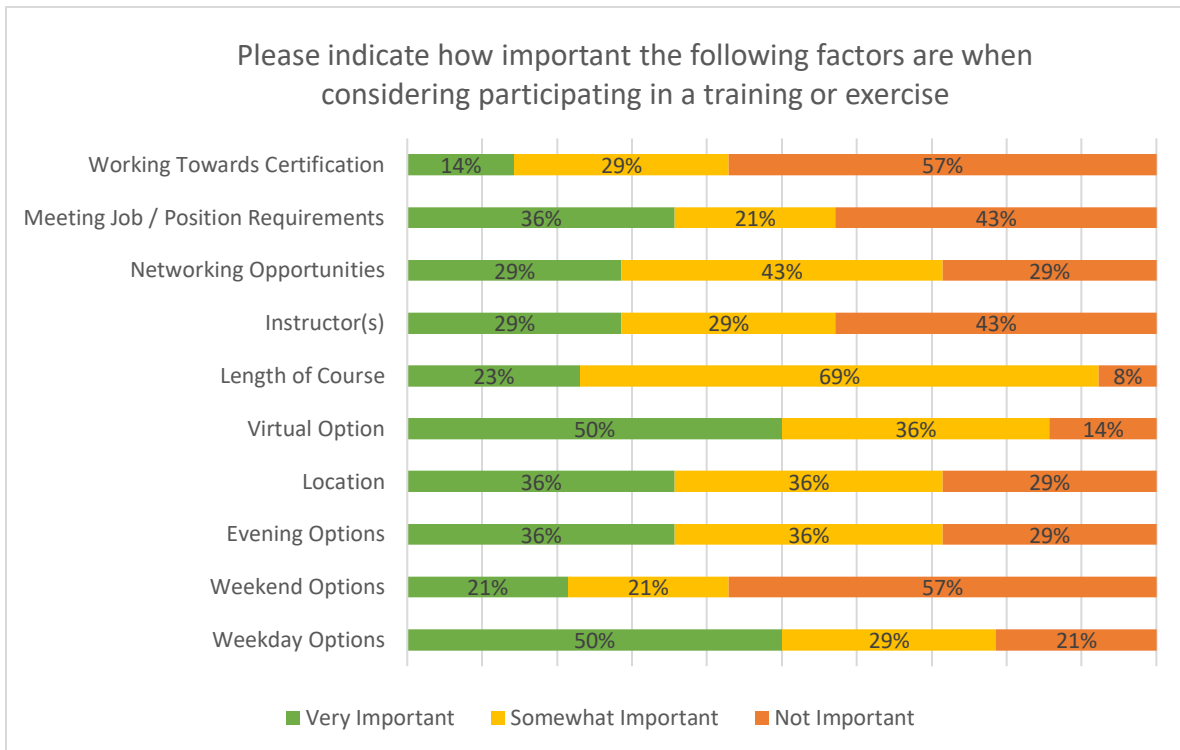
- This is not fake news, we must get prepared now
- We have had some challenges over the past few years at trying to jointly plan and implement programs. Not sure why this has happened, but hope that increased and open communication will support this. Also, there may have been some confusion due to high vacancy rates while you were hiring.
- I Look forward to growing with VEM and building our partnership.
- I have been EMD for a little over a year. I have found it difficult to find the time to educate myself . This is not a VEM challenge but my own. The resources are provided and accessible just doing has proven a significant challenge.
- Take a course in survey design.
- Thank you for all the work you do!
- Thanks for surveying!
- Thanks for all your hard work!
- Appreciate all that you do!
- Thank you!
- No/NA: 2

# 2024 Vermont Emergency Management Partner Engagement Survey Results

## Northwest Region

The Northwest Region includes Franklin, Grand Isle, Chittenden and Addison Counties. 14 individuals from this region responded to the survey.

### Participation Factors

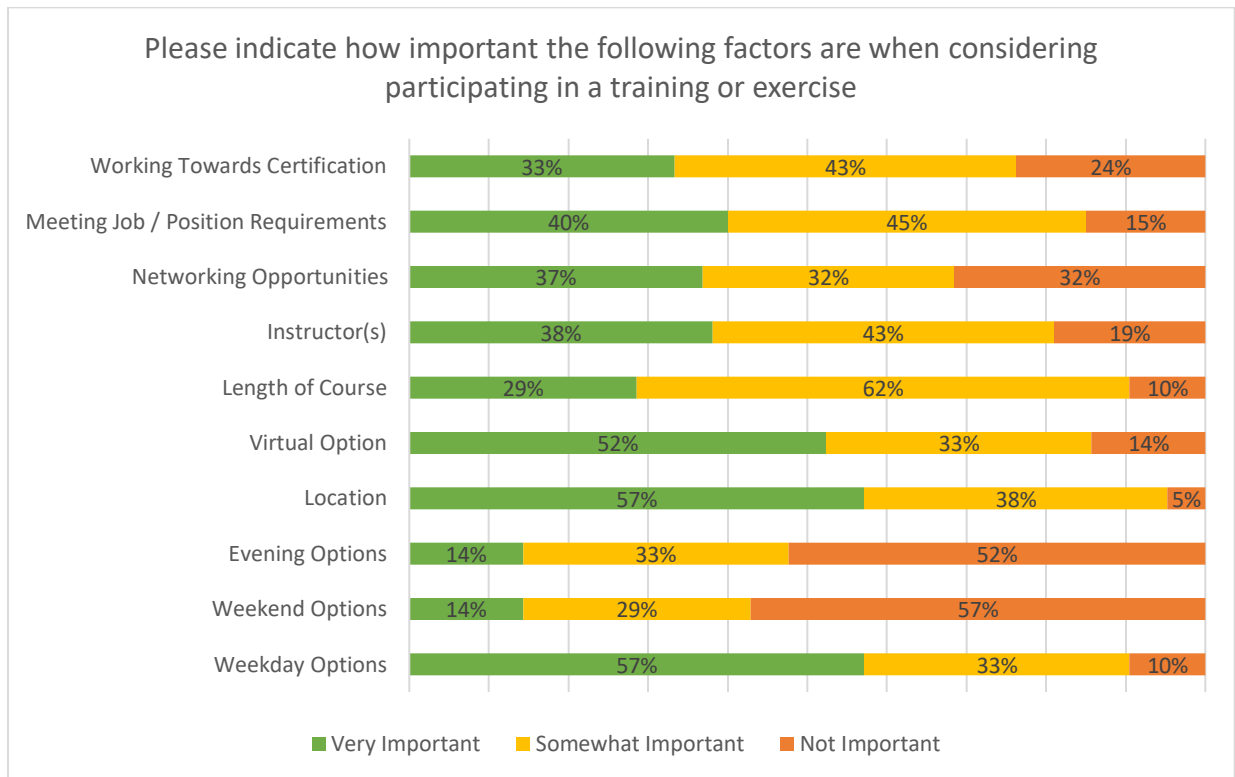


# 2024 Vermont Emergency Management Partner Engagement Survey Results

## Northeast Region

The Northeast Region includes Orleans, Caledonia, Essex, Lamoille and Washington Counties, and a few towns in Orange County. 21 individuals from this region responded to the survey.

### Participation Factors

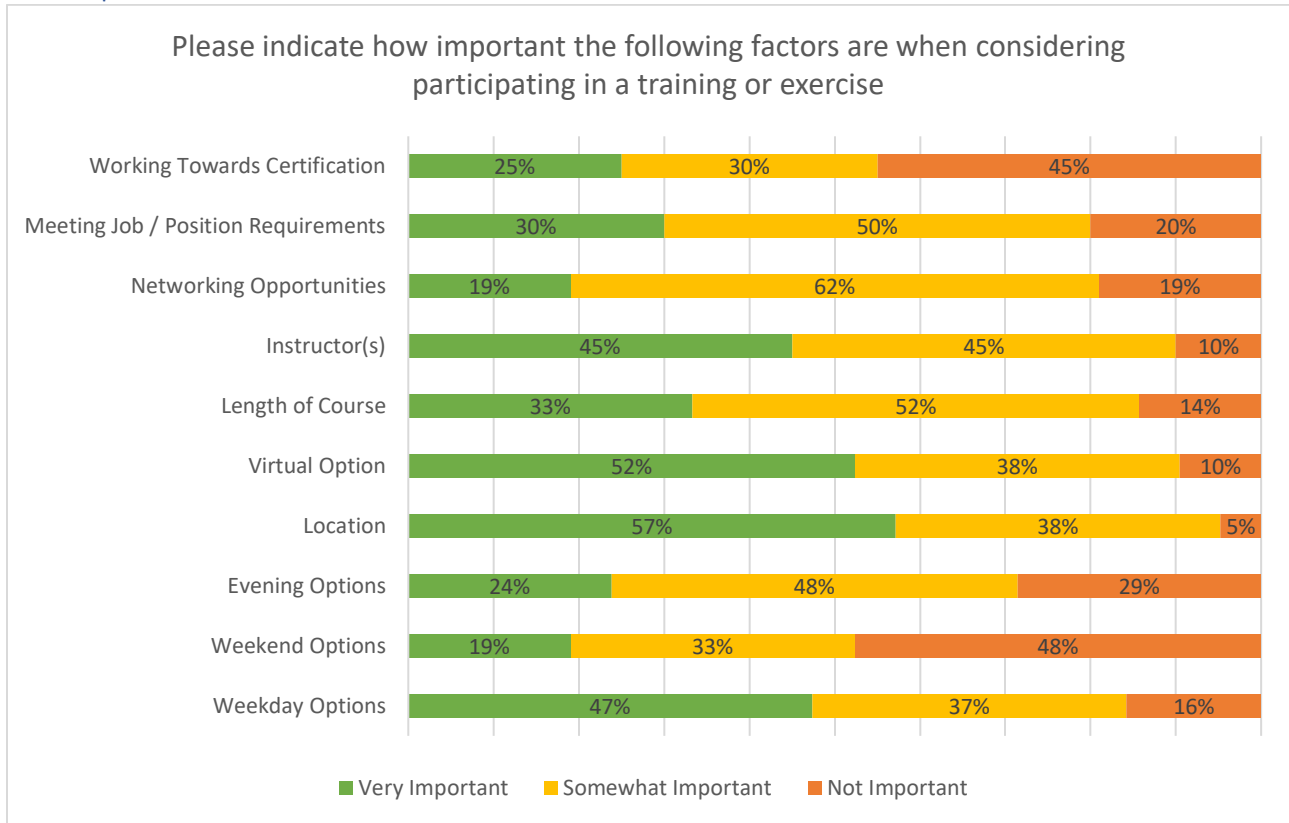


# 2024 Vermont Emergency Management Partner Engagement Survey Results

## Southern Region

The Southern Region includes Bennington, Windham, Windsor, Rutland, and most of Orange County. 23 individuals from this region responded to the survey.

### Participation Factors



# 2024 Vermont Emergency Management Partner Engagement Survey Results

## Statewide Organizations

This section comprises responses from individuals who noted their organization is statewide. 7 individuals from this category responded to the survey.

### Participation Factors

