

Flood Feedback Survey Data

Survey Open 08-01-2023 Closed 08-31-2023

How were you affected by the flood? I experienced ____ to my home / property / business				Flood Response	Flood Recovery
Respondents	No Flood Damage	Moderate Flood Damage	Severe Flood Damage	Think back to the first days when the flood occurred July 10th and 11th, 2023. What communication method or service from the City did you find most helpful during this time? What worked well?	Think about the City's flood recovery response today. What are some opportunities for improvement? How can we better meet the needs of our community?
1	1			Facebook Posts	All in all the city did a great job in a tough situation. I might suggest that if someone like this happens again close down the streets sooner. Additionally we might develop a permanent disaster resilience fund.
2	1			Facebook Posts	There was some confusion around emergency shelters and the situation at Wrightsville that caused unnecessary alarm. There need to be clear protocols in place so that information is shared effectively. There also needs to be serious and thoughtful discussions about how to mitigate flood damage in the future. It's asking too much for residents and business owners to rebuild when this will likely reoccur within the next decade or so.
3			1	Facebook Posts	Recovery plan with specific and direct information. To the point.
5	1		1	Vt alert. However flood preparedness should have occurred in earnest on Friday before. All the weather forecasters had this predicted. Seems everyone waited to clear cellars and evacuate afterwards.	Employ civil engineers to recommend north branch mitigation and then do wat they suggest. Sell assets to cover costs if necessary. A high and dry piece of land with a rotting building full of mold was a help to no one. The rec center is an expensive storage unit. Ask the businesses how they felt about the city's response. Volunteers were terrific and the state set up a good system for deploying them.

6	1			Text/email alerts from VT alert initially for immediate need to know information. Social media updates were helpful as time went on for less immediate information	More timely pick up of debris on city streets. Clearer and sooner communication about the permit and flood hazard mitigation steps needed for recovery.
7	1			Facebook Posts	Keep active list of volunteers
8	1			Facebook Posts	Dredge the river as deeply as possible
9	1			The flood updates from Montpelier Alive via email and FB as well as the City communications on FB were very helpful.	As a volunteer at several businesses, there was a disconnect between signing up online (which was great) and the knowledge of what would be helpful to bring. We showed up at one biz and were asked if we brought crowbars, but we didn't realize we needed to bring them. The biz owner told us that she told the people at Montpelier Alive this, but we signed up online.
10	1			social media	More warning so stores had more time to move things. More communication about curbside debris removal and separating items.
11				Facebook and Montpelier alive emails	More communication PRIOR to the possibility of imminent flooding. Great response after.
12	1			Front Porch Forum and Alerts	You did a GREAT job under the circumstances but we need to plan for flood mitigation for the future. We need to prevent future flooding to whatever extent we can

13		1	1	<p>It was a joke. Very unclear. Relying on Facebook is classist and ineffective during a disaster. Big screens should have been set up and public employees should have been going door to door. It was disconnected and disjointed. City Mng and Mayor were on a different planet from police and fire. National guard was refused when they offered help. An evacuation order should have occurred by 1100am. No one should have been stranded in their cars. Terrible terrible response. Very very lucky no one died In Montp. Low income residents were most impacted. Recall, the City Mng, Fraser, was quoted in the paper noting that he did not think the flooding would be catastrophic. Wow was he wrong and with horrific impact.</p>	<p>Classist. A joke. Literally the entire response has been disorganized. And the anti-BIPOC conduct was a sad commentary. Towing people's cars the day after was horrendous and again classist. Terrible communication on taxes is still an issue.</p> <p>Mayor was too busy taking photos of himself to care about a real description of water quality issues and how to flush out system after the boil notice was lifted.</p>
14		1		<p>FPF and Face Book were both adequate but not great</p>	<p>A single point of communication regarding truth of information and accurate need to know info.</p>
15		1		<p>Nothing worked well, you all should be ashamed.</p>	<p>Fire the entire staff and the elected leadership should resign.</p>
16		1		<p>I think I got VT Alerts on my phone. Not sure if that is from the City or a state agency.</p>	<p>Create an emergency response center that is not susceptible to flooding- ie you shouldn't have to move your control center in the middle of an event. Direction to businesses could have been clearer on Monday - ie you should close early and move inventory to higher ground if possible. I think the city taking on debris removal, relatively quickly, was really good and while I am sure the cost is enormous, individual homeowners and business owners would have had a really hard time coordinating that themselves (which in many other towns they are struggling with). Daily updates from City staff via FPF after the flood have been very helpful. I also get the same updates via Facebook but I doubt many people follow the city's page.</p>

17		1		Checking social media	Clear Residential streets before businesses
18	1				Have a spot where folks can donate items to those who will be in need soon. Closing downtown immediately
19	1			City communication was poor and disorganized. FPF and The Bridge were better	Better tone; better standalone website; analyze and address comma for those without electronics
20	1			I don't remember — weather service reports of big rains ahead were what got my attention, knowing how saturated the ground was already. Having multiple sources of information had pluses and minuses. Emergency alerts, Facebook pages (not the city's), Front Porch Forum, River and dam flood gauges were all where I turned	Earlier warnings for sure; Montpelier-based emergency shelter including early outreach and transport for people who live unhoused or who live in flood plain. Thank you for all of the hard hard work to get our beloved town back on its feet.
21		1		I received no direct communication but saw posts on Facebook and Instagram a few days after the flood.	Have a business registry for all downtown businesses that get direct contact after something like this happens, including businesses on upper floors. We might not have flood damage to out physical goods, but not being able to work and loss of income is damage as well.
22	1			I found VT Digger was / is the best place to get information	Now is the time to combine U32 and Montpelier High School. Move the Montpelier students to U32 and then build raised up affordable housing where the high school is.

23	1				<p>It took far too long to remove debris from the road. Barre kicked into action almost immediately and removed debris within a few days. They started early and worked 24/7 until it was done. Montpelier dragged its heels, got bogged down with paperwork and procedure instead of cleaning up the toxic mess of rotting food, mold, and floodwater-contaminated objects. This was a health hazard and disgrace to our town. It also made the area virtually unlivable for people who lived in/near downtown. There is no excuse for the snails pace of trash removal. I often came through town around 8 pm and saw NO WORK being done to pick up trash. And Sundays off? Really???? Dump a last load on Saturday night and at least fill all the trucks on Sunday so they could dump them on Monday AM as soon as it opened and then start again.</p>
24	1			<p>quite frankly there was no communication that I can remember. I was following NOAA and dealing with mitigation all day on Monday.</p>	<p>Should have had much better control of keeping the idiots out of the flood area. People paddle boarding, walking around in the contaminated flood waters. It was a bit of a circus. Could have had I think a much better rapid response in place. Not like this is the first time this has happened.</p>
25		1		<p>The alerts in the early am on Tuesday</p>	<p>Better police presence in the immediate aftermath...lots of trouble makers out those first few nights</p>
26	1			<p>One improvement needed - the City should not have said the Wrightsville Dam was close to being breached. It took an engineer on FPF to set the story straight days later! This caused unnecessary panic. The City was in a position to know the facts. Otherwise you did well.</p>	<p>The City needs to hire a competent flood expert (national) to chair the upcoming meeting about what to do next. Clearly this is beyond local expertise. You must do that - there's no alternative.</p>
27		1		<p>Front porch forum, emails, and texts</p>	<p>It seemed like debris was out on the streets for a long time - I also worried a lot about volunteer's safety as they cleaned up flooded homes and businesses. I'm sure it's a longer process to get federal or state help but it did seem like there was no oversight making sure people weren't doing hazardous work or if they were that they had proper gear. This isn't related to recovery efforts, more future mitigations, but we as a city need to seriously think about how we rebuild and assume we will get another flood like this in the next 5-10 years or less.</p>

28	1			VT Alerts. Did you get to use the extra phone sets at the Water Plant? How did they work?	I am glad that City Hall is being totally cleaned on the first floor. I am disappointed the emergency generator was damaged. Relocation may be in order.
29	1			I stayed home and boiled my water. I think FPF was my source for information. the TA was not being delivered, and the TV was for the state. Thank you.	There are now many more homeless families.
30		1		Front Porch Forum posts	Much faster trash pickup, including residential trash pickup
31		1		FPF, senior center announcements, Montpelier Alive	Get the gutters cleaned- there's glass all over. Kids will soon be walking to school. Organize community day to get out and sweep up! Mitigate smell/contaminants via hosing down sidewalks as soon as clean up happens.
32	1			Front Porch Forum posts	The city should have pumps available for the stores downtown. I believe Waterbury had planned much better for this kind of event and was ready quickly to help merchants. the quicker the water is out of the buildings, the less likely there is mold damage.
33				I was very impressed by the way the City Government kept us apprised of the developing and changing situation via Facebook and website postings and in coordination with VT-ALERT. Kudos to our city employees.	

34	1				<p>nobody times the stop lights because of the change in traffic flow. residents on the west side of town could not get to the east side due to not having hubbard park road open. this is the same as every flood we have had. somebody need to be in charge during an emergency and there seems to be every city employee doing their thing without any coordination. the way the garbage was to be picked up is an example. one says something and the city manager say something else. question who is in charge and let the residents know who it is.</p>
35	1			<p>Front porch forum updates.</p>	<p>It seems that there are floods everywhere in the world. What have others done to prioritize and organize prior to the flood? While I think Mplr Alive did a good job, it seems that a pre-organized emergency management program for the city could have addressed things quicker. We could have an emergency siren like tornado states have. Where was the National Guard in all of this? I imagine they have some protocols that we could have used. I'm fortunate that my home wasn't affected. I so appreciate all the good things that Montpelier Alive did in their organizational response to this. They deserve some merit of excellence in their response. I always thought they were just about making town more beautiful and fun.</p>

36	1		<p>First days? There seemed to be NO communication from the City. This was disturbing. Volunteer/non-profit agencies took over the role of what the City should have been immediately doing - communicating! I understand that City Hall was flooded. But somebody could have worked on the website at their house. There should have been an immediate virtual Information Center by the City. I don't know what was on Facebook - I don't use facebook, like many others. Front Porch Forum took over and that's where one got information. But that should no have been. From day 1 on, there should have been communication from the City. Why did others have to take over? Why was the City not putting out information that EVERYONE needed:ke - what's happening with the post office - pharmacy - banks - etc. City officials should have been in touch with these agencies immediately rather than people having to keep asking the same questions over and over in FPF. Incompetence? Haplessness? I don't even want to go on.</p>	<p>Being prepared. Have set up channels for communication immediately. Have a task force or group or something that deals with emergency management and procedures on an ongoing basis. Stop spending money on unnecessary 'pretty' projects. City Council ? What did they do? I am disheartened by how this city is run and managed. When there's an emergency, that's when you should be there to be counted on</p>
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	1	1	<p>There was minimal The communication came there after</p>	<ul style="list-style-type: none"> - Rethinking our current rebuilding strategies with engineers and designers is crucial at this point. -The city should have a stock pile of sump pumps, emergency first aid and disaster kits and sand bags available in case this happens again. -The city should have already had an emergency volunteers list prior to this catastrophe. -The city should not have had to rely on Montpelier Alive and the conservative group days after to provide disaster relief. Although I am very grateful that such committees and organizations stepped up and our community came together quite quickly with disaster relief, have much room for improvement. -Shelter and an emergency preparedness unit should have been set up on the 11th at the rec center. -Any type of relief efforts should have been set up on the 11th not days after. -CAN was abolished and not fully supported by the city, if CAN was still in effect it would have been very beneficial to the community especially in a state of emergency. That was initially what CAN was designed for. -We need better elected officials, not one word from the Mayor, council members never reached out to their districts. Our city manager has done his best with communication and clarifications. The city has done its best with updates and communication with disaster relief. <p>🙏🏠</p>
	1	1	<p>Front Porch Forum and Facebook I am still hearing (as of 8/2) more details about which places in Montpelier and greater Montpelier that flooded and to what extent. I realize what an enormous problem Montpelier officials had/have in addressing the flood and in communicating about how to get help. It's hard to criticize when the flood was so widespread and unexpected. It would have helped perhaps if there were more frequent (2x daily) communications on FPF and Facebook.</p>	<p>Planning ahead both in reconfiguration of rivers and downtown building standards and in developing an earlier warning system.</p>

39	1			At first the State Alerts re road closings & the dam. Since then FPF, especially postings from city officials.	It might have made sense to blockade State, Main & Elm sooner as too many people did not heed the request to stay off those streets & the traffic was kicking up a huge cloud of toxic dust, cars backed up all the way to the Main & River/Memorial/Berlin St. light.
40		1		We only had clear rain water coming in on our slab, which soaked our commercial carpets. Annoying, but not something with which we'd concern the City. Montpelier Alive updates and current updates on the City's website were very helpful... of course, people who had no electricity nor online access would require additional face-to-face attention, but... Also, now that the initial push is over, some of the people who weren't able to come get free stuff at the vacant lot near Shaws are in need. And, people that took 5 carloads of stuff and put it in a storage unit couldn't be controlled for fear of a discrimination lawsuit. The free food from the Nepalese Restaurant and Al's French Fries was an exceptional bonus.	City did a good job with this, but it's difficult to assume that enough volunteers can make themselves available to fill the need. The kids with the youth conservation corp were stellar, as was Josie at the Rec Center as a coordinator. SO VERY HELPFUL that the Rec Center and American Legion were available for warehousing food boxes, etc. during the height of the clean-up. A little worried about hearing of the need (mandated?) for homeowners and businesses needing to move their utilities out of their basements NOW, while they are still treading water. Also, the City's sanctuary City status, by their own choice, gave the City an exceptional layer of liability to provide for many others, whomever they are... who were difficult to quantify at the free handouts table... of all races.
41	1			FPF is the only way I got updates other than word of mouth until I learned I needed to sign up for VT Alerts. The volunteer tents popping up immediately to deploy people in an organized fashion was and is awesome.	The severity of the incoming rain was not made clear enough for people to properly prepare. More could have been saved had the gravity of this event been explained better...officials/weather people/etc knew about this a couple days in advance.
42	1			emails	don't know
43			1	The Montpelier Alive business chat group and emailed notifications from VTAlert	Better infrastructure to prevent future flooding, more access to sand bags

44	1			Vermont Emergency Communications was very effective. Some posts on FPF, Facebook as well.	1) We need better advance warning and assistance for areas that are likely to flood. 2) We need a Montpelier shelter in a CB place likely to be safe and easy to get to in Montpelier itself. It's fine to shelter for longer periods in Barre, but not early on. 3) We need to do a better job providing housing period.
45	1			Facebook	Clean up the trash more quickly
46		1		The VT alerts to let me know what streets were open and the bail water notice	
47				I did not receive any helpful communication from the City.	The City's response was a complete failure.
48			1	Interestingly worded question — there was an unhelpful lack of communication from the city and almost zero flood prep conversations with residents and business owners. I can't say anything was helpful by the city. I knew I had to evacuate my home when Manchester Fire Dept was shouting to us outside my window at 5:30 AM Tuesday the 11th. We are in a known flood zone and should have been prepped for such a disaster long before it actually being upon us.	Montpelier Alive's response, information sharing and communication to the community was incredible. Prep and city wide plans PRE FLOOD was very lacking. Residents and business owners generally didn't know they would have to leave until literally being evacuated or choosing to stay in their potential hazardous homes (fumes, flooding). Our community should be informed to the risk and resources around us, long before an actual crisis.
49		1		Push-alert via cell; Alerts via VT-Alert; and (much less) Facebook posts on the City's page (I don't use Facebook)	Don't limit information behind sites that require signing-in, such as Facebook. The City homepage is good, but even weeks later, the top message is that the Boil Water Order has been lifted.

50	1			Front Porch Forum and VT alerts	I know there's been plenty of criticism, but it seems to me you've done a great job being responsive and informative. Thanks!
51				We experienced very minor damage to our property.....wood chips floated away in the garden and some produce had to be destroyed. None of your above choices about how we were affected by the flood are applicable, so I left it blank. What worked well? Front porch forum posts were helpful and the response from the Parks department and Montpelier Alive were very helpful.	One main opportunity for improvement would be have a plan in place so that debris could be removed in a more timely manner. As of today, August 2nd, there are still piles of trash in front of two homes on lower Northfield Street and in front of one home on Colonial Drive. Having a city truck peruse all city streets, in areas where you would not necessarily expect flooding, would be helpful. I'm sure there are others around town who still have trash sitting in their yard. When storm drains flow onto your lawn, strange things happen, whether you live on a hill or a low lying area. Even though we live at the top of Northfield Street, at one point our home was completely surrounded by water for an hour or so.
52		1		NONE OF IT both the city and my soon to be ex-scumbag slumlord seriously sucked at providing renters with ANY assistance & not a surprise considering that the city NEVER listens to renters	How about HELPING RENTERS and TENANTS and STOP CODDLING the scumbag slumlords in this town, like LUCKY BOARDMAN
53			1	I did not receive any communication from the City in the days following the flood. Montpelier Alive was the only organization that was communicating with downtown business owners.	I'm sure the City is doing something about the flooding but in the first couple of weeks afterwards I could not tell you what that was. Montpelier Alive did all the volunteer coordinating, disseminating information and seemed to be running the show. We didn't even get information about trash removal. City employees and elected officials have been largely invisible.
54	1			FPF Montpelier Alive	Not enough Trash removal National Guevara aid?

55	1			VTalerts was really helpful	Coordinate some volunteer activity before impending flooding - eg to help people move home or business items to higher level. I know we didn't have much warning, but even a few hours of concentrated effort on Monday could have helped notably.
56	1			Front Porch Forum posts were helpful but sometimes redundant.	While it's nice to update FPF, not everyone reads every single issue. It requires one to skim through to find relevant posts. Compare this with options like updating the website or social media. I think movement on recovery has mostly focused on cleaning up and fixing but I'd like to see more conversation about innovation and resilience. Government NEEDS the private sector to get things done better and more efficiently. Please don't try to control the recovery process entirely. Hire some smart, cutting edge engineers and architects to do the planning. We need more resilience to future flooding- climate change means this will keep happening and I don't want to stick around this area if things aren't built back better and smarter. Thank you
57	1			Overall VT-ALERT worked very well! I was impressed with that. However, communication about the dam was extremely confusing and I think caused unnecessary panic and confusion. The streets of my neighborhood were rife with rumors and conflicting info. My cell phone was blowing up with conflicting text messages from friends who all said they "knew someone who heard from an authoritative source that..." and so on. I want the City to publish a clear explanation of how the dam actually works and what we can expect if we have a similar flooding/rain event in the future (which we very well might!)	Debris pickup was slow to start, and communication was confusing. I think this could be clearer in the future. That said, I want to give a big shout out to the people doing the clean up! Wow! It's a rough job, and they kept at it, and it makes a world of difference. Looking forward as we're rebuilding, I really want to see the City take a firm stand on making sure we're more resilient to future flood events. Aside from ways we can harden our buildings and their usage to limit damage to property when the next flood comes, I think priority number one must be to limit the amount of toxins that are released into our waterways in flood events. It's horribly tragic, bordering on "criminal," the amount of nastiness our city was responsible for putting in the water, and ultimately sending down the river. Floods are not new, but the proliferation of all kinds of chemicals in daily living brings a whole new layer of danger and destruction when they wash through our communities and over farmlands and downstream ecosystems.

58	1			<p>The communication didn't work very well for me. I'm signed up for text alerts and many didn't come through. The messaging about moving cars was confusing because we were told to move our vehicles to high ground but also not to park on the streets. I live on Elm Street and narrowly avoided flooding, so this was particularly stressful. Communication about the potential dam release was very scary and it felt like we should have been evacuated if that was truly imminent. There only seemed to be Facebook and Front Porch Forum communications - what if someone didn't use social media?</p>	<p>The city took a very long time to remove the piles of trash and could have done much better in messaging and so people knew to wear protective clothing when mucking out. There's a lot of dust on the streets still and it needs to be cleaned so we can walk around without breathing it in and drive without stirring it up. I work in Barre and their city seemed cleaner than ours more quickly. Perhaps you could compare notes?</p>
59	1			<p>I don't recall any formal communication. I read front porch forum, checked my email and TV.</p>	<p>Up to date information on roads. I had no way of knowing what was passable and what roads were not. It was trial and error. Perhaps some suggested ways to get from Barre to Montpelier.</p>
60			1	<p>Montpellier Alive, not the city</p>	<p>It seems that there is no flood response recovery plan in place. There is no standard response across town. Montpellier alive is not meant to be the everything.</p>
61	1			<p>There was little to no communication from the city. The only communicating body is Montpelier Alive. The organization had to step up when there was little city leadership.</p>	<p>The city clearly lacked a communication protocol for emergencies. This must be developed. There should be communication before, during, and after a catastrophic event from elected leadership. This was a major failing.</p>
62	1			<p>WDEV morning reports/ maps of road closures</p>	<p>I think you did well though a town hall for listening somewhere might have been helpful, but most people were still in shock</p>

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I don't recall anything coming from the city at that time. I wondered why there wasn't some statement from the Mayor or someone representing the city. I checked Front Porch Forum everyday and was surprised not to see anything about what was going on around the city and plans for assistance etc.

The first I saw was from Montpelier Alive, which I did not think was officially representing the city government of Montpelier.

I do recall there were a lot of rumors and scares happening on the 10th about the wrightsville dam overflowing, which is why we evacuated that day and night.

State rep Connor Casey was present, asking what help people needed in my neighborhood (St. Paul Street). City councilors, Brown and Heney were also around. Other than FPF, most of what we heard and learned about was word of mouth, and by going down to the recovery area next to Shaw's.

I'm not saying there wasn't information coming out from the city, but it didn't get to me in those first few days.

Other than a small amount of groundwater seepage, all the damage on my street (St. Paul) causing flooded basements came from the city's overwhelmed storm water system. Storm drains were upside down fountains, gushing water up into the street.

When my basement started to flood, it came up fast - from about a foot and a half to 5 feet in the matter of an hour or two.

As a first step, the City should act quickly to take responsibility for examining the failure of our storm water system, bring in expertise to advise on redesigning and upgrading our storm water infrastructure in the areas that flooded from that failure.

That's the first thing.

Although communication improved once Evelyn started her daily updates, I would say communication before and immediately after the event could definitely be improved. I think a lot of us were unprepared for this, as there was not much advance warning or advice preceding the flood.

Staying in touch with the community is key as is transparency about available information and resources. I think a lot of us used FPF as our go to source of info, which is fine as long as the City is also using that as a primary conveyor of information.

Housing is critical - so many people are displaced from their homes. A huge need is an emergency plan for housing citizens. I hear people asking everyday why we are not using the spaces available to us; dorms at VCFA could be opened for emergency housing. There are many people available and willing to help coordinate and oversee that who have the skills needed to run an operation like that. Then there is the Elks club property that could and should be used.

64			1	<p>The communication from Montpelier Alive and our downtown business messenger group was instrumental in feeling aware of what was going on, a place to be heard, to connect with resources, etc. This was most helpful to me. Also, Katie went out and physically met and spoke with all of us. And the parks rec person that also organized the volunteer efforts. All spear headed by two employees. Meanwhile where were our officials. Where has our mayor been?</p>	<p>What is the flood recovery plan? I haven't heard anything cohesive from any city planner. Seems like we're the first ones that have ever experienced this given what I've seen in terms of outreach, and systems. The officials coming out to see people would be nice. Who is our mayor? Where have they been? What a wasted opportunity. Our town planners have been at the meetings- but outreach, connecting, listening and getting info where you don't have it. Also, not giving false info would be helpful. I want them to listen to merchants and residents that want changes made to our town I don't want to hear we can't. Innovate! Find engineers, ask the hard questions. We cannot expect business owners to bear the brunt of bringing this town into the modern age. There are things we can do. I do not want to hear another representative or official patronize me and my concerns.</p> <p>And give Katie Trautz a key to the city. She has been an angel and so solid through this whole event.</p>
65	1			text	
66	1			511 Vermont and Vermont Emergency texts	<p>We needed help finding evacuation routes. City should register its road closures with 511, so they show up there. City communications should keep residents apprised of evacuation routes as things change. I say this because here in the Meadow, we had no idea which way to go to get out.</p> <p>City should also have a clear understanding of how the dam management responds to high levels and, as best as possible, how much water (and how soon) will reach low-lying areas if it's necessary to release extra water from the dam.</p>
67	1			facebook	

68	1			Police told. Having a generator	having a generator
69			1	Downtown business email group MBA. VT-Alert. Direct city communication was non-existent. If I found it, it was coming through social media.	Communication. More prominent website page for urgent info. Email/text sign-up (similar to VT-Alert) for downtown businesses and homeowners to receive expedient info.
70		1		VT Alerts is best. It was confusing to have different info on social media (Instagram/FB) vs. FPF (not published immediately) vs. VT Alerts. It would be very helpful to just pick one method and stick with it for time critical situations, or have the same messaging from Police, Fire, City, etc. Also, use the words "dam failure" VERY carefully and know what that means. On the plus, having all of these channels going, did mean that information was available. River gauges were also very helpful. The flood inundation maps could have been used more effectively, and flood inundation maps focused on Winooski vs. north branch flows would be helpful.	Know everyone is rebuilding as fast as possible. Having good information, training, and resources could help rebuilding with flood-resilient materials (cement board and tile, for example, instead of drywall and wood). Next flood, could we have a flood wall (water filled) plan in place or sandbags with a sandbagging machine? Put the investment into pre-flood instead of clean-up. Look at the whole watershed with an effort including the state, RPCs, and other municipalities.

71		1	<p>I got a lot of information from Front Porch Forum. If I had lost power I would have been FREAKING out at the resulting lack of info.</p>	<p>The immediate flood aftermath was jarring and scary, since warnings about the Wrightsville dam pretty much made it sound like the town was going to be washed away. That more than anything (even more than the 4 feet of water in my basement) stressed me out the most. I spent 6 or 7 hours in my car with my cat and half of my belongings on high ground by Hubbard Park after the dam warnings went out; my house is 10 feet from the North Branch and the water was lapping at my yard when I heard about the dam 'breach' warnings.</p> <p>I feel that Montpelier Alive and city government have done a great/tremendous/wonderful job of organizing volunteers, providing resources, and cleaning up the city. Seriously happy that the garbage piles started to go away. Some people might take that effort for granted, but I sure don't.</p> <p>What's worrisome, however, is that businesses are spending tens of thousands if not hundreds of thousands of dollars rebuilding their shops when we could be flooded again next month. What's going to happen during this coming hurricane season when waters off of Florida are over 100 degrees?.</p>
72		1	<p>1. Updated plan for evacuation 2. Implement communication link with Green Mountain Power. We were without power for 16 hours AND lower State St. was cut off from road access for days. - The river on lower State St. was much higher than normal prior to the actual flood due to days and days of rain. Visual inspection of the river in this area where there is no flood gauge would have improved preparation and warnings.</p>	<p>Air quality needs to be monitored. Sidewalks and roads where the sewers flooded or floodwaters covered need to be cleaned and disinfected</p>

73				Front Porch Forum. Emergency alert text messages.	A more sensitive approach to road closures would be helpful. Staggering the closures more.
		1		PF, Montpelier Alive, MSAC Bulletin	Using brooms, get the glass and nails off of the sidewalks and streets. They are still all around. Kids are walking to school as of today and walk those sidewalks. Start prioritizing infrastructure with flooding in mind
		1		Primarily word of mouth, fof, email. Spotty and incomplete information from any city source during the flooding.	I would liked to have had more robust and detailed communications with regularly scheduled updates from a single city-operated, well publicized source, such as an emergency preparedness department.
	1			I felt like I received no city hall communication. I was grateful to the help the parks dept offered to the Hub. I volunteered daily and found them very organized.	The volunteers were many and helpful. I wish I had felt that city hall and the mayor was more visable. The Governor got on his tractor to help his neighbors. Where was our city manager?
	1			Facebook, Front Porch Forum	The meetings are great, I will continue to attend them. No complaints
	1			I couldn't get ANY relevant information. I was very close to being flooded and needed information about evacuation for an elderly man with medical conditions. Also, no information about what roads were passable and which ones were not. 211 and 511 are useless numbers also - no one answered them	The city was and is, completely unprepared. We've had since 1992 to make changes but the priority seems to be land speculation, building a 2 million dollar track and pampering vagrants.
	1			FB was most up to date	city employees could have been more visible with recovery/volunteer efforts near Shaws.
	1			VTALERTS was most helpful. I did not see any evidence that a Downtown Merchant call list was utilized.	There was an obvious disconnect between the Citizens/Municipality's immediate response and the State / FEMA requirements.

	1			VT-Alert	<p>Having an emergency plan in place which could have been activated as soon as we knew of a serious and devastating flooding, coming to our community July 7. There was no reassuring words from the leadership - never heard from anyone until after a few days after the storm subsided. But since there was no emergency plan in place, or if there was one in place, no one was acting on it to provide instructions and guidance to the community. It was unconscionable that the city did not have a working emergency plan and someone to initiate any action that was doable from whatever they had in place. The Council has to take responsibility to honestly review the leadership they have hired and the organizational structure that isn't working on so many levels. If anyone on the Council does not have the courage to do the hard work that is overdue, hopefully, they have the courage to leave their seat. Leadership is not a popularity contest, it is someone who has strong leadership skills. Leadership had 3-days, Friday to Monday to do something, anything. This was not the City's first flood, therefore, there inaction was a misfeasance to the community they serve. In short, failure from the city to have an emergency plan in place and the lack of leadership cause serious damage to our community - physically and psychologically. Montpelier Alive, Vermont Community Foundation, and the hundreds of citizen volunteers showed true leadership. The city could take a page from their plan book to accomplish what the city couldn't do. If, if the city contacted them for help, it was help after the flood and not one word addressing basic tangible actions in preparedness.</p>
		1		<p>Nothing from the city, heard from Montpelier Alive first, during and throughout. They took my calls when I could not access my building to provide updates. I followed the city updates on facebook, i had to search out information. there was no automated calls made.</p>	<p>Look to Montpelier Alive, they were in touch, answered phones and text messages immediately, even walked/floated past my building to give me an update. The scariest part was the dam and not knowing if the flood waters would crest the dam. automated robo calls, like the whole town gets from the school system when there is an emergency, regardless if you have a kid in the school system or not would have been appreciated. Tell us where the waters are going, which streets are effected, what level is the dam at and what the plan is if the waters crest the dam.</p>

	1			I rely on FPF for most time-sensitive city announcements. I think it works very well.	I think it would be helpful for the city to communicate via FPF why certain things are happening (or not happening). For example: When trash and recycling containers were removed from downtown sidewalks, it would have been helpful to explain the "why" to residents. The explanation can avoid upset and frustration that may otherwise be
	1			I did not experience flooding but my daughter and granddaughter lost their Main St. 1st floor apartment. Montpelier Front Porch Forum was my best source of information, whether from city or other sources.	Better communication and information all in one place. FPF had constant updates but one had to save every version to see all the announcements. Not everyone has Facebook. If there is another disaster, I suggest a dedicated page on the city's webpage immediately. Also, what about a flashing sign downtown telling people of danger and to seek shelter. Or, signs with notifications? It was only because I insisted my daughter/granddaughter come to my residence that they were not caught in the middle of the flooding. Also, how about immediate transport to a shelter for people who have nowhere to go? Perhaps some or all of my suggestions took place, but because of lack of communication, I sure don't know about it.
		1		None! The city was ABSENT!! It was Montpelier Alive that literally came to the rescue for me and affected residents.	The city's recovery response was reprehensible. I and my neighbors were not only not informed about how to proceed with recovery measures but thwarted by confusing rules and basically told we couldn't undertake necessary repair to restore damaged HVAC mechanicals. I regard the city's response as malfeasance.
	1				Since residents of the north side of Montpelier (i.e., Terrace Street, Dairy Lane, etc.), have no method of egress except via Bailey Avenue (or East Hill Rd.) it would have been helpful to have regular updates about the status of both roads.
	1			I signed up for text alerts through the State...that was effective...I'd say text alerts would be the most helpful for things that needed immediate attention ie. boil water notice, major road closures, etc.	

	1		Front Porch Forum and email or text is best	Opening State Street and Bailey intersection much sooner, managing traffic flow in major intersections better.
		1	VT Alert is helpful. FPF is helpful. Emergency alerts helpful. Bill Frazier is not a good communicator. I'm not sure that people who are not online received information about the pending flood risk on 7/9 though...	Communication about road closures and traffic issues has been abysmal. I don't think there has been any help for people on the hills with debris removal (or if there was, no communication about it). I know the DPW send updates but you have sign up separately, then click a link, and it's weekly vs the daily changes to this awful construction. It's been hellish getting out of Bailey St. Living in NYC was easier. Change the light cadence. Observe and make adjustments. Don't just sit and wallow in your own misfortune.
	1		The website was hard to use and did not provide needed information in a timely way. I relied on Montpelier Alive for leadership and information. As a food pantry volunteer, I am grateful to Montpelier Alive and to the Parks Department for their support when we needed it most.	We're in a very difficult position, needing to balance short term recovery with long term survival. We don't know enough now, but have to move forward with guidance from experts. Affordable housing should be at the top of the list as well as addressing whatever water system problems we have. The context for all decisions should be the affordability for taxpayers. Many long time residents are on small, fixed incomes. We have contributed to the community in every way for decades yet remain in danger of being forced out by property taxes. It's very hard.
		1	none of it was effective or worked what i would considered "well"	every aspect of the cities needs serious work overall grade D

	1		None. There was no messaging from the city and there has been virtually nothing over the past 6 weeks. The city manager, mayor and city council are AWOL. Montpelier city management failed and continues to abdicate responsibility for emergency preparedness, emergency planning, emergency services and leadership of any kind	<p>Emergency evacuation routes, emergency shelters, emergency food and water supplies, emergency communications...</p> <p>Long term city goals (other than year round tennis facilities)</p> <p>Are leaders are fully incapable and therefore must ask for help from capable professionals regarding city planning, flood plain regulations and addressing all the pressing pre-existing infrastructure deficits</p>
	1		Everbridge prided some initial clarity on a high level, but missed the mark in other spots.	It is tough to find a consistent area to get information. The water main break and boil water advisory for Liberty st hit FPF, but wasn't posted on the City's site or their Social Media
	1		VT DPS Alerts. I did not receive sufficient warning from the City about the potential severity of the flood or follow up information	We have been waiting for almost a month for a permit to rebuild. This is unacceptable. The City should also not rescind decisions that were made previously for infrastructure improvements (e.g. the high school track) but should plan proactively for what can be done to help mitigate impacts in the future. Work with experts on how to improve the flow of the North Branch (give the river space to move), improve current problematic drainage issues such as Elm St, Upper Main St. Ensure that the community continues to support local businesses, families and students. Apply for federal funding to help support infrastructure improvements (Northern Border Regional Commission, DOT, USDA, FEMA).
			1 Montpelier Alive on Facebook worked well.	More trucks to help picking up debris. Better cleanup after debris was picked up. There was broken glass left all over our sidewalks, our lawn and the street. Someone to tell us what was considered habitable as landlords didnt and I got sick as a result of staying and breathing in all the sewage soaked debris that sat 3' from my windows fir 2-3 weeks.

	1			I don't think I got anything. It is all a blur now. I remember someone saying to evacuate to the second floor of my home, but I wasn't sure what was meant to happen after that. Didn't have to, thank God. My daughter's basement was flooded.	Better planning for these incidents. I think most support came from Montpelier Alive as far as I was concerned. That was where we borrowed equipment etc.
			1	I relied on FPF since practically no info from the city	No residential pickup of flooded items for weeks, ended up hiring private company
		1		I don't remember. I relied on other resources to stay informed. I found messaging from the city manager confusing and scary at times.	I'm not sure how well the City is doing, in particular. There are many organizations involved.
	1			Montpelier Alive Facebook posts	Earlier warnings, with more encouragement to leave home/business. Overall, good job responding.
	1			Emergency alert texts were most helpful, although I also received the same messages via phone and email.	The DPW weekly newsletter, which I read for the first time today because I found a link on FPF, is excellent. I had no idea how much DPW was doing! Every Montpelier taxpayer should see this newsletter to obtain a better understanding. Thank you DPW!
	1			None	It was wholly unorganized
			1	I was directed to information about the river and dam levels and paid close attention to face book and vt alert notices, as well as road closure notices. They all worked well and I felt as well informed as I could under the circumstances.	One of the organizations I'm involved in was located in church basement and benefited greatly from the outpouring of volunteer support. When days turned into weeks of debris sitting on the side of the road, that was discouraging. More timely and comprehensive communication would have been appreciated at that time. I understand many City offices were impacted by the flood, so no disrespect intended. I know you all are doing your very best under exceptionally difficult circumstances.

	1			<p>✔ Alerts. I kept getting them all day and all night. Very helpful.</p>	<p>✘ think the city has been active, but not great in terms of communication. In Montpelier, we mostly hear about the efforts of Montpelier Alive and their collab. Plus, I feel like many of us aren't really clear what the role of the city is in a disaster?</p>
		1		<p>✘ We did not receive enough information from the City in a timely fashion--the only communication I received at all on July 10th and 11th was through Facebook and it wasn't very comprehensive. I reached out looking for evacuation information on the 10th and did not hear back.</p>	<p>✘ Again, haven't received much from the City. FEMA and Montpelier Alive were quick and helpful, but we haven't received much help or communication from the city of Montpelier.</p>
			1	<p>The youth corps! They were the first to reach us and brought water, masks, gloves. Once we figured it out, we would still be at the Montpelier Alive tent each morning to check for information and supplies. The volunteers were amazing and the food at lunchtime was a lifesaver. Without it we wouldn't have eaten.</p>	<p>✘ In the heart of the flood zone, we weren't connected to social media. We needed someone to come tell us and explain what was available. We were so beyond overwhelmed, it took a few days to understand the resources that were available.</p>
	1			<p>The regular reports from the city were helpful along with Montpelier Alive site. Also the Montpelier Police Facebook page was helpful.</p>	<p>✔ We remain proud of our DPW, Fire and Police staff they were remarkable. The very low level of optics from the Mayor's office and city council was not good. Most of us who have been in executive positions know that during tough times a leader needs to take time to address their constituents, workers and community. I know we get busybut 15 minutes of time goes a long way in supporting efforts to remediate and letting folks know there is engagement from the leadership ranks. Peter Walke and Trautz were very impressive.</p>

	1			Info about downtown was helpful; road info. What was missing was detailed information about Wrightsville dam and potential risk to homes on Elm st and nearby neighborhoods.	I was involved with the SEOC so was less aware of Montpelier-specific recovery. I thought the tents with assistance near Shaws were great idea and the quick actions of city organizations were very helpful.
	1			text	road conditions
		1		City government needs to be replaced by Montpelier Alive. Bill Fraser needs to move out!	No response. Come up with an emergency response plan WITHOUT paying an outside contractor \$120,000 for advice you're not going to follow. Good job by Bill walking around being useless with 0 answers.
	1			I was not aware of any direct help for where I was (Clarendon w/ inundated basement) I relied on neighbors and getting a submersible sump pump via FPF. I found the many alert messages from the city quite confusing.	We need a robust emergency response plan, procedures and essential resources specially designed for Montpelier's needs in a wide variety of emergencies. The plan and procedures need to have TRAINED leadership and team members to implement and coordinate the plan. We also need redundant and low tech warning systems that don't all rely on access to power, smart phones and the internet AND incorporate the needs of all members of the community including mobility, transportation and communication challenges.
	1			facebook	Better detailed info on city street closures and updates when they reopen

	1		<p>I am not sure that there was much communication from the City itself -- either the elected officials or the town manager. From my perspective, which may be inaccurate, all or virtually all of the communication came from Montpelier Alive and similar volunteer orgs. I don't know how much coordination there was between City government and those orgs. and whether they got the help and support and authorization that they wanted or sought or needed. Maybe I missed it, but I didn't see any statement from the mayor or town manager about the situation, what their feelings and plans were, or even that Vermont Alive would be taking the lead in the following activities and issues X, Y, and Z and the city would be working hand in hand with them. I didn't see the mayor or town manager out in town, visible and engaged. Perhaps they were there sometimes, nor any statements made on behalf of the city government.</p>	<p>I know the town manager was at the 2nd town hall meeting convened by Paul Costello and others, but I don't know that he or others were a source of info or counsel -- or even identifying issues or questions that should be asked -- with regard to how we might move forward.</p>
	1		Facebook	The website was my first go-to, but it wasn't updated frequently enough for me to receive up to date information

	1		<p>I recall very little information being issued by the City during this time. I do recall there being some warnings from Bill Fraser that were reposted in Front Porch Forum, warning people that the upcoming storm was likely to be worse than Tropical Storm Irene. I did not know, to my knowledge, whether there were any methods for helping citizens get sand bags, get other precautions for their buildings, or how to prepare.</p> <p>Following the storm, almost all of the useful information seemed to be coming only from Montpelier alive; Montpelier Strong, and volunteers.</p> <p>The Mayor, elected officials, and the City Manager seemed to have been largely silent on the flood and its aftermath.</p>	<p>I needed to leave town on the Thursday after the flood, and was away for about 10 days. So am not aware of what the City did during that period. I still feel that I have heard very little from the City re: steps to figure out what had caused the flooding, and how the damage could have been minimized. While I appreciate the City Manager attending the recent community forums organized by Paul Costello and Montpelier Alive - I think the City Manager needs to do more than simply "listen", and there needs to be more demonstrated leadership in this area from him, and from the Mayor.</p>
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			1	<p>Nothing worked well because there were no direct means of communication set up from the City to it's residents or business owners. Unverified rumours, both by word of mouth and on social media were all that came our way. There was no public presence on the part of the City Manager or the Mayor or our City Council when it was most needed: no visible leadership, no guidance, no reassurance. I emailed one city councilor and never got a reply. Knocked on the door of my other city councilor and she knew even less than I did. The City was MIA. It had no plans and still has no plans for future, inevitable floods facing this community.</p>	<p>This City government has shown itself to be a pack of amateurs who are way over their heads (pardon the pun). We need people who can govern responsibly, set necessary priorities, make tough but sensible choices, and cut out funding for financially risky and frivolous pet projects. I'm actually considering selling and moving as Montpelier (what's left of it) is so badly run that it's become unsafe, given what everyone knows is coming down the pike.</p>
	1			<p>Since there was seemingly no City response on the 10th that was visible for anyone I have talked to, the lack of help was notable and embarrassing for our city.</p>	<p>Perhaps the city should have an emergency capacity that actually had responsible people assigned to needed parts of the plan. The city needs in town emergency shelter capacity because Barre cannot be reached. Again, another lack of credible response capacity. There needs to be a way of connecting the east and west parts of town with State St flooded. Police, National guard and others need to be mobilized when a crisis is expected and do everything in their power to get people to safety and belongings out of harms way. The city's after the fact response counting on volunteers to deal with the damage is a poor way to plan for the future.</p>

		1	<p>The Montpelier Facebook page was the most useful source of information at first. There were little other City means of communications that were both consistent and actionable -- some alerts were email, some were via the vt-alerts system, there were a high quantity of vt-alerts that were coming out and it was impossible to follow. There was no signage. There was no non-digital experience.</p> <p>Ideally we would determine a clear communications plan that addresses both folks who are digital and analog. We have a number of police cars and fire trucks that could have simply announced an alert to folks as the issue worsened. We would have looked at the risk areas and announced early alerts to vacate areas that were at risk and move to Montpelier area shelters.</p>	<p>Montpelier struggled with post-flood notifications. There was a lack of a source of truth for information with the City website being unavailable for updates. Notifications via Front Page Forum seemed to be considered defacto. There was a lack of clear communication about what roads were closed, how to get around, even on the street level. The MPD was often telling people with loud speakers roads were closed. Facebook posts were of diminishing quality.</p> <p>Montpelier Alive and the crew were doing amazing outreach with a consistent email format -- perhaps only better if there was a website AND printed versions available and notifications that these were sources of information (construction signs, printed signs around town). The made printed signs later though.</p>
		1	<p>I was diligent about reading front porch forum and checking Facebook.</p>	<p>The notification system should be in place for all. This includes people with disabilities as well as the elderly. My 86 year old neighbor, for example, does not have Internet and only watches TV. She incurred \$4000+ in damage to her 2021 car because she didn't move it. She didn't take us seriously when we said there was going to be a flood.</p> <p>When I was growing up, we had a volunteer fire department. When they had to call in</p>

			1	<p>ⓧ Alerts information about road closures, some posts on Front Porch Forum. This only worked for people who had access to internet or phones/computers. Many people who did not have this access were helpless, including people who were trying to get to shelters (saw elderly person trying to find shelter to higher ground and her driver didn't even know where to take her). No signage on roadways directing to shelters or away from floodwaters. Many tourists hanging out by high floodwaters taking pictures. Saw little to no official presence.</p>	<p>ⓧ All the information is only for people who have a solid grasp of English, access to phones/internet/computers and are middle to upper income. Many people were affected and were helped by outside organizations (Red Cross, churches) and some by in-town orgs (local churches, food shelt, etc) but it was difficult to tell what the city was doing directly if you didn't have access to email. Many people speak ASL, are illiterate, are New Americans and are disabled. The response felt very directed to one group of people only.</p>
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