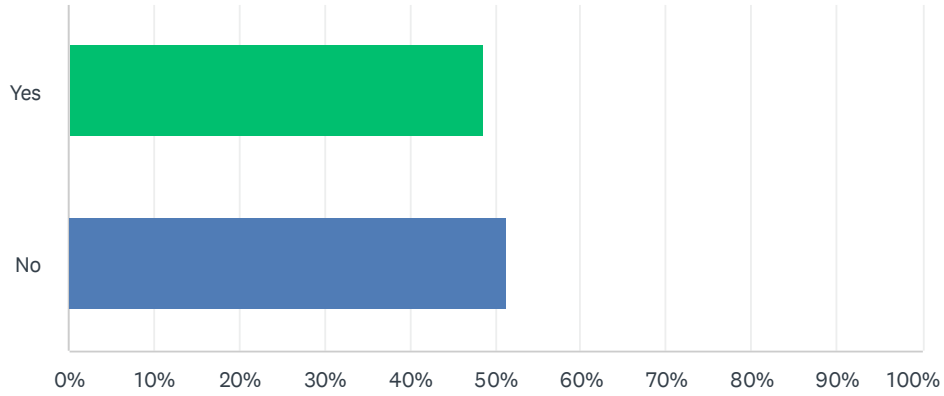


### Q1 Was your worksite affected by the recent flooding?

Answered: 185 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	48.65%	90
No	51.35%	95
TOTAL		185



## Q2 How did the recent flooding impact your ability to perform your job?

- took most of the work force away from hour jobs
  - Working in Flood assessment areas, new hazards, and increase in public facing questions. Much more coordination between offices/regions was required - where regions generally work autonomously.
  - Hindered as all work had to be remote
  - Truthfully the impacts of extreme weather are making it increasingly more difficult to market the state and its resources as a safe and accessible destination.
  - My department was moved entire buildings and is still not back in the original building. During this time it has caused a lot of moving things back and forth between the two buildings with few updates on when we expect to be back.
  - Minimally as my work can be done remotely. Therefore, our workstations in Waterbury were designated for other employees needing workstations.
  - no impact
  - We lost much of our inventory of Animal Health Supplies. We can no longer use the space at 116 State St.
  - The building I am in was closed for 6 months.
  - It did not, but it did significantly impact our local district director's ability to do his job. He needed to take nearly a month's leave time. Impacted local operations significantly.
  - Minimal impact. I am able to work remotely. Tax Dept successfully moved operations offsite with minimal delay.
  - I was overwhelmed with requests from leadership for constant status updates, water system operators for guidance, and routine response required to adequately protect public health.
- We were grossly under staffed and expectations were not managed appropriately by leadership in DEC.
  - No effect on my job.
  - We had to work from home, and I volunteered to assist in the Barre clean up
  - The flooding did not affect my work.
  - being in custodial we need our customers to come back to work, we don't have the ability to stay at home and work. ever since Covid it's been a struggle. now flooding is starting to keep people away from coming to work.
  - no effect
  - created a few more projects to fund
  - A lot of road were closed.
  - Teleworked instead of going to the office, so I was able to work without issues
  - Lost all of my tools and other equipment required to perform my duties.
  - Limited access to providers due to road closures. Additional time traveling again due to road closures.
  - I had a bunch more duties and tasks assigned to me that had greater leeway and less oversight.
  - The scheduling and prioritization and management wanting to ship are people all over while we had are own to take care of
  - increased work load to support those affected by the flooding
  - none
  - Couldn't
  - I was forced to take an alternate route while traveling on a work trip. The alternate route added approximately 30-45 minutes to the trip.
- It really didn't we operate mostly remotely
  - It didn't prevent me from performing my job.
  - No affect
  - No
  - I am able to telework so I was able to work uninterrupted
  - no impact
  - I spent a significant amount of time responding to the flooding and also volunteering at the SEOC. This affected my ability to get my regular work done and delayed projects.
  - No impact at all. We can telework, so there are no issues.
  - It didn't
  - Job has to be done remotely, little impact
  - It did not
  - there were a lot of staff absences due to flooded/damaged roads
  - Had to drop everything to help communities recover from the flooding
  - No impact
  - The recent flooding did not impact my work. I work remotely 4 days a week. My home was not affected by the flooding.
  - My home is located outside of the floodplain, and the building where my office is located was not directly impacted by the floods. That said, there were water boil notices issued for the area, and employees in my division were advised to work from home if possible. Because I already telework most of the time, my ability to perform was job was not greatly impacted.
  - VPCH staff members could not get home due to impassable roadways

*Continued...*



## Q2 How did the recent flooding impact your ability to perform your job? (cont.)

- and one person stayed overnight. Others could not make it in to work at the psych hospital due to impassable roads, no power at home, etc.
- Relatively no disruption to normal activities.
- I was 100% in person because of this I wasn't ready to work from home when the order came. I didn't have a setup in place, it was very hard to adjust. I then had to travel back to Montpelier to pack up my computer, docking station, keyboard/mouse, paper files, monitors, etc. During July and Aug I was tasked with commuting to a satellite location a few times throughout the week to sort mail, scan and print. This would add extra hours to my day and a round trip mileage of 70+ miles.
- I had flood damage at my home. I was given the flexibility at work to take care of paperwork, clean up, etc.
- Job performance was not the issue. Increase work load with no additional staff was my issues
- It didn't. I worked from home and got my job done.
- Briefly closed building so people could get home safe. Then, utter confusion because they closed one building in the campus because of the after-effects of flooding, but didn't mean my building, but didn't communicate that in a timely manner, so utter chaos ensued.
- Some damage to my home due to excess, rain. Ability to flex hours helped w/ inspection appointments, etc. but made for long days to deal w/ both home and work b/c work is so behind I cannot use leave time.
- not able to service tourists with a visitor center, admin work only
- Flooding caused an increased response to my job responsibilities. My workplace was not flooded.
- Increased anxiety made it difficult to focus.
- It made travel to my job difficult.
- The Waterbury Complex, where I am stationed, had some impacts, however, it didn't affect my ability to perform work as I can work remotely.
- it did not... I work in BTV. Next time though, working in Waterbury?
- Staff had to work from home for part of the day.
- had to work remotely or used temp site not the same connection as working on site by choice
- No
- I didn't!
- No effect.
- It was fine, we just worked remotely.
- Only changed job priorities on a temporary basis. No longterm impact.
- My home was affected but no help in my area. This made it difficult to focus on work as it was raining in my house and flooding in my basement.
- I continued working from home.
- I was completely displaced and had to grab what I could from my 2nd floor office in order to work from home. I was given very little time to do this and later admonished behind my back for taking too long. Hearing this, my morale took a big hit. I worked as quickly as I could that day, still having to leave many physical files important to my work behind. From the day of the disaster to the present, no one from upper management at BGS has ever reached out in any way to say what was going on, to see how I was or to find an alternate office space where the files could be moved, and I could work more effectively. I not only suffered the loss of the office I loved but also a loss of faith in the so-called "leadership" of BGS.
- I had to take vacation days as the state said I had to even though I couldn't get to work and didn't have the things needed to perform my job.
- I was already hybrid remote so no real impact
- It didn't affect it I am able to work from home
- No, since I telework most of the time.
- We had to spread the work force to assist I other areas. Mainly in the south
- My work site in Montpelier was closed but not damaged. There was no impact because I work from home.
- Worked from home instead
- Our volume of daily work increased exponentially making a significant rise in tension and anxiety.
- We readied water test kits to send out.
- Didn't
- My worksite wasn't affected much this time. I am affected personally by medical bills and high food prices as well as child care expenses, utility bills, etc.
- My address on file doesn't reflect my actual address and my home is in proctorsville and we were not prepared to be hit several times by the flood and it caused my head to be elsewhere on some days and worry
- My worksite was only minimally impacted. Our Courthouse eventually closed on the day of the flooding, but not until the afternoon when many roads in the area were flooded. I left before the official closing, using my personal leave time, because I was getting reports that the roads between my worksite and home were getting flooded and/or closed. The eventual closure of the building meant that no more Court services were provided that day, but the needs of the public

*Continued...*



## Q2 How did the recent flooding impact your ability to perform your job? (cont.)

were no being met by keeping the courthouse open that long and workers and members of the public were forced to travel on dangerous roads. Additionally, the Judiciaries primary server infrastructure and tech support services are all located in Montpelier. So the impacts there cause delays and issues with our technology. As the Court now uses solely electronic case files, these disruptions are significant.

- It did not.
- I worked crazy hours all summer and had to commute to/from the alternate State Emergency Operations Center in Berlin instead of Waterbury
- It did not impact my job
- It created a bunch more work.
- No effect
- Not at all, other than feeling profound sorrow for what others were experiencing and wishing I was able to help more.
- The building I worked in at the time leaked from the roof. But then, I was with Workforce Development and leadership instructed us to staff the Multi-Agency Resource Centers. But no one need a job or a resume two weeks after the flood. They needed unemployment staff there. So we were sitting 4-8 hours a day doing nothing, which was very frustrating.
- Didn't affect the actual shop (D7 VTRANS), worked long hours 6-7 days per week.
- For me personally, it made traveling to my worksite difficult or forced me to work from home as roads were not passable.
- Absolutely. Not only was our building and nearby buildings impacted the information regarding renovation has been sparse at best. It has been six months of no information, or misinformation regarding returning to the building. At this time we have to relocate to other courthouses or buildings to use any telephones, printers, copiers, scanners or heavy wifi to use Odyssey effectively. The lack of communication is astounding.
- Had to relocate to temporary office space due to office flooding
- It did not impact how we work. Only added to the work supporting all the agency moves.
- None
- We were sent to work remotely.
- The bottom floor of the building was flooded. They had to replace sheetrock and carpets.
- only briefly for 1 hour, due to children released from school early
- I already telework four days per week so was able to continue working at home.
- We went to full remote work and are now back to hybrid schedule.
- significant
- building closed early on Monday of the July flood
- My office became a hub, since it was not flooded, which led to my department not being in office for over a month. This I actually liked, because there really isn't a need for my department to be in office.
- I say that I was not directly affected by the physical flooding as I work from home, however our official home is Barre City Place -our main office and it was affected by flooding. The disaster response has increased our direct work load dramatically as we administer flood recovery projects.
- It didn't. I was immediately able to work 100% remotely due to the good in place infrastructure and response of the state digital services team.
- It didn't really aside from power outages. We have now been told that if we experience a power-outage, we must use our leave time or find another location to work. Which could be difficult as other places also are without power when I am.
- Work remotely 90% of the time so the impact was to cause me to work remotely 100% of the time during the rebuild and recovery.
- I work on river and floodplain restoration and water quality protection. This and every flood event overtakes all other aspects of my work making it impossible to keep up with my "regular" required workload.
- I spent more time available after-hours than is typical. My team was also operating under considerably higher stress than during normal operations. It was challenging to ensure they had the support they needed to feel safe, and perform at their best. Many resources were virtual, or "stale," in that they covered COVID stress but didn't offer realistic suggestions or connection to support during a natural disaster.
- No impact
- Only worried about my residence while at work.
- Workload increased responding to and supporting Vermonters served that were impacted by flooding.
- We were already remote working since COVID but our training center was destroyed so we needed to find alternate sites for training groups.
- N/a
- Nothing changes
- I had minor flooding in my basement so when I was working from home I had to check on that frequently, but was able to work from home a lot of it.

*Continued...*



## Q2 How did the recent flooding impact your ability to perform your job? (cont.)

- None
- We had a space at National Life. We were already set up to WFH with COVID so it was seamless for the most part.
- Delayed some work as some staff were assigned to flood response.
- Minor inconvenience. We were open about a week afterwards. Some of the things we do had to be switched because of the basement flooding.
- There was no impact
- it didn't
- Minimal impact to me personally because of my role and location.
- Needed to cancel an off site training due to road closures caused by flooding.
- Very little as I am flexible with a hybrid workschedule.
- In December, my office was closed due to the flood for 1 day. I was required to evacuate and work remotely.
- The impact on my job was minimal, because I work from home a lot. Certain Tax Department processes were disrupted, but our entire department relocated from State St to National Life in less than two weeks, with all usual functions up and running. It was a huge effort.
- internet network was wonky
- It created more need to provide assistance to our VT businesses clients.
- No. Tax Department moved to Dewey at National Life. Up and running in a few days.
- I work remotely, I was only able to continue my work because of this.
- No impact, I work remotely.
- I was more or less able to perform my job without any issue. However, updates about the flooding while in my location were being sent to the wrong building email alias during the flooding and afterwards about building closures, which made important correspondence delayed.
- had to be sent home due to flooding then Teleworked until we were told to come back.
- Didn't affect me.
- none - I was able to adjust and work from home.
- Was worried about my house due to it flooding last time so i left early in case it flooded again.
- Had some home flooding and work from home but it did not affect my ability to work.
- I was unable to work for 4 days (had to relocate & was not set up to work from home). Once we relocated, I was able to perform my job as usual.
- Loss of worksite, loss of ability to work from home due to no electricity for 6 days. Worked at temporary work site but was isolated and away from majority of co-workers as a result.
- Staff were forced to leave work early
- I wasn't able to work for 3 days due to damaged roadways.
- we had to leave the building but we also have a remote schedule so came home to work
- My home was unaffected, but more than half my town was evacuated, and the towns surrounding severely flooded. I had to work when I would have rather been helping my neighbors.
- Had to be relocated for a couple of weeks. Also did not have access to everything needed to do my job.
- Power outage.
- Nominal effect, I mostly work remote
- It did not
- The recent flooding did not impact my ability to perform my job.
- We were already working from home, but the flood took away the ability to meet with coworkers in person, to have meetings of our team, or to meet with clients.
- It did not. I am 100% remote, and the area that I live in was not impacted - the rest of my town was and I could not get out of my town, but that did not affect my ability to work.
- It didn't effect the ability to do my job, we just were not able to get into our office in Montpelier for awhile.
- Uncertainty
- It did not impact my ability to do my work.
- Fortunately, not at all, since we can work from home. There were some mild delays in VPN connections, but nothing that interfered with what we do.
- the destruction of central garage, vtvc and the state house caused the relocation of many AOT staff to the DILL building in Berlin. The influx has disrupted my in office days by taking up meeting rooms, using my teams work stations, moved and missing equipment
- No
- It didn't
- Paper based and were not able to access files.
- All of us in 109 state st. began working remotely again.
- no
- has not
- Worksite was moved to a nearby location. However, documents and

*Continued...*





## Q2 How did the recent flooding impact your ability to perform your job? (cont.)

- files have been placed between the two locations and makes it difficult to get information quickly. Spending lots of time looking for files, as they have been moved to multiple locations between the two locations. I am able to perform my duties easier and quicker when working from home.
- We closed the courts for the one day on July 11th. Then some of the courts were closed or delayed based on regional flooding in the months following July.
  - I was unable to work from home. I had no electricity
  - Our task was changed to respond to the flooding and conduct building safety evaluations.
  - Not at all
  - not at all as we can telework
  - Flooding caused my department to go fully remote for the duration of the response effort.
  - I had no office at first, now they have us stuck in a warehouse type space and the space is awful.
  - It impacted the staff at the court more than my personally responsibilities.
  - Roof leaked onto work station.
  - We had to work fully remote with subpar COOP space for the days we needed to be in office, there was no data or wifi for many days following the flood at our COOP space. When working the frontline flood response alongside servpro, there was no access to a refrigerator for lunches, etc. it was long 12 plus hour days during the clean out process.
  - not at all
  - I am remote... So it didn't
  - We were asked to support folks (Vermonters and caseloads) in the counties that were affected.
  - Not at all, aside from the stress during the period after yet another natural disaster.
  - Our parking lot was flooded
  - It didn't for me personally other than I didn't have to go into the office and was allowed to telecommute while waiting for things to go back to normal. I did have issues with the July flooding and getting to the office (detours to get out of my town). We had the GOVERNOR take over our building, so we weren't even allowed IN the building for months. And then the DECEMBER flood, we weren't as impacted.
  - It did not impact my job.
  - Very Poorly



### Q3 How did the recent flooding impact the members of the community you serve, and your ability to meet their needs?

- none
- We didn't have enough resources to provide written documentation, direction or helpful services to the public at large. Those who sought out our help and were self sufficient did fine. Vulnerable populations and the elderly did not fare as well and could not advocate on their own behalf as much as needed.
- Logistical challenges resulted in some delays and misinformation
- Many places were closed, or lost revenue, and need to spend time redeveloping. This impacts their families, their businesses, and the availability of stock (in the sense that there are less things for people to do or see when downtowns are impacted)
- The flooding has made it more difficult and time consuming to find crucial files and papers for those we serve in the community, thus delaying resolution or assistance.
- No impact except to take some time off to deal with water inside my basement.
- some members were impacted or displaced.
- Many of the state's Dairy farmers fields were impacted. Poor feed quality.
- We worked from alternate locations and continued on as usual.
- Many communities hit hard, including farmers - recent wind storms in Dec again impacted our rural community. No power for days.
- I work in Tax Dept so virtually everyone impacted by flooding is among "community you serve." In my experience, Tax Dept personnel were responsive with minimal impact to quality and timeliness of service.
- Communities were also overwhelmed. Some were angry at the state, the state was angry at FEMA as well the state's emergency management for falling short, and general staff for not being supported or advocated. The state's media team was also not supportive (made staff answer inquiries instead of putting out a press release) and were far too silent. Therefore, the media wrote article after article about how poorly we responded. It was ridiculous.
- No effect.
- yes lots of repairs needed to the roads and infrastructure
- The flood did not impact my work.
- it's been very difficult to come to work every day to an empty or near empty building.
- no effect
- It didn't
- You want to know the community but it is apparent you do not care about your people. My mom lost her home and i was incured over 28k in damages to my basement. The State was willing to give volunteers pd time to assist others in need. However they did not offer free time to take care of your family or own needs. If you had issues you had to take vacation time. Take care of your own people to strengthen community. I dont care about documenting the event.
- Members of the community were in need of many services-my job was to impacted because people were displaced from their homes, unable to have basic needs or even receive their mail-slowing the processes to bring them basic needs.
- Unable to complete vehicle repairs, which effected others.
- Some providers had to close for a few days. Limiting child care for families
- It was bad, but everyone realized the situation and made allowances for shortcomings.
- We set aside our regular job duties to help program participants who lost access to nearby grocery stores due to flooding.
- N
- The public was great. They were thankful and would give us water and thanks
- increased their worries, needs and my level of contribution to assist
- none
- We all suffered
- My community was not adversely impacted by flooding.
- Lots of transportation issues, flooded homes, cars and other property. One coworkers wife's shop was flooded
- Many lost their homes, cars, and everything. The agency spent a day helping dig out Barre. They helped 34 homes with recovery.
- The July floods affected my work
- significantly, December, not so much.
- Damaged roads and property
- No impact with this most recent flooding
- July floods had a big impact on portions of our community. We rallied and helped where we could. Felt a bit helpless at time. I wish the state allowed us to help with clean-up on work time. That would have been more helpful.
- Flooding had a devastating effect on many Vermont farmers and food producers. It was difficult to get the right information to them

*Continued...*



### Q3 How did the recent flooding impact the members of the community you serve, and your ability to meet their needs? (cont.)

- and coordinating effectively with other agencies and federal partners was challenging. We needed to ask farmers to report damage to 2-1-1, even though they were unlikely to receive any help from FEMA for their businesses. We encouraged farmers to contact USDA Farm Service Agency (FSA), which is the federal agency that does support farms, but the state FSA offices were overwhelmed and had limited financial support to offer farmers. We waited days for roads to be repaired, knowing that milk trucks could not get to dairy farms to pick up milk and that milk would need to be discarded (a water quality and a financial problem).
- Not at all, I was able to provide full services.
  - For our customers, most are state employees that can work remotely, so minimal
  - It did not
  - It didn't impact our community that much, a lot of back roads were affected and lower lying property.
  - We did great. Our inspections because backlogged but we caught up and met our goals.
  - My position doesn't work directly with the community
  - I do not believe it affected the community I serve.
  - The community that I serve through my work was largely unaffected, but many members of the community in which I live were devastated. As a result of the flooding, we will be factoring in climate change resiliency measures when planning out future projects.
  - It was business as usual at VPCH - plenty of staff onsite for patient care.
  - Ability to correspond with individuals in impacted areas resulting in delays, though they
- were manageable.
- Montpelier was devastated. My parents live here, and were affected by the flood. I spent my weeknights and weekends gutting their basement and cleaning up the damage.
  - People were in a bit of a daze with a flood in July and again in September. Businesses have closed due to the high cost of repairing the damage. People have had to move in with family members or others while their homes are being repaired.
  - Stretch to their breaking point and beyond, and once they thought they were on their feet more more water came
  - Flooding impacted members of my community but not me directly. I was able to get my job done and that helped kids eat.
  - It kept partners very busy attending to other flood-related things rather than working with us.
  - Tried to prioritize work for a few highly damaged communities but wish I could have done more of that. Volunteered to work (paid) on weekend to help other staff with more direct emergency response and was glad for my agency allowing and encouraging that, felt good to help.
  - ended it
  - The flooding caused an influx of water testing requests at the health department laboratory. The lab responded quickly to assist homeowners with drinking water kits.
  - Many homes, businesses, parks, and streets required countless hours of help digging out silt/mud/debris and hauling away contaminated belongings.
  - Many people face homelessness or
- an inability to repair their homes.
- I work mainly with SOV staff. Some people were affected by the floods and could not be reached as they tended to their personal situation.
  - Delayed mail or delayed delivery of packages? That's about it...
  - some folks needed stuff quickly and not sure if it was a fast response
  - N/A
  - Not sure? I don't work with eligibility.
  - It was extremely tough for Vermonters because there is already a challenge around poverty and accessing housing. My work is all digital and was unaffected.
  - Am a construction engineer on water and wastewater infrastructure funded projects. Some projects received damage from flooding and other projects had schedules impacted due to need for contractors to divert work to flood mitigation and cleanup.
  - I had a couple of members who were also affected, but again...no help as our town was not designated as a disaster. I was able to help them with replacing food but nothing regarding their structural concerns for homes/housing.
  - No major impact where I live.
  - My Montpelier community was devastated by the flood as were other communities I serve statewide, such as the Okemo Valley. I was able to continue working without pause and communicated with every affected business I could to see how I could help.
  - I live in Ludlow. So it affected alot
  - We had to close more than one location briefly
  - I work for the Dept. of Public

*Continued...*





### Q3 How did the recent flooding impact the members of the community you serve, and your ability to meet their needs? (cont.)

Service and I serve all Vermonters. I specifically deal with pipeline operators and underground damage caused by excavation activities. There were multiple pipeline operators impacted by the flood. Propane systems were damaged by the flood. My ability to meet Vermonters needs wasn't impacted, beyond a TT truck taking out telephone pole across the street due to the Route 302 detour. I never lost power, only internet but was able to use my personal hotspot.

- Our area was spared for the most part which allowed us to assist other garages n communities
- Some of our constituent members relocated their place of business. but overall continued to be able to operate
- One person lost home
- People were confused, frustrated and concerned about the quality of their drinking water.
- Unsure.
- It Didn't
- It affected many people, unfortunately I can only do so much. I am trying my best, but sometimes my own life is just as difficult as others!
- It caused alot of stress on the community. And it caused alot of mail delays on our part. And being short staffed caused a lot of long wait times
- My worksite was only minimally impacted. Our Courthouse eventually closed on the day of the flooding, but not until the afternoon when many roads in the area were flooded. I left before the official closing, using my personal leave time, because I was getting reports that the roads between my worksite and home were getting flooded and/or closed. The eventual closure of the building meant that

no more Court services were provided that day, but the needs of the public were no being met by keeping the courthouse open that long and workers and members of the public were forced to travel on dangerous roads.

- I have no data to inform my response and would prefer not to speculate.
- I'm in Emergency Management so everybody we deal with was heavily impacted in one way or another.
- Our office was still open, although staff were diverted to areas where flooding was an issue. Response time was slowed due to that.
- No immediate impact in delivers of projects for me. However it did add work and produce bottlenecks in workload due to prioritization. But we did an extremely good job delivering projects on time.
- I work with data, so no effect.
- Definitely- I know folks who were personally impacted and whose organizations were working around the clock to support their communities.
- I was told to staff the MARCs, and very few who attended those talked to VDOL. When they did, they asked questions about unemployment, which, as a workforce development division staff, I was explicitly told not to answer. So we couldn't do our regular job because our time was being sunk, and no one would listen to the feedback.
- Roads, bridges and culverts washed out. Seemed the higher up personnel were not very coordinated and worried more about sneaking other projects in so they would be federally funded. Even though those projects were not effected by flooding etc.
- It affected libraries around the state, which affected my department and

having to shift focus.

- The flooding impacted everyone and continues to do so, we have litigants without addresses due to relocation or homelessness, we have a loss of contact with people over the telephone and we have not been front facing to the public in six months.
- flooding and road loss restricted travel for people traveling to work,
- There were no emergency protocols in place to assist drinking water systems.
- Sarah Copeland Hanzas gave us permission to assist with clean-up during work hours.
- We were told we are essential employees and had to continue to work.
- someone did an environmental violation and tried to blame it on the flood (not related, he just does violations)
- It impacted roads in many towns and we needed to drop many things we were already working on to address the damaged transportation infrastructure.
- Significant impact in central & siuthern Vermont.
- ok
- they got wet.
- My personal community was spared from the flood. Many did volunteer.
- The grant program that I coordinate was affected as most towns with those road grants had to shift their work to emergency response to fix damages and could not complete their projects. We gave extensions so they could still complete the projects next summer, if the project area was not affected by the flooding and repairs covered

*Continued...*



### Q3 How did the recent flooding impact the members of the community you serve, and your ability to meet their needs? (cont.)

- by FEMA. This created a lot of extra work for us to process all of the extensions and now we will have 2 grant cycles closing at the same time next fall and the workload could be overwhelming at that time. The town road crews were completely overwhelmed, especially the small towns and really need more support and resources.
- it flooded several friend's basements. Lot's of hours helping them clean up.
- Unsure at this time
- No impact and therefore no decline in service.
- Flood damage was extensive throughout my territory. I visited homes that have been flooded and damaged 1-3 times. I've recommended buy-outs, floodplain restoration, etc. many times. There are not enough resources in the state or federal programs to address all the issues the flood has created. I feel my assistance is inadequate when I have no program to refer homeowners to for help.
- Maintaining consistent messaging in a timely fashion, and effective outreach on a regular basis was challenging. Many community members asked for more information, more details, more facts, and received a lot of conflicting answers from many different sources that were faster than State could provide. It was a situation of fast being accepted, not accurate being accepted.
- No impact
- emotional well being worrying about their residence and ability to recover financially (based on July flooding impacting to December flooding). Ability to heat homes.
- Many people I serve were impacted. They were either displaced, lost housing or lost food due to flooding and related power outages. We were able to prioritize helping them apply for additional food benefits and connecting to community resources.
- It makes it difficult to hold in-person training without a building to hold them in.
- Some were limited on getting out of their house
- Nothing changed
- The community members we serve were definitely impacted and not able to go to get their basic needs due to the flooding
- None
- Taxpayers were unable to come in person phone and email only.
- Not significantly
- Greatly. The mail being so crazy made it hard for people to meet deadlines with us and a lot of things we require original documents for were destroyed in the mail process. Plus the volume increased as people had to replace their flood destroyed vehicles but were still struggling with all the other issues the floods caused. We were pretty good at working with people to work around their challenges in whatever legal and departmental approved way we could
- No impact
- it didn't
- Minimal, my customers are internal and there response did not impact my work.
- Had to reschedule training for our customers due to flooding and road closures between self and customers.
- N/A
- No direct impact.
- Our in-person customer service was disrupted and is only now returning to normal. Our processing of paper forms was disrupted for less than two weeks. Most of our business of collecting taxes and disbursing payments continued with only minor disruptions.
- massively affected community members, unable to assist some with housing on a Emergency basis.
- Many of our clients (businesses) participated with emergency response statewide. This produced an immense amount of paperwork (FEMA) and caused a substantial strain on their administrative resources.
- Several co-workers were affected. I was not.
- Did not have a direct/immediate effect.
- Several roads were out, village was temporarily isolated. Some power outages depending on location and provider. No flooding on my property, it is on high ground.
- I felt no change.
- It slowed down payments and it displaced families in need.
- We helped support communities by supporting the guards the best we could.
- n/a
- I think some people were flooded and limited their ability to visit children/families.
- Many locations closed early.
- Many community members were very affected by flooding. I was able to meet their needs as required by my job description.
- My job did not impact the community.

*Continued...*



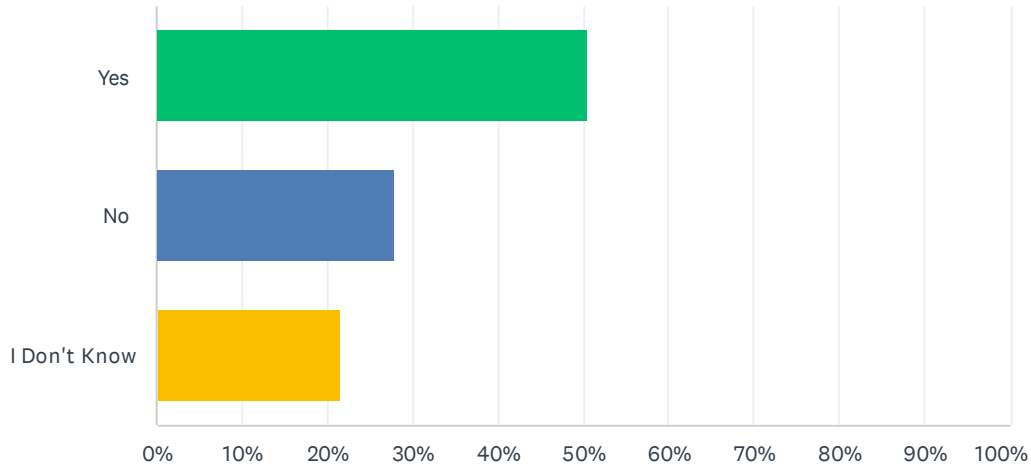
### Q3 How did the recent flooding impact the members of the community you serve, and your ability to meet their needs? (cont.)

- My stress made work difficult. Members of the community were impacted by loss of home, services, and difficulty securing contractors, insurance and grant money, to recover.
- Did not affect my ability to meet their needs, except that the Court was closed
- As a member of the Agency of Transportation, I could not get people there as we state in our logo
- I live in a trailer park but unlike Irene the water only came up to the skirting
- washed out roads and access points to properties which delayed site visits
- Everyone was in a panic mode.
- Unsure how to quantify this for what I do.
- I live in Montpelier the effect on the community here is high/severe. Many of the departments I service were also affected.
- The recent flooding did not impact my ability to meet the needs of the communities I serve.
- My department doesn't serve the community directly so minimal impact.
- I am a data analyst so I serve the state in the capacity of generating reports based on data - the collection of data in my realm was not impacted.
- I was lucky enough to be able to help my community through my son's construction company by getting out there and working to help fix roads.
- Uncertainty
- Child care and UPK providers had staffing challenges and some damage to property that impacted their ability to serve children/ families temporarily.
- For some communities, intensely. Some of the sites that run our initiatives were flooded and unable to open for a time.
- I was activated to the south east command of the emergency response. regular aot functions were suspended and response and recovery actions took their place
- Yes
- It was life altering for so many of my clients. People lost their homes and a few, that I am aware of had to go to a nursing home because there was no one around to help take care of them. Some will have to stay there for the rest of their lives and it's heart breaking hearing some of their stories. Sometimes all you can do is listen and comfort.
- Farmers lost crops and mail was disrupted.
- The flooding didn't directly impact those our office serves as we had successfully demonstrated our ability to effectively work remotely during the pandemic.
- I think our Department is doing very well at minimizing any impact. I do know that phone lines are not being able to be transferred, so we are providing phone number to the community to call our main line. Making it another step for people.
- The Costello courthouse was only closed one day in July. Court users had their court events cancelled and rescheduled. Anyone without computer access could not file any paperwork in person. The subsequent flooding did not impact the Costello's ability to open. Some staff members and judges had to work remotely because they live in areas that were flooded.
- Work continued without interruption
- We were out in the effected areas ensuring the safety of the public.
- Largely, working within Child Nutrition, our team had a large role to play in mass feeding efforts. This did force us to divert time from other projects.
- many lost benefits and needed to have food replaced. some had housing issues
- It impacted all staff, everything was destroyed by water.
- It was difficult to have personnel at the building when travel was impeded by road closures.
- Many projects were put on hold due to the flooding, which caused a ripple effect throughout state gov.
- my job doesn't have a direct service component - no effect
- Some of my community members were devastated.... We are dealing with the fallout of that. Telephone and Internet infrastructure was harmed, causing hardship and danger for residents.
- The communication was lacking outsideof the local silo of where the floods were. Ie shelter closing dates, who could go there, FEMA rules versus VT state employees there to help/ directed by commissioners. Poor communication.
- Not sure - I serve other state employees in my job duties, and I know many were impacted but not directly related to the services I provide them or that they provide to others.
- It affected them but not enough to not do our jobs here.
- As an ADS person for AOT, we had a LOT of additional work for our MATS application. MANY, MANY hours of additional work to keep the AOT people able to work.



### Q4 Do you think your worksite is adequately prepared to handle emergency incidents like the recent flooding?

Answered: 186 Skipped: 1

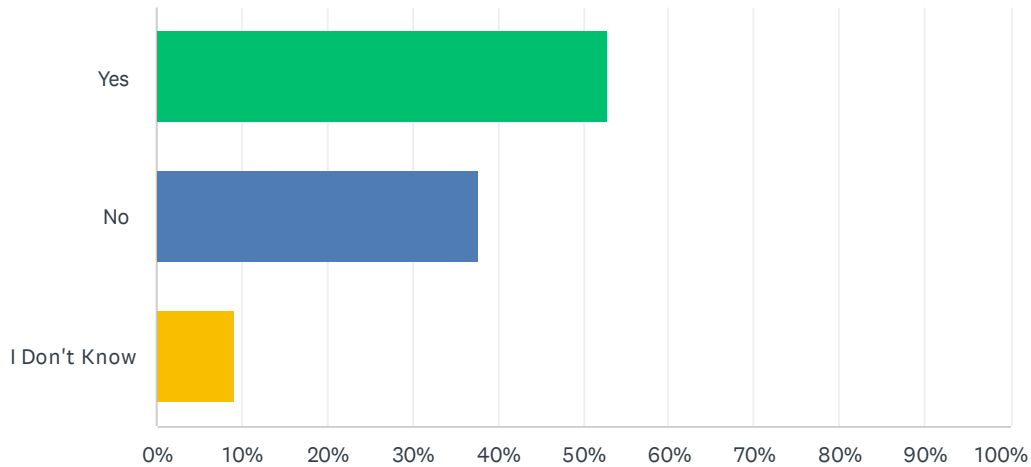


ANSWER CHOICES	RESPONSES	
Yes	50.54%	94
No	27.96%	52
I Don't Know	21.51%	40
TOTAL		186



**Q5 Did you receive clear guidance from management about how to prepare for the recent flooding and similar events— or how to respond to the incident once it happened**

Answered: 185 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	52.97%	98
No	37.84%	70
I Don't Know	9.19%	17
TOTAL		185





## Q6 What changes, if any, should be made to your worksite's physical structure to minimize impacts from emergency weather events?

- building is old many problems
- Provide storage of DART equipment, PPE, water, emergency food or snacks, and the ability to carry such a kit in vehicles.
- Keep it infrastructure above ground level
- Extreme circumstances don't effect this worksite however, I feel for those in Waterbury, and other areas consisting of State Office Locations.
- Better planning and better communication with need and response to area affected
- While the building was not impacted, it was surrounded by water and therefore parking onsite was impossible.
- Would prefer not to be located in Waterbury.
- We can no longer use our storage space. We moved much of our supplies to Randolph.
- They have made changes as have many buildings, such as moving wiring away from the lower floors.
- None to our physical location or structure. Need Continuation of operations plans if we have key staff out for periods of time.
- <https://www.texasalmanac.com/articles/galvestons-great-hurricane> (In response to the 1900 Galveston TX hurricane...) "To protect the city from flooding, they proposed raising the level of the entire city by picking up most of the structures in the city and filling in beneath them with sand. Cost of the entire project was estimated to be \$3.5 million."
- more funding, more staff, more time and ability to plan. We need better advocacy from leadership and management about what it takes to respond to an event like that as a state employee and the impacts it has to our daily work.
- There is only one access road, down a steep hill and crossing a railroad track. There is no alternate emergency egress from the facility.
- Consider the 100yr storm to be annual.
- Nothing needs to be changed
- I think if they're not going to dredge the rivers to save the fish then they need to come up with some kind of berm that protect the people in the towns in the areas that are vulnerable.
- wsoc is adjacent to a flood zone, it will happen again. This time the flood waters only entered the parking lot but that means a rise of 2 feet more would be impacting the buildings. is it wise to continue developing office space under these circumstances?
- None. National Life is on top of the hill
- WSOC was elevated after Irene, but seeing the water still rise and flood the parking lot is disheartening, and makes me wonder if its enough
- Change location of where equipment and tools are located.
- I am home based, chances of flooding are extremely rare
- A full campus generator that runs all electronics at full operating capacity.
- Our worksite is going to be at the WSOC, which seems to sit on land that is susceptible to flooding. I haven't started working there, so don't know what to expect.
- We lack excavators. We only have one big one for D9
- Don't think much could have been done but City should do more about that river
- Finding adequate parking.
- None needed, our coop plan was up to date, everyone stayed informed.
- Lights out back so we can see our way to the back parking lot
- The location of the worksite is in a flood zone so short of moving the worksite out of the town, maximizing telework is the way to go
- none, we have a generator. our sister building does not.
- We need offsite storage in order to stop using the building's basement.
- We should be required to take training on how to react when there is an emergency and need to have access to our COOP plan.
- Eminent domain of the Harvey property and installation of the proposed flood plan
- None. Telework made work seamless. Legislature should be evaluating the true need of the state, maintaining facilities that it does the majority of the workforce teleworking. It Gain agencies and departments consolidated their workforces Build, and the remaining buildings being used to offset our housing crisis. Imagine how many people can be kept during the winter And the 133 State St. building alone.
- Due to the topography of Vermont there will always be flooding. Best to minimize growth in known floodplains, and adapt current communities using permaculture techniques.
- We need to move our offsite storage facility out of the flood zone. We need a trailer with our emergency hazardous material cleanup supplies in it so they don't get flooded or inaccessible.
- We are physically moving in a few weeks and I'm not familiar with that facility yet. However we are moving

*Continued...*



## Q6 What changes, if any, should be made to your worksite's physical structure to minimize impacts from emergency weather events? (cont.)

- to an area that was impacted by the flooding
- My office is at National Life. If they receive flooding then all of Montpelier and Barre will be under 100' of water.
  - I think my worksite is well situated to withstand most emergency weather events.
  - None, we are decently prepared for emergency events of many sorts.
  - Flooding is something occurring with greater frequency. Flood prevention should be in all worksites emergency procedures plan and all staff should be trained on how their specific worksite will respond. For buildings in flood-prone areas, the state needs to invest in those locations with mitigations.
  - Maybe adding flood gates at the lower entrances.
  - Our worksite is fine at this time. We are high enough to not be impacted. Yet.
  - It's in a floodplain it's not a question of if it will flood again it's when. The office needs to be moved to higher ground
  - I am not sure as I am moving from Burlington to Waterbury, but I believe Waterbury floods often on the main street and even the state buildings have flooded in the past. That is concerning.
  - More clear guidelines about \*when\* we should leave -- if I'd left any later in July, I would not have been able to get home. If I'd waited for the state to release me, I would not have gotten home because the bridge I need to cross would have been washed out. I'm constantly disgusted by the state's lack of concern or care when it comes to its employees' safety. They worry more about the optics of us getting an extra 15 minutes to get home safely (or get to work safely) than they worry about the actual safety of the workers. It is horrendous and I often remind myself when bad weather happens that the state would replace me in a hot minute and not shed a tear over my injury or death. It makes it difficult to devote anything to the "State". I care about the people that make up our State, but the people in government structure are suspect.
  - Mostly work remote. Communication in general needs improvement (recent mystery event at National Life). Feel safer at home even if it floods again in my neighborhood since I-89 and Rte 2 can flood near National Life. Get my alerts from VT Alert and FEMA app and news.
  - the building needs to be raised to a better level
  - I think it is a little late for this but I would never have rebuilt the Waterbury offices after Tropical Storm Irene. The Waterbury Complex is right next to a river and there will always be a risk regarding flooding.
  - Current location is in BTV...
  - Consistent communication
  - better information via other methods than email aka text alerts
  - I don't know
  - Waterbury office appears to have made these changes in the wake of Irene, so I'd say stay the course there.
  - The basement would need to be filled and the structure raised.
  - Fix our back wall so it stops leaking and the drywall can go back up. We are working in an area with exposed metal studs
  - The changes made to rebuild the Waterbury Complex were successful in minimizing damages during the July flooding
  - None. We are located on the 2nd and 3rd floor. Once the building was inspected we were able to go to the office. The elevator had some issues after the flood but we were able to access the stairs.
  - A new building outside of town would dramatically increase our response to any emergency. The St. A garage is too small and outdated causing a spread of materials and tools which slows down our response time. No matter how prepared ahead of time!
  - Our building in Montpelier does not have a basement and as such was not structurally impacted other than having to close for a period of time.
  - Text messages, more charging, heating stations for people impacted. Better utilization of fire departments, libraries.
  - Increased storage space
  - The building I work in, doesn't have opening windows, it gets too cold or too hot depending on season. The air is difficult sometimes, especially when me or other coworkers are sick. Good thing I can work at home a couple days and that saves a lot of things!
  - Server infrastructure and tech support should be decentralized further, preventing emergencies in one area causing major impacts or failures. Remote capacity should be improved. Currently, Court staff can work remotely under limited circumstances but Court hearings cannot be recorded remotely, even if all staff and public attendees are remote; this should be implemented.
  - I have no expertise in structural changes
  - We need to get state infrastructure raised above base flood elevation in downtown Montpelier buildings

*Continued...*



## Q6 What changes, if any, should be made to your worksite's physical structure to minimize impacts from emergency weather events? (cont.)

- There is only one way in and out of our office complex. If we are at work when flooding occurs, we are unable to drive out. A second way in or out would work.
- Concerned about the low-lying Waterbury office complex we are moving to.
- The fact that the Health Department is being moved to Waterbury, a location that always floods and where state workers are often evacuated early in inclement weather does have me nervous. I appreciate the ability to work from home and that flexibility, but seems like they make the calls pretty late and am nervous about getting caught in a storm.
- Repair the roof. I work a different role in a different office now, but for the almost year that I was at that old office the roof leaked and people would work on it (lots of noise; hard to work and focus) and it still leaked when I left.
- Our physical structure wasn't effected by flooding
- We are lucky to be on top of a hill.
- The physical structure is over 200 years old- or close to. The location of our network equipment is in a flood zone and most of the renovation work requires extensive intervention so that we do not have mold or other flood related residue flowing through the old ventilation system.
- More vehicles and earthmoving equipment ie: dozers, excavators, etc to allow for quicker response times and repairs to emergency events like flooding
- DOL building is right on the river. You would have to build up the banks of the river to prevent it in the future.
- I don't know. Our office is in a new building within a city that was inundated by floodwaters. Other than creating temporary physical barriers for the openings in the building, there isn't much that can be done.
- Our location in Waterbury has already proven to be a problem area when it floods.
- our building was renovated some years ago to be flood resistant, but protocols were not followed properly or adequately and chaos ensued.
- Departments that don't need to be in office should be allowed to work fully remote. This would provide space for those who need to be in office in places that aren't prone to weather events, as well as reduce the overhead costs of maintaining offices we don't need.
- There were emails to Barre City Place occupants to leave and telework and then one later on saying that the area had flooded and if you were still in the building to contact a certain person to figure out how to safely evacuate. It didn't seem like it was handled seriously enough. But I wasn't there physically so just my observation.
- power and networking infrastructure needed to be moved out of the flood plain. I believe much of this has been addressed or is planned to be addressed.
- Mechanicals are in the basements, to move them to the first floors would reduce lobby space or remove offices. Elevator mechanicals could move to the roof but then they would be subject to freezing, elevators would likely move really slow with congealed lubricants.
- Springfield SOB is not threatened by flooding. Only concern is the lower level parking lot where some state vehicles are parked. These are potentially at risk.
- Our team operates mostly remotely, and are able to pivot to primarily remote for outreach when safety needs dictate it. It would help to be able to connect more quickly with our stakeholders in the community during emergencies.
- No changes needed
- physical work site nothing.
- Worksite wasn't affected. Staff who telework may have been impacted, but most were able to get to office to work from there.
- We are looking at sites that will withstand any emergency events.
- Nothing communication was excellent
- Not sure, our building in barre was not effected to my knowledge
- We no longer have worksite. But we can work remotely so no appreciable impact.
- Ours is pretty good. Im not sure how to mitigate water in the basement I'm not an engineer
- My location is currently Burlington, but we will be moving to Waterbury within the next month. At the time of flooding, it was less of an issue. However, I am concerned about situations like this once my worksite is Waterbury.
- Remote employees who's space is impacted by weather events should have access to time off to manage. Example employee had power outage and road closures and needed to take personal time for time off required, despite it being a clear access issue.
- I'm not sure how to stop a rising river, but significantly stronger legislation must be enacted to mitigate the impacts of climate change.
- Changes inside our site 133 State

*Continued...*



## Q6 What changes, if any, should be made to your worksite's physical structure to minimize impacts from emergency weather events? (cont.)

- St have already been implemented. The major risk is, the building sits in a flood plain.
- I thought the Tax Department did an incredible job. Helped that it happened not during "Tax Season."
- Continue remote work. Nothing is or will be safer or more cost effective.
- Physical worksite is safe, National Life Campus. However, I work remotely.
- An email alias that actually is sent to proper people. All of the emails about leaving the worksite and having the building be closed had to be forwarded to myself.
- Keep maintaining our Camp Johnson generators and update emergency supplies like: Portable generators, pumps, emergency vehicles, etc.
- First floor and Basement level should be water-proofed and fixed with water resistant materials (why are we still using drywall and carpet in areas that are flood prone?). Are there safety issues with employees working inside a building that has flooded and is being worked on- it didn't seem like a great idea?
- none - both courthouses I work in seem to be okay.
- More drainage should be built in near the loading dock due to it being at ground level.
- My work base is the state office complex in waterbury. I was really surprised to see the state car fleet in the lower lot next to the river! I think they should be parked uphill from that lot so they don't get flooded!
- Plans are in place by our agency to minimize this happening in the future - moving electrical, fire, air, etc from the basement to the first floor.
- Many changes have already been made, such as relocating utilities etc to 1st floor/higher elevation. But what could anyone have done? The real issue stems from the bottleneck of the North Branch, which is long overdue for some updated engineering.
- Nothing, I work at the Dill building, PS the Governer took over a wing of it so I would say it's safe as can be.
- reinforce the basement make sure all windows and doors are sealed properly.
- The building had a complete overhaul after Irene and it held up well.
- I've made flood mitigation changes in my home work site.
- DNA - I work full time from home. My responses are in regard to the 108 Cherry St. location that I am technically assigned to. That building is being sold, and we have vacated the site.
- Building needs to be raised several feet, better insulated against cold, airconditioned against hot weather.
- If I did go into an office, it would be WSOC and the parking lots were impacted. I am not sure how this could be changed other than to relocate to to rebuild with the parking lots being built up to be higher - right now they are very low and close to the river.
- we are on the third floor of a building so the physical structure is good.
- I am not a structural engineer. Implement FEMA recomendations.
- I work at the WSOC and am not sure I could answer this.
- The building wasn't damaged, the WSOC clearly learned from the last time it was flooded, so none.
- build it on a mountain??
- It is rough to see them send home staff from Waterbury during the flooding, knowing that will be our work site soon. I already questioned the move, and what the continuity of AHS would be if Waterbury were to be flooded again. I realize they made improvements, and the building didn't flood- but they did send emergency management staff home during an emergency.
- Digitize physical files.
- Upgrade critical infrastructure to be more flood resistant and resilient which may include relocating that infrastructure to higher ground.
- I work remotely and very rarely go into the office building.
- I believe changes are now being made to our worksite to minimize another future impact.
- it has been rebuilt once and the building itself hasnt flooded just parking lots
- We will not be going back to our buildings, they want to tear them down.
- We should have all members of government able to pivot to work at home during these incidents or all the time.
- better response plan, more communication, one central command that is in the know, understanding what is needed vs what FEMA tells you. use of technology to help coordinate services
- I couldn't even begin to theorize on this. State street is a historic district and close to the river. Aside from putting buildings on stilts, I don't know enough about construction or flood mitigation to answer this.
- I am unknown of any other than parking lot that we just had refixed.



## **Q7 Overall, how can the State be more prepared and responsive during emergency responses? What procedures, programs, or policies could be improved?**

- Coordination and the local and county level - and within forward facing state agencies so there is less duplication of efforts and increase outreach to affected Vermonters during severe weather, flooding and the like.
- Have a better plan, for notice, implementation and recovery .
- I think we need to really develop an action plan for areas like Montpelier or Waterbury who continue to be flooded out ... Dams/Reservoirs are another area of concern ... while I would hate to see them drained (because this depletes the state of many positive recreation areas), something needs to be developed to redistribute runoff ...
- communication incident command and the areas need help and clean plan on how to implement plan. trickled down all the way to the workers.
- They do so much to plan and prepare. Kudos to those carrying this load.
- I think they did a good job considering what happened.
- Accept reality of climate change. Identify and take advantage of opportunities to mitigate inevitable flooding, move infrastructure and buildings up--up hill or raise current elevation. Prevent insurance and government money from being used to (re)build in flood prone areas.
- nothing will happen without adequate resources. Our budget keeps getting cut so it's pointless to talk about what can be improved. The EPA and state legislature keep forcing new regulations on staff without adequate resources. Do better.
- Infrastructure enhancements are the most important.
- Review FEMA Flood plain and look at existing flood data to determine the 100yr boundaries and consider ice dams and flows as a potential (new)river flood zones.
- The state needs to move any and all of its offices out of flood prone areas.
- I don't know what else to suggest.
- 211 DOESNT WORK AND YOU DONT CARE ABOUT YOUR OWN PEOPLE WHO WORK FOR THE STATE OF VERMONT. NO HELP OR INFORMATION WAS GIVEN TO PEOPLE. YOU HAD TO RESOURCE THINGS ON YOUR OWN.
- You can't change nature, but can be more prepared by possibly having stockpiles of basic necessities, or pre-plan for a response-tell the public where to go to get already stocked supplies- where can they go get clothing, food, have the emergency shelters stocked with supplies.
- Proper, preventative maintenance of water structures ie. culvert inlets and outlets properly cleared. Drain inlets better identified. The volunteers were amazing but at times they didnt have proper direction and even though well intentioned, ended up hindering emergency response.
- Make sure areas that are prone to flooding have emergency resources stored. Like clean water, food, shelter, and a place where people can bring their pets. Offer low or no interest loans so people can take time to recoup lost property. Make sure it is clear to someone buying property that it's prone to flooding.
- Define "emergency" there is/ are emergency/crisis situations that are not being responded to equitably. Ppl from thos situations being pulled to help with other emergency/crisis situations is shortsighted and disrespectful to those who are "drowning" in their work/crisis.
- I feel that there were to many ideas instead of discussions like your going here then get ready then told never mind
- Continue to use VT-Alerts, continue/ add to Interstate electronic message boards usage.
- Understanding and realize not everyone has dame resurces
- Maintain frequent review/updates of policies & procedures; incorporate lessons learned.
- Stationing of assets in known flooding areas
- Clearing streams of debris, dredging them, implementing more mitigation methods which includes building higher, stronger retaining walls for the stream beds to protect the homes along the streams and flood prone areas.
- You can only be so prepared, but, not learning from the experience and making changes is where things fall apart.
- As with every response, there are lessons to learn. the July flooding it was poor communication. I stood at sites for hours with no flood victims coming in because either poor communication that we were there and what we had to offer AND/OR no one at the Governor's level was listen that the people had what they needed it was time to close down.
- State agencies need to be adequately staffed. When we are already working at max (or beyond) capacity, we can't adequately respond to an emergency.
- Due to COVID, we were pretty well prepared. Each emergency is different, thus the need for training.
- ADS needs to better communicate with us. Thankfully, AHS still has us on their mailing lists

*Continued...*





## Q7 Overall, how can the State be more prepared and responsive during emergency responses? What procedures, programs, or policies could be improved?

- Abandon basement office space
- Not sure, but less government is always the best route.
- They should start by moving the state emergency response center out of a flood plain. They had to evacuate during the July event, which is an embarrassment and an indication the doesn't know how to prepare
- Mitigation of future flooding events. Outreach, prior to weather related disasters about resources, shelters, food/water resources.
- Hindsight is 20/20. I don't think enough guidance was provided before the event, even though widespread flooding was expected. I also think that the decision to give state employees paid leave time to volunteer for flood relief efforts should have been made much, much faster. We were not informed of this decision until July 21st. While there was still work to be done at that point, the bulk of the volunteer efforts were desperately needed within the week of the event.
- The State did a great job overall and especially with VT ALERT system messages and updates.
- Emergency procedure plans for all worksites should address flood response and contingencies for continuity of operations. Timely notification systems for staff are needed so state employees know when to avoid their worksite.
- The State should have closed earlier or not opened at all. When we lose power, we lose the internet so emails sent from HR pointless because they won't reach us. We should encourage employees to work from home in bad weather. Stock flashlights, batteries, battery powered radios, and portable phone charges in each building. Maybe a establish a VT alert just for state closures. We could also setup phone trees, where each supervisor accounts for their specific employees, then reports to their supervisor, so on and so forth.
- I don't even have the time or bandwidth to contemplate this.
- Fund state emergency response, and focus on flooding resilience
- The state shouldn't have buildings that people work from, store equipment, etc., in places that flood. They should have more programs to help people that flood and find new accommodations, so it doesn't happen again. FEMA doesn't do much to help fund much and it can be a complete loss for a lot of people. Try to build better barriers to keep certain places that have been built in flood areas to not flood that can't be relocated such as Barre and Montpelier for example. Stop allowing building in potential flood areas even if we think it is once in 100 years as that logic has proven to be incorrect.
- We need actual metrics on when to send people home or delay start of work. There could be monsters roaming the streets eating cars and people left and right with fangs dripping with acid, and Emergency Management would say "conditions do not warrant" a delay. I know workers who have ended up in car accidents coming/going to work during bad weather and Emergency Management never changes their tune. So some actual metrics instead of "consulting" with a bunch of people who worry about optics needs to be enacted. And once there are metrics, there needs to be clear communication with pre-defined terms about what campus/building/work site is included and which is not.
- When state staff are completely overwhelmed with a backlog of work due to federal and state legislative decisions but insufficient staff, it limits our ability to respond to emergencies effectively. Not just direct emergency response but those of us who work in regulatory/financial work with those communities.
- The procedure of emptying the building and trashing everything inside with complete disregard for their value or our limited landfill space was imo a travesty. We are supposed to be a state that reduces, reuses and recycles, it was embarrassing.
- Cutting red tape, streamlining processes for action to make response move faster. Understanding that the "normal" routes of approval will need to change in an emergency response.
- Clear communication through many different media.
- They could evacuate workplaces sooner or offer remote work in bad conditions. Not waiting to the last minute to tell people to go home and asking us "well how bad is it?"
- Ensure there is a process if workers cannot access their buildings, for them to work remotely. Ensure there is a step by step guide regarding what happens if a disaster happens. When Tropical Storm Irene happened, I had to find a coworker on Facebook to tell me what to do as my supervisor didn't.
- State Government (Montpelier & Waterbury offices) could/should house in new facilities located away from Floodplains. Common sense...
- Make sure that everyone that is affected is notified in a timely fashion
- Processes seem to have worked during the July flooding.
- The state needs to stop making employees drive to work in unsafe conditions. It's hypocritical to announce that Vermonters should delay or not travel during dangerous

*Continued...*



## Q7 Overall, how can the State be more prepared and responsive during emergency responses? What procedures, programs, or policies could be improved? (cont.)

conditions, and simultaneously tell State workers that “conditions do not warrant a reduced workforce or closure of state offices.”

- More flexible remote work policy could help, especially for State workers who do not need to physically be present for work activities. If employees can choose to work from home because they feel it is safer choosing not to drive during any inclement weather, then there will be fewer people who need to be evacuated later.
- Climate change is here to stay. Need to have extreme perceptual changes in thinking about where to site water and wastewater infrastructure. For example, should we continue to build wastewater treatment plants in floodplains or should they be sited away from the floodways with longer discharge pipes going to the receiving water bodies (usually rivers) in VT? New viewpoints are needed.
- One day a month/quarter utilizing down or emergency procedures in order to familiarize and draw conclusions to gaps.
- Early warning
- This event was a wakeup call for anyone with property in a flood zone. Preparedness will come with mitigation efforts being developed now. I guess. I don't really know. That's one BIG problem. Little or no communication from the people in charge of the buildings. A new BGS Commissioner with some compassion and people skills would be a welcome improvement.
- Advance people off of capability and have capable people in emergency preparedness roles. Too often people are collecting a paycheck without doing anything
- Getting information in more channels other than Facebook and the News.
- I think the State should take a look at State Office closures. Luckily, the flood only minimally impacted my home and was able to work from home but I still needed to rip up flooring and dry out part of my home. My take on the State Office closure after the flood was since I am allowed to telework I needed to work my 8 hours or use my accrued time off, even though I couldn't go to the office. Family came over the day after the flood to help with water removal and rip out flooring. I also wish there were more opportunities volunteer and state organized events for employees by geographic area not by department/agency.
- There is always room for improvement, but honestly, I felt our garage and the State as a whole did great things
- Perhaps share whatever business disruption procedures exist.
- Communication: flyers, text, email.
- Every emergent event requires a different response. Clear written procedures would be nice but wouldn't always cover and immediate response need.
- We need surge staff more easily delivered when all hands on deck events occur. Also, feed us and the volunteers.
- More focus on the outlying areas rather than just Montpelier and larger areas
- More access to accommodations for housing temp and otherwise. Fema could of helped more. Funds to repair ...
- Continuity of Operations Plans (COOP) need to be regularly updated, and reviewed with all staff. These plans currently exist in the Judiciary, but they have not been updated in many years, and when emergencies actually happen they are not followed. After an emergency, part of debriefing an agencies response should include review of the COOP, whether it was followed, whether any inadequacies were identified, etc. Flooding events will become more common with climate change. Increases in robust infrastructure at all levels of government, increased emergency response, improvements to general physical infrastructure like culverts, roads, and bridges, and increased staffing of emergency services will all be necessary.
- By their nature, emergencies are unpredictable. General planning and procedures are helpful. But most helpful is a set plan for how/ where to communicate updates.
- We could have standing Disaster Case Management capacity for flood survivors rather than having to build it from scratch after the flood
- Communication is key and expectations of staff prior to responding to an emergency would be good
- Work more with the ICS teams to prepare them for these events.
- Is there a repository of emergency planning documents we can refer to? Any training resources?
- State employees weren't leveraged as well as I would have liked. The opportunities to work in flood recovery after took a long time to happen and weren't well planned- those of us who already had tasks that weren't as immediate on our schedule weren't given a lot of notice or clearance to help out, and could only do so at specific locations.
- Please allow frontline staff to communicate directly to leadership. We know how to do our jobs, and we listen to our citizens and know what they need, but leadership seems ignorant or tone deaf or unable to admit mistakes. Staff and those we serve suffer. Improve

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## Q7 Overall, how can the State be more prepared and responsive during emergency responses? What procedures, programs, or policies could be improved? (cont.)

- communication. Lower the number of steps, so it isn't like a big telephone game where I say "I just wasted 8 hours of work time at this site so we could 'look good for the public', when really I'm disappointing everyone who comes to the table because I wasn't the staff that had the knowledge and access to be there." But then if my supervisor says "my staff aren't seeing much engagement at the MARCs" that is NOT communicating what I said, and not what needs to be communicated. Improve communication.
- Hire or listen to people with experience. Managers and some supervisors seem to not have much or any experience maintaining and/or building roads. Corners are cut, employees told they can't put overtime into comp time. Poor management and coordination. The equipment operator is sitting idle majority of the time waiting for material. Half of the time the wrong material is loaded on the trucks
  - FIRST- Communicate. We were NEVER told to leave the premises during the July 10 incident until after the flood waters had passed over the roads. The legislators were able to leave but we received no communication at all- and did not receive communication the following days regarding who to report to, how to proceed, or where to seek assistance. The lack of professionalism and courtesy was astounding.
  - Better staging of equipment for response to emergency events, utilizing the national guard to help with response, i.e directing the general public away from closed unsafe damaged roads and work areas
  - Emergency Operations Plans, which are periodically practiced, revised, and educated to staff.
  - The state needs to make the towns whole
  - Since we are essential employees then DOL should have been ready but getting employees the ability to work from home instead of walking through mud to get to our work area.
  - accurate captioning AND ASL of all Governor's and other State emergency press conferences
  - The state's natural and cultural resources are often second thoughts, if they're considered at all. Given Vermont relies heavily on cultural and eco tourism dollars, experts in natural and cultural resources should be embedded in the emergency response headquarters to ensure the state's response to disasters does not create additional cultural or eco disasters.
  - Not a clue... Mother Nature is a powerful foe to do battle with.
  - fund no vsp police sar teams
  - make better plans, communicate to staff in a more timely matter
  - Something a little more than the orange emergency response sheets may be helpful.
  - Have specific emergency procedures and evacuation policies in place that people are aware of ahead of time and have someone to physically clear buildings. Move state offices out of flood prone areas!! Also realize that even if people are working from home, their power and internet goes out during storms. This is out of our control and we should not have to use leave time. This should be paid administrative leave just like when a state office building needs to be shut down. This is not a fair policy.
  - I think there is ongoing work to improve the already really good systems in place.
  - Dredge the Rivers to prevent the flooding. When the rivers were dredged, this was not happening.
  - Dredge our waterways. The rivers and streams are filling up and now are surface waterways, the slightest rain will cause flooding. We need to dredge.
  - Guidance documents are needed for many aspects of recovery from how to deal with sediment clean-up to when to leave or remove trees from rivers. Each time we have a flood we scramble to produce these documents and it is often after the fact that we get them out. All of these should be on deck and ready to distribute as the next flood happens. We know what is needed but there is no plan to produce them - or staff capacity to produce them.
  - Pre-planning. There have been several serious floods over the last ten years. Flooding is not going away as a problem, so we need to offer guidance and support before there is an emergency: we now know this is coming, and between Irene and July 2023, we know how bad it can get. Our communities need to know how to protect their homes and businesses before the disaster hits, not after.
  - Since work for AOT; would have been nice to have clear idea on how to document flood impact related things for clear future correlation to track: Emergency Accounts labor, asset usage, how to process and pay invoices and what documents invoices need so we can tell vendors in advance what needs to be done. However, I think the Governor did a great job and above are details on administrative procedural steps and clarity that would help us lower on totem pole people support needs of upper echelon in their endeavors.
  - The state was issuing emergency food stamps and waived the need for verification, which helped expedite. I don't think there were enough staff re-assigned to process

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## Q7 Overall, how can the State be more prepared and responsive during emergency responses? What procedures, programs, or policies could be improved? (cont.)

the volume of requests for this benefit. Other staff were able to volunteer to go to impacted regions to help people access services and resources, which was helpful, but that took away from available staff to manage some ongoing/regular tasks.

- To have a clear COOP plan in place for all sites.
  - From my view all communication was excellent
  - Thought we handled it well!
  - It seemed to me that there was no institutional memory from prior events and exercises and we were re-inventing things that we had done before.
  - I think we definitely should have let the employees leave WAY earlier. There were already dangerous road conditions before we were given the okay to leave. Plus if people had been home they would have had more time to save some of their personal property and belongings. So if we KNOW it's going to be a catastrophic event, which we did well in advance of this happening. Close down earlier. We probably could have had a better building response as well like better sandbagging. The communication NEEDS to improve.
  - State enjoying option for remote workers, however takes advantage of employee's time by not including home office space as office space in emergency response. (Example, employee unable to work from office due to road closures and unable to work from home due to power outage during storm... employee has to take personal time). State should support employee work options by providing code for
  - The state did an incredible job during a difficult time. The only improvement I know if would be better communication to the deaf community, but they are already
- working on that.
- Increase the public transportation available to the Waterbury Complex during non-commuting hours. The build was closed at 11am, and the next bus to Burlington was 4:55 PM. I would have been stranded if not for the Vermont program "Guaranteed Ride Home". Please note, the reimbursement takes many months, some people cannot afford the initial cost of the taxi out of pocket.
  - I think the State's response was very effective. I think my Department's response was superb, and our Commissioner, Deputy Commissioner, and Chief Operating Officer deserve a lot of credit. Our employees did the actual work, but leadership made it easier by being flexible and communicating effectively.
  - Emergency housing was often not able to assist due the incredible amount of verification needed when people were pushed out of their homes and unable to quickly have access to that information. The amount of time allotted for those approved was not enough time for those who suffered devastating loss and were unable to find permanent housing in that time.
  - I personally believe the rivers could be dredged and cleaned out the obstacles from previous flood events.
  - They can't. Mother Nature is more powerful than state government.
  - Global Warming will cause mass floods and natural disasters every year with more severity. This issue is much bigger than VT. The government must act.
  - Create and implement emergency plans that should be executed PRIOR to the incident. We have had several weather-related incidents in the past couple years, and it seems we are always starting at square one. considering our states
- topography and locations of state offices, this should be figured out by now.
- I think the state should work on better climate initiatives that can help lesson continuing emergencies. I think the state should work on getting flood plains by the river. I think the state should also allow state workers to take (paid) time to volunteer. Both in July and December, there were many opportunities for needed volunteers, sometimes right next to my worksite. In July, there was an option for one week, however I was constantly getting emails and texts about needing volunteers for a month. December's flooding should have allowed for volunteering as well, especially if it's in the community that your worksite is in, like Waterbury.
  - I think our State handled things to the best of their current ability. more funding for roads and transportation infrastructure could be helpful in bouncing back. less paperwork and hoops to jump through for businesses so they can get up and running again. Same for the public. Make things seamless and easy to access help quickly.
  - Maybe have drills to be prepared for any emergencies etc
  - Much more clear guidance (or a change to the policy) is needed regarding who is "allowed to work from home" during emergencies- it seems counterintuitive that state employees who are 'essential' were/are required to travel during extreme weather situations (flood and snow, etc) in order to do work that can be done from home.
  - The Judiciary should/could have more timely information on its website about change to remote hearings, revised schedules, and closings.
  - More help with dealing with FEMA and SBL.

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## **Q7 Overall, how can the State be more prepared and responsive during emergency responses? What procedures, programs, or policies could be improved? (cont.)**

- I think that the state does pretty well. Recommend policies that elevate buildings and downtowns so the flooding does not keep damaging our downtowns like Waterbury, Barre, and Montpelier.
- Enable everyone to have the ability to work from home, if needed. Also have in place a site to relocate to in event of an emergency (we had one, but the lease was cancelled)
- Clearer plans made ahead of disasters. We implemented COVID protocol, but it wasn't one-size-fits all.
- The decision to close Courts and send workers home should be made more in advance of flooding.
- No one will ever be prepared for an emergency, we just need more training in the ICS and better instruction from management
- I work in a satellite location. Communication from my agency ANR is rarely applicable to my worksite lead by AOA. AOA does not communicate well with other agencies.
- They need to think about the safety of the employees and give them adequate time to get home and or to a safe haven.
- Increased availability of paid time for staff that were negatively impacted by the flood as well as for those who want to take time to help their families, friends, neighbors, and community.
- Continued flexibility in network architecture and remote work agreements is paramount for dealing with extended challenges caused by climate change.
- Stock food/water
- Ensure that all workers are made aware of the possibility of adverse weather and there is a clear follow-up protocol to ensure everyone is safe at all times. Some of my colleagues were not made aware of the storm or the possible impacts it could have had on their safety
- State needs better notification procedures - I had no idea my building was about to be flooded. We had a continuity of operation plan but had never practiced using it and it never went into effect, what's the point of that?
- I think the emergency response to alert people to the chance of flooding is okay, but I think that the areas that repeatedly flood need to be relocated. We cannot keep spending millions of dollars to rebuild in the same areas, only to have it flood again. I think we need to have more shelters for people whose homes are flooded out and more support for them.
- I felt our procedures were good as far as our upper management getting us out of Montpelier before the flooding actually happened.
- Don't just talk about having a plan in place, make a specific plan and have it ready to implement immediately. This means having mobile technology and equipment ready.
- Having clear protocol when ppl are sent home from their primary work sites and are expected to telework if possible but return home to no power and/or internet - having clear HR timesheet coding so their pay is not impacted would create peace of mind for employees.
- Having a designated alternate work location for people whose work must be done in-person is vital. I also think that really examining alternative work ways, there may be many people who can work remotely and tasks that can be done remotely that we currently do in person just because we haven't thought about it. Seeing which of these jobs can be done remotely, and preparing people to do them in that way might create a continuum of service when an office building is closed.
- i guess construction projects could have resiliency in mind. instead of just unplugging a tiny culvert, maybe put in a bigger box. focus on ditching and other runoff mediation efforts
- Another option for better use of 108 cherry street might have been consolidation of the cubicles with desk sharing and using the added space for a back up EOC.
- We need a separate fund to care for people who are enduring such hardships.
- Digitize files so work can be done remotely.
- Allocate more resources and personnel to create a statewide flood and emergency mitigation office.
- Department specific list of considerations that need to be addressed for our client's during times of emergency response.
- just understanding that this is going to be a recurring theme, not a one time emergency
- Better communication with employees and the public to minimize misinformation or uncertainty about access to the courthouses.
- texting alerts for closures for all departments
- Talk more to staff, keep them informed of what is happening.
- Many towns and cities need to update their infrastructure, the sewers could not handle the amount of water. Stop adding more homes until you fix what is already a problem. Why add more issue's.

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**Q7 Overall, how can the State be more prepared and responsive during emergency responses? What procedures, programs, or policies could be improved? (cont.)**

- Remote work should be allowed for all who can
- EPP's tighter. Central office hearing the workers, going out to help. understanding needs and supporting work. FEMA being a better partner
- I don't know enough about construction or flood mitigation to answer this. I feel that paid time off or state-wide closure for the day would help (including those staff teleworking - just because they're not in an office building doesn't mean they aren't affected by these things, especially at the community level. Teleworkers are always told that we don't apply when it comes to statewide office closures. We're essentially penalized for being remote.
- Dredge the rivers to prevent this from happening again.
- There is no local procedure at my building or in my office for emergencies. If there is, it is not communicated to line staff. And I guess that's the problem. Half the time supervisors are out of the office in meetings or they're off on whatever time. Communication of a plan would be helpful.

## Q8 What else would you like us to know about the recent flooding?

- Localized flooding was very severe. Ludlow, Ripton, Barre, Montpelier. The immediate impacts can not be guessed or determined without data, weather records, and an historical eye. Most Vermonters compared it to Lee/Irene and it was actually far worse in some watersheds and river systems due to local effects. But fortunately, the effects were locally severe but not widespread such as a tornadic cell, hurricane or severe earthquake. We are lucky in Vermont as a whole.
- Misguided management often made things more challenging. Fails to get front line worker input before making changes.
- This flooding creates alternative flow paths, effecting roads, recreation areas, and resident homes .. this impacts where we live and operate (downtowns) ... it also impacts the quality of the water as you likely know—long term, this devalues the assets we use and market ...
- disorganized, not a clear plan on supply chain and where to get materials or how many people needed for a job some places over kill sitting around others so thin running like a chicken with its head cut off
- Although our department only had a few inches in flood damage, our department is still displaced, and we are not given many updates on when we can expect to be back.
- I would like to see survey results from water system operators.
- This type of flooding will occur more often in Vt. The resulting issues will be more frequent landslides, road washouts and damage to the utilities in these areas. We must look at these events as an annual or even semi annual event. To design our infrastructure to be able to mitigate some of the potential impacts to this changing weather patterns.
- you just need to get people back to work.
- the main issue in this case is transportation and access roads. there were many secondary roads that have low spots which flood again and again. there should be alternate routes available
- seems like we should get some of offices out of flood plains
- YOU DONT CARE ABOUT THE COMMUNITY OR YOUR EMPLOYEES.
- we still haven't fixed underlying problem areas of our infrastructure.
- We're going to see a lot more of this as the climate crisis intensifies.
- Overall, the State appears to have responded as appropriately as possible.
- Find ways to stop the water and debris from coming from up stream.
- More mental health support for flood victims would be helpful, as would NOT raising property taxes to pay for flood recovery.
- Farmers need support and resources to be able to withstand and recover from future events.
- Buildings and General Services did a great job in getting the buildings back in operation.
- Very specific and direct questions about the state's actions and plans should be asked
- Months after the flood waters have receded, there are residents that have fallen through the cracks. Government support has not been adequate for renters who have been displaced or are facing displacement due to unlivable conditions and are basically at the whim of their landlords. Similarly, it has been reported that non-citizens were left with very little recourse. This is unacceptable; we need to do better for ALL residents.
- It's worth noting that the AHS emergency operations center had to be moved out of the Waterbury State Office Complex due to flooding and was moved to the Vermont Department of Health in Burlington, a noteworthy occurrence given the recent choice to sell the Vermont Department of Health office building. This brings into stark awareness the risk and perhaps misguided choice of bringing all AHS resources into the same, highly flood prone, place. In future floods where will the emergency operations center go given the Burlington office building is no longer an option.
- BGS deserves more recognition for their hard work. I don't think anyone knows how much time and effort they put into bringing our complex back to life.
- I don't think we have experienced the worst of it yet.
- It's going to happen again, no more studies we need action and forward movement
- Housing is already scarce in VT. People losing their housing and everything else during floods puts even more pressure on our system. More reliable housing is needed. Lower cost of housing is needed. Lower cost of living is needed. More high paying jobs are needed.
- It's going to keep happening. Climate crisis is already here. The State needs to step up and it needs to stop passing down the responsibility to the workers to bear the burden of dealing with it. There need to be better emergency shelters -- crowding people into far flung locations that not everyone can manage to get to, is not sufficient to deal with the situation.
- The rest of Montpelier outside the Capital District has done and continues to do a magnificent job rebuilding and reopening. I feel that the state could have done much better in getting their forgotten

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## Q8 What else would you like us to know about the recent flooding? (cont.)

- buildings attended to. Maybe it's hamstrings from FEMA or other money issues they had to deal with but it is embarrassing.
- The Department of Health Lab worked really hard to respond to each and every phone call received during the flood response and assemble, package and ship, and test all water samples received back at the laboratory for months following the initial event.
- FEMA does not make all the financial worries go away.
- Overall, I think the cleanup efforts and response to future flooding has been pretty disappointing. Where are the changes to infrastructure that will allow us to live in this changing climate? The floodplains need to be returned to floodplains instead of rebuilding in them again. The rivers need their natural ebbs and flows instead of forcing them to be straight so we can communities built alongside them in their natural floodplains. It's going to happen again and all that money that has been used for cleanup is going to go to waste. Vermont is already becoming too expensive of a state as it is.
- Thanks for all your assistance in supporting Vermonters & State workers...
- I am aware of one Department that made their employees go to work in person even though every other State office building in Montpelier was closed and the city water was shut off so employees had no access to safe drinking water.
- Need regulations and authority to regulate non-hydro dams. Many old abandoned dams need to be removed from our waterways as they are exacerbating the flooding issues. Also consider having good beaver management programs as these animals can aid in flood control.
- More help should have been provided in Bennington.
- It feels like the smaller government buildings in Montpelier effected by the flood are now invisible. While the downtown is receiving grants and stores continue to open, the smaller Capital Complex buildings at the gateway to our city, sit there abandoned and perhaps, doomed. Even with all their historical significance I can't help but feel this is inevitable. What a massive loss this would be for a state with the least populated and most charming State Capital in the country.
- My department spent a lot of time and effort creating a coop. One thing I thought that we had a plan for was how to set up our call center offsite using laptops, etc. Our call center software is cloud-based. We use VOIP for phones. We should have been able to stand up a remote call center in less than a day - or had staff report to an open location, or work from home depending on each individual's abilities and circumstances. Instead our call center was down for like a week or so.
- I wish I was able to volunteer more but most opportunities to volunteer were during operating hours. It was heartbreaking to see what was going on right outside my house. I would have used my accrued leave but since I had used most of my accrued time off due to going on a FMLA status for my daughter's medical condition and working in a hostel office environment at the CCB. I left the CCB just over 3 months prior to the flood but my leave balances were still low and needed to keep some time for scheduled medical appointments or in case she was admitted to the hospital (which happened in August when she was admitted to UVMHC for 4 days).
- We sacrificed time with our family and loved ones unconditionally
- Any information that can be shared about other worksites would be appreciated.
- How many people served and success stories.
- Are there homes without drinkable water that didn't receive test kits?
- Overall, State Government's response has been much swifter and more coordinated than it was after Irene. We did learn a lot from Irene.
- We had a lot of infrastructure damage - roads, trails, bridges - within our state parks and forests and very few staff to respond and coordinate repairs. Understaffing of our department's field staff has been going on for years and it impedes our ability to respond and repair damage
- A summary of what was damaged and update on whether anything is still affected.
- I was disappointed that the Governor told people to sign up on a specific site, and then that site was not leveraged until far too late. People were ready to jump in and help, were told not to come, but to sign up on this service to be deployed and then nothing came of it until weeks later.
- Flooding and other climate catastrophes disproportionately affect minorities, and impoverished populations. There's TONS of published science articles about that. Use data to make sure people who need help most get it.
- The state does what they want, not what they should. Don't care about employees
- Please see above.
- the state should look at dredging areas to allow for improved flow during events caused by excessive rain and snow melt, better control of beavers that are living in flood plain areas.

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## Q8 What else would you like us to know about the recent flooding? (cont.)

- Sarah did a great job.
- Deaf and Hard of Hearing Vermonters are LEFT OUT OF COMMUNICATIONS IN EMERGENCIES
- The employees at the Vermont Agency of Transportation worked very hard to get the transportation infrastructure back on line. I was impressed with their work ethic.
- On the day of flooding, we left the office when approval was granted... water was already covering the road. They need to be mindful of what road conditions are when the state decides to let us leave. We should have been sent home well before we were released.
- years of poor leadership and administrations passed the problem on
- DHR needs better language in alerts.
- Our workload just sky rocketed with all of the emergency response projects at both AOT Municipal Assistance and the Highway Maintenance Districts. We get paid the same and there are still only so many hours in the day to complete the work....
- Dredge our waterways.
- That it happened ALL OVER the state - not just on Montpelier and Barre. All areas need attention and assistance and the recovery funding needs to be distributed equitably around the state. Vermont exists beyond the Montp-Burlington corridor.
- Though the state did a good job with all that was on their plate; a directive to the lower level of workers needs to be provided so we can avoid back and forth blaming. Directive should be about what beside the task is needed to be kept as a log of work performed, "MATS" notes to be consistent for location and type of labor, all the way up to what a vendor needs to get paid in timely fashion instead of getting run around of "look at your contract", then a NAMING CONVENTION across the board for documents.
- I think staff were committed to do the best they can within what regulations allowed (Economic Services Division). I do think there were limited shelters available- especially people who didn't have resources or transportation to get there. More smaller shelters- especially for families would have been better. Our district didn't have a shelter, and people had to go to other parts of the state-which took them away from supports they had in their own community and those with children wouldn't have been able to get summer services set up in their local community.
- We had a great plan in place and it was no one's fault that the building was flooded since it was right next to the river that rose.
- People need to be aware of their surroundings and communicate with their supervisor
- We were assigned to do some things that should have been done by vendors, like fill out an inventory spreadsheet for an insurance company. Ridiculous! We could have sent them an electronic file in 5 minutes and they could fill out their stupid spreadsheet.
- It impacted everything downtown. We have so much poorly used space in our building. Huge empty areas. Why can't we have a proper breakroom with hot food options or a workout area. There was nowhere to eat unless you brought it from home. Nowhere to walk that wasn't destroyed. It's good for mental and physical wellness to be able to safely access these types of things and we have plenty of room to do it.the flooding just made it even more noticeable
- Again, Zampieri employees are moving to Waterbury, and this may impact our future perspectives --> certainly, the commute and office locations, etc. will be factors in the future.
- I was an AHS representative on the State Emergency Operations Center (SEOC) team, and found the environment to be organized, purposeful, positive, collaborative and transparent.
- People that rely on public transportation in Waterbury are at a much higher risk of being negatively impacted when trapped by raising water.
- COOP is not just a tabletop exercise.
- Many houses were permanently lost with no new housing to get into.
- Many state employees worked behind the scenes to provide support to Vermonters, both monetary and emotionally.
- How the state and federal government helped and continue to help the greater Montpelier business community.
- It is important to expand remote work opportunities wherever possible. This is the most cost effective and safe approach to natural disasters that will occur more frequently in coming years.
- Again, I think the state needs to understand that these emergencies are going to keep happening and we need to work harder on climate policies so we are better prepared. Again, I think flood plains would be beneficial and the state needs to work with the individuals who own the areas of land that have been identified to help.
- What areas were affected the most and how can we prevent it from happening again?
- Essential Employees who had to continue to work while other

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## Q8 What else would you like us to know about the recent flooding? (cont.)

employees were not felt very imbalanced due to the time coding policy. I don't have a recommendation on how to fix this, though. Perhaps bonuses for those who worked?

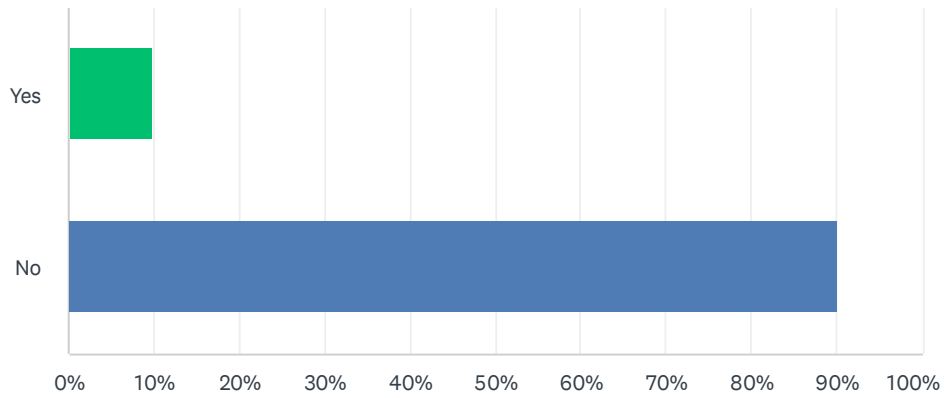
- This is just going to get worse unfortunately.
- Thank you for all that was done to help Vermonters.
- We were fortunate to relocate to the Dewey Bldng at Nat'l Life. It was a lot of work for the people setting up our space, but for the workers, like myself, it was an easy transition. We were very happy with the space up at Dewey.
- That we should start planning and making changes for the next one now.
- personally had to report in to work because I was considered essential. I did not get any sort of compensation for this. And being that my entire department was out for 3 days and getting paid it did not sit well.
- Personally, I have been affected by the lack of PO in Montpelier and would like to see legislature continue to push the federal government on reopening a functional location.
- The state needs to recognize that two 1000 year flood events in a year is a byproduct of climate change and that there will be more challenges, not all of them flooding, that we'll likely face in the coming years.
- How will the State perform hazard mitigation and how will the State pay for this ongoing problem?
- I feel that climate change is real and the risk of continued flooding is real - we have to adjust our towns to deal with that.
- Leaving it up to individual towns to handle preparation and recovery is not a strategy. It is a copout. Have equipment and personel staged and ready to go.
- I answered these questions w/ both the December and July flooding incidents in mind. I think we could focus on staff well-being in addition to how those we are serving are doing. As public servants I think management forgets that employees are Vermonters too and there's an expectation that we just keep working during challenging times.
- my home in Chester was in the path of the flooding
- Reminded that being paper based during interesting times is not efficient.
- The state needs to be proactive in developing responsive systems, policies, and procedures that anticipate and foresee future flooding and other extreme weather events.
- It's difficult to be able to respond to these types of emergencies when teams are already stretched thin and asked to do more than what current staffing allows.
- more willing to let staff work at home before flooding starts based on weather forecast
- The state needs to be quicker about getting things in place, like office space and such.
- The PTSD from the incidents will continue to be present in our lives for some time.
- a little too late
- Too many people were able to take advantage of flooding benefits by lying. More people to be aware of who was effect and be prepared to turn people away so that those who need the help can actually get it.





### Q9 Would you be willing to testify before the Legislature about the recent flooding and its impact on your work?

Answered: 183 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	9.84%	18
No	90.16%	165
TOTAL		183

